

# Division of Vocational Rehabilitation

DVR Statewide Technical Specifications

DVR Scanning Procedures

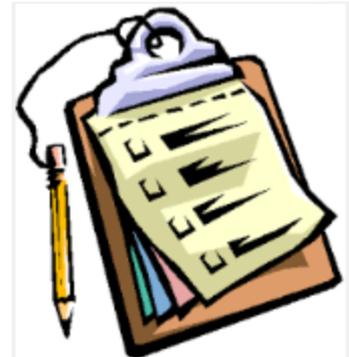
*Quarterly Service Provider Meeting*

DVR Program Development Specialist

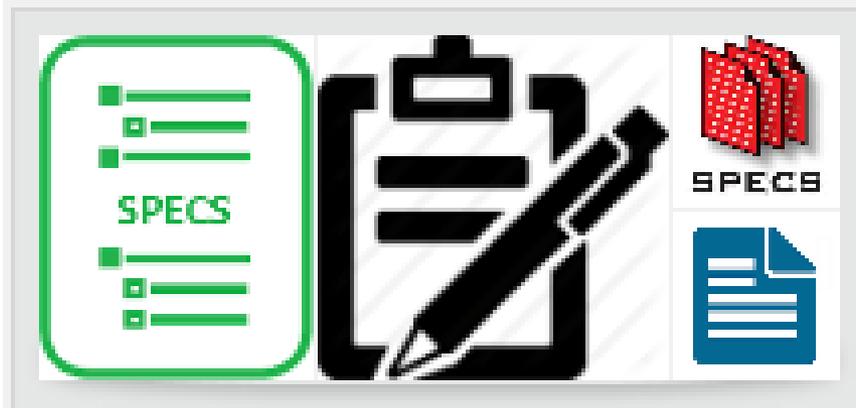
Lela Yang

# Agenda

- Technical Specifications (July 2016)
  - New Statewide Services
  - Format Changes
  - Required Reporting Templates
- New Scanning Procedures (Service Providers)
  - Current Process
  - Headers-Automated Attachment
  - New Process
    - URL
    - New Fax



# DVR Technical Specifications



# Purpose

- Provide high level overview of changes
- No specific questions regarding content will be addressed today
- Inform providers of the upcoming changes

# Statewide Services

## Current Statewide Services

- Work Incentive Benefits Analysis (*Formerly known as Benefits Analysis*)
- Internship/Temporary Work
- Systematic Instruction (Other than Supported/Customized Employment) *Formerly known as Job Coaching*
- Job Preparation, Development, and Placement Services
- Individual Placement and Support (IPS)
- Supported Employment
- Vocational Evaluation

## New Statewide Services

- Job Shadow
- Skills to Pay the Bills
- Walgreens REDI
- Customized Employment



# SFY 2017

- All statewide services will be implemented on July 1, 2016 except:
  - Customized Employment
  - Supported Employment
  - Systematic Instruction
- To allow for additional training; these 3 services will be implemented on October 1, 2016.

# Technical Specifications Format

## Current

- General Description
- Referral Process
- Reporting Requirements
- Billing Requirements
- Services Provided
  - Required Service Elements
  - Required Reporting Elements

## Concerns

- Lengthy
- Redundancy in service/reporting elements
- Unclear
- Hard to follow/understand
- Reports submitted inconsistent

# Technical Specifications Format

## New

- General Description
- Roles and Responsibilities  
document link
- Service Table
  - Purpose
  - Timeframe Deliverables
  - Payment
- Services
- Required Reporting Template
  - Service/Reporting elements  
can be located
- Billing Requirements

## Improvements

- Easy to follow
- Concise
- Consistent reports on ALL  
statewide services
- Information will be easy to find
- Service Providers will be aware of  
all the required elements of the  
service
- Clear roles/responsibilities
- More rapid receiving for CCC's  
(Completion of report) = Invoices  
paid

# Roles and Responsibilities Document



## Vocational Rehabilitation

### Walgreens REDI-Job Instruction

The purpose of REDI Job Instruction is to provide customized one-on-one support to assist DVR consumers at Walgreens store locations. Job instruction may consist of help learning the job, talking through situations that arise, and working with others (co-workers/supervisors) on the job. This may also include assistance with the logistics of getting to the job site.

