STATE OF WISCONSIN

DWD

Department of Workforce Development

Vocational Rehabilitation

DVR Statewide Services: Job Preparation, Development, Hire, & Retention

SERVICE PROVIDER TRAINING

2026 RELEASE

Training Objectives

- Understand the purpose and key elements of Job Preparation, Development, Hire, & Retention services.
- Understand how the services work together.
- Recognize common service strategies.
- Recognize how these services support consumer outcomes.
- Understand DVR expectations for service delivery and reporting.

Where These Services Fit in DVR Services

- Job Development services can occur throughout various stages of DVR employment support.
- Typical sequence:
  1. Job Preparation & Development Plan
  2. Job Development & Hire
  3. Job Retention
- Sequence can be flexible depending on consumer readiness, previous experience, and individual goals.

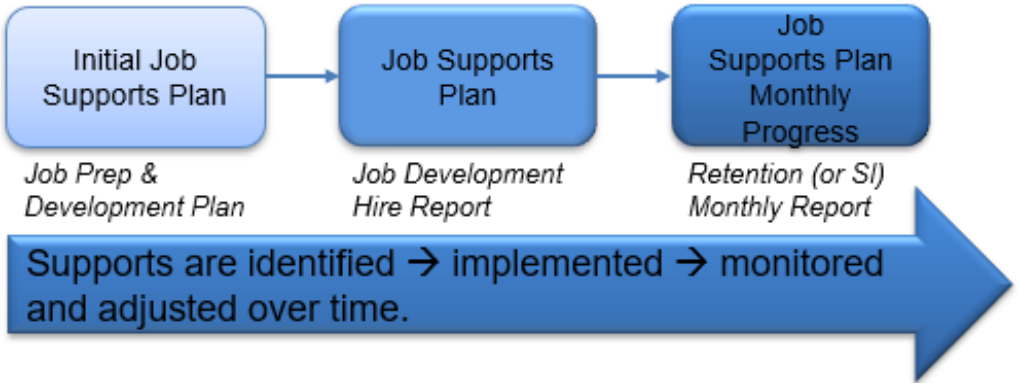
Service Overview – Job Development

- What are Job Development services?
  - Statewide service category supporting consumers in planning for, seeking, obtaining, and maintaining employment.
- Includes three interconnected services:
  - Job Preparation and Development Plan
  - Job Development and Hire
  - Job Retention

How the Services Work Together

1. Job Preparation & Development Plan
2. Job Development & Hire
   - Typically, after Job Prep Plan completion, ongoing until hire.
3. Job Retention
   - Following hire, typically first 90 days.

- Additional services, such as Systematic Instruction, may be authorized when needed.
- Job Supports Plan sections across reports **build on** one another.



The Goal of These Services

The goal is to help the consumer:

- Prepare for employment with basic job readiness skills.
- Apply for jobs aligned with their IPE goals and secure employment.
- Maintain employment, problem-solve workplace issues, develop independence and natural supports.

Overall, the goal is to support consumers in obtaining and maintaining competitive integrated employment.

Summary of Services

Service	Purpose	Timeframes	Deliverables	Payment
Job Preparation and Development Plan	Assist consumers with basic job preparation skills, resumes, cover letters, interview skills, and applications to prepare for job development.	45 days to complete the service	• Job Preparation and Development Plan and attachments • Job Development Plan review meeting	$550
Job Development and Hire	Assist consumers in seeking and applying for jobs aligned with their IPE goals, beginning after Job Preparation and Development Plan completion and ongoing until hire.	Review meeting at least every 90 days	• Job Development Monthly Reports • Review meeting every 90 days • Hire Report within 5 days of job offer	$1,600 ($1,900 for Rapid Hire)
Job Retention	Provide supports necessary to maintain employment for at least 90 days, including problem-solving and communication assistance.	90 days following employment start date	• Retention Reports • Required wage documentation	$1,600, paid in 30-day increments. ($2,200 for preferred outcome)

Job Prep & Development Plan - Overview

Purpose: Assist consumers with job readiness skills and preparation for job development.

- Conduct job readiness activities (resume development, interview practice, job search prep).
- Identify potential employers/opportunities.
- Establish a contact standard.
- Provide ongoing problem-solving around work-based readiness activities or barriers.
- Complete Job Prep & Development Plan and required attachments.
- Final review meeting with DVR and consumer is required.

Job Prep & Development Plan - Key Components

Plan must include:

- Employment eligibility check: Confirm consumer has needed documentation for hire paperwork and plan to obtain it if they do not.
- Interview practice and preparation.
- Attachments:
  - Sample job application
  - Resume & reference list
  - Cover letter
  - Job Center of Wisconsin registration verification

Job Prep & Development Plan - Service Delivery

Attachment document standards and accessibility requirements:

- Resumes, cover letters, and references lists must be submitted in an editable format (e.g., .doc or .docx).
- Electronic copies of documents must be shared with the consumer.
- Documents must be accessible to the consumer and compatible with common applicant tracking systems (ATS). Formats that result in image-based, non-editable, or accessibility-limited files should not be used.

