

Wisconsin Rehabilitation Council

Federal Fiscal Year 2020 Report



INTRODUCTION

The Wisconsin Rehabilitation Council (WRC), formerly known as the State Rehabilitation Planning and Advisory Council, was established in 1993 by executive order of the Governor. The WRC is required under federal law 34 CFR §361.16 and is charged with advising and assisting the Department of Workforce Development's Division of Vocational Rehabilitation (DVR). Information on the mission and objectives of WRC can be found on page two of this report.

WRC is comprised of appointed members with disabilities, as well as those who represent individuals with a broad range of disabilities, such as family members and advocates representing groups and associations.

WRC is required to produce an annual report to the Governor of its findings regarding the operations of DVR and its services to consumers throughout the state. The data, graphics, and stories in this annual report are attributed to work conducted by DVR staff, WRC Committees, and the full Council during Federal Fiscal Year 2020, which took place between October 1, 2019 and September 30, 2020.

Data in this report was compiled through daily activities of DVR staff located around the state. DVR staff are trained and required to maintain detailed documentation for each Wisconsin consumer who applies for DVR services. Data is entered and maintained in Wisconsin's Integrated Rehabilitation Information System (IRIS), DVR's official case management system.

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MESSAGE FROM WRC CHAIR

2020 has been a year of challenge and transition, but also a time for celebration – for the success of both the vocational rehabilitation program and the consumers who access their services. 2020 marks 100 years of the Vocational Rehabilitation program, aimed at assisting individuals with disabilities to find meaningful, gainful employment in the community. I am proud of the role of the Wisconsin Rehabilitation Council and the work that is done to review, analyze, and advise DVR regarding the performance of its responsibilities in providing quality service to individuals with disabilities. The Wisconsin Division of Vocational Rehabilitation program is nationally recognized and recently received an excellent report from the Rehabilitation Services Administration (RSA) during offsite monitoring.

The COVID-19 pandemic has had a dramatic effect on most facets of life, and the DVR program and its consumers have also felt this public health crisis. The Council worked with DVR leadership to explore the impact of the pandemic on consumers, but also on DVR staff, employers, and service providers. The DVR program was able to enact temporary fee increases to keep our great provider network intact and allow for flexibility in service provision. The Council also needed to adapt and move to an online format for quarterly full council meetings and other committee meetings to keep important business moving forward.

During the full WRC Council meetings, the Council:

- Provided input on the Workforce Innovation and Opportunities Act (WIOA) Combined State Plan
- Requested additional data and reporting from the DVR Administrator to further explore program effectiveness
- Expanded training and onboarding of new members and ongoing education of existing members in areas including the vocational rehabilitation process, the purpose of the Client Assistance Program (CAP), and the role of WRC in policy making from outside experts from Workforce Innovation Technical Assistance Center (WINTAC)
- Voted on by-law changes, including revising officer positions to better reflect the current council structure and adding a new committee to recruit Council members and solicit nominations for officers
- Explored creative transportation options to support consumers with transportation limitations and new funding models that may better reflect the work of service providers
- Reviewed feedback from CAP and heard public comment

In this eventful year, WRC also saw a change in leadership. In June of 2020, former WRC Chair Matthew Bush resigned his position. As Vice-Chair, it was my responsibility to step into the role of acting chair. I would like to express appreciation to Matt for his distinguished service to the Council and wish him the best. With the support of the Council, the Executive committee and the DVR staff, we have been able to move forward and continue our charge. I would like to thank all the volunteer WRC members, who bring their wisdom and passion to this Council. I am also grateful for the committed and hard-working DVR staff who value the input of this Council and the spirit of collaboration. I look forward to the year ahead and the promise of further success in 2021.



Jaclyn Borchardt, Chair
Wisconsin Rehabilitation Council

WRC MISSION AND OBJECTIVES

MISSION to work on behalf of Wisconsin residents with disabilities to review, analyze, and advise DVR regarding the performance of its responsibilities in providing quality services to people with disabilities.

VISION people with disabilities will enjoy full equality of opportunity, complete integration in the life of our communities, and appropriate employment which fulfills each individual's needs and aspirations.

OBJECTIVES of the WRC and its members include:

BUILDING PARTNERSHIPS among people with disabilities, providers of employment services, advocacy organizations, and other groups that can and should participate in the accomplishment of the Council's mission and vision.

REACHING OUT TO PEOPLE WITH DISABILITIES throughout the state to create a true spirit of inclusion for every Wisconsinite, including an opportunity to contribute to the work of the Wisconsin Rehabilitation Council.

HEARING AND RESPONDING to the concerns and issues raised by people with disabilities, their advocates, and other concerned individuals so that the work of the Wisconsin Rehabilitation Council is as effective as possible and serves as a true catalyst for positive change.

FORGING A SPIRIT OF TRUST AND COOPERATION with the administration and staff of DVR and advocacy organizations for people with disabilities to optimize the use of scarce resources for accomplishing the mission and vision and create conditions for acquiring additional resources.

The WRC performs several functions as outlined in the Rehabilitation Act of 1973, amendments under the Workforce Innovation and Opportunity Act (WIOA) of 2014, and the WRC by-laws.

