

**ORDER OF THE WISCONSIN  
DEPARTMENT OF WORKFORCE DEVELOPMENT**

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The Wisconsin Department of Workforce Development adopts the following rule to repeal DWD 65.03 (10) and (16), 68.05 (3), 68.06 (3), 68.07, 68.10, 68.16 (title) and 75.19 (2) (b) and (c) and (4); to renumber and amend DWD 68.14 (intro.) and (1), 68.15, 68.16 and 75.19 (2); to amend DWD 65.03 (5m), 65.04 (3), 65.06, 65.08 (intro.) and (3), 65.09, 65.11, 68.01, 68.02 (intro.), (1), (2), (3) and (4), 68.02 (5), 68.03, 68.04, 68.05 (1), (2) and (4) to (7), 68.06 (intro.), (1) and (2), 68.08, 68.09, 68.11, 68.12, 68.13, 68.14 (title), 68.17, 75.01, 75.02, 75.03 (3), (8), (10), (13) and (14), 75.04, 75.05 (1), 75.08 (intro.) and (4), 75.10 (1) and (2), 75.11 (2), 75.14 (2), 75.16 (1), (6) (a), (7), (8) (b), (14), (15) and (16), 75.17 and 75.19 (2) (title); to repeal and recreate DWD 65.11 (Note), 68.14 (2), (3) and (Note) and 68.15 (title); and to create DWD 68.05 (7) (Note) and 68.15 (1); relating to the order of selection for vocational rehabilitation services, the protection, use, and release of personal information, and the appeal procedures for vocational rehabilitation services.

The statement of scope for this rule, SS 084-21, was approved by the Governor on October 7, 2021, published in register No. 790A2, on October 11, 2021, and approved by the Department of Workforce Development on November 4, 2021. SS 084-21 also proposes changes to the business enterprise program under ch. DWD 60. Those changes will be subject to review and approval by the Rehabilitative Services Administration (RSA) of the U.S. Department of Education. Therefore, the Department will promulgate another rule based on SS 084-21 that addresses those changes after the Department obtains RSA approval for the changes.

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**Analysis Prepared by the Department of Workforce Development**

*Statutes Interpreted*

Chapter 47, Stats.

*Statutory Authority*

Sections 47.02 (1), (1m), (5) and (7) (a) and (b) 2., 103.005 (1), and 227.11 (2) (a), Stats.

*Explanation of Statutory Authority*

Section 47.02 (1), Stats., allows the Department to adopt methods of administering the vocational rehabilitation program to maximize federal participation. Section 47.02 (1m), Stats., allows the Department to cooperate with federal government to carry out federal regulations for vocational rehabilitation.

Section 47.02 (5), Stats., allows the Department to promulgate rules for aggrieved persons to appeal the Department's determination of eligibility or ineligibility for vocational rehabilitation services or to appeal the furnishing or denial of vocational rehabilitation.

Section 47.02 (7) (a), Stats., requires the Department to promulgate rules to administer s. 47.02 (7), Stats., which, with exceptions, prohibits the disclosure of information concerning any person who applies for or receives vocational rehabilitation services without the consent of the person. The exceptions apply to

disclosures that are necessary to the administration of ch. 47, Stats., or to carry out a person's rehabilitation plan developed pursuant to ch. 47, Stats.

Section 47.02 (7) (b) 2., Stats., allows the Department to promulgate rules allowing a person who has applied for or received vocational rehabilitation services to obtain access to the person's records.

Section 103.005 (1), Stats., provides "The department shall adopt reasonable and proper rules and regulations relative to the exercise of its powers and authorities and proper rules to govern its proceedings and to regulate the mode and manner of all investigations and hearings."

Section 227.11 (2), Stats, provides.: "Rule-making authority is expressly conferred on an agency as follows: (a) Each agency may promulgate rules interpreting the provisions of any statute enforced or administered by the agency, if the agency considers it necessary to effectuate the purpose of the statute...."

### ***Related Statutes or Rules***

The federal Rehabilitation Act, Title I, 29 USC 720 to 751.

Chapter HA 1: Currently, the Division of Vocational Rehabilitation (DVR) in the Department of Workforce Development contracts with the Division of Hearings and Appeals (DHA) in the Department of Administration for DHA to provide contested case hearing services. The services include the appointment of administrative law judges (ALJ) to conduct hearings and make findings and orders pursuant to ch. DWD 75. The current memorandum of understanding between DVR and DHA specifies that the hearings are conducted in accordance with federal regulations and DWD rules. However, if DWD rules do not apply to issues before a DHA hearing ALJ, the memorandum of understanding allows DHA to apply rules in ch. HA 1, to the extent consistent with Wisconsin statutes and federal law.

### ***Plain Language Analysis***

The rule makes the changes described below to chs. DWD 65, 68, and 75, which are administered by DVR.

### ***Chapter DWD 65***

Under this chapter, DVR implements a waiting list called an order of selection that is used to determine which categories of individuals will receive vocational rehabilitation services when resources are not available to serve all categories of eligible individuals who apply for the services. DVR evaluates individuals and places them in categories based on the significance of their disabilities. For DVR to be eligible for federal funding for those services, the order of selection must comply with requirements under Title I of the federal Rehabilitation Act, 29 USC 720 to 751. Prior to passage of the federal Workforce Innovation and Opportunity Act of 2014 (WIOA), Public Law 113-128, the Rehabilitation Act prohibited state agencies such as DVR from providing services under an order of selection to individuals who are not placed in the category for most significant disabilities. However, WIOA amended the Rehabilitation Act to authorize state agencies to provide specific services and equipment for maintaining employment to individuals regardless of their category under the order of selection. This rule amends s. DWD 65.04 (3) to allow DVR to exercise that authority.

