



Wisconsin Rehabilitation Council

Federal Fiscal Year 2017

October 1, 2016 - September 30, 2017



2017 ANNUAL REPORT

This annual report was produced through a partnership between the Wisconsin Division of Vocational Rehabilitation (DVR) and the Wisconsin Rehabilitation Council (WRC).

WRC-12805-P

STATE OF WISCONSIN



Department of Workforce Development

Vocational Rehabilitation

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MESSAGES FROM DVR AND WRC

LEADERSHIP

As you will find in this annual report, 2017 saw numerous successes in the arena of vocational rehabilitation services for people with disabilities in Wisconsin.

The Wisconsin Division of Vocational Rehabilitation (DVR) continues to be a leader in ensuring the provision of pre-employment transition services to students, working to ensure that the evidence-based practice of direct employment experience for students is a priority service. Wisconsin PROMISE has helped hundreds of students and their family members achieve or improve employment status and income over the past year, with conversations about sustaining effective elements of PROMISE now underway. DVR also assumed administrative oversight of the Project SEARCH program from DHS. Project SEARCH in our state has realized an 88 percent employment outcome, significantly higher than the average for young adults with intellectual and developmental disabilities overall. DVR continues to have a counselor assigned to each high school and the role of the Business Service Consultant (BSC) provides leadership to strengthen relationships with businesses statewide as the workforce needs in the state grow.

Looking ahead to 2018, the WRC will continue to review and analyze data to advise DVR in areas of challenge. One such area includes hiring and retaining highly qualified personnel to fill all positions to help ensure equitable services regardless of where a person resides in our state. In addition to DVR counselors, the need for service system capacity expansion among DVR vendors has been identified. Consumer satisfaction, as determined through ongoing surveys, Client Assistance Program reports, and the number of Administrative Law Judge hearings, is an ongoing data component of interest to the WRC. The WRC will work alongside DVR to recommend steps as part of an ongoing process to strive for the highest quality vocational rehabilitation services for all who are served.

NANCY MOLFENTER, Chair
Wisconsin Rehabilitation Council



In 2017, the Department of Workforce Development's Division of Vocational Rehabilitation (DVR) helped 4,133 DVR job seekers achieve their employment goals, managing 18,700 active consumer cases at the end of the federal fiscal year.

DVR assisted consumers in developing Individualized Plans for Employment (IPEs), gaining temporary work experience, and improving workplace skills. DVR is proud to have played a role in each individual's path to sharing their talents and skills in Wisconsin's workforce and achieving greater independence and self-sufficiency.

DVR also renewed its commitment to serving business in 2017. Nine statewide Business Services Consultants (BSCs) provided consultation services to business including customized recruitment events, education on disability accommodations, and information on hiring incentives, labor market trends, and community resources.

Considerable time and effort was spent this past year in training DVR staff to collect and document new information as required by the federal Workforce Innovation and Opportunity Act (WIOA). The additional data was first reported to the U.S. Department of Education in November 2017, and DVR will continue to increase transparency and accountability of DVR's services to both consumers and business moving forward.

We are pleased to have the Wisconsin Rehabilitation Council as an important partner in the success of our agency and the customers we serve. Their thoughtful and dedicated review of DVR services and performance has been a key element of DVR's continued pursuit of innovations that provide high quality vocational rehabilitation services to Wisconsin citizens with disabilities. We look forward to our continued partnership in ensuring that Wisconsin job seekers with disabilities have access to the highest quality employment and training services.