1. Review and analyze state-level data to advise DVR regarding performance in areas that impact the ability of individuals with disabilities to achieve employment outcomes using services under this title.
2. Advise and assist DVR in the preparation of the state plan based on the needs assessment, reports, and evaluations.
3. Conduct a review of Administrative Law Judge (ALJ) hearing decisions and available data on consumer satisfaction with vocational rehabilitation services.
4. Work with DVR to prepare and submit an annual report to the Governor and Rehabilitation Services Administration (RSA) Commissioner on the status of vocational rehabilitation programs.
5. Coordinate the work of the WRC with the activities of other disability-related councils, including the State Rehabilitation Advisory Council, through dual memberships and information-sharing.

WISCONSIN REHABILITATION COUNCIL

MEMBERS

WRC members are appointed directly by the Governor, and serve staggered three-year terms. Additionally, the DVR Administrator serves as an ex-officio member of the Council.

Members of WRC include:

- Current or former recipients of vocational rehabilitation services
- Parents, family members, guardians, advocates, or authorized representatives of people with disabilities who have difficulty representing themselves or are unable to represent themselves due to their disabilities
- Business, industry, and labor representatives

JULIE BARKER, Janesville
Vocational Rehabilitation Counselor

THOMAS BENZIGER, East Troy
State Independent Living Council

MEGAN BISONETTE, Hayward
Native American Vocational
Rehabilitation Program

JACLYN BORCHARDT, Milwaukee
Advocate for Persons with Disabilities

ANNTRICE BROWN, Milwaukee
Advocate for Persons with Disabilities

JULIE BURISH, Brookfield
Advocate for Persons with Disabilities

DARLA BURTON, Montfort
Advocate for Persons with Disabilities

JODI HANNA, Rice Lake
Advocate for Persons with Disabilities

BECKY HEBDA, Wausau
Community Rehabilitation Service
Provider

DEB HENDERSON-GUENTHER,
Madison
Client Assistance Program

LORI KARCHER, Milwaukee
Parent Training and Information
Center

ELIZABETH KENNEDY, Prairie du Sac
Advocate for Persons with Disabilities

MARY KESSENS, La Crosse
Business, Industry and Labor

BARB KLUG, Madison
Advocate for Persons with Disabilities

RAMSEY LEE, Hudson
Advocate for Persons with Disabilities

DELORA NEWTON, Madison
Director of Designated State Unit

DEBRA NOTSTAD, Stoughton
Advocate for Persons with Disabilities

ALICIA REINHARD, Madison
Department of Public Instruction

BETH SWEDEEN, Madison
Advocate for Persons with Disabilities

JOALYN TORGERSON, La Crosse
Business, Industry and Labor

PATRICK YOUNG, Germantown
Advocate for Persons with Disabilities

ANN ZENK, Oregon
Council on Workforce Investment

WRC is thankful for the contributions of the following Council members who completed their service in 2020:

MATTHEW BUSCH

MOLLIE LONETTI

ANN WALES

JASON ENDRES

CATHERINE STEFFKE

WRC COMMITTEES

The Wisconsin Rehabilitation Council has **five** committees that meet regularly to support WRC work.

Committee Chair: Jaclyn Borchardt

Executive Committee

Purpose: Collaborate with DVR leadership to set priorities and recommend DVR policy and process improvements.

2020 Accomplishments:

- Revised WRC by-laws and created a new Council Engagement Committee.
- Investigated and further defined the role of the council in setting policy for DVR.
- Gathered input and formulated strategies to more effectively collect consumer feedback.
- Studied the impact of the COVID-19 pandemic on DVR staff, consumers, and service providers, and new systems for operating WRC business virtually.

Committee Chair: Beth Swedeen

WIOA Committee

Purpose: Review, evaluate, and make recommendations to DVR on Wisconsin's implementation of WIOA.

2020 Accomplishments:

- Reviewed and updated the UW-Whitewater outreach and information materials shared with 14c/sheltered workshop participants during the annual WIOA interviews.
- Provided recommendations on strategies to increase DVR applications as a result of WIOA 14c/sheltered workshop interviews.

Committee Chair: Deb Henderson-Guenther

Council Engagement Committee

Purpose: Encourage WRC member engagement, solicit executive committee nominees, and recruit new members.

2020 Accomplishments: The committee recruited nominees to fill vacancies and successfully led interim council elections for leadership positions.

Committee Chair: Becky Hebda

Services to Business Committee

Purpose: Ensure that DVR connects job seekers with disabilities to community employers through research, identification, and implementation of best practices regarding training opportunities for DVR Business Services Consultants and Service Providers as well as recommend communication and marketing opportunities for employers.

2020 Accomplishments: Due to COVID-19, the committee is on hiatus until most Wisconsin employers are back to typical pre-pandemic business.

Committee Chair: Jaclyn Borchardt

State Plan & Performance Measures Committee

Purpose: Devise methods for ensuring DVR's service delivery and data collection are compliant with WIOA and federal reporting standards.

2020 Accomplishments: The committee did not meet in 2020, as it only meets in the year prior to each State Plan update. The next State Plan revision is due in 2022.

