



# Wisconsin Rehabilitation Council

Federal Fiscal Year 2019 Report

October 1, 2018 - September 30, 2019



# 2019 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



Vocational Rehabilitation

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# WISCONSIN REHABILITATION COUNCIL

## MEMBERS\*

**JULIE BARKER**, Janesville  
Vocational Rehabilitation Counselor

**THOMAS BENZIGER**, East Troy  
Former DVR Consumer

**JACLYN BORCHARDT**, Milwaukee  
Former DVR Consumer

**ANNTRICE BROWN**, Milwaukee  
Former DVR Consumer

**JULIE BURISH**, Brookfield  
Representative of Persons with Disabilities

**DARLA BURTON**, Montfort  
Representative of Persons with Disabilities

**MATTHEW BUSCH**, Appleton  
Business, Industry and Labor

**JASON ENDRES**, Eau Claire  
State Independent Living Council

**JODI HANNA**, Rice Lake  
Representative of Persons with Disabilities

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

**DEB HENDERSON-GUENTHER**, Sun Prairie  
Client Assistance Program

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

**BARB KLUG**, Beaver Dam  
Representative of Persons with Disabilities

**RAMSEY LEE**, Hudson  
Representative of Persons with Disabilities

**MOLLIE LONETTI**, Grantsburg  
Native American Vocational Rehabilitation Program

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

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

**DEBRA NOTSTAD**, Stoughton  
Representative of Persons with Disabilities

**JASON OSTROWSKI**, Waukesha  
State Independent Living Council

**CATHY STEFFKE**, Oak Creek  
Representative of Persons with Disabilities

**BETH SWEDEEN**, Madison  
Representative of Persons with Disabilities

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

**ANN WALES**, Holmen  
Business, Industry and Labor

**PATRICK YOUNG**, Germantown  
Former DVR Consumer

**MATTHEW ZELLMER**, Milwaukee  
Parent Training and Information Center



\*Membership list includes all individuals who were active WRC members at any time during calendar year 2019.

# MESSAGE FROM WRC LEADERSHIP

**T**his year has been an exciting and successful one for the Wisconsin Rehabilitation Council! We were pleased to welcome several new members throughout the year, who have collectively provided innovative perspectives and refreshed the Council's enthusiasm for our mission to advise the Wisconsin Division of Vocational Rehabilitation (DVR) in providing services to people with disabilities across the state.

WRC Meeting highlights this year included discussions on:

- A new initiative to launch Wisconsin Job Centers in correctional institutions and how DVR is partnering to provide services to individuals re-entering the community
- Results from DVR's Comprehensive Statewide Needs Assessment (CSNA)
- The Competitive Integrated Employment (CIE) Plan and Report required by 2017 Wisconsin Act 178, which designated DVR to lead efforts to improve CIE outcomes for individuals with disabilities in collaboration with the Wisconsin Departments of Health Services and Public Instruction
- DVR's portion of the 2020-24 WIOA State Plan
- New member orientation, including distribution of the National Coalition of State Rehabilitation Councils (NCSRC) member guidebook
- Wisconsin Open Meetings and Ethics Law



Meetings this year also featured success stories from employers who have hired DVR consumers, as well as WRC Officer elections and member-approved updates to the WRC bylaws. Additionally, each quarterly meeting featured reports from the DVR Administrator and Client Assistance Program (CAP) Director. DVR updates featured performance data, staffing and legislative updates, and other items of interest, while CAP reports provided details on the number and nature of complaints received from DVR Consumers. I would like to thank DVR and CAP leadership for consistently providing comprehensive updates at each meeting responsive to WRC requests.

This past year, I had the opportunity to attend both bi-annual NCSRC conferences – one in Bethesda, Maryland in April and the other in Jacksonville, Florida in October. Both events afforded me great opportunities to network with other state rehabilitation council representatives and share best practices. One key takeaway for me was the importance of offering training to new Council members to provide proper context and direction to their work.

I wish to close this message by thanking DVR staff for their dedication, expertise, and professionalism in helping individuals with disabilities achieve their desired employment outcomes. I also wish to thank the WRC members who give freely of their time to review DVR policies and procedures and recommend ways that DVR can make continuous improvements to efficiency and service quality. The collaboration between DVR and WRC has helped both entities emerge as national leaders, and I look forward to leading WRC to continued success in 2020.

