

Wisconsin DVR State Plan Final 2016-2020

e. Cooperative Agreements with Private Nonprofit Organizations

(Formerly known as Attachment 4.8(b)(3)). Describe the manner in which the designated State agency establishes cooperative agreements with private non-profit VR service providers.

DVR employs an outcome based statewide fee structure with technical specifications for commonly used and available services. Statewide rates and technical specifications established for the services most commonly purchased from non-profit vocational rehabilitation service providers include: benefits analysis, internship/temporary work, job coaching, job preparation, development and placement, supported employment, vocational evaluation, and IPS supported employment, assistive technology assessment and services. Agencies wishing to provide these services sign a fee-for-service agreement with DVR. The statewide rates, technical specifications for services, service provider agreement and the providers that have a signed agreement with DVR are posted on the DVR public website. Other service agreements may be developed as required and appropriate. Agencies are must renew annual and sign service provider agreements for each new State Fiscal Year.

http://dwd.wisconsin.gov/dvr/service_providers/default.htm

Throughout the year, training and input meetings are held statewide with agencies and individuals providing services to DVR consumers. The DVR service provider meetings provided an opportunity for feedback and to review the content of the service agreements for the next contact period. DVR WDA Directors and WDA staff coordinates regional quarterly meetings. DVR also may invite VR service providers to study halls or webinars as appropriate to provide clarification or other service updates.

The DVR external website has been enhanced to allow for service provider access to documents, guidance and policy. A frequently asked question (FAQ) section has also been added to the website to facilitate understanding of common issues and questions. Service providers can also access DVR's "Information Center" where all policy and procedures are accessible.

DVR continues to collect and review consumer satisfaction with services. DVR will also continue with its efforts to produce a "report card" for consumers to use, assessing the performance and satisfaction of service providers. It is anticipated that the public "report card" will be completed in FFY 16-17.

This enhanced consumer satisfaction rating reports will be used to share service provider satisfaction and effectiveness information with DVR consumers. Standardized service provider information is provided to consumers to support their informed consumer choice in the selection of a service provider. The information provided to consumers will include lists of DVR service providers with performance and satisfaction information. This information will be also be available to referral resources, consumer groups, disability advisory councils, and other individuals and entities who support the informed choice process with DVR consumers.

Every two years, DVR will conduct consumer feedback surveys to quantify DVR staff satisfaction and feedback. DVR will utilize the findings to improve staff services, enhance training, and ensure quality delivery of services.

Under WIOA, DVR will continue to review and address provider quality issues and will address issues using processes outlined in the service agreements and further identified by RSA rules and regulations.