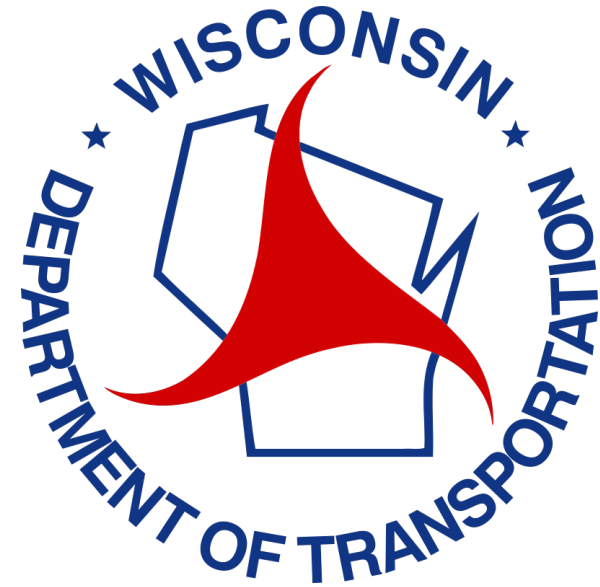


Summer 2021 Roadside Facilities & WisDOT Quarterly Training Seminar

August 19, 2021

Begins at 8:30AM



Webinar Notes & Tips



**SUBMIT ANY QUESTIONS
TO THE Q&A**



**DO NOT USE THE Q&A FOR
COMMENTS OR ANY
COMMUNICATION
UNRELATED TO QUESTIONS
FOR SPEAKERS**



**USE THE CHAT FOR
GENERAL CONVERSATION**



**PORTIONS OF THIS
SEMINAR MAY BE
RECORDED**



Welcome Isobel O'Rourke!

Isobel joined the team on June 7th

as

DSPN Roadside Facilities
Field Services Manager

608.333.8261

lorourke@dspn.org





Welcome Frank Chandler!

Frank joined the team on Aug 9!

as

DSPN Roadside Facilities
Field Services Assistant

[608.843.5672](tel:608.843.5672)

fchandler@dspn.org



DSPN Has a
New Phone
System

608.244.5310



Updates from DSPN

Greetings from Lisa Davidson,
DSPN CEO: New Funding
Resources for Providers

Greetings from Jeff
Kaphengst, DSPN Director of
Membership: Service
Provider Re-Branding

Help is on the way!

\$100 Million in dedicated provider relief funds from the CARES Act

Increase to the Direct Care Workforce Fund by 90% - \$104 Million all funds over 2021-23

Family Care June 2021 state directed rate increase to providers - \$30 Million

American Rescue Plan Act (ARPA) \$350 Million for WI HCBS through 2024

\$2/hr wage increase for RF





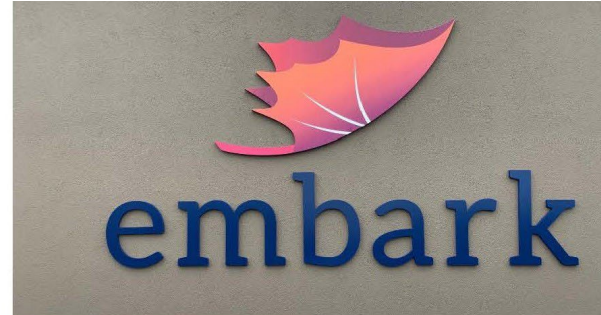
CONGRATULATIONS EMBARK!



On Thursday, July 22nd, Superior Vocations Center became:

Embark Supported Employment

DSPN looks forward to supporting you on your new journey!



New FY22 Invoicing Process and Forms

- Added efficiencies:
 - Less electronic documents!
 - Combined into 1 workbook!
 - Added formulas!
 - Saves Service Provider Time!
- Added accountability:
 - Better reporting to WisDOT!
 - Better salary analysis!



