

**Committee Name:**  
**Joint Committee on Finance – Budget Hearings (JCF\_BH)**

**Appointments**

99hr\_JCF\_BH\_Appoint\_pt00

**Clearinghouse Rules**

99hr\_JCF\_BH\_CRule\_99-

**Committee Hearings**

99hr\_JCF\_BH\_CH\_pt00

**Committee Reports**

99hr\_JCF\_BH\_CR\_pt00

**Executive Sessions**

99hr\_JCF\_BH\_ES\_pt00

**Hearing Records**

99hr\_ab0000

99hr\_sb0000

**Misc.**

99hr\_JCF\_BH\_\_Misc\_Disabled\_pt01a

**Record of Committee Proceedings**

99hr\_JCF\_BH\_RCP\_pt00

Joint Finance Committee  
Public Hearing April 15, 1999

Re: utilizing Proposed  
Compensation Reserve to Correct  
DVR Counselor Salary Inequities.

Please disseminate this  
packet to all Joint Finance  
Committee members

**PETITION: TO DELIVER CONSISTENT, QUALITY VOCATIONAL REHABILITATION SERVICES TO THE DISABLED CITIZENS OF WISCONSIN.**

Dear Legislator:

Wisconsin Division of Vocational Rehabilitation Counselors are requesting your support in helping us to deliver consistent, quality vocational rehabilitation services to the disabled citizens of Wisconsin.

The Wisconsin Division of Vocational Rehabilitation (DVR) is a leader in providing employment services for persons with disabilities. However, the **disabled citizens of Wisconsin are not being provided with consistent, quality vocational rehabilitation services.** Per DVR administration statistics, the surveyed **unemployment rate for persons prevented from working due to disabilities is 45%.**

There is a **serious problem with recruiting and retaining** qualified vocational rehabilitation counselors as the result of low salaries. **DVR COUNSELORS HAVE NOT RECEIVED A REALLOCATION (PAY INCREASE) IN 31 YEARS.** The **required minimum qualifications** for the DVR Counselor position include; 1) Master's degree, 2) two years of clinical supervised experience, and 3) professional counselor certification in the State of Wisconsin. The starting salary for entry level counselors is \$11.04/hour = \$23,051/year. The salary for veteran DVR counselors with twenty years of experience is \$18.51/hour = \$38,648/year. Other public and private sector employers are paying **starting wages** of about \$13,000 more and **career salaries** of about **\$17,000** more than the state is paying VR Counselors.

DVR Counselors have been actively working with their respective legislators, the Department of Employment Relations (DER) and AFSCME Union officials to bring about a reasonable salary increase which is commensurate with the qualifications and responsibilities of the DVR Counselor position.

DER has made a recent proposal to AFSCME on March 23, 1999 regarding salary increases. DVR Counselors believe that this current proposal will not go far enough to address the inequities of our current salary structure.

DER and AFSCME have both indicated the existence of a **compensation reserve** which may be used in the next biennium budget to resolve employee salary inequities.

**DVR Counselors are requesting your support in:**

- 1) Voting to retain a compensation reserve in the proposed budget.
- 2) Specifically appropriating compensation reserve funds to bring DVR Counselor salaries in line with comparable professions which annually pay \$13,000 to \$17,000 more.

Enclosed are petitions signed by DVR counselors statewide. These petitions illustrate the critical need to correct salary inequities for DVR Counselors. These petitions illustrate our commitment to provide consistent, quality vocational rehabilitation services to the disabled citizens of Wisconsin. We are requesting your intervention by appropriating compensation reserve funds to resolve the problem of recruitment and retention of qualified DVR Counselors.

Respectfully submitted on behalf of Wisconsin DVR Counselors by,

Joel Wolfgram, M.S.  
2142 Lakeland Avenue  
Madison, WI 53704 Phone: 608/242-7679

**TO PROVIDE CONSISTENT, QUALITY VOCATIONAL REHABILITATION SERVICES TO DISABLED CITIZENS OF WISCONSIN WE THE UNDERSIGNED ARE REQUESTING OUR LEGISLATORS TO CONSIDER TAKING THE FOLLOWING ACTIONS:**

1) Contact the Secretary's Office of the of the Department of Employee Relations (DER) and request that DER make a reallocation of funds in order to bring DVR counselor salaries in line with comparable salaries being paid by other employer in the state.

2) Contact Secretary Linda Stewart of the Department of Workforce Development (DWD) and ask that, at minimum, the salary line surplus from the Division of Vocational Rehabilitation be used now as a partial reallocation for DVR Counselors.

NAME	ADDRESS	PHONE NUMBER
<del>Patsy Long</del>	<del>334 Pymell St # 201</del>	<del>53115 Racine, WI 414-740-1816</del>
Phil Marshall	3164 N 45 <sup>th</sup> St	Milwaukee WI 53215 414-444-7558
Cori Schaefer-Pomero	7704-3 <sup>rd</sup> Ave	Kenosha WI 53142 414-6042
Sandra Elsworth	316 North Broad St.	Elkhorn WI 53121
Charles Nasting	303 N. Lincoln St.	Elkhorn, WI 53121 (414) 723-1885
Jewell Share	7512 15 <sup>th</sup> Avenue	Kenosha, WI 53143 (414) 723-5495 414-657-4728
PH Pryor	3230 Indiana St	Racine, WI 53405 414-554-6082



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NAME

ADDRESS

PHONE NUMBER

Peggy J Swinski 2404 James Blvd Racine 53403 414 634-5972

John R. Swinski 2203 Georgia Ave., Racine WI 53404 414-633-6718

Margie Cobb 1421 Oaks Rd #9 Racine 53406 414 886300

Carol L. Jones 5614 Byrd Ave. Racine 53406 (414) 637-1300

Zennetta Murray 1507 1/2 Villa St Racine 53403 (414) 637-4000

DVR - Racine

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NAME	ADDRESS	PHONE NUMBER
<del>Joel Wolynem</del>	2142 Lakeland Ave Madison, WI 53704	608/242/7679
<del>Judith Hoang</del>	414 Lone Eagle Dr. Madison WI 53713	608/271-6174
<del>George Jasinski</del>	N 1597 CARMANEE ST. MORTAGE, W. 53701	608/742-3792
<del>Leslie Mirkin</del>	229 S. Sagoe Rd Madison, WI 53705	608/233-0304
<del>Bonnie J. Jernan</del>	4859 Shelbourn Ave #226 Madison WI 53705	(608) 270-1270
<del>Jacqueline Nordbo</del>	1517 Mayfield Lane Madison WI 53704	(608) 245-1095
<del>John Schulz</del>	4906 Comauchewy Madison, WI	(608) 244-1861
<del>Brian Schulz</del>	3334 Ridgeway Ave, Madison 53704	(608) 348-0107
<del>Joan Woodell</del>	818 Henry St. Waunakee, WI	608-53587 899-7079
<del>Mary Schuster</del>	6410 Alison Lane Madison, WI 53711	(608) 276-9798
<del>Diane Schutty</del>	3786 Janelle Lane Cottage Grove WI 53527	(608) 839-4428
<del>John Blawie</del>	2213 Manor Green Dr. Madison, WI 53711	608/271-0498
<del>William J. Glatth</del>	26 Westend Circle Madison, WI 53704	608/241-5097
<del>William J. Glatth</del>	838 E. DAYTON ST MADISON WI 53703	(608) 255-7560

DVR = MADISON

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**NAME**

**ADDRESS**

**PHONE NUMBER**

Susan P. Kessler	1738 S Old Hwy 11 Janesville WI 53545	(608) 876-6225
Charis Hoglin	8 Essex Ct. Madison	53713 (608) 276-9754
Sandra J. Hooser	1005 Bedford Dr Jpsvt WI 53546	(608) 757-0147
John Symon	166 King Lake Rd. / Brooklyn, WI.	53521 (608) 455-1406
M. M. Hoffman	1437 BARRINGTON DR DUBUQUE IA 52003	(319) 582-9645
Judith L. Heck	910 Emerson St. Beloit WI	608-365-4480
Paul Bliss	1121 E Court Janesville WI 53545	736-2871
Diane DuBore	900 Bristol Ct Stoughton	
Cynthia A. Zwald	612 Maiden St. Mineral Point WI 53589	608-987-2047 53565

DVR - Janesville

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NAME	ADDRESS	PHONE NUMBER
<i>Cary Markle</i>	<i>1566 S 58 St West Allis, WI</i>	<i>(414) 453-1960</i>
<i>Juganna Korte</i>	<i>W18078198 Town Hall #1 Monomonee Falls, WI</i>	<i>(414) 250-8511</i>
<i>Antoinette M. Liddy</i>	<i>2369 S. 57 St. West Allis 53219</i>	<i>(414) 321-4793</i>
<i>Cathy Reed</i>	<i>8215 W EUCLID AVE, MIL 53219</i>	<i>414 541-4671</i>
<i>Jan S.</i>	<i>W. 5528 N. 5th Ave 53218</i>	<i>466 3554</i>
<i>Paul M. Gange</i>	<i>140 E GARFIELD Circle MILWAU., WI. 53207</i>	
<i>Jim M. Gange</i>	<i>133 A Lakeview Ct Pewaukee, WI. 53072</i>	

DVR - Milwaukee

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NAME	ADDRESS	PHONE NUMBER
<del>DAVID</del>	Dowlinski 722berry St Green Bay	920 437-5641
KEN ASHOR	2919 MT CANON DR GREEN BAY WI 54301	920 469-7259
Terra Schlueter	2620 W Brewster ST Appleton WI 54914	920-831-9944
RON RETZKOFF	1026 B... ST LA OREWA WI 54155	920-434-48
DICK STARRY	2508 BETTY CT GREEN BAY WI	920-435-2291
SANDY VALENTINE	834 N... PI SIMPSON WI 54230	920 743 8568
Krystyna Mazur	724 Ethel Ave. Green Bay WI 54303	920/405-8954
Mary Braem	N5944 Wolf River Rd PA 19111	526-2894

DVR - Green Bay

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NAME	ADDRESS	PHONE NUMBER	
Kim Bruno	141 NW Barstow St, Rm 157 Waukesha WI 53187-1349	414-521-5300	brunoki@dwd.state.wi.us
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Thomas Caribati	Waukesha WI 141 NW Barstow Waukesha	548-5859	
Richard Heise	Waukesha DVR	548-5869	
Donald J. J...	Waukesha DM	548-5868	
Kathy Murphy	Waukesha DSL	548-5862	
Marilyn Rubio	141 NW Barstow, Waukesha Waukesha, DVR	548-5877	
Aileen Cardozo	"	548-5867	
Elizabeth Ryan	"	548-5860	
Angel Smith	"	548-5875	
Carleen Abizadeh	" "	(414) 548-5864	
Meredith Dussel	"	548-5871	
Charlene Berg	"	548-5870	
Cindy Cain	"	548-5879	
Suzanne Kowal	"	548-5878	
Diana Lopez	"	521-5316	
Dora Salinas	"	548-5865	
Susan Mungen	"	548-5873	
Richard West	"	548-5872	

Waukesha DVR

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NAME	ADDRESS	PHONE NUMBER
Mary Dehn	5761 Huseyville Ct. Wis. Rapids, WI 54494	(715) 423-3001
J. Icher Niecalski	4731 76th St So Wisconsin Rapids, WI 54494	(715) 422-5062
Patti Lloyd	8530 Cty Trk Wld Wis. Rapids, WI 54494	421-2378
Janet Puka	2833 Klamm Ave Wis Rapids, WI 54495	715-423-5388
Linda Benning Koop	457 St Andrews Tr Bellevue, WI	715-325-0094
Mary	9493 BLUFF DR. PITTSVILLE WI 54486	715-676-2827

DUR - Wisconsin Rapids





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Donald J. Meeder	1781 Rice Lake Road Three Lakes, WI 54502	(715) 546-3673
Debra Soulier	PO Box 184 Lac du Flambeau WI 54538	(715) 588-3137
Bill Kroll	1052 Hwy 45 S Eagle River, Wis. 54521	(715) 479-5034