I can expect DVR to:

- Help me understand what will happen during this service and what I need to do.
- Provide me contact information to connect me to my service provider
- Answer my questions if I have any during the service
- Give me a copy of the report if I want one

I can expect the Provider to:

- Schedule date/time(s) for when and where services are to be provided
- Develop strategies and assist in addressing barriers/obstacles to employment
- Develop a plan to develop appropriate skills necessary to retain employment
- Assist me in developing independence and workplace relationships
- Provide constructive feedback
- Communicate effectively and efficiently
- Complete a monthly report on my progress
- Provide weekly soft skill instruction

I am expected to:

- Be on time to work
- Answer questions asked during the meetings/work
- Inform my supervisor and Job Instructor if I can't make it or be on time to work
- Notify DVR and my provider of any issues or concerns that may arise
- Contact DVR or my provider if I have a question
- Maintain communication with my DVR Counselor and Provider on my work progress and how the position is meeting my job goals
- Let my provider or DVR know if I would like to have a meeting to go over my report(s)

- Purpose: Handout for consumers so they may better understand the service.

# Service Table

SERVICE	PURPOSE	TIMEFRAME(S)	DELIVERABLES	PAYMENT
<u>Job Preparation and Development Plan (JPDP)</u>	Assist DVR consumers on basic job preparation skills, resume, cover letter, and job application(s) to be better prepared for the job search process.	30 days	1.) Job Preparation and Development Plan	\$500
<u>Talent Acquisition Portal Profile (TAP)</u>  (Optional)	Connect DVR jobseekers to job openings only available to state Vocational Rehabilitation agencies and their consumers.	30 days	1.) TAP Profile	Level 1 Profile Creation for existing consumer \$100  Level 2 Profile Creation for new consumer \$200  Level 3 Profile Creation Resume Creation for new consumer \$300
<u>Job Development Hire</u>	Begins immediately following the JPDP and is ongoing until a job is obtained in the field of the consumer's choice.	60 days	1.) Job Development Hire Report 2.) Monthly Job Search Report	\$1350  Upon an accepted offer of employment, established start date, and hire report.
<u>Job Retention</u>	Provide DVR consumer with supports necessary and appropriate to retain employment. Support will last for at least 90 days.	90 days	1.) Job Retention Report	\$2100  (35+ hours/wk and health insurance benefits or 35+hours/wk and \$12/hour)  -or-  \$1500 all other

- Purpose= Clarify expectations

# Required Reporting Template

Department of Workforce Development  
Division of Vocational Rehabilitation

State of Wisconsin

## Job Development Hire Report

Personal information you provide may be used for secondary purposes [Privacy Law, s. 15.04 (1)(m), Wisconsin Statutes].

Please review Technical Specifications and Fee Schedule for additional service information. Report must be submitted within 5 days of the end of service or previous month if service is continuing.

Report Month <b>(Month)</b>	Report Year (YYYY)
Consumer IRIS Number (9 Digits)	Service Provider Name (10-Character Abbreviation)
Consumer Name (As Listed on Purchase Order)	Service Authorization Date (MM/DD/YYYY)

- All Statewide Services will have a “header” in common.

# Required Reporting Template

Department of Workforce Development  
Division of Vocational Rehabilitation

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Please review Technical Specifications and Fee Schedule for additional service information. Report must be submitted within 5 days of the end of service or previous month if service is continuing.