Fiscal Year 2022 Monthly Invoicing Procedure

Important Reminders:

- RAM & SWEFM: Save a Master Copy of the workbook(s) and SAVE AS every month.
 - RAM & SWEFM: Fill out all applicable tabs in the workbooks.
 - RAM & SWEFM: The fields that have formulas are highlighted. Please do not overwrite formulas.
 - RAM & SWEFM: Submit your monthly workbook in EXCEL format ONLY.
 - RAM: Please note that some of your cost centers may have changed for FY22. Please invoice in the grouping as it was budgeted for.
 - RAM: Vendor receipts \$250 + and Extra Work receipts scan / attach as PDF.
 - Extra Work: FAMIS Work Order # is required.
 - RAM: Equipment / vehicle purchases – scan / attach as PDF. (All equipment / vehicle purchases)
 - RAM: Equipment/Vehicle purchases \$500 or more – complete Equipment/Vehicle Record form.
 - SWEFM: All receipts submitted with monthly invoice are to be scan/attached as PDF
-

Other Comments:

- RAM: An Equipment List is provided on the last page of Chapter 11 of the RAM program manual.

Contact Susan McCann or Pat Karlen if you have any questions or concerns.

Submit your RAM and/or SWEFM monthly invoice along with all required documentation and receipts to Disability Service Provider Network (DSPN) via e-mail to smccann@dspn.org, within 20 days after the end of the month of service.

Contact Susan McCann if you have not received payment from WisDOT within 30 days.

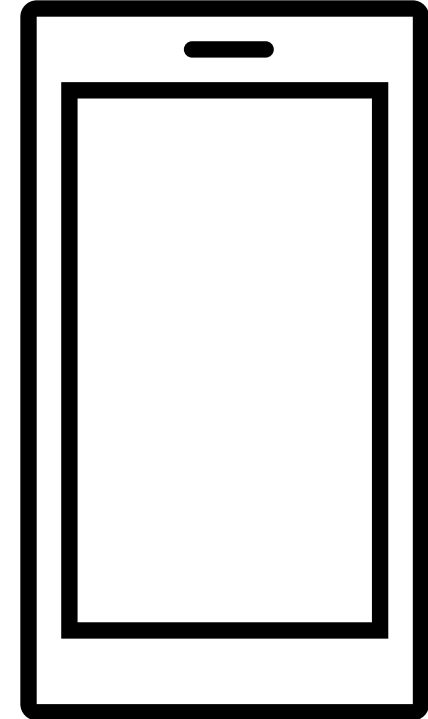


DSPN is responsible for auditing the invoice, authorizing payment, and forwarding it to WisDOT Expenditure Accounting for payment. Service Providers will continue to receive payment directly from WisDOT per your contract.

FAMIS Mobile App

Round Table Discussion

- Mobile App comments from the panel:
 1. A user would be able to rename a photo when attaching to a Work Order.
 2. Using the App to upload a photo makes this process much easier and quick.
 3. It would be beneficial if the Map Location icon could quickly take User to the map which shows their respective sites, and then could tap on the site to view each sites respective Work Orders.
 4. When utilizing a field with a drop-down menu, the User could just enter a few letters and easily tap the needed information.
 5. User needs a reliable internet connection, or the device has a good cell plan/Wi-Fi connection.
 6. When User needs to type a long comment/description, it is easier to do on a computer or laptop, but some devices offer Voice to Text feature, and this is feature allows the User to use the App is very helpful for longer comment/descriptions.



FAMIS Mobile App

Benefits to Using Mobile App

- Convenience of having “FAMIS” in your pocket when you are out in the field
- Ability to create WO in the field and add additional information when back in the office, or use a Voice to Text Feature on your device if available
- Quickly and conveniently take and upload photos to a Work Order
- Close Preventative Maintenance Work Orders in the field as work is completed
- Map Feature allows User to click on a Property and see Work Orders

9:30 – 9:45 AM
BREAK

The meeting is now on break. If you have any questions, please type them into the Q&A and we will answer them when we return from break.



