



Vocational Rehabilitation

DVR Statewide Service Provider Meeting

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Welcome and Purpose

- Welcome!
- Future statewide service provider meetings
- Overview of today's topics



Agenda

- New DVR Program Evaluation & Development Analyst
- Overview of statewide performance
- National service provider survey results
- Training / qualification requirement status update
- Waitlist management / guidance
- Fiscal updates
- Service agreement reminders
- Business Services Update – Jenna, Nicole, Lynn



Program Development Specialist

- Christina Tierney – DVR Program Evaluation & Development Analyst
- Biography
- Areas of focus:
 - Technical specifications
 - Provider support / recruitment
 - Statewide / local programs
 - Service / program proposal review



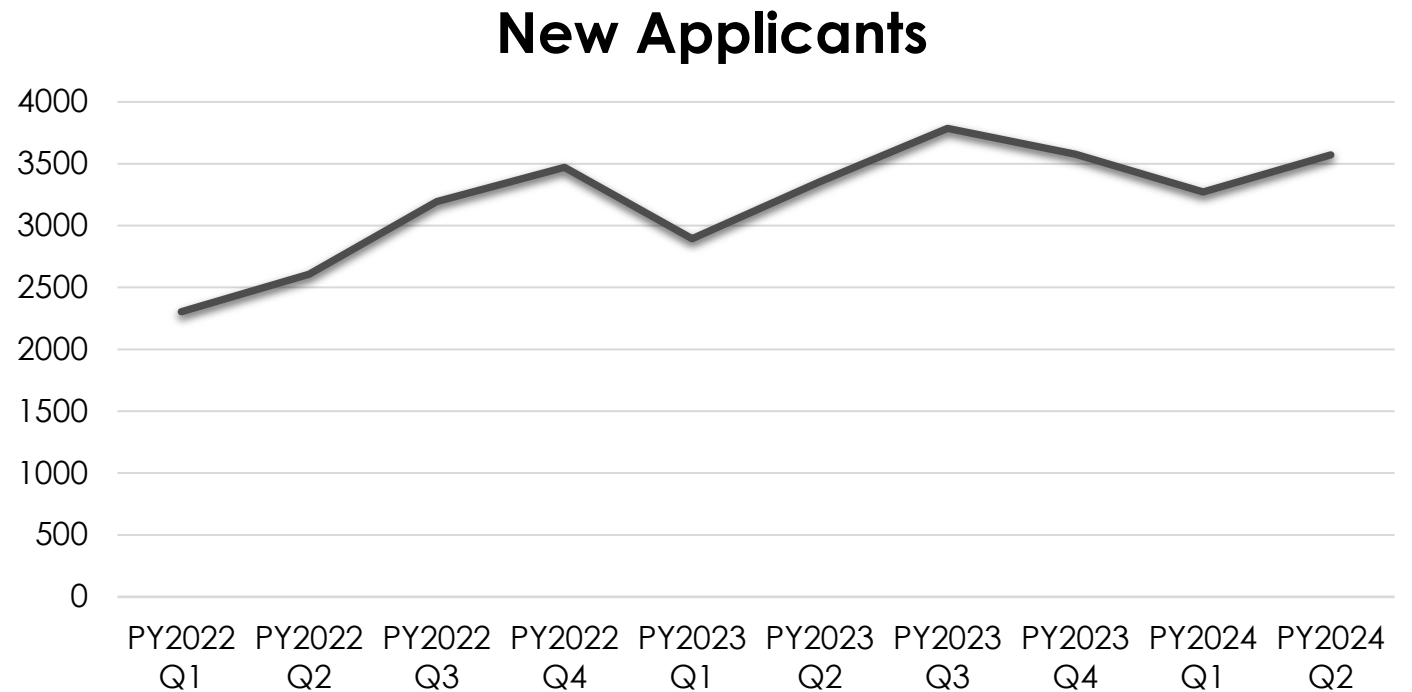
Statewide Performance

- Increase in referrals / applicants
- Total served / services provided
- Successful employment outcomes
- WIOA measures and RSA performance
- Annual reports