Currently, s. DWD 65.03 (12) defines "individual with a significant disability" as an individual who has a severe physical or mental impairment which seriously limits one or more functional capabilities and who will need multiple vocational rehabilitation services over an extended period of time. This definition is

inconsistent with federal regulations. For purposes of that definition, s. DWD 65.03 (10) and (16) define "multiple services" and "extended period of time." However, the federal regulations do not define those terms and the RSA has advised DVR that those definitions should be repealed to make DVR's rules consistent with the federal regulations. This rule repeals those definitions.

The rule also makes the following changes:

1. Currently, s. DWD 65.09 allows a consumer to make a written request for review of the consumer's category placement when new documentation is available. The rule allows a consumer to make an oral or written request for the review when new information is available.

2. Currently, s. DWD 65.11 requires a consumer to submit a request for a hearing on category placement within 12 months of the date that notice about the placement was provided. The rule requires instead that the request must be submitted within 180 days of the date of the notice. The rule also revises s. DWD 65.08 (intro.) to require that the Department provide the notice to all consumers who may not receive services due to an order of selection, instead of to all consumers who may not receive services during a 12-month period from the effective date of the order of selection.

3. Currently, s. DWD 65.06 prohibits DVR from determining an individual's relative position in the order of selection based on specified factors, including the length of time needed to complete a vocational rehabilitation service. However, the prohibition regarding length of time directly conflicts with the definition of "individual with a significant disability," which, as noted above, refers to an individual who will need multiple services over an extended period of time. The rule resolves this conflict by amending s. DWD 65.06 to eliminate the prohibition regarding length of time.

4. The rule makes minor changes regarding terms used in the chapter.

### ***Chapter DWD 68***

This chapter imposes requirements for the protection, use, and release of personal information about individuals who apply for or receive vocational rehabilitation services. Currently, the chapter refers to those individuals as clients but other administrative code chapters refer to those individuals as consumers. The rule revises ch. DWD 68 so that it is consistent with the other chapters.

Currently, s. DWD 68.03 provides that the chapter applies to persons with access to case records and s. DWD 68.04 (1) prohibits the disclosure of information from case records without informed consent. Also, s. DWD 68.04 (2) imposes requirements on information from case records obtained from the records of a private or public agency or individual. In addition, s. DWD 68.08 requires DVR to ensure that persons with access to case records are aware of their responsibilities regarding confidentiality. The rule amends those provisions to refer to consumer information, which may include case records. The amendments are consistent with s. 47.02 (7) (a), Stats., which generally prohibits disclosures of information. The rule also amends s. DWD 68.06 to clarify that notations about releases of information must be made in a consumer's record when the information is released pursuant to the consumer's informed consent.

The chapter also imposes requirements on consumers and other persons who request DVR to disclose consumer information. Section DWD 68.05 (3) requires a consumer who consents to disclosure of information to another person to state the purpose of the disclosure. Section DWD 68.09 requires non-consumers who request information from consumer case files to state the purpose for which the information will be used. The rule eliminates the requirement for consumers and non-consumers to state those purposes. Currently, s. DWD 68.14 requires consumers to make requests in writing for information in their case files. The rule allows consumers to make oral or written requests.

The rule also makes the following changes:

1. Currently, s. DWD 68.14 (2) imposes requirements on the release of information that is detrimental to the mental or physical health of a consumer. The rule replaces those requirements with requirements based on 34 CFR s. 361.38 (c) (2) regarding the release of medical, psychological, or other information that may be harmful to a consumer. Currently, s. DWD 68.14 (3) specifies procedures for appeals related to those requirements. The rule requires instead that appeals must be filed within 180 days after the date of notice to the consumer regarding the requirements and provides that the appeals are subject to ch. DWD 75.

2. Currently, s. DWD 68.13 allows for the release of information, other than consumer identifying information, from a consumer's case record to a potential employer without the consumer's consent, but only if the release is to ascertain job placement possibilities. Section DWD 68.13 also requires obtaining the consumer's oral consent to the release whenever possible. The rule eliminates the requirement regarding oral consent.

3. The rule revises requirements in s. DWD 68.12 regarding information released from case records for research purposes so that the requirements are consistent with 34 CFR s. 361.38 (d).

4. The rule creates s. DWD 68.15 (1), which allows consumers to request the amendment of inaccurate and misleading information in their case files. This provision is based on 34 CFR s. 361.38 (c) (4).

5. The rule repeals s. DWD 68.07, which requires DVR to designate a person responsible for the implementation and execution of ch. DWD 68.

6. The rule repeals s. DWD 68.10, which requires non-consumers who are provided information to give certain assurances about the information.

7. The rule eliminates outdated language regarding photocopies from s. DWD 68.16.

### ***Chapter DWD 75***

As required under the federal Rehabilitation Act, this chapter establishes procedures for appealing DVR determinations relating to eligibility for providing, denying, or altering vocational rehabilitation services. The rule amends many provisions of the chapter to clarify that the chapter applies to appeals of a determination of ineligibility for those services and any determination affecting the provision of those services. Currently, s. DWD 75.05 (1) requires an appeal to be filed within 12 months after a determination is mailed. The RSA has informed DVR that the 12-month time period for appeals is the longest in the country. For efficient administration of the vocational rehabilitation services program, the rule changes the deadline for filing an appeal to 180 days after the date of written notice of a determination.

