

HELP PAGES - DVR Service Provider Portal Updates and Agreement Renewal Instructions

NOTE: If you are a new service provider to DVR and have not been approved as a DWD Vendor, you will need to contact your local Workforce Development Area (WDA) office, complete the required forms and have DWD finance approve you to receive payments. You will not be able to complete the agreement without first completing this step. Once the FEIN has been entered and saved, it will not display the number but will show “on file” in the display. This is a security measure to protect information.

DWD login or site operational questions? Contact the DWD IT Solutions Center:

DWD IT Solutions Center - (608) 266-7252
Hours of Service - Monday thru Friday, 6:00 am to 5:00 pm

DVR Service Agreement questions? Contact the DVR Contract Specialist:

DVR Contract Specialist - (608) 261-0050
dvrserviceproviders@dwd.wisconsin.gov

DWD login site: <https://dwd.wisconsin.gov/dvrserviceprovider>

Service Provider Main Page:

Changes made in the 2024 Agreement renewal cycle requests all Locations, Personnel and Subcontractors be reviewed and updated training dates prior to beginning the new agreement. This will allow the agency to efficiently process the new agreement based on updating all required training dates BEFORE initiating the draft renewal.

Each Tab is a different aspect of the DVR online service agreement. You can navigate to all tabs from the main page. It is suggested you complete the forms from left to right as information entered will transfer from one tab to the next. Every renewal season you will want to verify Locations, Personnel, and Subcontractors are up to date and required training dates meet specifications BEFORE STARTING YOUR RENEWAL AGREEMENT.

If you select a new agreement before your updates are completed, DVR will have to deny the new agreement in order to allow you to make personnel profile updates.

Details Tab:

Service Provider Information

Please complete the information below. Information provided will be shared with DVR Consumers and DVR staff. Keep this information updated as it will be your primary mode of communication. Select from all staff listed who will be the main point of contact for this DVR agreement. The main point of contact must also complete the personnel tab and designate home WDA location.

Tax ID/SSN #: On File [Update FEIN](#)

The individual listed will serve as the primary point of contact for the DVR Service Provider Agreement (Agreement). Information about the main point of contact should remain current. WDA's displayed as "read only."

- **Review the following information and update as appropriate**
- **Website**
- **Other Services or Local Services provided**
- **Total # of Staff**
- **Mission Statement** (e.g. agency's purpose, goals, values, etc.)
- **Professional Affiliations** (e.g. Chamber of Commerce, Business Alliance Organization, Wisconsin Rehabilitation Association, Wisconsin APSE, etc.),
- **Area(s) of Expertise** (e.g. Populations served, services offered, Industry/Employment type, etc.)
- **Information About the Agency** (e.g. a brief history, other community services provided that may be of interest to DVR consumers, years in business, location(s), hours of operation, contact info, website, etc.)
- **Professional Credentials** (e.g. Agency staff educational attainment, certifications and/or licenses)
- **Special Project or Pilot** (e.g. Project Search, Walgreens REDI, Student/Youth Programs and/or other community-based projects of interest).

The narrative statements are intended to be viewed by DVR Staff and Consumers to give them additional information to select your agency for a specific service or service(s). There is a limit of 1000 characters for each section.

- **Enter Diverse Populations Served/Staff Training**
- If providing DVR Consumer Transportation check the box.

Mission Statement:

Text Limit: 1000 | Text Entered: 0

Provider Professional Affiliations:

- Save Button to save all entries made. It will also show who saved information with time stamp. You can cancel changes by selecting the Cancel Changes button.

Last Updated By:	Doctor Who
Last Updated Date:	11/12/2012 12:56:42 PM

- Locations tab: click the hyperlink under Location Name. Review the Locations for accuracy. This will be populated from the WDA(s) selected on the Agreement tab. Use this tab to list at least one Service Location that holds the County the Main Contact operates from. Check any additional Counties served by this Location. Additional Locations can be entered as appropriate. Service Locations must be public, confidential, and accessible. Examples include an office, public library, local job center, etc. This is intended to give DVR consumers an idea of where you will meet with them and where you have professional connections in the community listed.
 - Enter the unique name of the location
 - Enter the street address on the address line 1
 - Enter any other information i.e. suite, post office box etc. on address line 2
 - Enter the city
 - Enter the state
 - Enter the zip code plus four (if known)
 - Enter the main telephone number for this location
 - Check the counties and quadrants of each county you will be serving

Save Button to save all entries made. The record will also show who saved the information with time stamp.