Job Development & Hire - Overview

Purpose: Assist the consumer in seeking and obtaining employment aligned with their IPE goal.

- Support the consumer in job search, applications, and employer outreach.
- Assist with resume updates, cover letters, and interview prep as needed.
- Maintain contact with the consumer at least twice per month, documenting substantive discussion.
- Document employer contacts in monthly report.
- Positions obtained must match consumer IPE goal; any deviations (including hours, wage, temporary/seasonal status) must be approved.

Job Development & Hire - Key Components

- Review meetings at least every 90 days (or more often as needed) with DVR and consumer to:
  - Review job development progress.
  - Discuss monthly reports.
  - Address barriers or changes in service needs.
- Notify DVR within five (5) days of job offer to:
  - Review job alignment with IPE.
  - Authorize the appropriate support services, if needed.

Job Retention - Overview

Purpose: Support consumers in maintaining employment for at least the first 90 days.

- Provide situational problem-solving and workplace communication support.
- Conduct regular check-ins with consumer and, with approval, the employer.
- Reinforce effective work habits, positive relationships, and independence.
- Transition to natural supports in the workplace whenever possible.
- Adjust support frequency and type based on consumer needs.

Job Retention – Key Components

- Contact consumer at least twice per month (substantive discussions/meaningful content related to employment progress, barriers, or next steps).
- Contact employer (with consumer permission) and plan workplace visits to:
  - Clarify roles of provider & DVR.
  - Discuss strategies to encourage independence and quality job performance.
  - Address issues as they arise.
- Wage verification must be submitted before final Retention payment.

Case Example

- Alex: seeking employment in retail customer service.
- JPDP: Create resume, practice interview skills, identify target employers.
- JD & Hire: Apply to ten (10) targeted businesses over six (6) weeks; provider meets with Alex every other week.
- Hire: Alex receives job offer at a clothing store; Hire Report submitted within five (5) business days.
- Retention: Provider checks in twice per month, helps Alex address scheduling challenges, supports communication with supervisor, encourages natural workplace supports.

