



Vocational Rehabilitation

DVR Statewide Service Provider Agreement and Portal Demo

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SPRING 2026

Training Objectives

- DVR Service Agreement Prerequisites, Updates, & Reminders
- 2026-2028 Service Agreement Approval Process
- DVR Service Provider Portal Demo



DVR Service Agreement

The 2026-2028 Service Agreement is posted online at:

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

**Please review the 2026-2028 agreement
before signing and submitting your agreement.**



Agreement Prerequisites

- Required Trainings:
 - Ethics (**due every five (5) years**).
 - IT Security Awareness Training (**due annually**).
 - <https://dwd.wisconsin.gov/dvr/service-providers/training/>
- Criminal Background Checks:
 - Required for all personnel and subcontractors.
 - Completion date must be within six (6) months preceding the signing of the 2026 Service Agreement.



Documenting Prerequisites

- Record completion dates in all active personnel and subcontractor portal profiles:
 - IT Security Awareness Training (**completion date must be in 2026**).
 - Ethics Training (**if completion date exceeds five (5) years**).
 - Criminal Background Check Date (**completion date must be within six (6) months preceding the signing of the 2026-28 Agreement**).



Agreement Prerequisites (cont.)

- Certification regarding drug-free workplace requirements (signed electronically as part of your new Service Agreement).
- Certification of criminal background check form (signed electronically as part of your new Service Agreement).



Criminal Background Checks

- Required for all personnel and subcontractors.
- The service provider is responsible for completing and paying for all background checks.
- Available through the Wisconsin Department of Justice: <https://www.doj.state.wi.us/dles/cib/cib-frequently-asked-questions>
- Non-Wisconsin residents or those that lived outside of Wisconsin within the last five (5) years, obtain criminal history report similar to what is available through the Wisconsin Department of Justice.
- Wisconsin Sex Offender Registry: <https://appsdoc.wi.gov/public>



Criminal Background Checks

- Criminal Background Checks with Findings:
 - Responsibility of the service provider to determine whether an arrest or conviction is substantially related to the employee's or contractor's job duties.
 - Guidance on how to review whether an arrest or conviction is "substantially related" to a position is posted here:
<https://dwd.wisconsin.gov/er/civilrights/discrimination/arrest.htm>.



Criminal Background Checks

- Criminal background checks with findings:
 - Any criminal background check with findings that, according to DVR's Background Check Policy, are substantially related to work with DVR consumers under the Service Agreement, must be sent to the DVR Contract Specialist.
 - DVR may request additional information to determine if an arrest or conviction is substantially related to providing services to DVR consumers or working with DVR consumer information.
 - Examples of offenses which may be considered substantially related included in the DVR Criminal Background Check Policy:
<https://dwd.wisconsin.gov/dvr/service-providers/agreement-references/>.



CBC Notification Requirements

- Service providers should require employees and subcontractors to inform them of any arrest or conviction **within 48 hours** of the arrest or conviction.
- Service providers must notify DVR if staff or subcontractors are the subject of an investigation, had a new arrest or conviction, or added to the WI Sex Offender Registry.
- Notification to DVR shall take place within **two (2) business days** from the time that the service provider becomes aware.



Agreement Updates

- Section 1 – Services
- Section 3 – State and Federal Terms and Conditions
- Section 4.10 Accommodations
- Section 4.11 – Limited English Proficiency
- 7.0 – Security Requirements



Agreement Reminders

- Section 3.5 Insurance Responsibility
- Section 3.7 – Record Keeping and Record Retention:
 - Destroy three (3) years after final payment on a consumer case.
- Section 4.1 – Requirement to Accept Referrals
- Section 4.2 – Service Interruption:
 - Temporary suspension of a service(s) due to the Service Provider's inability to provide the service to a DVR consumer that is estimated to last up to 30 calendar days.



Agreement Reminders

- Section 4.3 – Waitlist:
 - A service interruption lasting 30 calendar days.
 - Unable to initiate a service(s) within 30 calendar days of receiving a DVR service authorization.
 - Service Provider must notify DVR within five (5) business days of discovering the waitlist via the DVR Portal System.



Agreement Reminders

- Section 4.3 – Waitlist (cont.):
 - Waitlist Portal Entry shall include:
 - Impacted service(s) and county / counties.
 - Start and anticipated end date(s).
 - Reason for the waitlist.
 - Status of the affected DVR consumers.
 - Policies and procedures for the administration and resolution of the waitlist including communication plan for the delayed start date.



Agreement Reminders (cont.)

- Section 4.6 – Promotional Advertising, News Releases, and Communications: <https://dwd.wisconsin.gov/dvr/service-providers/sp-communications.htm>
- Section 5.1 – DVR Service Provider Portal System
- Section 7 – Security Requirements
- Section 7.1 – Storing & Safeguarding Consumer Information
- Section 7.2 – Service Provider Portal Access
- Section 7.3 – Confidentiality



Payment for Services

- Section 9.3 – Invoicing
 - 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.
 - Services performed without an approved purchase order issued **before** service start date will not be paid.