Last Updated By:

GREEN MACHINE

Last Updated Date:

4/28/2025 1:48:37 PM

Inactivating a location:

If you choose to inactivate a location, uncheck the active box at the top of the entry. The location will be listed but will be inactive.

Personnel List/Tab:

Use this tab to enter ALL agency personnel that will have direct contact with DVR Consumers, administration, processing of reports, and/or fiscal duties. Agency personnel must be entered in the online account prior to working with DVR consumers or consumer related information. Enter an effective end date for agency personnel no longer employed by the agency or working with DVR consumers as soon as the end date is known.

Service Provider Personnel Information	
Personnel Information	
First Name:	
Middle Initial:	
Last Name:	
Effective Agency Start Date:	
Effective Agency End Date:	
Locations:	No Locations
Add Location	Somewhere Lane Location, fitchburg, 1234 Somewhere Lane 

- To add a new personnel record, click on the **Add New Personnel** button.
- To edit a personnel record, you may click on the underlined personnel **Name**.
- Enter the first name, last name and middle initial (if known) of the person.
- Enter the date the personnel started working with the service provider agency.
- Primary Service County dropdown, this will be populated from the WDA(s) selected on the Agreement tab. Select one that the Main Contact operates from on the Main Contact's Personnel Information.
- Select the appropriate Role(s).
- Select **ALL Locations** where this individual will be working with DVR consumers by using the down arrow to highlight each location. Once highlighted click on Add location to include the location(s) in the record. Set Primary location hyperlink on Main Contact. Personnel that are providing administrative or supervisory functions should **NOT** select Locations.
- Select ALL Services this individual provides to DVR consumers.

Service(s) provided:

- ☐ Customized Employment
- ☐ Eligibility Pilot
- ☒ Internship/Temporary Work
- ☒ IPS Supported Employment
- ☒ Job and Task Analysis and Systematic Instruction
- ☒ Job Preparation, Development and Placement
- ☒ Student Work Based Learning Services
- ☒ Supported Employment
- ☐ Vocational Evaluation
- ☐ Work Incentive Benefits Services

Date of Birth:		
Telephone:		Ext.
Cell Phone:		
E-mail Address:		
Employment Type:	☐ Full-Time ☐ Part-Time	
Job Title:		
Other Job Title:		
(NOTE: Only required if Job Title selected is Other.)		
Educational Background:		

- Enter the date of birth for this individual. This number will be viewed after saving as "On File" for security reasons. It may be used as a tool for individual verification and audit of criminal background check information.
- Enter the business telephone number.
- Enter the business cell number (if available).
- Enter the individual email address.
- Select the employment type, Full-time (40 hours) or Part-time (less than 40 hours).
- Use the down arrow to display the job title choices. If the title used does not appear, enter the title below the space labeled Other Job Title.
- Enter the educational background by clicking on the down arrow to display the choices.
- Enter DVR Statewide Service Provider Training Date.
- Enter DVR IT Security Date.
- Enter Criminal Background Check Date.
- Enter Ethics Course Date
- Check the fiscal responsibility box if this agency staff has a responsibility to complete invoices or payments from DVR.
- Check the Credential for Vocational Evaluation box if this agency staff will provide vocational evaluation services that include psychometric testing.
- Save
- Personnel that are providing administrative or supervisory functions

should NOT select Services

- Review the County/Service/Quadrants grid to ensure it properly represents what this individual provides. Uncheck as appropriate.

County	Location			
Ozaukee	GREEN	All ☒ Services		North West
			Job Preparation, Development and Placement	All ☒ ☒
			Supported Employment	All ☒ ☒
			Eligibility Pilot	All ☒ ☒
Washington	GREEN	All ☒ Services		North West
			Job Preparation, Development and Placement	All ☒ ☒
			Supported Employment	All ☒ ☒
			Eligibility Pilot	All ☒ ☒

Training and criminal background check dates are required for ALL personnel identified in the Agreement. Information about available training is posted on the DVR Service Provider website. All dates must be entered, or a system error will occur when trying to submit your agreement. Do not send completion certificates to DVR, they will not be retained or returned.

