

Wisconsin Rehabilitation Council

Full Council Meeting Agenda

May 21, 2026
9:00 A.M. – 2:30 P.M.

Microsoft Teams Meeting

[Meeting Link](#)

Meeting ID: 225 006 747 300 16 **Passcode:** Aw9j8hg7

To join by phone only, call (608) 571-2209 **Phone Conference ID:** 784 852 073#

9:00 – 9:15

Roll Call and Introductions
Announcements
Quorum Check
Approval of Minutes – February 2026

9:15 – 9:45

Committee Updates and Committee Member Approvals:

- Council Engagement Committee
- Performance Measures and Quality Assurance Committee
- Policy Review and Administration Committee
- Services to Business Committee
- Executive Committee

9:45 – 10:25

Strategic Planning

Heather Laakso, DWD Program & Policy Analyst

10:25 – 10:30

Election for Member-at-Large

10:30 – 10:45

Break

10:45 – 11:15

DVR Training Grant Overview

Tania Hanford, DVR Program & Policy Analyst – Advanced

11:15 – 11:45

Counseling vs. Case Management Presentation

Anna Eggebrecht, DVR Director for Bureau of Consumer Services

Jennifer Bscherer, DVR Deputy Director for Bureau of Consumer Services

11:45 – 12:15

Lunch Break

12:15 – 12:30

Public Comment

- 12:30 – 1:45 **DVR Administrative Update**
Meredith Dressel, DVR Administrator
- 1:45 – 2:15 **Client Assistance Program (CAP) Report**
Lydia Hartlaub, Attorney for CAP/Disability Rights Wisconsin
- 2:15 – 2:30 **Review Action Items and Identify Future Agenda Topics**
- 2:30 **Adjourn**

*Public comment is limited to the time listed on the agenda. Comments can be sent at any time to: DVRWIRehabCouncil@dwd.wisconsin.gov.

*Comments sent to that e-mail box will be read to the full council at the next meeting unless a specific subcommittee is listed. If a specific subcommittee is listed, comments will be sent directly to them and reviewed at their next committee meeting.

A Statement of Mission

The Wisconsin Rehabilitation Council, working on behalf of Wisconsin residents with disabilities, will review, analyze, and advise the Division of Vocational Rehabilitation (DVR) regarding the performance of its responsibilities in providing quality services to persons with disabilities.



Department of Workforce Development

Vocational Rehabilitation

Training Grant Review

TANIA HANFORD – DVR PROGRAM & POLICY ANALYST

WRC QUARTERLY COUNCIL MEETING

MAY 21, 2026

Reminders

- Services and goal must be in a signed Individualized Plan for Employment (IPE).
- Services and goal must be reviewed and agreed to by job seeker and DVR counselor.
- Many factors affect if a training grant/DVR service is approved.
- Amounts of training grants are a calculation that is different for each consumer.



Post-Secondary Education Funding

- Factors that *may* determine how funding for education will work:
 - Is the individual going to an in-state/public school?
 - Is this a financial aid eligible program?
 - Is the consumer on academic or financial aid probation / suspension?
 - Is the consumer SSI/SSDI recipient?
 - Number of credits per term



Training Grant Portal

- DVR maintains a portal within our case management system that communicates directly with in-state college and universities financial aid offices (FAOs).
- This allow the FAOs to confirm:
 - Number of credits consumer is taking
 - Any expected family / consumer contribution (now called SAI)
 - Other grants/ scholarships consumer is receiving
 - Calculation of DVR unmet need
- FAOs complete this by completing a Training Grant form and can directly message DVR staff via this portal.



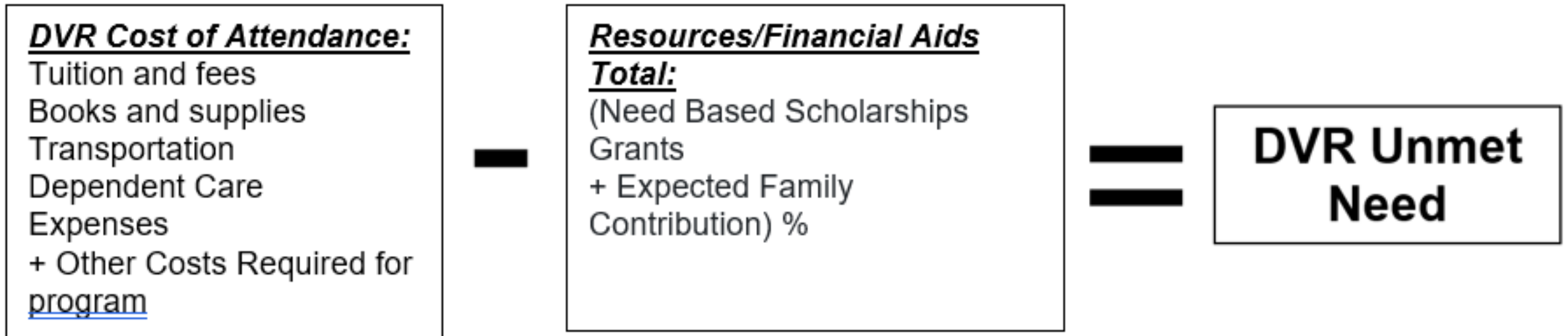
Training Grant Cost of Attendance

- DVR has a defined cost of attendance as the sum of the following:
 - Tuition and fees
 - Books and supplies
 - Transportation
 - Dependent care expenses
 - Other costs required (something specifically required by the school/program to participate)
- These amounts are acquired directly from the FAO at the school the consumer is attending.



Training Grant DVR Unmet Need

DVR unmet need is calculated by subtracting a percentage of the Resources/Financial Aids Total from the DVR Cost of Attendance:



Training Grant DVR Unmet Need

- The DVR Training Grant offered typically, though not always, equals the DVR unmet need.
- The DVR Training Grant is not to exceed \$6,000.00 per academic school year / \$3,000.00 per academic term.
- If the DVR Unmet Need / DVR Training Grant offered equals \$0 or is less than what a student requires, students should be encouraged to go back to their school's FAO to discuss possible changes to their FAFSA information budget and resources identified.