The rule also makes the following changes:

1. Currently, under s. DWD 75.16 (14), the individual who requested the hearing has the first opportunity to present evidence and question opposing witnesses, which is followed by DVR's opportunity to make a presentation and question opposing witnesses. Currently, under s. DWD 75.16 (15), rebuttal of evidence follows the same order. The rule switches the order so that DVR must first

present the evidence in support of its decision and the consumer is then allowed the opportunity to present evidence in response.

2. Currently, s. DWD 75.08 requires motions to be filed within 5 working days before a scheduled hearing. The rule provides instead that motions may be filed at any time before a scheduled hearing.

3. Currently, s. DWD 75.10 (1) requires documents to be mailed to the designated representative of an individual who requested a hearing. The rule clarifies that the documents may be sent by mail or electronic mail.

4. The rule eliminates the Department Secretary's authority under s. DWD 75.19 to authorize a designee to modify a decision of a hearing officer. The rule also eliminates requirements regarding the review of hearing officer decisions. These changes align s. DWD 75.19 with federal regulations.

### ***Summary of, and comparison with, existing or proposed federal statutes and regulations***

#### ***Chapter DWD 65***

The RSA makes grants to state agencies for vocational rehabilitation services under the federal Rehabilitation Act. Federal regulations implementing the grant program are set forth at 34 CFR Part 361. To be eligible for the grants, a state must have a state plan that is approved by the RSA. 29 USC 721 (a) (1) (A). See also 34 CFR 361.2. If vocational rehabilitation services cannot be provided to all eligible individuals, the state plan must include an order of selection that ensures that individuals with the most significant disabilities are selected first to receive the services. 29 USC 721 (a) (5) (C). However, WIOA added a provision to the Rehabilitation Act that allows a state, at its discretion, to serve eligible individuals, whether or not they are receiving vocational rehabilitation services, who require specific services or equipment to maintain employment. 29 USC 721 (a) (5) (D); 34 CFR 361.36 (a) (3) (v).

The federal regulations define "individual with a significant disability," in part, as an individual with a disability "[w]hose vocational rehabilitation can be expected to require multiple vocational rehabilitation services over an extended period of time." 34 CFR 361.5 (c) (30) (ii). Unlike ch. DWD 65, the federal regulations do not include definitions for "multiple services" or "extended period of time."

#### ***Chapter DWD 68***

To be eligible for federal grants for vocational rehabilitation services, DVR must comply with federal regulations under 34 CFR 361.38 regarding the protection, use, and release of personal information. Under those regulations, DVR must adopt and implement procedures to safeguard the confidentiality of personal information. 34 CFR 361.38 (a) (1). In addition, with certain exceptions, if an applicant or recipient of vocational rehabilitation services makes a written request for information in his or her case file, DVR must release the information to the individual or the individual's representative in a timely manner. 34 CFR 361.38 (c) (1). However, the federal regulations do not explicitly require the request to be in writing.

#### ***Chapter DWD 75***

The federal Rehabilitation Act and its implementing regulations require states to establish procedures for the mediation and review of decisions affecting the provision of vocational rehabilitation services to applicants and eligible individuals. 29 USC 722 (c) (1), 34 CFR 361.57.

## ***Comparison with rules in adjacent states***

### ***Chapter DWD 65***

Illinois, Iowa, and Minnesota have similar rules related to order of selection. See Ill. Admin. Code title 89, ss. 553.130 and 553.140; Iowa Admin. Code 281-56.6 (6); and Minn. Rules, parts 3300.5010 and 3300.5030. The Iowa and Minnesota rules do not define extended period of time or multiple services for an individual with a significant disability. The Illinois rules define extended period of time but not multiple services. See Ill. Admin. Code title 89, s. 521.20. Minnesota's vocational rehabilitation agency that serves individuals who are blind provides services to all eligible applicants, regardless of order of selection category, who are currently employed and require the services to maintain employment. Michigan does not appear to have any rules regarding order of selection for vocational rehabilitation services.

### ***Chapter DWD 68***

Illinois, Iowa, and Minnesota do not have rules regarding confidentiality. Michigan's rules on confidentiality are set forth at Mich. Admin. Code R 395.55. The rules require requests for information to be in writing, see Mich. Admin. Code R 395.55 (5), but do not specify any other requirements for those requests.

### ***Chapter DWD 75***

Illinois and Minnesota do not have rules on appeal procedures but have policies that allow a consumer to file an appeal within 60 days after a decision is made. Iowa rules include a 90-day deadline for filing an appeal. Iowa Admin. Code 281-56.22. Michigan rules require consumers to file an appeal within 30 days of the agency notice regarding the agency's determination or decision. Mich. Admin. Code R 395.88 (2).

## ***Summary of factual data and analytical methodologies***

Policy analysts and staff of the Department's Division of Vocational Rehabilitation's senior leadership team reviewed WIOA, federal regulations, state statutes, and consulted with the Wisconsin Rehabilitation Council. The data used by the Department to prepare this proposed rule and analysis comply with s. 227.14 (2m), Stats.

### ***Analysis and supporting documents used to determine effect on small business or in preparation of an economic impact analysis***

The Statement of Scope for the rule was posted for 14 days to solicit comments on economic impact from the public and no comments were received.

### ***Fiscal Estimate and Economic Impact Analysis***

See attached.

### ***Effect on small business***

The proposed rule will have no significant economic impact on small businesses, as defined in s. 227.114 (1), Stats.