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NAME	ADDRESS	PHONE NUMBER
James R. Dredsky	1902 Cornick Blvd - Sheboygan, WI 53081	920-458-5442
Richard	2740 N. 25th St. Sheboygan WI 53083	920-458-7206
J. K. K.	1765 Ledgeview Rd. De Pere, WI 54115	
William Fink	3431 No 10th St. Ashland, WI 54806	
Susan Baumgart	2211 Mademeyer St. Sheboygan, WI 53081	(920) 457-1506
Dean Louden	2209 Arizona Ave. Sheboygan, WI 53081	
Bonnie Cowie	1405 Parkwood Blvd Sheb. WI 53081	(920) 457-7283

DVR - Sheboygan







DUR Milwaukee NE office 3/1/99

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NAME

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Reguelyn Blair	7524 N 53 <sup>rd</sup> St Milwaukee 53223	414-371-0409
Bill Joseph	933 O'Eland Place Milwaukee	414-225-8912
Bill Hustedde	2161 W. 74 <sup>th</sup> Mil, WI 53213	414-771-8684
Deanna Patten	3595 S Sandalwood Dr. New Berlin, WI 53151	414-789-9405
Sofia M. Majid	1319 N. Jackson St. 217 E Milwaukee, WI 53202	414-220-9621
Rebecca Burg	NSA W23728 Clover Dr. Sussex, WI 53089	414-820-0616
Diana A. Abouk	3508 W. Prospect Ave. Shorewood, WI 53211	414-332-7848
Maureen McGraw	824 W. Eulach Glendale, WI 53209	(414) 962-6148
Deanna Harrover	104 St W Monticello	543-337
Kriste Zukow	5697 N Milwaukee Rd 8809 Greenfield 53209	414-228-6857

Milwaukee DUR

# Memo DRAFT

Excerpt from summary of United States Census data by former DVR Research Analyst Ron McNeil

## Background

DVR often receives requests for information regarding the number of persons with disabilities in Wisconsin. In the past, DVR has quoted estimating methods (Ridge Worrall), other survey data, and Census data to answer these requests. All of these methods/sources give different answers. They are done at different times, ask different questions, use different sampling, survey different populations etc. This data inconsistency can cause confusion among the public, therefore we are sharing with you our current thinking on estimating DVR's target population. None of the alternatives are ideal in all respects. We are now choosing to use the Census data as the primary source for estimating the potential VR population. Also included in Tables 4 is the original Census estimates of all of the demographic information on Wisconsin's disabled population. Table 5 reports Census estimates of the disabled population by county in Wisconsin.

## Identifying and Estimating DVR's Target Population

Using the Census data as our source for estimating DVR's target population, we are able to identify our potential customers in terms of their labor force participation status. Census categorizes all individuals between the ages of 16 and 64 into categories according to their labor force participation. Individuals who are not working are separated into three distinct categories.

Looking for Work: Those who are not working but are actively looking for work are still considered to be a part of the labor force (the group from which the unemployment rate is calculated).

Unable to work due to a work disability, also referred to as "prevented" from working.

Other: Includes retirees, homemakers, students, and others who have voluntarily left the labor force. Individuals who have "given up" in discouragement would be categorized here. Also referred to as "not prevented" from working.

Table 1: 1990 Wisconsin Labor Force Participation: Persons 16 to 64 years of age  
Source: 1990 Census Tables on Disability

	Wisconsin General Population		Wisconsin Residents with a Work Disability	
	Number	Percent	Number	Percent
Employed	2,319,112	76%	89,920	40%
Not Employed	734,936	24%	133,645	60%
Looking for work	127,938	4%	12,549	6%
Unable to work due to disability	100,051	3%	100,051	45%
Other	506,947	17%	21,045	9%
Totals	3,054,048	100%	223,565	100%

Receipt from October 5, 1998 Memorandum  
by DVR Training Officer Ms. Bobbi Besen-Lrone

### Extent To Which Counselors Do Not Meet The Personnel Standard

Of the 210 vocational rehabilitation counselors currently employed by the DSU, 62 do not meet the personnel standard. Of these 62 counselors, 12 do not have a bachelors degree and 50 do not have a masters degree. The plan detailed later in this attachment outlines the DSU's approach and timetable to bring these counselors up to the personnel standard.

### Ability To Hire Qualified Staff

The major factor in Wisconsin that may inhibit the DSU from hiring qualified counseling staff is low pay compared to the private sector. Both DSU and DSA management support increasing counselor pay scales. As noted previously, vocational rehabilitation counselors are covered by the collective bargaining provisions of the WSEU contract. Pay scales are one of the bargaining provisions included in this contract (as noted, the current contract runs through June 30, 1999).

With the support of top management in both the DSU and DSA, the next step is to encourage vocational rehabilitation counselors to become more involved with the WSEU to promote increased pay scales for professional counselors. That process will continue through the duration of this state plan. Management in the DSA and DSU will also consult with the state Department of Employment Relations (DER) to promote higher pay scales for professional vocational rehabilitation counselors.

### Plan To Meet The Personnel Standards Of The CSPD

Based upon state personnel rules and the provisions of the WSEU contract, the DSU's plan to bring grandfathered counselors up to the personnel standard is as follows.

The first step will be to work with the three major rehabilitation counselor education programs in the state (University of Wisconsin-Madison, University of Wisconsin-Milwaukee, and University of Wisconsin-Stout) and the Region V RCEP to develop alternative formats for providing academic coursework in rehabilitation counselor training in addition to the on-campus programs, for staff currently employed by the DSU. Completion date is targeted for February 28, 1999.

The second step will be to require all 62 grandfathered vocational rehabilitation counselor staff to attend the following academic core rehabilitation courses:



# BULLETIN

Week of June 2 - 6, 1997, #48

## EMPLOYMENT

### IMPROVES

Wisconsin's unemployment rate in April was 3.4 percent, down one-tenth from March. Last month was the sixth straight April that unemployment in Wisconsin has improved — going from 5.6 percent in 1991 to 3.4 percent last month, seasonally adjusted. The nation's unemployment rate was 4.9 percent. During the last two months, Wisconsin employers added 40,400 jobs. That job growth is slightly above normal despite the unusually cool early spring. In March, Wisconsin tied for the 10th lowest unemployment in the nation.

Information for the *Bulletin* can be directed to Shirley Baumann, 428 GEF 1, 608/267-9368, or by e-mail



State of Wisconsin  
Department of Workforce Development

## Uninsured Employers Fund successful

A Worker's Compensation program that began last year is succeeding in its goal of protecting more people who are injured in the workplace.

The Wisconsin's Uninsured Employers Fund compensates injured workers whose employers were uninsured and takes enforcement action against companies that do not carry the required worker's compensation insurance.

In 1996, the Fund fined 1,078 employers a total of \$1.2 million for operating without worker's compensation insurance. As a result of those enforcement actions, 40,000 workers were covered for the first time.

Before the program began, the only recourse for an unprotected worker who was hurt on the job was to sue the uninsured employer. Many such small employers, unable to pay the often-catastrophic medical and indemnity costs, declared bankruptcy, leaving the injured worker with no compensation.

### The first six months

The program began accepting claims on July 1, 1996. During its first six months of operation, the fund paid \$259,272 in worker's compensation benefits for 21 workers who were injured while working for illegally uninsured Wisconsin employers. In the course of paying valid claims, the Worker's Compensation Division is made aware of the uninsured company.

The program is entirely funded through fines assessed against employers who do not carry the required worker's compensation insurance coverage. The fund grew by over \$1 million last year to a total of \$4.8 million at the close of 1996.

The program has sophisticated

enforcement tools. It has the authority to levy fines and can move to shut down businesses that refuse to comply. Last year, the Worker's Comp Division initiated legal action against 10 employers who refused to obtain worker's comp insurance, seeking court orders that they be shut down.

Uninsured employers face a mandatory penalty of twice the amount of premium the employer would have paid during the uninsured period, or \$750, whichever is greater. The Worker's Comp Division is authorized to collect those fines by warranting liens against assets or by levying the amount directly from the employer's financial institution.

If you work with employers who are uncertain whether they need worker's compensation insurance, they can contact the Worker's Compensation Division, 201 E. Washington Ave., Room 261, Madison, WI 53707 — or by calling 608/266-0416.

Workers who think they may be eligible under the Uninsured Employers Fund should call 608/266-1340.

### Opportunities

	Listing	Announced	Deadline
Vocational Rehabilitation			
Counselor Objective/Entry			
Statewide	CEOB	4/28	open
Program Assistant 3			
Mail room			
Madison	AGCP	5/19	5/28
Program Assistant 2			
Mail room			
Madison	SWCP	5/27	6/11
Vocational Rehabilitation			
Manager 2, Admin.			
Bureau Director			
Madison	SWCP	5/27	6/16

AGCP = DILHR Promotional/Transfer  
CEOB = Current Employment Opportunities Bulletin  
SWCP = Statewide Competitive Promotional

You may contact DWD Human Resources Services for more information about any of the employment opportunities listed in the *Bulletin*.

# BULLETIN

Week of August 24-28, 1998. #111

## Government to the People

Governor Tommy Thompson is again taking state government to the people of Wisconsin. The purpose of this annual move is to make sure that government is aware of the concerns, challenges and successes of Wisconsin citizens.

The location for Government on the Move this year is Marathon County. DWD has four functions that will be attended by the governor:

### It's Only a Matter of Time



494 days left

1. A visit to the Nina Care Center in Wausau, a Hmong licensed day care center to announce a safety and outreach campaign
2. Meeting with Hmong community leaders
3. Visit to Athens High School to kick off the Youth Apprenticeship in tourism
4. Joint event to recognize Wausau Insurance for offering the nation's first worker's compensation policy

In addition, the DWD Secretary and executive team and division administrators will be looking at important work done locally through our programs, funding and assistance. Local DWD offices in Wausau will also be visited by the Secretary's Office.

Other DWD sponsored events include: additional day care centers, Hmong employers, Marathon Co. Child Support Agency, City County Data Center, an employer using supported employment participants, a visit with students of the hearing and vision impaired programs at the technical college, a free Labor Law Clinic and a visit to the DES Regional Training Center.

Staff throughout DWD (central office and Wausau area field staff) have been working hard to make these events meaningful for all involved.

Information for the weekly *Bulletin* should be delivered by 4 p.m. Wednesdays to Barbara Roe, 251X GEF 1, 608/267-1410, or by e-mail: [roeba@mail.state.wi.us](mailto:roeba@mail.state.wi.us).

Intranet home page address: [dwdworkweb](http://dwdworkweb) -- if you are on the DWD LAN.

Intranet home page address: <http://workweb.dwd.state.wi.us> --

if you are using an internet service provider

Production Editor:

Melinda Curler

## Opportunities

	Listing	Announced	Deadline
Vocational Rehabilitation Counselor Entry & Objective/Statewide	CEOB	4/20	OPEN
Economic Support Technical Writer 2/ Madison	CEOB	8/3	8/24
IS Supervisor Program Operations Section Chief/ Madison	CEOB	8/3	8/24
Training Officer 2 Child Support/Madison	CEOB	8/3	8/24
Financial Supervisor 5 Federal Reporting Unit Supervisor/ Madison	CEOB	8/17	9/8
Financial Supervisor 5 Systems Management Unit Supervisor/ Madison	CEOB	8/17	9/8
Area Administrator/ Madison	CEOB	8/17	9/11
Research Analyst 8-Supv BWI Research & Statistics/ Madison	CEOB	8/24	9/14

AGCP = DWD Competitive Promotional

CEOB = Current Employment Opportunities Bulletin

SWCP = Servicewide Competitive Promotional

SWTB = Servicewide Transfer Bulletin

You may contact DWD Human Resources Services for more info on employment opportunities in the *Bulletin*.



State of Wisconsin

Department of Workforce Development

# BULLETIN

Week of April 5-9, 1999 #142

## BITS opportunity

BITS is currently recruiting for a Security Analyst-intermediate, which is pay range 14. Check the following website for further information:  
(<http://www.dwd.state.wi.state.us/asd/jobopen.htm>)

## E-mail virus alert

The "Melissa" virus continues to lurk!

On Friday and Monday of last week an all employee e-mail was sent warning us about Melissa. As of today new information reveals that the SUBJECT field may now be different, such as a blank field or different wording.

