

# Wisconsin Rehabilitation Council

Federal Fiscal Year 2021  
Annual Report

Build Partnerships  
Forge a Spirit of Trust and Cooperation  
Reach out to People with Disabilities  
Hear and Respond



# INTRODUCTION

The State Rehabilitation Council, commonly known as the Wisconsin Rehabilitation Council (WRC), was established by then Governor Tommy Thompson in 1993 through executive order #196, and reconstituted by the Governor in 1999 under Executive Order #363. Consistent with 2019 Executive Order #6 issued by the Evers Administration and federal law 34 CFR §361.16, WRC is charged with advising and assisting the Department of Workforce Development's Division of Vocational Rehabilitation (DVR). Information on the mission and objectives of WRC can be found on page 2 of this report.

WRC is comprised of appointed members with disabilities, as well as those who represent individuals with a broad range of disabilities, such as family members and advocates representing groups and associations.

WRC is required to produce an annual report to the Governor of its findings regarding the operations of DVR and its services to consumers throughout the state. The data, graphics, and stories in this annual report are attributed to work conducted by DVR staff, WRC Committees, and the full Council during Federal Fiscal Year 2021, which took place between Oct. 1, 2020 and Sept. 30, 2021.

Data in this report was compiled through daily activities of DVR staff located around the state. DVR staff are trained and required to maintain detailed documentation for each Wisconsin consumer who applies for DVR services. Data is entered and maintained in Wisconsin's Integrated Rehabilitation Information System (IRIS), DVR's official case management system.



# TABLE OF CONTENTS

<b>Message from the WRC Chair</b>	<b>1</b>
<b>WRC Mission and Objectives</b>	<b>2</b>
<b>WRC Council Members</b>	<b>3</b>
<b>WRC Committees</b>	<b>4</b>
<b>DVR Partnership</b>	<b>5</b>
<b>DVR Roles and Responsibilities</b>	<b>5</b>
<b>DVR Message from the DVR Administrator</b>	<b>6</b>
<b>Disability Types Reported as Primary</b>	<b>7</b>
<b>Performance Metrics</b>	<b>8</b>
<b>Employment Outcomes</b>	<b>9</b>
<b>Job Types Obtained by DVR Consumers</b>	<b>10</b>
<b>Consumer Case Service Expenditures</b>	<b>11</b>
<b>Pre-Employment Transition Services</b>	<b>12</b>
<b>DVR Business Services</b>	<b>13</b>
<b>Vocational Rehabilitation Funding Sources</b>	<b>14</b>
<b>Consumer Success Story</b>	<b>14</b>
<b>Become a WRC Member</b>	<b>15</b>
<b>Learn More &amp; Contact Us</b>	<b>16</b>



# MESSAGE FROM WRC CHAIR

Join me in a heartfelt thank you to the dedicated staff of the Division of Vocational Rehabilitation and to the Wisconsin Rehabilitation Council volunteers who generously devote their energies to advancing the Division's important services. Together, we work to fulfill the grand promise of vocational rehabilitation: that all Wisconsinites deserve the opportunity, access, and support needed to thrive in a fulfilling career.

The Council worked on a broad range of topics in the 2020-21 program year:

## **Monitored Data and Feedback to Identify Opportunities for**

**Improvement.** The Council worked to keep abreast of community data that might indicate opportunities for improvement in DVR service delivery. Our attention to opportunities for improvement included a review of DVR actions that arose from the 2018 Comprehensive Statewide Needs Assessment, a review of results and recommendation from focus groups with consumers in Workforce Development Area 2 (Milwaukee area), a review of Administrative Law Judge decisions for appeals filed by consumers who disagreed with DVR decisions, continued annual review of interviews that UW Whitewater staff conduct to monitor the transition from subminimum wage employment to competitive integrated employment, quarterly updates about concerns that consumers raised to the Client Assistance Program, quarterly updates from DVR Administrator Delora Newton, and direct input from consumers during public comment periods held as part of Council meetings. These sources of information enabled the Council to provide direction and feedback to the Division. The Council continues to invite and welcome feedback. To share feedback, email [DVRWIRehabCouncil@dwd.wisconsin.gov](mailto:DVRWIRehabCouncil@dwd.wisconsin.gov) or see page 16 of this Annual Report for more information about sharing your input with the Council.

**Reviewed Changes to DVR Services.** The Council provided feedback on several changes in service delivery that were being considered by DVR, including review of the policy for providing support to consumers who have disability-related barriers to maintaining an existing business (a new "Existing Business Policy" went into effect in July 2021), review of outcome-based approaches to service provider payment structures, review of updates to post-employment services required by clarification of federal policy, and review of the DVR portion of the 2021-2023 Competitive Integrated Employment plan. The Council also provided clarified priorities and direction to update the vocational rehabilitation portion of the Combined State Plan required by the Workforce Innovation and Opportunity Act.

**Restructured Committees and Council Activity.** Building on efforts led by prior WRC Chair Jaclyn Borchardt, we also finalized a restructuring of the Council's committees. The Council now has five main committees: (1) Executive Committee, (2) Performance Measures and Quality Assurance Committee, (3) Policy Review and Administration Committee, (4) Services to Business Committee, and (5) Council Engagement Committee. This restructuring was designed to update the Council's focus and more efficiently use volunteers' time by shifting detailed discussions from a large-meeting setting to more manageable smaller-group settings.

On behalf of the Council, I invite you to join meetings of the full Council or the Council's committees and to consider applying for appointment as a member of the Council. Turn to page 16 of this Annual Report to learn ways to become involved.