WRC AND DVR PARTNERSHIP

In July 2014, the Workforce Innovation and Opportunity Act (WIOA) was passed by the U.S. Congress to reauthorize the former public law known as the Workforce Investment Act (WIA). WIOA is designed to strengthen and improve our nation's public workforce system and help get Americans, including youth and those with significant barriers to employment, into high-quality jobs and careers and help employers hire and retain skilled workers. The Rehabilitation Act is part of WIOA with Title IV of WIOA amending the Rehabilitation Act of 1973. DVR provides the consumer services required under Title IV.

Under WIOA, the Wisconsin Rehabilitation Council (WRC) is required to meet quarterly and participate in the following activities related to DVR's provision of vocational rehabilitation services:

- Consult with DVR on the development, implementation, and revision of DVR policies and procedures
- Collaborate with DVR staff and administration to annually develop, agree to, and review DVR goals and priorities
- Work jointly with DVR to prepare and submit an annual progress report

WRC QUARTERLY MEETINGS

WRC meetings include the review of DVR data:

- Quarterly DVR consumer employment outcomes, statewide and by Workforce Development Area (WDA)
- Fiscal year-to-date median hourly wages and hours worked per week for successfully employed consumers
- Fiscal year-to-date spending on pre-employment transition services, including total and by service category
- Point-in-time DVR staff vacancy information by position classification and WDA
- Average DVR counselor caseload by WDA, including all open cases and active employment plans per WDA

“Employment is a critical component of the success and financial independence for people with developmental disabilities. The Council represents a way to ensure the impact of vocational rehabilitation services in Wisconsin meet the needs of people with the most significant disabilities. People who care about the quality of DVR supports and who have ideas for ways to constantly improve the program and share it widely to people who might qualify should consider applying for WRC membership.”

Beth Swedeen
Advocate for Persons with Disabilities

“WRC provides many different ideas, suggestions, input, and feedback for DVR and other agencies working with DVR to be more successful for people with different abilities seeking employment. WRC and agencies suggest innovative ideas for DVR to think about or implement to serve this population in successful ways.”

Barbara Klug
Advocate for Persons with Disabilities

MESSAGE FROM DVR ADMINISTRATOR

There is no question that COVID-19 had major implications with Division of Vocational Rehabilitation (DVR) service delivery in 2020. Beginning in mid-March, DVR switched to virtual consumer meetings, and encouraged service providers to do the same to keep everyone safe. Leadership from the Department of Workforce Development (DWD) and DVR worked quickly to ensure that all staff had laptops and cell phones so they could efficiently work from home. DVR employed accountability measures to ensure staff productivity and also created support mechanisms to ensure that staff had access to tools and resources for medical and emotional support.

Throughout the rest of the year, DVR counselors worked with consumers to determine if they were comfortable searching for work, or would rather focus on job readiness skills to be better prepared for work once the pandemic subsides. Depending upon individual consumer needs, some continued with job search efforts and others requested a temporary pause; hundreds successfully achieved their employment goals during this period.

DVR recognized that our valued service provider partners could better afford to retain their staff during the pandemic if DVR provided short-term subsidies to assist with expensive technology upgrades necessary for them to efficiently provide remote consumer services. On March 30, COVID-19 supplemental fees were made available for the delivery of several services. These extra payments to service providers were offered until previously planned permanent fee increases and paperwork reductions were granted to all service providers on July 1.

Although COVID-19 was a major focus of 2020, other preparatory work began as well. DVR staff reviewed the 2018 Comprehensive Statewide Needs Assessment (CSNA) to determine needed changes for the next survey and report, which began development in late 2020. Preliminary work identified desired updates to the four DWD Administrative Rules pertaining to DVR on the topics of:

1. Supervised Business Enterprises Operated by Blind Persons
2. Order of Selection
3. Confidential Information
4. Appeal Procedures

Internal discussions also began to review DVR's Existing Business Policy, which provides guidance on service delivery for self-employed individuals, including farmers. Work in all these areas will continue into 2021.

Input on these and other issues from Wisconsin Rehabilitation Council (WRC) members will be instrumental in assisting DVR to make meaningful changes that help ensure consumers successfully achieve their employment goals. DVR staff looks forward to continuing the positive strides made via this partnership.



DELORA NEWTON, Administrator
Division of Vocational Rehabilitation

DVR ROLES AND RESPONSIBILITIES

WHAT DOES DVR DO?

- Provide employment services and counseling to people with disabilities
- Administer or arrange for services to enable an individual to go to work
- Offer training and technical assistance to employers regarding disability employment issues

WHO DOES DVR SERVE?

- Individuals with disabilities in Wisconsin who face a significant barrier to employment
- Wisconsin employers seeking qualified talent

HOW DOES DVR PROVIDE SERVICES?

- Individualized Plans for Employment (IPEs) identify employment goals and necessary rehabilitative services
- IPEs are developed and co-signed by a licensed Vocational Rehabilitation Counselor and the DVR consumer
- DVR staff work in teams to assist consumers in achieving their employment goals

WHERE IS DVR LOCATED?

- DVR has offices in 22 Comprehensive Job Centers and 19 additional service locations throughout Wisconsin
- DVR staff are able to provide services in most locations within the state using remote access technology

DVR MISSION AND VALUES

The Division of Vocational Rehabilitation's **MISSION** is to obtain, maintain, and improve employment for people with disabilities by working with vocational rehabilitation consumers, employers, and other partners.

