



DVR Statewide Service Updates

Statewide Service Agreement

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Questions?

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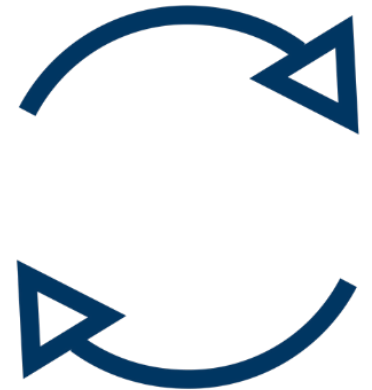
Training Objectives

- DVR Service Agreement Updates
- 2020-2022 Service Agreement Renewal Process
- The DVR Service Provider Webpage
 - Tools and Resources
- Portal Demo



DVR Service Agreement Updates

- Overview and Format:
 - New format and content
 - 2020-2022 Service Agreement Posted at https://dwd.wisconsin.gov/dvr/service-providers/agreement-references/agreement_for_services.pdf



Key Updates

- Independent Contractor
- Promotional Advertising, News Releases, and Communications
- Restriction on Solicitation/Informed Choice
- Conflicts of Interest



Prerequisites and Training

- Prerequisites for Providing Services:
 - Certification Regarding Drug-Free Workplace Requirements
 - Certification of Criminal Background Check Form
 - **NOTE:** Debarment and Lobbying Certifications are no longer included or required
- Trainings:
 - Ethics
 - Security Awareness



Oversight

- DVR will monitor Provider's compliance with terms of Agreement
- Provider shall grant DVR access to all DVR consumer record requests



Oversight (cont.)

- As a result of monitoring, DVR may make recommendations concerning the following:
 - Compliance with Program Requirements
 - Achievement of Program Performance Standards
 - Administrative Efficiency
- Note: Applies to services during and within three (3) years after close of Agreement term



Amendments and Termination

- Amendments

- *Scope of Work*: Provider must give a 30 day written notice to the WDA Director when reducing services or coverage area.
- *Change in Provider Name, FEIN, or Address*: Provider must give a 30 day written notice to the DVR Contract Specialist.

- Termination

- *Without Cause*: Either party may terminate upon 30 day written notice.
- *With Cause*: DVR may terminate immediately.
 - DVR may choose to give written notice & opportunity to cure prior to termination.



Criminal Background Checks (CBCs)

- Service Provider shall:
 - Obtain a criminal history search from the Wisconsin Department of Justice
 - Obtain from any Non-Wisconsin residents (current or within the last 5 years) a search similar to that of the Wisconsin Department of Justice
 - Review the Wisconsin Sex Offender Registry at <http://offender.doc.state.wi.us/public/home/jsp>



Criminal Background Checks (cont.)

- Notes

- Information on how to obtain a criminal history search at <https://www.doj.state.wi.us/dles/cib/cib-frequently-asked-questions>
- CBCs completed within six (6) months before the signing of the Agreement are acceptable



CBC Reports that Contain Findings

- Providers must determine if the conviction is considered substantially related, per policy at <https://dwd.wisconsin.gov/dvr/service-providers/agreement-references/>
 - If substantially related, Provider to submit the criminal report to the DVR Contract Specialist
- Service Provider must notify the DVR Contract Specialist within two (2) business days when the Service Provider becomes aware of a new conviction for Staff or Subcontractors or if they are subject of a criminal investigation



CBC Reports that Contain Findings (cont.)

- Notes

- All CBC reports must be kept on file for three (3) years.
- DVR reserves the right to request copies of criminal background checks for Service Providers as well as all staff and subcontractors covered by this Agreement at any time.



Storing Consumer Information

- Providers must ensure that all safeguards are in place.
- Storing of consumer social security numbers is strictly prohibited.
- Data breaches must be reported to DVR within 24 hours of the incident.
- After three (3) year record retention, all consumer records must be destroyed.



Confidentiality

- No sharing or releasing consumer information without prior written consent of the consumer and/or guardian.



Updated for 2020-2022

- DVR Technical Specifications

- <https://dwd.wisconsin.gov/dvr/service-providers/tech-specs/>
- All services and reporting must be provided per Technical Specification requirements.

- DVR Statewide Fee Structure

- <https://dwd.wisconsin.gov/dvr/service-providers/statewide-service-fee-structure.pdf>
- Prior written authorization is required before services can be rendered and payment can be made.



Invoicing

- Instructions are included on all DVR purchase orders.
- Purchase orders not invoiced within 60 days may be cancelled.
- Invoices are paid within 30 days of receipt.
- **Note:** Services performed without an approved purchase order issued **before** service start date will not be paid.



Service Agreement Renewal Process

1. Complete and Submit the Request for Agreement
2. Upon RFA approval notification, update online provider account:
 - a. Online account login:
<https://webapps.dwd.state.wi.us/dvrserviceprovider/>
 - b. Review/Add Communities Served on Details Page
 - c. Review/Add Service Locations
 - d. Update Personnel/Subcontractor Accounts
 - Criminal Background Check Dates, Training



Service Agreement Renewal Process (cont.)

3. Go to Agreement Page & Select *Add New Service Agreement*
 - a. Select WDA(s) & Services Provided
 - b. Read and acknowledge the following electronic forms:
 - i. Service Agreement Signature Form
 - ii. Certification Regarding Drug-Free Workplace Requirements
 - iii. Certification Regarding Criminal Background Checks
 - c. Check electronic signature box, select SAVE, then SUBMIT
 - d. Agreement Status should read *Pending DVR Decision*

Note: DVR approval may take up to several weeks.



Process Updates and Deadlines

- May 15 - May 29: All service providers can submit a response to the Request for Agreement (RFA) to the local DVR Director.
- June 1 - June 12: RFA responses will be scored by DVR.
- June 18: Service Providers are notified of RFA decision
 - **Note:** Approved Providers must submit a new service agreement via the service provider portal by June 24.
- June 25 - July 10: DVR reviews and approves Agreements



DVR Service Provider Webpage

- Announcements
- Communications Guidance
- Required Trainings
- Service Agreement Renewal Resources
- Statewide Fee Structure
- Technical Specifications

<https://dwd.wisconsin.gov/dvr/service-providers/>



Questions?

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Contact Us



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