DELORA NEWTON, Administrator
Wisconsin Division of Vocational Rehabilitation



WISCONSIN REHABILITATION COUNCIL

MEMBERS*

JULIE BARKER

Vocational Rehabilitation Counselor
Janesville

THOMAS BENZIGER

Former DVR Consumer
Waukesha

JACLYN BORCHARDT

Former DVR Consumer
Milwaukee

ROB BUETTNER, Vice Chair

Representative of persons with disabilities
Milwaukee

MATTHEW BUSCH

Business, Industry and Labor
Appleton

JIM DOBRINSKA

Business, Industry and Labor
Milwaukee

JODI HANNA

Representative of persons with disabilities
Rice Lake

TRACI JONES

Business, Industry and Labor
Wisconsin Dells

BARB KLUG

Representative of persons with disabilities
Beaver Dam

RAMSEY LEE

Representative of persons with disabilities
Madison

TRACY MACE

Business, Industry and Labor
Janesville

NANCY MOLFENTER, Chair

Department of Public Instruction
Madison

DELORA NEWTON, Director of Designated State Unit

Council on Workforce Investment
Madison

JASON OSTROWSKI

State Independent Living Council
Waukesha

LINDA VEGOE

Client Assistance Program
Madison

CATHY STEFFKE

Representative of persons with disabilities
Oak Creek

BETH SWEDEEN

Representative of persons with disabilities
Madison

PATRICK YOUNG, Secretary/Treasurer

Former DVR Consumer
Germantown

MATTHEW ZELLMER

Parent Training and Information Center
Milwaukee



*Current member list as of September 30, 2017

WRC AND DVR PARTNERSHIP

In July 2014, the Workforce Innovation and Opportunity Act (WIOA), or Public Law 113-128, was passed to reauthorize the former public law known as the Workforce Investment Act (WIA). The Rehabilitation Act is part of WIOA with Title IV of WIOA amending the Rehabilitation Act of 1973.

Under WIOA, the Wisconsin Rehabilitation Council (WRC) is required to 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

Since the passage of WIOA, WRC has focused additional resources to reviewing and analyzing information related to new requirements as outlined in the law. WIOA includes requirements for vocational rehabilitation agencies beyond those included in WIA for providing services to youth and students with disabilities and individuals interested in or working for subminimum wage; therefore, WRC formed committees specific to these areas following WIOA's passage. DVR and WRC work collaboratively to ensure that all new requirements under WIOA are met while continuing to maintain high-quality services for people with disabilities in Wisconsin.

HOW WE WORK TOGETHER

Prior to each WIOA-required quarterly meeting, the WRC chair meets with DVR staff and administration to deliver agenda requests and recommendations. DVR staff assigned to support WRC create and publicly post each agenda upon approval from the WRC chair. This process allows open dialogue and provides time for DVR to prepare data and other requested information ahead of each meeting.

Recurrent WRC meeting DVR data requests include:

- Quarterly DVR consumer employment outcomes, statewide and by Workforce Development Area (WDA)
- Fiscal year to date average hourly wages and hours worked per week for successfully employed consumers
- Fiscal year to date spending on pre-employment transition services (Pre-ETS), total and by service category
- Point-in-time DVR staff vacancy information by position classification and WDA
- Average DVR counselor caseload by WDA, including all open cases and active IPE cases per WDA
- Point-in-time statewide DVR staff turnover and diversity information
- Wisconsin PROMISE progress updates, including participant employment outcomes and relevant statistics

In addition to the quarterly meetings, DVR staff regularly interacts with WRC members in the course of their work. WRC members participate in various DVR work groups at the request of DVR administration, as WRC members add valuable insight on a wide range of vocational rehabilitation-related topics. The council's executive committee is largely responsible for determining which work groups would appropriately incorporate WRC members.

DVR ROLES AND RESPONSIBILITIES

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 substantial barrier to employment
- Wisconsin employers seeking qualified talent

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

WHERE IS DVR LOCATED?

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

DVR MISSION AND VALUES

The Division of Vocational Rehabilitation's **MISSION** is to obtain, maintain and improve employment for people with disabilities by working with vocational rehabilitation consumers, employers, and other partners.

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 with persons with disabilities
- Ensuring sound fiscal and administrative practices that support all DVR personnel, community partners, and individuals with disabilities to achieve self-sufficiency and employment

The Division of Vocational Rehabilitation's **PURPOSE** is 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.

WRC MISSION AND VISION

The **MISSION** of the Wisconsin Rehabilitation Council (WRC) is 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.