Revised RAM Program Manual

- Soon to be available on website
- Removed outdated information
- Removed information found on Web
- Removed process replaced by FAMIS
- Added new FAMIS chapter
- Links in each chapter to new forms



Process Improvement: Cleanliness/Condition Inspections

- Joe: History of Initial Process and Workflow
- Isobel: Revised Process and Workflow
- Patrice: Adjustment to notifications
- Isobel: DSPN is here for you
- Isobel: We welcome your concerns and suggestions

Identifying Safety Concerns - WOs

- Joe: History of "Unsafe Condition" Form and Process
- Joe: Process is Being Re-Developed in FAMIS
- Pat: New Service Request Work Order Type/Sub-Type called Safety Concerns
- Pat: Isobel Will Manage Safety Concern SR WOs

Gas Cans



- Does your gas can meet OSHA requirements?
- Can you legally use that red plastic \$5.00 gas can on your jobsite?

Gas Cans

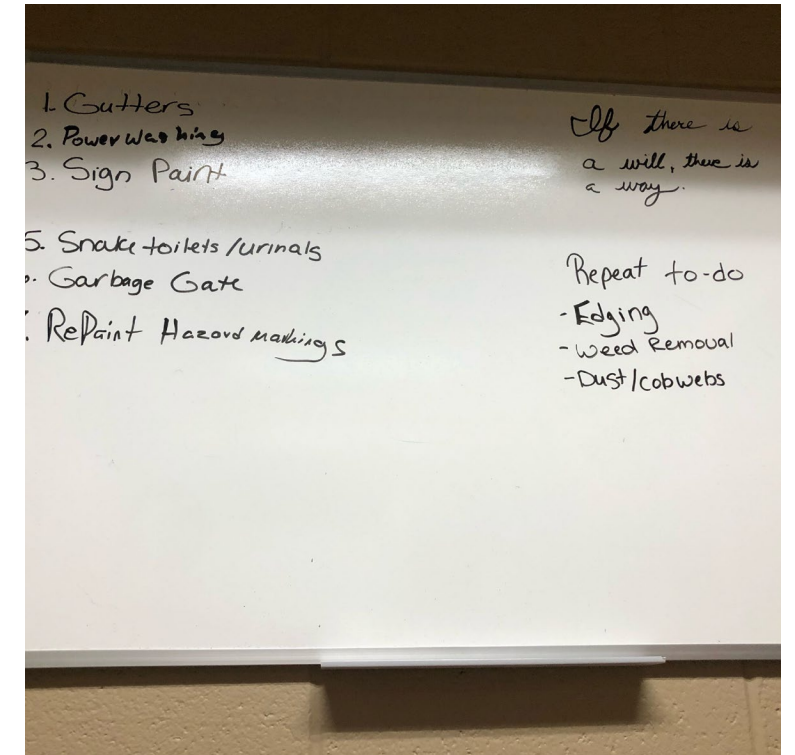
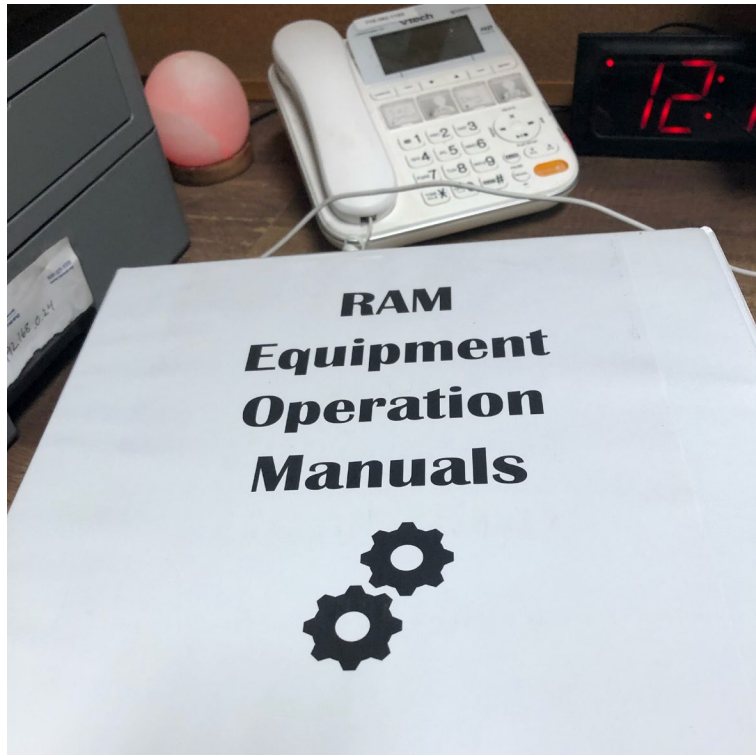
- Here are known sources for purchase although there are many other sources available.
 - Five gallon: <https://www.eagle-mfg.com/type-ii-steel-safety-can-flammables-5-gallon-5-8-metal-hose-red-u251sx5>
 - 2.5 gallon: <https://www.eagle-mfg.com/type-ii-steel-safety-can-flammables-2-5-gallon-5-8-metal-hose-red-u226sx5>