Training Grant Consumer Responsibilities

- For DVR to complete the Training Grant process, consumers are required to:
 - Complete FAFSA each academic year.
 - Apply for and be admitted to academic program.
 - Sign Training Grant form / release to school.
 - Supply DVR with school schedule.
 - Supply DVR with final grades from previous term or program.
 - Pass classes with high enough grades to stay in their program and not be on academic or financial aid suspension / probation.



Training Grant Resources

- Training Grant web page with resources:
 - <https://dwd.wisconsin.gov/dvr/job-seekers/training-grant/>
- Web page includes:
 - [DVR Training Grant Checklist](#)
 - [Understanding the DVR Training Grant Calculator Form](#)
 - [DVR Training Grant \(TG\) FAQs](#)
 - [Responsibility Checklist for DVR Consumers Applying for a DVR Training Grant](#)
 - [Training Grant Letter \(DVR-14662\)](#)



Questions?





Department of Workforce Development

Vocational Rehabilitation

Navigating Roles & Responsibilities: Counseling Vs. Case Management

JENNIFER BSCHERER - BCS DEPUTY BUREAU DIRECTOR
WRC QUARTERLY COUNCIL MEETING

May 21, 2026

The Framework

Case
Management
(and Fiscal)
Tasks

Counseling
Tasks

A Team
Approach



Vocational Guidance & Counseling

Vocational counseling is a specialized service that helps individuals with disabilities prepare for, obtain and maintain meaningful employment by addressing social issues, adjustment to disability, disability related barriers, and providing emotional support while adapting to the workforce and/or a new career path.

These specialized counseling skills are used while completing a comprehensive assessment of the person's Great Eight (strengths, resources, priorities, concerns, abilities, capabilities, interest and informed choice) in combination with a review of labor market information, to assist in developing an individualized plan for employment. Vocational counseling services are ongoing throughout the rehabilitation process.



A licensed vocational rehabilitation counselor must:

Provide and document vocational guidance and counseling.

Determine if an applicant requires services.

Assist the consumer with an Individualized Plan for Employment and amendments.

Must agree the consumer's employment outcome is satisfactory at time of closure.



Case Management

Vocational rehabilitation case management is a complex, goal-oriented process that provides an organized way to deliver VR services. It involves evaluation, assessment, planning, coordination, implementation, and monitoring.



Case Management

- Services must fall within the scope of team member's skills.
- Engage in individually-focused support.
- Answer questions that to lead the person through their vocational rehabilitation process.
- Provide coaching.



VR Counselors	All Team Members
<ul style="list-style-type: none">• Eligibility / OOS Determination• IPE Development• Counseling• Rehabilitated Closure Determination	<ul style="list-style-type: none">• Referrals• Intakes & gathering records / drafting Eligibility / OOS Recommendations• Authorize and coordinate VR Services• Support consumers throughout the VR process



Questions?





Thank you for working to meet
the consumer's needs.

We are here for them.





Vocational Rehabilitation

DVR Quarterly Update

Meredith Dressel - DVR Administrator

Wisconsin Rehabilitation Council – May 21, 2026

Program Year (PY) 2025 Outcomes

For cases closed **07/01/2025 – 04/27/2026**:

PY 2025 Closures	All Cases	All SE Cases	All Non-SE Cases
Total Successful Closures	2,989	571	2,418
Average Wages Earned Per Week	\$473	\$168	\$545
Average Wage Per Hour	\$17.20	\$12.88	\$18.22
Average Hours Worked Per Week	25	12	28
Private Insurance	943	119	824



Federal Fiscal Year (FFY) DVR Budget

- FFY 2025 budget reflects final federal award and applicable state match
- FFY 2026 budget reflects available federal award and applicable state match as of 4/15/2026

FFY	TOTAL Budget	TOTAL Spending
2024	\$89,605,936	\$89,605,936
2025	\$110,818,482	\$110,818,482
2026 to date	\$102,138,575	\$43,985,977

**Data current as of 4/15/2026. Budget for 2026 includes all applicable state match. State GPR match funding has not changed during the reporting period.*



Pre-Employment Transition Services (Pre-ETS)

Total Purchased Expenses FFY26: \$5,359,952

WDA	Consumers	Expenses
1	159	\$224,592
2	213	\$468,249
3	354	\$896,894
4	239	\$619,263
5	207	\$454,444
6	254	\$658,151

WDA	Consumers	Expenses
7	64	\$89,423
8	200	\$550,246
9	119	\$290,175
10	251	\$831,417
11	106	\$277,043

**Data current as of May 4, 2026*



RSA Negotiated Measures

Indicator	PY2025 Year to Date	PY2025 Negotiated Level	PY2026 Negotiated Level
Employment (Second Quarter After Exit)	53.7%	57.1%	57.4%
Employment (Fourth Quarter After Exit)	50.6%	54.9%	55.1%
Median Earnings (Second Quarter After Exit)	\$3,762	\$3,537	\$3,645
Credential Attainment Rate	38.3%	41.0%	41.5%
Measurable Skill Gains	48.4%	61.5%	62.0%



Top Things Happening in DVR

- Service Provider Qualifications
- Service Provider Agreements
- Updated Technical Specifications
- Rebranding Progress
- Project SEARCH Graduations
 - Nearly 200 graduates
 - May and June



DVR Internal Workgroup Updates

Policy Academy

- Met March 10, 2026
- Reviewed Pre-ETS requirements for providing services to waitlist students
- Reviewed staff talking points for consumer initial meeting
- Reviewed Training Grant questions
- Reviewed Hearing Aid Guidance revisions



DVR Internal Workgroup Updates

Quality Assurance

- Met in February 2026
- Last Review: Biennial Comprehensive Peer Review
 - 600 cases statewide; this review helped guide training needs and policy adjustments
- Next Review: Supported Employment
 - Review of cases where Supported Employment services were evaluated to see if they were following policy and if the policy was helpful to consumers