OUR VISION



BUILD PARTNERSHIPS among people with disabilities, providers of service, advocacy organizations, and those other groups that can and should participate in the accomplishment of the mission and vision of the organization.



REACH OUT TO PEOPLE WITH DISABILITIES throughout the state so as to create a true spirit of inclusion for every citizen including an opportunity to contribute to the work of the Wisconsin Rehabilitation Council.



HEAR AND RESPOND 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 we are able to truly be a catalyst for positive change.



FORGE A SPIRIT OF TRUST AND COOPERATION with the administration and staff of DVR and advocacy organizations for people with disabilities so that the use of scarce resources for accomplishing the mission and vision are optimized and conditions are created for acquiring additional resources.

VISION STATEMENT

It is our vision that 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.

WRC WHAT WE DO

The Wisconsin Rehabilitation Council (WRC) was officially established by executive order of the Governor of Wisconsin in 1993. WRC members are appointed directly by the Governor, and serve staggered three-year terms. Additionally, the Administrator of DVR serves as an ex-officio member of the Council. Members of WRC include:

- Individuals with physical, cognitive, sensory, and mental disabilities
- 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
- Current or former applicants for, or recipients of, vocational rehabilitation services
- Business, industry, and labor representatives

The WRC meets quarterly and 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 operated within the state.
- 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.

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

- Executive Committee
- Services to Business Committee
- Annual Report and State Plan Committee
- Pre-Employment Transition Services Committee
- Subminimum Wage Policy (WIOA Section 511) Committee

HISTORY

The Wisconsin Rehabilitation Council was known as the State Rehabilitation Planning and Advisory Council prior to the establishment of the current WRC by then Governor Tommy Thompson in 1993.

DISABILITY TYPES

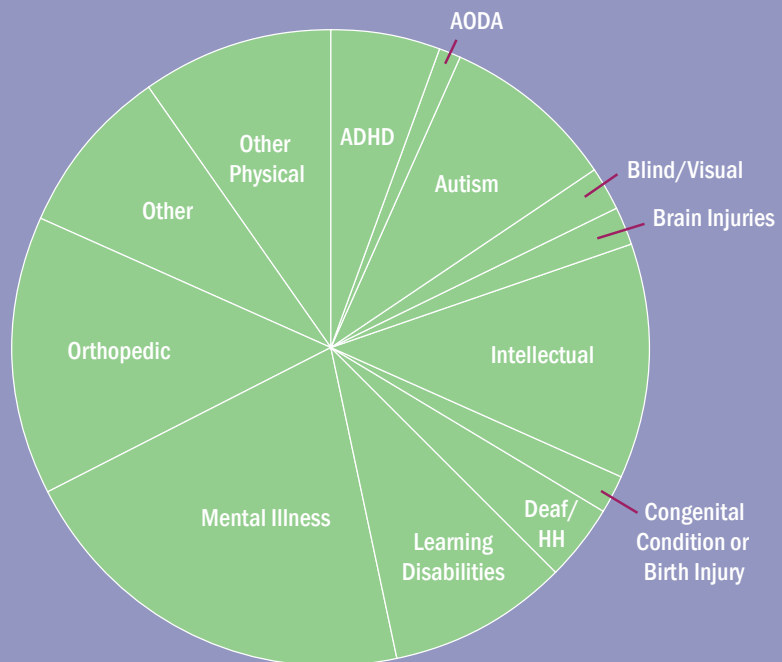
REPORTED AS PRIMARY

| | | |
|--------------------------------------|---------------|---------------|
| ADHD | 1,715 | 5.7% |
| AODA | 360 | 1.2% |
| Autism | 2,588 | 8.6% |
| Blind/Visual | 669 | 2.2% |
| Brain Injuries | 597 | 2.0% |
| Congenital Condition or Birth Injury | 635 | 11.9% |
| Deaf/Hard of Hearing | 1,114 | 2.1% |
| Intellectual | 3,555 | 3.7% |
| Learning Disabilities | 2,745 | 9.2% |
| Mental Illness | 6,232 | 20.8% |
| Orthopedic | 4,265 | 14.3% |
| Other | 2,585 | 8.6% |
| Other Physical | 2,860 | 9.6% |
| TOTAL | 29,920 | 100.0% |

This table does not include disability information for the 1,837 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 2017, as noted on page 9 of this report, was 31,757.