Amendments and Termination

- Section 10 – Amendments
 - 30-day written notice to the WDA Director is required when reducing services or coverage area.
 - Expanding services or coverage area requires written approval of the WDA Director.
 - **Change in Provider Name, FEIN, or Address:** Requires a 30-day written notice to DVR.
- Section 11 – Termination
 - **Without cause:** Either party may terminate upon 30-day written notice.



DVR Technical Specifications

- Updated for the 2026-2028 Agreement.
 - Available at: <https://dwd.wisconsin.gov/dvr/service-providers/tech-specs/>
 - All services and reporting must be provided according to the DVR Technical Specification requirements.
 - 2026-2028 DVR Technical Specifications will be available later this spring.



Timeline

- **March 9-April 15, 2026**: Complete Agreement prerequisites and DVR Service Provider Portal updates.
 - Must be completed by **April 15, 2026**.
 - **NOTE**: You will not be submitting a new service agreement during this initial period. The *Add New Service Agreement* Button (Agreement Page) will be inactive until May 1, 2026.
- **April 16-30, 2026**: DVR reviews portal accounts to verify Agreement prerequisites and portal updates are completed.
- **May 1-May 15, 2026**: *Add New Agreement* button is activated. Service Providers complete and submit a new Agreement through the DVR Service Provider Portal (Agreement Page).
 - New service agreement must be submitted by **May 15, 2026**.
- **May 16-June 30, 2026**: DVR reviews and approves Agreements.
 - The Service Provider Main Contact will be notified by email when the Agreement is approved for the 2026-2028 term.
- **July 1, 2026**: New Agreement term begins and is in effect through **June 30, 2028**.



DVR Service Provider Webpage

- 2026-2028 Agreement
- Agreement Renewal Resources
- Fee Schedule & Technical Specifications
- Required Trainings



Portal Demo

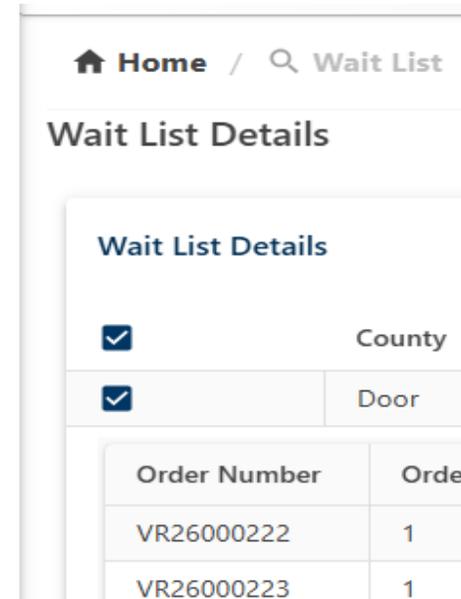
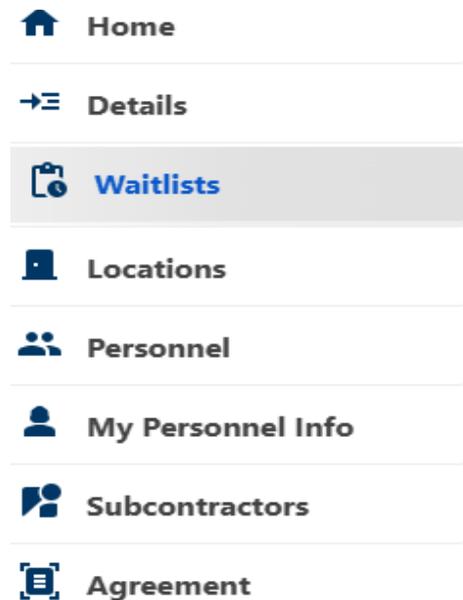
- Waitlist Portal entry creation, Details, Waitlists tab

The screenshot displays the 'Details' tab of the Waitlist Portal. On the left, a vertical navigation menu includes: Details (selected), Waitlists, Locations, Personnel, My Personnel Info, Subcontractors, and Agreement. The main content area is titled 'Service Provider Details' and contains instructions: 'Please complete the information below. Information pro primary mode of communication. Select from all staff lis complete the personnel tab and designate home WDA I'. Below the instructions are two tabs: 'Service Provider Information' and 'Wait List'. The 'Wait List' tab is active, showing a 'Wait List' header and a '+ New Wait List' button with an information icon.



Portal Demo

- Section 4.3 Waitlist (continued):
 - Waitlist-managing for affected Purchase Orders: locate orders to remove Waitlist flag when ready to work with them.



