



Division of Vocational Rehabilitation Updates

DSPN Conference | October 14, 2021 | In-Person

DVR Update Topics

- COVID-19 Response
 - Consumer and DVR service impacts
- Competitive Integrated Employment Wisconsin Act 178
 - Workgroups, two-year plan, activities and objectives
- DVR Services Updates
 - New and planned updates for service providers



COVID-19 Response

- Timeline and Impacts, March 2020:
 - March 17 – New work conditions for DVR Staff
 - March 20 – Extended Internship and Temporary Work date requirements
 - March 30 – Issued COVID-19 Services and FAQs for DVR staff and providers
- DVR was able to continue to deliver consumer services in partnership with statewide providers. Consumer referrals were reduced.



COVID-19 Response (cont.)

- Timeline and Impacts, mid-late 2020:
 - COVID-19 payments extended April through June
 - Two new services (Explore Work and Partners with Business) introduced to maximize remote service possibilities, increase engagement, and honor business social distancing requests.
 - Two-year Technical Specifications released featuring some fee increases and reduced reporting.
 - Provider COVID-19 reopening plans and protocols reported.
 - DVR internal consumer engagement survey conducted.



COVID-19 Response (cont.)

- Timeline and Impacts, early-mid 2021:
 - Guidance issued to staff on consumer engagement strategies
 - Additional COVID-19 service fees implemented
 - COVID-19 frequently asked questions (FAQs) provided
 - Increase seen in referral numbers
 - July 6 – Staff return to offices



COVID-19 Response (cont.)

- Timeline and Impacts, current status:
 - Referral numbers increasing to near pre-COVID numbers
 - Work has started on reviewing and updating the DVR statewide service technical specifications
 - Engagement from DVR consumers increasing
 - Labor market forces are impacting employment and provider capacity



COVID-19 Response (cont.)

- Timeline and Impacts, a look forward:
 - Return of DVR services and referrals to a “new normal”
 - Updates to service agreement and services 2022-2024
 - Development of enhanced Consumer Selection Tool with more customized provider detail and standard quality criteria
 - Development and testing of quality and compliance tool for providers and delivery of technical assistance and resources for improvement of service delivery
 - Multi-Agency training partnership for standard Wisconsin job development and supported employment



Questions?



Wisconsin Act 178

- Wisconsin Act 178 passed in March 2018 which requires DVR, DPI, and DHS to develop a joint plan to increase competitive integrated employment for people with disabilities in Wisconsin
 - <https://docs.legis.wisconsin.gov/2017/related/acts/178>
- CIE Plan for SFY 2022-23
- CIE Annual Report for SFY 2021
 - <https://dwd.wisconsin.gov/dvr/partners/cie/>



CIE Interagency Work

- Activities in the CIE Plan carried out by interagency workgroups:
 - CIE Workgroup
 - CIE Data Integration Workgroup
 - CIE Service Provide Quality and Capacity Workgroup
 - CIE Leadership Workgroup



Targets and Cross Agency Objectives

1. Increase awareness that work is possible for people with disabilities by promoting CIE opportunities using outreach and education.
2. Align service delivery systems and strengthen coordination to increase CIE opportunities for people with disabilities.
3. Prepare students for CIE through their educational experience, connecting individuals to vital services both during and after high school.



DVR Specific Initiatives in Plan

- Create and distribute a poster to prevocational day services children/adult, group Supported Employment, and adult day care settings
- Service provider handout
- Contribute resources to map out Supported Employment system
- Explore the idea of developing Supported Employment curriculum for service providers across the state
- Collect and analyze data through the Workforce Data Quality Initiative (WDQI) project in DWD



DPI Specific Initiatives in Plan

- Promote CIE through the Transition Readiness Grant (TRG)
- Collaborate with career and technical education partners to increase CIE
- Provide professional learning for high school staff to increase expectations for CIE for students
- Highlight how school districts have supported CIE for students with individual education plans (IEPs)
- Coordinate Wisconsin Community on Transition (WiCoT) activities
- Support effective implementation of academic and career plans



DHS Specific Initiatives in Plan

DMS Bureau of Quality Oversight Community Inclusion and Innovation Section (BQO/CIIS):

- Contract with Employment Resources, Inc. to publish web-based CIE trainings.
- Update existing web-based employment trainings.
- Apply for and receive enhanced funding for CIE management information joint data system.
- Implement CIE Pay for Performance Initiative with MCOs.
- Conduct Home and Community Based Services non-residential setting reviews.



DHS Specific Initiatives in Plan (cont.)

Division of Care and Treatments Services (DCTS):

- Host joint VRC and Employment Specialist consortium to improve communication and collaboration.
- Begin IPS Steering Committee Meeting with joint stakeholders to improve and expand IPS statewide.
- Create IPS outreach materials for employment specialists, mental health consumers, and other stakeholders.
- Continue training IPS providers on IPS best practices.
- Continue leading Youth IPS workgroup to improve IPS supports for youth in Wisconsin.



DHS Specific Initiatives in Plan (cont.)

DMS Bureau of Children's Services (BCS):

- Develop transition material for participants aligned with cross-agency transition tools.
- Promote "Think Possible" to a broader audience.



Questions?



Supported Employment Outcome Based Pilot

Nationwide Survey

- Academic, state VR agencies, providers, subject matter experts
 - Differences between long-term care and VR systems
- Ultimately decided to research other alternatives
 - Achieve the same ends
 - Increased hours/independence
 - Provider capacity



Partners with Business

Solution for COVID-19 Capacity Issues

- Currently tracking 26 proposals
- Four signed employer agreements
- Attend the afternoon session for more details!



Explore Work

COVID-19 Remote Service Delivery Option

- Designed by WINTAC and Employment Resources, Inc.
- Can be delivered remotely
- Meets need for Pre-Employment Transition Services (Pre-ETS):
 - Job exploration
 - Work-based learning experiences
 - Postsecondary educational programs
 - Workplace readiness training
 - Instruction in self-advocacy



Project SEARCH

COVID-19 Program Impacts:

- 25 of 30 sites in operation
- Serving 220 consumers



Peer Mentorship

Partnership with University of Wisconsin – Green Bay

- Peer Mentorship coordinator will train peer mentors
- Consumers may return as mentors
- Career and Work Experience exploration
 - Increase in clarity of career goals
 - Increase in the number of internships
 - Increase in the number of students graduating with employment
 - Change in uptake and engagement with other VR services



APSE Training

- Training for employment service professionals on the supported employment process
- Results include better job matches, effective systematic instruction implementation, and increased retention
- Establishes service provider collaboratives focused on continuous learning and peer support
- Works to address workplace shortages by retaining quality staff through investment in effective training and development



Financial Capability

Combines with Emphasis on Career Pathways

- Moves beyond “literacy”
- May be integrated with Work Incentive Benefits Analysis (WIBA) services



2022-2024 Tech Spec Revision

Underway

- Workgroups in formation
- Fee surveys forthcoming
- Combine internal and external feedback
- Addition of qualifications
- Drafts for internal and external review
- Ahead of 2022 service agreement



The logo for CSNA (Community Service Network of America) is a dark gray arrow pointing to the right, with the letters "CSNA" in white, bold, sans-serif font inside the arrow.

CSNA

As of July 14, 2021

Type	Interviews	Surveys
Partner Individual	6	161
Partner Focus Group	20	
Individuals with disabilities	305	4,130
Businesses	2	439
Business Services Consultants (BSCs)	7	
Staff		202



Questions?



Contact Us



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