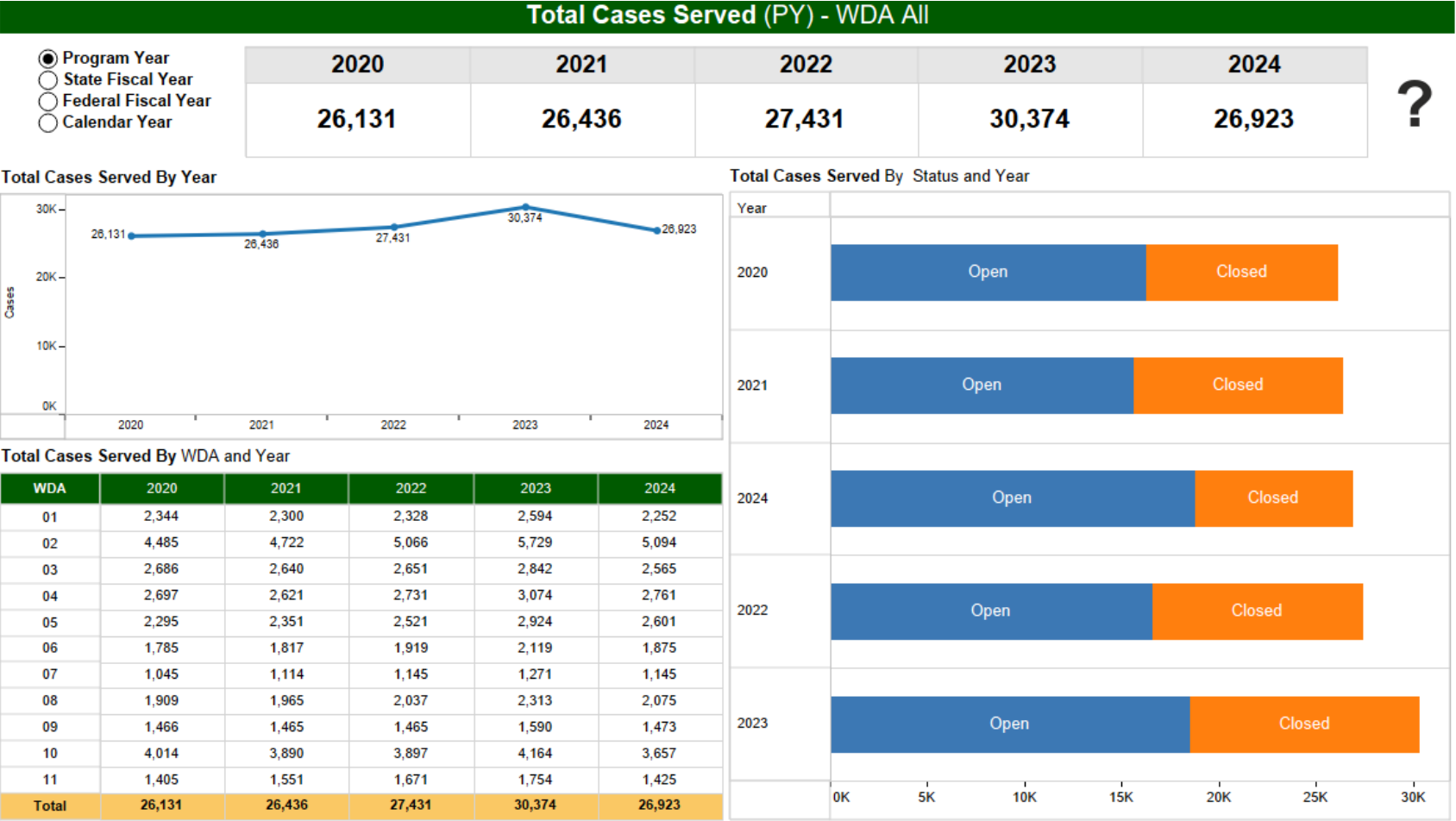
Statewide Performance

Increase in referrals /
applicants



Statewide Performance

Total served 2024 to date



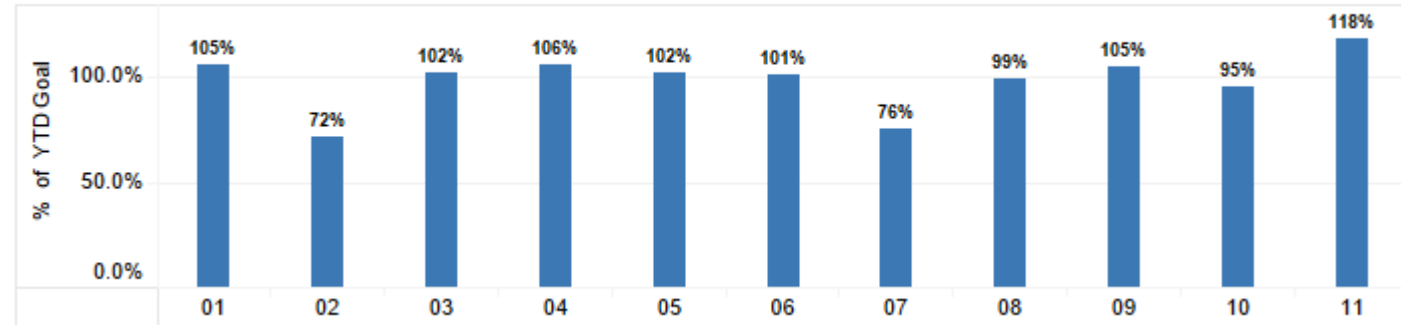
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Statewide Performance

Successful employment outcomes – PY 2023 goal

% of YTD Goal By WDA



Rehab Closures By WDA

WDA	PY Goal	YTD Goal	Closures	% of YTD Goal
01	275	275	290	105%
02	597	597	428	72%
03	333	333	341	102%
04	321	321	340	106%
05	310	310	317	102%
06	229	229	231	101%
07	103	103	78	76%