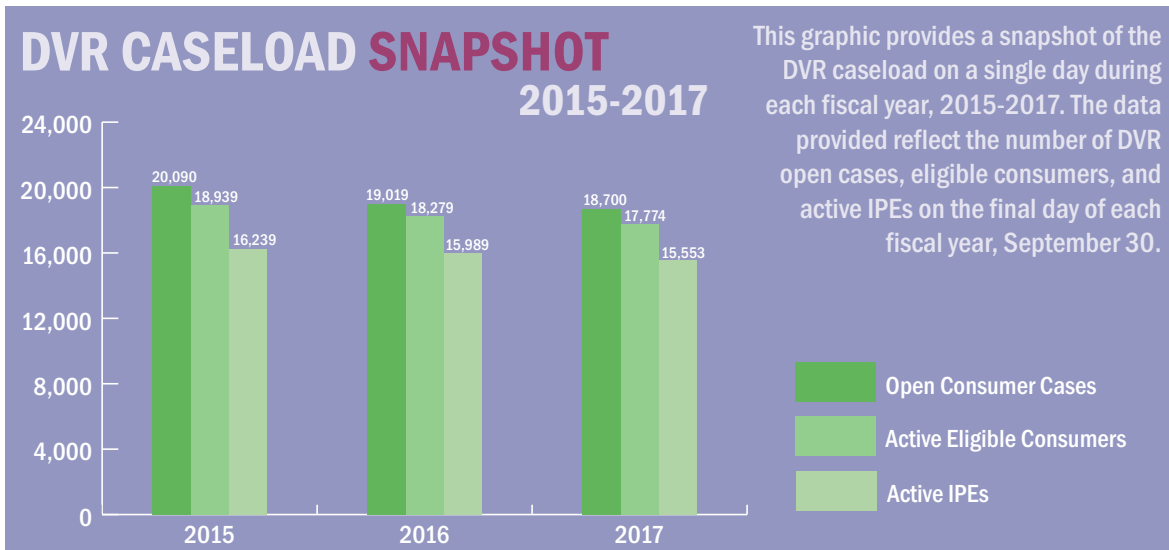
DVR CONSUMER DISABILITY TYPES: FFY 2017

This visual shows the distribution of disability types reported as primary disabilities by 29,920 DVR consumers in federal fiscal year 2017.



