



# DVR Reporting and Technical Specification Updates

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Division of Vocational Rehabilitation

May 16, 2024



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# Welcome and Purpose

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- Welcome!
- Provide updates
- Share process details
- Provide information on what to expect going forward
- Answer questions



# Agenda

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- Tech Spec Review and Report Updates Process
- Feedback Process and Findings
- Changes
  - Tech Specs and Reporting
- Updates on Qualifications
- Updates on Fees



# Tech Spec Review

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- Continuous staff and provider feedback
- Status reflection
- Bi-annual review
- Goals
- Service provider surveys
- Updates completed effective July 1<sup>st</sup>



# Report Updates Process

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- Reporting background and history
- Feedback from staff and providers
- Service Provider surveys
- Workgroup
  - Address capacity issue, administrative time
  - Focus on frequent reports
- Shared findings with Policy Academy, SLT and Directors



# Reports Workgroup

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- Workgroup comprised of DVR staff and Service Providers
- Analyzed use and functions of reporting
- Focused on most common reports
  - Job Development monthly
  - Retention monthly
  - SI monthly reports
  - Job Development Plan



# Workgroup Recommendations

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- Separate Job Development Plan from Job Development Monthly report
- Consider a fee increase for Job Development Plan and emphasize activities as needed by consumer to initiate job development
- Add value and preparation for Consumer
  - Completion of resumes, applications, gathering of necessary identification, interviewing skills, potential employer outreach, initial analysis of accommodation needs, transportation planning
- Create separate Transportation grid report
- IRIS Integration – Hire Report
- Start Rapid Hire date upon Job Development Plan submission



# Workgroup Recommendations

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- Allow providers to attach their own progress notes that include dates and related activities to reduce duplication of effort. (cut and paste sections)
- Include an identified specific contact standard based on service need in each report and tech spec
- Create a specific and universal area on all monthly reports in an eye-catching bolded box that includes consistent progress information
- Used the standard updated IPS Career Profile in place of current report





# Service Provider Reports Survey

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## Services Surveyed:

1. Career Profile
2. Job Preparation and Development Plan (JPDP)
3. Job Hire
4. Job Task Analysis (JTA)
5. Systematic Instruction Monthly
6. SE Transition to Long-Term Support

## Inquiries:

- Staffing and wages
- Average service hours dedicated to a consumer
- Typical duration required to complete a service
- Report completion times
- Suggestions for reducing report complexity



# Summary of Key Findings: Concerns

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- Complexity and variability with pay structure
- Redundancy and repetitive questions
- Requests for Consistency
- Adequacy of Payment
- Flat-Rate Models
- Simplification of Requirements



# Summary of Key Findings: Solutions

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- Simplify reports by removing redundant questions and fields
- Consolidate information, especially in sections like transportation and team member details.
- Streamline by combining reports and fields
- Allow flexibility with the option of open-ended response
- Encourage sharing more meaningful information with open ended questions
- Move reports to an electronic format



# Report Changes: Overview

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- Create a specific and universal area on all monthly reports in an eye-catching bolded box that includes the same progress information
- Add Contact Standard
- Updated Reports:
  - Job Preparation & Development Plan
  - Job Development Monthly Report
  - Transportation Planning
  - Retention Report
  - IPS Career Profile



## Job Development Plan

Personal information you provide may be used for secondary purposes [Privacy Law, s. 15.04 (1)(m), Wisconsin Statutes].

Please review Technical Specifications and Fee Schedule for additional service information. Report must be submitted **within five (5) days** of the end of service, or, if the service is continuing, at the end of each month in which the service is provided.

Report Month (Month)	Report Year (YYYY)
Consumer IRIS Number (9 Digits)	Service Provider Name (10-Character Abbreviation)
Consumer Name (As Listed on Purchase Order)	Service Authorization Date (MM/DD/YYYY)

<input type="checkbox"/> General Job Development <input type="checkbox"/> Supported Employment <input type="checkbox"/> Individual Placement <input type="checkbox"/> Customized Employment <input type="checkbox"/> Internship/Temporary Work <input type="checkbox"/> Student Work Based Learning	
Check Initial if this is the first report and includes the Job Development Plan. Check Monthly if this report includes a monthly update on progress toward finding a position. <input type="checkbox"/> Initial <input type="checkbox"/> Monthly	
Purchase Order (PO Number)	Report Author
Purpose of I/TW, if applicable (For example, "explore industry," "verify skills match," "test environment," "confirm interest," "identify skill deficits").	
Consumer has signed a release authorizing provider to contact employers <input type="checkbox"/> Yes <input type="checkbox"/> No	
Desired Wage	Desired Hours/Week
Initial Plan Date	Revised Plan Date
Consumer IPE Goal (and approved intermediate alternatives)	