**STEVEN C. WHEELER, Chair**  
Wisconsin Rehabilitation Council

# WRC MISSION AND OBJECTIVES

**MISSION** to work on behalf of Wisconsin residents with disabilities to review, analyze, and advise DVR regarding the performance of its responsibilities in providing quality services to people with disabilities.

**VISION** people with disabilities will enjoy full equality of opportunity, complete integration in the life of our communities, and appropriate employment which fulfills each individual's needs and aspirations.

**OBJECTIVES** of WRC and its members include:

**BUILDING PARTNERSHIPS** among people with disabilities, providers of employment services, advocacy organizations, and other groups that can and should participate in the accomplishment of the Council's mission and vision.

**REACHING OUT TO PEOPLE WITH DISABILITIES** throughout the state to create a true spirit of inclusion for every Wisconsinite, including an opportunity to contribute to the work of the Wisconsin Rehabilitation Council.

**HEARING AND RESPONDING** to the concerns and issues raised by people with disabilities, their advocates, and other concerned individuals so that the work of the Wisconsin Rehabilitation Council is as effective as possible and serves as a true catalyst for positive change.

**FORGING A SPIRIT OF TRUST AND COOPERATION** with the administration and staff of DVR and advocacy organizations for people with disabilities to optimize the use of scarce resources for accomplishing the mission and vision and create conditions for acquiring additional resources.

WRC performs several functions as outlined in the Rehabilitation Act of 1973, amendments under the Workforce Innovation and Opportunity Act (WIOA) of 2014, and the WRC by-laws.

1. Review and analyze state-level data to advise DVR regarding performance in areas that impact the ability of individuals with disabilities to achieve employment outcomes using services under this title.
2. Advise and assist DVR in the preparation of the state plan based on the needs assessment, reports, and evaluations.
3. Conduct a review of Administrative Law Judge (ALJ) hearing decisions and available data on consumer satisfaction with vocational rehabilitation services.
4. Work with DVR to prepare and submit an annual report to the Governor and Rehabilitation Services Administration (RSA) Commissioner on the status of vocational rehabilitation programs.
5. Coordinate the work of the WRC with the activities of other disability-related councils, including the State Rehabilitation Advisory Council, through dual memberships and information-sharing.

# WISCONSIN REHABILITATION COUNCIL

## MEMBERS

WRC members are appointed directly by the Governor, and serve staggered three-year terms. Additionally, the DVR Administrator serves as an ex-officio member of the Council.

Members of WRC include:

- Current or former recipients of vocational rehabilitation services
- Parents, family members, guardians, advocates, or authorized representatives of people with disabilities who have difficulty representing themselves or are unable to represent themselves due to their disabilities
- Business, industry, and labor representatives

**MEGAN BISONETTE**, Hayward  
Native American Vocational  
Rehabilitation Program

**ANNTRICE BROWN**, Milwaukee  
Advocate for Persons with Disabilities

**JULIE BURISH**, Brookfield  
Advocate for Persons with Disabilities

**NATALIA GRAF**, Arbor Vitae  
Advocate for Persons with Disabilities

**BECKY HEBDA**, Wausau  
Community Rehabilitation Service  
Provider

**DEB HENDERSON-GUENTHER**,  
Madison  
Client Assistance Program

**ALAN KALTENBERG**, Arlington  
Business, Industry and Labor

**LORI KARCHER**, Milwaukee  
Parent Training and Information Center

**EDWARD KASTERN**, Oshkosh  
Advocate for Persons with Disabilities

**ELIZABETH KENNEDY**, Prairie du Sac  
Advocate for Persons with Disabilities

**MARY KESSENS**, La Crosse  
Business, Industry and Labor

**KYLE KLEIST**, Menomonie  
State Independent Living Council

**RAMSEY LEE**, Hudson  
Advocate for Persons with Disabilities

**NORENE LUECK**, Eau Claire  
Advocate for Persons with Disabilities

**DELORA NEWTON**, Madison  
Director of Designated State Unit

**DEBRA NOTSTAD**, Stoughton  
Advocate for Persons with Disabilities

**ALICIA REINHARD**, Madison  
Department of Public Instruction

**RICHARD STRAUB**, Brooklyn  
Business, Industry and Labor

**GADEEN TAYLOR-DUKE**, Hayward  
Vocational Rehabilitation Counselor

**JOALYN TORGERSON**, La Crosse  
Business, Industry and Labor

**STEVEN WHEELER**, Madison  
Advocate for Persons with Disabilities

**ANN ZENK**, Oregon  
Council on Workforce Investment

WRC is thankful for the contributions of the following Council members who completed their service in 2021:

**THOMAS BENZINGER**  
**JACLYN BORCHARDT**

**DARLA BURTON**  
**JODI HANNA**

**BARB KLUG**  
**BETH SWEDEEN**

**PATRICK YOUNG**

# WRC COMMITTEES

The Wisconsin Rehabilitation Council has **five** committees that meet regularly to support WRC work.

## Executive Committee

**Chair:** Steven Wheeler

**Purpose:** Coordinate activities of the full Council, including identifying and prioritizing areas in which Council review may improve DVR program delivery, maintaining open communication and transparency to ensure the Council is an effective resource for stakeholder oversight of DVR, and identifying and implementing methods to improve Council operations.

- Developed revised bylaws to enable more work to be done through committees
- Improved information flow by adjusting DVR leadership reporting and invitations for consumer feedback
- Identified and prioritized key topics needing review by full Council

## Policy Review and Administrative Committee

**Chair:** Steven Wheeler

**Purpose:** Review, analyze, and provide input on the policies, practices, and administration operations with a focus on ensuring effective delivery of DVR services, including addressing any administrative matter that does not fall within the scope of another of the Council's committees. Areas of focus include reviewing state administrative code changes, the DVR program policy manual including its addenda and the related fiscal manual, and reviewing guidance documents, procedures, and best practices.

