



Wisconsin (WI) WIOA Matrix

Employment First State Leadership Mentor Program (EFSLMP)

The DVR, DPI, and DHS will continue joint sponsorship of training events focused on improving transition and vocational rehabilitation services. In addition to the agreement-specific training, DVR staffs are encouraged to attend other transition-focused trainings to increase their knowledge of transition issues and processes. The DVR supports attendance of staff at the annual Wisconsin Transition Conference, Employment First, Transition Academy and the annual Rehabilitation and Transition Conference, as a means to increase coordination of services and transition service delivery skills.

The DVR's Statewide Transition Action and Resource Team (START), consisting of one primary and one alternate representative from each of the 11 VR workforce development service areas, act as local transition experts and technical assistance resource. START members will continue to provide training, technical assistance and consultation to staff in their respective service areas. The team's goals also include improving individualized engagement of students with disabilities and their parents in the transition/ VR process as well as increasing engagement of schools in transition services. A continued focus for the START team will be to identify specific needs of DVR staff related to the provision of services to transition-aged youth and develop strategies and tools to address those needs. (Page 207-208)

DVR believes that all individuals that apply and seek assistance have the ability and desire to work. DVR commits itself to assisting disabled individuals with achieving dignity through work. Consistent with our mission, and our values, DVR, as expressed in public hearings and stakeholder feedback sessions, agrees that "employment first" reflects DVR's core set of principles and practices that promote individualized planning and support for employment options for all disabled individuals and that it is the primary goal of our services.

The WRC assists the DVR in the preparation of the State Plan and amendments to the plan, applications, reports, needs assessments and evaluations required by the Rehabilitation Act and subsequent amendments.

The WRC has committees that assume duties assigned to the Council in the Rehabilitation Act. The WRC Evaluation Committee studies VR performance in serving specific groups of disabled individuals and reviews consumer satisfaction survey responses. The WRC Reports Committee develops the WRC Annual Report and assists with the development of the State Plan. The Executive Committee oversees the work of the Council and assures that Council functions and responsibilities are carried out. (Page 218)

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Customized Employment

Changes to Supported Employment services are necessary to meet the higher number of individuals to be served under WIOA, to include customized employment and to reduce the level and time necessary for extended services, and to insure the sustainability and viability of the long-term care system and DVR's service provider network. The services available for supported employment and outcomes were analyzed and a number of internal and external stakeholder groups identified improvements. A workgroup of DVR staff and DHS staff reviewed the current technical specifications and identified improvements. In 2011, supported employment providers were asked to complete surveys and share information about how services are provided to consumers related to hours, travel, length and type of services. (Pages 186)

Supported Employment services will include use of the IPS Career Profile in lieu of extensive assessment services. For those individuals that have not been successful, Customized Employment services will be utilized including Discovery.

Business relationships similar to the IPS model (Systematic Job Development) will be used as a strategy in supported employment job development.

Use of Benefits Analysis services will be encouraged for all consumers in Supported Employment receiving benefits in order to address hesitations and foster economic independence and economic

Self-sufficiency. Youth will be encouraged to explore paid work options prior to an application for benefits. (Page 189)

Customized Employment services can be used if an individual has not been successful utilizing typical supported employment services.

Supported Employment services in Wisconsin utilize a consumer centered resource team. This team includes the DVR consumer, DVR staff, the Supported Employment service provider, the special education or other teacher, long-term support case manager, the guardian or anyone else the consumer chooses to invite.

DVR will develop and implement printed materials and provide outreach and technical assistance to schools and families to share supported employment and other resources for employment related services.

DVR has identified some sources of extended services. Students who receive Social Security benefits are eligible for extended services through the children's waiver in Wisconsin. Other sources for students and youth may be county mental health funds for continued support in supported employment and IPS supported employment. DVR intends to explore all options for funds outside of DVR but will utilize general case service funds as well as funds available under 362.20 for youth and students who need support after job placement and prior to the availability of funding from sources of long-term support. (Page 191)

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Business relationships similar to the IPS model (Systematic Job Development) will be used as a strategy in supported employment job development.

Programmatic Goal 4: Provide targeted counseling to consumers dependent on public benefits that provide enriched information of the benefits of work. Use of Benefits Analysis services will be encouraged for all consumers in Supported Employment receiving benefits in order to address hesitations and foster economic independence and economic self-sufficiency. Youth will be encouraged to explore paid work options prior to an application for benefits. (Page 219)

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- Customized Employment is available for individuals who are considering supported employment with a recognized need for long-term support. The use of this model requires the service provider attain a certificate of customized employment training completion before services are authorized for purchase and the consumer meet customized employment criteria. DVR has developed service descriptions and associated fees
- Individualized Placement and Support (IPS) model is expanding and will be available in more than 13 counties. The model is a systems change approach to provide employment using evidence based practice elements in the treatment of serious and persistent mental illness. DVR has developed service descriptions and associated fees. IPS in Wisconsin also incorporates learning collaborative which collects data, sets outcome goals and provides ongoing technical assistance. (Page 225)
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- Services will be streamlined and provide lasting value and outcomes to the individuals served. WI DVR will pilot approaches, such as systematic instruction, which will encourage rapid engagement, and improved support services encouraging natural supports, evidence based practices and a more rapid and sustainable transition to long term supports.