Report Month <b>(Month)</b> [REDACTED]	Report Year (YYYY) [REDACTED]
Consumer IRIS Number (9 Digits) [REDACTED]	Service Provider Name (10-Character Abbreviation) [REDACTED]
Consumer Name (As Listed on Purchase Order) [REDACTED]	Service Authorization Date (MM/DD/YYYY) [REDACTED]
Report Author [REDACTED]	
Invoice Amount [REDACTED]	Employer Name and Supervisor Contact Information [REDACTED]
Counselor/DVR Staff Contact Name [REDACTED]	
Hire Date (Date of accepted job offer) [REDACTED] This position is: <input type="checkbox"/> Seasonal <input type="checkbox"/> Temporary If either of these were checked, did the consumer mutually agree to this type of employment? Please explain: [REDACTED]	Start Date (Date consumer starts work) [REDACTED]  Benefits provided/offered: (health insurance, 401K, vacation/sick leave, etc.) [REDACTED]
Job Title [REDACTED] Job Duties [REDACTED]	Hourly Wage [REDACTED] Hours per week [REDACTED]
Is the employment in a competitive and integrated setting. Describe. [REDACTED]	Describe how the job was developed, e.g. previous relationship between service provider and employer, new employer relationship developed by service provider, lead from DVR's Business Services, Consumer contact, etc. [REDACTED]
Consumer skills, credentials, education already present for consumer that assisted with hire. [REDACTED]	Description/Plan of workplace supports anticipated during follow up period, e.g. how often and who is to be contacted. [REDACTED]
Is this hire a result of: <input type="checkbox"/> OJT; if so please provide details: [REDACTED]	Which hiring incentives were offered and accepted by the employer? Check all that apply. <input type="checkbox"/> Work Opportunity Tax Credit <input type="checkbox"/> OJT

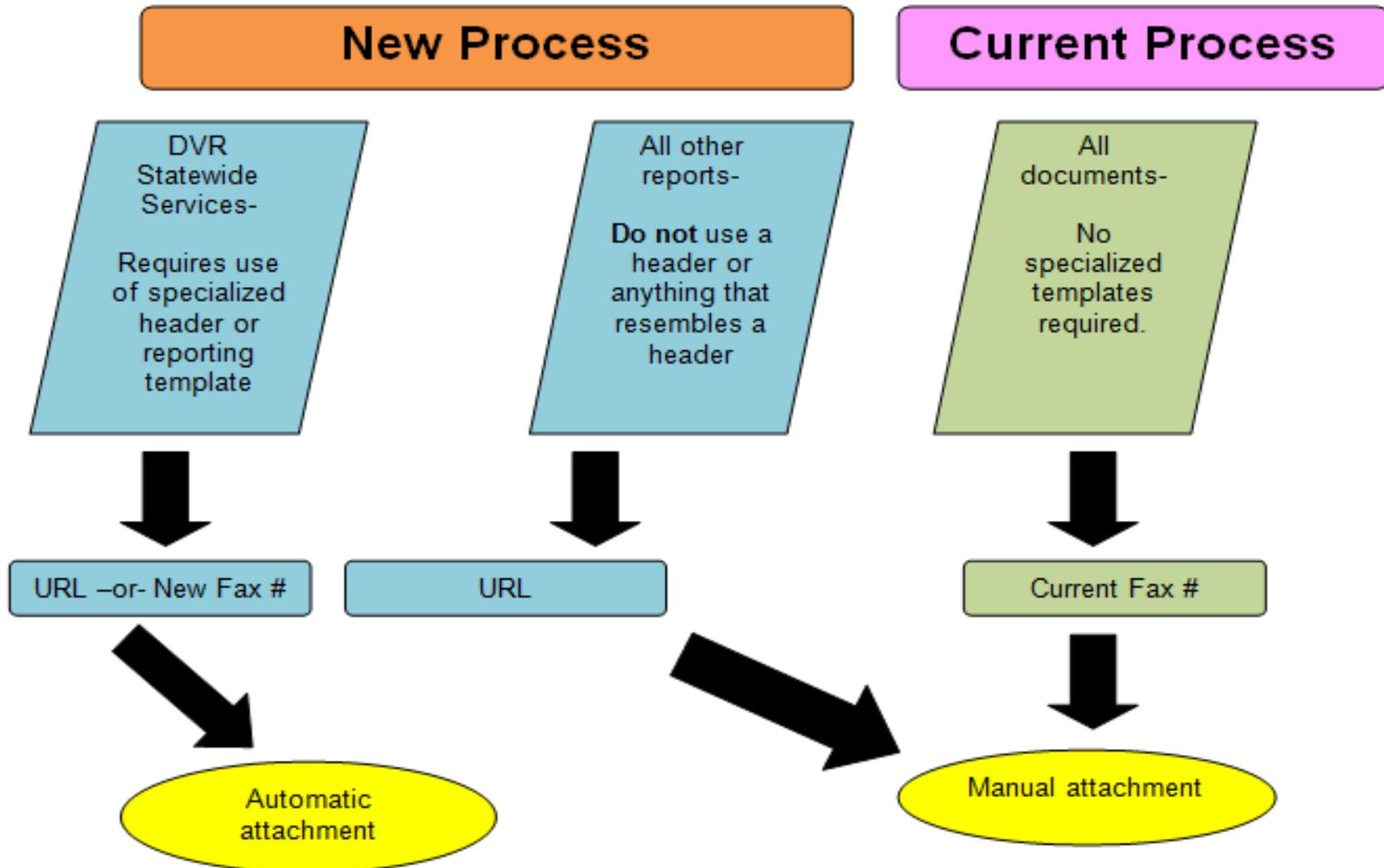
# Questions on Tech Specs?