- The committee was created at the end of the federal fiscal year and met to plan its operations and future activities

## Council Engagement Committee

**Chair:** Deb Henderson-Guenther

**Purpose:** Encourage WRC member engagement, solicit executive committee nominees, and recruit new members.

- The committee created clarity to various council roles with the adoption of position descriptions
- Committee members re-evaluated the nomination process for council elected positions and successfully held annual elections and transitioned members into Executive Committee roles

## Services to Business Committee

**Chair:** Becky Hebda

**Purpose:** Ensure that DVR's services to business are delivered in a way that assists job seekers with disabilities to connect to employment.

- The committee continued its collaborative work with DVR Business Services Consultants (BSCs) to enhance training requirements for BSCs to include in-depth knowledge of underserved populations and job seekers with the most significant disabilities

## Performance Measures & Quality Assurance Committee

**Chair:** Julie Burish

**Purpose:** Devise methods for ensuring DVR's delivery of services and data collection are compliant with WIOA and federal reporting standards. The committee also reviews, analyzes, and provides input on the effectiveness of VR services and stakeholder satisfaction with VR services.

- The committee was created in 2021 to provide additional support to DVR with regular review of key indicators from DVR's Consumer Satisfaction Survey and Comprehensive Statewide Needs Assessment Survey

# WRC AND DVR PARTNERSHIP

In July 2014, the Workforce Innovation and Opportunity Act (WIOA) was passed by U.S. Congress to reauthorize the former public law known as the Workforce Investment Act (WIA). WIOA is designed to strengthen and improve our nation's public workforce system and help get Americans, including youth and those with significant barriers to employment, into high-quality jobs and careers and help employers hire and retain skilled workers. The Rehabilitation Act is part of WIOA with Title IV of WIOA amending the Rehabilitation Act of 1973. DVR provides the consumer services required under Title IV.

Under WIOA, the Wisconsin Rehabilitation Council (WRC) is required to meet quarterly and participate in the following activities related to DVR's provision of vocational rehabilitation services:

- Consult with DVR on the development, implementation, and revision of DVR policies and procedures
- Collaborate with DVR staff and administration to annually develop, agree to, and review DVR goals and priorities
- Work jointly with DVR to prepare and submit an annual progress report

## DVR ROLES AND RESPONSIBILITIES

**MISSION:** To obtain, maintain, and improve employment for people with disabilities by working with vocational rehabilitation consumers, employers, and other partners.

**PURPOSE:** To provide individualized services to Wisconsin residents with disabilities experiencing significant barriers to employment. Primary DVR services include vocational guidance and counseling, job training, assistive technology, and job placement services.

### WHAT DOES DVR DO?

- Provide employment services and counseling to people with disabilities
- Administer or arrange for services to enable an individual to go to work
- Offer training and technical assistance to employers regarding disability employment issues

### WHO DOES DVR SERVE?

- Individuals with disabilities in Wisconsin who face a significant barrier to employment
- Wisconsin employers seeking qualified talent

### WHERE IS DVR LOCATED?

- DVR has offices in 22 Comprehensive Job Centers and 19 additional service locations throughout Wisconsin
- DVR staff can provide services in most locations within the state using remote access technology

### HOW DOES DVR PROVIDE SERVICES?

- Individualized Plans for Employment (IPEs) identify employment goals and necessary rehabilitative services
- IPEs are developed and co-signed by a licensed Vocational Rehabilitation Counselor and the DVR consumer
- DVR staff work in teams to assist consumers in achieving their employment goals

DVR core **VALUES** include:

- Enabling the individual with a disability to increase self-sufficiency through education and employment
- Working with community partners and collaborators who share the expectation to increase individual self-sufficiency through education and employment
- Maintaining a team of employees and colleagues who are knowledgeable in rehabilitation and committed to serving individuals with disabilities to increase their self-sufficiency and employment
- Elevating DVR leaders who demonstrate the commitment, knowledge, and experience to lead the program and employees to increase education and employment opportunities for individuals with disabilities
- Ensuring sound fiscal and administrative practices that support all DVR personnel, community partners, and individuals with disabilities



# MESSAGE FROM DVR ADMINISTRATOR

The Division of Vocational Rehabilitation (DVR) spent much of federal fiscal year 2021 refining internal operations and customer service practices to better serve consumers during COVID-19. Offices statewide reopened for in-person meetings. Most consumers continue to prefer virtual meetings, which has increased counselor efficiencies as they no longer need to travel for meetings held in the consumer's local community. New offices opened in Manitowoc and on Madison's west-side creating new opportunities to serve more consumers.

To increase the quality of consumer services, DVR staff received regular trainings on a myriad of topics including farming culture and practices, how to increase consumer engagement, trauma informed care, supported employment, Order of Selection overview and process, motivational interview training, ethics, training on new DVR policies, and sessions focused on diversity, equity and inclusion to help ensure that consumers are treated equitably and respectfully.

DVR's Existing Business Policy was updated to better serve farmers and other self-employed individuals with Assistive Technology needs. with the goal of qualifying more consumers, DVR broadened the methods used to determine their eligibility under the policy.

We progressed in our goals to help individuals achieve Competitive Integrated Employment (CIE). Although the number of DVR applications received during the second year of the Pandemic remains low, DVR helped 3,259 individuals with disabilities obtain and retain employment with average hourly wages of \$15.09. During this same period, DVR spent over \$10.5 million on students with disabilities ages 14 to 21, meeting our federal Pre-Employment Transition Services (Pre-ETS) goal of approximately \$9.7 million. Greater detail may be found on pages 9 and 12 of this Report. In addition, the CIE Plan and Report website contains information on DVR's collaboration with the Wisconsin Departments of Health Services and Public Instruction in promoting and achieving CIE for consumers.