DVR Internal Workgroup Updates

START

- Met May 5, 2026
- School Survey Results and next steps
- Pre-ETS Policy Guide edits per OOS
- Information Center – Transition Tile Re-organization
- Pre-ETS spending
- Youth Apprenticeship contact follow-up



DVR Internal Workgroup Updates

AsTec

- Last meeting April 9, 2026
- Reviewed Provider List / SharePoint Site
- Discussed QA review steps
 - Subcommittee working on completing QA tool for review; will present to team for review and implementation planning
- Consultation and discussion on two rehab technology questions from field



DVR Internal Workgroup Updates

SenseAbility

- Last Meeting Feb. 8 (April 2026 meeting cancelled)
- Presentation on Certification Accessibility Testing (CAT) Program by Tanner Gers – AccessAbility Officer Inc.
- Review of updated Hearing Aid Policy
- Completed case reviews and consultations



DVR Internal Workgroup Updates

Workplace Wellness

- Welcomed new team members
- Reviewed Elevate Wisconsin: a financial wellness benefit available to all state employees and their family members
- Circulated state wellness activities; changed meeting structure to perform the activities with liaisons
- Discussed how liaisons can engage team members in wellness activities and the use of sedentary, physical, competitive, and informational techniques to meet a variety of interests



DVR Staff Trainings Update

- **February 2026:** Assistive Technology, Office of Economic Advisors Training
- **March 2026:** Cognitive Behavioral Therapy with Dr. Jacob
- **April 2026:** Statewide Services Technical Specifications
- **May 2026:** DVR Fiscal Training, Parts 1 and 2 (training offered three times per year)



New Mediation Requests

- DVR received **six** mediation requests between **01/01/26** and **03/31/26** (all requests were denied by DVR)



New Hearing Requests

- DVR received **eight** hearing requests between **01/01/26** and **03/31/26**:
 - Two decisions rendered
 - Three dismissed
 - Three outcomes pending



Appeal Hearing Outcomes FFY 2026

- **Fourteen** Total Appeals:
 - Three decisions rendered
 - One consumer motion to dismiss granted
 - One dismissed due to consumers failure to appear
 - Nine outcomes pending



DVR Senior Leadership Team Visits

- Meredith, Deanna, Allison, Anna, and Jennifer conducting WDA virtual visits this year
- Opportunity for local staff to have direct conversations with SLT



Questions?





Meredith Dressel

DVR Administrator

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Allison Gordon

DVR Deputy Division Administrator

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The Client Assistance Program

FY 2025 data and trends

Presented to the
Wisconsin Rehabilitation Council

May 21, 2026

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Protection and Advocacy for the Client Assistance Program (PA-CAP)

About the PA-CAP Grant

This grant allows us to fund CAP advocates to give information and advocacy. The goal is to protect the rights of people with disabilities who are applying for, eligible for, or get services from the Division of Vocational Rehabilitation, Independent Living Centers, or other projects, programs, or activities funded under the Rehabilitation Act.



PA-CAP Program Data





FY 2025-Protection and Advocacy for the Client Assistance Program (PA-CAP)

**TYPE:
Information
and Referral**

96 service requests for 89 people

**TYPE:
Full Cases**

22 service requests for 21 people

**TYPE:
All Service
Requests**

118 total service requests for 110 people



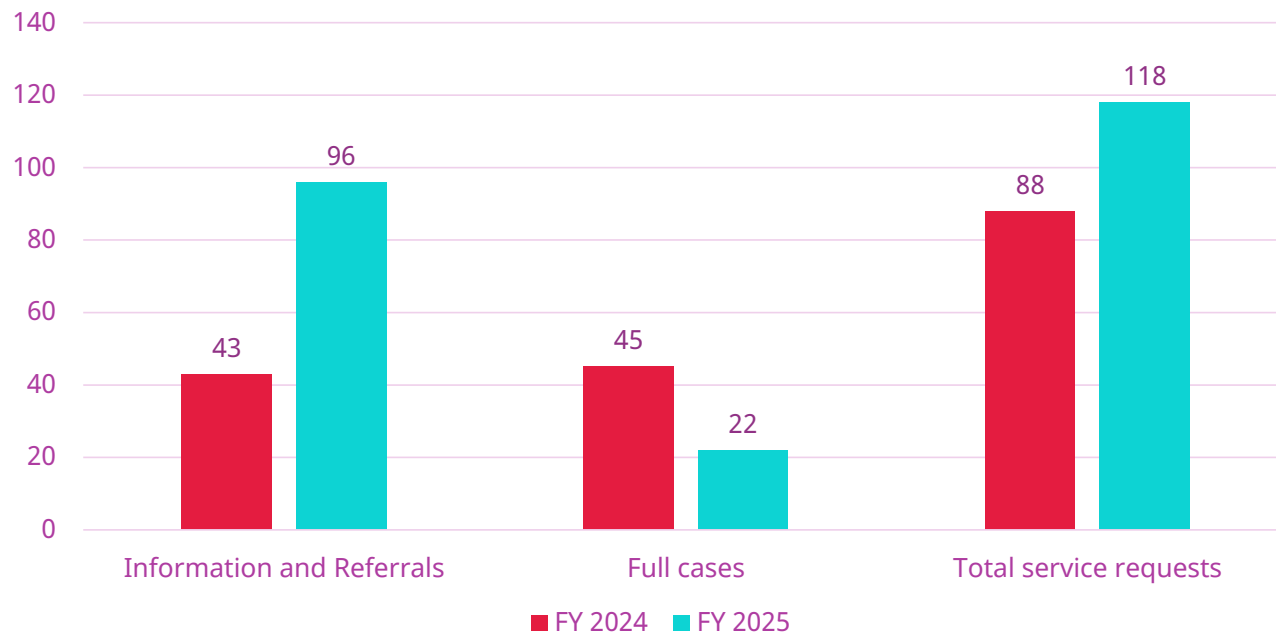
CHART:

Comparison between service request types by fiscal year

About This Chart

Bar graph comparing # of service requests for two different case types: 1-Information and Referrals, and 2-Full Cases.