- Feedback from Service Providers and DVR staff regarding DVR draft tech specs are currently being reviewed.

# DVR Scanning Procedures



# Scanning



# Current VS. New

## Current

- Time consuming-manual
- Delay in attachment
- Missing documents

## New (with Headers)

- Improve timeliness of attachment=timely invoice payments
- Case management
- Reduce time and paper usage



# URL Upload Instructions

\*Preferred method

- Access the upload site by going to this link:  
<https://dwd.wisconsin.gov/DVRFileUpload/Upload.aspx>
- Log in (You may need to enter 'WIEXT\' before your username.)
- Click 'browse' to choose the document you have saved and would like to submit and then click 'upload file'. (One document at a time.)
- You will receive a message confirming the receipt of submission.



The screenshot shows the 'DWD DVR File Upload' web interface. At the top, there is a blue header with the 'STATE OF WISCONSIN DWD' logo and the text 'DWD DVR File Upload' and 'Department of Workforce Development'. Below the header, the main content area is titled 'DWD DVR File Upload'. It contains a section for 'Upload Instructions' with three numbered steps: 1. Make a selection of Document type, 2. Press 'Browse...' to select file(s), and 3. Press 'Upload File' to send file to DWD. Below the instructions, there is a 'Document Type' section with two radio button options: 'Document has header fields' and 'Document does not have header fields'. Underneath, there is a 'Select File:' label followed by a text input field and a 'Browse...' button. At the bottom of the form, there is an 'Upload File' button.

# Fax Instructions

- The new fax number to submit reports with headers for automatic processing is:

**608-327-6014**



# Report Form Location

- If on Service Provider main page:

[https://dwd.wisconsin.gov/dvr/service\\_providers/](https://dwd.wisconsin.gov/dvr/service_providers/)



The screenshot shows the State of Wisconsin Department of Workforce Development (DWD) website. The header includes the DWD logo and the text 'STATE OF WISCONSIN DWD Department of Workforce Development'. The navigation menu has four items: HOME, BUSINESS, INDIVIDUALS, and DIVISIONS. Below the navigation is a search bar with the placeholder text 'Search DWD's Website'. The main content area is titled 'Information for DVR's Service Providers' and contains the following text:

**Information for DVR's Service Providers**

Statewide services include: Benefits Analysis, Internship/Temporary Work, Job Coaching-Other than Supported Employment, Job Planning, Development and Placement, Supported Employment and Vocational Evaluation. To provide any of these services there is an established vetting process and completion of a statewide service agreement is required. Statewide service agreements are completed online. DVR provides many other services to DVR consumers not included in the listing. For information on providing those services please contact your local DVR office.

**New Providers** - If you are a new agency or person interested in serving DVR consumers as an approved statewide provider, you will need to arrange a face to face interview with the Workforce Development Area Director. The Director will provide information on next steps.