As the fiscal year closed, DVR learned we have been awarded a \$14 million Disability Innovations Award Grant by the Rehabilitation Services Administration. This is a five-year grant ending September 30, 2026. It will allow DVR to connect more consumers interested in pursuing a career pathway in health care, digital technology, manufacturing, or construction, to Wisconsin's existing career pathways infrastructure. The grant will allow DVR to provide additional guidance, align practices between stakeholders, and engage in information sharing. Watch for more information about our progress by following the Department of Workforce Development's social media channels and reading future WRC Annual Reports.

In closing, I would like to thank members of the WRC for their dedication and interest in helping DVR improve consumer services by offering guidance and feedback on proposed policy updates, consumer outreach efforts, and review of consumer surveys. WRC members are a good resource to hear the voices of former and current DVR consumers as well as several disability advocates and providers of disability services. Meetings are always open to the public. Please see page 16 to learn how to access upcoming meetings. If you are interested in becoming a WRC member, page 15 lets you know how to apply.

Thank you for your interest in the work of DVR with support from the WRC.



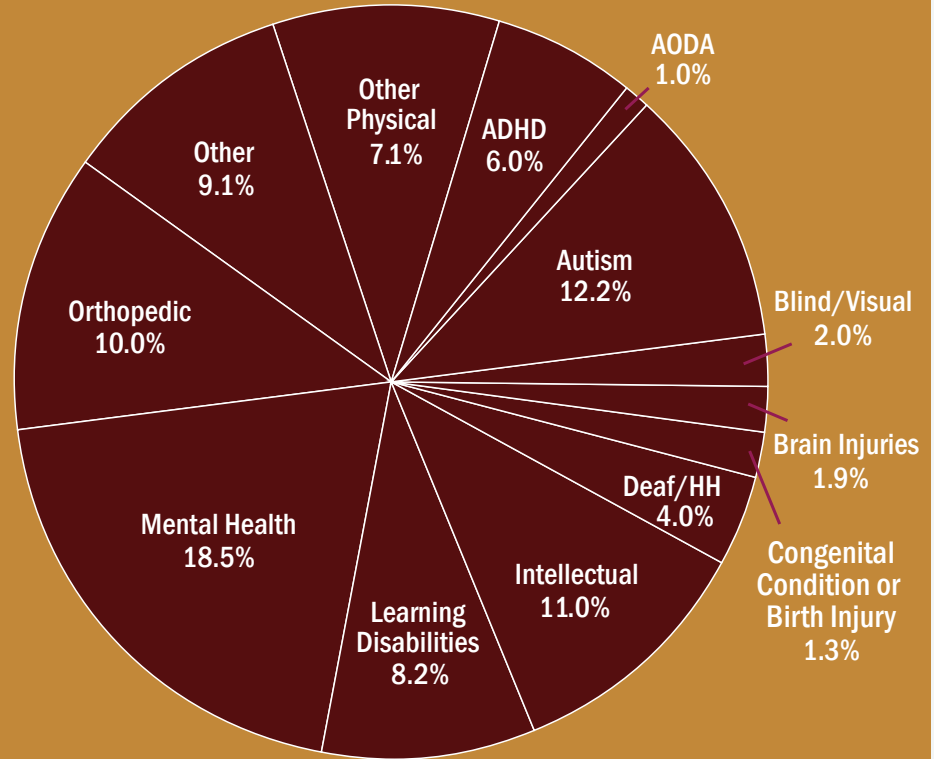
**DELORA NEWTON, Administrator**  
Division of Vocational Rehabilitation

# DISABILITY TYPES

## REPORTED AS PRIMARY

### DVR CONSUMER DISABILITY TYPES: FFY 2021

This visual shows the distribution of disability types reported as primary disabilities by 23,821 DVR consumers in federal fiscal year 2021.



This table does not include disability information for the 2,025 individuals who engaged with DVR during the fiscal year whose eligibility was not determined, as DVR does not track disability information in these cases. Individuals who work with DVR who would not have an eligibility determination on file include students who were served as potentially eligible and applicants determined ineligible for DVR services. The total number of individuals who engaged with DVR in FFY 2021, as noted on page 8 of this report, was 25,846.