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- DVR will continue to work collaboratively with the Department of Health Services to increase statewide supported employment resources. Efforts will focus on increasing access to Supported Employment Services (SES) as well as Long Term Employment Supports (LTES), and financial coordination of these services among funding sources such as Wisconsin's county-based Family Care services (via Medicaid waiver approved funds). Interagency activities will aim to increase the number of supported employment fee-for-service providers in targeted areas of the State who provide customized employment services and integrated community-based SES and LTES in lieu of center-based extended employment. (Page 226)

In FY 2016-2017 there is a plan to emphasize building capacity and improving the quality of the existing provider network. DVR has updated and strengthened the technical specifications for services, which include identification of specific roles, and responsibilities for the consumer, DVR and the service providers. We expect to provide training for providers that will include use of new methodologies for job development and on the job supports, taking some evidence based strategies

From Individual Placement and Support (IPS) and incorporating them into supported employment services. DVR will also be creating a standardized statewide service for customized employment. DVR will continue to explore strategies to identify new providers and to work with the existing provider network to increase capacity.

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DVR also has a goal to continue to expand the (IPS) model of supported employment for individual with serious and persistent mental illness in Wisconsin. This goal has been met. The number of sites has grown from three sites in 2010, to more than 22 in FY 15. It is expected that IPS will continue to grow across Wisconsin. DVR is an active partner in that effort.

(3) The VR program's performance on the performance accountability indicators under section 12016 of WIOA.

A. Percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program. (Page 242)

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Braiding/Blending Resources

No specific disability related information found.

Section 188/Section 188 Guide

DVR participated in a research study, which looked at Motivational Interviewing skills and how those skills impact the relationship between consumers and the VR counselor. This study was sponsored by TACE5 and supported by University of Wisconsin Madison and several private consultants. Since FFY 2013 over 188 counselors, 27 DVR supervisors and several Central Office Staff were trained. The results of this research have shown Motivational Interviewing to be very promising and DVR will continue to provide training as both a professional development tool as well as a counselor retention effort.

DVR has partners with the Promise Grant to expand training in "trauma-informed care" and reviewing additional opportunities to add to new and continuing staff training. More training will also be provided to advance "rapid engagement" with consumers to ensure a better and faster attachment to the labor force using techniques such as those demonstrated through IPS. This should also ensure smaller caseloads for counselors. (Page 204)

Describe how the one-stop delivery system (including one-stop center operators and the one-stop delivery system partners), will comply with section 188 of WIOA (if applicable) and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) with regard to the physical and programmatic accessibility of facilities, programs, services, technology, and materials for individuals with disabilities. This also must include a description of compliance through providing staff training and support for addressing the needs of individuals with disabilities. Describe the State's one-stop center certification policy, particularly the accessibility criteria.

The one-stop delivery system's compliance with section 188 of WIOA and applicable provisions of the Americans with Disabilities Act is ensured through Wisconsin's submittal of its Methods of Administration (MOA) to the US DOL's Civil Rights Center.

The State of Wisconsin, Department of Workforce Development, Division of Employment and Training was first required to submit a Method of Administration (MOA) under the Job Training Partnership Act (JTPA) in 1984. These requirements continued in 1993 under the regulations implementing the nondiscrimination and equal opportunity provisions of JTPA as set forth in 29 CFR Part §34.33. The MOA requirements have remained substantially the same under 29 CFR Part §37.54(a) which also required the Governor to establish and maintain an MOA for the State. The most recent updated MOA submitted to the DOL Office of Compliance and Policy (OCP), Office of the Assistant Secretary for Administration and Management (OASAM) that describe the State of Wisconsin plan to meet the nondiscrimination and equal opportunity provisions of Section 188 of WIOA and its implementing regulations at 29 CFR Part §37 was submitted on December 18, 2014. New WIOA regulations that apply to equal opportunity and nondiscrimination recently changed from 29 CFR Part §37 to 29 CFR Part §38. The OCP acknowledged receipt of the MOA on January 23, 2015 which covers us from December 21, 2014 through December 21, 2016. Wisconsin is currently operating under the current MOA; however, we must review the MOA and the manner in which we have implemented our MOA to determine if any changes or updates are required prior to December

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21, 2016. Wisconsin DWD–DET will update its MOA prior to December 21, 2016 in accordance to 29 CFR Part §38.54 WIOA funded sub–recipients of DET must comply with the same elements addressed in the State’s MOA. Additionally, contracts/grants funded under WIOA include equal opportunity nondiscrimination assurance language obligating the sub–recipient to comply with DWD–DET’s provision contained in the MOA, (Page 86)