When you open the e-mail you can identify a "Melissa message/virus" by the message body. It will usually read "Here is that document you asked for... don't show anyone else ;-)" DO NOT OPEN and make sure you DELETE any e-mail with a subject line that reads "Important Message From UserName" and/or contains the message body "Here is that document you asked for... don't show anyone else ;-)." As a precaution, do not open any executable files from an unknown source.

Once the Word document is opened, the virus scans address books for names that it can send duplicate e-mail messages of itself to. This is how the virus propagates. The original Word document attachment is named "list.doc", however, as the virus propagates, other documents may become the attachment.

## April is Child Abuse Prevention Month

The entire month of April has been designated "Child Abuse Prevention Month." Awareness is the first step towards prevention. There are three types of child abuse:

- Emotional
- Physical
- Sexual

All three types have very serious ramifications. Emotional abuse, which is 4% of all substantiated cases of child abuse, is commonly defined as the systematic tearing down of

(see "Prevention" pg. 2)

Information for the weekly Bulletin should be delivered by 4 p.m. Wednesdays to Vanessa Bowling, 251X GEF 1, 608-264-6810, or by e-mail: [bowliva@dwd.state.wi.us](mailto:bowliva@dwd.state.wi.us), or DWD Bulletin

Intranet home page address: [dwdworkweb](http://dwdworkweb) -- if you are on the DWD LAN.

Intranet home page address: <http://workweb.dwd.state.wi.us> -- if you are using an internet service provider.

## Opportunities

	Listing	Announced	Deadline
Vocational Rehabilitation Counselor/Entry & Objective/Statewide	CEOB	9/14	OPEN
DWD Budget Systems Coordinator/Leadworker/Madison	CEOB	3/15	4/5
Program & Planning Analyst 6/Supv/Child Support Planning Unit Supervisor/Madison	CEOB	3/15	4/5
Assistant Area Administrator/Select Areas	CEOB	3/29	4/19
Collections Specialist 1/Madison	CEOB	3/29	4/19
Economic Support Supervisor 3/Director, Office of Quality Assurance/Madison	CEOB	3/29	4/19
Human Services Program Coordinator-Major/Child Care Specialist/Madison	CEOB	3/29	4/19
Training Officer 2/Madison	CEOB	3/29	4/26*
Security Analyst-Intermediate/Madison	NA		4/15

### \*CORRECTION

AGCP = DWD Competitive Promotional

CEOB = Current Employment Opportunities Bulletin

SWCP = Servicewide Competitive Promotional

SWTB= Servicewide Transfer Bulletin

You may contact DWD Human Resources Services for more info on employment opportunities in the Bulletin



State of Wisconsin  
Department of Workforce Development



## VOC REHAB COUNS ENTRY (Job Number 3031074)

Employer Located In: MADISON  
Pay: \$22,274 PER YEAR @ \$10.31/hr.  
Duration/Hours Per Week: FULLTIME JOB, 40 HOURS PER WEEK  
Shift: FIRST SHIFT

### MINIMUM REQUIREMENTS OF EMPLOYER

Education: MASTERS DEGREE  
Vehicle: NO  
Drivers License: NO  
Age: NO AGE REQUIREMENT

### Other Requirements:

REQUIRES GRAD DEGREE IN PROFESSIONAL COUNSELING OR RELATED FIELD. SOME JOBS REQUIRE ASL OR SPANISH.

### JOB DESCRIPTION:

COUNSEL PERSONS WITH DISABILITIES & THEIR FAMILIES TO IDENTIFY & RESOLVE PROBLEMS; PLAN INDIVIDUALIZED VOCATIONAL REHABILITATION PROGRAMS & PROVIDE SUPPORT & DIRECTION DURING THE REHABILITATION PROCESS; ARRANGE FOR MEDICAL & PSYCHOLOGICAL EVALS & VOCATIONAL TESTING &/OR WORK EVAL; PLACE CLIENTS IN JOBS; ATTEND MEETINGS, SEMINARS & TRAINING SESSIONS.

TO APPLY, SUBMIT AN APPLICATION FOR STATE EMPLOYMENT, A LETTER OF INTEREST & A CURRENT RESUME WITH A STATEMENT THAT APPLICANT POSSESSES A GRADUATE DEGREE IN PROFESSIONAL COUNSELING OR RELATED FIELD. NO DEADLINE. FOR A STATE AP, CALL (608) 266-1093. POSITIONS ALSO AVAILABLE AT 600 WILLIAMSON STREET, MADISON. SEND APPLICATION MATERIALS TO DWD/BHRS; 201 E. WASHINGTON AVENUE; P.O. BOX 7946; MADISON, WI 53707-7946.

BENEFITS: EXCELLENT BENEFITS INCLUDING HEALTH INSURANCE, LIFE INSURANCE, PAID VACATION AND SICK LEAVE, DEFERRED COMPENSATION PROGRAM AND OUTSTANDING STATE RETIREMENT PROGRAM.

EMPLOYER: WI DEPT OF WORKFORCE DEV  
PO BOX 7946  
MADISON, WI 53707-7946

EMPLOYER CONTACT: PERSONNEL MANAGER

### HOW TO APPLY:

SEE INSTRUCTIONS UNDER JOB SUMMARY. REFER TO JOB ANNOUNCEMENT CODE 71896

You might want to print this page. You can also [pick a new region](#), [search a new job category](#) or return to the [JobNet Home page](#).



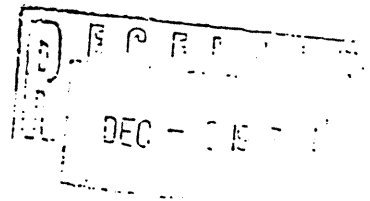
# COUNTY OF DANE EMPLOYMENT OPPORTUNITY

*Comparable Position*

## **PROGRAM SPECIALIST AGING & PHYSICAL DISABILITIES**

The Dane County Department of Human Services has an immediate opportunity for a professional to manage programs, including contracted agencies, providing services for older adults and persons with physical disabilities and/or chronic illness. Requires equivalency to a bachelor's degree in social work or other human services or behavioral science field and at least two years of professional experience in either services to the aging or persons with physical disabilities and/or chronic illness. More job content information available from address listed below. Starting annual salary of \$34,561 with merit increases to \$41,510 (1998 increase expected), longevity pay of 3% to 12% of base salary and excellent benefits.

Recruitment ends 4:30 p.m., Monday, December 29, 1997. For a job description and application form contact: Dane County Employee Relations, Room 418, City-County Building, Madison, Wisconsin, 53709, 608/266-4123, for those with TDD equipment only, 608/266-4529. Resumes are not accepted in lieu of completed application forms. An Affirmative Action Employer operating under a Civil Service Merit System.



**DANE COUNTY EMPLOYEE RELATIONS OFFICE**  
210 Martin Luther King, Jr. Blvd., Madison, Wisconsin 53709

Comparable Position

## EMPLOYMENT OPPORTUNITIES FOR WISCONSIN PATHWAYS TO INDEPENDENCE MADISON WISCONSIN

The Wisconsin Dept. of Health and Family Services (DHFS) is assembling a dynamic team to ensure that people with disabilities get the health care and other support they need to be employed.

Wisconsin Pathways to Independence is a highly visible collaboration between DHFS, the Div. Of Vocational Rehabilitation and federal agencies to help people with disabilities to work.

**Five positions are available, all located in Madison Wisconsin.** Madison is considered one of the most livable cities in the USA.

Visit our web site at: "[www.dhfs.state.wi.us](http://www.dhfs.state.wi.us)" Click on "Job Opportunities".

### WISCONSIN STATE CIVIL SERVICE POSITION

**Pathways Program Manager** Start between \$41,189 and \$52,671 per year depending on qualifications. Supervise all project staff. Qualifications: experience in project or program management, contact administration, Medicaid or SSI/SSDI, and familiarity with the needs of people with a physical, mental illness, and/or a developmental disability.  
**Please reference Job Announcement Code 00179.**

### ADDITIONAL PATHWAYS POSITIONS

All positions have excellent benefits.

**Research Supervisor (Job Announcement Code OSF-01):** Start between \$40,000 and \$52,000 per year. Supervise research staff and implementation of the Wisconsin research program. Serve as chief liaison to the national research team.

**Planning Analyst (Job Announcement Code OSF-02):** Start between \$32,000 and \$44,000. Develop and analyze options to remove employment barriers, ensure continuity of health coverage and increase employment success. Plan local site implementation. Organize and conduct training in effective techniques of working with people who have a physical, mental or developmental disabilities.

**Research Analyst (2 positions - Job Announcement Code OSF-03):** Start between \$32,000 and \$46,000. Establish a data warehouse and analyze trends in use of Medicaid, Medicare, SSI, SSDI and other programs. Conduct individual site evaluations. Participate in the national research program with the Robert Wood Johnson Foundation and the Social Security Administration.

For application materials, call the DHFS Request Line at (608) 267-9893 (voice) and follow the instructions; or Teletypewriter by dialing (608) 267-7371 (TTY); Fax at (608) 267-2147; or e-mail at: [bperjobs@dhfs.state.wi.us](mailto:bperjobs@dhfs.state.wi.us)



Completed application materials need to be returned by March 24, 1999.

An Equal Opportunity Employer

The following four state job descriptions are considered by DER as interrelated with the VR Counselor position. However, the four positions do not require a Master's Degree or two years of supervised clinical experience:

1. Health Facility Surveyor – starting pay is \$31,608/year with no degree requirement.
2. Social Worker – Starting pay is \$26,993/year to 31,608/year. Requires a minimum of a bachelor's degree. Does not require completing any supervised clinical component as does the DVR Counselor position.
3. Disability Determination Specialist – Starting pay is \$10.02/hour with no degree requirement.
4. Unemployment Benefit Specialist – Starting pay is \$23,053/year with no degree requirement.

**DVR Counselor** – starting pay is \$11.04/hour or \$23,051/year. Requires a Master's degree, two years of supervised clinical experience and professional counselor certification in the State of Wisconsin.

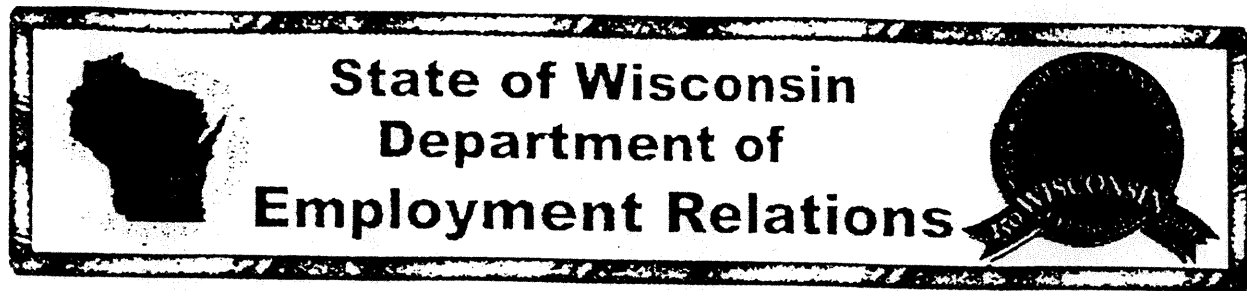
November 30, 1998 JOB  
Jayne B Grant  
266-7346  
3 vacancies