**MATTHEW BUSCH, Chair**  
Wisconsin Rehabilitation Council

# MESSAGE FROM DVR LEADERSHIP

**F**all of 2019 marked the end of a rewarding and productive fiscal year for the Wisconsin Department of Workforce Development's Division of Vocational Rehabilitation (DVR). In addition to helping over 3,800 consumers obtain competitive integrated employment, DVR engaged in several major projects this year.

Throughout FFY 2018-19, DVR worked closely with the Interwork Institute at San Diego District University to complete DVR's Comprehensive Statewide Needs Assessment (CSNA). This assessment, required once every three years under the Workforce Innovation and Opportunity Act (WIOA), evaluates the vocational rehabilitation needs of individuals with disabilities living in Wisconsin by gathering input from DVR staff, consumers, professional partners, and businesses.

In February 2019, results of the completed CSNA were shared with WRC members, including seven key topic areas:

- Overall performance of DVR
- The needs of individuals with the most significant disabilities
- The needs of individuals with disabilities from different ethnic groups
- The needs of youth and students with individuals with disabilities in transition
- The needs of individuals with disabilities served through the statewide Workforce Development System
- The need to establish, develop, or improve Community Rehabilitation Programs in Wisconsin
- The needs of business

Overall the CSNA findings were overwhelmingly positive, identifying areas of strength and opportunities for improvement which DVR has and will continue to use to inform updates to DVR policies and practices. Detailed findings from the CSNA can be found at <https://dwd.wisconsin.gov/dvr/policy-guidance/state-plan/Wisconsin2018CSNAReport.pdf>. DVR also used recommendations from this report to inform DVR's portion of the WIOA State Plan, which is required once every four years.

The federal Rehabilitation Services Administration (RSA) reviews each state VR agency's policies and practices every few years to ensure consistency with federal guidelines. As part of this effort, Wisconsin DVR received off-site monitoring July through September of 2019. RSA representatives conducted several phone interviews with DVR staff and stakeholders focused on:

- Performance of vocational rehabilitation and supported employment services
- Pre-employment transition services to students
- Fiscal management of vocational rehabilitation and supported employment services
- Implementation of joint WIOA provisions

Although the official written report will not be available until Spring of 2020, RSA has indicated that their review will not result in any findings in these areas, which is an exceptional and rare result. DVR is pleased with this overwhelmingly positive outcome.

DVR appreciates the dedication and expertise that WRC members brought to our work this year. They understand the employment needs of people with disabilities, and DVR values their partnership in developing and implementing policies and practices that result in successful employment outcomes for those we serve.



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

# 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 sub-minimum wage. For this reason, 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

At each WIOA-required quarterly meeting, WRC members are provided opportunities to suggest future agenda items. Directly before each meeting, the WRC Chair solicits additional ideas from the WRC Executive Committee, then meets with DVR staff to finalize and publicly post the agenda. 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 median hourly wages and hours worked per week for successfully employed consumers
- Fiscal year-to-date spending on pre-employment transition services, including 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 employment plans per WDA

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 leadership, 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

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 OBJECTIVES

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.

## 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.

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



**BUILDING PARTNERSHIPS** among people with disabilities, providers of service, advocacy organizations, and those 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 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.



**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 we are able to truly be a 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 so that the use of scarce resources for accomplishing the mission and vision are optimized and conditions are created for acquiring additional resources.



# 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:

- 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

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 **four** committees that meet regularly to support WRC work.

Those committees include:

- Executive Committee
- Services to Business Committee
- State Plan and Performance Measures Committee
- WIOA Committee