### ***Agency contact person***

Questions related to this rule may be directed to:  
Meredith Dressel, Deputy Administrator  
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*Place where comments are to be submitted and deadline for submission*

Mark Kunkel, Rules and Records Coordinator  
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Comments will be accepted until a date to be determined.

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**SECTION 1.** DWD 65.03 (5m) is amended to read:

DWD 65.03 **(5m)** "Consumer" means an individual ~~certified~~ determined by the department as eligible for vocational rehabilitation services.

**SECTION 2.** DWD 65.03 (10) and (16) are repealed.

**SECTION 3.** DWD 65.04 (3) is amended to read:

DWD 65.04 **(3)** PROVIDING SERVICES UNDER AN ORDER OF SELECTION. If an order of selection is imposed under sub. (1), the department shall provide services to consumers with the most significant disabilities and consumers who require specific services or equipment to maintain employment before serving consumers with less significant disabilities as prescribed under s. DWD 65.07.

**SECTION 4.** DWD 65.06 is amended to read:

DWD 65.06 **Prohibited practices.** The department shall determine the relative position of an individual in the order of selection without regard to ~~length~~ duration of residency, type of disability, age, sex, race, color, creed, national origin, source of referral, expected employment outcome, type of service needs, costs of services, ~~length of time needed to complete service~~ or income level.

1 **SECTION 5.** DWD 65.08 (intro.) is amended to read:

2 DWD 65.08 (intro.) The department shall provide written notification to all consumers who may  
3 not receive services ~~during a 12-month period from the effective date of~~ due to an order of selection. The  
4 notice shall include all of the following:

5 **SECTION 6.** DWD 65.08 (3) is amended to read:

6 DWD 65.08 (3) Information on how to request a reevaluation of category placement based on  
7 new ~~documentation~~ information not previously considered during the evaluation process under s. DWD  
8 65.07 (1).

9 **SECTION 7.** DWD 65.09 is amended to read:

10 DWD 65.09 **Request for review of category placement.** A consumer may request a review of  
11 their category placement within an order of selection when new ~~documentation~~ information not  
12 previously considered during the evaluation process under s. DWD 65.07 (1) is available ~~by submitting a~~  
13 ~~written request to the department with a copy of the new documents~~ upon request by the consumer or the  
14 consumer's designated representative.

15 **SECTION 8.** DWD 65.11 is amended to read:

16 DWD 65.11 **Appeal of assigned position under an order of selection.** A consumer may appeal  
17 their category placement by submitting a request for a hearing to the department within ~~12 months~~ 180  
18 days of the date ~~the order of selection of the~~ notice ~~was~~ provided under s. DWD 65.08. Appeals are heard  
19 by impartial hearing officers under procedures established by the department in chapter DWD 75. A  
20 consumer may appeal the decision issued by an impartial hearing officer as prescribed under s. 227.53,  
21 Stats.

22 **SECTION 9.** DWD 65.11 (Note) is repealed and recreated to read:

23 NOTE: To obtain a hearing request form, or for questions relating to filing a hearing request,  
24 contact the Hearing Coordinator, Division of Vocational Rehabilitation, P.O. Box 7852, Madison,  
25 Wisconsin 53707, telephone (800) 442-3477 or access the form online at <http://dwd.wisconsin.gov/dvr/>.

26 **SECTION 10.** DWD 68.01 is amended to read:



DWD 68.01 **Introduction.** Pursuant to s. 47.02 (7), Stats., the purpose of this ~~rule~~ chapter is to insure that the confidentiality of ~~client~~ consumer records is maintained by the division of vocational rehabilitation and to allow access by a ~~client~~ consumer to ~~his or her~~ the consumer's case record.

**SECTION 11.** DWD 68.02 (intro.), (1), (2), (3) and (4) are amended to read:

DWD 68.02 Definitions. In this ~~rule~~, ~~the term~~ chapter:

(1) “Case record” or “record” means information, whether written or not, relating to a ~~client~~ consumer, received or acquired in connection with the performance of a vocational rehabilitation function;

(2) “~~Client~~” “Consumer identifying information” means the name, address, social security number, or similar information by which the identity of the ~~client~~ consumer can be determined with reasonable accuracy and speed, either directly, or by reference to other publicly available information;

(3) “~~Client~~” “Consumer” means a person who has been referred to or has applied for, is currently receiving, or has received in the past, vocational rehabilitation services;

(4) “Designated representative” means an attorney, physician, parent, guardian, or other adult designated in writing by a ~~client~~ consumer to represent ~~his or her~~ the consumer's interests;

**SECTION 12.** DWD 68.02 (5) is amended to read:

DWD 68.02 (5) “~~In~~ Except as provided in sub. (6), “in the administration of the vocational rehabilitation program” means any of the following:

(a) The direction and coordination of ~~client~~ consumer services within the division of vocational rehabilitation, including contracts with the division of vocational rehabilitation for purchased rehabilitation services that are part of the ~~client's~~ consumer's rehabilitation program;

(b) The coordination of programs in the department of workforce development involving the vocational rehabilitation plan of a ~~client~~, ~~or~~ consumer.

(c) The auditing, planning, or evaluation of vocational rehabilitation programs by lawfully authorized governmental agencies if the resulting report does not contain ~~client~~ consumer identifying information.

1 **SECTION 13.** DWD 68.03 is amended to read:

2 DWD 68.03 **Applicability.** The provisions of this ~~rule~~ chapter apply to ~~any~~ person who has  
3 access to ~~ease-record~~ consumer information. The provisions apply both during and after his or her a  
4 person's employment or other relationship giving rise to the access.