**DVR Office Locations** - <http://dwd.wisconsin.gov/dvr/locations/default.htm>.

# Report Form Location

- Scroll down to Resources and Links
- Open Sample Forms and Reports

## Resources/Links

- [Interagency Agreements, Cooperative Agreements, & Memorandums of Understanding \(MOUs\)](#)
- [Sample Forms and Reports](#) 
- [Rehabilitation Resource - DVR Newsletter](#)
- [Partner Organizations](#)
- [Laws and Legislation - Government Resources](#)
- [DVR Office Locations](#)

# Report Form Location

- These Statewide Service forms can be found at this link:

[http://dwd.wisconsin.gov/dvr/service\\_providers/sample\\_reports/default.htm](http://dwd.wisconsin.gov/dvr/service_providers/sample_reports/default.htm)



The screenshot displays the State of Wisconsin Department of Workforce Development (DWD) website. The header includes the DWD logo and navigation links for HOME, BUSINESS, and INDIVIDUALS. A search bar is present with the text "Search DWD's Website". Below the search bar, a breadcrumb trail shows "VOCATIONAL REHABILITATION" and "INFORMATION FOR DVR'S SERVICE PROVIDERS". The main content area is titled "Sample Forms and Reports" and lists various report forms with their respective IDs.

**STATE OF WISCONSIN  
DWD  
Department of Workforce Development**

HOME BUSINESS INDIVIDUALS

Search DWD's Website

VOCATIONAL REHABILITATION > INFORMATION FOR DVR'S SERVICE PROVIDERS

### Sample Forms and Reports

- [Job Coaching Report / Header Only Version \(DVR-17035-E\)](#)
- [Job Development Plan Report / Header Only Version \(DVR-17036-E\)](#)
- [Job Development Monthly Report / Header Only Version \(DVR-17058-E\)](#)
- [Job Development Hire Report / Header Only Version \(DVR-17037-E\)](#)
- [Job Retention Report / Header Only Version \(DVR-17038-E\)](#)
- [Scanning Header \(DVR-17547-E\)](#)
- [Service Report Header \(DVR-17545-E\)](#)
- [Supported Employment Monthly Job Development Report / Header Only Version \(DVR-17039-E\)](#)
- [Supported Employment Hire Report / Header Only Version \(DVR-17040-E\)](#)
- [Supported Employment Job Retention Report / Header Only Version \(DVR-17041-E\)](#)
- [Supported Employment Service Report Header \(DVR-17546-E\)](#)
- [Virginia Commonwealth University \(VCU\) Supports Assessment Form](#)
- [Benefits Analysis Work Incentive Plan Sample](#)

# Field Requirements

Report Type:	Automated with sample reports, drop down for header forms
Report Month	Drop Down
Report Year	(YYYY) 2015
Consumer IRIS number	Found on the PO, please list the full 9 digits.
Consumer Name	Please use the full name of the consumer as it appears on the purchase

- **Please do not:**
  - Copy/paste and save the form(s) onto your desktop.
    - These forms are updated frequently. To ensure successful attachment, you will need to access the most current form via the link.
  - Make any changes to the forms.
    - i.e. Change the font/size/etc. or abbreviate
    - **Do not include a cover page.**

# Header Instructions

Choose the correct month naming convention by clicking on "(Month)" and choosing from the dropdown list.

Department of Workforce Development  
Division of Vocational Rehabilitation

State of Wisconsin

(Report Type) \*

Personal information you provide may be used for secondary purposes [Privacy Law, s. 15.04 (1)(m), Wisconsin Statutes].

Please review Technical Specifications and Fee Schedule for additional service information. Report must be submitted within 5 days of the end of service or previous month if service is continuing.

Report Month <b>(Month)</b>	Report Year (YYYY)
Consumer IRIS Number (9 Digits)	Service Provider Name (10-Character Abbreviation)
Consumer Name (As Listed on Purchase Order)	Service Authorization Date (MM/DD/YYYY)

The "Consumer IRIS Number", "Service Authorization Date" and "Consumer Name" should appear exactly as they are on the authorized purchase order from DVR.

