

WISCONSIN



DWD

DVR Technical Specification Updates

Summer 2022 Release

Questions?

Questions can be directed to:

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Training Objectives

- Headline changes to the DVR Technical Specifications
 - New job support options and Retention definition
 - Split and reintroduced reports
 - Addition of resources, qualifications, and future metrics
- Please refer to the other trainings available for each service



Support Option Changes

Workgroup discussions

- SE workgroups
 - Not all consumers require SESI (which includes job retention services)
- SWBL/JPDP workgroups
 - Definition of Job Retention level service will help clarify when to authorize SI as well

Introduction of Job Retention service in SE



Retention Definition

If a consumer does not need on site systematic instruction to learn job tasks, authorization of Job Retention services can be used to foster positive workplace relationships with coworkers and supervision, potentially leading to the development of independent and natural supports in the workplace as available and appropriate. The provider should work with the consumer to help with situational problem solving and communication. The consumer should know how to seek and get information at the worksite, provide regular check-ins with the consumer and the employer as is detailed in the Hire Report and Retention Report, respectively, so that job retention, stability and progress can be monitored in the first months of a job.



Retention Definition

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 specified
- 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 consumer and include how often employer contact will occur, and plan to visit the workplace and specified topics



Report Changes

Includes prompts for:

- Job Development Plan and Monthly Report
 - Expected support needs for potential job
- Job Hire Report
 - Job specific strategies
- Job Retention
 - Monthly update on use of strategies identified and revisions



In 2020 These DVR Reports...

CE Job and Task Analysis

CE Skill Instruction

Student Learning Experience

Monthly Student Training

SE Job and Task Analysis

SE Skill Instruction

SI Job and Task Analysis

SI Skill Instruction

IPS Job Start (Hire)

IPS Ongoing Support,
Monthly and Job End

I/TW Placement Final

Job Development Hire

Job Retention

SE Job Development Hire

CE Job Development Hire

CE Job Development Plan
Monthly

CE Job Development
Monthly

IPS Job Development Plan

IPS Job Development
Monthly

I/TW Placement Monthly

Monthly Job Search & I/TW

Job Preparation and
Development Plan Report

Monthly Job Search & I/TW

Student Readiness Plan

Monthly Student
Development

SE Job Development Plan

SE Job Development Monthly



...were Combined into these Reports

1. Job Development Plan and Monthly Report
2. Job Hire and Retention Report
3. Job and Task Analysis and Systematic Instruction Report



In 2022 we will Split

Job Hire and Retention Report

1. Job Hire
2. Job Retention



In 2022 we will Reintroduce

I/TW report

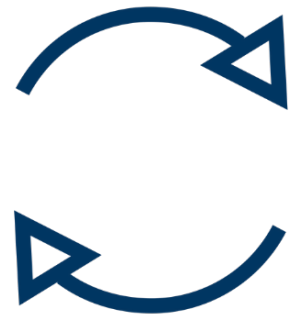
- Still use Job Development Plan and Monthly report to update on progress toward securing I/TW
- Still use JTASI report during I/TW



Job Development Plan and Monthly Report

Prompt to discuss future support needs

- Will they be needed? Are they desired from the provider?
- Of what type? Accommodations? Assistive Technology?
- Work related supplies or clothing?
- Foreseeable barriers to attendance and plan to address
- Plan to monitor job satisfaction and coping strategies



Job Development Plan and Monthly Report

Initial Job Support Plan (Before Job Start)

+
Describe your discussion with the consumer about what help they would like to have to keep the potential jobs identified in the job development plan.
Do you think that you will need help to keep your job? Do you want help from us to learn the job? <input type="text"/>
What kinds of help do you want from others on your team once you get a job? For example: Do you think you might need accommodations or assistive technology? <input type="text"/>
Do you need work related supplies or clothing? <input type="text"/>

DVR-18028-E (R. 06/2020)

What might prevent you that may affect you to not be able to go to work? What is the plan if that happens? <input type="text"/>
How will you know if you start to feel dissatisfied or unhappy with your job or that you are having problems at work? What are some tools/coping strategies that you have used in the past on the job to manage stress? <input type="text"/>



Job Hire Report

Review the Job Supports Plan from JPDP

- How/How often would the consumer like to be contacted?
- Alternate contact for support
- Standard and conditions for contact with employer
- Describe discussion(s) with the employer to include:
 - Assistance from the provider or employer,
 - the role of provider and DVR and when to contact for assistance,
 - strategies to promote independence and encourage quality job performance,
 - consumer specific strategies, (Support plan, communication, and learning style)



Job Hire Report (cont'd)

- What is the status of the consumers hours, wages, and schedule?
- What training has been provided and progress made?
- Have there been problems at work?
- What strategies have been used or discussed?
- Have there been any other issues identified?
- Are any other services or supports needed to be successful on the job?
- Who will help the consumer report wages to Social Security if needed?