DVR core **VALUES** include:

- Enabling the individual with a disability to increase self-sufficiency through education and employment
- Working with community partners and collaborators who share the expectation to increase individual self-sufficiency through education and employment
- Maintaining a team of employees and colleagues who are knowledgeable in rehabilitation and committed to serving individuals with disabilities to increase their self-sufficiency and employment
- Elevating DVR leaders who demonstrate the commitment, knowledge, and experience to lead the program and employees to increase education and employment opportunities for individuals with disabilities
- Ensuring sound fiscal and administrative practices that support all DVR personnel, community partners, and individuals with disabilities

The Division of Vocational Rehabilitation's **PURPOSE** is to provide individualized services to Wisconsin residents with disabilities experiencing significant barriers to employment. Primary DVR services include vocational guidance and counseling, job training, assistive technology, and job placement services.

DISABILITY TYPES

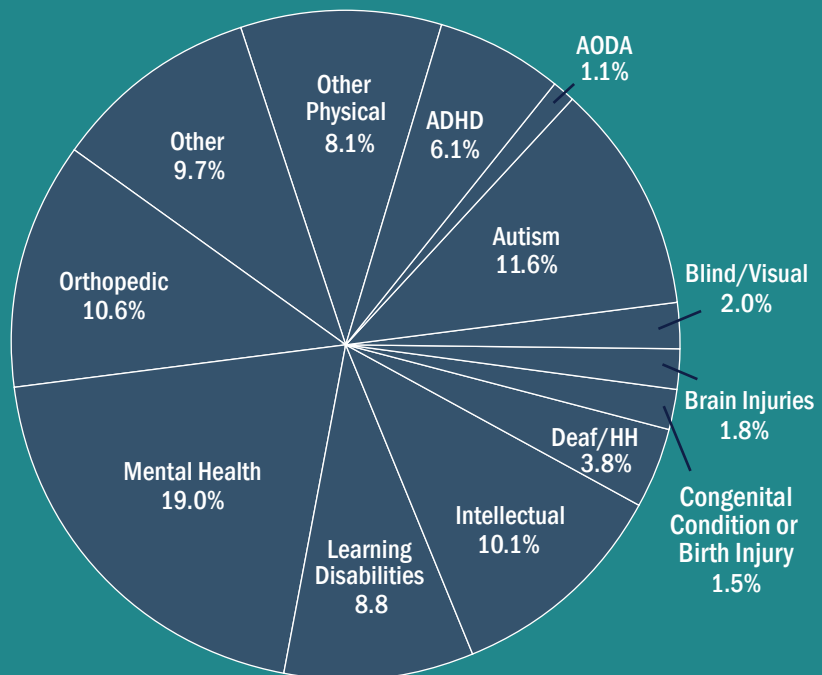
REPORTED AS PRIMARY

ADHD	1,683	6.1%
AODA	306	1.1%
Autism	3,221	11.6%
Blind/Visual	554	2.0%
Brain Injuries	507	1.8%
Congenital Condition or Birth Injury	404	1.5%
Deaf/Hard of Hearing	1,051	3.8%
Intellectual	2,794	10.1%
Learning Disabilities	2,432	8.8%
Mental Health	5,257	19.0%
Orthopedic	2,922	10.6%
Other	2,694	9.7%
Other Physical	2,229	8.1%
TOTAL	26,054	100.0%

This table does not include disability information for the **1,620** individuals who engaged with DVR during the fiscal year whose eligibility was not determined, as DVR does not track disability information in these cases. Individuals who work with DVR who would not have an eligibility determination on file include students who were served as potentially eligible and applicants determined ineligible for DVR services. The total number of individuals who engaged with DVR in FFY 2020, as noted on page 9 of this report, was 27,674.

DVR CONSUMER DISABILITY TYPES: FFY 2020

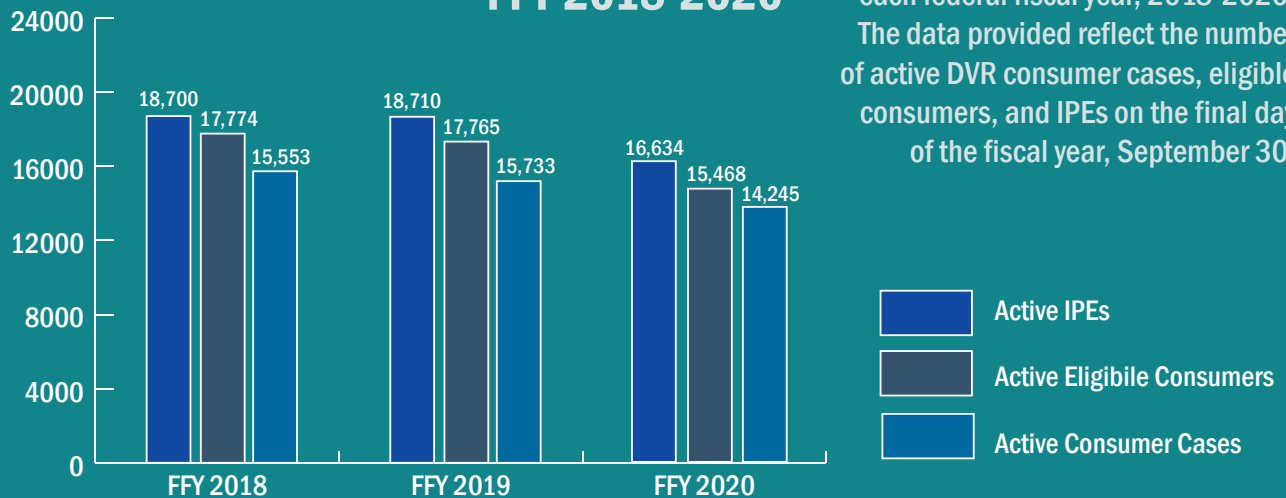
This visual shows the distribution of disability types reported as primary disabilities by 27,674 DVR consumers in federal fiscal year 2020.