Every WDB is required to ensure compliance with section 188 of WIOA in the Local WIOA Plan. For PY15 DWD took the new step of requiring that local WDBs consult with the local Independent Living Center regarding the local job centers. DWD’s intention in including that requirement was to facilitate more meaningful relationships between the WDBs and these important stakeholders. As the bookend to the program administration year, each WDB is monitored by the WIOA Civil Rights Compliance Officer to ensure that plans are being implemented. Wisconsin’s one–stop center certification policy has not yet been finalized. Additional descriptions will be placed here upon issuance. (Page 87-88)

DEI/Disability Resource Coordinators

As a Round 2 DEI grant recipient, Wisconsin completed this 3–year, \$2,330,000 demonstration project designed to determine if having additional human and capital resource supports improves the employment outcomes of job seekers with disabilities. Wisconsin received a 6–month extension beginning October 1, 2014, and concluded the grant on March 31, 2015. During the extension period, DEI focused on developing post–DEI capacity in job seeker accessibility and staff development within the Job Centers of Wisconsin.

During the extension period, DEI focused on:

- Ensuring accessibility in all eleven Workforce Development Areas o Pilot areas:
 - ? WDA 11 and WDA 4 corrected additional ADA compliance issues addressed o Control areas:
 - ? All 5 control WDAs were offered opportunity for American with Disabilities Act (ADA) inspections. Resulted in 8 inspections in 3 WDAs being completed;
 - ? All 5 control WDAs were offered accessibility equipment the same as pilot areas received during DEI. Resulted in 9 Job Centers in 4 WDAs receiving adjustable workstations, large screen monitors, and specialized keyboards, etc. o All WDAs:
 - ? 49 Job Centers will have identical set up of new CPU, large screen monitor, and basic assistive technology equipment.
- Developing capacity to deliver awareness– and knowledge–building training to workforce staff, employers, and the public:
 - o Piloted hybrid training that mixed live WebEx and in–person training. Presentations were recorded and will be available online through the Learning Center for Wisconsin public training and Cornerstone internal training platforms. Topics: Creating a Mentally Healthy Workplace (for employers) and Hmong Cultural Awareness and Sensitivity;

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- Developed a mental health stigma–reduction series of online training specifically for workforce development staff;
- Developed a series of disability–related online training modules, currently in post–production preparation. Topics: Using the Assistive Technology on the JCW Computers, Disability Etiquette, How Disabilities Can Affect Job Seekers, Developing Cultural Competence, Learning Disabilities, Invisible Disabilities, Effective Communication with Job Seekers, and Employees with Disabilities. (Page 87)

Wisconsin’s participation in the Disability Employment Initiative (DEI) has well–positioned the state for continued physical and programmatic compliance. As a Round 2 DEI grant recipient, Wisconsin completed this 3–year, \$2,330,000 demonstration project designed to determine if having additional human and capital resource supports improves the employment outcomes of job seekers with disabilities. Wisconsin received a 6–month extension beginning October 1, 2014, and concluded the grant on March 31, 2015. During the extension period, DEI focused on developing post–DEI capacity in job seeker accessibility and staff development within the Job Centers of Wisconsin. (Page 117)

Other State Programs/Pilots that Support Competitive Integrated Employment

During the extension period, DEI focused on:

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Wisconsin is particularly interested in properly carrying out the financial literacy element. Under the Disability Employment Initiative (DEI) grant, staff training on asset development was created and delivered to WIA staff in the grant’s six pilot regions. The training included community-based asset development resources, relevant to the WDA that identified the resources. Although each local asset development guide focused on resources for job seekers with disabilities, many of the resources are also appropriate for individuals without disabilities.

Wisconsin’s DEI participation provided a solid start, and statewide creation and adoption of the guide is in progress. Web-based staff training will follow. The web-based training will focus on increasing awareness of what financial literacy is the impact of it on individuals at different stages of life, and how to find appropriate federal, state and local community-based services for job seekers. The training will be appropriate for and available to staff in WIOA Youth, Adult, and Dislocated Worker Programs as well as other partners. (Page 117)

WRC Recommendation 7

We request updates on the PROMISE grant at our quarterly meetings to learn and share best practices on working with youth with disabilities.

DSU Response:

DVR very much looks forward to sharing with the council the progress of all pilots and projects and steps taken by DVR to improve our services and outcomes.

WRC Recommendation 8 (Page 172)

Most importantly, DVR has collaborated with the Board for People with Developmental Disabilities, the Department of Health Services, and the Department of Public Instruction on a pilot grant program designed to improve transition services by offering career and work experience while in high school. The “Let’s Get to Work” grant allowed a best practice to be developed between special education, DVR and long–term care providers to offer employment focused transition plans for developmental disabled students. The Promise Grant, where Wisconsin is one of six federal demonstration sites, further expands this collaboration and focus on youth.