5 **SECTION 14.** DWD 68.04 is amended to read:

6 DWD 68.04 **Administration of this ~~rule~~ chapter.** ~~Release of information in general:~~

7 (1) No person, agency, or organization may disclose, directly or indirectly, any information ~~from~~  
8 ~~a client case record~~ concerning a consumer except in the administration of the vocational rehabilitation  
9 program, or as authorized in this ~~rule~~ chapter, or with the informed written consent of the ~~client~~ consumer.

10 (2) The release of information ~~from a case record~~ concerning a consumer obtained from the  
11 records of a private or public agency or individual, is subject to the law applicable to or rules of the  
12 agency or individual concerning the release of the information. If no law or rule exists, the information is  
13 subject to the provisions of this ~~rule~~ chapter.

14 **SECTION 15.** DWD 68.05 (1) and (2) are amended to read:

15 DWD 68.05 **Informed consent of ~~clients~~ consumers.** An informed consent for disclosure of  
16 information to an individual, agency, or organization other than the ~~client~~ consumer or a designated  
17 representative must be in writing and must contain all of the following:

18 (1) The name of the person or organization to which the disclosure is to be made,

19 (2) The name of the ~~client~~ consumer.

20 **SECTION 16.** DWD 68.05 (3) is repealed.

21 **SECTION 17.** DWD 68.05 (4) to (7) are amended to read:

22 DWD 68.05 (4) The specific type of information to be disclosed,

23 (5) The time period during which the consent is effective,

24 (6) The date on which the consent is signed, ~~and~~,

25 (7) The signature of the ~~client~~ consumer or person legally authorized to give consent for the ~~client~~  
26 consumer.

1 **SECTION 18** DWD 68.05 (7) (Note) is created to read:

2 NOTE: A form for providing informed consent for disclosure of information may be accessed  
3 online at <https://dwd.wisconsin.gov/dwd/forms/dvr/dvr-199-e.htm> .

4 **SECTION 19.** DWD 68.06 (intro.), (1) and (2) are amended to read:

5 DWD 68.06 **Notation of release of information.** (intro) Each time information about a  
6 consumer is released ~~from a case record~~ pursuant to the consumer's informed consent under s. DWD  
7 68.05, a notation must be made in the consumer's record that includes all of the following:

8 (1) The name of the person or organization to whom the information was released;

9 (2) The identification of the information released;

10 **SECTION 20.** DWD 68.06 (3) is repealed.

11 **SECTION 21.** DWD 68.07 is repealed.

12 **SECTION 22.** DWD 68.08 is amended to read:

13 DWD 68.08 **Notification of rights and responsibilities.** (1) The division of vocational  
14 rehabilitation shall ~~insure~~ ensure that a person, including an ~~employee~~ employee, who has access to  
15 consumer information, including consumer case records, is aware of ~~his or her~~ the person's  
16 responsibilities to maintain the confidentiality of the information and the criminal liabilities for violation  
17 of this ~~rule~~ chapter. -A

18 (2) The division of vocational rehabilitation shall provide without cost a copy of this ~~rule~~ chapter  
19 and any policies created to interpret this ~~rule~~ must be provided without cost ~~chapter~~ to each ~~employee~~,  
20 employee and, upon request, to ~~the client~~ a consumer or to any other person.

21 (3) The division of vocational rehabilitation shall notify each ~~client~~ consumer that information ~~he~~  
22 ~~or she~~ that the consumer gives to the division shall be kept confidential and that a ~~client~~ consumer has  
23 certain rights of access to ~~his or her~~ the consumer's case record.

24 **SECTION 23.** DWD 68.09 is amended to read:

25 DWD 68.09 ~~Non-client~~ **Non-consumer requests.** A request for information from a case record,  
26 by an individual or organization that is neither a ~~client~~ consumer nor included in s. DWD 68.02 (5), must

1 be in writing and must specify the particular information wanted ~~and the purpose for which it is to be~~  
2 ~~used.~~

3 **SECTION 24.** DWD 68.10 is repealed.

4 **SECTION 25.** DWD 68.11 is amended to read:

5 DWD 68.11 **Notice not to re-release.** Information released from a case record to an agency,  
6 organization, or individual that is not ~~a client~~ the consumer must be accompanied by a written notice that  
7 it shall not release the information to any other individual, agency, or organization without the informed  
8 written consent of the ~~client~~ consumer.

9 **SECTION 26.** DWD 68.12 is amended to read:

10 DWD 68.12 **Release of records for an audit, evaluation, or research.** Information from a case  
11 record may be released without the consent of the ~~client~~, consumer to an organization or individual  
12 engaged in an audit, evaluation, or research only for purposes connected with the administration of the  
13 vocational rehabilitation program if all of the following are satisfied:

14 (1) The information will be used only for the purpose for which it was provided;

15 (2) The information will ~~not~~ be released only to ~~a person not~~ persons officially connected with the  
16 ~~study under consideration, and~~ audit, evaluation, or research.

17 (2g) The information will not be released to the consumer.

18 (2r) The information will be managed in a manner to safeguard confidentiality.

19 (3) The final product of the research will not reveal any consumer identifying information ~~that~~  
20 ~~may serve to identify a former, current, or potential client~~ without the informed written consent of the  
21 ~~individual and the division~~ consumer.

