

## Division of Vocational Rehabilitation (DVR) Technical Specifications: Job Shadow

**Effective July 1, 2016 to June 30, 2017**

### Description of Service Category

Job shadowing is a career exploration activity, designed to increase an individual's awareness. It takes place in an integrated, community-based work environment. The individual is allowed to walk through the work day, within the actual environment; witnessing firsthand the work they may be interested in. The individual is able to see the work environment, occupational skills of practice, value of training, potential career options and the culture of the organization. Gaining exposure and firsthand experience through job shadowing can make the difference between assuming what a career would be like, and actually understanding what it entails. This service allows the individual the ability to determine their employability for the position, through informed choice.

[Link to Roles and Responsibilities Document\(s\)](#)

Note: All elements listed in the Roles and Responsibilities document serve as part of the technical specifications and are required to be completed by the Service Provider.

### Service(s):

SERVICE	PURPOSE	TIMEFRAME(S)	DELIVERABLES	PAYMENT
Accompanied Job Shadow	Career exploration activity in an integrated, community-based work environment to provide consumer with what the position entails.	30 days from authorization	Job Shadow Report	\$200
Non-Accompanied Job Shadow				\$150

\*\*\* If over 100 miles, the Service Provider can charge 75 cents/mile for actual miles driven over 100 miles round trip (to and from the closest site where the services can be provided). The 75 cents/mile charge begins with mile 101. Service Providers must submit a travel log detailing mileage. Approval from DVR for traveling over 100 miles is required prior to travel.

**An Authorization for Services is required from DVR before any services can begin.**

### Service Provided – Job Shadow

- The Service Provider will arrange site and contact DVR with details.
- The duration of the job shadow will depend on the job site and essential functions of the job being shadowed. Enough time should be spent on-site to allow the individual to get a clear understanding of the requirements of the job. The duration of the job shadow and the time spent

on-site will need to remain flexible and be discussed between the Consumer, the DVR Counselor, the Service Provider and the Employer.

- A questionnaire for the consumer to ask the employer must be created and completed by the consumer or accompanying service provider. (Example below.)
- Service Provider will discuss job shadow with consumer, either face-to-face (during or after job shadow) or over the phone after the shadow. A meeting with the Consumer, Provider, DVR staff and other involved parties will take place with the completion of the service and report. This meeting can be combined with another meeting (i.e. IPE planning, 60-day review, etc.) and does not need to be in person.
- Often times this experience is completed alongside a competitive worker. The experience may offer the opportunity to try hands-on tasks associated with the job; however the individual may not perform productive work which would benefit the employer. The job shadow does not require any directly related work experience or skills in order to participate. It is temporary and unpaid.
- A job shadow is different than an employer tour in that a tour is a brief trip to or through a place of business for the purpose of seeing it. A tour does not give the consumer the opportunity to witness all the essential functions of the job, observe the daily routine and /or communicate or interview workers throughout the work shift.

Example Questions for Job Shadow: Required to be filled out by consumer:

1. What is your job title?
2. What are your job duties?
3. What kinds of tools are required for your position?
4. What is a typical day like for you?
5. What kind of interaction do you have daily? (With co-workers, public, supervisors, etc.)
6. What is your favorite part of the job?
7. What is your least favorite part of the job?
8. What training did you need to complete to obtain this position?
9. Is this job stressful?
10. What are you required to wear to work? (Steel-toe boots, scrubs, gym shoes, uniform, etc.)
11. Are there any safety concerns?
12. Any other pertinent information/comments?
13. What did I observe during my job shadow?

[Link to Job Shadow Report](#) (DVR-18030-E)

### **Service/Reporting Requirements**

Statewide DVR service and reporting elements are located in the required reporting template(s) found here: [Link to Required DVR Statewide Service Report\(s\)](#)

Reports are due within 5 business days of the end of the service or previous month if the service is continuing.

*\*\*\*If the service provider is seeking to use their own reporting template, the report must contain all the elements and follow the same sequence in the required DVR reporting template. Please email the DVR Program Development Specialist at [DVRSpecialContracts@dwd.wisconsin.gov](mailto:DVRSpecialContracts@dwd.wisconsin.gov) to submit a reporting template and request for approval.*

## **Billing Requirements**

Invoices for services should be submitted as described on the Authorization for Services, also referred to as the purchase order. Invoices must be received by DVR within 60 days of completion of the service. Properly submitted invoices will be paid within 30 days of receipt when reports and services have been delivered and accepted as specified.