<p><b>Use this section to provide detail about the consumer's anticipated support needs during the job search process. Address barriers and strategies in relation to the following topics: communication, scheduling, and application.</b></p> <p>Describe job preparation skills practiced (interview practice, job application, resume/cover letter development, job search, contacting employers, registering and navigating in Job Center of Wisconsin)</p> <p>Where/how would you like to meet with your job developer?  </p>
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DVR-17036-E (R. 05/2024)

# Job Preparation & Development Plan

- DVR-17036-e \*New number for Plan
- Improve submission time
- More narrowly focused
- Separate monthly report
- Removed transportation grid
- Reduced to 2 pages

[DVR-18028-E, Job Development Plan and Monthly Report \(wisconsin.gov\)](https://www.wisconsin.gov/dvr-18028-e)



### Transportation Planning

Personal information you provide may be used for secondary purposes [Privacy Law, s. 15.04 (1)(m), Wisconsin Statutes].

Please review Technical Specifications and Fee Schedule for additional service information. Report must be submitted **within five (5) days** of the end of service, or, if the service is continuing, at the end of each month in which the service is provided.

Report Month (Month)			Report Year (YYYY)				
Consumer IRIS Number (9 Digits)			Service Provider Name (10-Character Abbreviation)				
Consumer Name (As Listed on Purchase Order)			Service Authorization Date (MM/DD/YYYY)				
	Geographic Area it is Available/ Practical	Times it is Available (Days and Hours)	Flexible	Reliable	Cost per Ride	Training or Support Needed	Long-Term Option
Walking						<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Biking						<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Public Transit						<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Rides from Family						<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Ride share with Community Member/Coworker						<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Taxi or Transportation Company						<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Driver's License						<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Available Vehicle						<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Specialized Transportation						<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Other						<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

Please add any additional information after this line.

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# Transportation Planning

- DVR-TBD-e
- Optional tool to be used when transportation planning needs to take place.
- Can be used as a worksheet for consumer, completed by DVR staff with consumer, by the provider or SE team.

### Retention Report

*Only use when SI is not authorized, except the final month of Retention, when both are required*

Personal information you provide may be used for secondary purposes [Privacy Law, s. 15.04 (1)(m), Wisconsin Statutes].

Please review Technical Specifications and Fee Schedule for additional service information. Report must be submitted within five (5) days of the end of service, or, if the service is continuing, at the end of each month in which the service is provided.

Report Month and Date (Month)	Report Year (YYYY)
Consumer IRIS Number (9 Digits)	Service Provider Name (10-Character Abbreviation)
Consumer Name (As Listed on Purchase Order)	Report Author

<input type="checkbox"/> General Job Development <input type="checkbox"/> Supported Employment <input type="checkbox"/> Individual Placement <input type="checkbox"/> Customized Employment <input type="checkbox"/> Internship/Temporary Work <input type="checkbox"/> Student Work Based Learning	
Purchase Order (PO) Number	Consumer's Job Title:
Employment Start Date	Employer
Wage verification attached: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Previously Submitted	Check the box that applies: <input type="checkbox"/> Month 1 <input type="checkbox"/> Month 2 <input type="checkbox"/> Month 3 / Final Month <input type="checkbox"/> Additional month (if approved)
Contact Standard used to identify frequency and how will the provider meet with the consumer? (For example, weekly in-person at local library)	

**Monthly Progress:** Providers may cut and paste progress notes that include the details for each section below in lieu of completing the section.

**Communication Log:**  
List dates and describe all interactions with Consumer (once every two weeks at minimum) and Employer.

**Progress Updates:**  
Use this section to provide detail about the consumer's progress toward retention. Address both progress and barriers in relation to attendance, wages, scheduling, and training. The activities described in this section should correspond to the Job Supports Plan detailed in the Job Hire report.

1. What progress was made this month? 2. What activities took place to support progress? 3. Consumer feedback: 4. Employer feedback: 5. Action Plan / What is planned for next month?
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**Please add any additional information after this line.**

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# Retention Report

- DVR-17038-e
- Optional tool to be used when transportation planning needs to take place
- Can be used as a worksheet for consumer, completed by DVR staff with consumer, by the provider or SE team



## IPS Career Profile Report

Personal information you provide may be used for secondary purposes [Privacy Law, s. 15.04 (1)(m), Wisconsin Statutes]

Report must be submitted **within five (5) days** of the end of service, or, if the service is continuing, at the end of each month in which the service is provided.

Report Month (Month)	Report Year (YYYY)
Consumer IRIS Number (9 Digits)	Service Provider Name (10-Character Abbreviation)
Consumer Name (As Listed on Purchase Order)	Service Authorization Date (MM/DD/YYYY)
Report Author	
Purchase Order (PO) Number	

This tool is to be completed by the IPS specialist, typically but not always, within the first few weeks of meeting someone. During this time, the IPS specialist uses this tool to elicit conversation and learn about a consumer's preferences.

