

**Division of Vocational Rehabilitation (DVR)  
 Technical Specifications: Job Preparation and Development  
 including Talent Acquisition Portal (TAP), Job Development  
 Hire and Job Retention Services**

**Effective July 1, 2016 to June 30, 2017**

**Description of Service Category**

Job Preparation, Development and Placement Services are a comprehensive set of services utilized to assist DVR Consumers in their efforts to plan for, seek, obtain and maintain employment. The list of services normally follows a sequence from the first service to the last service. Included with these services are the optional Talent Acquisition Portal (TAP) profile services that may further connect consumers to job openings.

[Link to Roles and Responsibilities Document\(s\)](#)

Note: All elements listed in the Roles and Responsibilities document and required reports serve as part of the technical specifications and are required to be completed by the Service Provider.

**Service(s):**

<b>SERVICE</b>	<b>PURPOSE</b>	<b>TIMEFRAME(S)</b>	<b>DELIVERABLES</b>	<b>PAYMENT</b>
Job Preparation and Development Plan (JPDP)	Assist DVR consumers on basic job preparation skills, resume, cover letter, and job application(s) to be better prepared for the job search process.	45 days to complete the service	1.) Job Preparation and Development Plan	\$500
Talent Acquisition Portal Profile (TAP)  (Optional)	Connect DVR jobseekers to job openings only available to state Vocational Rehabilitation agencies and their consumers.	30 days from authorization	1.) TAP Profile Report	Level 1 Profile Creation for existing consumer \$100  Level 2 Profile Creation for new consumer \$200  Level 3 Profile and Resume Creation for new consumer

				\$300
Job Development Hire	Begins immediately following the JPDP and is ongoing until a job is obtained in the field of the consumer's choice.	Review plan every 60 days	1.) Job Development Hire Report 2.) Monthly Job Search & I/TW Report	\$1350  Upon an accepted offer of employment, established start date, and hire report.
Job Retention	Provide DVR consumer with supports necessary and appropriate to retain employment. Support will last for at least 90 days.	90 days following employment start date	1.) Monthly Job Retention Report	\$2100  (35+ hours/wk and health insurance benefits or 35+hours/wk and \$12/hour)  -or-  \$1500 all other

**An Authorization for Services is required from DVR before any services can begin.**

#### **Service – Job Preparation and Development Plan**

- This service is to help the consumer understand the job search process and to work on basic job preparation skills, create a resume, cover letter and job applications.
- The employment goal and barriers to employment should already be identified by use of information provided by DVR staff from the comprehensive assessment as well as other formal assessments or information.
- DVR staff are encouraged at the point of referral for the job preparation and development plan service to hold a meeting or have phone/email communications with the provider and consumer to conduct introductions, review existing information, coordinate job preparation and development plan activities and schedule dates for future meetings.
- A final meeting with the Service Provider, consumer, and DVR is required to review the completed Job Preparation and Development Plan. All parties must sign and agree with the plan before proceeding with other job development services.

[Link to Job Preparation and Development Plan Report](#) (DVR-17036-E)

#### **Service – Talent Acquisition Portal Profile**

- This service is to connect DVR jobseekers to job openings only available to state Vocational Rehabilitation agencies and their consumers.
- Counselors will ensure consumers are a good match for TAP after a review of a TAP Consumer Profile Creation Criteria before inviting them to create a profile in TAP. Once consumers have

been invited, they may create a TAP profile individually or with the assistance of a service provider.

- Counselor will maintain a digital "parent" role over the online consumer profile. The role of the service provider is to assist with TAP profile creation once a VR counselor has invited a consumer to participate.
- Service Providers will assist the consumer in the following:
  - TAP profile creation for consumer
  - Login / password creation
  - TAP resume input and publication (objectives and qualifications, work experience, education, job categories, locations, skills)
  - Basic overview of TAP job search functionality

There are three levels of TAP Profile Creation Services available:

TAP Level	New Consumer	Existing Consumer	TAP Profile Creation	Resume Creation
1		Yes	Yes	
2	Yes		Yes	
3	Yes		Yes	Yes

**Level 1:** The consumer needs assistance with TAP but should have a current resume or sample job application as part of their existing job development services. Service Provider should use current resume or sample job application to help consumer successfully create TAP profile.

