

WISCONSIN



DWD

Division of Vocational Rehabilitation Statewide Service Updates

Job Preparation, Development, Hire and Retention

Spring 2022 Release

Questions?

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Training Objectives

- Understand the purpose of the service
- Understand all services in the category and how they are related
- Identify important elements of each service and important changes



Training Objectives

Show Resources for:

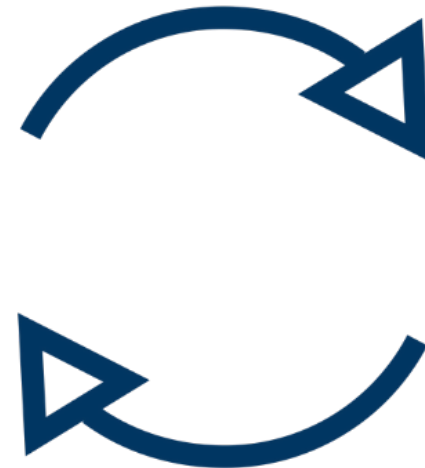
- Reporting
- DVR Statewide Service Fee Schedule
- Service-related tools



Technical Specifications and Fees

Process for changes:

- Research
- Feedback
- Workgroups
- Stakeholder Feedback
- Editing



DVR Service Provider Webpages

Main Page Link:
<https://dwd.wisconsin.gov/dvr/service-providers/>



Search DWD's Website 

UNEMPLOYMENT WORKPLACE INJURY EQUAL RIGHTS EMPLOYMENT & TRAINING DISABILITY EMPLOYMENT ABOUT DWD

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- Announcements
- Covid-19 Information
- Required Trainings
- Statewide Service Fee Structure
- Technical Specifications**

Need an Alternate Format?

If you have comments regarding any documents on DVR's website or need an alternate format, you may contact us via email at: dvr@dwd.wisconsin.gov

Or you can reach us by phone at: 800-442-3477 (Toll Free)

Technical Specifications & Sample Reports

Statewide Services Other Services Resources/Links

List of Services

- **Customized Employment Services** is a set of services that uses an approach called Discovery to identify the strengths of an individual in community settings. The role of the service provider in Customized Employment is to facilitate customizing a job for the individual matching those strengths to a business's needs. Customized Employment is an option when typical supported employment strategies have not been successful, or when customized employment strategies may more successfully meet a consumer's individualized support needs.
- **Individualized Placement and Support (IPS) Services** is an evidence-based model of Supported Employment services for consumers with the most significant disabilities (Category 1) who have a primary diagnosis of serious and persistent mental illness or substance use disorders and need long-term support to maintain a job. IPS services are provided in a working alliance with mental health services and include planning for employment, job development, job placement, on-the-job support, transition to long-term support, and successful employment. To build ongoing collaboration, DVR attendance at meetings and continued use of information from the IPS Employment Center is encouraged, including resources on implementation of the IPS model, agency guidance, fidelity reviews and recommendations, policies, and regulations.
- **Internship/Temporary Work (I/TW)** is a time-limited, paid work experience. This service is designed to provide DVR consumers in-depth knowledge of day-to-day work requirements in a competitive integrated setting. Possible purposes may be to try out a job, determine an appropriate vocational goal, determine needs for rehabilitation technology or job accommodations, assist with work hardening, or develop a current work reference or new skills.



DVR Service Provider Webpages

UNEMPLOYMENT WORKPLACE INJURY EQUAL RIGHTS EMPLOYMENT & TRAINING DISABILITY EMPLOYMENT ABOUT DWD

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Supported Employment

About Service Details Fee Schedule Reports/Forms Resources/Links

About

Supported Employment is competitive integrated employment in an integrated work setting in which an individual with a most significant disability, including a youth with a most significant disability, is working consistent with their unique strengths, abilities, interests, and informed choice, with ongoing support services.

Service	Purpose	Timeframes	Deliverables	Payment
Supported Employment Career Profile	To gather employment information about the consumer and those on the support team.	90 days	1. Career Profile Report. 2. Required meeting with all parties in-person, by phone, or virtually.	\$950
Supported Employment Job Development Plan	Develop a plan for the consumer to obtain, maintain, and sustain employment.	30 days	1. Job Development Plan. 2. Resume or completed sample job application. 3. Optional meeting.	\$250
Supported Employment Job Development and Hire	To engage local businesses in systematic job development leading to a good job match for the consumer.	Review every 90 days with all parties in-person, by phone, or virtually. Case notes required if review is not in person. Job Development Monthly Report(s). Hire Report.	1. Review every 90 days with all parties in-person, by phone, virtually. Case notes required if review is not in person. 2. Job Development Monthly Report(s). 3. Hire Report.	\$2,100 35+ hours per week and health insurance benefits or 35+ hours per week and \$12 per hour minimum -or- \$1,900 20+ hours per week and health insurance benefits or 20+ hours per week and \$9 per hour minimum



Statewide Service Process

- How a service is authorized
- How a referral is made to the provider
- Role of communication
- DVR typical case progress in this category
- Reporting
- Invoicing



Job Preparation, Development, Hire, & Retention

Comprehensive set of services to assist DVR consumers in their efforts to plan for, seek, obtain, and maintain employment.