DVR has a collaborative project with the Great Lakes Inter–Tribal Council as an Innovation and Expansion option. Three tribal entities are currently working with DVR to "Place and Train" Wisconsin DVR consumers in tribal businesses. (Page 172)

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Use of systematic instruction principles will be piloted and if successful, will be incorporated into supports in Supported Employment. This strategy should assist in higher quality placements, a quicker and more successful transition to long-term supports, which should, in turn, address some capacity concerns in the long-term care system.

Supported Employment funds will be provided to youth with significant disabilities needing supported employment to utilize at least 10% of the budget required by WIOA. The remaining funds will be provided to adults with significant disabilities. It is expected that WDVR will supplement the funds provided in the supported employment grant by a multiple of five. Historically the WI VR program has used case aids to provide supported employment services to DVR consumers with a typical annual expenditure of just less than \$6.7 million in supported employment services. The WDVR case management system has the ability to identify cases and expend the funds allotted as required by RSA.

DVR will continue to work collaboratively with the Department of Health Services to increase statewide supported employment resources. Efforts will focus on increasing access to Supported Employment Services as well as Long Term Employment Supports, and financial coordination of these services. DVR has collaborative relationships with The Division of Mental Health and Substance Abuse services that contract with counties and other entities for Mental Health services including Individual Placement and Support (via Medicaid waiver approved funds). (Page 190)

In Wisconsin, extended service funding is available through Managed Care and County funded mental health services. DVR is planning to pilot systematic instruction principles and if successful, will be incorporated into supports in Supported Employment. This strategy should assist in higher quality placements, a quicker and more successful transition to long-term supports, which should, in turn, address some capacity concerns in the long-term care system.

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DVR has a policy in place for the coordination of IEP's and IPE's prior to graduation and prior to that when necessary. In the past, service and treatment plans with long-term care and mental health were coordinated and services identified and funding responsibilities determined. Due to the nature and scope of the changes expected in the long-term care system in Wisconsin, it is difficult to know how this will be accomplished but it is expected that treatment and service plans will continue to include and involve active collaboration with DVR. (Page 192)

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DVR partnered with the Walgreens Retail Employees with Disabilities Initiative (REDI) to provide training for individuals with disabilities in a retail setting. This national program began its pilot in Milwaukee–area Walgreens retail locations in 2012 and is now a statewide initiative.

Building on the success of the REDI model, also called place and train, DVR offered the place and train model with other businesses and is currently working with businesses throughout Wisconsin to implement this model in their workplaces.

Additionally, DVR has become the Point of Contact for Kwik Trip in all its Wisconsin convenience stores. DVR also works to meet the talent needs through our National Employment Team with employers such as Meijer, Wells Fargo, and Amazon. (Page 194)

Eligibility Pilot: Beginning in 2015, DVR contracted with the University of Wisconsin–Stout Vocational Rehabilitation Institute (SVRI) for an eligibility review process, authorizing SVRI to collect and make recommendations to appropriate DVR staff for eligibility and OOS determinations. This pilot is anticipated to free up to 15% of the counselor’s time to refocus on direct consumer employment plan activities. This pilot, therefore, anticipates that additional staff will be retained who experience "case burnout" from process activities. The data in Table 1 shows the number of permanent authorized FTEs by personnel category and the current vacancies in each category as of April 2014. However, we anticipate a vacancy rate of 5% during the 5 year projection period, (combination of past and current budget instructions). DVR anticipates maintaining adequate resources both in fiscal and staff resources to ensure a sustainable caseload. In December 2013, Act 58 provided funding for 9 additional VR Counselor positions. Table 1 Row Job Title Total positions Projected vacancies over the next 5 years 1 VR Counselor 196 10 2 Consumer Case Coordinator 69 3 3 Field Managers/Supervisors 25 1 4 Central Office Senior Leadership/ Managers 7 3 5 Central Office Staff Support 25 1 6 Total 322 18

DVR will continue to maintain an average employment plan caseload of 16,500, not to exceed 17,000, during FFY 2016–20. During the 5 year caseload projection period, the counselor caseload ratio should continue to comply with the DVR’s goal of not more than 100 consumers with active IPEs per counselor per month, recognizing that another 20–25% are individuals in applicant or plan development. (Page 198)

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DVR entered into an agreement with the Department of Health Services to pilot a new comprehensive approach for the provision of supported employment to individuals with chronic and persistent mental illness called individual placement and support (IPS). The Wisconsin IPS system change grant partnership with Dartmouth College Community Mental Health Program provides funds for mental health care employment service expansion and technical assistance. As part of the 3-year initiative, DVR counselors and job development and placement, providers will be trained in the new methodology that incorporates employment into mental health service delivery. If successful, this new methodology will be deployed statewide, expanding as counties have the resources to serve this population. DVR counselors and job development and placement, providers will be trained in the new methodology that incorporates employment into mental health service delivery. If successful, this new methodology will be deployed statewide, expanding as counties have the resources to serve this population. (Page 236)

