Department of Workforce Development State of Wisconsin

Division of Vocational Rehabilitation

Exception Request/Process

This form is used to request approval for a purchase or service that exceeds the guidelines established by DVR policies, procedures, or fee schedules. Within ten (10) business days of a Consumer submitting an exception request, DVR must review the request and provide the Consumer a written decision, including appeal rights information.

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| Consumer Name | Consumer IRIS ID Number | Case Facilitator Name |
| Exception Type  Child Care  Maintenance  Other  Computers  Medical Services  Post-secondary Training  Initial Stocks and Supplies  Occupational Tools and Equipment  Transportation | | |
| WDA Director Name | Decision  **Approve**  **Deny**  **Revise (please read comments)** | Date  **Submitted:**  **Decision:** |

The following questions should be answered by the Consumer in collaboration with DVR staff:

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| 1. What are you requesting that exceeds what DVR typically provides? (Please be specific, including service and amount requested, relevant policy, etc.) |
| 1. Why is the service or funding exception necessary for you to reach your employment goal? |
| 1. Other than DVR, what options did you explore to meet this need? (Please explain.) |

WDA Director comments or items needing revision or clarification for exception to be considered:

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**DVR Exception Request Process**

1. DVR staff and Consumer (or Consumer's representative) discuss the need for an exception.
2. Consumer and DVR staff work together to complete the exception request form and review the process.
3. DVR staff enters information from the exception request form into DVR's case management system, IRIS.
4. DVR WDA Director returns any exception request that is incomplete or needs further revision to DVR staff. The ten (10) day window to provide a decision on the request will start when DVR staff resubmits the form..
5. DVR WDA Director consults, as necessary, with other DVR WDA Directors to ensure statewide consistency.
6. DVR WDA Director makes a decision and documents the decision in IRIS.
7. Within ten (10) business days from the exception request submission date, DVR informs consumer, in writing, of the decision and the reasons for the decision. A request denial can be appealed if DVR and Consumer cannot come to an agreement. DVR informs Consumer of the availability of the Wisconsin Client Assistance Program (CAP) and their appeal rights.