08	241	241	239	99%
09	172	172	180	105%
10	447	447	424	95%
11	172	172	203	118%
Total	3,200	3,200	3,071	96%

PY Goal	YTD Goal
3,200	3,200
Closures	% of YTD Goal
3,071	96%

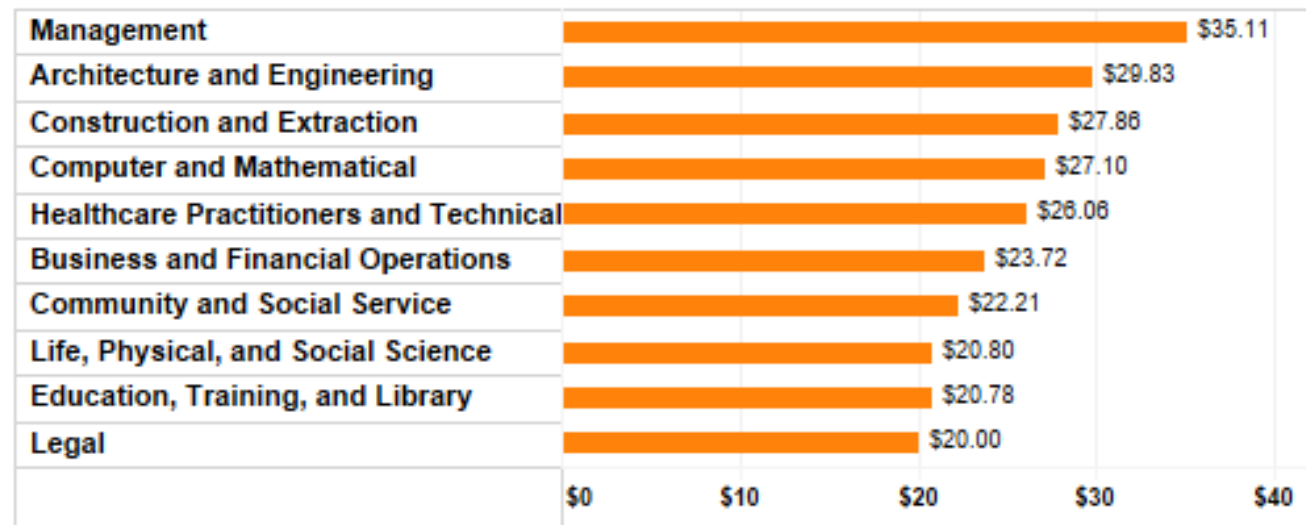


Statewide Performance

Successful Employment Outcomes

PY 2023 Closures	All Cases	All SE Cases	All Non-SE Cases
Total Successful Closures	3,071	659	2,412
Average Wages Earned Per Week	\$440	\$181	\$511
Average Wage Per Hour	\$16.15	\$12.28	\$17.20
Average Hours Worked Per Week	24	14	27
Private Insurance	1,053	139	914