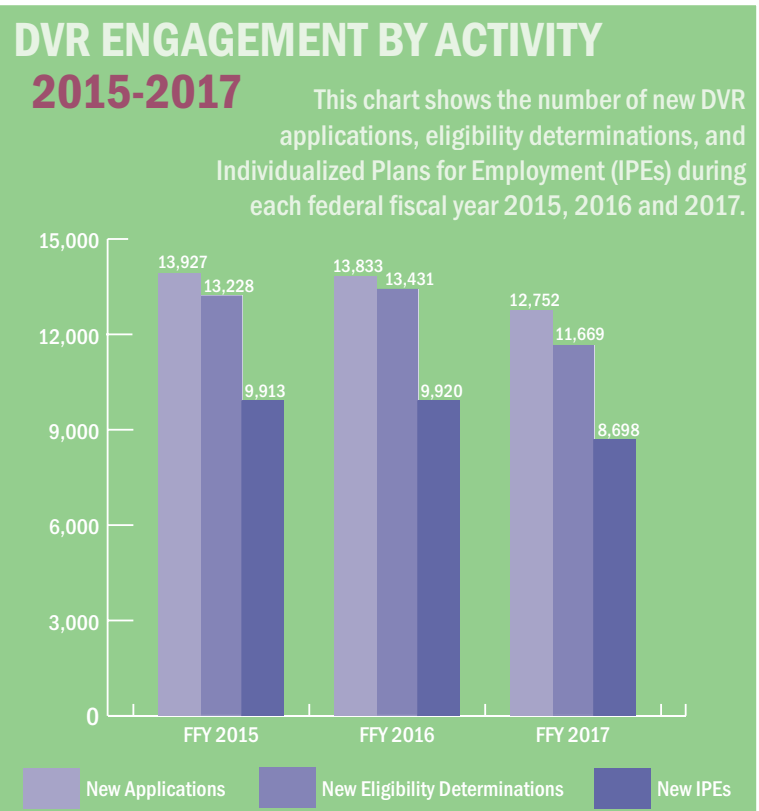
PERFORMANCE METRICS

Throughout federal fiscal year 2017, DVR engaged with a total of **31,757** 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, IPE development, active DVR services, or case closure, either through successful community employment or informed choice. Of those who engaged with DVR during the federal fiscal year, **29,920** were eligible DVR consumers.



| CONSUMER OUTCOMES | TOTAL |
|---|---------------------|
| Average Hours Worked per Week | 25.87 |
| Average Wage per Hour | \$12.94 |
| Estimated Annual Successful Consumer Earnings | \$71,985,081 |
| Total Cost of Services for Successful Consumers | \$32,311,519 |

In FFY 2017, DVR consumers who successfully achieved their employment goals earned a higher average wage per hour worked than the last two fiscal years. Additionally, the estimated annual earnings of DVR consumers who gained permanent employment during the fiscal year was more than **double** the total cost of DVR services spent assisting those individuals.



PRE-EMPLOYMENT

TRANSITION SERVICES

Based on invoices paid prior to December 8, 2017, in federal fiscal year 2017 DVR spent more than \$10.5 million on pre-employment transition services (Pre-ETS) statewide. Wisconsin DVR is one of only a few vocational rehabilitation agencies in the U.S. to meet the Pre-ETS spending requirement, and the first in the country to do so.

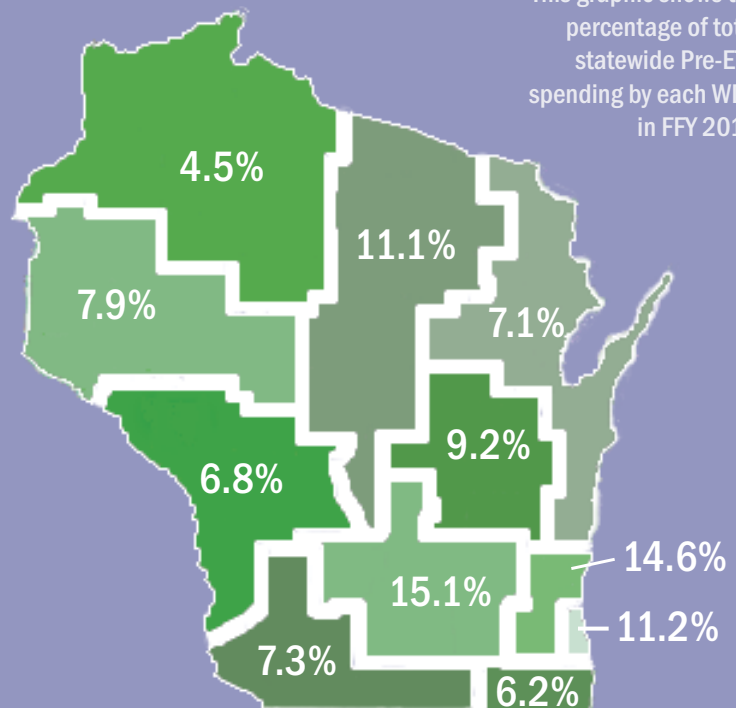
| PRE-ETS CATEGORY | SPENDING |
|--------------------------------|---------------------|
| Work-Based Learning | \$7,117,953 |
| Job Exploration Counseling | \$1,167,215 |
| Workplace Readiness Training | \$1,064,102 |
| Career Counseling (Staff Time) | \$986,248 |
| Self-Advocacy Training | \$167,867 |
| Transition Counseling | \$1,233 |
| STATEWIDE TOTAL | \$10,504,618 |

This table includes all Pre-ETS services outlined in the Workforce Innovation and Opportunity Act (WIOA). In November of 2016, the Pre-ETS Committee of WRC recommended that DVR emphasize work experience in meeting the WIOA Pre-ETS spending requirement. This recommendation has been reflected in the spending data, and WRC applauds DVR for providing work-based learning to the level recommended.