- Use this format when entering the training dates MM/DD/YYYY
- DVR Statewide Service Provider Training is required for all personnel. New Service Provider Personnel only need to complete the technical specification training videos for services they provide to DVR consumers. For example, personnel only providing job development services will only be expected to complete the one job development training video. Once required trainings are completed, date of completion can be entered within the DVR Statewide Service Provider Training Date section of the Personnel Profile in the online service provider account.
- Personnel that do not work directly with DVR consumers or complete DVR statewide reports are not required to complete any of the technical specifications training e.g. staff **ONLY** overseeing invoicing/billing (other training requirements still apply i.e. (IT) Security Awareness and Ethics. However, the system will still require a date within the DVR Statewide Service Provider Training Date section of the Personnel Profile. Please enter the same date that is used for the DVR IT Security Awareness training.
- Enter the date of the DVR (Information Technology) I.T. Security Awareness Training using the format MM/DD/YYYY.
- Enter the most recent date of a criminal background check using the format MM/DD/YYYY. Information conducting a background check is provided on the DVR service provider website. A background check is required each Agreement term. DVR will conduct audits of criminal background checks and verification maybe requested. If a criminal background check reveals any findings related to DVR work, (see website for a listing) the service provider should contact the WDA Director or DVR Contract Specialist.
- Enter the most recent date of an Ethics Course using the format MM/DD/YYYY.

Information about Ethics training is provided on the DVR service provider website. An Ethics course will need to be completed every five (5) calendar years.

- Check the fiscal responsibility box if this agency staff has a responsibility to complete invoices or payments from DVR.
- Check the Credential for Vocational Evaluation box if this agency staff will provide vocation evaluation services that include psychometric testing.

NOTE: A copy of the Vocational Certification must be sent to the DVR Contracts Specialist for vocational evaluation services to be approved as a service. Personnel who plan to supervise others performing psychometric testing must provide a copy of their certification to DVR and designate specific staff that will perform psychometric testing.

- Information about the person and date of the previous entry will be displayed.
- Select Save when you wish to save any changes.
- Select close if you do not wish to save changes to the page. If changes have been made you will be asked if you wish to save instead of close via an error message.

DVR Statewide Service Provider Training	
DVR Statewide Service Provider Training Date:	04/08/2024 
DVR IT Security Awareness	
DVR IT Security Date:	04/08/2024 
Criminal Background Check	
CBC Date:	04/08/2024 
Ethics Course	
Ethics Course Date:	04/08/2024 

A screenshot of a web form with a light orange background. It contains four text input fields, each with a small square icon to its right. The fields are labeled: 'Fiscal Responsibility:', 'Credential for Vocational Evaluation:', 'Last Updated By:', and 'Last Updated Date:'. Below the fields are two buttons: 'Save' and 'Close'.

Subcontractor:

The service provider retains responsibility for fulfillment of all terms and conditions of the Agreement with any subcontracted agency. All subcontracted agencies must be identified. The service provider certifies that by signing the Agreement, the subcontractor is qualified to provide the services as required in the technical specification.

Service providers are strongly cautioned to review necessary legal definitions of a subcontractor relationship. The Internal Revenue Service has information that may be relevant and has many published guidance documents.

Information may be found at: <http://www.irs.gov/Businesses/Small-Businesses-&Self-Employed/Independent-Contractor-Defined>

All DVR purchase authorizations will be issued to and payments made to the service provider, not the subcontracted agency. Failure to identify a subcontractor and complete the steps identified below may result in the termination of the Agreement with the service provider.

Subcontractors must meet all training and criminal background check requirements before working with DVR consumer or consumer related information. ALL subcontractors must be listed in the DVR Service Provider Portal and complete the steps identified below or be subject to the termination of the service agreement.

To **REMOVE** subcontractors from your agreement, add an effective end date. The subcontractor will remain listed as inactive.