Top 10 Industry Group By Avg. Wage/Hour of Consumers



Statewide Performance

WIOA Measures and RSA Performance

Indicator	PY 2023 Actual	PY 2023 Negotiated	PY 2024 Negotiated Level	PY 2025 Negotiated Level
Employment (2nd Q After Exit)	55.5%	53.0%	57.1%	57.4%
Employment (4th Q After Exit)	54.6%	50.8%	54.9%	55.1%
Median Earnings (2nd Q After Exit)	\$3,587	\$3,300	\$3,537	\$3,645
Credential Attainment Rate	47.1%	33.0%	41.0%	41.5%
Measurable Skills Gains	63.1%	50.8%	61.5%	62.0%



Statewide Performance

- Wisconsin Rehabilitation Council (WRC) [Annual Report](#)
- Wisconsin Department of Workforce Development (DWD) [Annual Report](#)
 - Record high disability employment: 189,194 working age individuals employed in Wisconsin
- DVR Comprehensive Statewide Needs Assessment (CSNA)
 - Currently working on finalizing report



National Service Provider Survey

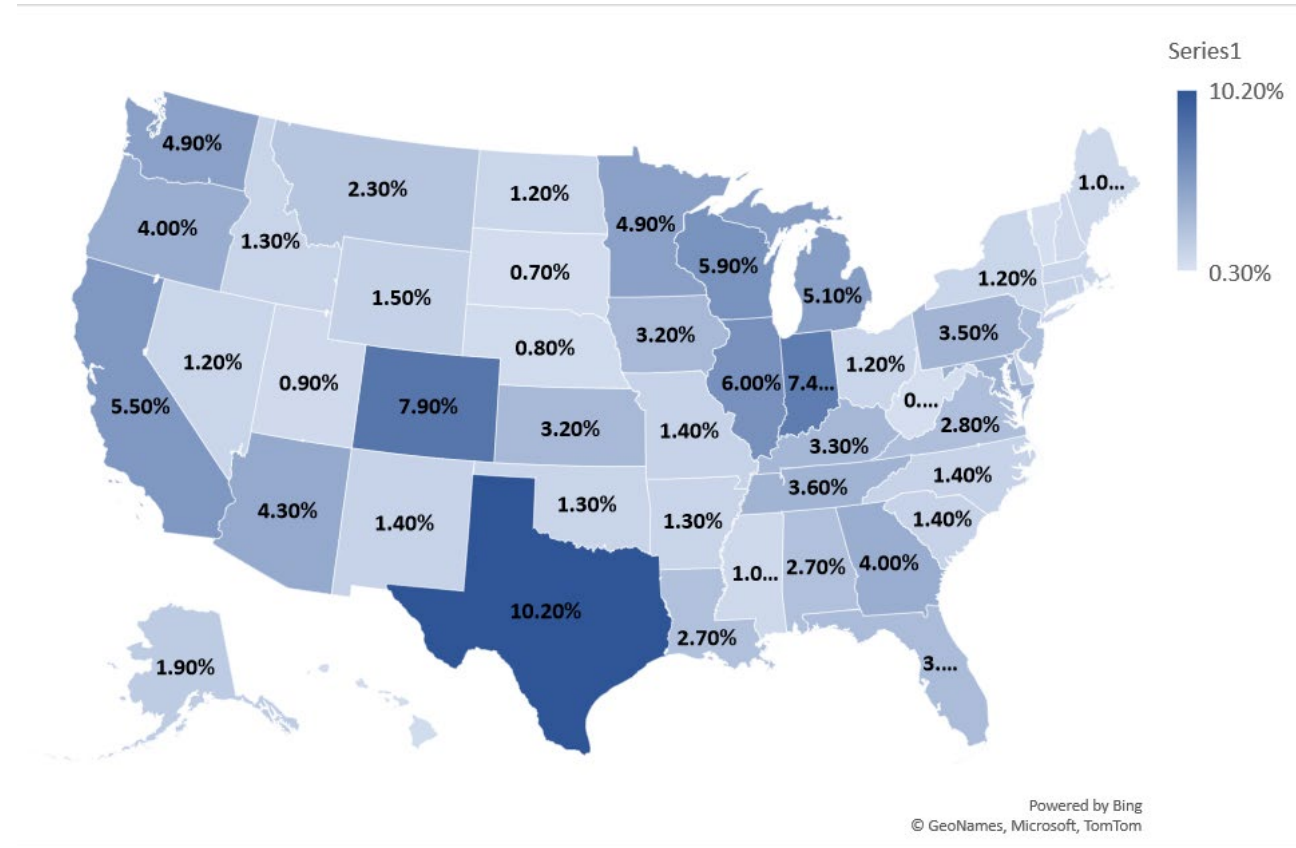
- CSAVR & VRTAC-QE
- Provider capacity evaluation
- Full report: [CSAVR VRTACQM Report](#)
- Shorter fact sheet: [CSVAR VRACQM Fact Sheet](#)