This abbreviation code is found in your service provider agreement by going to the "Details" tab. It is located under your provider name and can be **up to 10** characters. If you are uncertain of your organization's abbreviation code, please contact the DVR scanning team. Note: please do not put service provider staff names in this field.

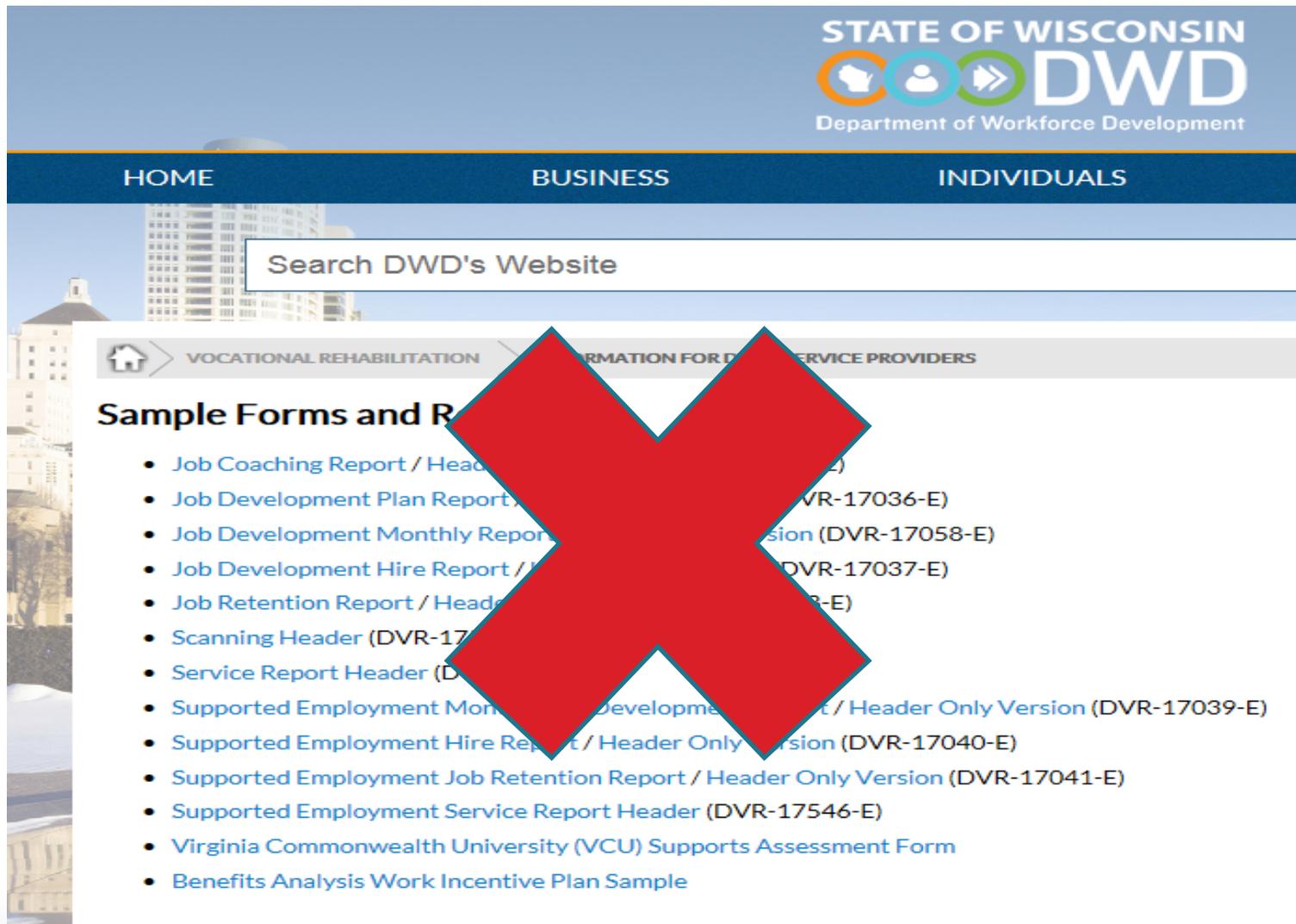
# What about other reports?