**HEALTH SERVICES SPECIALIST 1  
HEALTH FACILITY SURVEYOR  
SELECTED AREAS  
JOB ANNOUNCEMENT CODE:**

Department of Health and Family Services (DHFS); Division of Supportive Living; Bureau of Quality Assurance. **CURRENT VACANCIES:** Green Bay (Area 15) and Rhinelander (Area 28). The employment register established from this recruitment may be used to fill future vacancies at regional offices in Eau Claire (Area 24), Green Bay (Area 15), Madison (Area 5), Milwaukee (Area 8) and Rhinelander (Area 28). Starting pay is \$31,608 per year. This position is included in the Professional Social Services Bargaining Unit. An eighteen-month probationary period is required. Must pass the Surveyor Minimum Qualifications Test (SMQT) prior to obtaining permanent status. **JOB DUTIES:** Conduct complex on-site surveys of long term care facilities to ensure compliance with state licensure and federal certification requirements including quality and appropriateness of care; investigate complaints, conduct follow-up and surveillance visits and review waivers and variances; conduct interviews with residents, families and staff; write objective and accurate survey reports from findings; testify on unresolved complaints or violations; and participate in consultative services and training to provider groups and professional organizations. **KNOWLEDGE AND SKILLS REQUIRED:** Basic social work concepts and methods including assessment practices, behavior management principles and practices, social service ethics; and specialized services (active treatment) for the developmental disabled and for the mentally ill. Current standards of practice and procedures for the care of geriatric, mentally ill and developmentally disabled residents. Principles and practices relating to the medical and psychosocial care and treatment of nursing home residents; community programs for alternate living options for long term care clients; development and implementation of resident care plans; ability to conduct individual and group interviews; ability to use computers and a variety of software applications; and ability to communicate effectively verbally and in writing. **SPECIAL REQUIREMENTS:** Extensive travel and overnight stays required; must possess a valid Wisconsin driver's license at the time of appointment. Certain positions require applicants to be certified as a Qualified Mental Retardation Professional (QMRP) which requires at least one year experience working directly with persons with mental retardation or other developmental disabilities AND is one of the following: physician, registered nurse, physical or occupational therapist, psychologist, social worker, speech-language pathologist or audiologist, recreation specialist, dietician, or human services professional. **HOW TO APPLY:** To request special application and examination materials, write to DHFS/Bureau of Personnel and Employment Relations, Room 655, One West Wilson Street, P.O. Box 7850, Madison, WI 53707-7850, or E-mail to [bperjobs@dhfs.state.wi.us](mailto:bperjobs@dhfs.state.wi.us) or call the DHFS Request Line at (608) 267-9893 (voice) and follow the instructions provided. Individuals using a Teletypewriter (TTY) should call (608) 267-7371. When requesting application materials, please use the complete job title and Job Announcement Code. Materials requested by telephone will be mailed no sooner than the next working day after your telephone request. Materials will be accepted until the needs of the department are met. The first review of application materials will be conducted on those materials received by **January 5, 1999**. Applicants will be advised of the results of that evaluation and qualified candidates will be invited to participate in the next phase of the selection process. Questions may be directed to Jayne Grant (608) 266-7346 or Sharon Zannacker (608) 266-0555 or E-mail [zannasl@dhfs.state.wi.us](mailto:zannasl@dhfs.state.wi.us).

PR12-06/DEL/JBG/6009442/6009467/6009473





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## SOCIAL WORKER INTAKE AND ASSESSMENT

### MILWAUKEE CHILD PROTECTIVE SERVICES MILWAUKEE (AREA 5) REANNOUNCEMENT NEW SALARY

JOB ANNOUNCEMENT CODE: 98425

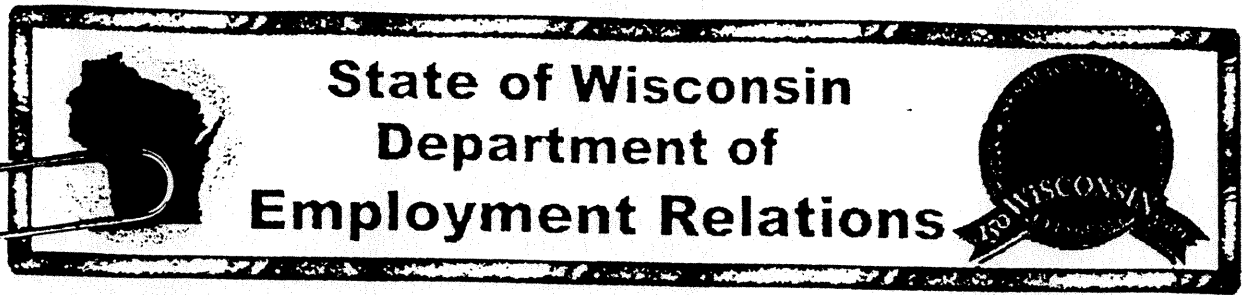
Department of Health and Family Services (DHFS); Division of Children and Family Services; Bureau of Milwaukee Child Welfare; Milwaukee. Starting pay is \$26,993, \$29,206, or \$31,608 per year, depending on your training and experience. These positions are included in the Professional Social Services Bargaining Unit. A 12-month probationary period is required. NOTE: Spanish/English or Hmong/English-speaking individuals are encouraged to apply.

**JOB DUTIES:** Conduct child protective services intakes and assessments of alleged child abuse and neglect referrals in Milwaukee County; implement appropriate intervention strategies; prepare written and oral testimony for Children's Court; and maintain current documentation on caseload. On-call/standby status will be required on a rotating basis.

**KNOWLEDGE AND SKILLS REQUIRED:** Social work principles and practices; child and family development, family systems theory, crisis intervention theory, dynamics of child abuse and neglect; community human services and health resources; effective interpersonal, oral and written communication skills; ability to maintain accurate, current case record documentation and to prepare clear, concise reports. Due to the nature of these positions, a criminal background check will be conducted as part of the hiring process.

**SPECIAL REQUIREMENTS:** 1) Possession of Social Worker certification in the State of Wisconsin or eligible for a temporary Social Worker certificate at time of appointment; 2) Possession of or eligibility to obtain a Wisconsin driver's license or personal driver, and access to reliable personal motor vehicle transportation. If not already certified, qualifying education is a Bachelor's degree or a Master's degree in Social Work. Requests for Social Worker Certification or Temporary Certificate applications and information should be directed to Department of Regulation and Licensing; 1400 East Washington Avenue; P.O. Box 8935; Madison, WI 53708-8935; (608) 266-0145 (voice); or (608) 267-2416 (TTY). To request special application/examination materials, write to BPER Jobs; DHFS; Bureau of Personnel and Employment Relations; One West Wilson Street, Room 655; P.O. Box 7850; Madison, WI 53707-7850; or call the DHFS Request Line at (608) 267-9893 and follow the instructions provided. Individuals using a Teletypewriter (TTY) should call (608) 267-7371. If using the Request Line or TTY, please have the complete job title and Job Announcement Code available when you call. Materials requested by telephone will be mailed no sooner than the next working day after your telephone request. Application materials will be accepted until the needs of the Department are met. Materials will be reviewed and those individuals who appear to be best qualified will be invited to participate in the next step of the selection process. Questions should be directed to Jill Duerst (608) 266-9165 (voice); or e-mail "duersjm@dhfs.state.wi.us." PR12-04,05,06/DEL/CRPA/JFB/7008XXX

For questions or comments related to the Division of Merit Recruitment and Selection, send e-mail to [JIC@mail.state.wi.us](mailto:JIC@mail.state.wi.us) or call (608) 266-1731 Monday through Friday, 7:45 a.m. - 4:30 p.m. Central



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## DISABILITY DETERMINATION SPECIALIST - ENTRY - TRAINEE MADISON (AREA 8)

JOB ANNOUNCEMENT CODE: 98360

Department of Health and Family Services; Division of Health; Disability Determination Bureau (DDB); Madison. Trainees start at \$10.02 per hour. A combination of traineeship and probationary period of up to 16 months is required. Upon successful completion of the training period, which consists of classroom and on-the-job training, including the actual processing of claims, the six-month probationary period begins at \$10.66 per hour. **JOB DUTIES:** During the training period, trainees receive instruction how to document case files, evaluate medical evidence using Social Security Disability statutes and regulations; how to work with other DDB personnel including contracted medical consultants and vocational consultants to assess the severity of the claimant's impairments and write Social Security disability claims determinations either denying or approving Social Security disability benefits. **KNOWLEDGE REQUIRED:** Reading and comprehension skills to understand and apply Social Security Disability statutes and regulations, skill in expressing ideas and decisions in a clear and complete manner, both orally and in writing; skill in obtaining and analyzing information and drawing conclusions. **HOW TO APPLY:** An examination is scheduled at 8:30 a.m. on April 25. It will be offered in 14 locations throughout the state. For complete application instructions, see the back page of this bulletin. Walk-in registration procedures pertain to this exam. **DO NOT SEND AN APPLICATION TO MERIT RECRUITMENT AND SELECTION.** Madison exam site: University of Wisconsin-Madison, SOCIAL SCIENCES BLDG., on the corner of Observatory Drive and Charter Street. (Limited parking in the area.) Milwaukee exam site: University of Wisconsin-Milwaukee, PHYSICS BLDG., first floor (corner of North Cramer Street and East Kenwood Blvd.). Free weekend parking available in Lot 20; enter from East Hartford Avenue. PR12-02/DMB/DDYU/TC/71261

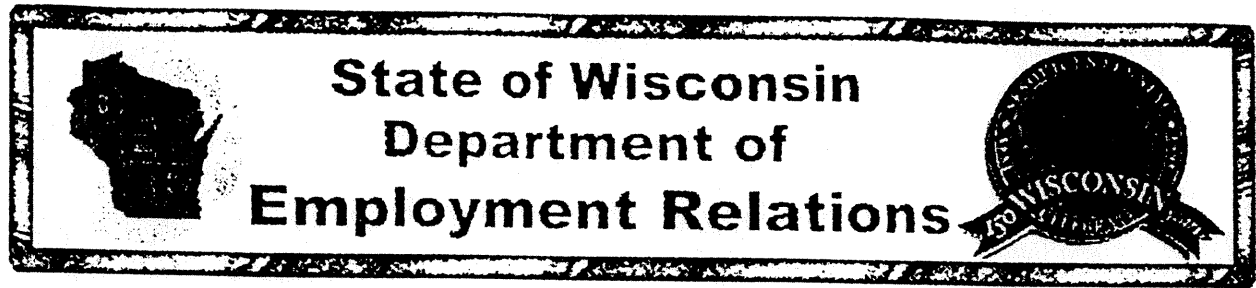
For questions or comments related to the Division of Merit Recruitment and Selection, send e-mail to [JIC@mail.state.wi.us](mailto:JIC@mail.state.wi.us) or call (608) 266-1731 Monday through Friday, 7:45 a.m. - 4:30 p.m. Central Time



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State of Wisconsin, Department of Employment Relations  
Voice (608) 266-1731  
TTY (DMRS only) (608) 266-1498  
Mailing Address: P.O. Box 7855 Madison, WI 53707-7855  
Building Address: 137 East Wilson Street Madison, WI 53702-0001

URL: <http://badger.state.wi.us/agencies/der/der.htm>



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## **\*UNEMPLOYMENT BENEFIT SPECIALIST 1 ADJUDICATOR (ENGLISH) OR**

ADJUDICATOR-BILINGUAL (SPANISH OR HMONG) MADISON (AREA 8) MILWAUKEE (AREA 5) APPLETON (AREA 16) EAU CLAIRE (AREA 24) job announcement code: 28098

Department of Workforce Development (DWD); Unemployment Insurance (UI) Division. The employment register created from this recruitment will be used to fill vacancies in any of the four (4) areas during the next six months or longer. Starting pay is \$23,053 per year. This classification is included in the Professional Social Services Bargaining Unit. A 12-month probationary period is required. **JOB DUTIES:** Interview UI claimants and employers over the telephone in order to resolve eligibility questions; identify, obtain, and document facts relevant to cases; apply State UI and policy to obtained facts; prepare written appealable initial determinations that may allow, suspend or deny benefits for claimants. Utilize complex personal computer based software systems to track and document claimant records. Assess the claimant's continuing eligibility for benefits and provides general information about Wisconsin and Federal UI law. Successful candidates will receive extensive training about UI procedures, policies, and law. **SPECIAL REQUIREMENT:** Some positions may require language skills in Spanish/English or Hmong/English. **KNOWLEDGE REQUIRED:** Ability to understand and apply interpretations of laws; effective interviewing and investigatory techniques; methods used to determine relevancy of facts to the decision making process; effective decision making skills; and excellent oral and written communication skills. **HOW TO APPLY:** An examination is scheduled at 8:30 a.m. on March 13. It will be offered in 14 locations throughout the state. For complete application instructions, see the back page of this bulletin. Walk-in registration procedures pertain to this exam. **DO NOT SEND AN APPLICATION TO MERIT RECRUITMENT AND SELECTION.** Madison exam site: University of Wisconsin-Madison, BASCOM HALL (top of Bascom Hill), USE MAIN ENTRANCE. Milwaukee exam site: University of Wisconsin-Milwaukee, ENGINEERING & MATH SCIENCES (EMS), first floor, East Wing. EMS is near North Cramer Street, north of East Kenwood Blvd. Free weekend parking is available in Lot 20; enter from East Hartford Avenue. PR12-02/DEL/EPPA/LKF

\* This job title is included in the Entry Professional Program (EPP). The EPP provides faster, more flexible hiring procedures, and allows for more people to be interviewed than through traditional Civil Service procedures.

