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**State of Wisconsin
Governor Jim Doyle**

TO: Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff
W-2 Agencies
Workforce Development Boards
Job Center Leads and Managers
Training Staff
Child Care Coordinators

FROM: Janice Peters, Director
Bureau of Working Families
Division of Family and Economic Security

DFES OPERATIONS MEMO					
No: 10-01					
DATE: JANUARY 6, 2010					
FS	<input type="checkbox"/>	MA	<input type="checkbox"/>	BC+	<input type="checkbox"/>
SC	<input type="checkbox"/>	CTS	<input type="checkbox"/>	CC	<input type="checkbox"/>
W-2	<input checked="" type="checkbox"/>	FSET	<input type="checkbox"/>	EA	<input type="checkbox"/>
CF	<input type="checkbox"/>	JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>
RAP	<input type="checkbox"/>	WIA	<input type="checkbox"/>	Other	<input type="checkbox"/> *
				EP	
PRIORITY: Medium					

SUBJECT: Wisconsin Works (W-2) and Division of Vocational Rehabilitation (DVR) Collaboration

EFFECTIVE DATE: Immediately

PURPOSE

The purpose of this memo is to inform W-2 agencies about resources that have been developed to assist W-2 and DVR agencies in collaborating at the local level to better serve individuals with disabilities who may benefit from services from both programs.

BACKGROUND

In February 2008, a Memorandum of Understanding (MOU) was developed between the W-2 program and the DVR program (both programs were housed in the Department of Workforce Development at that time) to establish a commitment to improved collaboration between the programs. Six key strategies that were identified to bring about successful collaboration included:

1. Identifying cross-program training needs and implementing a plan to meet those needs;
2. Establishing criteria for DVR to provide employment planning consultation in W-2 cases where the individual has a disability. Establish similar criteria for W-2 to consult on DVR cases when appropriate;
3. Developing a DVR/W-2 eligibility screening and referral process;
4. Establishing a process for coordination of employment planning in jointly-shared cases;
5. Agreeing on cost-sharing; and

6. Developing a process for conflict resolution.

The MOU has since been updated to recognize that W-2 is now housed in the Department of Children and Families while DVR remains in the Department of Workforce Development (see attachments).

A workgroup made up of Departmental staff as well as staff from W-2 and DVR agencies in Milwaukee was formed in 2008 to develop the six strategies that were identified in the MOU. The focus was placed on Milwaukee initially due to the high volume of individuals with disabilities who may benefit from services from both programs in that county. Through the work of that group, a Technical Assistance Guide (TAG) was developed that offers both W-2 and DVR agency case managers a framework for improved communication, coordination and provision of services across the two programs (see attachments). Although the TAG was initially developed and piloted by Milwaukee staff, it also provides useful guidance and resource information for the Balance of State W-2 agencies when working with participants who have disabilities.

TRAINING

In response to the MOU and efforts of the work group, policy and training staff from DVR and the W-2 Partner Training Section worked together to develop a one-day training, "DVR and W-2 Collaboration". This training provides course participants with an overview of services offered by DVR and W-2 agencies, placing a strong emphasis on collaboration between these agencies to manage a case effectively through the use of the TAG.

This training was initially delivered in September of 2009 to W-2 and DVR staff in the Milwaukee area. Both DVR and W-2 Partner Training Section staff delivered this training in three separate one-day training sessions. Approximately 75 W-2 and DVR staff attended these trainings.

This training is again planned for delivery in the Milwaukee area and Balance of State in late spring of 2010. Please check the PTS Learning Center at <https://wss.ccdet.uwosh.edu/stc/dwd> for additional information.

AGENCY ACTION

Both the MOU and TAG have been placed on the [W-2 Partner Resources website](#) to allow for easy access by W-2 case managers. W-2 agencies should review these documents with their case managers and identify key staff to attend upcoming training that will be made available in 2010. W-2 agencies are encouraged to reach out to their local DVR partners to further develop and tailor the interagency processes identified in the TAG to meet local needs.

ATTACHMENTS

Memorandum of Understanding between DVR and W-2

Technical Assistance Guide in Support of the MOU

CONTACTS

For Policy Related Questions: BWF Regional Office Staff

For CARES Processing Questions: W-2/CC Help Desk

*Program Categories – FS – FoodShare, MA – Medicaid, BC+ – BadgerCare Plus, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – FoodShare Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, *Other EP – Other Employment Programs.

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