- Other reports/documents:
  - Applications
  - Receipts
  - Etc.
- These reports may be sent via **URL** –or- **Current 888 Fax Number** without a specialized header.
  - They will be processed manually as normal.



Reports

# Can't Find it via Forms Link?



STATE OF WISCONSIN  
DWD  
Department of Workforce Development

HOME BUSINESS INDIVIDUALS

Search DWD's Website

VOCATIONAL REHABILITATION INFORMATION FOR SERVICE PROVIDERS

## Sample Forms and Reports

- Job Coaching Report / Header Only Version (DVR-17035-E)
- Job Development Plan Report / Header Only Version (DVR-17036-E)
- Job Development Monthly Report / Header Only Version (DVR-17058-E)
- Job Development Hire Report / Header Only Version (DVR-17037-E)
- Job Retention Report / Header Only Version (DVR-17038-E)
- Scanning Header (DVR-17039-E)
- Service Report Header (DVR-17040-E)
- Supported Employment Monthly Development Report / Header Only Version (DVR-17039-E)
- Supported Employment Hire Report / Header Only Version (DVR-17040-E)
- Supported Employment Job Retention Report / Header Only Version (DVR-17041-E)
- Supported Employment Service Report Header (DVR-17546-E)
- Virginia Commonwealth University (VCU) Supports Assessment Form
- Benefits Analysis Work Incentive Plan Sample

# Then there is no need for a header

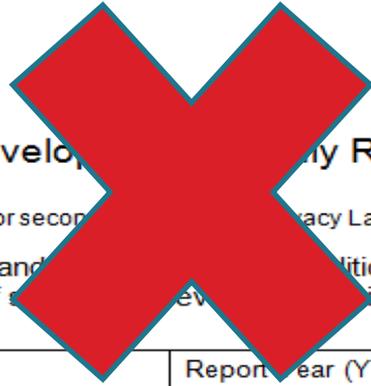
Department of Workforce Development  
Division of Vocational Rehabilitation

State of Wisconsin

## Job Development Incentive Report

Personal information you provide may be used for secondary purposes [Wisconsin Public Access Law, s. 15.04 (1)(m), Wisconsin Statutes].

Please review Technical Specifications and Additional Service Information. Report must be submitted within 5 days of the end of service or 5 days after service if service is continuing.



Report Month <b>(Month)</b> [ ]	Report Year (YYYY) [ ]
Consumer IRIS Number (9 Digits) [ ]	Service Provider Name (10-Character Abbreviation) [ ]
Consumer Name (As Listed on Purchase Order) [ ]	Service Authorization Date (MM/DD/YYYY) [ ]
Report Date [ ]	Report Author [ ]
Hire Date (if known) [ ]	Invoice Amount [ ]
Counselor/DVR Staff Contact Name [ ]	Consumer Phone Number [ ]

# Example

- Example: Report Type is *Job Development Plan Report*
- IRIS Attachment Name will be
  - **JD Plan 2015 03 LelaInc**

Department of Workforce Development  
Division of Vocational Rehabilitation

State of Wisconsin

## Job Development Plan Report

Personal information you provide may be used for secondary purposes [Privacy Law, s. 15.04 (1)(m), Wisconsin Statutes].

