Division of Vocational Rehabilitation (DVR)
Technical Specifications: Student Work Based Learning Services

Effective July 1, 2018 to June 30, 2019

Description of Service Category

Student Work Based Learning Services are a set of services to be used for students in high school or a post-secondary education training program ages 14-21 who have an IEP, 504 plan, or a documented disability. Students can receive Pre-ETS through age 21 up to the day before they turn 22. Once they turn 22, Pre-ETS do not apply. DVR staff will determine if this set of services can be used and if the consumer meets the definition of a student.

The services are designed for students ready to enter a competitive and integrated workplace in the community. Student Work Based Learning Services provide real work to help students gain the knowledge and skills that will help them connect school experiences to real-life work activities and future career opportunities. The jobs may be permanent, part-time, or seasonal. The services are meant to focus on general career preparation activities and workplace skills. The experiences are not intended to be the student's end IPE goal job. Skills gained through these experiences are meant to help with future job development and placement as the student ages.

Roles and Responsibilities Document(s)

Note: All elements listed in the Roles and Responsibilities document serve as part of the technical specifications and are required to be completed by the Service Provider.

<table>
<thead>
<tr>
<th>Service(s):</th>
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<tr>
<td><strong>SERVICE</strong></td>
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<tr>
<td>Student Work Based Readiness Plan</td>
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<tr>
<td>Student Work Based Learning Experience Development</td>
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<tr>
<td>Student Work Based Learning Training</td>
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<td>Montly payment following employment start date</td>
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<td>Upon DVR approval this training at month 4 or more would be $400</td>
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| An Authorization for Services is **required** from DVR before any services can begin. |
| Service: Student Work Based Readiness Plan |
| - Identify types of community jobs that interest the student. |
| - Help the student understand the job search process and to work on basic job preparation skills such as interviewing. |
| - Creation of a sample job application and list of references is required and intended for use as a template to assist the student when applying for positions. |
| - The development of a resume and cover letter is optional, dependent on need of consumer and DVR staff direction. Resume development at a minimum should be discussed with the student and resources shown for how to develop and post a resume. |
| - Barriers to employment should already be identified by use of information provided by DVR staff from the comprehensive assessment as well as other formal assessments or information. |
| - Identify strategies to address barriers to employment with student. |
| - DVR staff is encouraged at referral of the Work Based Readiness Plan to hold a meeting or have phone/email communications with the provider and student to conduct introductions, review existing information, coordinate work-based readiness plan activities and schedule dates for future meetings. |
| - A final meeting (Phone, email, or in-person) with the Service Provider, student, and DVR is required to review the completed plan. All parties must sign and agree with the plan before proceeding. |

*Student Readiness Plan Report (DVR-18270-E)*
Service: Student Work Based Learning Experience Development

- Service Provider and student work together on a regular basis to identify and apply for jobs.
- Activities include:
  - Both the student and service provider making contacts with potential employers based on student's needs
  - Assistance with completion of job applications, modifications to resume as needed, and interview preparation
  - At least weekly contact in the form of phone calls, email exchanges and in person meetings.
- The Student Readiness Plan is reviewed and updated every 60 days in a face-to-face meeting with DVR staff, service provider, and student but a review may be requested by any party more
- Payment for development of the Work Based experience is made to provider when a job offer has been made and there is a start date, DVR agrees and a report has been submitted.

Monthly Student Development Report (DVR-18271-E)
Student Learning Experience Report (DVR-18272-E)

Service: Student Work Based Learning Training

- The student will develop skills to maintain the job as well as work on the basic and entry-level soft skills needed for employment.
- Skill training is generalized in nature and can take place both off and on-site.
- Skill training will focus on the general work skills needed for all jobs. These are a set of skills and behaviors that are necessary for any job, otherwise called soft skills, employability skills, or job readiness skills.
- The student will learn how to interact with supervisors and co-workers. It will help reinforce the importance of timeliness and builds an understanding of how the student is perceived by others. Employers value employees who can communicate effectively and act professionally. No matter what technical skills a job may require, every job requires good social skills/interpersonal skills.
- Common/potential training areas include, but are not limited to:
  - self-advocacy/communication
  - positive attitude
  - problem-solving
  - listening
  - conflict resolution
  - cooperation
  - body language
  - professionalism
  - empathy
  - manners
  - teamwork
  - respectful behavior
  - understanding employer expectations for punctuality and performance
  - time management
  - use of cell phone
  - social media/internet presence
  - appropriate dress and hygiene
  - developing professional co-worker relationships
  - staying on task
  - interactions with co-workers/supervisors

- Monthly reports are required.
- Payments are made monthly starting in the month when the student begins working. If training occurred within each month but the job ends, the provider is paid for that full time period upon receipt of report.
- The expectation is that all students are authorized 3 months of Work Based Learning Training. (Similar to general Job Development technical specifications.) If additional Student Work Based
Learning Training is needed beyond 3 months, additional monthly payments for this service can be made upon DVR approval and pre-authorization.

- If a student needs help with the technical skills of doing the job, systematic instruction can be authorized as needed and following those technical specifications.
- **No additional retention payment will be made to a service provider when/if the student’s case is closed after receiving this service.**

**Monthly Student Training Report (DVR-18273-E)**

**Note about Internship/Temporary Work and TAP Services**

- Internship/Temporary Work Note (I/TW): For students, please continue to follow the I/TW technical specifications. Work Based Learning Training under the Student Work Based Learning Services technical specification will be an add-on service to help the student during the I/TW. During the I/TW the $400/month amount will be authorized for the length of the I/TW. If the student is hired from the I/TW, then the Student Work Based Learning Services Technical Specification would be used starting with the service – Work Based Learning Experience Development.
- TAP services may be authorized under the general statewide fee schedule. **PLEASE NOTE:** When authorizing TAP services for students, DVR staff must select the appropriate student Pre-ETS codes.

**Service/Reporting Requirements**

Statewide DVR service and reporting elements are located in the required reporting template(s) found here: [Required DVR Statewide Service Report(s)]

Reports are due within 5 business days of the end of the service or previous month if the service is continuing.

**If the service provider is seeking to use their own reporting template, the report must contain all the elements and follow the same sequence in the required DVR reporting template. Please email the DVR Program Development Specialist at DVRSpecialContracts@dwd.wisconsin.gov to submit a reporting template and request for approval.**

**Billing Requirements**

Invoices for services should be submitted as described on the Authorization for Services, also referred to as the purchase order. Invoices must be received by DVR within 60 days of completion of the service. Properly submitted invoices will be paid within 30 days of receipt when reports and services have been delivered and accepted as specified.