22 **SECTION 27.** DWD 68.13 is amended to read:

23 DWD 68.13 **Release of records to employers.** Relevant information from a ~~client's~~ consumer's  
24 case record may be released to a potential employer without consent of the ~~client~~ consumer in order to  
25 ascertain the possibilities of a job placement for the ~~client~~ consumer if no ~~client~~ consumer identifying  
26 information is disclosed. ~~Oral consent of the client must be obtained, whenever possible. Client~~ Consumer

identifying information may be released to a potential employer only with the informed written consent of the ~~client~~ consumer.

**SECTION 28.** DWD 68.14 (title) is amended to read:

DWD 68.14 **Release of records to ~~clients~~ consumers.**

**SECTION 29.** DWD 68.14 (intro.) is renumbered DWD 68.14 (1m) and, as renumbered, is amended to read:

DWD 68.14 **(1m)** ~~Upon written~~ Except as provided in sub. (2), upon request of a ~~client~~ consumer, information in the ~~client's~~ consumer's case record shall be released to the ~~client~~ consumer, or, upon the ~~written~~ request of the ~~client~~ consumer, to ~~his or her~~ the consumer's designated representative.

**SECTION 30.** DWD 68.14 (1) is renumbered DWD 68.14 (1s) and, as renumbered, is amended to read:

DWD 68.14 **(1s)** The ~~client~~ consumer or the designated representative shall present valid identification or be identified by a vocational rehabilitation ~~employee~~ employee before information is released.

**SECTION 31.** DWD 68.14 (2), (3) and (Note) are repealed and recreated to read:

DWD 68.14 **(2)** (a) Medical, psychological, or other information that the division of vocational rehabilitation determines may be harmful to a consumer may not be released directly to the consumer, but must be provided to the consumer through a third party chosen by the consumer, including an advocate, family member, or qualified medical or mental health professional, except that if a representative has been appointed by a court to represent the consumer, the information must be released to the court-appointed representative.

(b) If the division of vocational rehabilitation makes a determination under par. (a) about a consumer, the divisions shall provide the consumer with written notice of the determination.

**(3)** A consumer may appeal a determination under sub. (2)(a) by submitting a request for a hearing to the department within 180 days after the date of the written notice under sub. (2) (b). Appeals are heard by impartial hearing officers under the procedures established by the department in ch. DWD 75.

NOTE: To obtain a hearing request form, or for questions relating to filing a hearing request, contact the Hearing Coordinator, Division of Vocational Rehabilitation, P.O. Box 7852, Madison, Wisconsin 53707, telephone (800) 442-3477 or access the form online at <http://dwd.wisconsin.gov/dvr/>.

**SECTION 32.** DWD 68.15 (title) is repealed and recreated to read:

DWD 68.15 (title) **Record amendments and additions.**

**SECTION 33.** DWD 68.15 is renumbered DWD 68.15 (2) and, as renumbered, is amended to read:

DWD 68.15 (2) A letter, memorandum, or document submitted by a ~~client~~ consumer for the purpose of correcting alleged misinformation in the ~~client's~~ consumer's case record must be included in that record.

**SECTION 34.** DWD 68.15 (1) is created to read:

DWD 68.15 (1) A consumer who believes that information in the consumer's case record is inaccurate or misleading may request that the division of vocational rehabilitation amend the information. If the division of vocational rehabilitation does not amend the information, the division shall document the request for the amendment in the case record.

**SECTION 35.** DWD 68.16 (title) is repealed.

**SECTION 36.** DWD 68.16 is renumbered DWD 68.14 (1e) and, as renumbered, is amended to read:

DWD 68.14 (1e) A case record is the property of the department of workforce development. ~~A client, or a designated representative, may copy, by hand or photocopy, any information in the client's case record if consistent with this rule. The division may request the reimbursement of the cost of each copy it provides and may be released to clients as provided in this section.~~

**SECTION 37.** DWD 68.17 is amended to read:

DWD 68.17 **Penalties.** A person who violates this ~~rule~~ chapter shall, pursuant to s. 47.02 (7), Stats., be fined not exceeding \$500 or imprisoned not exceeding 6 months or both.

**SECTION 38.** DWD 75.01 is amended to read:

DWD 75.01 **Authority and purpose.** This chapter is promulgated under the authority of ss. 47.02 (5) and 103.005 (1), Stats., and in conformity with requirements under 29 USC 722 (c), and 34

1 CFR 361.57, to develop and implement procedures for an applicant or eligible individual appealing the  
2 determination of ineligibility ~~for services or the decision of the furnishing or denial of services issued or~~  
3 any determination made by personnel of the department's division of vocational rehabilitation that affects  
4 the provision of vocational rehabilitation services by the division under the rehabilitation act of 1973, as  
5 amended.

6 **SECTION 39.** DWD 75.02 is amended to read:

7 DWD 75.02 **Applicability.** This chapter applies to the department, applicants, eligible  
8 individuals, and ~~the representative~~ representatives of the applicant applicants or eligible ~~individual~~  
9 individuals. An applicant or eligible individual who is dissatisfied with a determination of ineligibility or  
10 any determination issued made by personnel of the department's division of that affects the provision of  
11 vocational rehabilitation concerning eligibility for or the furnishing or denial of services under the act, or  
12 a decision issued by a hearing officer that affects the provisions of vocational rehabilitation services, may  
13 request a timely review of that determination or decision.

14 **SECTION 40.** DWD 75.03 (3) is amended to read:

15 DWD 75.03 (3) "Appeal" means a request for relief filed with the division by the applicant or  
16 eligible individual based on the determination of ineligibility ~~of services or the decision of the furnishing~~  
17 ~~or denial~~ determination affecting the provision of services issued by the division.