## HISTORY

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

# DISABILITY TYPES

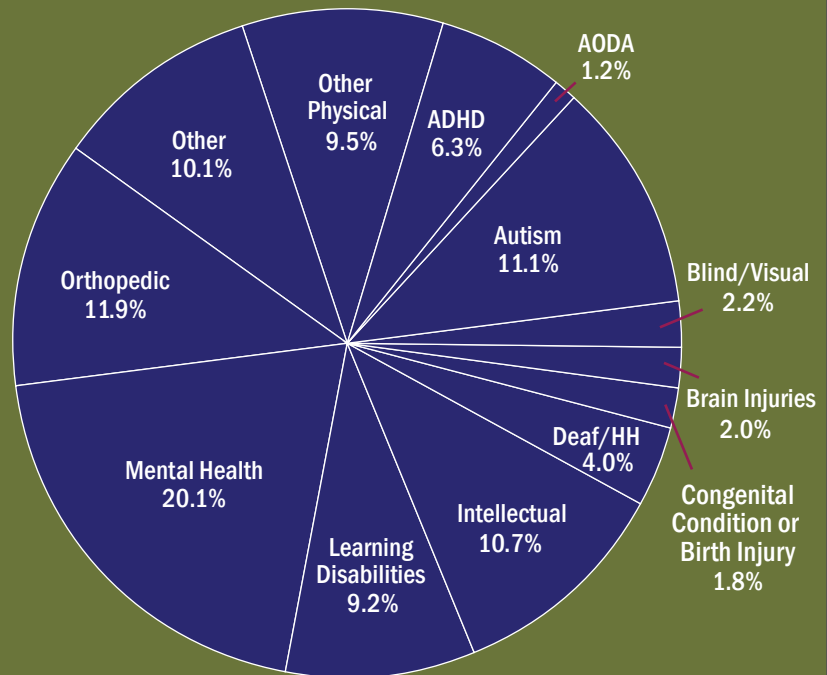
## REPORTED AS PRIMARY

ADHD	1,829	6.3%
AODA	339	1.2%
Autism	3,250	11.1%
Blind/Visual	634	2.2%
Brain Injuries	573	2.0%
Congenital Condition or Birth Injury	537	1.8%
Deaf/Hard of Hearing	1,169	4.0%
Intellectual	3,116	10.7%
Learning Disabilities	2,697	9.2%
Mental Health	5,854	20.1%
Orthopedic	3,471	11.9%
Other	2,945	10.1%
Other Physical	2,763	9.5%
<b>TOTAL</b>	<b>29,177</b>	<b>100.0%</b>

This table does not include disability information for the 1,942 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 2019, as noted on page 9 of this report, was 31,119.

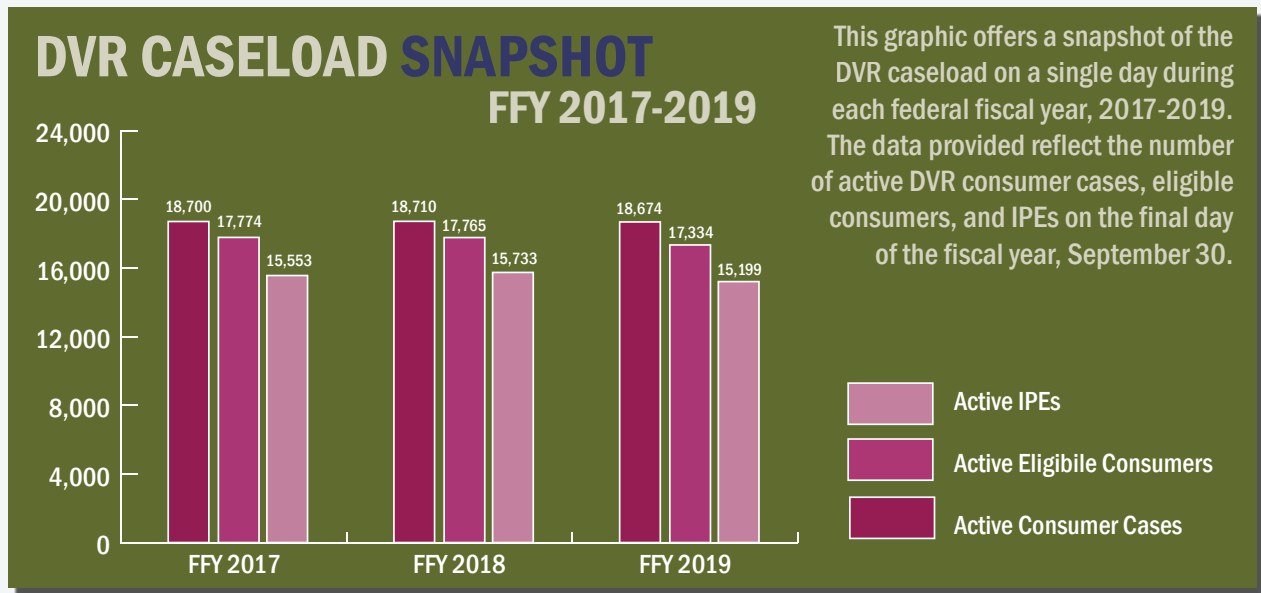
### DVR CONSUMER DISABILITY TYPES: FFY 2019

This visual shows the distribution of disability types reported as primary disabilities by 29,177 DVR consumers in federal fiscal year 2019.