Portal Demo

- Section 4.3 Waitlist (continued):
 - Waitlist-managing: remove Waitlist flag by “unchecking” it on the Purchase Order Line(s).

WaitList

Service Start on Hold

Service Not Start on Hold

Case Progress Issue

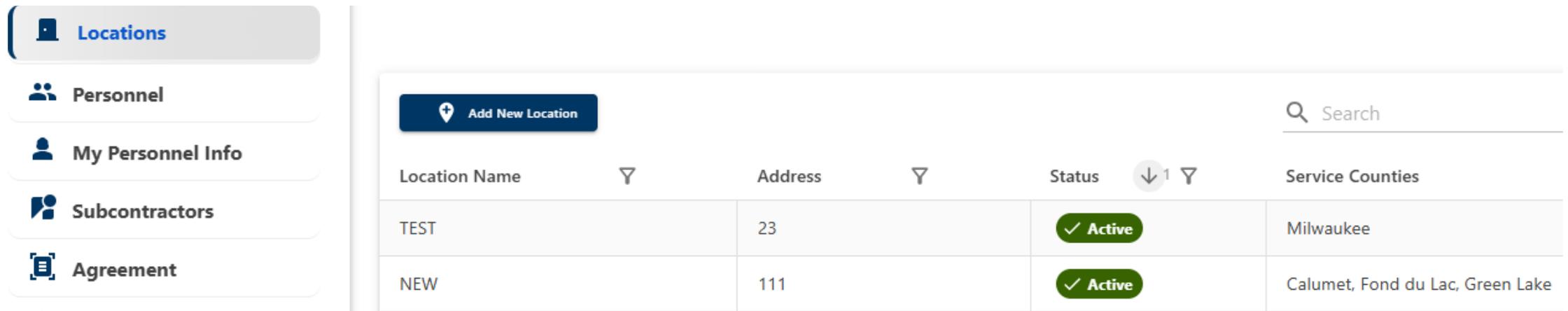
Other Text

consumer hasn't responded to last 5 attempts



Portal Demo

- Locations: confirm you have identified the counties served by each location; update as appropriate.



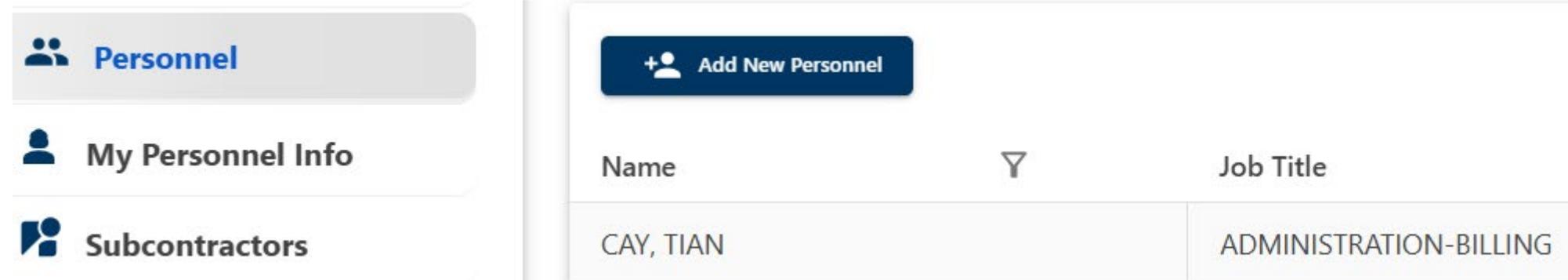
The screenshot displays a web portal interface. On the left is a sidebar with five menu items: 'Locations' (highlighted), 'Personnel', 'My Personnel Info', 'Subcontractors', and 'Agreement'. The main content area features a dark blue 'Add New Location' button with a location pin icon. To the right of this button is a search bar with a magnifying glass icon and the text 'Search'. Below these elements is a table with the following structure:

Location Name	Address	Status	Service Counties
TEST	23	✓ Active	Milwaukee
NEW	111	✓ Active	Calumet, Fond du Lac, Green Lake



Portal Demo

1. Personnel/Subcontractors
2. Inactivate, Add New Personnel/Subcontractors: review services and locations, update training dates.



The screenshot shows a web interface for personnel management. On the left is a navigation sidebar with three items: 'Personnel' (highlighted in grey), 'My Personnel Info', and 'Subcontractors'. The main content area features a dark blue button labeled '+ Add New Personnel'. Below this is a table with two columns: 'Name' and 'Job Title'. A single row is visible in the table with the name 'CAY, TIAN' and the job title 'ADMINISTRATION-BILLING'. A downward-pointing triangle icon is positioned between the column headers.

Name	Job Title
CAY, TIAN	ADMINISTRATION-BILLING



Questions?

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