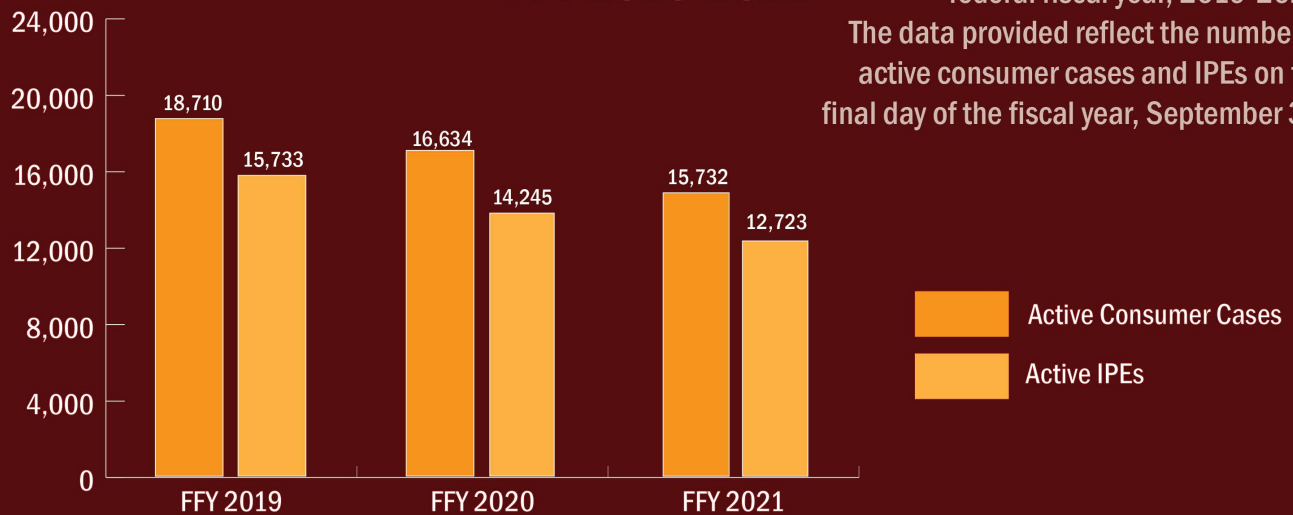
ADHD	1,539	6.0%
AODA	265	1.0%
Autism	3,161	12.2%
Blind/Visual	509	2.0%
Brain Injuries	486	1.9%
Congenital Condition or Birth Injury	337	1.3%
Deaf/Hard of Hearing	1,033	4.0%

Intellectual	2,834	11.0%
Learning Disabilities	2,111	8.2%
Mental Health	4,778	18.5%
Orthopedic	2,587	10.0%
Other	2,345	9.1%
Other Physical	1,836	7.1%
<b>TOTAL</b>	<b>23,821</b>	<b>100.0%</b>

# PERFORMANCE METRICS

Throughout federal fiscal year 2021, DVR engaged with a total of **25,846** Wisconsin residents. Individuals included in this figure participated in at least one activity with DVR over the course of the year. Engagement activities with DVR include application for services, eligibility determination, Individualized Plan for Employment (IPE) development, active DVR services, or case closure, either through successful community employment or informed choice. Of those who engaged with DVR during the 2021 federal fiscal year, **23,821** were eligible DVR consumers.

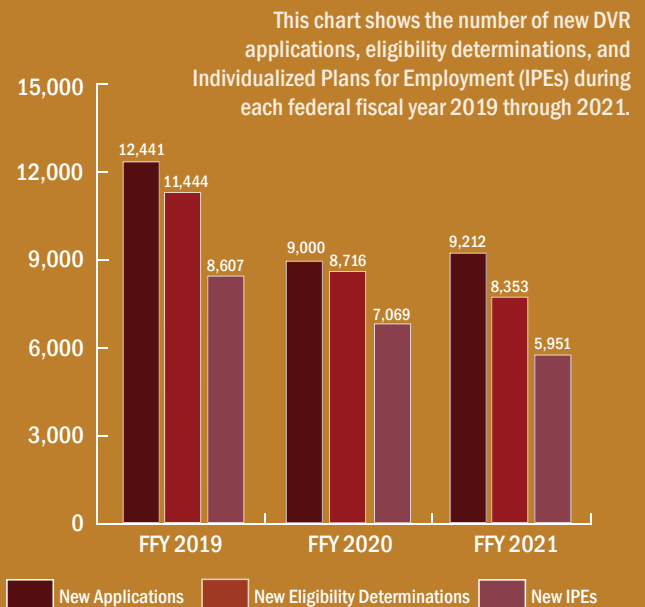
## DVR CASELOAD SNAPSHOT FFY 2019-2021



This graphic offers a snapshot of the DVR caseload on a single day during each federal fiscal year, 2019-2021. The data provided reflect the number of active consumer cases and IPEs on the final day of the fiscal year, September 30.

CONSUMER OUTCOMES	TOTAL
Average Hours Worked per Week - All Consumers	<b>26</b>
Average Hours Worked per Week - Supported Employment	<b>15</b>
Average Hours Worked per Week - Non-Supported Employment	<b>27.75</b>
Median Wage per Hour - All Consumers	<b>\$14.50</b>
Median Wage per Hour - Supported Employment	<b>\$10.25</b>
Median Wage per Hour - Non-Supported Employment	<b>\$15.00</b>
Estimated Annual Successful Consumer Earnings	<b>\$65,376,172</b>
Total Cost of Services for Successful Consumers	<b>\$30,137,214</b>