The distribution of Pre-ETS spending statewide, as shown in this graphic, is largely consistent with the distribution of high school students served by DVR throughout the state. This shows that the variance in Pre-ETS spending per WDA corresponds to the number of students served by each WDA. The variances do not appear to show an inconsistency in the quality or number of services provided to individual students in different parts of the state.

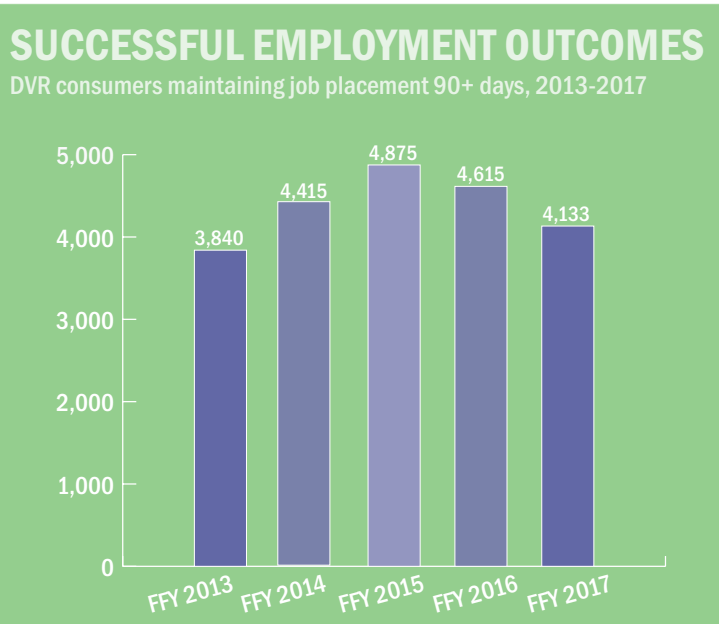
PERCENTAGE OF PRE-ETS DOLLARS SPENT STATEWIDE BY WDA

This graphic shows the percentage of total statewide Pre-ETS spending by each WDA in FFY 2017.



EMPLOYMENT OUTCOMES

The primary measure of the success of a vocational rehabilitation program is the number of job seekers with disabilities who leave the program having achieved their employment goal. Fewer individuals sought DVR services in 2017 than in the two previous years, resulting in fewer successful closures. However, the percentage of total consumers served having achieved a successful employment outcome was nearly identical each of the last three years. Likewise, the percentage of consumers who successfully reached and maintained their job goal after developing a DVR Individualized Plan for Employment (IPE) remained consistent over the past three years, up one percent this year from FFY 2016 at 47.5 percent.



The employment status categories below use the terms found in federal reporting on outcomes.

- **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.

| EMPLOYMENT STATUS | TOTAL | PLACEMENT PERCENTAGES | AVERAGE HOURLY WAGE |
|---|-------|-----------------------|---------------------|
| Employment without Supports in Integrated Setting | 3,557 | 86.06% | \$12.29 |
| Employment with Supports in Integrated Setting | 549 | 13.28% | \$8.64 |
| Self-employment (except BEP) | 25 | 0.61% | \$30.85 |
| Business Enterprise Program (BEP) | 2 | 0.00% | \$9.90 |

DID YOU KNOW?

This fiscal year, **782** Wisconsin residents with disabilities earned enough income to no longer qualify for Supplemental Security Income (SSI) and/or Social Security Disability Income (SSDI). This figure demonstrates the positive economic impact that DVR has not only on individual consumers, but on the State of Wisconsin as a whole.