PERFORMANCE METRICS

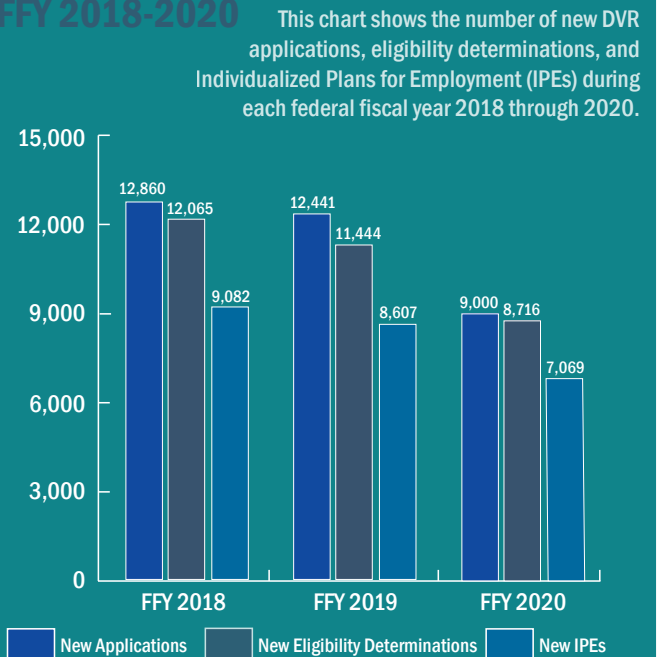
Throughout federal fiscal year 2020, DVR engaged with a total of **31,119** Wisconsin residents. Individuals included in this figure participated in at least one activity with DVR over the course of the year. Engagement activities with DVR include application for services, eligibility determination, Individualized Plan for Employment (IPE) development, active DVR services, or case closure, either through successful community employment or informed choice. Of those who engaged with DVR during the 2020 federal fiscal year, **27,674** were eligible DVR consumers.

DVR CASELOAD SNAPSHOT FFY 2018-2020



CONSUMER OUTCOMES	TOTAL
Average Hours Worked per Week - All Consumers	25
Average Hours Worked per Week - Supported Employment	15
Average Hours Worked per Week - Non-Supported Employment	27
Median Wage per Hour - All Consumers	\$13.25
Median Wage per Hour - Supported Employment	\$10.00
Median Wage per Hour - Non-Supported Employment	\$13.91
Estimated Annual Successful Consumer Earnings	\$61,155,925
Total Cost of Services for Successful Consumers	\$28,744,724

DVR ENGAGEMENT BY ACTIVITY FFY 2018-2020



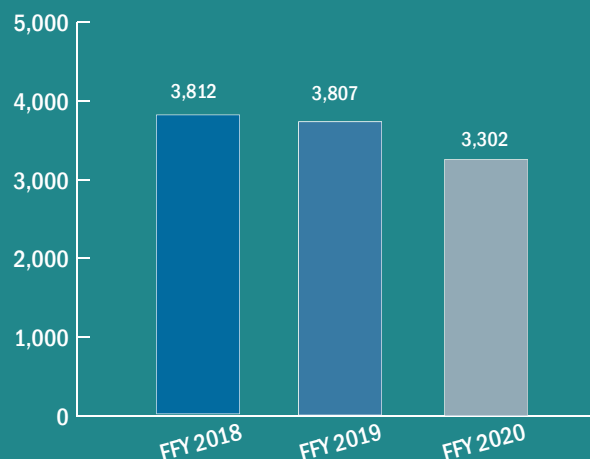
EMPLOYMENT OUTCOMES

Each of the last three fiscal years, DVR has assisted over 3,000 job seekers with disabilities in reaching their employment goals. The Workforce Innovation and Opportunity Act (WIOA) shifted DVR's focus to increasing services to students with disabilities ages 14 to 21, resulting in a longer average consumer case length over the last three fiscal years.

While successful employment outcomes have decreased since fiscal year 2018, the percentage of total consumers served having achieved a successful employment outcome had stayed consistent through FFY 2020, when local and statewide COVID-19 restrictions interrupted services to consumers.

SUCCESSFUL EMPLOYMENT OUTCOMES

DVR consumers maintaining job placement 90+ days, FFY 2018-2020



The chart below shows federal fiscal year 2020 statistics by employment status category.