CAP Service Request Types by Fiscal Year



Fiscal Year	Information and Referrals	Full Cases
2024	43	45
2025	96	22



NOTES:

Comparison
between service
requests in FY 24
and FY 25

- ⊕ The total number of service requests increased in FY 25 by 34% from FY 24.
- ⊕ The number of full cases decreased from FY 24 to FY 25.
- ⊕ The number of I&Rs more than doubled from FY 24 to FY 25.



CHART:

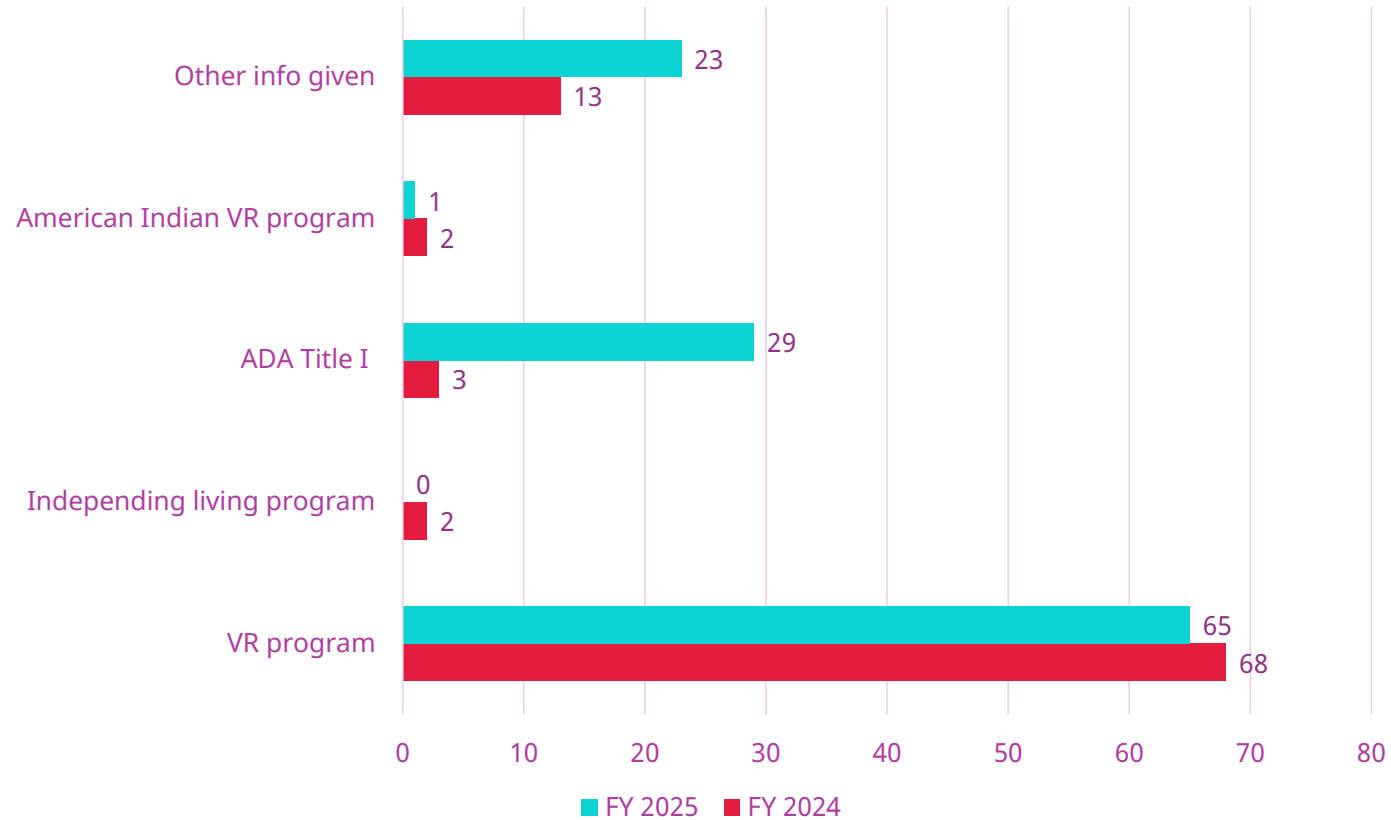
Service Request Topics

FY 2024 had 88 SRs
FY 2025 had 118 SRs

About This Chart

Bar graph comparing the number of service requests between Fiscal Year 2024 and 2025 for each CAP-eligible topic.

Number of CAP Service Requests by Topic





NOTES:

Comparison
between service
requests based on
fiscal year

- ⊕ Other Info Given increase - often means referral to DVR or ILC
- ⊕ Number of service requests related to the VR program down from FY 24 to 25.
- ⊕ Number of requests for information on ADA Title I increased dramatically.