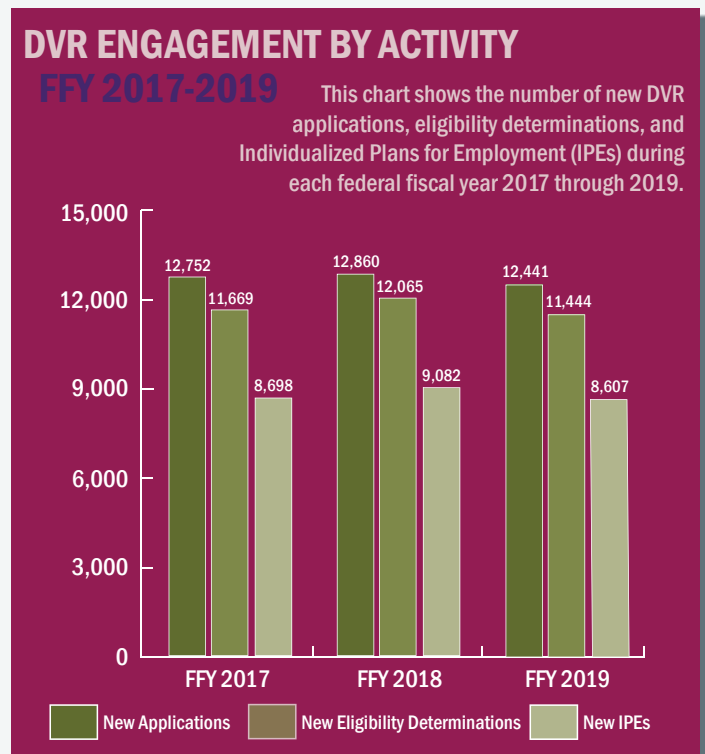
# PERFORMANCE METRICS

Throughout federal fiscal year 2019, DVR engaged with a total of **31,119** 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 2019 federal fiscal year, **29,177** were eligible DVR consumers.



CONSUMER OUTCOMES	TOTAL
Average Hours Worked per Week	<b>24.96</b>
Average Wage per Hour	<b>\$12.62</b>
Estimated Annual Successful Consumer Earnings	<b>\$69,003,480</b>
Total Cost of Services for Successful Consumers	<b>\$33,613,482</b>

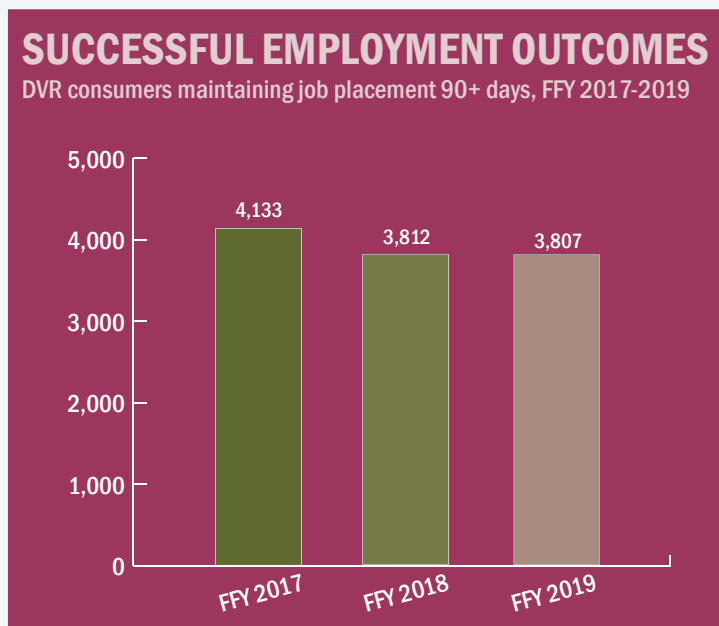
In FFY 2019, DVR consumers who successfully achieved their employment goals earned a higher average wage per hour worked than in the last two years. Additionally, the estimated annual earnings of DVR consumers who gained permanent employment during the fiscal year was more than **double** the total cost of DVR services spent assisting those individuals.



