




2009 = Quality Quality Quality!



Presented by
Tammy Liddicoat
Employment Resources, Inc.

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WDBN/DVR Work Group

Started in Feb 08
Changes in DVR Tech Specs/expectations

Why?

- DVR use of Benefits Analysis services
- DVR reporting requirements and methods to improve reporting

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WDBN/DVR Work Group

First:


- Developed checklist to measure quality of benefits reports

Questions about BA services:

- What is range of products being sold to DVR?
- How do the services stack up to the checklist?
- How can we determine effectiveness of the checklist?
- How are VR Counselors using the service?

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Case Reviews...



Why?


- DVR - as part of quality assurance efforts
- WDBN - to develop training, materials and QA

Review:

- 13 reviewers - 3 DVR, 10 WDBN
- 35 de-identified reports with DVR case-notes
- Statewide vendor representation
- Reviewed 5-6 reports each
- Each case reviewed by 2 people

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Case Reviews...




Observations

- Many lacked sources for verification
- Most reports individualized
- 5 to 10 pages good length
- Raters generally agreed
- Few included info on employment services
- Three-way meetings held less than 25%
- DVR discussed with consumer less than 40%
- Benefits specialists pointed out technical errors
- Many not reader-friendly
- Timeframe varied - averaged 60 days

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Case Reviews



Issues:


- Accuracy!
- Over-reliance on templates
- "Snapshot in time" service
- Referral process inconsistent, lacking info
- Lack of VR involvement

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Recommendations 


- 1) DVR develop standard Referral Form and best practice info
- 2) DVR Tech Specs: Recommend three way staffing as preferred practice

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Recommendations 

- 3) DVR Tech Specs revised to require the following elements:
 - purpose of the assessment and referral questions
 - employment goal, related scenarios
 - Sources and methods used to verify info
 - All benefits as they relate to the individual
 - Status of trial work period and implications

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Recommendations 

- 4) DVR add hourly rate to fee schedule for follow-up purposes
Revised to add a standard "update" fee
- 5) WDBN will develop a checklist for DVR counselors to include:
 - Suggestions for referral information
 - Variety of benefits that should be addressed
 - A basic list of quality indicators
 - Vendors participating in WDBN quality improvement standards*No substitute for identification of accuracy!!*

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Recommendations

6) WDBN develop a Registry of WI Benefits Specialists

- Adopt Code of Conduct
- Submit reports for random peer review
- Meet continuing education requirements

7) Tech Specs revised with preference for purchasing from vendors meeting established standards

Registry list will be provided to VR Counselors

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Recommendations

8) Review and score WDBN practitioner trainee reports for one year.

9) DVR staff training include the following:

- Annual updates for DVR managers
- Annual updates at DVR WDA staff meetings
- A breakout session at DVR annual conference

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Recommendations

10) DVR and other funding sources should explore cost-sharing ideas to use benefits counseling services more effectively and test this in pilot projects

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Next Steps

- Kathleen Enders new DVR liaison to Work Group and WDBN Advisory Council
- DVR Tech Specs will be revised
- Work group will continue
 - Work on developing a pilot project
 - Address referral practices – WIPA, POS and WIBC
 - Address counselor training issues

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Quality?

- How is the WDBN responding to the challenge for insuring that beneficiaries get complete and accurate information regarding their public benefits, work incentives and the relationship of earning on benefits?


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WIBS Registry

Reasons

- Protection for consumers
- Mark of quality for consumers and purchasers
- Recognition of professional status
- Measurable standards
- Method to formalize WIBS


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WIBS Registry 

Critical:

- Core values, ethical principals
- Ongoing training, updates
- Peer support and review of work


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WIBS Registry 

Expectations:

- Adopt professional Code of Conduct
- Complete at least 20 hours annually of WDBN or other approved training
- Participate in Peer Review process
 - To be determined
 - Members will design this
 - Review tool in final stages, being tested

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WIBS Registry 

Benefits

- Listing as WIBS provider
- Referrals
- Eligibility to participate in WDBN projects or sub-contracts
- Eligibility to apply for credential when available
- Alignment with professional network

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WIBS Registry 

How

- Effective immediately
- All info will be in newsletter
- Application will be available on web
 - <http://www.eri-wi.org/WDBN.htm>

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For more information visit www.eri-wi.org 

Employment Resources, Inc.
4126 Lien Road, Ste. 104
Madison, WI 53704
www.eri-wi.org

Tammy Liddicoat
liddicoat@eri-wi.org
608-246-3444 x222

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