For questions or comments related to the Division of Merit Recruitment and Selection, send e-mail to [JIC@mail.state.wi.us](mailto:JIC@mail.state.wi.us) or call (608) 266-1731 Monday through Friday, 7:45 a.m. - 4:30 p.m. Central Time



Madison Area  
Technical College

# NOTICE OF VACANCY

**CUSTODIAL WORKER II**

**#1221 (Job Share Position)**

(One or more vacant positions)

See attached for position description and qualifications

February 19, 1999

**LOCATION:** Truax Campus

*Beginning each \$11.03*

**EMPLOYMENT CONDITIONS:** Wage Schedule 02, Range 08 (\$13.55 per hour) plus a generous fringe benefit package. Benefits are prorated at 50%. Position is covered by the provisions of a collective bargaining agreement, including a fair share clause. Hours: currently, Monday through Friday, 7:00 pm - 11:00 pm; however, schedules are subject to change by the supervisor. The employee selected will serve a 12 month probationary period. This is a "Job Share" position working 20 hours per week which will run through April 4, 2000. This arrangement may be renewed thereafter.

**STARTING DATE:** As soon as possible.

**APPLICATION MATERIALS:** An application must contain all of the items listed below. Failure to provide any one of these materials will result in the candidate's disqualification.

1. Completed and Signed Application Form
  - \* The application form itself must be completed. Indicating "see resume" in blanks does not constitute a complete application and may result in disqualification even when the information is provided in the resume or other application materials.
2. Affirmative Action Survey Form (included with application form)
  - \* In compliance with the record keeping requirement of Title VII of the 1964 Civil Rights Act as amended, and in order to assist in the implementation of our Affirmative Action Plan, we request data on the race and sex of all applicants.

**WHERE TO APPLY:** Application forms are available by writing: MATC Human Resources Office, P.O. Box 7128, Madison, WI 53707-7128, or calling (608) 246-6900 between 8:00 am and 4:00 pm. Use this same address for returning application materials to the Human Resources Office.

**CLOSING DATE:** Application materials must be received in the designated office by 4:00 pm on **Friday, March 12, 1999**. It is the applicant's responsibility to meet this deadline. The date of receipt, **not the date of postmark**, will be used to determine the timeliness of an application.

**SELECTION PROCESS:** The Selection Committee will paper screen applications and select a limited number of candidates for an interview. This process will take approximately three weeks. Applicants selected for final consideration will be contacted for an interview. Meeting the minimum qualifications for a position does not assure the candidate an interview.

For more information about Madison Area Technical College see our World Wide Web site at:  
<http://www.madison.tec.wi.us>

AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER  
MINORITIES, HANDICAPPED, AND WOMEN ARE ENCOURAGED TO APPLY

**UNITED STATES DEPARTMENT OF EDUCATION  
OFFICE OF SPECIAL EDUCATION AND REHABILITATIVE SERVICES  
REHABILITATION SERVICES ADMINISTRATION**

**WASHINGTON D.C. 20002-2741**

**DRAFT REPORT  
OF  
PERIODIC ON-SITE MONITORING REVIEW  
FEDERAL FISCAL YEAR 1998**

**GRANTEE: WISCONSIN DEPARTMENT OF WORKFORCE DEVELOPMENT --  
DIVISION OF VOCATIONAL REHABILITATION**

**§107 MONITORING AND REVIEW, TITLE I REHABILITATION ACT OF 1973, AS  
AMENDED**

**DECEMBER, 1998**

## EXECUTIVE SUMMARY

In order to assess the national health of the State-Federal VR program, RSA's monitoring strategy calls for annual reviews of certain materials in all State VR agencies, and periodic on-site reviews with selected State VR agencies each year. During FY 1998, RSA reviewed State VR agency performance in the following focus areas:

- Achievement of employment outcomes;
- Comprehensive System of Personnel Development;
- Designated State VR Unit;
- Informed Choice; and
- Streamlining.

Section 107 of the Act requires RSA to conduct annual reviews and periodic on-site monitoring of State VR agency programs to determine whether the State is complying substantially with the provisions of its State plan. The Act further mandates RSA to provide technical assistance to State VR agencies in order to improve the quality of VR services provided, and in the event a State VR agency fails to comply substantially with its State plan, to establish a corrective action plan.

As noted above, periodic on-site monitoring reviews are conducted yearly with selected State VR agencies with consideration given to: population; size of grant; results of past monitoring; identified technical assistance needs; Regional Office recommendations; time since previous reviews/monitoring; and other factors. In this regard, the Division of Vocational Rehabilitation (DVR) within the Wisconsin Department of Workforce Development (DWD) was selected for a FY 1998 periodic on-site monitoring review in Region V.

This review was conducted in five phases.

- In Phase One, the RSA held public hearings in Milwaukee, Madison, and Wausau, Wisconsin; interviewed DVR counselors, district supervisors, and senior managers; interviewed staff at three community rehabilitation programs; interviewed staff associated with the Business Enterprise Program; interviewed Mr. Melvin Sheire, a consumer of DVR; reviewed DVR policy and procedures; interviewed Impartial Hearing Officers and reviewed overturned IHO decisions; interviewed members of the SRPAC; and, interviewed the coordinator of the Wisconsin Client Assistance Project.
- In Phase Two, RSA staff and DVR staff reviewed a sample of DVR case service records.
- During Phase Three, the RSA Review Team examined DVR cooperative agreements and conducted an administrative and financial review.

- DVR is using third-party cooperative agreements to match federal funds to compensate for reductions in general purpose revenue. RSA found this practice an unsatisfactory alternative to using discretionary case service funds. Further, RSA found that DVR had, and, planned to expand, a practice of using cooperative agreements with non-profit community rehabilitation programs. The use of third party agreements with non-profit entities is an illegal use of that authority to match federal funds.
- DVR is a partner in the State of Wisconsin's workforce development initiative. As partners, DVR field staff are being relocated to join their other partners in so-called "one-stop" Job Centers. RSA commends the participation of DVR in a program designed to simplify job securement for unemployed Wisconsin citizens, including citizens with disabilities. RSA is supportive of DVR's partnership, but shares the concerns of some members of the disability community in Wisconsin and some staff of DVR that clients receive individualized attention and receive services and enter jobs and careers consistent with their capacities, skills, interests and their specific choices.
- The Business Enterprise Program (BEP), a DVR-administered program which provides jobs for persons who are blind, operates in general conformance with federal statute and regulations. RSA found areas where this program can be strengthened. One of the participants in the BEP, Mr. Melvin Sheire, alleged he was poorly served by, and even discriminated against by staff of the BEP. A thorough investigation by RSA concluded that the relationship between Mr. Sheire and the BEP was flawed by miscommunications and misunderstandings which led to unwise decisions by both parties. RSA recommends a fresh start for both parties leading to successful employment for Mr. Sheire.
- The administrative and financial review revealed few problems. The most significant exception was the illegal use of a third party agreement with a non-profit community rehabilitation program. RSA finds that Wisconsin is at risk for a cost disallowance of \$376,547. RSA requested corrective action by DVR. If the corrective action is not implemented, RSA is prepared to initiate a Notice of Disallowance Determination.



## R8A DRAFT REPORT OF WISCONSIN DVR

- During Phase Four, the Assistant Secretary for the Office of Special Education and Rehabilitative Services and the Region V Commissioner of the RSA met with a group of individuals representing advocacy organizations and programs serving persons with disabilities; the purpose of that meeting was to hear comments about alleged conservancy methods DVR was using which the groups alleged were delaying, denying and disrupting services to persons with disabilities.
- The Final Phase was a call for public comments from persons alleging denial, delays or disruptions of services reportedly due to a shortage of DVR case service funds.

## RSA found that:

- Employment outcomes for DVR are at or above the average of all State VR agencies; however, DVR is spending less for persons with severe disabilities and that is a negative departure from national trends.
- DVR has developed a Comprehensive System of Personnel Development, in accord with federal statute and regulations; however, the salary for the qualified rehabilitation counselors of DVR is so low, compared with other State VR agencies, that staff morale is low, recruitment is difficult, and, DVR is losing counselors.
- Not too long ago, a large Department of Workforce Development was created in Wisconsin and DVR was placed as a major organizational unit in that Department which, in large part, consists of the State's job services programs and the welfare to work program. There is public concern and concern among DVR staff that the "work first" philosophy of the Department will be a disservice to the applicants and clients of DVR; specifically, that the highly individualized competencies, career interests and choices of applicants and clients of DVR (especially, persons with severe and the most severe disabilities) will be disregarded.
- DVR has undertaken an ambitious and sophisticated initiative to "streamline" its policies, programs, and services. There are some commendable principles underlying that initiative (e.g., persons with disabilities are "customers" who want a simple and consumer-friendly process leading to services and jobs); however, there are some expressed concerns in the disability community and among some DVR staff, that the "reengineered" process may be so expedited that persons with disabilities, especially with severe and the most severe disabilities, will receive abbreviated and trimmed-down services, leading to undesired jobs.
- DVR is in an Order of Selection, a policy designed to first serve persons with severe and the most severe disabilities, when resources are limited. DVR is currently providing services to all persons except those with the most minimum limitations and service needs. Evidence was found that DVR resources were very limited; that DVR was using illegal methods to match federal funds; that Wisconsin was delaying, denying and disrupting services to avoid "closing off" lower Order of Selection categories and thus avoiding serving only those persons with severe and the most severe disabilities.



UNIVERSITY OF  
**WISCONSIN**  
M A D I S O N

February 25, 1999

**Peter Fox**  
Secretary  
Department of Employment Relations  
345 W. Washington Avenue  
Madison, WI 53703

**Linda Stewart**  
Secretary  
Department of Workforce Development  
201 E. Washington Avenue  
Madison, WI 53703

Dear Secretaries Stewart and Fox:

We are writing to convey our strong support for current efforts to adjust the salary structure for rehabilitation counselors employed by the Division of Vocational Rehabilitation (DVR), Department of Workforce Development. We are convinced that the current salary structure for rehabilitation counselors is substantially below the salaries of the corresponding state vocational rehabilitation (VR) agencies in other states and also substantially below the salaries in other government and private agencies and programs that compete with Wisconsin DVR in the employment of rehabilitation counselors. Because of the low salaries, it is difficult if not impossible for DVR to recruit and retain highly competent rehabilitation counselors, and the provision of services to Wisconsin citizens with disabilities is adversely affected.

We are faculty in the graduate program at the University of Wisconsin-Madison that trains rehabilitation counselors. Graduate programs offering master's degrees in rehabilitation counseling are the primary sources of trained rehabilitation counselors who are employed by Wisconsin DVR, corresponding state VR agencies in other states, and other government and private rehabilitation agencies and programs. In addition to our graduate program at the University of Wisconsin-Madison, the University of Wisconsin-Milwaukee and the University of Wisconsin-Stout also offer nationally accredited graduate programs in rehabilitation counseling.

School of Education

In July 1994, nearly five years ago, a survey of current students and recent 1993-94 graduates in rehabilitation counseling from UW-Madison, UW-Milwaukee, and UW-Stout was conducted by a task force, comprised of DVR staff and faculty from the graduate programs at the three universities. The difficulties faced in the recruitment of rehabilitation counselors was recognized by DVR, and the purpose of the survey was to obtain information that might facilitate the recruitment of master's degree graduates in rehabilitation counseling to accept positions with the agency. A summary of relevant results of the survey is enclosed with this letter. The mean salary in employment found by the recent graduates was \$27,980. Even if beginning salaries increased less than 2% per year since the time of that survey, mean salaries of recent graduates would currently exceed \$30,000, well above the \$23,051 annual salary currently paid by DVR for master's degree graduates who have not yet completed two years of post-master's professional experience. Further, the gap between DVR and other competing agencies is probably even greater when comparing the salaries of experienced DVR counselors with experienced rehabilitation counselors employed by other agencies and programs.

