

WISCONSIN



DWD

DVR Statewide Service Agreement

2022-2024

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Questions?

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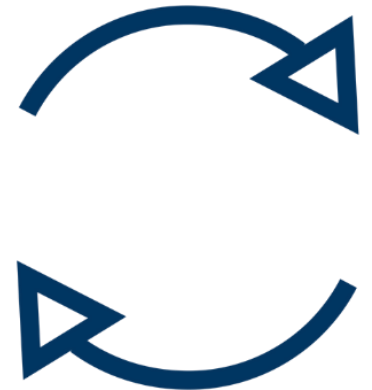
Training Objectives

- DVR Service Agreement Updates
- 2022-2024 Service Agreement Process
- The DVR Service Provider Webpage
 - Tools and Resources
- Portal Demo



DVR Service Agreement

- 2022-2024 Service Agreement Posted at https://dwd.wisconsin.gov/dvr/service-providers/agreement-references/agreement_for_services.pdf



Prerequisites and Training

- Prerequisites for Providing Services:
 - Certification Regarding Drug-Free Workplace Requirements
 - Certification of Criminal Background Check Form
- Trainings: <https://dwd.wisconsin.gov/dvr/service-providers/training/>
 - Ethics
 - Security Awareness



Key Updates

- Section 2.0 Independent Contractor
- Section 4.2 Service Interruption
- Section 4.3 Service Waitlists
- Section 5.5 Service Provider Qualification Requirements



Key Updates (cont.)

- Section 6.0 Performance Requirements
- Section 7.0 Security Requirements
- Section 9.3 Invoicing



Reminders

- Section 3.5 Insurance Responsibility
- Section 4.1 Requirement to Accept Referrals
- Section 4.4 Requirements for Meeting Spaces
- Section 4.6 Promotional Advertising, News Releases, and Communications
- Section 4.8 Restriction on Solicitation/Informed Choice



Reminders (cont.)

- Section 4.9 Transporting Consumers
- Section 5.1 Service Provider Portal System



Section 5.4 Criminal Background Checks (CBCs)

- Required for Service Provider personnel and subcontractors.
- Obtain a criminal history search from the Wisconsin Department of Justice: <https://www.doj.state.wi.us/dles/cib/cib-frequently-asked-questions>
- For any Non-Wisconsin residents (current or within the last 5 years) conduct a search similar to that of the Wisconsin Department of Justice.
- See DVR's Criminal Background Check Policy:

<https://dwd.wisconsin.gov/dvr/service-providers/agreement-references/criminal-background-policy.htm>



Criminal Background Checks (cont.)

- Notes

- Review the Wisconsin Sex Offender Registry at <http://offender.doc.state.wi.us/public/home/jsp>
- CBCs completed within six (6) months before the signing of the Agreement are acceptable



CBC Reports that Contain Findings

- Service Provider must notify the DVR Contract Specialist within two (2) business days when the Service Provider becomes aware that Personnel and/or Subcontractors are the subject of an investigation that may lead to a conviction that would be substantially related under DVR's criminal background policy.
- Additionally, the Service Provider must notify the DVR Contract Specialist within two (2) business days of discovering any new convictions or if an individual has been added to the Wisconsin Sex Offender Registry.



CBC Reports that Contain Findings (cont.)

- Notes
 - All CBC reports must be kept on file for three (3) years.
 - DVR reserves the right to request copies of criminal background checks for Service Providers as well as all staff and subcontractors covered by this Agreement at any time.



Agreement Reminders (cont.)

- Section 7.1 Storing & Safeguarding Consumer Information
- Section 7.2 Service Provider Portal Access
- Section 7.3 Confidentiality



Invoicing (Section 9.3)

- Invoices must be submitted within 60 days after completion of acceptable service.
- Purchase orders not invoiced within 60 days or service completion may be cancelled.
- Invoice instructions included on all DVR purchase orders.
- Invoices are paid within 30 days of receipt.
- **Note:** Services performed without an approved purchase order issued **before** service start date will not be paid.



Amendments and Termination

- Amendments
 - *Scope of Work*: Provider must give a 30-day written notice to the WDA Director when reducing services or coverage area.
 - Expanding services or coverage area requires written approval of WDA Director.
 - *Change in Provider Name, FEIN, or Address*: Requires a 30-day written notice to DVR.
- Termination
 - *Without Cause*: Either party may terminate upon 30 day written notice.



Updated for 2022-2024

- DVR Technical Specifications
 - <https://dwd.wisconsin.gov/dvr/service-providers/tech-specs/>
 - All services and reporting must be provided per Technical Specification requirements.
 - Performance metrics added to the DVR Technical Specifications.



Service Agreement Renewal Process

1. DVR Service Provider Portal System login:
<https://webapps.dwd.state.wi.us/dvrserviceprovider/>
 - a. Select Federal Tax Classification on Details Page
 - b. Review/Add Communities Served (Details Page)
 - c. Review/Add Service Locations
 - d. Update Personnel/Subcontractor Accounts
 - i. Locations Served
 - ii. Employment Type
 - iii. Services Provided
 - iv. Specialized training, certification and/or credential(s).
 - v. Training and Criminal Background Check Dates



Service Agreement Renewal Process (cont.)

2. Go to Agreement Page & Select *Add New Service Agreement*
 - a. Select WDA(s) & Services Provided
 - b. Read and acknowledge the following electronic forms:
 - i. Service Agreement Signature Form
 - ii. Certification Regarding Drug-Free Workplace Requirements
 - iii. Certification Regarding Criminal Background Checks
 - c. Check electronic signature box, select SAVE, then SUBMIT
 - d. Agreement Status should read *Pending DVR Decision*

Note: DVR approval may take up to several weeks.



Process Updates and Deadlines

- April 25 – May 13th: Complete Agreement prerequisites and portal updates.
- May 16-May 27th: Complete and submit a new Agreement through the service provider portal.
 - **Note:** Service Providers must complete all updates and submit a new service agreement via the service provider portal by **May 27th**.
- May 30th-June 24th: DVR reviews and approves Agreements.
- New term begins July 1, 2022 through June 30, 2024.



DVR Service Provider Webpage

- Announcements
- Communications Guidance
- Required Trainings
- Service Agreement Resources
- Statewide Fee Structure
- Technical Specifications

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



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