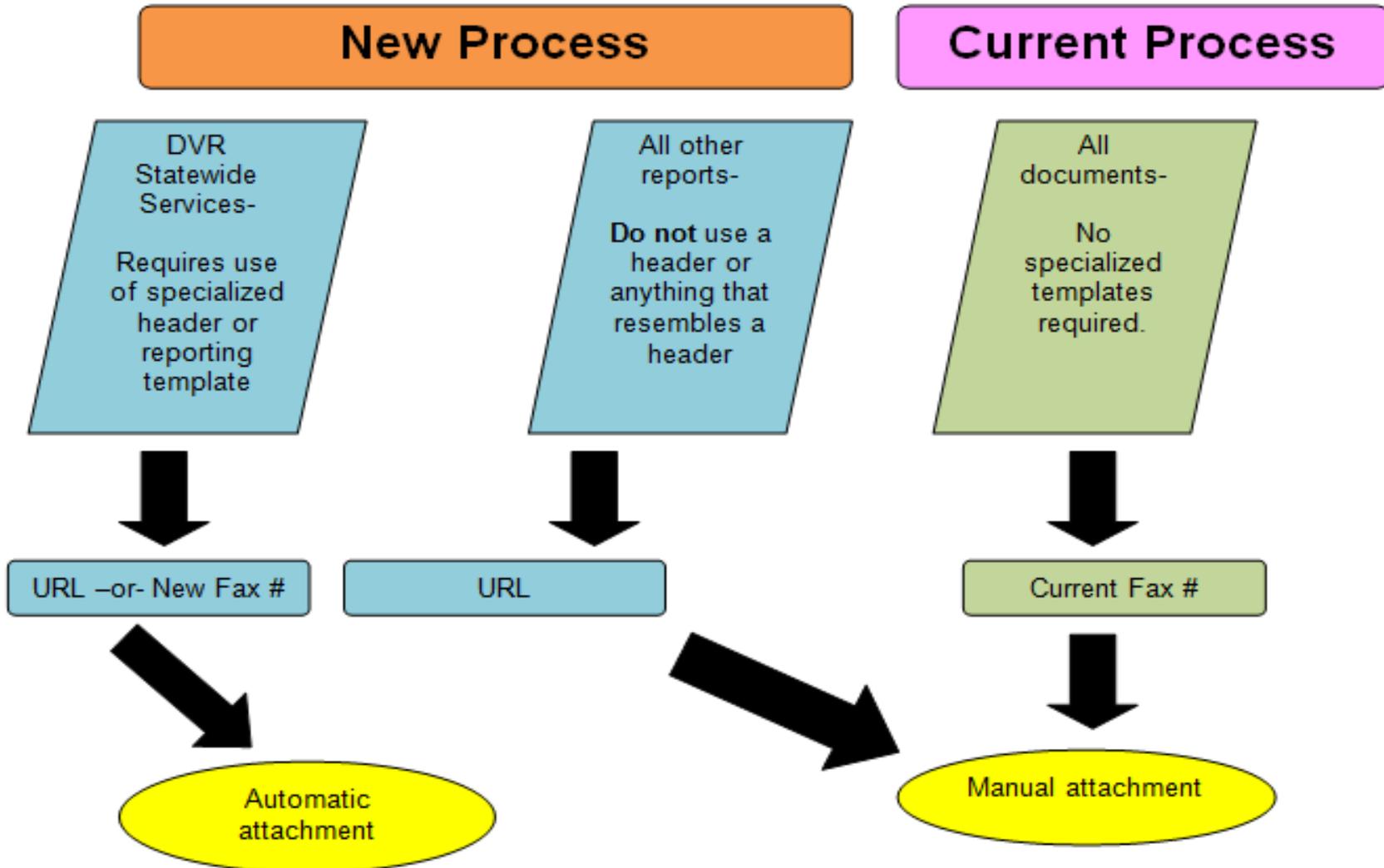
Please review Technical Specifications and Fee Schedule for additional service information. Report must be submitted within 5 days of the end of service or previous month if service is continuing.

Report Month <b>03 March</b>	Report Year (YYYY) <b>2015</b>
Consumer IRIS Number (9 Digits) <b>123456789</b>	Service Provider Name (10-Character Abbreviation) <b>LelaInc</b>
Consumer Name (As Listed on Purchase Order) <b>Jane Smith</b>	Service Authorization Date (MM/DD/YYYY) <b>01/12/2015</b>

# Best Practices

- Double check the IRIS number for accuracy. Do not enter all “0s” if the IRIS number is unknown.
- Use numerical values for months
  - 02 instead of February
- Please use the correct form for the correct service
- Do not use a cover letter
- Do not tamper with header
- Make sure to use the correct abbreviated Service Provider name your company created.

# Summary



# Questions?

*Lela Yang*

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608-287-9052

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