Other results of the survey indicate the importance of a competitive salary in recruiting and retaining professional staff at DVR. In rating 20 factors in professional employment, "a reasonable and fair salary" ranked second in importance. In addition, 56% of respondents rated salaries as a disadvantage of employment with Wisconsin DVR, while only 11% rated salaries as an advantage. These results suggest that salaries paid to rehabilitation counselors by Wisconsin DVR are a significant barrier to recruiting master's degree graduates for employment with the agency, and this conclusion is supported by our own personal experiences with our students and graduates.

Many agencies and programs in Wisconsin and throughout the nation recruit graduates of our master's degree program in rehabilitation counseling. Salaries paid by the other agencies, including state vocational rehabilitation agencies in other states, other government agencies (e.g., county departments of human services and the U. S. Department of Veterans Affairs), private nonprofit, and private-for-profit agencies, consistently offer starting salaries that are \$5,000-\$10,000 per year higher than those paid by DVR. Students are often shocked when they first learn of the salary structure at Wisconsin DVR. In a few instances, prospective students have even changed their plans about pursuing graduate study in rehabilitation counseling upon learning about the low salaries paid by the agency, and good people have thus been dissuaded from entering our profession.

Even looking at salaries within Wisconsin state government, the salaries of rehabilitation counselors employed by DVR seem clearly out of line in relation to other positions. For example, Social Service Specialist I positions start at \$31,608, and Range 11 and 12 Office Support Workers start at \$24,835 and 26,874, respectively. Neither the Social Services Specialist nor Office Support Worker

positions require master's degrees, and the salaries are substantially higher than the starting salaries of \$23,051 for rehabilitation counselors who have completed master's degrees but have not yet achieved two years of post-master's degree experience. It is entirely possible that an office support worker, employed by DVR or another Wisconsin state agency, might return to college for the six years required to earn a bachelor's degree, followed by a master's degree in rehabilitation counseling, and then have to take a pay cut to accept a position as a rehabilitation counselor with DVR.

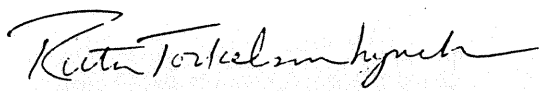
In addition to adversely affecting recruitment of rehabilitation counselors, the low salaries have also contributed to high turnover among DVR staff. We have seen results of a statewide survey of DVR counselors conducted in Spring 1998, demonstrating the problem. Responding counselors indicated that, if they were to leave employment at DVR, the reason would be the low pay. Of those counselors employed by the agency for less than three years, more than two-thirds indicated that they planned to leave the agency within the next two years, citing low pay as the reason. According to a highly publicized article, critical of DVR, that was published in Milwaukee Magazine in August 1997, staff turnover at DVR was 40% in 1996, including resignations, retirements, and transfers. This turnover was cited as the greatest complaint on the part of clients of the agency, resulting in disruption and lack of continuity in services, and much of this turnover was likely due to low salaries.

Again, our personal observations are consistent with the conclusion that turnover is a major problem at DVR and that it is largely due to low salaries. A number of our graduates, who are highly competent and dedicated professionals, obtained positions with DVR following completion of their master's degrees but soon left their positions after two to three years. In fact, DVR has become a "stepping stone" for many rehabilitation counselors, working at the agency to complete the two years of post-master's degree experience required for state certification as a professional counselor, and then moving on to employment in other government and private agencies and programs in Wisconsin and other states.

We see the need to restructure salaries of rehabilitation counselors as one of the most significant issues facing DVR and the citizens of Wisconsin who have disabilities. In our opinion, the effectiveness of the rehabilitation counselor is the single most important factor in the effectiveness of DVR in serving people with disabilities and helping them maximize their employment potential and improve the quality of their lives. Given the current salary structure, it is difficult if not impossible for DVR to recruit and retain the best rehabilitation counselors available. In our experience, individuals who enter the profession of rehabilitation counseling are not looking for exorbitant salaries, as they tend to be motivated primarily by the desire to be of service to people with disabilities. However, personal sacrifice can only go so far, and DVR staff must be compensated fairly, at

a level that is competitive with other agencies and programs that employ rehabilitation counselors. Thus, we see it as critical that salaries for rehabilitation counselors employed by DVR be increased substantially, so that the agency can recruit and retain a stable corps of qualified rehabilitation counselors. Historically, Wisconsin DVR has been highly respected nationally as a model agency in providing progressive, high quality rehabilitation services. However, high quality services can be maintained only if the agency can recruit and retain a competent and dedicated staff of rehabilitation counselors. The citizens of Wisconsin with disabilities deserve nothing less.

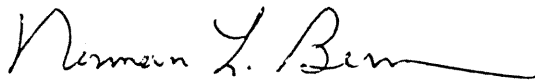
Sincerely,



Ruth Torkelson Lynch, Ph.D.  
Associate Professor and Chair  
Rehabilitation Psychology Program Area



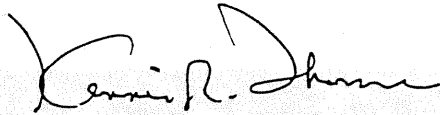
Edna Mora Szymanski, Ph.D.  
Professor and Department Chair



Norman L. Berven, Ph.D.  
Professor



Fong Chan, Ph.D.  
Professor



Kenneth R. Thomas, Ed.D.  
Professor

Table 1

Description of Respondents ("Survey of Students and Graduates of Master's Degree Programs in Rehabilitation Counseling in Wisconsin")

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University in which graduate study has been pursued:

UW-Madison	46.6%	(55)
UW-Milwaukee	38.1%	(45)
UW-Stout	15.3%	(18)

Point in Graduate Study

1993 graduate	33.3%	(37)
2nd year or May 1994 graduate	51.4%	(57)
1st year	15.3%	(17)

Current age

M = 31.6      SD = 8.3      Range = 22 to 53

Gender

Male	28.8%	(34)
Female	69.5%	(82)

Racial or Ethnic Background

African-American	3.4%	(4)
Asian/Pacific Islander	0.8%	(1)
Hispanic/Latino/Latina	3.4%	(4)
White	91.5%	(108)

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Table 1 (continued)

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Prior contact with Wisconsin DVR

received services from the agency as a client	16.1%	(19)
employment with the agency	6.8%	(8)
practicum or internship placement	46.6%	(55)
visit to a Wisconsin DVR office	60.2%	(71)
presentation by agency staff in class	49.2%	(58)
conversations with agency clients	67.8%	(80)
conversations with fellow students who have had employment or field experience with the agency	72.0%	(85)
none of the above	7.6%	(9)

Have you ever applied for employment with Wisconsin DVR?

Yes	29.7%	(35)
No	70.3%	(83)

Approximate annual salary (for those having completed degrees)

M = \$27,980      SD = \$9,291      Range = \$8,500 to \$65,000

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Table 2

"It is important to me that my own professional employment provide . . ."

Aspects of Professional Employment	<u>M</u> ( <u>SD</u> )	<u>%</u> ( <u>n</u> )
g. opportunities to work with clients or consumers in positive and helpful ways	4.74 (0.46)	45.8 (54)
j. a reasonable and fair salary	4.72 (0.49)	49.2 (58)
e. work demands that do not conflict with moral and ethical principles	4.69 (0.53)	36.4 (43)
b. work activities that provide a sense of accomplishment	4.68 (0.49)	33.9 (40)
i. reasonable caseload size and paper work demands that allow for doing high quality work	4.64 (0.59)	44.1 (52)
n. meaningful and enjoyable work activities	4.60 (0.60)	25.4 (30)
c. organizational policies that are fair and supportive	4.57 (0.59)	23.7 (28)
t. competent and supportive colleagues	4.55 (0.70)	28.0 (33)
s. opportunities for professional growth and development	4.52 (0.69)	32.2 (38)
l. opportunities for advancement	4.53 (0.62)	14.4 (17)
m. good fringe benefits (e.g., vacation, sick leave, insurance, retirement)	4.52 (0.64)	17.8 (21)
k. good working conditions	4.49 (0.64)	9.3 (11)
d. opportunities to be creative in fulfilling responsibilities	4.44 (0.64)	12.7 (15)
h. variety in work activities	4.38 (0.65)	14.4 (17)

Table 2 (continued)

o. autonomy and independence in making decisions and performing responsibilities	4.37 (0.65)	29.7 (35)
a. work activities that make full use of knowledge and skills in rehabilitation counseling	4.32 (0.73)	23.7 (28)
f. job security	4.32 (0.74)	23.7 (28)
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p. recognition for work well done	4.06 (0.84)	6.8 (8)
q. flexible work hours	4.03 (0.83)	15.3 (18)
r. opportunities for job sharing	3.52 (1.01)	2.5 (3)

Note. Means and standard deviations are based on the following scale: 5 = "strongly agree"; 4 = "agree"; 3 = "neutral"; 2 = "disagree"; and 1 = "strongly disagree." Percentages and frequencies indicate the numbers of respondents identifying each component as one of the five aspects of professional employment that were most important to them.



Table 3

"I see professional employment with Wisconsin DVR as providing . . ."

Aspects of Professional Employment	<u>M</u> ( <u>SD</u> )	Identifying as	
		Advan- tage <u>%</u> ( <u>n</u> )	Disadvan- tage <u>%</u> ( <u>n</u> )
g. opportunities to work with clients or consumers in positive and helpful ways	4.00 (0.84)	48.3 (57)	6.8 (8)
j. a reasonable and fair salary	2.56 (1.09)	11.0 (13)	55.9 (66)
e. work demands that do not conflict with moral and ethical principles	3.70 (0.98)	29.7 (35)	8.5 (10)
b. work activities that provide a sense of accomplishment	3.62 (0.83)	30.5 (36)	14.4 (17)
i. reasonable caseload size and paper work demands that allow for doing high quality work	1.97 (1.05)	1.7 (2)	82.2 (97)
n. meaningful and enjoyable work activities	3.46 (0.79)	16.1 (19)	18.6 (22)
c. organizational policies that are fair and supportive	3.29 (0.81)	8.5 (10)	22.9 (27)
t. competent and supportive colleagues	3.54 (0.87)	20.3 (24)	15.3 (18)
s. opportunities for professional growth and development	3.63 (0.81)	36.4 (43)	11.9 (14)
l. opportunities for advancement	3.35 (0.82)	14.4 (17)	23.7 (28)
m. good fringe benefits (e.g., vacation, sick leave, insurance, retirement)	4.01 (0.85)	53.4 (63)	5.1 (6)
k. good working conditions	3.32 (0.91)	15.3 (18)	13.6 (16)

Table 3 (Continued)

d. opportunities to be creative in fulfilling responsibilities	3.11 (1.00)	6.8 (8)	35.6 (42)
h. variety in work activities	3.37 (0.96)	18.6 (22)	29.7 (35)
o. autonomy and independence in making decisions and performing responsibilities	3.22 (1.02)	21.2 (25)	28.0 (33)
a. work activities that make full use of knowledge and skills in rehabilitation counseling	3.83 (0.94)	45.8 (54)	10.2 (12)
f. job security	4.22 (0.72)	66.9 (79)	3.4 (4)
p. recognition for work well done	3.07 (0.71)	1.7 (2)	23.7 (28)
q. flexible work hours	3.09 (0.95)	7.6 (9)	22.9 (27)
r. opportunities for job sharing	3.04 (0.78)	1.7 (2)	12.7 (15)

Note. Items are ordered in terms of the mean importance ratings on those same items, as reported in Table 2. Means and standard deviations are based on the following scale: 5 = "strongly agree"; 4 = "agree"; 3 = "neutral"; 2 = "disagree"; and 1 = "strongly disagree." Percentages and frequencies indicate those respondents identifying each component as one of the five greatest advantages and five greatest disadvantages, respectively, of professional employment with Wisconsin DVR.