3) Develop and implement a plan to increase available supported employment resources. The DVR plan is to increase coordination with other funding sources such as Wisconsin's county-based Family Care long term funding and services, and increase the number of supported employment providers in targeted areas of the state. The BPDD pilot "Let's Get to Work" for transition students also holds great promise as a template for adult braided services and further collaboration with the state's long-term care program. (Page 239)

The following table and narrative highlights the innovation and expansion activity supported by DVR funds in FFY15. Innovation and expansion activities are generally funded in accordance with DVR's state fiscal year (i.e., July 1 – June 30) but may be conducted on a federal fiscal year if applicable. Contract / Agreement Start/End DVR funds Fiscal Arrangement and Type 8 local I and E projects with CIL's 7/1/2010–6/30/13 \$15,000 each location annually Each CIL worked with the local WDA Director to develop new patterns of services to be provided to DVR Consumers. Projects include: Assistive Technology work evaluation services, peer assisted job search instruction, financial literacy training and youth job groups. REDI Walgreen's 4/1/12–6/30/13 \$18,600 for site creation. Case service funds for direct consumer services. Intensive retail training with supports and competency based certification for potential hire with corporate partners. Let's Get to Work 2/1/12–6/30/15 Case Service funds via Youth OJT DVR has committed and created a youth transition OJT to attach youth with disabilities to competitive employment prior to HS completion. Vocational Futures Planning Services 10/1/12 –9/30/15 Case Service funds Collaborative effort with long term

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care and other providers to provider individualized–based services, including case management services, to people with significant physical disabilities that are in need of long term care. Milwaukee Wrap Around Pilot 6/1/2013-9/30/2015 \$350,500 annually Mentor program to establish resources and services to assist in employment. Innovation and Expansion—Place and Train Models. (Page 244)

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Building on the success of the REDI model, also called place and train, DVR offered the place and train model with other businesses and is currently working with businesses throughout Wisconsin to implement this model in their workplaces.

As required under section 101(a)(15)(E)(ii) of the Act, the Wisconsin Rehabilitation Council (WRC) and the DVR annually jointly prepare and submit to the RSA Commissioner a report on the activities and progress of the DVR in meeting its goals and priorities. This report is known as the annual Wisconsin Rehabilitation Council report. (Page 245)

Financial Literacy/Economic Advancement

Wisconsin is particularly interested in properly carrying out the financial literacy element. Under the Disability Employment Initiative (DEI) grant, staff training on asset development was created and delivered to WIA staff in the grant’s six pilot regions. The training included community-based asset development resources, relevant to the WDA that identified the resources. Although each local asset development guide focused on resources for job seekers with disabilities, many of the resources are also appropriate for individuals without disabilities. (Page 117)

- ? information, services, assistance, assessments and job searching
- ? computer and technology skill enhancement
- ? resume development
- ? interview skills
- ? GED assistance
- ? Educational opportunities
- ? Short term training
- ? Career assessments and exploration
- ? Referrals to organizations for a variety of financial literacy information or services
- ? Resource Room assistance
- ? Computer access for job searching, writing and printing of resumes, online employment applications and assistance
- ? Skill Explorer – the State skill matching system that links skill sets to current employment opportunities locally, regionally and statewide

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- ?
- Outreach – which can include meeting clients at itinerant locations, career and job fairs; local libraries
4. Registering on Job Center of Wisconsin also provides the opportunity to receive e-blasts which provide information on Job Fairs, hiring events
5. Claimants can utilize Skill Explorer which assists in matching skill sets to current job openings, including location and rates of pay (Page 128)

After the Division is assured that eligible individuals are adequately supported in their employment plan costs, and that Title I–B funds have been used to activate individuals with the most significant and significant disabilities from the OOS wait list in a timely manner, up to 2% of Title I–B case aids funds may be used for other allowable purposes, including innovation and expansion services. The Division of Vocational Rehabilitation is currently focusing on programs that expand financial literacy, job development, youth services, and underserved tribal populations. Each program was created to address specific local needs in respective WDAs. Topics include: banking basics, car purchases, budgeting, understanding credit, employment barriers, online applications, social skills, temporary work experiences, self–advocacy, and obtaining gainful employment. Throughout the year, quarterly reports are due to DVR for review of progress and scope. It is anticipated for these services to transition from I&E funding to fee–for–service agreements upon successful effective completion. (Page 229)

Specialized Innovation and Expansion Projects In WDA 1, 5 and 8 there are financial literacy projects that established a program to help consumers better understand fraud, identity theft, savings, budgeting, and financial stability. The cost of the combined project: \$40,686.