18 **SECTION 41.** DWD 75.03 (8) is amended to read:

19 DWD 75.08 (8) "Hearing" means a formal review by an impartial hearing officer of the  
20 determination of ineligibility ~~for services or the decision of the furnishing or denial~~ determination  
21 affecting the provision of services issued by the division.

22 **SECTION 42.** DWD 75.03 (10) is amended to read:

23 DWD 75.03 (10) "Hearing request" means a written request for a hearing signed by an applicant  
24 or eligible individual to appeal a determination of ineligibility ~~of services or the decision of the furnishing~~  
25 ~~or denial~~ determination affecting the provision of services.

26 **SECTION 43.** DWD 75.03 (13) is amended to read:

DWD 75.03 (13) "Order of selection" means the order of priority for service, by category, required by 29 USC 721 (a) (5) (A) to ensure that ~~clients~~ consumers with the most severe functional limitations who need multiple services over an extended period of time or consumers who require specific services or equipment to maintain employment are served before ~~clients~~ consumers who have less severe functional limitations or do not require multiple services over an extended period of time.

**SECTION 44.** DWD 75.03 (14) is amended to read:

DWD 75.03 (14) "Party" means an applicant ~~or~~ eligible individual, or the their representative of ~~the applicant or eligible individual, or the administrator's representative.~~

**SECTION 45.** DWD 75.04 is amended to read:

DWD 75.04 **Right to a hearing.** An applicant or eligible individual may appeal a determination of ineligibility ~~for services or the decision of the furnishing or denial~~ determination affecting the provision of services including a decision relating to an order of selection for services, whenever vocational rehabilitation services for an individual are denied, reduced, suspended, or terminated.

**SECTION 46.** DWD 75.05 (1) is amended to read:

DWD 75.05 (1) TIMELIMITS. The time limit for filing a hearing request shall be within ~~12 months~~ 180 days after the date of written notice of a determination of ineligibility ~~for services or the decision of the furnishing or denial~~ or a determination affecting the provision of services ~~was mailed to the applicant or eligible individual, or the representative of the applicant or eligible individual.~~ Failure to file a hearing request within the ~~12-month~~ 180-day limit shall be cause for the hearing request to be dismissed.

**SECTION 47.** DWD 75.08 (intro.) is amended to read:

DWD 75.08 (intro.) Motions shall be ~~filed~~ in writing ~~within 5 working days~~ and may be filed at any time prior to a scheduled hearing. A motion shall state the grounds of the motion and the relief or order requested. Briefs, affidavits, documentary evidence and other papers in support of a motion shall be filed with the motion and the hearing officer. Motions relative to a hearing may include any of the following:

**SECTION 48.** DWD 75.08 (4) is amended to read:



1 DWD 75.08 (4) MOTION TO WITHDRAW A HEARING REQUEST. An applicant ~~or~~ eligible individual,  
2 or ~~the~~ their representative of ~~the applicant or eligible individual~~, may withdraw from the appeal process at  
3 any time.

4 **SECTION 49.** DWD 75.10 (1) and (2) are amended to read:

5 DWD 75.10 (1) DOCUMENTS FILED WITH REPRESENTATIVE. If the applicant or eligible individual  
6 has designated a representative in writing, all correspondence and other documents related to the hearing  
7 shall be ~~mailed~~ sent by mail or electronic mail to the representative of the applicant or eligible individual.  
8 For documents sent by mail or electronic mail, the date the document is received by the applicant ~~or~~,  
9 eligible individual, or their representative of ~~the applicant or eligible individual~~, determines the date of  
10 filing.

11 (2) FILING IN PERSON. For papers filed in person, the date the applicant ~~or~~ eligible individual, or  
12 ~~the~~ their representative of ~~the applicant or eligible individual~~, receives the document determines the filing  
13 date.

14 **SECTION 50.** DWD 75.11 (2) is amended to read:

15 DWD 75.11 (2) The applicant, eligible individual, or, in appropriate cases, the ~~applicant~~  
16 applicant's or eligible ~~individuals~~ individual's representative requests a suspension, reduction, or  
17 termination of services.

18 **SECTION 51.** DWD 75.14 (2) is amended to read:

19 DWD 75.14 (2) PARTICIPATION. The administrator's representative shall participate in the  
20 prehearing conference. If the applicant ~~or~~ eligible individual, or ~~the~~ their representative of ~~the applicant~~  
21 ~~or eligible individual~~, fails to participate in a prehearing conference without prior notice, the hearing  
22 officer shall continue the prehearing conference period for 5 working days. During this period the  
23 applicant ~~or~~ eligible individual, or ~~the~~ their representative of ~~the applicant or eligible individual~~, may file  
24 a good cause explanation, including the need for reasonable and specific disability accommodations, and  
25 request that the prehearing conference be rescheduled. If a ~~motion~~ good cause explanation is not filed  
26 within 5 working days, the hearing officer shall schedule the hearing within the 60-day limit and notify

1 the parties and the hearing coordinator of this decision. The department may review this decision as  
2 provided in s. DWD 75.19.

3 **SECTION 52.** DWD 75.16 (1) is amended to read:

4 DWD 75.16 (1) HEARING IS CLOSED. A hearing shall be closed to the public as a confidential  
5 matter unless the applicant ~~or, eligible individual, or the~~ their representative ~~of the applicant or eligible~~  
6 ~~individual~~ files a motion to open the hearing within 5 working days in advance of the scheduled hearing.