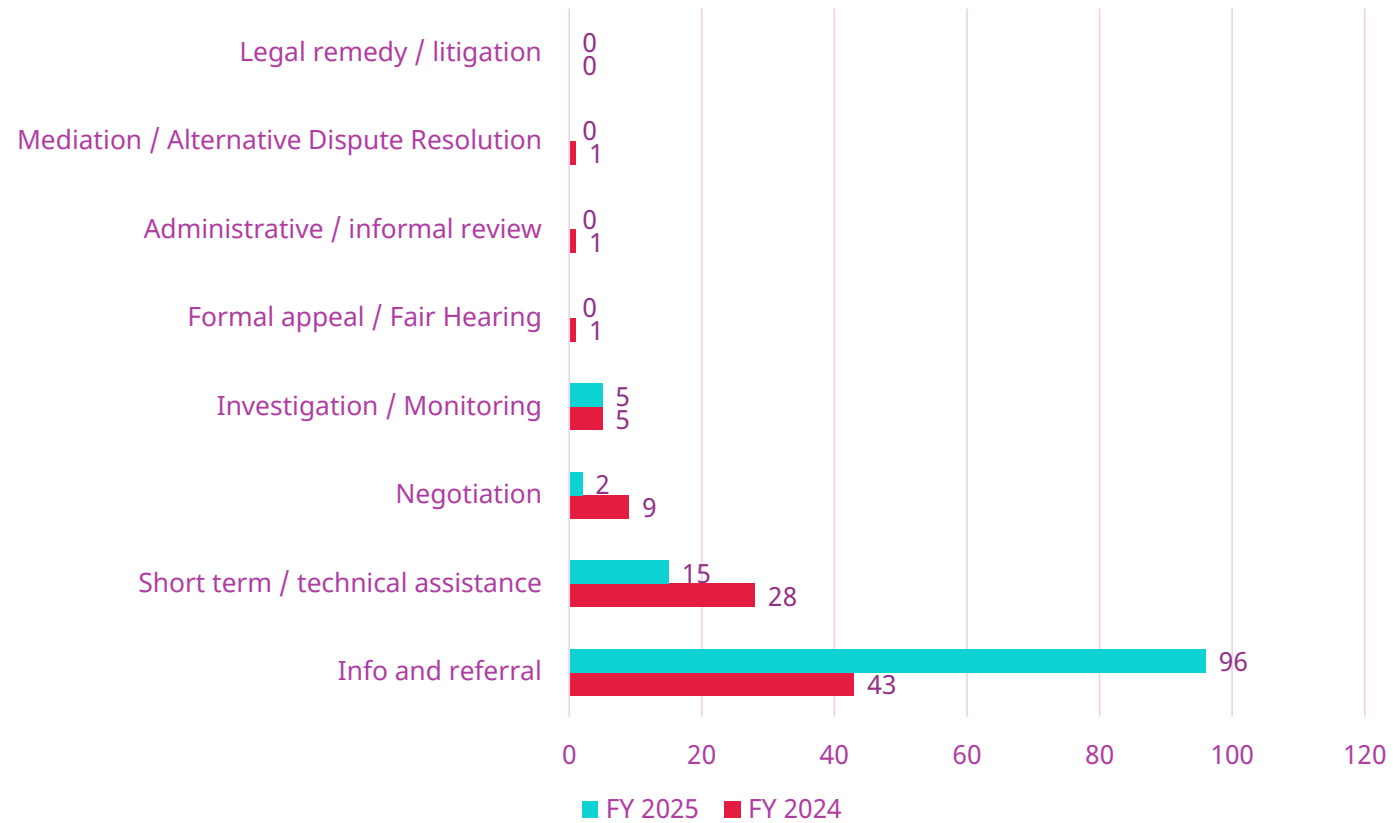
CHART:

Type of Help Given for Service Requests

About This Chart

Bar graph comparing the number of service requests between Fiscal Year 2024 and 2025 and the type of help given in each one.

Number of Service Requests





DATA TABLE:

Type of Help Given for Service Requests

Type of Help Given	FY 2024	FY 2025
Information and referral	43 (~49%)	96 (~81%)
Short-term / technical assistance	28 (~32%)	15 (~13%)
Negotiation	9 (~10%)	2 (~2%)
Investigation / Monitoring	5 (~6%)	5 (~4%)
Formal Appeal / Fair Hearing	1 (~1%)	0
Administrative / Informal Review	1 (~1%)	0
Mediation / Alternative Dispute Resolution	1 (~1%)	0
Legal Remedy / Litigation	0	0