In WDA’s 5 and 6 there was a Project in partnership with the Division of Employment and Training provides comprehensive, individualized and value added services to DVR consumers. It adds optimizing opportunities to stay competitive in the inclusive marketplace. The cost of the project \$148,218 (Page 243)

The following table and narrative highlights the innovation and expansion activity supported by DVR funds in FFY15. Innovation and expansion activities are generally funded in accordance with DVR’s state fiscal year (i.e., July 1 – June 30) but may be conducted on a federal fiscal year if applicable. Contract / Agreement Start/End DVR funds Fiscal Arrangement and Type 8 local I and E projects with CIL’s 7/1/2010–6/30/13 \$15,000 each location annually Each CIL worked with the local WDA Director to develop new patterns of services to be provided to DVR Consumers. Projects include: Assistive Technology work evaluation services, peer assisted job search instruction, financial literacy training and youth job groups. REDI Walgreen’s 4/1/12–6/30/13 \$18,600 for site creation. Case service funds for direct consumer services. Intensive retail training with supports and competency based certification for potential hire with corporate partners. Let’s Get to Work 2/1/12–6/30/15 Case Service funds via Youth OJT DVR has committed and created a youth transition OJT to attach youth with disabilities to competitive employment prior to HS completion. Vocational Futures Planning Services 10/1/12 –9/30/15 Case Service funds Collaborative effort with long term care and other providers to provider individualized–based services, including case management services, to people with significant physical disabilities that are in need of long term care. Milwaukee Wrap Around Pilot 6/1/20132013 –9/30/ 2015 \$350,500 annually Mentor program to establish resources and services to assist in employment. Innovation and Expansion—Place and Train Models. (Page 244)

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Benefits

Cumulative numbers for the DEI grant implementation include:

- 1,637 Job Center and community partner staff training contacts conducted, with 449 of them reported as being for individuals external to the Job Centers;
- 81 individuals being served in the Social Security Administration's Ticket to Work (TTW) program. Two of the pilot WDBs continue to provide the service through their own robust Employment Networks;
- 643 employer training contacts were made, with 301 of them occurring in the extension period;
- 781 referrals for or provision of asset development services. Formal, full benefits analysis reports account for 344 of those services. (Page 87)

The One-Stop system will ensure access to services or programs to English language learners (ELLs) by providing program information in alternate languages and formats through use of interpreters, translation, and other methods, as necessary and appropriate. Services to ELLs will be provided at the time and in a manner that avoids the imposition of an undue burden on or delay in receiving important benefits or services. As needed, clients in need of English Language Learning services will be connected with partner providers at a technical college or community based literacy organization.(Page 89)

If an entity other than the Division of Vocational Rehabilitation fails to provide or pay for comparable benefits or services for an eligible individual, the Division of Vocational Rehabilitation shall provide or pay for such services to the individual.

The Division of Vocational Rehabilitation will claim reimbursement for the services from the entity that failed to provide or pay for such services. Such entity shall reimburse the DVR pursuant to the terms of the interagency agreement or other mechanism described in this paragraph according to the procedures established in such agreement or mechanism.

Agency partners involved in the interagency agreements specifying the coordination of service procedures are described in this attachment. A DVR services coordination agreement may involve coordinated use of interagency funds. The service delivery timeframes within the Act and those referenced in the Division of Vocational Rehabilitation Policy Manual shall establish the minimum standard for the timely delivery of vocational rehabilitation services. At its discretion, the Division may create additional requirements for the coordination and timely delivery of services when establishing mechanisms for interagency coordination that affect the delivery of services.(Page 177)

The Wisconsin DOC has awarded a Benefits Specialist Program to Legal Action of Wisconsin (LAW). The project, Disabled Offenders Economic Security (DOES) Project, will work with the 13 DOC institutions identified as having the highest number of inmates with serious mental illness and DD, to ensure that disabled offenders receive their benefits during the re- entry process, including employment and DVR referrals. (Page 178)

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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. (Page 187)

Business relationships similar to the IPS model (Systematic Job Development) will be used as a strategy in supported employment job development.

Use of Benefits Analysis services will be encouraged for all consumers in Supported Employment receiving benefits in order to address hesitations and foster economic independence and economic self-sufficiency. Youth will be encouraged to explore paid work options prior to an application for benefits.(Page 198- 190)

DVR has identified some sources of extended services. Students who receive Social Security benefits are eligible for extended services through the children's waiver in Wisconsin. Other sources for students and youth may be county mental health funds for continued support in supported employment and IPS supported employment. DVR intends to explore all options for funds outside of DVR but will utilize general case service funds as well as funds available under 362.20 for youth and students who need support after job placement and prior to the availability of funding from sources of long-term support. (Page 191)

- Long-term support for people who do not qualify for these supports based on IQ – for example, people diagnosed with autism or mental illness.
- Improved job coaching so that coaching can fade in a reasonable and timely way.
- Development of a mentor system for work place role models
- Ability to address basic needs before or during rehabilitation e.g. food shelter, basic medical care.
- Improved use of appropriate work skills evaluation tools
- Support of business community for developing a work environment friendly to individuals with disabilities, e.g. need for part time employment, preservation of benefits, flexibility, volunteer work.
- Support of wrap around services not just on the job, e.g. transportation.
- Need to change the long term support system to a managed care approach to retain and expand funding for long-term supported employment services
- Need to orient the long term care system toward a “money follows the person” approach