# EMPLOYMENT OUTCOMES

Each of the last three fiscal years, DVR has assisted roughly 4,000 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 two fiscal years.

While successful employment outcomes have decreased since fiscal year 2017, 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 those consumers who developed an Individualized Plan for Employment (IPE) and ultimately reached and maintained their job goal remained consistent over the past three years.



The chart below shows federal fiscal year 2019 statistics by employment status category.

- **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	PERCENTAGE OF PLACEMENTS	AVERAGE HOURLY WAGE
Employment without Supports in Integrated Setting	3,410	89.6%	\$12.85
Employment with Supports in Integrated Setting	372	9.8%	\$9.20
Self-employment (except BEP)	20	0.5%	\$32.79
Business Enterprise Program (BEP)	5	0.1%	\$26.81

## DID YOU KNOW?

Through the successful intervention of DVR, **498** Wisconsin residents with disabilities transitioned off of Supplemental Security Income (SSI) and/or Social Security Disability Income (SSDI) in federal fiscal year 2019. This figure demonstrates the profound economic impact that DVR has not only on individual consumers, but on the State of Wisconsin as a whole.

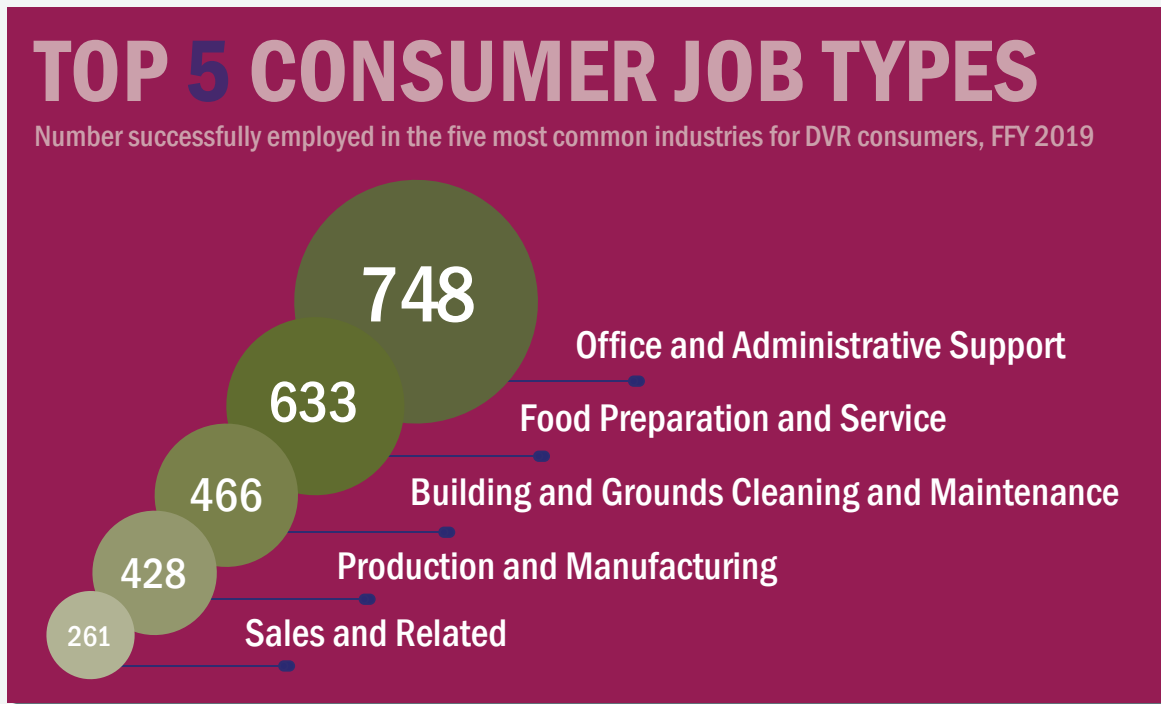
# JOB TYPES

## OBTAINED BY DVR CONSUMERS

The tables below show the types of jobs obtained by the **3,807** DVR consumers who successfully achieved their employment goal in federal fiscal year 2019.