- Includes 3 Services



Job Preparation, Development, Hire, & Retention

Services in the category:

- Job Preparation and Development Plan
- Job Development and Hire
- Job Retention Services



Job Preparation and Development Plan

Service Details

An acceptable Job Preparation and Development Plan will have the following items attached:

- Sample job application (if DVR deems this necessary and appropriate)
- Resume
- List of references
- Cover letter
- Job Center of Wisconsin registration and verification of uploaded resume (service provider must describe the assistance they provided with this task)



Job Development and Hire

Service Details

The service provider and consumer are working together on a regular basis to seek out and apply for jobs. Activities include:

- Consumer and service provider making contacts with potential employers based on consumer's needs
- Service provider assisting consumer with completion of job applications, needed resume modifications, and interview preparation
- At least weekly contact between the consumer and service provider in person or by phone or email



Job Development and Hire

Service Details

In cooperation with DVR staff, the service provider will:

- Conduct an onsite job analysis
- Assist employers in identifying, modifying, and eliminating environmental barriers to successful employment
- Aid in recommendation of assistive technology or rehabilitation engineering consultation as appropriate

The service provider will not receive payment for a hire if they are the employer of record or place a consumer in their own place of business. Service providers may not place consumers as replacement workers in businesses where a strike is in progress.



Job Development and Hire

Service Details

Service Note: If the Job Development Plan was submitted to DVR within 45 days of authorization, and the job begins within 90 days of the date of the plan review meeting, the provider is eligible for a rapid hire payment.

If the hire date occurs within 45 days and prior to completion of the job development plan, the provider is eligible for a rapid hire payment.



Job Retention Services

Service Details

- All consumers receiving any job development service shall be provided with job supports appropriate for the consumer need for at least the first 90 days on the job.
- Retention services can be used to:
Foster positive workplace relationships with coworkers and supervision leading to independent and natural supports as available and appropriate.



Job Retention Services

Service Details

The provider should:

- Help with situational problem solving and communication
- Help the consumer learn how to seek and get information at the worksite
- Provide regular check-ins with the consumer and the employer as detailed in the Hire Report and Job Retention Report
- Monitor
 - Stability
 - Progress



Job Retention Services

Service Details

- At a minimum the provider must:
- Communicate directly on a weekly basis with the consumer via phone, email correspondence, or meeting in-person/virtual. Topics that should be discussed include;
 - Attendance, wage and scheduling
 - Training and progress
 - Problems at work and related problem solving strategies
 - Any issues identified



Job Retention Services

- Provide other supports as detailed in the job supports plan section of the Hire Report updated at the time of hire
- Contact the employer with permission and input from the consumer and include how often employer contact will occur, and plan to visit the workplace and include discussion on the following:
 - Role of provider and DVR
 - Share ideas to promote independence and encourage quality job performance including consumer specific information – helpful support, communication, and learning style.
 - Identify what steps to take if issues arise with consumer progress.
 - Contact for provider and backup plan if provider cannot be reached.



Case Curveballs

- Off Site supports
- Other supports
- Subsequent Hires
- Behavioral Support Plans/Legal Supervision



Reports/Forms

- Job Development Plan and Monthly Report (DVR- 18028-E)
- Job Hire Report (DVR-17037-E)
- Job Retention Report (DVR-17038-E)



Fee Schedule/Service Notes

When requested and approved by DVR:

Hourly Systematic Instruction

- Systematic Instruction includes planning and implementing individualized instruction for a job.
- Use the Job and Task Analysis to:
 - Identify the work routine
 - Identify instructional strategies
 - Identify how the consumer will be supported
 - Identify how the consumer will be taught to complete their job tasks independently.



Fee Schedule/Service Notes

Hourly Systematic Instruction

- Monitor progress
- Modify strategies using a systematic approach
- Positive and constructive communication with the consumer



Fee Schedule/Service Notes

When requested and approved by DVR:

- Partners with Business
Partners with Business (PwB) is a strategy for providing on the job support using a consumer's co-workers instead of a provider employee.
- The employer is reimbursed for the time a co-worker spends assisting a consumer.
- The provider trains the consumer's co-worker in best practices



Purchase Orders and Invoicing

- DVR will issue POs to reflect the timeframe to deliver the service, extending POs as needed.
- DVR staff should follow PO construction guidance and policy.
- Service Providers may not seek or accept payments from another source for the same consumer and service funded in the same timeframe as DVR.
- Providers should have supplemental documentation to justify service delivery invoiced to DVR.



Resources/Links

- [Competitive Integrated Employment Guidance](#)
- [DVR Business Services](#)
- [Job Center of Wisconsin](#)
- [Role and Responsibilities document](#)
- [Wisconsin Association for Persons Supporting Employment First](#)
- [Wisconsin Board for People with Developmental Disabilities](#)
- [Wisconsin Job Center Publications](#) (Multiple titles for viewing or printing)
- Wisconsin labor market information: [Visit WisConomy.com](#)



Qualifications and Metrics

- Qualifications: Beginning in 2024, additional qualifications for service providers will be introduced. Providers will need to demonstrate that their employees either have experience working with people with disabilities or have received training in best practices.
- Metrics: DVR has identified criteria for establishing baseline quality information and will eventually establish goals for quality improvement with our provider partners.

Details and discussion will take place in the future for both updates



Contact Us

QUESTIONS AND COMMENTS:
DVRServiceProviders@dwd.wisconsin.gov