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- Development of natural supports, in lieu of funded long-term extended services
- Expansion of peer support specialists for individuals with mental illness.
- Informational services regarding various options and programs for families.
- More and better targeted career information to address the attitude that there are no jobs that persons with disabilities can do
- Increased need for soft skill preparation to expand employment opportunities
- Increased education for business community re: the business benefits of hiring our consumers
- Expanded work incentives and increased access to benefits advisement
- Need for expanded work incentive demonstrations to more fully address the number of consumers experiencing disincentive to full employment (e.g., SSDI \$2/\$1 benefit offset and “Making Work Pay” cost-share demonstration)
- DVR Administrator to continue to provide quarterly updates on the wait list numbers to the Council as recommended. (Page 210)

Programmatic Goal 4: Provide targeted counseling to consumers dependent on public benefits that provide enriched information of the benefits of work. Use of Benefits Analysis services will be encouraged for all consumers in Supported Employment receiving benefits in order to address hesitations and foster economic independence and economic self-sufficiency. Youth will be encouraged to explore paid work options prior to an application for benefits.

Programmatic Goal 5: DVR will meet and exceed the expenditure requirement under WIOA requiring at least 50% of supported employment funds on youth with significant disabilities. (Page 219)

The DVR continues to utilize technical specifications and fee schedules in the provision of services provided by Community Rehabilitation Programs including: job development, supported employment, job coaching, benefits analysis, and vocational evaluation. In addition, the DVR conducts regular meetings with vendors of these services for feedback, clarification and ongoing compliance and improvement of services.

DVR will continue to provide an OJT affirmative hiring initiative to assist employers with the initial cost of training a hired DVR job seeker. DVR area managers train CRP job-placement staff on the use of the OJT initiative. CRP job placement staff is encouraged to use the OJT initiative when they speak to employers about hiring DVR job seekers. (Page 233)

At the service delivery level, in the State of Wisconsin the TAA program integrates our employment and training program activities in coordination with other workforce entities such as WIOA Dislocated Worker Program, Veterans Program, Technical Colleges; within the established One-Stop Job Center (workforce development) delivery system. TAA staff maintains communication to all partners in the Job Center by attending staff meetings & Rapid Response sessions, and have an active role with key functions within the Job Center. By attending Job Center

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staff meetings, partners are provided updates on TAA legislation, new petition filings and certifications, and upcoming Trade Intake events happening in their WDA. Local Job Service TAA staff will be present at all Trade Intake sessions. In addition, partner entities (WIOA, Veteran, Technical Colleges, etc.) will be invited to participate in the Intake in order to increase the likelihood of co-enrollment or dual-enrollment, and dates and times are coordinated as meeting arrangements are being made. WIOA will maintain a working knowledge of TAA benefits and services in order to provide these services to co-enrolled participants through WIOA case management. (Page 261)

All newly hired LVER or DVOP staff will complete on-line distance learning regarding veteran's benefits. This training is provided by NVTI Training Solutions, a DOLVETS sponsored training provider. All FTE staff will be required to attend Facilitating Veteran Employment training offered by NVTI. In addition, LVER will receive training on employer outreach. DVOPs will receive training on Facilitating Veteran Employment and Intensive Services. All LVER or DVOP training will be provided within 18 months of hire. Staff will receive instructions on all data entry from DWD/OVS supervisor. Specific Webinar necessary training will be provided to LVER and DVOP staff by DWD. All DWD/OVS will receive additional training requested by staff or DWD management through Cornerstone. (Page 275)

School to Work Transition

DVR staff attends Individual Education Plan (IEP) meetings, with consent from the student and family. DVR is also available to provide information and technical assistance on transition services to teachers, parents, and other organizations and councils.

As outlined in the TAG and the DVR Policy the development of the plan for employment for students who are eligible for plan development, is to occur prior to the student leaving school. DVR staff and educators are encouraged to coordinate the provision of services and transition activities for students who are eligible for both IEP and an IPE services to assist them in transitioning from school to work.

The DVR Statewide Transition Action and Resource Team (START), supported by the interagency agreement, have the role to improve consistency and engagement in the transition process. The DVR START team and the DPI Wisconsin Transition Improvement Grant (TIG) also collaborate to improve consistency in the provision of service to youth with disabilities as they transition from school to post high school activities that include VR services. TIG provides technical assistance to school districts, Cooperative Educational School Districts (CESA) and county Transition Advisory Councils, including, information dissemination and participation in staff development activities. The Interagency Agreement also supports TIG. DVR START and TIG also collaborate to provide training regarding the Interagency Agreement. (Page 185)

- DVR conducts regular collaborative meetings and activity with sources of long term support including managed care organizations, self-directed managed care and county programs to facilitate referrals, service coordination and increase outcomes.
- DVR is a strong partner in the Board for People with Developmental Disabilities and their "Let's Get to Work" pilot to strengthen career and job attachments for high school transition students. Outcome goals include:

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- Changes in policy that increase community employment for youth with I/DD
- Increases in integrated, community employment rates of youth with I/DD
- Changes in stakeholder attitudes about the employability of youth with I/DD
- The federally funded PROMISE grant and Let's Get to Work are comprised of 4 main areas:
 1. Consortium of 70 key stakeholders who identify policy issues and includes a youth track,
 2. A policy team that takes the work of the Consortium and strategizes way to implement policy changes,
 3. 9 school pilot sites implementing evidence based practices and identifying barriers to employment, and
 4. Coaches who provide intense, on-site technical assistance to the school sites. (Page 226)

Data Collection

No specific disability related information found.