CSAVR Provider Capacity Evaluation Survey

Demographics

- Highest response frequency: Texas, Colorado, and Indiana
- Highest populations served: all populations (**20.29%**), primarily served individuals with intellectual or developmental disabilities (**18.04%**), services to students with a disability pre-employment transition service (**12.54%**)
- Role in agency: majority were “Executive Level” (**53.26%**)



CSAVR Provider Capacity Evaluation Survey

Organizational staffing and service capacity

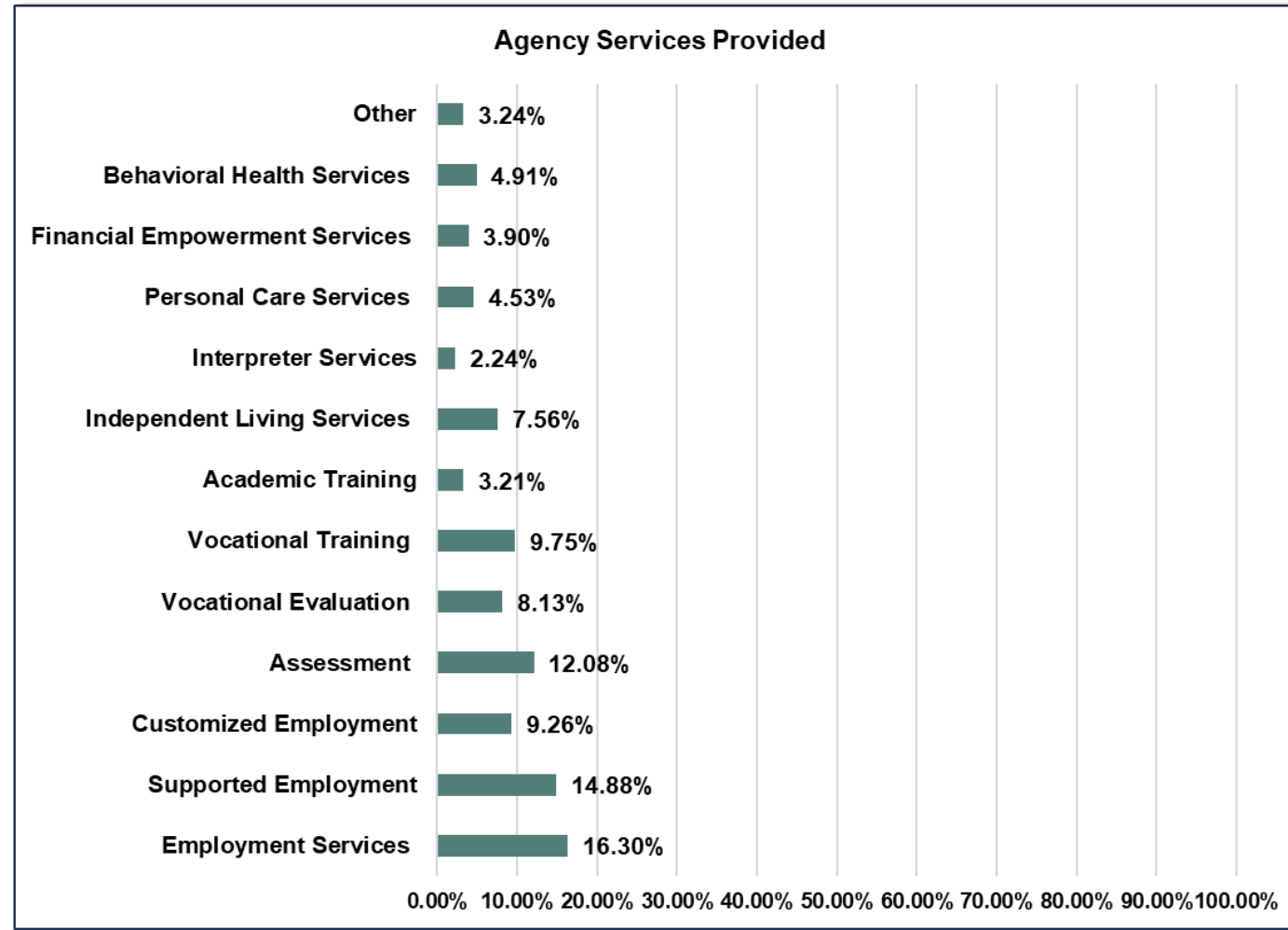
- More than **61%** of service providers were not fully staffed, and **37%** had no capacity to serve more VR consumers.