Best Practices - Problems & Solutions at Sites

Problems & Solutions at Sites

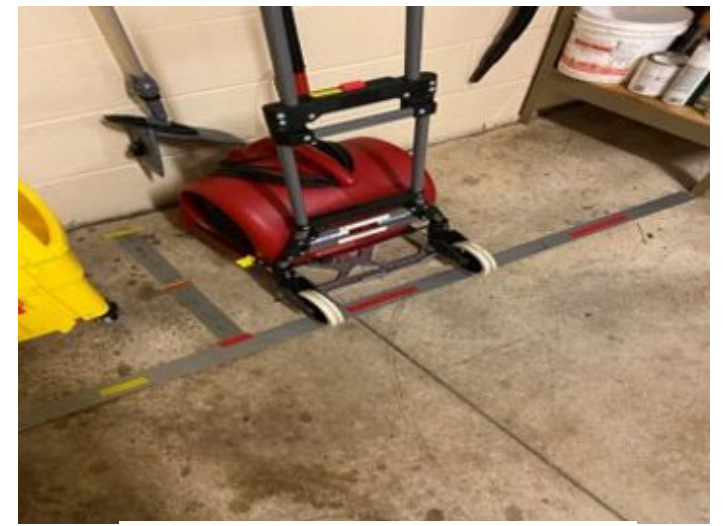


Problems & Solutions at Sites





Training Books – Helpful Guides



Repainting ADA Push Plates

1. You see here an Approved ADA push plate that has had its paint completely worn off. Note the wear and scratches on the surface of the push plate



Note the fine wear and scratches on the surface of the push plate

2. Clean the push plate with a degreaser to remove any debris, oil, and dirt.

3. Make sure Push Plate is dry and use masking tape to cover the majority of the steel surface that does not need to be painted.

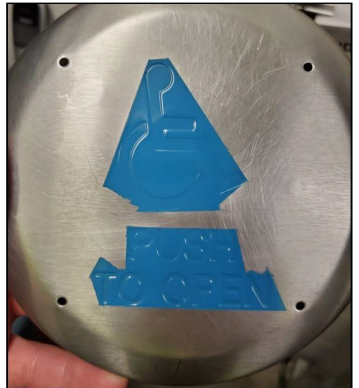


4. Use a blue spray paint approved for use on metal, and apply paint evenly to the exposed surface of the push plate. Follow all application directions on the can. It is recommended you use OSHA "Safety Blue"



Let the paint dry for approx 24 hours. (seriously if you touch the paint or fiddle with it, it can ruin the surface finish and you will have to start the process over.)

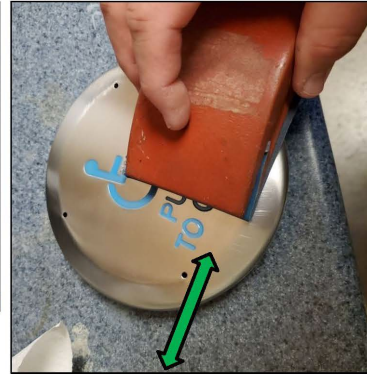
5. When paint is completely dry, remove the masking tape from the steel surface.



6. Use a rigid sanding block and fine sand paper (in this example we are using 240 grit) and LIGHTLY sand the ENTIRE flat surface of the steel plate following the original grain of the stainless steel.