Architecture and Engineering	37
Arts, Design, Entertainment, Sports, and Media	37
Building and Grounds Cleaning and Maintenance	466
Business and Financial Operations	51
Community and Social Service	105
Computer and Mathematical	54
Construction and Extraction	29
Education, Training, and Library	94
Farming, Fishing, and Forestry	17
Food Preparation and Service	633
Healthcare Practitioners and Technical	81
Healthcare Support	95

Installation, Maintenance, and Repair	82
Legal	6
Life, Physical, and Social Science	14
Management	66
Military	2
Office and Administrative Support	748
Personal Care and Service	200
Production and Manufacturing	428
Protective Service	42
Sales and Related	261
Transportation and Material Moving	259
<b>TOTAL</b>	<b>3,807</b>



# 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), BEP operator supplies, and occupational licenses.

Services in the Supported Employment category include pre-employment assessment, job development, and post-employment transition to Long-Term Care Services. 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 2018	FFY 2019
Assessment	\$2,830,816.82	\$2,769,068.55
Benefits Analysis	\$2,811,896.00	\$2,908,163.50
College/University Training	\$3,331,076.67	\$2,946,664.75
Disability Skills Training	\$457,782.93	\$358,457.42
Eligibility/OOS Assessment	\$1,991,062.00	\$2,024,715.83
Interpreter/Note-Taker for the Deaf	\$314,129.30	\$305,059.01
Job Development	\$13,208,675.98	\$14,257,537.81
Low Vision Aid/Adjustment Services	\$217,372.28	\$185,389.51
Maintenance	\$410,609.56	\$364,650.37
Occupational/Vocational Training	\$689,556.34	\$777,935.20
On-the-Job Supports	\$5,686,228.77	\$5,842,047.50
Other Services	\$343,151.71	\$232,816.81
Personal Assistance	\$32,773.50	\$65,681.45
Rehabilitation Technology	\$3,157,633.94	\$2,987,655.39
Restoration	\$172,396.87	\$114,218.37
Services/Family Members	\$35,926.13	\$11,437.79
Small Business Services	\$273,228.94	\$140,004.69
State LTE	\$120,632.41	\$75,479.17
Supported Employment	\$7,365,825.26	\$7,686,726.00
Temporary Work	\$7,097,179.35	\$7,540,756.46
Training	\$3,374,414.39	\$3,601,969.04
Transportation	\$2,140,515.70	\$1,867,022.66
Work-Related Materials/Tools	\$307,313.51	\$179,654.25
Youth OJT	\$219,389.32	\$98,751.56
<b>TOTAL</b>	<b>\$56,589,587.68</b>	<b>\$57,341,863.09</b>

The Promise Grant Services category, which has been included as part of Consumer Case Service Expenditures in previous reports, has been removed from the year-to-year comparison for the 2019 WRC report and total FFY 2018 expenditures have been adjusted accordingly. Wisconsin Promise was a five-year federal grant from the U.S. Department of Education that ended on September 30, 2018. Promise consumer and family services ended upon completion of the grant cycle, therefore these expenditures are no longer relevant for comparison with FFY 2019.

# PRE-EMPLOYMENT

## TRANSITION SERVICES

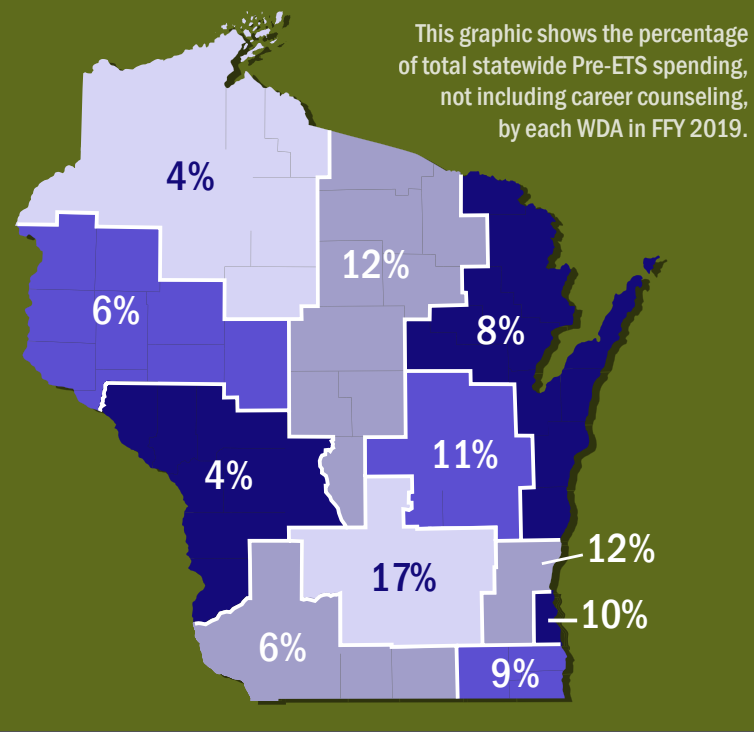
Based on invoices paid before November 12, 2019, in federal fiscal year 2019 DVR spent nearly \$12.8 million on pre-employment transition services (Pre-ETS) statewide for students ages 14 to 21, exceeding their spending requirement by over \$3 million. In federal fiscal year 2016, Wisconsin DVR was the first vocational rehabilitation agency in the country to meet the Workforce Innovation and Opportunity Act (WIOA) Pre-ETS spending requirement.