Organizational capacity building

- Effective, ongoing communication between provider, VR, and consumer **(79.16%)**
- Team approach/positive relationship with VR for service provision **(74.69%)**
- Increased rates for VR services **(59.80%)**
- Availability of qualified candidates for job openings **(57.9%)**
- Hourly fee-for-service payment structure **(52.06%)**
- Use of technology to support communication/service documentation **(49.49%)**
- Standardized or uniform documents/forms **(48.01%)**
- Milestone/outcome payment structure **(46.69%)**



CSAVR Provider Capacity Evaluation Survey



CSAVR Provider Capacity Evaluation Survey

Barriers impacting timely and quality services:

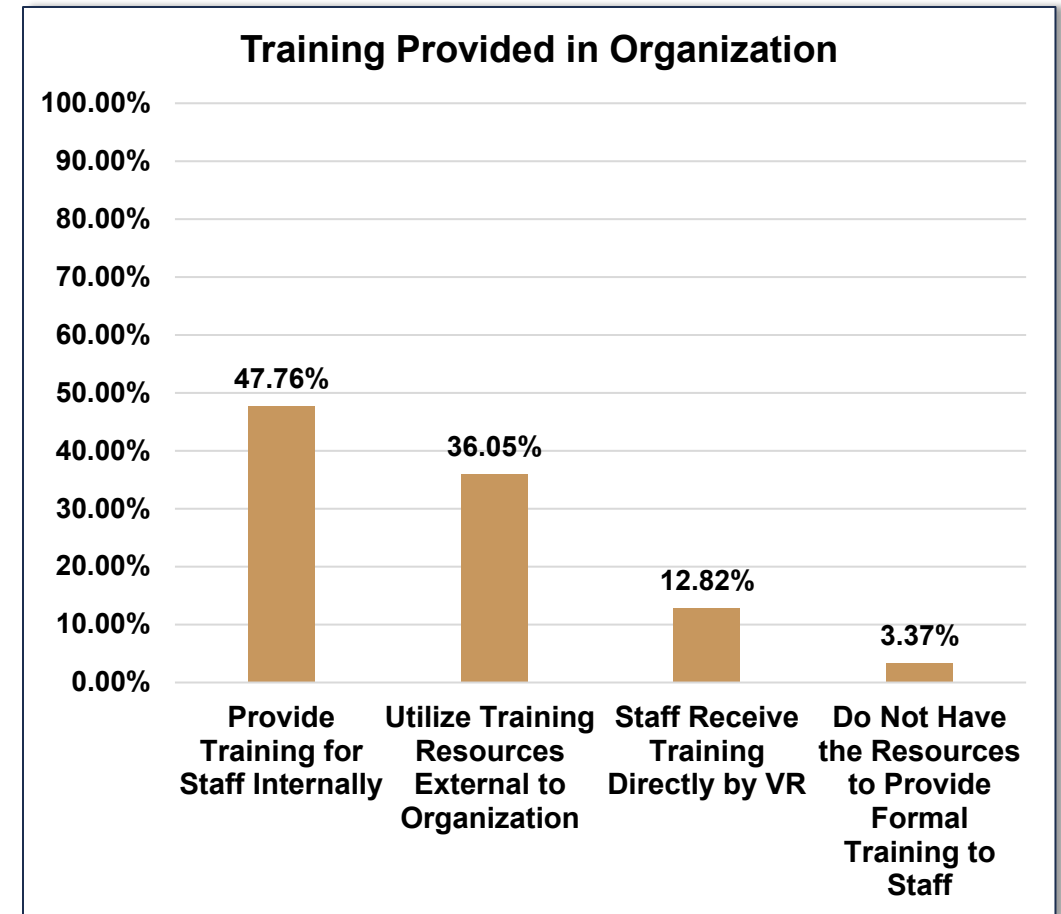
- Billing/reimbursement: some activities are not billable e.g., documentation time, travel, etc. **(30.56%)**
- Wage inflation is making it difficult to compete with other employers **(29.66%)**
- Low provider rates paid by VR **(28.52%)**
- Lack of referrals from VR **(25.05%)**
- Inconsistent requirements and/or procedures from one VR office to the next **(23.89%)**
- Administrative burden: the level of administrative burden in working with VR is too high or processes are too complex **(21.09%)**
- Challenges or inability to recruit qualified provider staff **(20.11%)**



