

## 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.

Consumer Name	Consumer IRIS ID Number	Case Facilitator Name
Exception Type <input type="checkbox"/> Child Care <input type="checkbox"/> Maintenance <input type="checkbox"/> Other <input type="checkbox"/> Computers <input type="checkbox"/> Medical Services <input type="checkbox"/> Post-secondary Training <input type="checkbox"/> Initial Stocks and Supplies <input type="checkbox"/> Occupational Tools and Equipment <input type="checkbox"/> Transportation		
WDA Director Name	Decision <input type="checkbox"/> <b>Approve</b> <input type="checkbox"/> <b>Deny</b> <input type="checkbox"/> <b>Revise</b> (please read comments)	Date <b>Submitted:</b> <b>Decision:</b>

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

1. What are you requesting that exceeds what DVR typically provides? (Please be specific, including service and amount requested, relevant policy, etc.)
2. Why is the service or funding exception necessary for you to reach your employment goal?
3. 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:

### 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.