Important:
Use a sanding block to sand away the paint from the steel surfaces and not your hand. The rigid block will take away the paint from the higher surfaces while leaving the paint in the recessed areas untouched.



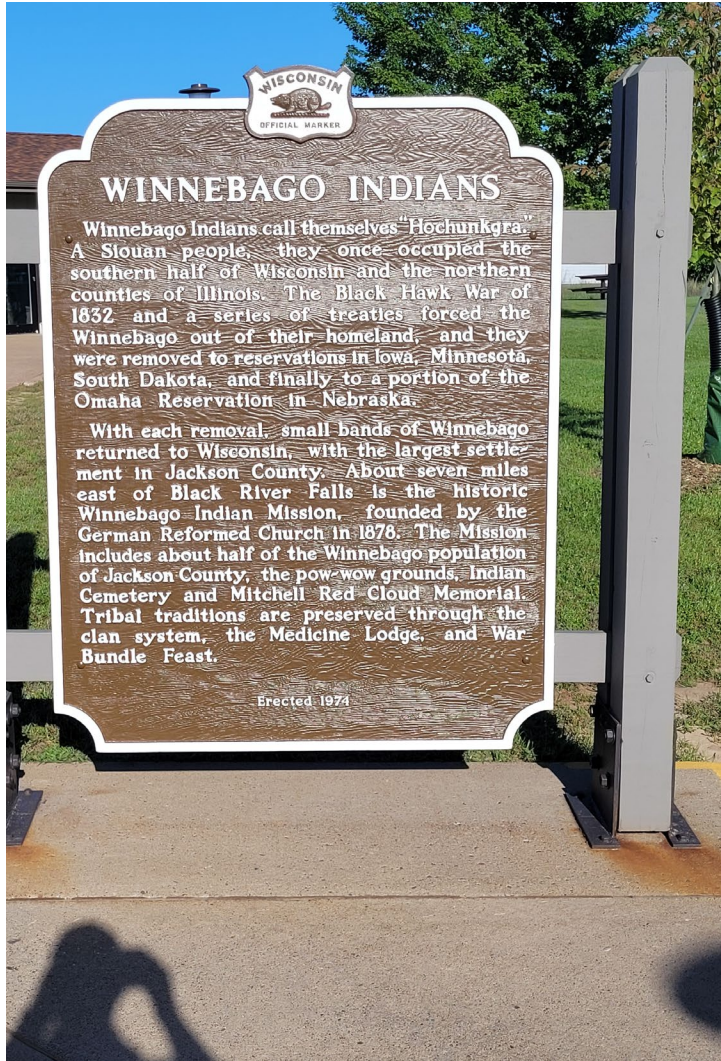
7. Sand the surface until the unwanted paint is removed. Sanding the entire surface in the same direction will also remove some of the superficial scratches the plate has accrued over time.



8. Reinstall the push plate. Repeat process as needed.



ADA Pushplate Repair



Historical Markers



Laundry





10:30 – 10:45 AM
BREAK

The meeting is now on break. If you have any questions, please type them into the Q&A and we will answer them when we return from break.



New Public Survey

- Went live July 1, 2021
- Downloaded first month's data
- Entered into FAMIS
- Next steps:
 - Develop Dashboards
 - Service Providers will have 24/7 access to survey results for their properties

Comments About Posters

SATISFIED?

We value your feedback
about this Rest Area!




Take our survey by scanning the QR code with your
smart device or by visiting the survey webpage at:

www.roadsidefacilities.org/ra-82-westfield



New Public Survey Results – July 2021

- Angie's New Role
 - July's Data Has Been Downloaded
 - Received Data For All But One Rest Area = Successful 1st Month!
 - Next Step – Transition Data into FAMIS
 - Final Step – Develop Reports and Dashboards
 - WisDOT and Service Provides Will Have Up-To-Date Access to Results!
- 