## DVR ENGAGEMENT BY ACTIVITY FFY 2019-2021

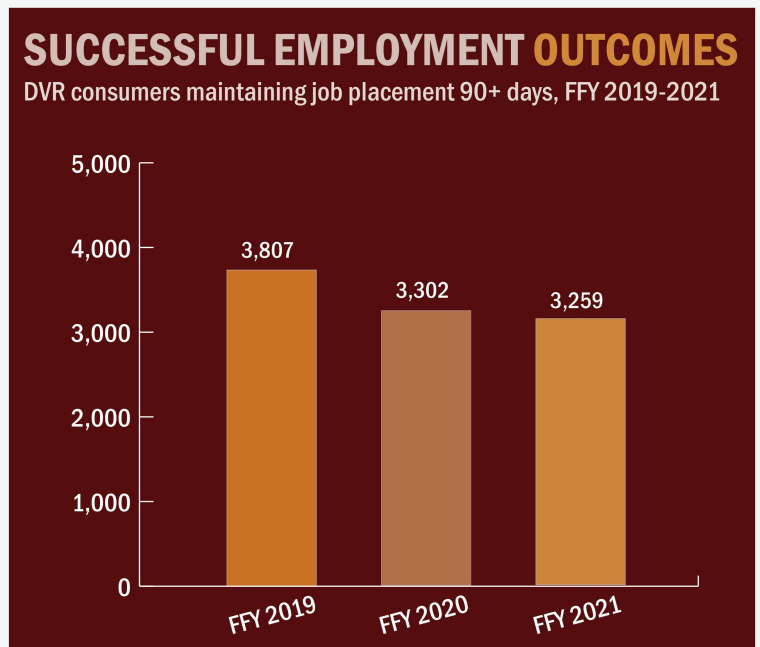


# EMPLOYMENT OUTCOMES

Each of the last three fiscal years, DVR has assisted over 3,000 job seekers with disabilities in reaching their employment goals. The Workforce Innovation and Opportunity Act (WIOA) shifted DVR's focus to increasing services to students with disabilities ages 14 to 21, resulting in a longer average consumer case length over the last three fiscal years.

While successful employment outcomes have decreased since fiscal year 2019, the percentage of total consumers served having achieved a successful employment outcome has stayed consistent with 2019 figures in federal fiscal years 2020 and 2021 despite service disruptions due to the COVID-19 pandemic.

The chart below shows federal fiscal year 2021 statistics by employment status category.



EMPLOYMENT STATUS	TOTAL	PERCENTAGE OF PLACEMENTS	AVERAGE HOURS	AVERAGE HOURLY WAGE
Employment without Supports in Integrated Setting	2,697	82.8%	28	\$15.56
Employment with Supports in Integrated Setting	542	16.6%	15	\$10.45
Self-employment (except BEP)	17	0.5%	27	\$18.79
Business Enterprise Program (BEP)	3	0.1%	33	\$14.26

- **Employment without supports** refers to traditional employment where a candidate is hired by a business.
- **Employment with supports** refers to individuals who are hired by a business and receive some supports, such as job coaching, funded by a source other than the business.
- **Integrated setting** refers to competitive jobs in the community. Vocational rehabilitation services must be directed toward obtaining competitive jobs in the community.
- **Self-employment** involves starting one's own business or receiving help to accommodate the disability so a business owner can continue to operate their business.

## DID YOU KNOW?

Through the successful intervention of DVR, **474** Wisconsin residents with disabilities transitioned off of Supplemental Security Income (SSI) and/or Social Security Disability Income (SSDI) in federal fiscal year 2021. This figure demonstrates the profound economic impact that DVR has not only on individual consumers, but on the State of Wisconsin as a whole.



# JOB TYPES

## OBTAINED BY DVR CONSUMERS

The tables below show the types of jobs obtained by the **3,259** DVR consumers who successfully achieved their employment goal in federal fiscal year 2021.

Architecture and Engineering	26
Arts, Design, Entertainment, Sports, and Media	35
Building and Grounds Cleaning and Maintenance	360
Business and Financial Operations	36
Community and Social Service	70
Computer and Mathematical	43
Construction and Extraction	26
Education, Training, and Library	84
Farming, Fishing, and Forestry	15
Food Preparation and Service	455
Healthcare Practitioners and Technical	84
Healthcare Support	70

Installation, Maintenance, and Repair	70
Legal	6
Life, Physical, and Social Science	11
Management	63
Office and Administrative Support	723
Personal Care and Service	173
Production and Manufacturing	366
Protective Service	29
Sales and Related	276
Transportation and Material Moving	238
<b>TOTAL</b>	<b>3,259</b>

## TOP 5 CONSUMER JOB TYPES

Number successfully employed in the five most common industries for DVR consumers, FFY 2021



# CONSUMER CASE SERVICE

## EXPENDITURES

“Other Services” include those services that cannot be recorded elsewhere, including foreign language interpreter services, PASS plans, vocational guidance and counseling, post-secondary counseling offered as part of DVR’s pre-employment transition services (Pre-ETS), Business Enterprise Program operator supplies, and occupational licenses.

Changes to the State LTE program and temporary staffing adjustments due to COVID-19 resulted in fewer program participants in 2021. DVR continues to collaborate with state agencies to ensure a seamless transition for LTE employees into permanent positions within the state workforce.

SERVICE	FFY 2020	FFY 2021
Assessment	\$2,133,266	\$1,835,338
Benefits Analysis	\$2,798,288	\$1,784,300
College/University Training	\$3,089,305	\$2,114,895
Disability Skills Training	\$240,809	\$200,555
Eligibility/Order of Selection Assessment	\$1,616,818	\$1,483,247
Interpreter/Note-Taker for the Deaf	\$200,909	\$144,786
Job Development	\$12,938,730	\$11,502,302
Low Vision Aid/Adjustment Services	\$175,587	\$117,003
Maintenance	\$281,737	\$222,370
Occupational/Vocational Training	\$463,880	\$441,695
On-the-Job Supports	\$4,424,252	\$3,629,356
<b>Other Services</b>	\$241,779	\$256,770
Personal Assistance	\$26,595	\$18,776
Rehabilitation Technology	\$2,518,165	\$2,358,257
Medical Restoration	\$117,024	\$45,811
Services/Family Members	\$25,803	\$11,052
Small Business Services	\$171,020	\$87,308
<b>State Limited Term Employment</b>	\$96,135	\$5,529
<b>Supported Employment</b>	\$6,848,635	\$7,618,998
Temporary Work	\$5,585,071	\$4,683,676
Training	\$2,845,669	\$2,578,292
Transportation	\$1,415,102	\$870,131
Work-Related Materials/Tools	\$133,364	\$134,856
Youth OJT	\$50,269	\$34,955
<b>TOTAL</b>	<b>\$48,438,212</b>	<b>\$42,180,258</b>

To address the impacts of COVID-19, DVR increased fees paid to service providers for services to DVR consumers. Overall, this increased DVR’s expenditures for Supported Employment services, which include supporting pre-employment assessment, job development, post-employment transition to Long-Term Care Services, Customized Employment, and Individual Placement and Support (IPS).