CSAVR Provider Capacity Evaluation Survey

Top current types of staff training:

- Confidentiality requirements for working with VR consumers **(11.83%)**
- Ethics and boundaries for working with VR consumers **(11.10%)**
- Administrative processes (e.g., timekeeping, data entry to support billings processes, completed required VR documentation) **(11.10%)**
- Basic HR onboarding **(10.95%)**
- Americans with Disabilities Act, reasonable accommodations, and related content **(10.52%)**
- Diversity, equity, inclusion, and accessibility (DEI&A) related training **(10.38%)**
- Consumer engagement strategies **(9.38%)**

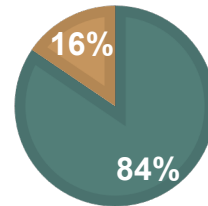


CSAVR Provider Capacity Evaluation Survey

Current staff
training and
needs

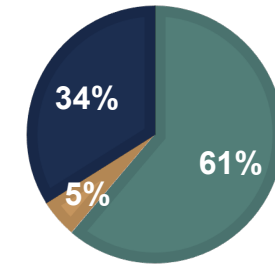
**ORGANIZATIONS PROVIDING
TRAINING THAT ENABLES
SERVICES TO DIVERSE
POPULATIONS**

■ Yes ■ No



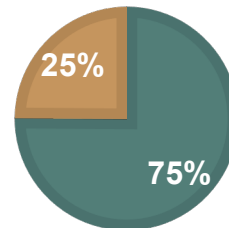
**SUPPORT OF CAREER
PATHWAYS MODEL**

■ Yes ■ No ■ Unsure



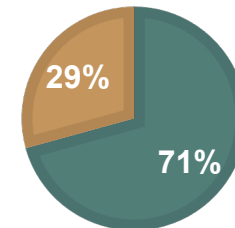
**WHETHER ORGANIZATION
WOULD USE A NATIONAL
TRAINING/RESOURCE HUB FOR
ONBOARDING STAFF**