PRE-ETS CATEGORY	SPENDING
Work-Based Learning	\$9,419,863
Job Exploration Counseling	\$786,846
Workplace Readiness Training	\$1,144,156
Career Counseling (Staff Time)	\$1,119,031
Self-Advocacy Training	\$296,495
Transition Counseling	\$32,321
<b>STATEWIDE TOTAL</b>	<b>\$12,798,712</b>

This table includes all Pre-ETS services outlined in WIOA. In late 2016, the WRC Pre-ETS Committee recommended that DVR emphasize work experience in meeting WIOA's Pre-ETS spending requirement. This recommendation has been reflected in the spending data over the last two fiscal years, and WRC applauds DVR for continuing to provide work-based learning to the level recommended.

The Percentage of Pre-ETS Dollars Spent by Workforce Development Area, or WDA, map to the right 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 the 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



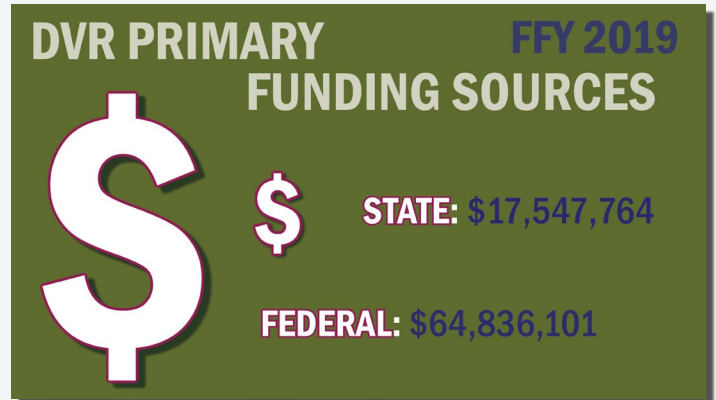
# VOCATIONAL REHABILITATION

## 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 2019, DVR received \$64,836,101 in federal funding, and \$17,547,764 in state match dollars. In addition to these primary funding sources, in FFY 2019 DVR received \$4.4 million in Social Security Reimbursement funding.



## HIGHLIGHT ON BUSINESS SERVICES

### ASSOCIATED BANK

As a proud DVR partner, Associated Bank is one of hundreds of businesses throughout the state that works to recruit qualified workers with disabilities through DVR. Associated Bank engages DVR's broad pool of skilled job candidates to gain access to well-trained and productive employees while building staff diversity. In June 2019, representatives from Associated Bank participated in the production of DVR's promotional business services video, which was publicly released this November. DVR hopes to maintain and expand this valuable partnership in the years to come. To view the DVR business services video featuring Associated Bank, visit: <https://youtu.be/PFQR0j1C7Go>.



*"We have been a partner of DVR for several years and our partnership has allowed us to tap into reliable and qualified talent for various positions throughout the Wisconsin Region. The staff of DVR has been wonderful to work with and have provided us with resources that have made a positive impact in our organization!"*

**-Elizabeth Strike**  
D&I Talent Consultant, Associated Bank





# LEARN MORE

## CONTACT WRC

The Wisconsin Rehabilitation Council (WRC) 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](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:  
<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/job-seekers/>

### 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/partners/wrc/>

### NATIONAL COALITION OF STATE REHABILITATION COUNCILS

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