Public Survey Posters



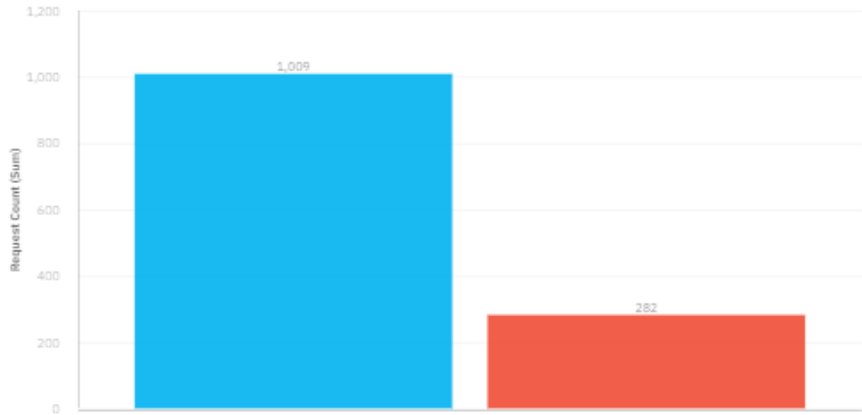
Analytics – New Dashboards and Reports



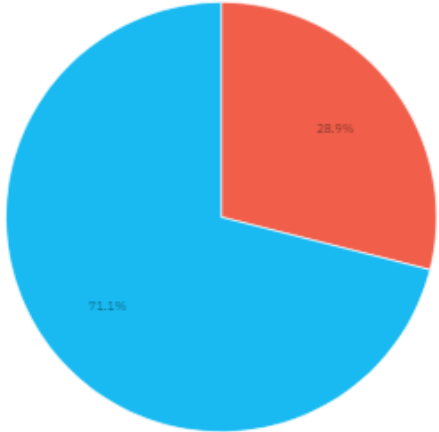
SR WOs Closed Within Established SLA - Looking at WOs Created Last 365 Days
Existing Service Level Agreements (SLAs): **Normal Priority** = 14 Days to Complete; **High Priority** = 7 Days to complete; **Emergency** = 3 Days to complete


| | Request Count | No. Work Orders Completed | No. WOs Not Completed | SLA On Time | SLA Not On Time | No. Completed WOs On Time | No. Completed Not On Time WOs |
|-------------------|---------------|---------------------------|-----------------------|-------------|-----------------|---------------------------|-------------------------------|
| 2.2 Roadside DTSD | 1,862 | 1,291 | 271 | 71% | 29% | 1,009 | 282 |

Completion Past Due?
● NO ● Yes



Completion Past Due?
● Yes ● NO



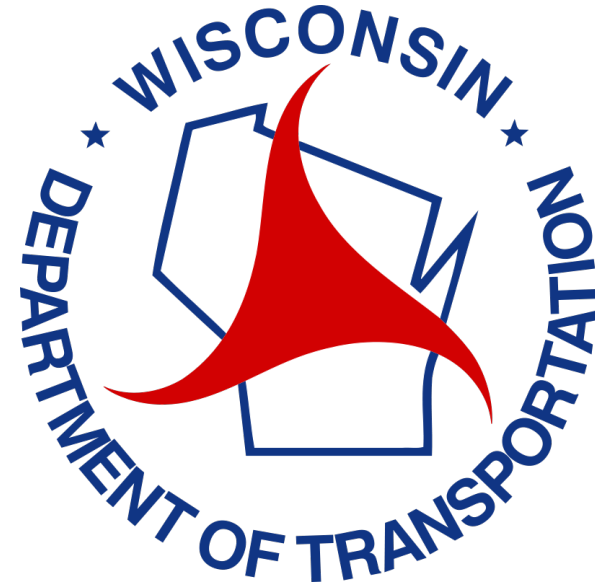


11:45 PM – 1:00 PM
LUNCH BREAK

The webinar is now on lunch break. If you have any questions, please type them into the Q&A and we will answer them when we return from break.