Small Business/Entrepreneurship

Business services professionals representing various programs and services serve on a local Business services Team, and use a shared business relationship (account) management system in order to effectively communicative activities with businesses in real-time. DVR is represented on local business service teams primarily through its business service consultants. Business Services professionals participate in collaborative training with other partners.

DVR participated in planning and attending the annual Collaborate conference which brings business services professionals and business together to discuss needs, opportunities, successes and best practices.

Additionally, state agencies began convening in PY15 at the direction of Governor Walker to create a one-stop portal for businesses to ensure that all employers, including small businesses, can learn about available services and programs. While this project is in early stages, it has the potential to be invaluable to helping businesses find talent. (Page 52)

Career Pathways

Guidance and support will be provided statewide at the agency level by the Wisconsin Career Pathways Committee. Financial resources will be provided, in part, through the TAACCCT Exceeding the Cap project, funded by DOL and called Advancing Careers of TAA and Transitions or ACT2. The Wisconsin Career Pathways Committee includes representation from the WTCS,

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DWD, the Wisconsin Department of Public Instruction (DPI), the Wisconsin Workforce Development Association (WWDA), and the Wisconsin Economic Development Corporation (WEDC). The active participation of the partners of the Wisconsin Career Pathways Committee ensures that career pathways in Wisconsin are industry-driven and support students and job seekers of all ages, backgrounds, and abilities. (Page 33)

WIOA requirements of service provider report cards will be made possible through data sharing. Partners will gather and analyze data, synthesize it into reports, share findings with other partners, and facilitate discussions for improvements. Once data sharing capabilities are established, partners will make the report cards easily accessible to job seekers, WIOA core partners, and the public. Each partner will ensure that its own staff is kept trained on how to access and use the report cards. All core partners' services, including Career Pathways and ABE/High School Equivalency Diploma, will be part of the service provider report card offerings. (Page 35)

The State is a recognized national leader in career pathways beginning in Basic Skills, moving through post-secondary coursework (concurrently in early courses) and resulting in post-secondary credential attainment. Over 52% of students who enter the system through ABE/ELL enroll in post-secondary coursework in the same or following academic year.

Career Pathways offer an efficient and customer-centered approach to training and education by successfully articulating the appropriate secondary, ABE, postsecondary education and training, career and academic advising and supportive services to enter and progress in a career.

Career Pathway; a series of connected education and training strategies and support services that enable individuals to secure industry relevant certification and obtain employment within an occupational area and to advance to higher levels of future education and employment in that area.

Registered Apprenticeship Access to Postsecondary Credentials is improved with the increased collaboration through the WTCS and Career Pathways...etc.

In addition, this access is strengthened with the increased partnership with apprenticeship in several areas. (Page 55)

- Research-based activities such as the STAR reading program (Wisconsin has trained 186 ABE teachers in the STAR approach, and this group has an active web-based learning community)
- Adult Numeracy Initiative training
- Preparing to Achieve training
- Contextualizing the GED training (WTCS-developed)
- Extensive Career Pathway and Career Pathway Bridge training for both ABE and ELL (The WTCS has hundreds of career pathways identified, and many of these have integrated ABE/occupational Career Pathway Bridges attached)
- Training in connecting as many partners as possible into our career pathways approach (through Wisconsin's Moving Pathways Forward initiative).

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- Training in the use of the CCRS-aligned WTCS ABE curriculum standards (required of all grantees) (Page 161)

Employment Networks

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- 81 individuals being served in the Social Security Administration's Ticket to Work (TTW) program. Two of the pilot WDBs continue to provide the service through their own robust Employment Networks;
- 643 employer training contacts were made, with 301 of them occurring in the extension period;
- 781 referrals for or provision of asset development services. Formal, full benefits analysis reports account for 344 of those services. (Page 87)
- DVR will continue to promote the "Partnership Plus" opportunities in the Ticket to Work (TTW) program. DVR will share information with eligible Ticket holders on post-VR services and supports available through assignment of their Ticket to an approved employment network provider. (Page 227)

* All enclosed information is cited directly from final state plan as of February 23, 2017

Find your local state plans here: <https://www2.ed.gov/about/offices/list/osers/rsa/wioa/state-plans/index.html>