EMPLOYMENT STATUS	TOTAL	PERCENTAGE OF PLACEMENTS	AVERAGE HOURS	AVERAGE HOURLY WAGE
Employment without Supports in Integrated Setting	2,678	81.1%	28	\$14.62
Employment with Supports in Integrated Setting	613	18.6%	15	\$10.00
Self-employment (except BEP)	10	0.3%	35	\$18.41
Business Enterprise Program (BEP)	1	0.1%	2	\$150

- **Employment without supports** refers to traditional employment where a candidate is hired by a business.
- **Employment with supports** refers to individuals who are hired by a business and receive some supports, such as job coaching, funded by a source other than the business.
- **Integrated setting** refers to competitive jobs in the community. Vocational rehabilitation services must be directed toward obtaining competitive jobs in the community.
- **Self-employment** involves starting one's own business or receiving help to accommodate the disability so a business owner can continue to operate their business.

DID YOU KNOW?

Through the successful intervention of DVR, **523** Wisconsin residents with disabilities transitioned off of Supplemental Security Income (SSI) and/or Social Security Disability Income (SSDI) in federal fiscal year 2020. This figure demonstrates the profound economic impact that DVR has not only on individual consumers, but on the State of Wisconsin as a whole.

JOB TYPES

OBTAINED BY DVR CONSUMERS

The tables below show the types of jobs obtained by the **3,302** DVR consumers who successfully achieved their employment goal in federal fiscal year 2020.

Architecture and Engineering	29
Arts, Design, Entertainment, Sports, and Media	35
Building and Grounds Cleaning and Maintenance	388
Business and Financial Operations	44
Community and Social Service	76
Computer and Mathematical	39
Construction and Extraction	32
Education, Training, and Library	66
Farming, Fishing, and Forestry	23
Food Preparation and Service	491
Healthcare Practitioners and Technical	74
Healthcare Support	88

Installation, Maintenance, and Repair	72
Legal	5
Life, Physical, and Social Science	16
Management	50
Military	1
Office and Administrative Support	702
Personal Care and Service	198
Production and Manufacturing	339
Protective Service	37
Sales and Related	306
Transportation and Material Moving	191
TOTAL	3,302

TOP 5 CONSUMER JOB TYPES

Number successfully employed in the five most common industries for DVR consumers, FFY 2020



CONSUMER CASE SERVICE

EXPENDITURES

Disability Skills Training includes, but is not limited to, orientation and mobility; rehabilitation teaching; training in the use of low vision aids; braille; speech reading; sign language; and cognitive training/retraining.

“Other Services” include those services that cannot be recorded elsewhere, including foreign language interpreter services, PASS plans, vocational guidance and counseling, post-secondary counseling offered as part of DVR’s pre-employment transition services (Pre-ETS), Business Enterprise Program operator supplies, and occupational licenses.

SERVICE	FFY 2019	FFY 2020
Assessment	\$2,769,069	\$2,133,266
Benefits Analysis	\$2,908,164	\$2,798,288
College/University Training	\$2,946,665	\$3,089,305
Disability Skills Training	\$358,457	\$240,809
Eligibility/Order of Selection Assessment	\$2,024,716	\$1,616,818
Interpreter/Note-Taker for the Deaf	\$305,059	\$200,909
Job Development	\$14,257,538	\$12,938,730
Low Vision Aid/Adjustment Services	\$185,390	\$175,587
Maintenance	\$364,650	\$281,737
Occupational/Vocational Training	\$777,935	\$463,880
On-the-Job Supports	\$5,842,048	\$4,424,252
Other Services	\$232,817	\$241,779
Personal Assistance	\$65,681	\$26,595
Rehabilitation Technology	\$2,987,655	\$2,518,165
Medical Restoration	\$114,218	\$117,024
Services/Family Members	\$11,438	\$25,803
Small Business Services	\$140,005	\$171,020
State Limited Term Employment	\$75,479	\$96,135
Supported Employment	\$7,686,726	\$6,848,635
Temporary Work	\$7,540,756	\$5,585,071
Training	\$3,601,969	\$2,845,669
Transportation	\$1,867,023	\$1,415,102
Work-Related Materials/Tools	\$179,654	\$133,364
Youth OJT	\$98,752	\$50,269
TOTAL	\$57,341,863	\$48,720,638

Services in the Supported Employment category include pre-employment assessment, job development, post-employment transition to Long-Term Care Services, Customized Employment, and Individual Placement and Support (IPS). On-the-job support costs, while part of the Supported Employment process, are tracked in their own category within DVR’s data collection system.