SURVEY OF STUDENTS AND GRADUATES OF MASTER'S DEGREE PROGRAMS IN  
REHABILITATION COUNSELING IN WISCONSIN

1. We are interested in aspects of professional employment that are important to you personally. The beginning of a sentence is given below, followed by a number of statements completing the sentence. Please indicate the extent of your agreement with each by writing the corresponding rating in the space provided, using the following scale:

- 5 = Strongly Agree  
4 = Agree  
3 = Neutral  
2 = Disagree  
1 = Strongly Disagree

"It is important to me that my own professional employment provide . . ."

- \_\_\_ a. work activities that make full use of knowledge and skill in rehabilitation counseling
- \_\_\_ b. work activities that provide a sense of accomplishment
- \_\_\_ c. organizational policies that are fair and supportive
- \_\_\_ d. opportunities to be creative in fulfilling responsibilities
- \_\_\_ e. work demands that do not conflict with moral and ethical principles
- \_\_\_ f. job security
- \_\_\_ g. opportunities to work with clients or consumers in positive and helpful ways
- \_\_\_ h. variety in work activities
- \_\_\_ i. reasonable caseload size and paper work demands that allow for doing high quality work
- \_\_\_ j. a reasonable and fair salary
- \_\_\_ k. good working conditions
- \_\_\_ l. opportunities for advancement
- \_\_\_ m. good fringe benefits (e.g., vacation, sick leave, insurance, retirement)
- \_\_\_ n. meaningful and enjoyable work activities

- \_\_\_ o. autonomy and independence in making decisions and performing responsibilities
- \_\_\_ p. recognition for work well done
- \_\_\_ q. flexible work hours
- \_\_\_ r. opportunities for job sharing
- \_\_\_ s. opportunities for professional growth and development
- \_\_\_ t. competent and supportive colleagues

2. Please identify the five aspects of professional employment listed above that are most important to you by writing the corresponding letters in the spaces below.

\_\_\_\_\_

3. We are also interested in the extent to which you see Wisconsin DVR as providing each of those same aspects of professional employment. The beginning of a sentence is again given below, followed by a number of statements completing the sentence. Please indicate the extent of your agreement with each by writing the corresponding rating in the space provided, using the same scale:

- 5 = Strongly Agree
- 4 = Agree
- 3 = Neutral
- 2 = Disagree
- 1 = Strongly Disagree

"I see professional employment with Wisconsin DVR as providing . . ."

- \_\_\_ a. work activities that make full use of knowledge and skill in rehabilitation counseling
- \_\_\_ b. work activities that provide a sense of accomplishment
- \_\_\_ c. organizational policies that are fair and supportive
- \_\_\_ d. opportunities to be creative in fulfilling responsibilities
- \_\_\_ e. work demands that do not conflict with moral and ethical principles
- \_\_\_ f. job security
- \_\_\_ g. opportunities to work with clients or consumers in positive and helpful ways

- h. variety in work activities
- i. reasonable caseload sizes and paper work demands that allow for doing high quality work
- j. a reasonable and fair salary
- k. good working conditions
- l. opportunities for advancement
- m. good fringe benefits (e.g., vacation, sick leave, insurance, retirement)
- n. meaningful and enjoyable work activities
- o. autonomy and independence in making decisions and performing responsibilities
- p. recognition for work well done
- q. flexible work hours
- r. opportunities for job sharing
- s. opportunities for professional growth and development
- t. competent and supportive colleagues

4. Please identify the five aspects of professional employment listed above that represent the greatest advantages of employment with Wisconsin DVR, by writing the corresponding letters in the spaces below.

\_\_\_\_\_

5. Please identify the five aspects of professional employment listed above that represent the greatest disadvantages of employment with Wisconsin DVR, by writing the corresponding letters in the spaces below.

\_\_\_\_\_

6. Please indicate any prior contact that you have had with Wisconsin DVR (check all that apply)

- received services from the agency as a client
- employment with the agency
- practicum or internship placement
- visit to a Wisconsin DVR office

- presentation by agency staff in a class
- conversations with agency clients
- conversations with fellow students who have had employment or field experience with the agency
- none of the above

7. Have you ever applied for employment with Wisconsin DVR?  
 Yes       No

If no, please indicate the factors that have contributed to your decision not to apply, writing in the space below:

8. If you have completed your master's degree, please indicate the general type of agency where you are now employed

\_\_\_\_\_

\_\_\_\_\_

What is your approximate annual salary? \_\_\_\_\_

What were the major factors that influenced your decision to accept this position (please respond in the space below)?

9. Please indicate your current age \_\_\_\_\_

10. Please indicate your gender     female     male

11. Please indicate your racial or ethnic background

- African-American       Hispanic/Latino
- Asian/Pacific Islander     White
- Native American/American Indian

12. Please indicate the university in which you have pursued your graduate study in rehabilitation counseling

UW-Madison       UW-Milwaukee       UW-Stout

13. Please indicate the point you have reached in your graduate study toward the master's degree

1993 graduate       second year or 1994 grad       first year

Vocational Rehabilitation Counselor  
Retention & Recruitment  
“Crisis”

Milwaukee Magazine  
(August, 1997)

“There are so many staff changes inside DVR field offices – resignations, retirements, requests for transfers – that from the client's perspective, **counselor turnover exceeded 40 percent** in 1996. **The number one complaint** clients keep telling us is **counselor turnover**. They say, ‘I had five counselors in 10 months,’ acknowledges analyst Hall.”

“When DVR asked **successful clients** what was the **most important** in helping them reach their goal, the leading response was **‘the relationship I had with my counselor’**, says Hall. Yet many clients in the south- eastern Wisconsin study had so many counselors, says the report's author, DVR program specialist William Sather, **they had to almost start over at square one again and again.**”

“Consumer Comments”\*

Q: What **problems** have you experienced?

A: “I have (had) **7 - 8 (different) Counselors** in the last 3 years”

Q: What is **working well**?

A: “I’ve had the **same good counselor** for two years.”

\*Focus Group 10/97; Phase I of the Division of Vocational Rehabilitation “ Reengineering”

Impact

- ▶ Disruption and lack of continuity of services for our consumers.
- ▶ Trust is broken, the agencies’ reputation is tarnished, and people are less likely to receive services as required by Federal Law.

Statewide Survey of  
Vocational Rehabilitation Counselors  
Spring 1998

Entry-level Counselors Leaving

(Those reporting that they have been with DVR less than 3 years)

- ▶ Over 2/3 plan on leaving within 2 years citing "poor pay" as the reason.

Senior Counselors Leaving

- ▶ 33 PLAN TO RETIRE WITHIN THE NEXT 5 YEARS
- ▶ 18 OF THOSE 33 PLAN TO RETIRE WITHIN THE NEXT 2 YEARS.
- ▶ 91% OF THE "SOON TO BE RETIREES", REPORT A WILLINGNESS TO STAY LONGER IF THERE WERE AN INCREASE IN PAY.

100% of all Counselors who responded to the survey reported that if & when they were to leave DVR, they would leave because of "Poor Pay".



**Vocational Rehabilitation Counselor  
"Voluntary Turnover"\***

- ▶ As a percentage, DVR has twice as many counselors age 20 - 30 yrs.<sup>1</sup> as compared to their counterparts in DWD. -
- ▶ As a percentage, DVR has 3 1/2 times more counselors with seniority of 5 years or less<sup>2</sup> as compared to their counterparts in DWD.
- ▶ As a percentage, DVR has twice as many counselors with 5 - 10 years of seniority<sup>3</sup> as compared to their counterparts in DWD.

<sup>1</sup> This first group is "fresh out of graduate school". All they need is 2 years of "supervised clinical experience" and to pass the State Professional Counselor License examination. They are then ready to leave DVR and accept jobs that pay a professional wage.

<sup>2</sup> This second group (0 - 5 years), are ready (or just about ready) to take the State's Professional Counselor License examination. They have, or are about to have, the required 2 years of "clinically supervised experience" (thanks to the state of Wisconsin). As they report, they are anxious to move on to a job outside of state service that pays a professional wage.

<sup>3</sup> The third group (5 - 10 years), are "looking". They do not have enough "vested" interest in DVR to feel compelled to stay for what they are being paid. Also, with the Rehabilitation Services Administration encouraging the Division to "up-grade" all counselors to a Master's degree (again, thanks to the state of Wisconsin), those employees who were "grand fathered" will then be in a position to "move on". (Notice those with seniority of 7 - 12 years in "Cases In Point").

\*Department of Workforce Development, Bureau of Human Resource Services; "Turnover Data 7/1/96 Through 6/30/98"

## Impact Around the State\*

▶ City of Waupan:

Some consumers have had "6 different Counselors in the last 2 years".

▶ Superior:

60% of the staff resigned within the past year for better pay.

The Superior office had 2 vacancies recently. One vacancy was filled by a transferring counselor from the Rhinelander office. There were only 5 people certified to interview for the remaining position. Of the 5, only 2 showed up for an interview.

The Rehabilitation Teacher position had been vacant for 2 1/2 years before it was finally filled. The "new hire" stayed for only one month before getting a job paying \$6,000/yr. more with \$1/hr. pay increase after 6 months.

▶ Racine:

29% of the staff are reported to be ready to leave and are looking for other jobs.

43% of the staff have left within the past 2 years as a result of: a) transfer back to job service because, "this place (DVR) is too damn much work", b) transfer to other state employment, and c) one retirement.

▶ Milwaukee Northwest:

25% of the staff have recently left for better paying jobs. There are CONSTANT VACANCIES.

▶ Waukesha:

11% of the staff have recently left for better paying jobs.

▶ Wausau:

50% of the Counseling staff have left for better paying jobs.

▶ Wisconsin Rapids:

16% of the staff have recently left for better paying jobs.

43% have SECOND JOBS.

▶ Milwaukee Southwest:

22% left for better paying jobs.

▶ Oshkosh:

23% left for better paying jobs.

▶ Rhineland:

Vacancy due to the Counselor transferring to Superior.

\*This list is by no means comprehensive. The list merely represents concerns *recently reported*.

## Cases in Point\*

- A **case aide** considered going back to school to get her degree in Rehab. Counseling now that "the kids have grown". She has decided not to. Reasons given; 1) Cost = \$18,000, 2) starting **counselor wage would mean a pay cut** for her, 3) current position allows for greater flexibility.
- One Counselor reports, "**Our pay is awful** - it does not make any sense to pay Entry Level Counselors a fraction more than **beginning case aides.**"
- Counselors report "**living from paycheck to paycheck.**"
- A counselor with 2 years of experience recently wrote in his/her exit interview, "**DVR is a good 'stepping stone'** for experience in order to move on to higher paying positions. **Salary is a direct reason for my resignation.**"
- **Counselor's children qualify for the subsidized school lunch program** because of the Counselor's low income level.
- Counselors "**barely able to repay the student loans**" they have incurred **as a result of acquiring a Master's degree which is required** for this position.
- Educational grants are given to Graduate Students with the understanding that they will work for a non-profit agency for at least 2 years. With 2 years of experience working for DVR and passage of the Professional Counselor licence examination, they "**must leave**" for better paying jobs in order to **pay back the remainder of their student loans.**
- "I like my job, but I cannot LIVE on what I make. Truthfully, I had a better standard of living as a college student."
- A Counselor with **12 years seniority** reports looking into renewing his/her teaching certificate in order to get into the education field where s/he fully expects to earn \$40,000/yr. for a 9 months contract.
- A Counselor with **4 years experience** regrets working for DVR because s/he **would have been making \$45,000/yr.** if s/he had decided to accept employment at the University that s/he graduated from not that long ago.
- A Counselor with **10 years of experience** who was "grand fathered" is currently completing his/her Masters Degree at which time s/he **plans to obtain employment** as a "Career Counselor - Academic Advisor" at a University/Technical college, **paying \$10,000 - \$12,000/yr. more to start.**
- Counselor with **1 year of experience** who plans to leave soon and expects to be able to earn **\$42,000/yr.** as a Rehabilitation Consultant working with private Workers Compensation cases.
- An **LTE** who had been a student working for DVR over the past 14 months reported, "**(I) declined this position for a counseling job paying \$8,000/yr (more).**"
- Another **LTE** who has been working for DVR for the past 7 months reported, "I was very hesitant to interview due to **LOW PAY**".
- A Counselor with **7 years of experience** left for a position with a neighboring VR agency because that state has a **higher pay scale.**
- A Counselor with **12 years of experience** will soon be **leaving** for a job with a County Mental Health/Social Services Agency in which s/he expects to earn **\$42,000 immediately.**
- A Counselor with **11 years of experience** who is currently earning \$34,000/yr. With DVR is **making efforts to obtain** a position with a University/Technical college where s/he expects to earn **\$42,000 immediately.**

\*Again, this list is by no means comprehensive. This merely represents concerns *recently reported.*

DWD / DVR  
Administration

DVR Bureau of Client Services Meeting  
-June 16, 1997-

"The certification list for counselors is very low. Last lists received for Milwaukee vacancies (4) had only two names on it. **DER won't raise salaries** until it can be proved the action is necessary to obtain applicants. Data should be gathered and presented as soon as possible. LC reported that **three persons offered a counselor position turned it down because of the low wages.** We need to reiterate the annual salary in the letter we send setting up the interview so we don't waste our time interviewing people wh don't want the job."