**Level 2:** Consumer is *not* receiving job development but has current resume or sample job application. Service Provider should use current resume or sample job application to help consumer successfully create TAP profile.

**Level 3:** Consumer is neither receiving job development *nor* has current resume or sample job application. In this scenario, the service is to help create a current resume or sample job application **and** to help consumer successfully create TAP profile.

[Link to TAP Report](#) (DVR-18027-E)

### Service – Job Development Hire

- Service Provider and consumer are working together on a regular basis to seek out and apply for jobs.
  - Activities include:
    - Both the consumer and service provider making contacts with potential employers based on consumer's needs
    - Assistance with completion of job applications, modifications to resume as needed, and interview preparation
    - At least weekly contact in the form of phone calls, email exchanges and in person meetings.
- The Job Preparation and Development Plan is reviewed and updated every 60 days in a face-to face meeting with DVR staff, service provider, and consumer but a review may be requested by any party more often depending on progress. **Plan updates will be reflected in the monthly Job Search report.**

- Job Development Hire activities are performed under the Division of Vocational Rehabilitation name. The Service Provider will represent their services to employers as a contractor for the Division of Vocational Rehabilitation. Services Providers will work in conjunction with DVR Business Services and other community agencies to identify job leads and work with employers.
- DVR will provide information and support to a consumer to maximize the number of hours the consumer can work. A position obtained by the provider must be consistent with the consumer's employment goal listed in their IPE. During initial meetings the employment team including the consumer, should discuss the number of hours the consumer would like to work and include in plan report. This estimate of hours should be based on the consumers stated preference and ability to work. If there is a difference in the hours secured, the employment team must agree upon these changes prior to starting employment.
- Service Provider in cooperation with DVR staff will:
  - Conduct on-site job analysis
  - Assist employers in identifying, modifying, and eliminating environmental barriers
  - Aid in assistive technology or rehabilitation engineering consultation as appropriate

The service provider will not receive payment for a hire if they are the employer of record and/or place consumer in their own place of business. The service provider may not place consumers as replacement workers in businesses where there is a strike in progress.

[Link to Job Development Hire Report](#) (DVR-17037-E)

[Link to Monthly Job Search & I/TW Placement Report](#) (DVR-18028-E)

### **Service– Job Retention**

- Job Retention helps a consumer maintain employment once hired. Assistance provided may look different for each consumer depending on consumer and employer needs.
- The service provider will maintain regular contact with the consumer and employer (if appropriate) as described and agreed upon in the Job Development Hire Report. The service provider will contact DVR immediately (within 24 hours) if a consumer is in jeopardy of job loss or if job loss has occurred.
- This service should be completed within 90 days at a minimum. Individual circumstances may require that time frame to be extended.
- Prior to submission of an invoice for payment of retention, the service provider must make contact with DVR to insure the 90 day timeframe has not been extended due to individual circumstance. The service provider will stay in contact with the DVR consumer, DVR staff and the employer, (with consumer permission). The counselor may choose to delay the retention payment until the consumer has stabilized in employment. Ongoing service and monthly reports are required.

[Link to Job Retention Report](#) (DVR-17038-E)

### **Service/Reporting Requirements**

Statewide DVR service and reporting elements are located in the required reporting template(s) found here: [Link to Required DVR Statewide Service Report\(s\)](#)

Reports are due within 5 business days of the end of the service or previous month if the service is continuing.

*\*\*\*If the service provider is seeking to use their own reporting template, the report must contain all the elements and follow the same sequence in the required DVR reporting template. Please email the DVR Program Development Specialist at [DVRSpecialContracts@dwd.wisconsin.gov](mailto:DVRSpecialContracts@dwd.wisconsin.gov) to submit a reporting template and request for approval.*

**Billing Requirements**

Invoices for services should be submitted as described on the Authorization for Services, also referred to as the purchase order. Invoices must be received by DVR within 60 days of completion of the service. Properly submitted invoices will be paid within 30 days of receipt when reports and services have been delivered and accepted as specified.