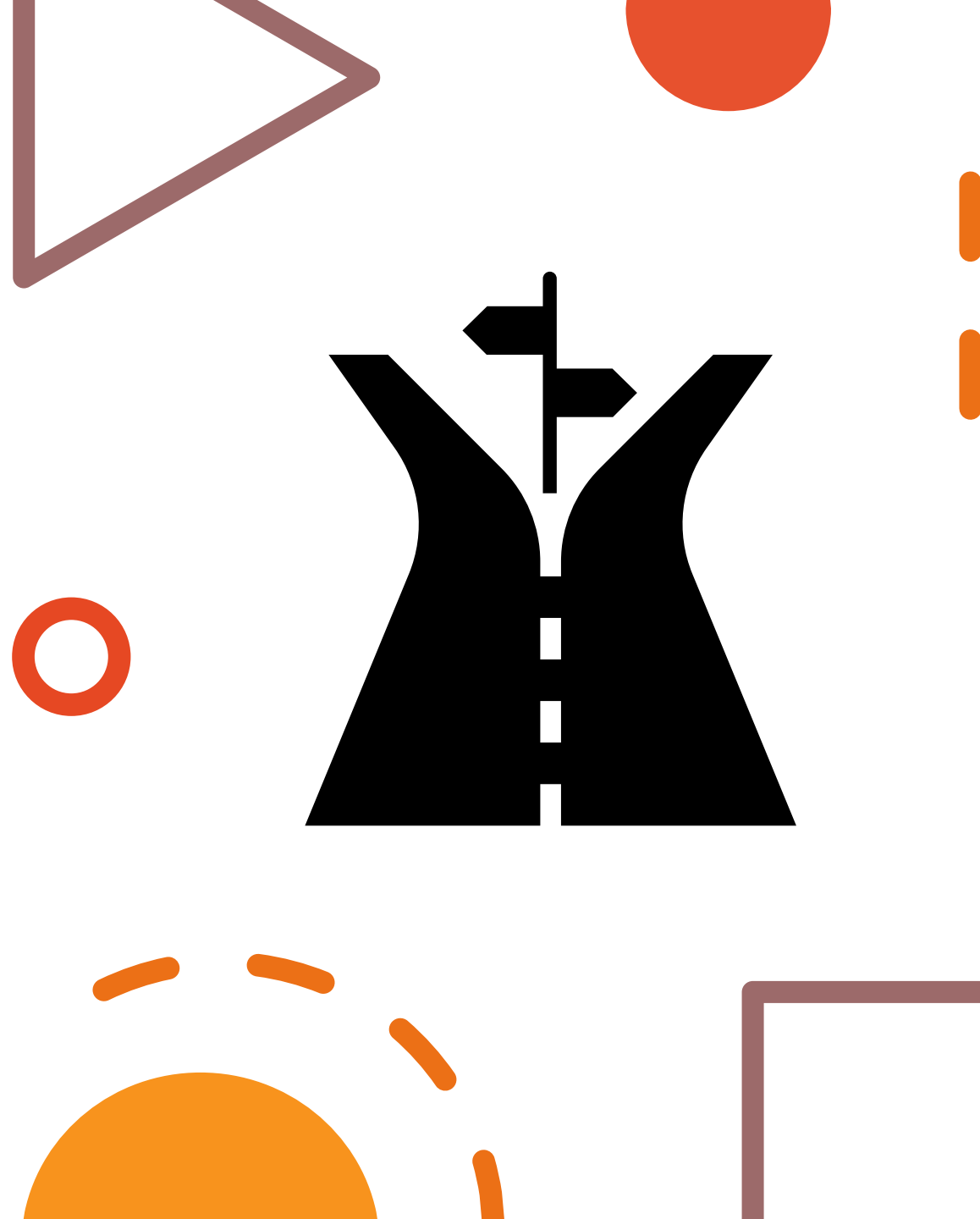
WisDOT Updates

- Introduce new Chief: Chris Ohm
- Update from BHM Chief



WisDOT Team Updates

- Rest Area Project Updates
- SWEF Project Updates



Thank you for attending our Seminar!

- 2021 Quarterly Training Seminar Dates:
 - Thursday, November 11

A follow-up e-mail will be sent Friday
containing a link to the recorded
webinar, agenda, handouts, and weblinks.