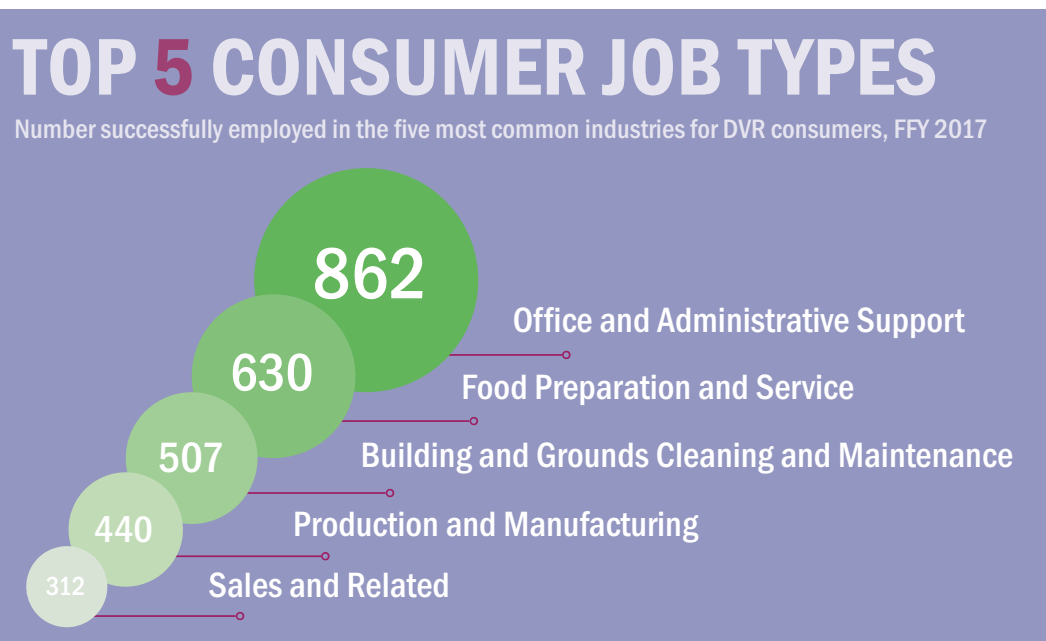
JOB TYPES

OBTAINED BY DVR CONSUMERS

The tables below show the types of jobs obtained by the **4,133** DVR consumers who successfully achieved their employment goal in federal fiscal year 2017.

| | |
|--|-----|
| Architecture and Engineering | 33 |
| Arts, Design, Entertainment, Sports, and Media | 47 |
| Building and Grounds Cleaning and Maintenance | 507 |
| Business and Financial Operations | 42 |
| Community and Social Service | 101 |
| Computer and Mathematical | 60 |
| Construction and Extraction | 36 |
| Education, Training, and Library | 88 |
| Farming, Fishing, and Forestry | 29 |
| Food Preparation and Service | 630 |
| Healthcare Practitioners and Technical | 87 |
| Healthcare Support | 120 |

| | |
|---------------------------------------|--------------|
| Installation, Maintenance, and Repair | 74 |
| Legal | 9 |
| Life, Physical, and Social Science | 12 |
| Management | 65 |
| Office and Administrative Support | 862 |
| Other | 1 |
| Personal Care and Service | 237 |
| Production and Manufacturing | 440 |
| Protective Service | 42 |
| Sales and Related | 312 |
| Transportation and Material Moving | 299 |
| TOTAL | 4,133 |



VOCATIONAL REHABILITATION

FUNDING SOURCES

DVR receives approximately 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 have helped to place a consumer in a job that pays a high enough wage that the consumer no longer qualifies for Social 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 2017, DVR received \$62,801,169 in federal funding, and an additional \$17,547,763 in state match dollars. In addition to these primary funding sources, DVR received over \$4 million in Social Security Reimbursements.

