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DWD

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# Division of Vocational Rehabilitation Statewide Service Updates

Student Work-Based Learning

Spring 2022 Release

# Questions?

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Questions can be directed to:

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# Training Objectives

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- Understand the purpose of the service
- Understand all services in the category and how they are related
- Identify important elements of each service and important changes



# Training Objectives

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Show Resources for:

- Reporting
- DVR Statewide Service Fee Schedule
- Service-related tools

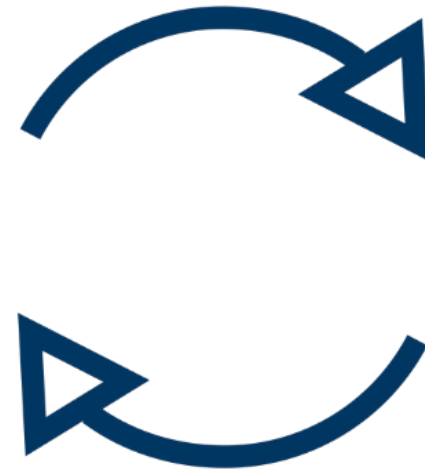


# Technical Specifications and Fees

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## Process for changes:

- Research
- Feedback
- Workgroups
- Stakeholder Feedback
- Editing



# DVR Service Provider Webpages

Main Page Link:  
<https://dwd.wisconsin.gov/dvr/service-providers/>



Department of Workforce Development

Search DWD's Website



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If you have comments regarding any documents on DVR's website or need an alternate format, you may contact us via email at: [dvr@dwd.wisconsin.gov](mailto:dvr@dwd.wisconsin.gov)

Or you can reach us by phone at: 800-442-3477 (Toll Free)

## Technical Specifications & Sample Reports

Statewide Services

Other Services

Resources/Links

### List of Services

- **Customized Employment Services** is a set of services that uses an approach called Discovery to identify the strengths of an individual in community settings. The role of the service provider in Customized Employment is to facilitate customizing a job for the individual matching those strengths to a business's needs. Customized Employment is an option when typical supported employment strategies have not been successful, or when customized employment strategies may more successfully meet a consumer's individualized support needs.
- **Individualized Placement and Support (IPS) Services** is an evidence-based model of Supported Employment services for consumers with the most significant disabilities (Category 1) who have a primary diagnosis of serious and persistent mental illness or substance use disorders and need long-term support to maintain a job. IPS services are provided in a working alliance with mental health services and include planning for employment, job development, job placement, on-the-job support, transition to long-term support, and successful employment. To build ongoing collaboration, DVR attendance at meetings and continued use of information from the IPS Employment Center is encouraged, including resources on implementation of the IPS model, agency guidance, fidelity reviews and recommendations, policies, and regulations.
- **Internship/Temporary Work (I/TW)** is a time-limited, paid work experience. This service is designed to provide DVR consumers in-depth knowledge of day-to-day work requirements in a competitive integrated setting. Possible purposes may be to try out a job, determine an appropriate vocational goal, determine needs for rehabilitation technology or job accommodations, assist with work hardening, or develop a current work reference or new skills.



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## Supported Employment

About

Service Details

Fee Schedule

Reports/Forms

Resources/Links

### About

**Supported Employment** is competitive integrated employment in an integrated work setting in which an individual with a most significant disability, including a youth with a most significant disability, is working consistent with their unique strengths, abilities, interests, and informed choice, with ongoing support services.

Service	Purpose	Timeframes	Deliverables	Payment
<b>Supported Employment Career Profile</b>	To gather employment information about the consumer and those on the support team.	90 days	1. Career Profile Report. 2. Required meeting with all parties in-person, by phone, or virtually.	\$950
<b>Supported Employment Job Development Plan</b>	Develop a plan for the consumer to obtain, maintain, and sustain employment.	30 days	1. Job Development Plan. 2. Resume or completed sample job application. 3. Optional meeting.	\$250
<b>Supported Employment Job Development and Hire</b>	To engage local businesses in systematic job development leading to a good job match for the consumer.	Review every 90 days with all parties in-person, by phone, or virtually. Case notes required if review is not in person.  Job Development Monthly Report(s).  Hire Report.	1. Review every 90 days with all parties in-person, by phone, virtually. Case notes required if review is not in person. 2. Job Development Monthly Report(s). 3. Hire Report.	\$2,100 35+ hours per week and health insurance benefits or 35+ hours per week and \$12 per hour minimum  -or-  \$1,900 20+ hours per week and health insurance benefits or 20+ hours per week and \$9 per hour minimum



# Statewide Service Process

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- How a service is authorized
- How a referral is made to the provider
- Role of communication
- DVR typical case progress in this category
- Reporting
- Invoicing





# Student Work-Based Learning (SWBL)

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## About **Student Work-Based Learning**

to be used with students in high school or a post-secondary education training program, aged 14-21, who have an IEP, 504 plan, or documented disability. Skills gained through these experiences are meant to help with future job development and placement as the student ages. The experiences are not intended to be the student's end IPE goal job.