■ Yes ■ No



**WHETHER THE ORGANIZATION
WOULD SUPPORT HIGHER PAY
FOR STAFF ATTAINING
CREDENTIALS**

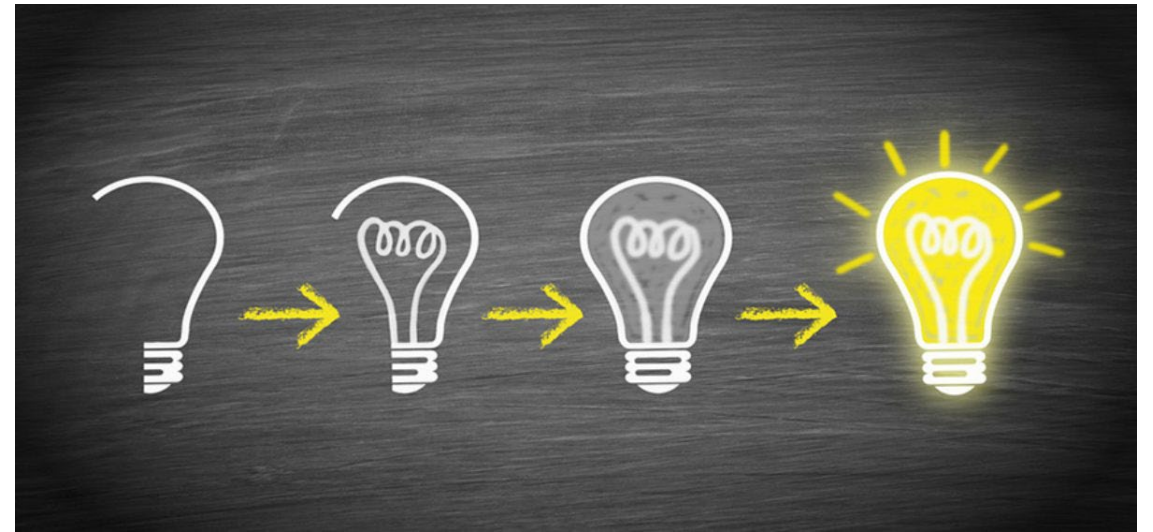
■ Yes ■ No



CSAVR Provider Capacity Evaluation Survey

Lessons learned:

- Communication is key
- Training and development
- Reduce administrative burden
- Investment in staff
- Staff turnover challenges



Training/Qualification Requirement Update

- Establishing new training and qualification requirements.
- To be implemented for 2026-2028 service agreement term.
- More information to come, with requirements planned for release by July 2025.
- DHS requirements for supported employment services under new family care waiver.
- APSE training update.



Waitlist Management Guidance

- Purpose
- Waitlist flag – checkbox
 - Services should not be provided to a consumer whose PO shows they are on an active waitlist.
 - Invoicing should not occur on a PO that indicates it is on an active waitlist.
- Best practice: set your waitlist end date further out than your anticipated start date for services.
- Other tips



Fiscal Updates & Reminders

- State/federal funding
- DVR authorization practices
- Timely and accurate invoicing
- Timely and accurate reporting
- Finding POs in Portal



We value your input!

- CIE service provider capacity and quality workgroup
- Service provider advisory group
- Upcoming:
 - Tech spec workgroups



DVR Service Agreement Reminder

The 2024 - 2026 DVR Service Agreement
is in effect through June 30, 2026.



Criminal Background Checks

- Background checks are required once per agreement cycle.
 - For personnel and/or subcontractors working under the 2024-2026 agreement, the background check date is valid until 2026.
- Employees and subcontractors should inform you of any arrest or conviction within 48 hours of the arrest or conviction.
- Service providers must notify DVR if personnel or subcontractors are the subject of an investigation, had a new arrest or conviction, or added to the WI Sex Offender Registry.
- Notification to DVR within two (2) business days from the time that the service provider becomes aware.



Trainings

- Ethics training completion date must be within five (5) years.
- IT Security Awareness Training - updated training due later this year.
- DVR technical specifications - new personnel and subcontractors are required to review the technical specifications and training videos for each of the services they will provide to DVR consumers.



Portal Profiles

- Add/Inactivate personnel (enter effective end date under Personnel tab).
- Update/inactivate service locations (Service Locations tab).



Record Retention

- Immediately after the end of the retention period of three (3) years from final payment, all personally identifiable information and any other consumer related information shall be shredded or otherwise destroyed in a manner which protects the confidentiality of the information.
- Requirement applies to both electronic and paper files.



Maximize Partnership with DVR Business Services

Positives to
informing DVR
BSC staff about
staffing changes

Review of
Business
Services Release
of Information

Provide Tailored
Disability
Education to
Employers



Questions



DWD.WISCONSIN.GOV

Contact

Portal and waitlist functioning questions:

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Supported employment questions:

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Technical specification & fee structure questions:

Christina Tierney
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Service agreement questions:

David Knuth
David.Knuth@dwd.wisconsin.gov

General questions for service providers:

DVRServiceProviders@dwd.wisconsin.gov



Resources

DVR service provider webpage:

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