# PRE-EMPLOYMENT

## TRANSITION SERVICES

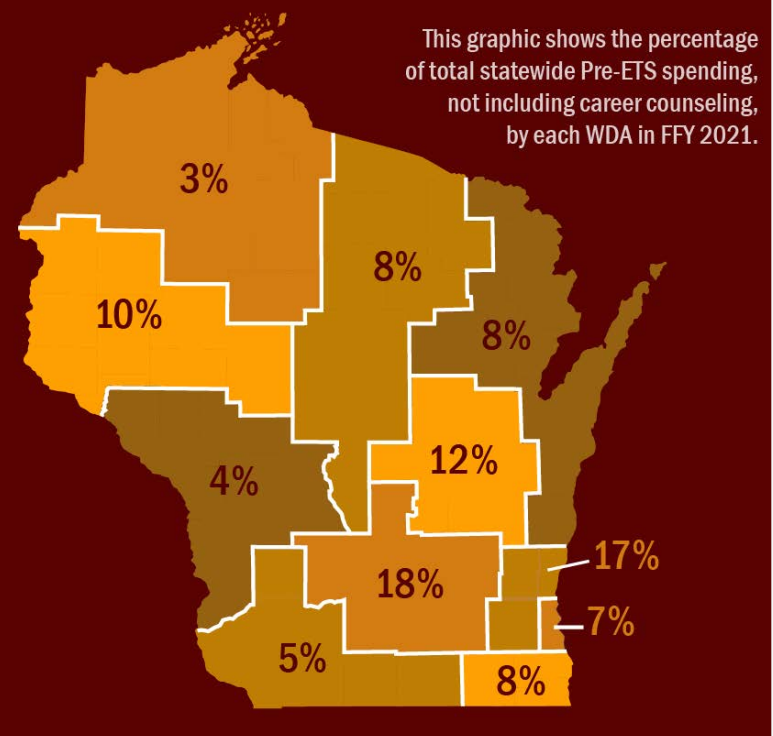
In federal fiscal year 2021, DVR spent over \$10.5 million on pre-employment transition services (Pre-ETS) statewide for students ages 14 to 21.

PRE-ETS CATEGORY	2020 SPENDING	2021 SPENDING
Work-Based Learning	\$6,305,959	\$7,112,865
Job Exploration Counseling	\$628,301	\$590,992
Workplace Readiness Training	\$1,532,246	\$1,695,770
Career Counseling (Staff Time)	\$908,396	\$999,941
Self-Advocacy Training	\$128,274	\$131,082
Transition Counseling	\$21,900	\$68,170
<b>STATEWIDE TOTAL</b>	<b>\$9,525,076</b>	<b>\$10,598,820</b>

This table includes all Pre-ETS categories outlined in WIOA. Due to COVID-19, some programs and consumer services were limited or not offered in federal fiscal year 2020. Most of these programs and services were resumed in federal fiscal year 2021, resulting in increases in spending for most Pre-ETS categories.

The Percentage of Pre-ETS Dollars Spent by WDA, or Workforce Development Area, map includes all Pre-ETS spending categories noted above except career counseling, as staff time expenditure data is not available by WDA. The distribution of spending on Pre-ETS statewide is largely consistent with the geographic distribution of high school students served by DVR throughout the state. This shows that variance by WDA in Pre-ETS spending corresponds to the number of students served by each WDA, and does not appear to indicate an inconsistency in the quality or number of services provided to students based on their location within the state.

### PERCENTAGE OF PRE-ETS DOLLARS SPENT STATEWIDE BY WDA



# HIGHLIGHT ON BUSINESS SERVICES

Wisconsin's Division of Vocational Rehabilitation is committed to helping people with disabilities find a job, keep a job, and get a better job. To do this, DVR Business Service Consultants (BSC) are located throughout the state, ready to work with businesses seeking to hire new employees. BSCs can assist businesses in many ways:

- Recruit qualified workers with disabilities
- Build staff diversity through DVR's broad pool of skilled job candidates
- Retain well-trained and productive employees
- Access workforce planning resources and labor market information



## BUSINESS SERVICES SUCCESS



When Packer Fastener first began working with DVR in 2016 to hire people with disabilities it was, “quite an eye opener,” according to Jon Ledvina, but a new concept that fit right in with the company’s shared beliefs, values, and practices, also known as the Packer Fastener Swagger.

“We were very responsive when we were approached (by DVR), we didn’t feel at all like it was going to be more work or wonder how we would handle more people in the buildings such as job coaches,” Ledvina said. “(It’s) time to think outside the box and that means learning new ways to hire, being open minded, offering different training for job skills, and changing schedules to still get the roles filled. We try to “challenge and change” the norm or the ways it has always been in all aspect of our business.”

The Green Bay-based industrial supply company continues to work with DVR to support and hire people with disabilities as they seek competitive integrated employment. The company aims to hire at least one full-time individual a year and encourages everyone to apply for open positions. Currently, the company employs five individuals with disabilities working full-time or part-time. The company also offers job shadow and work experience opportunities that allow individuals to work for a few weeks to see if they like the work.

“Packer Fastener is a strong leader in the community to help everyone and give back, we believe everyone benefits from having people with disabilities in the workforce,” Ledvina said. “There is always a sense of “doing the right thing” feeling, but at the end of the day the work is getting done and we are a strong successful company because we need everyone working together in our company to accomplish the jobs.”



