

# Wisconsin Partnership Plus Roles of Those Involved

## Employment Network (EN) with Partnership Agreement

- If the EN is unable to meet the needs of the consumer and is sending the consumer to DVR for services, the EN will contact the DVR Ticket Specialist to get local office information if needed. The EN will contact Operations Support Manager/OSM (Maximus) to unassign the ticket so it can be placed “In-Use SVR”. If possible the EN will contact the DVR counselor to provide information on the services the consumer already received from the EN and discuss why the consumer is being referred to DVR.
- If working with a consumer that has worked with DVR in the past, the liaison will contact the Ticket Specialist to talk about VR prior involvement with the consumer.
- The Partnership Plus EN will provide the Ticket Specialist with wage verification for the consumer.
- If a problem occurs with the consumer after DVR closes the file, the EN will contact the Ticket Specialist to see if post-employment services are an option or if a new DVR case is needed. If it is determined a new case is needed, the EN will unassign the ticket so it can be assigned “In-Use SVR”.

## DVR Ticket Specialist

### Service Coordination:

- Contact the Partnership Plus EN if the consumer is determined to be working with them at the same time as DVR.
- Provide information to the Partnership Plus EN to promote a smooth transition from DVR services to EN services.
- Consult as needed with the Partnership Plus EN to determine if the consumer needs post-employment services from DVR or if a new DVR case needs to be opened.

### Operational:

- Ensure that closure data is sent to OSM each month to release tickets for assignment to the EN.
- Attach wage verification to the closed consumer file received from the Partnership Plus EN.
- Submit cost reimbursement claims on cases that appear to have reached 9 out of 12 months of SGA.

## DVR Counselors

- Determine if a new consumer is working with an EN or would be a good candidate.
- If waitlisted, provide EN options to the consumer.
- Let consumer know that the ticket will be assigned as “In Use-SVR” while the DVR case is open. (This provides protection from Continuing Disability Reviews [CDRs] by Social Security Administration [SSA].)
- Talk to the consumer about the benefits of working with an EN after case closure including **continued support after DVR case closure** and **protection against CDRs**. Discuss both when they come to DVR and before case closure.
- Write an IPE with consumer and provide services as normal.
- Provide them an informed choice on the option to return back to the Partnership Plus EN that referred them or to work with a new EN.
- Collect a minimum of 90 days of wage verifications if at all possible.