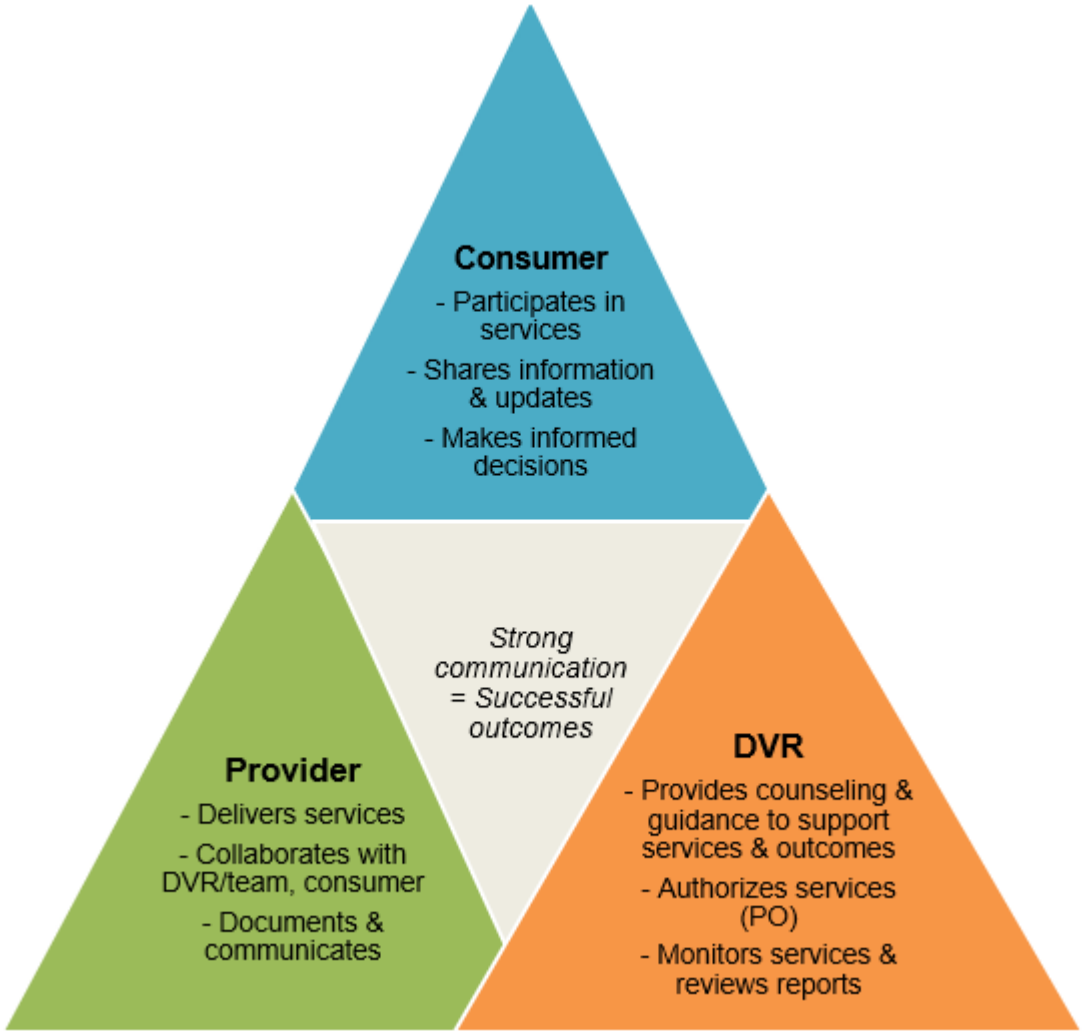
Case Example

- Alex has started the new retail job but is struggling with learning the cash register system and remembering the steps for processing returns.
- What should the Service Provider do next?
  - Continue Retention supports
  - Request Systematic Instruction
  - Consult with DVR about additional services

Key Principles of Job Development

Consumer Engagement

- Successful outcomes depend on:
  - Regular communication with the consumer.
  - Collaboration with DVR (and the employer when appropriate).
  - Alignment with the consumer's employment goal.



Common Situations

Sometimes providers may encounter challenges such as:

- Job offer that differs from the IPE goal.
- Employment ends before completion of Retention period.
- Need for other supports.
- Subsequent hires.

Service Documentation

- Reports should:
  - Clearly describe services provided.
  - Track consumer progress.
  - Provide enough detail for another provider to continue services if needed.
- Report templates are available on the DVR Service Provider webpage.

- Job Development Plan (DVR-17036-E)
- Job Development Monthly Report (DVR-18028-E)
- Job Hire Report (Provider Portal link)
- Job Retention Report (DVR-17038-E)

Updates to Reports for 2026-2028

Job Prep & Development Plan:

- Removed "updated/revised plan" date references.
- Expanded Consumer IPE Goal section.
- Reorganized Prep & Plan section, using more structured prompts & checklist-style format.
- Revised Initial Job Supports Plan section

Job Development Monthly Report:

- Removed "updated/revised plan" date references.
- Expanded Consumer IPE Goal section.
- Clarified contact standard prompt to align with other reports.
- Reformatted monthly progress section into contact grid and one structured summary prompt.
- Combined recommendations / consumer feedback into a single prompt.

Updates to Reports for 2026-2028

Retention Report:

- Refined prompts focus on fading of supports and progression toward stability.
- Added consumer consent for employer-specific contact.
- Reframed reporting around Job Supports Plan progress (builds on Hire Report Initial Supports Plan).
- Added “Next Steps/Plans for Coming Month” prompt.
- Added fields for wage, hours, and insurance benefits to capture eligibility for Preferred Outcome payments.

Fee Schedule Notes

Service	2026 Rate
Job Preparation & Development Plan	$550
Job Development & Hire	$1,600 - $1,900
Job Retention	$1,600 - $2,200

See Fee Schedule for full payment criteria and requirements.

- Services must begin with 30 days of receiving the purchase order.
- Reports must be submitted within five (5) business days of service completion or the end of the reporting period.
- Payment is contingent on acceptable service delivery and documentation.
- Monthly services require monthly reports documenting consumer progress.

Rapid Hire:

- Incentive for rapid engagement, resulting in faster placement.

Retention Preferred Outcome:

- Higher Retention payment may apply when employment meets certain hours, wage, and benefit criteria.

Qualifications and Metrics

- Service Provider personnel delivering Job Development services must meet DVR Service Provider Qualification Requirements (SPQR) by July 1, 2027.
  - More details on SPQR can be found on the Service Provider webpage.
- DVR will continue to collect metrics for continuous quality improvement efforts.
- Metrics include placement quality, timeliness, and WIOA outcomes.

Resources/Links

- Competitive Integrated Employment Guidance
- DVR Business Services
- Shared Roles and Responsibilities in DVR Services
- DVR Transportation Plan form
- WI APSE
- BPDD
- Job Center of Wisconsin
- Wisconsin Job Center Publications
- WisConomy labor market info

Key Takeaways

Job Preparation, Development, Hire, and Retention services are designed to:

- Prepare consumers for employment.
- Support effective job search.
- Assist consumers in securing employment.
- Promote successful job retention.

Additional Information

DVR Service Provider webpage:
https://dwd.wisconsin.gov/dvr/service-providers/

Contact us:
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