Job Supports Plan After Job Start (No Later than 10 Days after Employment Begins)

Review the initial job supports plan included in the Job Development Plan and discuss adjusting the plan to suit the job at hire. Include details in each section below.

How would the consumer like to be contacted?

- In-person in the community In-person at the job site In-person at an agency
- Phone call Text (does not count as direct contact) Email

How often does the consumer wish to be contacted? [Redacted]

If service provider staff is not available, who can the consumer and or the employer contact?

[Redacted]

Phone Number: [Redacted]

Did the DVR consumer give permission to the service provider to directly contact the employer? Explain any limits, contact standard and anything else identified by the consumer including discussion of disclosure of disability.

[Redacted]

Describe discussion(s) with the employer to include: Assistance from the provider or employer, the role of provider and DVR and when to contact for assistance, strategies to promote independence and encourage quality job performance, consumer specific strategies, (Support plan, communication, and learning style) [Redacted]

Describe the following: What is the status of the consumers hours, wages, and schedule? What training has been provided and progress made? Have there been problems at work? What strategies have been used or discussed? Have there been any other issues identified?

[Redacted]

Are any other services or supports needed to be successful on the job?

[Redacted]

Who will help the consumer report wages to Social Security if the consumer needs help?

[Redacted]

Job Hire Report



Job Retention Report

The activities described in this section correspond to the Job Supports Plan detailed in the Job Hire report and ask for detail in relation to the following topics:

- Attendance
- Wages
- Scheduling
- Training
- Description of progress
- Description of current and updated barriers **and the action plan to address those barriers**



Job Retention Report (cont'd)

- Services provided to employer/worksites (for example, explanation of provider role, strategies shared to promote independence, improve performance, modes of support responsive to individual communication and learning style)
- Skills/Certifications gained while on the job
- Communication plan for employer to contact provider as needed.
- Specific requests from the employer and how they are being addressed.
- What have we learned about the consumer's performance on the job through retention efforts (consumer, employer, and provider insights)



Job Retention Report

Use this section to provide detail about the consumer's progress toward retention. Address progress and barriers in relation to the following topics: attendance, wages, scheduling, and training. The activities described in this section should correspond to the Job Supports Plan detailed in the Job Hire report.

Description of progress.



Description of current and updated barriers **and the action plan to address those barriers**



Services provided to employer/worksite (for example, explanation of provider role, strategies shared to promote independence, improve performance, modes of support responsive to individual communication and learning style)



Skills/Certifications gained while on the job



Communication plan for employer to contact provider as needed.



Specific requests from the employer and how they are being addressed.



What have we learned about the consumer's performance on the job through retention efforts (consumer, employer, and provider insights)



Addition of Resources, Qualifications & Performance Metrics

All of these are intended to improve the quality of services that consumers receive from providers:

- Resources to encourage providers to access state of the art training
- Qualifications to make sure they are availing themselves of those resources as appropriate
- Performance metrics to check if those steps are having the intended effect.



Resources Example

- Competitive Integrated Employment Guidance
- DVR Supported Employment Guidance
- 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](http://WisConomy.com)



Qualifications Example

Providers who are delivering Supported Employment services must agree to have qualified personnel complete the services.

Starting in 2024, it is expected that DVR Service Provider staff will be required to complete the Wisconsin Association for Persons Supporting Employment First (APSE) or other Association of Community Rehabilitation Educators (ACRE) approved course within 6 months of the start date of the provider staff. If a provider staff has previously been certified and has documentation by the IPS Center, APSE or ACRE, they will have met the requirement.



Performance Metrics Example

Criteria
PLACEMENT QUALITY
Employer
Wages per hour
Wages vs County Index
Consumer's w/Benefits
Hours per week attained
Hours per week (IPE)
Job Titles (by Sector)
% Job Title Match IPE
Success Rate
Temporary/seasonal placement
Second Hire date

TIMELINESS
Time from referral to service provider to conclusion of all
Time referral to conclusion: Career Profile
Time referral to conclusion: JPDP
Time referral to conclusion: Job Dev to Hire
Time referral to conclusion: Hire to Trans LTS or (Number of months of SI)
Time referral to conclusion: Trans LTS +6 months
COLLABORATION
Source of LTS
Level of support needed at LTS (SE) hrs./wk.
Working at 6 months post LTS transition
WIOA
Working at Q 2 wages hours
Working at Q 4 wages hours



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