



Division of Vocational Rehabilitation Statewide Service Updates

Work Incentive Benefits Services

Fall 2022 Release

Questions?

Questions can be directed to:
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Training Objectives

- 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

Show Resources for:

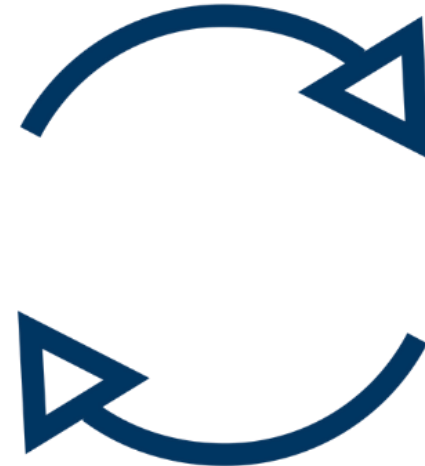
- Reporting
- DVR Statewide Service Fee Schedule
- Service-related tools



Technical Specifications and Fees

Process for changes:

- Research
- Feedback
- Workgroups
- Stakeholder Feedback
- Editing



DVR Service Provider Webpages

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



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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.



DVR Service Provider Webpages

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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
Supported Employment Career Profile	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
Supported Employment Job Development Plan	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
Supported Employment Job Development and Hire	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

- How a service is authorized
- How a referral is made to the provider
- Role of communication
- Reporting
- Invoicing



Work Incentive Benefits Services

About **Work Incentive Benefits Consulting Services (WIBS)**

These services are intended to assist consumers receiving Social Security disability benefits or other public benefits toward self-sufficiency by addressing questions or concerns related to work and earnings and navigate benefit, entitlement, and economic assistance programs. This service is recommended for all consumers receiving public benefits including benefits and entitlements administered by the Social Security Administration (SSA) and FoodShare, Medicaid, BadgerCare, Subsidized Housing, county, and state benefits, etc.).



Work Incentive Benefits Services

Services should be responsive to the consumer's *current* need.

Services should be *individualized* to reflect information the consumer would like to know regarding their benefits and how earnings or other goals could affect them.



Work Incentive Benefits Services

Beginning in 2024, service providers must demonstrate that they have completed Work Incentive Benefits Counseling training.



Work Incentive Benefits Services

Details of Current Use/Context

- Plans are rarely authorized
- Consults are occasionally used
- Meetings included previous WIBA tech specs were not happening consistently



Work Incentive Benefits Services

Benefits to Consumer

- Establishes relationship for length of case about important and sensitive topic
- Increased confidence in ability to manage benefits
- Increased participation in Work Incentives
- Increased self-sufficiency



Work Incentive Benefits Services

Benefits to Provider

- Establishes relationship for length of case about important and sensitive topic
- Increase in fees for former Benefits Consultation Period service \$300 → \$500
- Increase in fees for completing services defined by prior technical specification (with addition of plan elements) \$900 → \$1,200
- Simplified authorization process



Work Incentive Benefits Services

Service Divisions

- Introductory Benefits meeting
- Work Incentive Benefits Portfolio
- Work Incentive Benefits Analysis and Plan
- Work Incentive Benefits Plan Assistance



Work Incentive Benefits Services

Introductory Benefits Meeting

- Intake
- Sign Releases (or plan to obtain, if remote/virtual)
- Share basic benefits information
- Identify contact information and preferences
- Identify next steps



Work Incentive Benefits Services

Work Incentive Benefits Portfolio

- Verified benefit eligibility, amount, available work incentives
- Current work goal
- Identifying Existing Benefits issues



Work Incentive Benefits Services

Work Incentive Benefits Analysis with Plan

- Analyze impact of wages on Benefits
- Forecast expected employment changes to benefits
- Detail action steps (who, when, how) to:
 - Resolve Existing Benefits issues
 - Report Earnings
 - Manage SSA Benefits and Work Incentives
 - Maintain Federal, State or Local benefit program eligibility



Work Incentive Benefits Services

Work Incentive Benefits Plan Assistance

- Assistance reporting wages
- Reminders of eligibility/application need
- Assistance executing other reporting



Case Curveballs

- Consumer isn't working but needs help correcting existing benefits issues
- Consumer requires extraordinary assistance due to the complexity of their disability and/or benefits situation



Reports/Forms

- Work Incentive Benefits Introductory Meeting Report (DVR-18046-E)
- Benefits Portfolio Report (DVR-19461-E)
- Work Incentive Benefits Analysis and Plan Report (DVR-18048-E)
- Benefits Plan Assistance Report (DVR-18045-E)



Fee Schedule/Service Notes

- First three services will be authorized together
- If there is a known need, for example:
 - Consumer has new employment/earnings
 - Consumer requires immediate assistance managing their benefits
 - Previously identified issue the consumer requires assistance remediating the fourth service can be authorized at the same time
- In many cases, the fourth service will be authorized when the consumer begins to have earnings



Purchase Orders and Invoicing

- 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

SSA Ticket to Work Site:

<https://choosework.ssa.gov/>

SSA How Ticket to Work Works:

<https://choosework.ssa.gov/about/how-it-works/index.html>

Work Incentive Seminar Event (WISE) On Demand

<https://choosework.ssa.gov/webinars-tutorials/webinar-archives/index.html>

Training options

- [Yang Tan Institute on Employment and Disability at Cornell University](#)
- [Virginia Commonwealth University National Training and Data Center](#)
- [Employment Resources Inc.](#)



Qualifications and Metrics

- Qualifications: New training expectation in 2024
- Metrics: DVR has identified criteria for establishing baseline quality information and will eventually establish goals for quality improvement with our provider partners



Contact Us

QUESTIONS AND COMMENTS:
DVRServiceProviders@dwd.wisconsin.gov