In FFY 2017, in addition to federal and state match funding, DVR received \$4.44 million in reimbursements from SSA. While this number

is down from \$6.84 million in FFY 2016, the drop is due primarily to changes in the system for processing Social Security Reimbursement claims. In the first two months of FFY 2018, DVR received over \$2 million in delayed SSA reimbursements, accounting for most of the difference between federal fiscal years 2016 and 2017.

DVR PRIMARY FUNDING SOURCES

FFY 2017



FEDERAL: \$62,801,169



STATE: \$17,547,763

CASE SERVICE EXPENDITURES

The student work-based learning measure has been included in the job development category for FFY 2017 as it had been prior to the new category addition.

Services included in the Supported Employment category include assessment prior to employment, job development, and transition to Long Term Care Services once employment has been secured. Customized employment and Individual Placement and Support (IPS) are considered Supported Employment for this tracking measure. On-the-job support costs, while part of the Supported Employment process, are tracked in their own category within DVR's data collection system.

| SERVICE | FFY 2017 | FFY 2016 |
|-------------------------------------|------------------------|------------------------|
| Assessment | \$3,237,762.06 | \$3,792,925.44 |
| Benefits Analysis | \$2,675,401.89 | \$2,425,830.34 |
| College/University Training | \$3,625,129.09 | \$4,890,425.05 |
| Disability Skills Training | \$495,381.04 | \$363,781.17 |
| Eligibility/OOS Assessment | \$1,936,990.22 | \$913,826.96 |
| Interpreter/Note-Taker for the Deaf | \$343,844.40 | \$277,233.77 |
| Job Development | \$11,724,907.03 | \$11,144,463.40 |
| Low Vision Aid/Adjustment Services | \$186,811.35 | \$181,713.12 |
| Maintenance | \$475,030.65 | \$512,209.18 |
| Occupational/Vocational Training | \$1,482,367.88 | \$1,211,923.65 |
| On-the-Job Supports | \$5,167,428.22 | \$4,686,710.68 |
| Others | \$5,733.96 | \$97,365.86 |
| Other Services | \$196,557.70 | \$322,818.81 |
| Personal Assistance | \$52,234.05 | \$36,764.53 |
| Promise Grant Services | \$763,522.95 | \$959,899.26 |
| Rehabilitation Technology | \$3,610,393.31 | \$4,223,825.98 |
| Restoration | \$213,359.57 | \$315,470.52 |
| Services/Family Members | \$58,028.73 | \$70,425.32 |
| Small Business Services | \$319,313.18 | \$316,771.08 |
| State LTE | \$197,911.33 | \$355,562.91 |
| Supported Employment | \$7,412,899.11 | \$7,528,768.20 |
| Temporary Work | \$6,254,092.01 | \$5,771,561.90 |
| Training | \$2,795,228.96 | \$2,298,278.62 |
| Transportation | \$1,967,852.40 | \$2,422,434.63 |
| Work-Related Materials/Tools | \$216,447.50 | \$388,766.40 |
| Youth OJT | \$247,887.56 | \$322,127.47 |
| TOTAL | \$55,662,516.15 | \$55,831,884.25 |

In FFY 2017, the Training category included job readiness, literacy, basic/remedial and "other" training, Project SEARCH, apprenticeship, customized training and adult on-the-job training (OJT). Youth OJT spending is tracked in a separate category for the purposes of this report.

LEARN MORE

CONTACT US

The Wisconsin Rehabilitation Council welcomes and appreciates input from the public, using it 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



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:
<https://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

<https://dwd.wisconsin.gov/dvr/jobseek.htm>

WORKFORCE INNOVATION AND OPPORTUNITIES ACT

<https://www.doleta.gov/wioa/>

DVR SERVICES FOR BUSINESS

<https://dwd.wisconsin.gov/dvr/business/>

REHABILITATION SERVICES ADMINISTRATION

<https://rsa.ed.gov/>

WISCONSIN REHABILITATION COUNCIL

<https://dwd.wisconsin.gov/dvr/wrc/>

NATIONAL COALITION OF STATE REHABILITATION COUNCILS

<http://www.ncsrc.net/>