Training Requirements:

Subcontractors are required to complete the trainings located at: https://dwd.wisconsin.gov/dvr/service_providers/training.htm. Training completion dates must be entered in the DVR Service Provider Portal in the subcontractor record.

Criminal Background Check:

Subcontractors are required to have a criminal background check completed

prior to working with DVR consumers or consumer related information. Criminal background check resources are available at:

<https://www.doj.state.wi.us/dles/cib/background-check-criminal-history-information>

DVR's Criminal Background Check Policy requires the following:

- Completed each agreement term for all subcontractors providing consumer services and billing.
- Review of the Wisconsin Sexual Offender List and certify that its employees and agents are not on the List: <https://appsdoc.wi.gov/public>
- Any criminal findings that are included in the DVR Criminal Background Check Policy, must be reported to DVR immediately and plans for mitigation may need to be developed, approved and implemented prior to personnel working with DVR Consumers.

It is strongly encouraged that subcontractors review the DVR Service Provider information so that they may be fully informed of their responsibilities and to assist in the provision of quality services to DVR consumers.

Agreement Tab:

Home

Details

Location

Personnel

Subcontractor

Agreement

Request For Assistance

Accessibility

Logout

Help

Service Agreements

Add New Service Agreement

Begin Dt	End Dt	Interview Dt	WDA Decision Dt	Contract Decision Dt	Mgmt Decision Dt
01/10/2013	01/09/2014				

View All

Service Agreements:

This tab will allow each service provider to complete their agreement, access reference documents which comprise the agreement, sign required documents and complete required documentation for subcontractors.

Agreements are typically approved from July 1 through June 30 every two years. If a service provider wishes to enter into an agreement after July 1, the start date for the agreement is negotiable and dependent on completion of a face-to-face interview with a WDA Director, completion of the online documents, required training and DVR approvals.

There are various dates displayed to provide information about the approval process to each provider. The interview date is completed by the local WDA Director and should reflect a date in which a face-to-face interview took place. The WDA Decision Date will show when the WDA completed its approval, the Contract Decision Date will show when your agreement was reviewed and approved by the Contract Specialist and the Management Date displays when DVR Management reviewed and approved your agreement.

- To review an existing agreement, click on the underlined and dated entry.
- Prior to agreement renewal and the next step, ensure the Locations and Personnel are up to date and you have entered the required updated training **BEFORE** the next step of clicking on Add New Agreement.
- **To add a new agreement**, click on the light blue box titled "Add New Agreement".
- Once an Agreement is in process it works off of Draft tables that DVR does not see until the Agreement is Submitted.
- Complete the tabs from left to right as information entered will transfer from one tab to the next.

The screenshot shows a software interface with a series of tabs at the top: 'Agreement' (highlighted in orange), 'Forms', 'Sub Contractors', 'Draft Locations', 'Draft Personnel', and 'Draft Subcontractor'. Below the tabs is a large orange box with the text 'Service Agreement' in blue.

Agreement tab

The begin date and end date information is populated from another page and is "read only".

- Select the WDA's you wish to serve by clicking the small box to the left of each listing. They will be auto populated from the previous agreement.
- Select the services in which you wish to provide by clicking the small box to the left of the listing. The WDA Director will have final approval of services provided. They will be auto populated from the previous agreement.
- Read the agreement and check the boxes for "I have read and understand the above terms and conditions" in each area.
- **Electronic Signature Documents:**
- The documents provided are the formal signature documents for the agreement with DVR. Clicking [-] will cause the section to collapse. Clicking [+] will cause the section to expand. Clicking a checkbox below will cause the associated section to collapse.
- Once you have read each section, you may click on the box that read "I have read and understand the above terms and conditions" this will collect your electronic signature and will cause the associated section to collapse. Once you have reviewed and electronically signed sections, you can save your signature by clicking on the light blue "save" button.

Clicking [-] will cause the section to collapse.
Clicking [+] will cause the section to expand.
Clicking a checkbox below will cause the associated section to collapse.