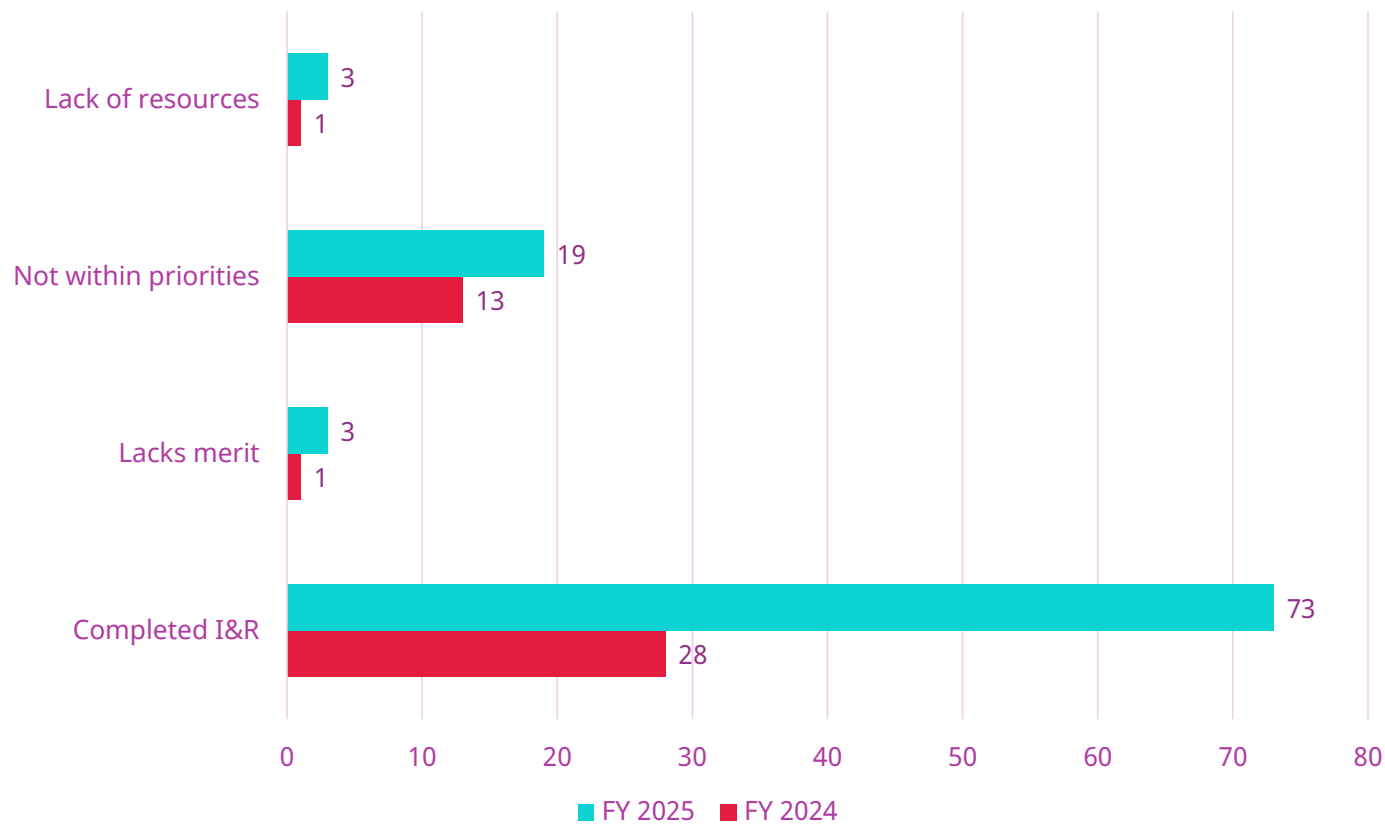


CHART: Reason for Closing I&R

About This Chart

Bar graph comparing the number of I&Rs in Fiscal Year 2024 and 2025 for each reason given for closing the service request.

Number of I&Rs





DATA TABLE: Reason for Closing I&R

Reason for Closing I&R	FY 2024	FY 2025
Completed I&R	28 (~65%)	73 (~76%)
Lacks Merit	1 (~2%)	3 (~3%)
Not within priorities	13 (~30%)	19 (~20%)
Lack of resources	1 (~2%)	3 (~3%)



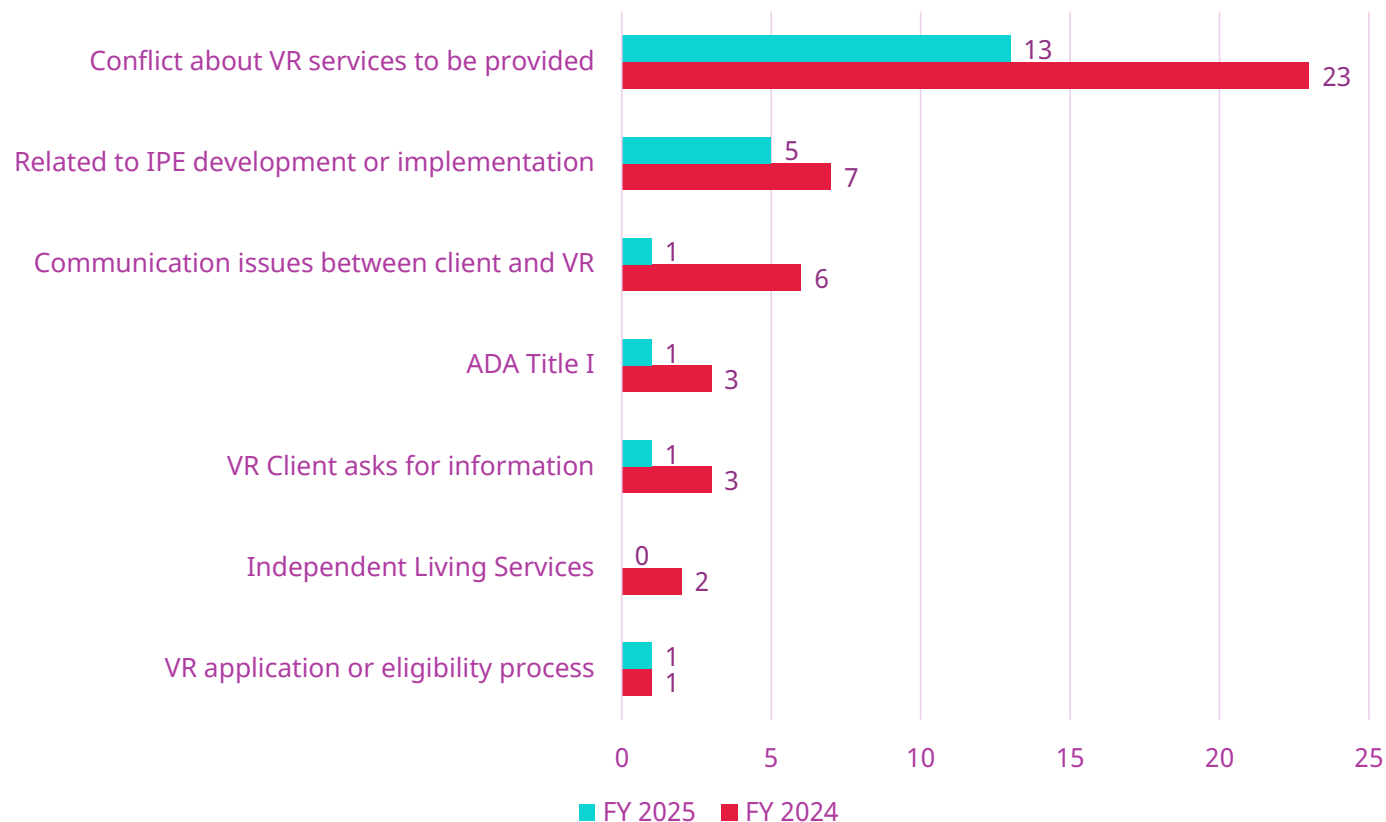
CHART: Problem Areas Reported in Opened Cases

FY 24 had 45 full cases
FY 25 had 22 full cases

About This Chart

Bar graph comparing the number of opened cases for each reported problem area between Fiscal Year 2024 and 2025.