# VOCATIONAL REHABILITATION

## FUNDING SOURCES

DVR receives **78.7** percent of its funding from the U.S. Department of Education and a required **21.3** percent match from State of Wisconsin General Purpose Revenues.

In addition, Wisconsin has the ability to apply for Social Security reimbursement dollars. These funds are earned when DVR services help to place a consumer in a job that pays a high enough wage that the consumer no longer receives Supplemental Security Income (SSI) or Social Security Disability Income (SSDI). When this occurs, the Social Security Administration (SSA) reimburses DVR for the cost of case services provided to the consumer.

In federal fiscal year 2021, DVR received **\$65,064,265** in federal funding and a **\$17,609,516** state match. In addition to these primary funding sources, in FFY 2021 DVR received **\$4.9 million** in Social Security reimbursement dollars.

### DVR PRIMARY FUNDING SOURCES

**STATE: \$17,609,516**

**FFY 2021**

**FEDERAL: \$65,064,265**

### SOCIAL SECURITY REIMBURSEMENT

**FFY 2021**

**\$4.9 Million**

## CONSUMER SUCCESS STORY

Chris Becker worked in the construction field most of his life. But after falling and lacerating his tricep muscle, the 37-year-old from Abrams, Wisconsin lost his range of motion, limiting his ability to work heavy construction again. He underwent four surgeries in three years, and was only able to perform light duty work. With encouragement from his mother, Chris sought out DVR services to help find his new passion.

“I was doing whatever I could to work again, I thought I was never going to work again,” Chris said. “Once I started talking to my DVR counselor, it brought back a lot of hope and gave me some goals to work towards and keep my mind active.”

With an interest in pursuing commercial driving, Chris and his DVR counselor developed an Individualized Plan for Employment to help him earn his CDL license through Fox Valley Technical College. By March 2021, Chris successfully completed the program and by April, he secured a full-time job driving across the midwest and the east coast 50 hours per week, earning \$25.21 per hour.

“I had a lot of relief once I was offered the job,” Chris said. “It brought back my mental and emotional drive and got me out of the feeling that I was going to be helpless.”



# BECOME A WRC MEMBER

## APPOINTMENT

Members of the Council are appointed by the Governor. The Council may forward recommendations to the Governor after soliciting recommendations from organizations representing the broad range of individuals with disabilities. In selecting members, the Governor shall consider, to the greatest extent practicable, representation of minority populations on the Council.

## TERMS OF APPOINTMENT

1. Each member of the Council shall be appointed for a term of no more than three years and may serve no more than two consecutive terms.
2. A member appointed to fill a vacancy occurring prior to the end of the term for which a predecessor was appointed shall be appointed for the remainder of the predecessor's term.
3. The terms of service of the members initially appointed must be for varied numbers of years to ensure terms expire on a staggered basis.

## APPLY FOR MEMBERSHIP

[evers.wi.gov/Pages/Application\\_Process.aspx](https://www.wisconsin.gov/Pages/Application_Process.aspx)

## QUALIFICATIONS

A majority of Council members shall be persons who are:

1. Individuals with disabilities; and
2. Not employed by the DWD

“ I joined WRC to provide a voice at the policy-making level for the diversity of people with disabilities and those who work and support them. Too often people see disabilities through only one lens that they know about, which can sometimes benefit one group of people with disabilities but unintentionally set up significant barriers for other groups. As a WRC member, I get to lend my voice and provide real-world examples and realistic ideas when developing statewide policies for all people with disabilities. ”

*Mary Kessens*  
Advocate for Persons with Disabilities

# YOUR INPUT MATTERS

## CONTACT WRC

The Wisconsin Rehabilitation Council (WRC) welcomes and appreciates input from the public, using feedback to advise the Division of Vocational Rehabilitation and direct the Council's focus. Members of the public may contact WRC or provide public comment using any of the methods below:



### CALL

800-442-3477 (Voice)  
888-877-5939 (TTY)



### FAX

608-266-1133



### EMAIL

[dvrwirehabcouncil@dwd.wisconsin.gov](mailto:dvrwirehabcouncil@dwd.wisconsin.gov)



### WRITE

Wisconsin Rehabilitation Council  
201 E. Washington Avenue  
P.O. Box 7852  
Madison, WI 53707-7852



### ATTEND A MEETING

WRC meets quarterly in cities around Wisconsin. Meetings are open to the public, with schedules available at:  
[publicmeetings.wi.gov](http://publicmeetings.wi.gov)



### BECOME A MEMBER

If you are interested in becoming a WRC member, please contact us using any of the above methods.

## FOR MORE INFORMATION

### DVR SERVICES FOR JOB SEEKERS WITH DISABILITIES

[dwd.wisconsin.gov/dvr/job-seekers](http://dwd.wisconsin.gov/dvr/job-seekers)

### WORKFORCE INNOVATION AND OPPORTUNITIES ACT

[www.doleta.gov/wioa](http://www.doleta.gov/wioa)

### DVR SERVICES FOR BUSINESS

[dwd.wisconsin.gov/dvr/business](http://dwd.wisconsin.gov/dvr/business)

### REHABILITATION SERVICES ADMINISTRATION

[rsa.ed.gov](http://rsa.ed.gov)

### WISCONSIN REHABILITATION COUNCIL

[dwd.wisconsin.gov/dvr/partners/wrc/wrc-info.htm](http://dwd.wisconsin.gov/dvr/partners/wrc/wrc-info.htm)

### NATIONAL COALITION OF STATE REHABILITATION COUNCILS

[www.ncsrc.net](http://www.ncsrc.net)