[-] Department of Workforce Development-Division of Vocational Rehabilitation Service Agreement Signature Form

1. This Agreement is entered into by and between the State of Wisconsin, Department of Workforce Development, Division of Vocational Rehabilitation (DVR), and the above-named Provider upon the completed signature of the DVR's authorized representative.
2. Whereby the Division of Vocational Rehabilitation agrees to direct the purchase and the Provider agrees to furnish to authorized DVR consumers the specified rehabilitation services in compliance with the service program technical specifications (Attachment #7) and the current DVR statewide fee schedule during the Agreement period indicated above.

- Additional fields are required as part of the following electronic signature documents:
- Certification Regarding Drug-Free Workplace Requirements.
- Select locations from the drop-down list (previously entered in the locations tab) where DVR work will be performed. If there are locations where DVR will be performed not listed in your agreement, please check the box that reads "There are workplaces on file that are not identified here." This is a likely scenario for most providers who work in the community at large.
- Save
- **Forms:**
- In addition to the electronic signature documents, there are reference documents that comprise the remainder of the Agreement. Those reference documents are listed here and are hyperlinked. You can simply click on the document, and it will open for you in another window for your reference. It is strongly suggested that you review and become familiar with the contents of these documents. Your agency should retain a printed copy for your records and reference.
- **Subcontractors Tab:**
- The documents provided are the formal signature documents for the use of subcontractors in an agreement with DVR. Clicking [-] will cause the section to collapse. Clicking [+] will cause the section to expand. Clicking a checkbox below will cause the associated section to collapse.
- Once you have read each section, you may click on the box that reads "I have read and understand the above terms and conditions", this will collect your electronic signature and will cause the associated section to collapse. Once you have reviewed and electronically signed all sections, you can save your signature by clicking on the light blue "save" button.
- **Draft Locations tab** click the hyperlink under Location Name. This will be populated from the previous agreement locations. Check any additional Counties served by these Location(s). Service Locations must be public, confidential, and accessible. Examples include an office, public library, local job center, etc. This is intended to give DVR consumers an idea of where you will meet with them and where you have professional connections in the community listed.

- Enter the unique name of the location.
- Enter the street address on the address line 1
- Enter any other information i.e. suite, post office box etc. on address line 2
- Enter the city
- Enter the state
- Enter the zip code plus four (if known)
- Enter the main telephone number for this location
- Check the counties and quadrants of each county you will be serving

Save Button to save all entries made. The record will also show who saved the information with time stamp.

- **Draft Personnel tab**

- Primary Service County dropdown, this will be populated from the WDA(s) selected on the Agreement tab. Select one that the Main Contact operates from if necessary. Each Personnel record must have the training dates updated prior to submitting the agreement. If the training dates were updated prior to starting the new agreement there should be nothing to update.

Save.
Submit:

☐ I have read and understand the above form.
[Click for further information.](#)

☐ Checking this box is considered an electronic signature. By checking this box, I agree that I am the legal representative for the service provider indicated. I acknowledge and verify that I have read and understand all forms, certifications and reference documents that comprise a service agreement with the State of Wisconsin, Department of Workforce Development, Division of Vocational Rehabilitation.

[Next Tab »](#)

By pressing submit your completed agreement will be forwarded for approval by DVR. If there are required fields missing you will be provided with a list to finish before you can submit your agreement. Once your agreement is submitted and approved the main contact selected on the Details page will receive a confirmation email. The approval process may take some time depending on individual provider circumstances.

Note: Documents for submission to DVR Contract Specialist:

- Copy of Certificate of Insurance (only New Service Providers)
- Copy of Criminal Background Check for personnel and/or subcontractors with an arrest of convicted of a crime that is substantially related to the work performed under the service agreement.
- Copy of Vocational Evaluation Certification (as necessary)

When completed fax, mail or email (**PREFERRED**) Agreement forms to:

DVR Contract Specialist
 Division of Vocational Rehabilitation
 PO Box 7852
 Madison, WI 53703-7852
dvrserviceproviders@dwd.wisconsin.gov
 FAX to 608-266-1133

Printing of the Service Agreement:

You may print the electronic signature documents by use of "Print Screen" on most personal computers this is done with use of "alt" and "print screen" simultaneously which should allow you to print your documents.

Approval of the Service Agreement: Once your statewide service agreement is approved, the main point of contact will receive an email notification.

Revised: 09/2025