7 **SECTION 53.** DWD 75.16 (6) (a) is amended to read:

8 DWD 75.16 (6) (a) *Recording.* The hearing officer shall record each hearing. The applicant ~~or,~~  
9 eligible individual, ~~or the~~ their representative ~~of the applicant or eligible individual,~~ may obtain one free  
10 copy of the recording by contacting the hearing coordinator. No other recording of the hearing is  
11 permitted.

12 **SECTION 54.** DWD 75.16 (7) is amended to read:

13 DWD 75.16 (7) OPENING STATEMENT BY HEARING OFFICER. The hearing officer shall open the  
14 hearing with a brief statement of the date, the location of the hearing, the issues, the parties directly  
15 involved in the hearing and the standard procedures; and shall remind all parties and witnesses present  
16 that all personally identifiable information made available for the hearing is confidential.

17 **SECTION 55.** DWD 75.16 (8) (b) is amended to read:

18 DWD 75.16 (8) (b) If either party fails to appear at a hearing without prior notice, the hearing  
19 officer shall immediately reschedule the hearing to a date within 5 working days after the current date to  
20 allow the absent party to explain the absence. The hearing officer shall notify the parties and the hearing  
21 coordinator by certified mail of the new hearing date and the reason for rescheduling the hearing. If the  
22 applicant ~~or, eligible individual, or the~~ their representative ~~of the applicant or eligible individual,~~ fails to  
23 appear at the rescheduled hearing, the hearing officer shall dismiss the appeal. This dismissal shall not be  
24 construed as violation of the 60-day limit for holding a hearing since the hearing was scheduled and held  
25 but the applicant ~~or, eligible individual, or the~~ their representative ~~of the applicant or eligible individual,~~

1 did not appear to present testimony or evidence. The department may review this decision as provided in  
2 s. DWD 75.19.

3 **SECTION 56.** DWD 75.16 (14) is amended to read:

4 DWD 75.16 **(14)** DIRECT TESTIMONY. (a) The hearing officer shall ask ~~the applicant or eligible~~  
5 ~~individual, or the administrator's~~ representative of ~~the applicant or eligible individual,~~ and witnesses to  
6 make the first presentation and to question the ~~administrator's~~ applicant, eligible individual, or their  
7 representative ~~and witnesses~~.

8 (b) The hearing officer shall ask the ~~administrator's~~ applicant, eligible individual, or their  
9 representative to make the second presentation and to question the ~~applicant or eligible individual, or the~~  
10 ~~administrator's~~ representative of ~~the applicant or eligible individual,~~ and witnesses.

11 **SECTION 57.** DWD 75.16 (15) is amended to read:

12 DWD 75.16 **(15)** REBUTTAL AND QUESTIONS. The hearing officer shall give the ~~applicant or~~  
13 ~~eligible individual or the administrator's~~ representative of ~~the applicant or eligible individual,~~ and  
14 witnesses the opportunity to make a rebuttal of evidence presented at the hearing and to question the  
15 ~~administrator's~~ applicant, eligible individual, or their representative ~~and witnesses~~ and then give the same  
16 opportunity to the ~~administrator's~~ applicant, eligible individual, or their representative.

17 **SECTION 58.** DWD 75.16 (16) is amended to read:

18 DWD 75.16 **(16)** CLOSING ARGUMENTS. The hearing officer shall ask the administrator's  
19 representative to present closing arguments and then ask the applicant ~~or,~~ eligible individual, or ~~the~~ their  
20 representative of ~~the applicant or eligible individual,~~ to present closing arguments. Closing arguments  
21 may be submitted both as verbal arguments and as written briefs.

22 **SECTION 59.** DWD 75.17 is amended to read:

23 DWD 75.17 **Decision of the hearing officer.** The hearing officer shall issue a written decision  
24 within 10 calendar days of a written motion under s. DWD 75.08 and within 30 calendar days of a  
25 hearing. The hearing officer shall provide a report of the hearing including the findings and the grounds  
26 for the decision. The decision shall state that the decision is final unless the administrator's

1 representative; ~~or the applicant or, eligible individual, or the~~ their representative ~~of the applicant or~~  
2 ~~eligible individual,~~ requests a review of the decision of the hearing officer within 20 calendar days after  
3 the decision is issued, under s. DWD 75.19, or the applicant ~~or, eligible individual, or the~~ their  
4 representative ~~of the applicant or eligible individual,~~ chooses to petition the circuit court under s. 227.53,  
5 Stats. The notice shall specify the procedures for ~~filing a claim~~ seeking judicial review in circuit court.  
6 The hearing officer shall send the original to the applicant ~~or, eligible individual, or the~~ their  
7 representative ~~of the applicant or eligible individual,~~ and send a copy of the notice to the administrator's  
8 representative and to the hearing coordinator for placement in the applicant's or eligible individual's case  
9 record.

10 **SECTION 60.** DWD 75.19 (2) (title) is amended to read:

11 DWD 75.19 (2) (title) ~~REVIEW PROCEDURE~~ AUTHORITY.

12 **SECTION 61.** DWD 75.19 (2) (a) is renumbered DWD 75.19 (2) and, as renumbered, is amended to read:

13 DWD 75.19 (2) Authority for modifying the decision of a hearing officer under this chapter is  
14 reserved to the department secretary ~~or the secretary's authorized designee~~ and may not be otherwise  
15 delegated.

16 **SECTION 62.** DWD 75.19 (2) (b) and (c) and (4) are repealed.

17 **SECTION 63.** EFFECTIVE DATE. This rule takes effect on the first day of the month following publication  
18 in the Wisconsin Administrative Register as provided in s. 227.22 (2) (intro.), Stats.