"We need to pay our counselors a professional wage if we expect them to make the effort and do the work required to become more professional. At a recent conference phone call with Doug Burleigh (Federal Rehabilitation Services Administration), Bobbie reported that when Mr. Burleigh reported what WI paid counselors, everyone was shocked."

May 11, 1998

Marty Beil, Executive Director of WSEU, reported after meeting with DWD Secretary Stewart.....

"Met with Linda. She told me quite clearly that **she was committed to this (pay increase for DVR Counselors)** whether the money is there or not. She stated that she found it unacceptable for past welfare recipients to earn \$9 per hour while we expect master degreed, credentialed DVR counselors to work for \$12 per hour. **She sees this as a quality and performance issue.** She also stated that she would be meeting with the administration of DVR and reinforce her position so that there can be no mistake. I believe that Linda was being very forthright with me. **The meeting was very positive.**"

July 31, 1998

Marty Beil, Executive Director of WSEU, wrote to Secretary Stewart after meeting with DWD/DVR Management on July 23<sup>rd</sup> .....

"I am writing you out of deep concern. ....we were quite dismayed to hear from your representatives that they did not feel that there was a recruitment or retention problem...

(DVR) also stated that, 'Vocational Rehabilitation (is) concerned about future problems.....'

.....Linda, something is wrong here. ....I believe we are in a critical phase as to the future of this agency....."

# Pay Comparisons

## Entry Level Salaries

	<u>Average</u>	<u>Range</u>
Public	\$35,505/yr.	\$29,578/yr. - \$52,686/yr.
Private	\$36,213/yr.	\$30,992/yr. - \$44,990/yr.
DVR	\$24,469/yr.	\$22,965/yr. - \$32,088/yr.

## Career Salaries

Public	\$56,618/yr.	\$41,600/yr. - \$76,024/yr.
Private	\$53,789/yr.	\$48,984/yr. - \$64,397/yr.
DVR	\$36,420/yr.	\$28,696/yr. - \$45,872/yr.

The Public/Private data represents the results of a survey conducted during the **Spring of 1998**. The DVR figures are from VR Counselor Payroll Data as of **July 1998**

## UW Madison & UW Stout

(Both Universities have Master Degree Programs in Vocational Rehabilitation)

This Spring, VR from **Idaho and Ohio** were on the campus of UW Stout recruiting graduate students by offering a **starting salary of \$35,000/yr.** with the opportunity to earn **\$40,000/yr.** within 2 yrs.

Graduate Students are **starting** at an average salary of **\$30,000/yr.**

## Educational/Pay Comparisons to Other States

**Only 20%** of the states require a person to have a **Masters degree.**

**63%** of the states pay their VR counselors an average of **9.8%\*** more than Wisconsin, regardless of whether or not they require a **masters degree.** For those states that do require a masters degree, the **pay is 12.6% higher.\***

\*As calculated by The International Salary Calculator - <http://www2.homefair.com/calc/salcalc.html>

# MILWAUKEE NORTHEAST (NE) - 42

widvrne@execpc.com

1200 East Capitol Drive, Suite 300  
Milwaukee, WI 53211-1867

VOICE ..... 414-229-0300  
TTY ..... 414-229-0328  
FAX ..... 414-229-0153

County Served: Northeast Sector

## SUPERVISORS

Victor Smith se!smiv District Director ..... 414-229-0315  
Lisa Grubba, ne!grubl Assistant District Director ..... 414-229-0322

## REHABILITATION COUNSELORS

Jacquelyn Bland ne!blanj (256) ..... 414-229-0324  
Melissa Henning ne!henm (092) ..... 414-229-0307  
(vacant)(469) ..... 414-229-0306  
William Hustedde ne!hustw (445) ..... 414-229-0320  
Sofia Majid ne!majis (428) ..... 414-229-0180  
Mary Jean McGovern ne!mcgom (386) ..... 414-229-0317  
Susan Moore ne!moors (042) ..... 414-229-0318  
(vacant) (478) ..... 414-229-0305  
Kristine Zukrow ne!zukurk(427) ..... 414-229-0139  
vacant ..... 414-229-0312  
vacant ..... 414-229-0310

## COUNSELOR FOR THE DEAF

(vacant) (V/TTY) ..... 414-229-0319

## COUNSELOR - AODA

Dora Salinas ne!salid (211) ..... 414-229-0309  
Marc Wollman ne!wollm (394) ..... 414-229-0182

## ADMINISTRATIVE SUPPORT

Sharon White ne!whitesh Program Assistant Supervisor ..... 414-229-0325  
Sherley Montgomery ne!monts ..... 414-229-0326  
(vacant) ..... 414-229-0327  
Veronica Rasberry ne!rasbv ..... 414-229-0308  
Annette Rice ne!ricean ..... 414-229-0303  
Barbara Wagner ne!wagnb ..... 414-229-0304  
vacant ..... 414-229-0300

COMPUTER (AVIION) ROOM ..... 414-229-0311  
CONFERENCE ROOM ..... 414-229-0181  
LIBRARY (MINI-CONFERENCE ROOM) ..... 414-229-0314

# Low Rent Public Housing

Revised March 24, 1998

## What is it?

The City of Madison's COMMUNITY DEVELOPMENT AUTHORITY (CDA) owns and operates safe, comfortable, and well-maintained apartment buildings, townhouses, duplex apartments, and houses for low- and moderate-income families and eligible individuals.

These apartments are federally funded through the Department of Housing and Urban Development (HUD), and are managed here in Madison by the CDA's Housing Operations Unit.

## Who is eligible?

- Must be a U.S. citizen or non-citizen with eligible status
- A family of 2 or more persons where the head of household is 18 years of age or older.

OR

- A family of two or more persons, at least one of whom is elderly or permanently handicapped/disabled.

OR

- A single person who is over the age of 18.

**NOTE:** A live-in attendant is not considered a member of a family for income eligibility, but is considered when determining bedroom size. If you require a live-in attendant, a doctor's statement will be needed.

## What are the maximum annual family income limits?

1 person \$31,700

2 people \$36,250

3 people \$40,750

4 people \$45,300

5 people \$48,900

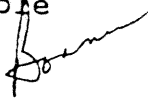
6 people \$52,550

7 people \$56,150

## MEMORANDUM

DATE: January 6, 1998

TO: Carol Spain Cole

FROM: Bonnie Norman 

SUBJECT: Federal Guidelines for Elderly/Disabled Subsidized Housing Eligibility and DVR Entry Level Pay

Per your request, attached is a copy of the 1997 Federal Income Guidelines for Subsidized Housing for elderly and mobility impaired persons. This information was found in the Senior Resources, 1997-98 Senior Housing Options for Milwaukee, Ozaukee, Washington and Waukesha Counties booklet. This booklet was obtained at the Milwaukee Public Library.

You requested this information in response to the resignation of yet another new DVR counselor after only several months of employment. I understand this counselor accepted a different job outside of State service because he was offered a higher salary.

To support the point that DVR entry and objective wages are low it is interesting to compare the Federal Income Guidelines for Subsidized Housing as outlined in the above-referenced booklet. A single person can qualify as having a Low Income if they make less than \$28,400/yr. A single person can qualify as having a Very Low Income if they make less than \$17,750/yr. At the current Vocational Counselor starting pay of approximately \$22,000/yr, this means all new Entry Level DVR counselors would qualify as a Low Income person under the federal guidelines for subsidized housing. A person coming in at the Objective Level would also qualify as a Low Income person since they make approximately \$26,000. Neither the entry nor objective level employee would generate an income in excess of the Low Income guideline for at least 1-3 years.

In my case, after obtaining 16 years of State service seniority, my entry level annual pay = \$27,800 which still falls within the Federal Income Guidelines for Low Income Subsidized Housing.

I assume these guidelines were created for individuals living on retirement, pension, social security and disability-related income rather than full-time employment income. If the State of Wisconsin continues to compensate highly educated professionals at Low Income starting wages for full-time jobs, the DVR counselor retention and recruitment problem will surely continue. A good benefit package will not attract or keep professionals who expect and need a hourly wage which places them above the Federal Low Income levels. Counselors go into this professional knowing they will not make alot of money, but most expect to



receive more money than the State of Wisconsin is willing to pay. Increased sick leave benefits and other nice benefits does not pay the rent, utilities or buy food. But it appears it does qualify us for Low Income housing.

**F**ederally subsidized senior rental apartment communities offer a quality lifestyle at affordable rents to qualified lower income senior citizens and mobility impaired persons. Financial assistance is available through a number of federal programs. In most communities, residents pay approximately 30% of their adjusted income for rent and utilities (Adjustments are made for continuing medical bills).

Included in this section are separate listings for private and publically-managed housing in Milwaukee, Ozaukee, Washington, and Waukesha counties.

There are certain criteria which must be met to be eligible for subsidized housing, including income and age factors. The maximum allowable income is determined by federally-mandated eligibility income limits. These are determined and revised annually by the Department of Housing and Urban Development (HUD). Most apartment communities are designated as having low income (LI) or very low income (VLI) limits. Eligibility income limits are noted for each listing.

Most of the listed apartment communities require applicants to be at least 62 years old or a person with a mobility impair-

## SUBSIDIZED HOUSING

ment, including sight and hearing impairments. Persons with these impairments do not have to reach the age of 62. There are some "senior citizen" apartment communities that allow a limited "near elderly" population of 50 years of age or older. Some listings presented in the publication allow a wide range of age groups, but are included in this section because of the large number of senior citizens or mobility impaired person living in the apartment community. Please check the specific community to determine entrance requirements.

Fortunately, many subsidized apartment communities do not have long waiting lists. Planning ahead is advisable and placing your name on several waiting lists is legal and certainly advisable.

As an applicant you have the right to refuse any offer, so you should not be fearful to apply on several waiting lists.

The following list of apartment communities have rent assistance assigned by the federal government.

### Income Guidelines for 1997

<b>Low Income (LI)</b>	
1 person	\$28,400
2 persons	\$32,450

<b>Very Low Income (VLI)</b>	
1 person	\$17,750
2 persons	\$20,300

Article provided by:  
Scott Reithel, NAHP  
Senior V.P. Metropolitan Assoc.

**east terrace**

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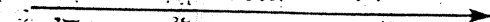
**east terrace**  
Waukesha, WI 53186  
414 - 544 - 9757



# SENIOR RESOURCES

## 1997-98 Senior Housing Options

Counties Served:




Milwaukee


Ozaukee

Washington

Waukesha



Comprehensive  
Information 



- Staying in Your Home
- Senior Housing
- Retirement Communities
- Assisted Living
- Community Based Residential Facilities
- Independent Senior Living
- Subsidized Housing

Complimentary



Senior Services, Inc.

P.O. Box 1000, Germantown, WI 53032

December 15, 1968\*

\*The last time DVR Counselors in the State of Wisconsin received a reallocation