Number of Opened Cases





DATA TABLE:

Problem Areas Reported in Opened Cases

Reported Problem Area	FY 2024	FY 2025
VR application or eligibility process	1 (~2%)	1 (~5%)
Independent Living Services	2 (~4%)	0
VR Client requests information	3 (~7%)	1 (~5%)
Title I of the ADA	3 (~7%)	1 (~5%)
Communication issues between client and VRC	6 (~13%)	1 (~5%)
Related to IPE development or implementation	7 (~16%)	5 (~23%)
Conflict about VR services to be provided	23 (~51%)	13 (~59%)

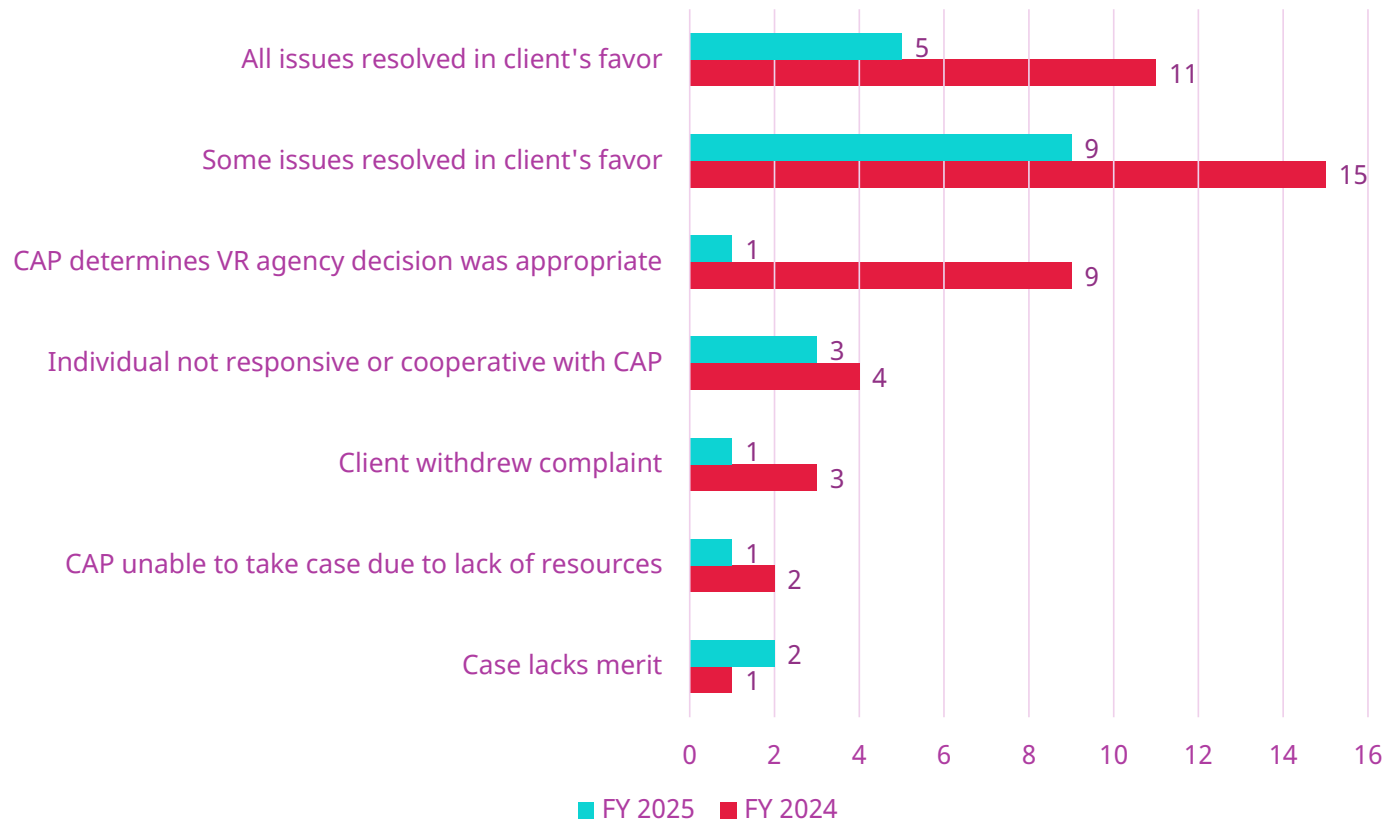


CHART: Reason for Closing Case

About This Chart

Bar graph comparing the number of cases in Fiscal Year 2024 and 2025 for each reason given for closing a case.

Number of cases





DATA TABLE: Reason for Closing Case

Reason for Closing Case	FY 2024	FY 2025
Case lacks merit	1 (~2%)	2 (~9%)
CAP unable to take case due to lack of resources	2 (~4%)	1 (~5%)
Client withdrew complaint	3 (~7%)	1 (~5%)
Individual not responsive or cooperative with CAP	4 (~9%)	3 (~14%)
CAP determines VR agency decision was appropriate	8 (~18%)	1 (~5%)
Some issues resolved in client's favor	15 (~33%)	9 (~41%)
All issues resolved in client's favor	10 (~22%)	5 (~23%)