PRE-EMPLOYMENT

TRANSITION SERVICES

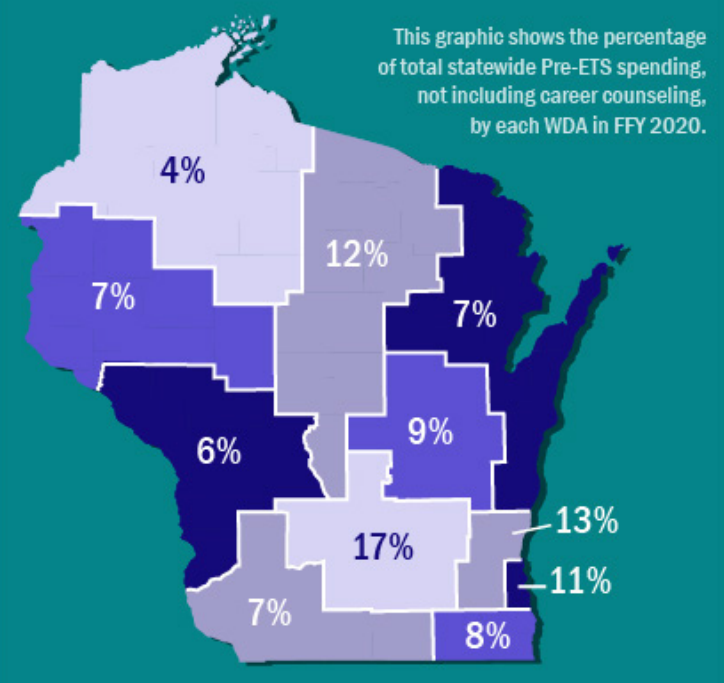
In Federal Fiscal Year 2020, DVR spent over \$9 million on pre-employment transition services (Pre-ETS) statewide for students ages 14 to 21. In federal fiscal year 2016, Wisconsin DVR was the first vocational rehabilitation agency in the country to meet the Workforce Innovation and Opportunity Act (WIOA) Pre-ETS spending requirement.

PRE-ETS CATEGORY	SPENDING
Work-Based Learning	\$6,305,959
Job Exploration Counseling	\$628,301
Workplace Readiness Training	\$1,532,246
Career Counseling (Staff Time)	\$908,396
Self-Advocacy Training	\$128,274
Transition Counseling	\$21,900
STATEWIDE TOTAL	\$9,525,076

This table includes all Pre-ETS outlined in WIOA. The WRC WIOA Committee (formerly Pre-ETS Committee) recommended that DVR emphasize work experience in meeting WIOA's Pre-ETS spending requirement. This recommendation has been reflected in the spending data over the last three fiscal years, and WRC applauds DVR for continuing to provide work-based learning to the level recommended.

The Percentage of Pre-ETS Dollars Spent by WDA, or Workforce Development Area, map includes all Pre-ETS spending categories noted above except career counseling, as staff time expenditure data is not available by WDA. The distribution of spending on Pre-ETS statewide is largely consistent with the geographic distribution of high school students served by DVR throughout the state. This shows that variance by WDA in Pre-ETS spending corresponds to the number of students served by each WDA, and does not appear to indicate an inconsistency in the quality or number of services provided to students based on their location within the state.

PERCENTAGE OF PRE-ETS DOLLARS SPENT STATEWIDE BY WDA



HIGHLIGHT ON BUSINESS SERVICES

Wisconsin's Division of Vocational Rehabilitation is committed to helping people with disabilities find a job, keep a job, and get a better job. To do this, DVR Business Service Consultants (BSC) are located throughout the state, ready to work with businesses seeking to hire new employees. BSCs can assist businesses in many ways:

- Recruit qualified workers with disabilities
- Build staff diversity through DVR's broad pool of skilled job candidates
- Retain well-trained and productive employees
- Access workforce planning resources and labor market information



BUSINESS SERVICES SUCCESS



Kwik Trip, Inc. began its partnership with DVR in 2013. Prior to that, Kwik Trip had attempted to expand its hiring of individuals with disabilities as a company, but found limited success with about 40 individuals with disabilities working in their stores across three states.

The company then began its single point of contact partnership with DVR, where Kwik Trip would send job postings directly to DVR and would provide DVR detailed information about the various job needs and requirements of each Kwik Trip store. Over the years, DVR connected Kwik Trip with individuals that would be good matches for open positions and would recommend these well-qualified candidates, who would go on to become Kwik Trip employees as part of their Retail Helper program.

News of the success of the Retail Helper program spread quickly, and now there are over 500 individuals with disabilities working in roughly 75 percent of all Kwik Trip stores. The turnover for Retail Helpers at Kwik Trip is typically around 10 percent, which is significantly lower than that of other positions within the organization. In FFY 2020 alone, Wisconsin Kwik Trip stores hired over 40 DVR consumers into positions, demonstrating the company's ongoing commitment to its partnership with DVR.

“People with disabilities are exceptional employees and do quality work in our stores, making a difference in the lives of their coworkers and guests every day. We are grateful for the quality coworkers we receive from our partnership with DVR!”

Joalyn Torgerson
Return to Work Coordinator, Kwik Trip, Inc.

VOCATIONAL REHABILITATION

FUNDING SOURCES

DVR receives **78.7** percent of its funding from the U.S. Department of Education and a required **21.3** percent match from State of Wisconsin General Purpose Revenues.

In addition, Wisconsin has the ability to apply for Social Security reimbursement dollars. These funds are earned when DVR services help to place a consumer in a job that pays a high enough wage that the consumer no longer receives Supplemental Security Income (SSI) or Social Security Disability Income (SSDI). When this occurs, the Social Security Administration (SSA) reimburses DVR for the cost of case services provided to the consumer.

In federal fiscal year 2020, DVR received **\$65,053,321** in federal funding and a **\$17,606,554** state match. In addition to these primary funding sources, in FFY 2020 DVR received **\$5.3 million** in Social Security reimbursement dollars.