Sources of information include: the person, the mental health treatment team, client records, and with permission, family members and previous employers. The profile should be updated with each new job and education experience using job start, job end, and/or education experience forms. Additional updates can be included in progress notes and/or reports for Vocational Rehabilitation.

Name: Click or tap here to enter text.  
Pronouns: Click or tap here to enter text.  
Address: Click or tap here to enter text.  
Email: Click or tap here to enter text.  
Phone number(s): Click or tap here to enter text.  
Best way to reach: Click or tap here to enter text.

Case Manager/Therapist/Other: Click or tap here to enter text.  
State Vocational Rehabilitation counselor: Click or tap here to enter text.  
Other healthcare/social service providers: Click or tap here to enter text.  
Family/friends/other support people: Click or tap here to enter text.  
In the event we're unable to contact you are you ok with us contacting a family member or dropping by? Click or tap here to enter text.  
Have ROI's been signed for supporters? Click or tap here to enter text.

# IPS Career Profile Report

- DVR-18018-e
- Replaced "Wisconsin" version of the Career Profile with IPS Employment Center version
- Most sections are similar to previous report format
- Strengths Based
- More open ended

### Job/Task Analysis and Systematic Instruction Report

Personal information you provide may be used for secondary purposes [Privacy Law, s. 15.04 (1)(m), Wisconsin Statutes]

Report must be filled in completely and submitted **within five (5) days** of the end of service, or, if the service is continuing, at the end of each month in which the service is provided.

Report Month (Month)	Report Year (YYYY)
Consumer IRIS Number (9 Digits)	Service Provider Name (10-Character Abbreviation)
Consumer Name (As Listed on Purchase Order)	Service Authorization Date (MM/DD/YYYY)
Hourly Systematic Instruction	Provided as a support with the following services: <input type="checkbox"/> Internship/Temporary Work <input type="checkbox"/> Job Preparation and Development <input type="checkbox"/> Student Work Based Learning <input type="checkbox"/> On-The-Job Training
Monthly Systematic Instruction	Provided as a support with the following services: <input type="checkbox"/> Customized Employment <input type="checkbox"/> Individual Placement and Support <input type="checkbox"/> Supported Employment <input type="checkbox"/> Partners with Business
Report Date	Report Author
Purchase Order (PO) Number	
Counselor/DVR Staff Contact Name	Start Date
Consumer Work Location Name	Immediate Work Supervisor Name/Contact
Consumer Work Location Address	Backup Name/Contact
	Current Wage
Job Title	Has the wage changed? <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, how?
Schedule	Has the Schedule changed? <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, how?

#### General Information

The Job and Task Analysis are to be completed and submitted to DVR within 7 days of the start date or if possible before the DVR consumer/ employee starts the position. If any information changes in these initial sections of the report, it can be updated as the consumer progresses and more information is gathered. The service summary is updated on a monthly basis and sent to DVR as a record of service and consumer progress.

# Job/Task Analysis & Systematic Instruction Report

- DVR-18212-E
- Removed redundancies
- Retains key information
  - Who
  - When
  - How much

# Tech Spec Updates: Overview

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- Updates to reflect report changes
- Job Development Monthly report # and links
- Transportation Planner report and links
- Contact standard
  - Clarified minimum twice/month



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# Tech Spec Updates: Overview

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- Other updates
- Job prep deliverables, such as resume and other documents
- Updated Resource links
- Qualifications update – future date
- Consumer engagement verbiage



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# Statewide Services-What is next?

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- Effective July 1
- Identify service provider qualifications and training requirements
- Develop updated FAQ's
- Quality and compliance reviews
- Identify next report(s) to incorporate in IRIS
- New capacity maps



The background of the slide features a dark blue gradient with silhouettes of two men in caps shaking hands. The word "Questions" is centered in white text over the handshake.

# Questions



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# Resources

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## Policy Questions

Kathleen Enders  
[Kathleen.enders@dwd.wisconsin.gov](mailto:Kathleen.enders@dwd.wisconsin.gov)

## Supported Employment Questions

Andrzej Walz-Chojnacki  
[Andrzej.WalzChojnacki@dwd.wisconsin.gov](mailto:Andrzej.WalzChojnacki@dwd.wisconsin.gov)

## Technical Specification Questions

Natalia Vega  
[Natalia.Vega@dwd.wisconsin.gov](mailto:Natalia.Vega@dwd.wisconsin.gov)

## Service Agreement Questions

David Knuth  
[David.Knuth@dwd.wisconsin.gov](mailto:David.Knuth@dwd.wisconsin.gov)



# Resources

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## Service Provider Webpage

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

## Wait List Information

<https://dwd.wisconsin.gov/dvr/resources/service-interruption-waitlist.htm>