- Includes 3 Student Work-Based Learning Services



# Student Work-Based Learning

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## Services in the category:

- Student Work Based Readiness Plan
- Student Work Based Learning Experience Development
- Student Work Based Learning Retention



# Student Work Based Readiness Plan

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## Service Details

This service includes:

- Identifying types of jobs that may interest the student,
- Introducing the student to the job search process
- Working on basic job preparation skills.



# Student Work Based Learning Experience Development

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## Service Details

- This service involves the service provider and student working together on a regular basis to identify and apply for jobs.
- Contacting employers
- Maintaining contact with the consumer
- Working with Business Service Consultants



# Student Work-Based Learning Retention Services

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## Service Details

All consumers receiving any job development service shall be provided with job supports appropriate for the consumer need for at least the first 90 days on the job.

- Retention services can be used to:
  - Foster positive workplace relationships with coworkers and supervision
  - Potentially leading to the development of independent and natural supports
  - Help the consumer to seek and get information at the worksite



# Student Work-Based Learning Retention Services

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## Service Details

Regular check-ins with the consumer and the employer as is detailed in the [Hire Report](#) and [Retention Report](#) respectively, so that job retention, stability and progress can be monitored in the first months of a job.



# Student Work-Based Learning Retention Services

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## Service Details

At a minimum the provider must:

- Communicate directly on a weekly basis with the consumer via phone, email correspondence, or meeting in-person/virtual. Topics that should be discussed include
  - Attendance, wage, and scheduling
  - Training and progress
  - Problems at work and related problem-solving strategies
  - Any issues identified
- Provide other supports as detailed in the job supports plan section of the Hire report updated at the time of hire



# Student Work-Based Learning Retention Services

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## Service Details

Contact the employer with permission and input from the consumer and include how often employer contact will occur, and plan to visit the workplace and include discussion on the following:

- Role of provider and DVR
- Share ideas to promote independence and encourage quality job performance including consumer specific information – helpful support, communication, and learning style
- Identify what steps to take if issues arise with consumer progress
- Contact information for provider, and a backup plan if provider cannot be reached





# Case Curveballs

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- Transitioning student to adult services
- Transitioning student to Supported Employment
- Closing a student's file if it is their permanent job goal



# Reports/Forms

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- Job Development Plan and Monthly Report (DVR-18028-E)
- Job Hire Report (DVR-17037-E)
- Job Retention Report (DVR-17038-E)



# Fee Schedule/Service Notes

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When requested and approved by DVR:

- SI can be authorized in addition to SWBL retention



# Purchase Orders and Invoicing

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- DVR will issue POs to reflect the timeframe to deliver the service, extending POs as needed.
- DVR staff should follow PO construction guidance and policy.
- Service Providers may not seek or accept payments from another source for the same consumer and service funded in the same timeframe as DVR.
- Providers should have supplemental documentation to justify service delivery invoiced to DVR.



# Resources/Links

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- [Competitive Integrated Employment Guidance](#)
- [DVR Business Services](#)
- [Job Center of Wisconsin](#)
- [Wisconsin STEM Apprenticeship Program Guide](#)
- [Wisconsin Department of Public Instruction STEM LMI Guide](#)
- [Role and Responsibilities document](#)
- [Wage Document Requirements](#)
- [Wisconsin Association for Persons Supporting Employment First](#)
- [Wisconsin Board for People with Developmental Disabilities](#)
- [Wisconsin Job Center Publications \(Multiple titles for viewing or printing\)](#)
- [Wisconsin labor market information: Visit WisConomy.com](#)



# Qualifications and Metrics

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- Qualifications: New training expectation in 2024. Providers will be required to demonstrate that their team members either have experience working with job seekers with disabilities or have received training in best practices.
- Metrics: DVR has identified criteria for establishing baseline quality information and will eventually establish goals for quality improvement with our provider partners.

Details and discussion will take place in the future for both updates



# Contact Us

QUESTIONS AND COMMENTS:  
[DVRServiceProviders@dwd.wisconsin.gov](mailto:DVRServiceProviders@dwd.wisconsin.gov)