DVR PRIMARY FUNDING SOURCES FFY 2020



STATE: \$17,606,554

FEDERAL: \$65,053,321

CONSUMER SUCCESS STORY

Kennedy, while a senior in high school, felt left behind by her peers and was referred to DVR. After graduation, she expressed interest in working with animals and children. Participating in job shadows opened her eyes to the daily activities involved in her dream occupations.

While Kennedy has an uncanny ability to find and complete tasks that interest her, she discovered that limitations to her physical strength, balance, and manual dexterity would be a barrier to working as a veterinary technician or a dog groomer. Soon after, while at a job shadow at a day care center, she entered a classroom of preschoolers and immediately got down on the floor and began playing with the children. The employer, job developer, and teacher were all amazed at her ability to engage with children. Although the employer knew there would be challenges, she saw the potential and agreed to partner with DVR to create an On-the-Job Training (OJT) opportunity for Kennedy.

One of the requirements of the OJT was to complete a childcare “binder course,” which is required of all staff. At first, Kennedy struggled to complete the course. A job developer was enlisted to provide systematic instruction to help Kennedy, and with this assistance, she was better able to organize her assignments. The job developer reported with just a little content rephrasing and discussion, it was remarkable how quickly Kennedy grasped the material. Another benefit of the coursework was that Kennedy and her teenage sister began teaming up to complete the material. Suddenly, the student who thought she was being left behind by her peers was an adult shining on her own.

Originally, the plan was that Kennedy would work part-time to supplement her SSI benefits. In August 2020, she was offered and made the decision to begin working full-time. Kennedy is a 21-year-old, high school graduate working 40 hours per week as an early childhood classroom helper. She is paid \$9 per hour and is thrilled with her employment.

BECOME A WRC MEMBER

APPOINTMENT

Members of the Council are appointed by the Governor. The Council may forward recommendations to the Governor after soliciting recommendations from organizations representing the broad range of individuals with disabilities. In selecting members, the Governor shall consider, to the greatest extent practicable, representation of minority populations on the Council.

TERMS OF APPOINTMENT

1. Each member of the Council shall be appointed for a term of no more than three years and may serve no more than two consecutive terms.
2. A member appointed to fill a vacancy occurring prior to the end of the term for which a predecessor was appointed shall be appointed for the remainder of the predecessor's term.
3. The terms of service of the members initially appointed must be for varied numbers of years to ensure terms expire on a staggered basis.

APPLY FOR MEMBERSHIP

https://evers.wi.gov/Pages/Application_Process.aspx

“I joined the WRC because, as a parent of a DVR participant, I felt that I could offer good and practical input to improve and enhance the way services are provided and to help increase the development and realization of more and better employment options for people with disabilities. It is so very important for the people who actually use services to have input about what the services are, how they are delivered and how they can be improved. That is why I would strongly encourage participants and parents to commit to engaging in this council.”

Julie Burish

Advocate for Persons with Disabilities

“Diverse voices are critical to the success of the Council. Participation is a great opportunity to drive change and have a hand in the future of this agency, to ensure all individuals with disabilities receive the appropriate services to find workplace success. I am proud to provide representation on behalf of individuals with vision loss. As a low incidence disability, it can often be misunderstood and I feel it is critically important to ensure individuals with low vision and blindness get access to high quality VR services and find meaningful, gainful employment.”

Jaclyn Borchardt

Advocate for Persons with Disabilities

QUALIFICATIONS

A majority of Council members shall be persons who are:

1. Individuals with disabilities; and
2. Not employed by the DWD

LEARN MORE

CONTACT WRC

The Wisconsin Rehabilitation Council (WRC) welcomes and appreciates input from the public, using feedback to advise the Division of Vocational Rehabilitation and direct the Council's focus. Members of the public may contact WRC or provide public comment using any of the methods below:



CALL

800-442-3477 (Voice)
888-877-5939 (TTY)



FAX

608-266-1133



EMAIL

dvrwirehabcouncil@dwd.wisconsin.gov



WRITE

Wisconsin Rehabilitation Council
201 E. Washington Avenue
P.O. Box 7852
Madison, WI 53707-7852



ATTEND A MEETING

WRC meets quarterly in cities around Wisconsin. Meetings are open to the public, with schedules available at:
<https://publicmeetings.wi.gov/>



BECOME A MEMBER

If you are interested in becoming a WRC member, please contact us using any of the above methods.

FOR MORE INFORMATION

DVR SERVICES FOR JOB SEEKERS WITH DISABILITIES

<https://dwd.wisconsin.gov/dvr/job-seekers/>

DVR SERVICES FOR BUSINESS

<https://dwd.wisconsin.gov/dvr/business/>

WISCONSIN REHABILITATION COUNCIL

<https://dwd.wisconsin.gov/dvr/partners/wrc/wrc-info.htm>

WORKFORCE INNOVATION AND OPPORTUNITIES ACT

<https://www.doleta.gov/wioa/>

REHABILITATION SERVICES ADMINISTRATION

<https://rsa.ed.gov/>

NATIONAL COALITION OF STATE REHABILITATION COUNCILS

<https://www.ncsrc.net/>