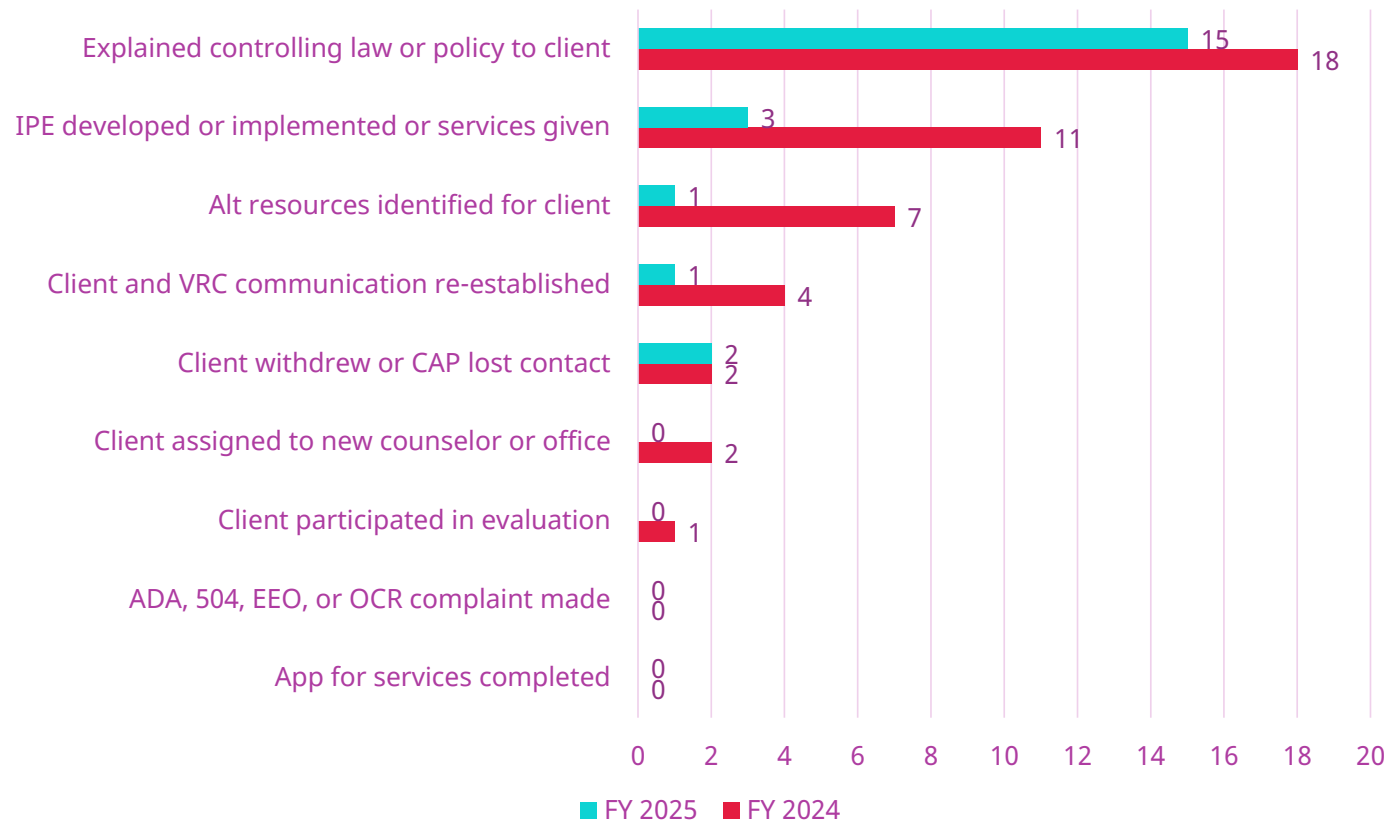
CHART:

Results for Individual Clients

About This Chart

Bar graph comparing between Fiscal Year 2024 and 2025 for the outcome achieved for each opened case.

Number of Cases





DATA TABLE:

Results for Individual Clients

Outcomes for Opened Cases	FY 2024	FY 2025
Application for services completed	0	0
ADA, 504, EEO, or OCR complaint made	0	0
Individual participated in evaluation	1 (~2%)	0
Individual assigned to new counselor or office	2 (~4%)	0
Individual withdrew or CAP lost contact	2 (~4%)	2 (~9%)
Communication re-established between individual and VRC	4 (~9%)	1 (~5%)
Alternative resources identified for individual	7 (~16%)	1 (~5%)
IPE developed or implemented or services provided	11 (~24%)	3 (~14%)
Controlling law or policy explained to individual	18 (40%)	15 (~68%)



Demographic Information





TABLE:

Age of People Served (all service requests, may be repeats)

About This Table

The chart on this page displays the count of people by each age range and the total people served.

Age of people served	FY 2024	FY 2025
Not asked or didn't say	0	9 (~8%)
19-24	10 (~11%)	12 (~10%)
25-40	21 (~24%)	31 (~26%)
41-64	50 (~57%)	50 (~42%)
65 and over	5 (~6%)	7 (~6%)
TOTAL	88	118



TABLE:

Race and Ethnicity of People Served (all service requests, may be repeats)

About This Table

The chart on this page displays the count of CAP callers by race and ethnicity, and the total people served.

Race or Ethnicity	FY 2024	FY 2025
Hispanic and Latino of any race	0	7 (~6%)
Black or African American	15 (~17%)	12 (~10%)
Native Hawaiian or Other Pacific Islander	0	0
White	52 (~59%)	60 (~51%)
Two or more races	2 (~2%)	4 (~3%)
Race or ethnicity unknown	17 (~19%)	40 (34%)
TOTAL	88	118



TABLE:

Primary Disability
Reported for FY 2025
(all SRs, may be
repeats) (Part 1) 55/118

About This Table

The chart on this page is part 1 of 2. It displays the count of people by each primary disability in alphabetical order. Note: people may have more than the primary disability that is listed.

Primary Disability	Count
Acquired Brain Injury	1
Amputation or Absence of Extremity	2
Anxiety Disorder	5
Autism Spectrum Disorder	19
Bi-polar Disorder	6
Other visual impairment (not blind)	5
Cerebral Palsy	3
Deafness	3
Diabetes	1
Digestive Disorders	2
Subtotal	55



TABLE:

Primary Disability
Reported for FY 2024
(Part 2) 63/118

About This Table

The chart on this page is part 2 of 2. It displays the count of individuals by each primary disability in alphabetical order. Note: individuals may have more than the primary disability that is listed

23

Primary Disability	Count
Hard of Hearing (not Deaf)	2
Heart or other circulatory conditions	1
Mental illness	2
Muscular or Skeletal Impairment	1
Neurological Disorders or Impairment	10
Orthopedic/Physical Impairments	26
Personality disorders	1
PTSD	7
Schizophrenia	2
Specific Learning Disabilities (SLD)	6
Speech Impairments	1
Substance Abuse (alcohol or drugs)	2
Subtotal	63



Protection and Advocacy for Beneficiaries of Social Security (PA-BSS)

About the PA-BSS Grant

This grant allows us to serve people who get Social Security benefits.

Goals: Person gains or keeps access to Employment services from an Employment network, VR agency or other employment service provider

TYPE:
Opened Cases

FY 2025: 21 cases for 20 people







Systems Work





Our Systems Work in FY 2025

-  Self-Advocacy Materials on DVR Basics, Applications and Eligibility, Appeals Process, Order of Selection, Switching VR Counselors, and Impartial Hearings
-  CAP training to VRCs on VR Due Process, Reasonable Accommodations, and Employment Discrimination law
-  CAP Participation on Wisconsin Rehab Council
-  CAP and DVR Senior Leadership dialogue on:
 - Order of Selection
 - Training Grants



Questions?

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