

WISCONSIN



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DVR Statewide Service Agreement

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Questions?

Questions can be directed to:

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Training Objectives

- DVR Service Agreement Prerequisites, Updates, & Reminders
- 2024-2026 Service Agreement Approval Process
- The DVR Service Provider Webpage
 - Tools and Resources



DVR Service Agreement

2024-2026 Service Agreement Posted at:
<https://dwd.wisconsin.gov/dvr/service-providers/>

Please review the 2024-2026 Agreement before signing and submitting your Agreement



Agreement Prerequisites

- Required Trainings:
 - Ethics (**due every five (5) years**)
 - IT Security Awareness Training (**due annually**)
 - <https://dwd.wisconsin.gov/dvr/service-providers/training/>
- Criminal Background Checks:
 - Required for all personnel and subcontractors
 - Completion date must be within six (6) months preceding the signing of the 2024 Agreement



Documenting Prerequisites

- Record completion dates in all active personnel and subcontractor portal profiles:
 - IT Security Awareness Training (***completion date must be 03/08/2024 or after***)
 - Ethics Training (***if completion date exceeds five (5) years***)
 - Criminal Background Check Date (***completion date must be within six (6) months preceding the signing of the 2024-26 Agreement***)



Agreement Prerequisites (cont.)

- Certification Regarding Drug-Free Workplace Requirements (**signed electronically as part of your new Agreement**)
- Certification of Criminal Background Check Form (**signed electronically as part of your new Agreement**)



Criminal Background Checks

- Required for all Personnel & Subcontractors.
- The service provider is responsible for completing and paying for all background checks.
- Available through the Wisconsin Department of Justice:
<https://www.doj.state.wi.us/dles/cib/cib-frequently-asked-questions>
- Non-Wisconsin residents or those that lived outside of Wisconsin within the last five (5) years, obtain criminal history report similar to what is available through the Wisconsin Department of Justice.
- Wisconsin Sex Offender Registry: <https://appsdoc.wi.gov/public>



Criminal Background Checks

- Criminal Background Checks with Findings:
 - Responsibility of the service provider to determine whether an arrest or conviction is substantially related to the employee's or contractor's job duties.
 - Guidance on how to review whether an arrest or conviction is "substantially related" to a position provided here:
<https://dwd.wisconsin.gov/er/civilrights/discrimination/arrest.htm>.



Criminal Background Checks

- Criminal Background Checks with Findings:
 - Any criminal background check with findings that, according to DVR's Background Check Policy, are substantially related to work with DVR consumers under the Agreement, must be sent to the DVR Contract Specialist.
 - DVR may request additional information to determine if an arrest or conviction is substantially related to providing services to DVR consumers or working with DVR consumer information.
 - Examples of offenses which may be considered substantially related included in the DVR Criminal Background Check Policy: <https://dwd.wisconsin.gov/dvr/service-providers/agreement-references/>.



CBC Notification Requirements

- Service providers should require employees and subcontractors to inform them of any arrest or conviction **within 48 hours** of the arrest or conviction.
- Service providers must notify DVR if staff 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 shall take place within **two (2) business days** from the time that the service provider becomes aware.



Agreement Updates

- Section 1 Services
- Section 4.8.5 School District Employees as Service Providers
- Section 7.1 Storing and Safeguarding Consumer Information
- Section 11.3 Payment Following Termination or Service Reduction



Agreement Reminders

- Section 3.5 Insurance Responsibility
- Section 4.1 Requirement to Accept Referrals
- Section 4.2 Service Interruption:
 - Temporary suspension of a service(s) due to the Service Provider's inability to provide the service to a DVR consumer that is estimated to last up to 30 calendar days.



Agreement Reminders

- Section 4.3 Waitlist:
 - A service interruption lasting 30 calendar days.
 - Unable to initiate a service(s) within 30 calendar days of receiving a DVR service authorization.
 - Service Provider must notify DVR within five (5) business days of discovering the Waitlist via the DVR Portal System.
 - Portal entry shall include the impacted service(s) and county(ies), the start and anticipated end date(s) of the Waitlist, and reason for the Waitlist, and policies and procedures for the administration and resolution of the waitlist (e.g., first-come, first-served), etc.



Agreement Reminders (cont.)

- Section 4.6 Promotional Advertising, News Releases, and Communications:
<https://dwd.wisconsin.gov/dvr/service-providers/sp-communications.htm>
- Section 4.9 Transporting Consumers
- Section 5.1 Service Provider Portal System



Agreement Reminders (cont.)

- Section 7.1 Storing & Safeguarding Consumer Information
- Section 7.2 Service Provider Portal Access
- Section 7.3 Confidentiality



Payment for Services

- Section 9.3 Invoicing
 - Invoices must be submitted within **60 days** after completion of acceptable service.
 - Purchase orders not invoiced within **60 days** or service completion may be cancelled.
 - Invoice instructions included on all DVR purchase orders.
 - Invoices are paid within **30 days** of receipt.
 - Services performed without an approved purchase order issued **before** service start date will not be paid.



Amendments and Termination

- Section 10 Amendments
 - 30-day written notice to the WDA Director is required when reducing services or coverage area.
 - Expanding services or coverage area requires written approval of the WDA Director.
 - **Change in Provider Name, FEIN, or Address:** Requires a 30-day written notice to DVR.
- Section 11 Termination
 - **Without Cause:** Either party may terminate upon 30-day written notice.



DVR Technical Specifications

- Updated for the 2024-2026 Agreement.
 - Available at: <https://dwd.wisconsin.gov/dvr/service-providers/tech-specs/>
 - All services and reporting must be provided according to the DVR Technical Specification requirements.



Service Agreement Renewal Process

1. Portal System Login:
<https://webapps.dwd.state.wi.us/dvrserviceprovider/>
2. Review the **Details Page**.
3. Review/Add new Service Locations (**Locations Page**).
4. Update Personnel/Subcontractor Profiles (**Personnel/Subcontractor Page**).



Service Agreement Renewal Process (cont.)

5. Agreement Page

- a. Select **Add New Agreement**
- b. Select WDA(s) & Services Provided
- c. Read and acknowledge the following electronic forms:
 - i. Service Agreement Signature Form
 - ii. Certification Regarding Drug-Free Workplace Requirements
 - iii. Certification Regarding Criminal Background Checks
- d. Check electronic signature box, select SAVE, then SUBMIT
- e. Agreement Status should read **Pending DVR Decision**



Timeline

- **April 1st-30th:** Complete Agreement prerequisites and portal updates.
- **May 1st-May 17th:** Start and submit a new Agreement through the service provider portal.

****New Agreements must be submitted to DVR by Friday, May 17th****.

- **May 20th-June 28th:** DVR reviews and approves Agreements. Approval may take up to several weeks.
- New term begins July 1, 2024 through June 30, 2026.



DVR Service Provider Webpage

- 2024-2026 Agreement
- Agreement Renewal Resources
- Announcements
- Fee Structure & Technical Specifications
- Portal User Guide
- Recordings-Location/Personnel & Waitlist
- Required Trainings



Questions?

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