# Vocational Rehabilitation Standards for Providers Manual Chapter 14: Work Experience Services

Contract Type: Employment Service

The contractor and contractor staff that provide services described in this chapter also must comply with Chapters 1–3 of the VR Standards for Providers manual.

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## 14.1 Overview of Work Experience Services

Work Experience services allow a customer to be placed at a business or agency within the community to learn skills for long-term, competitive, integrated employment. These entities are referred to as "Work Experience sites." Work Experience services are intended to be short term (12 or fewer weeks) and part-time. Work Experience can take place in a volunteer, internship, or temporary short-term paid-work setting.

Work Experience services are available for students or youth with disabilities and basic Vocational Rehabilitation (VR) customers and may be used as trial work to determine a customer’s eligibility for VR.

Work Experience may assist in:

* determining if a customer is ready for competitive, integrated employment;
* evaluating if, after a change in the customer’s abilities or newly acquired vocational barriers, the customer continues to have the capacity to work in a particular field;
* exploring a customer's career options;
* developing skills to increase a customer's employability; and/or
* giving a customer additional experience related to vocational training or a degree.

Work Experience services provide an opportunity for customers to:

* learn and experience work culture;
* identify career interests;
* explore potential career goals;
* identify on-the-job support needs;
* develop employability skills and good work habits;
* gain an understanding of employer expectations;
* build self-confidence;
* develop soft and hard skills;
* gain work experience and competencies in a vocation;
* develop an understanding of the workplace; and/or
* gain the connection between working and earning.

A customer must have valid, unexpired employment authorization documents to participate in Work Experience services.

Texas Workforce Solutions VR (TWS-VR) can pay the wages for customers participating in a Paid Work Experience, but a provider should not offer this option when negotiating a Work Experience Placement without prior written approval on the VR1601, Work Experience Plan and Placement Report. A VR3142, Worksite Agreement for Wage Services – WorkQuest, between the Work Experience site and TWS-VR must be signed by the Work Experience site when TWS-VR sponsors the payment of the customer’s wage and associated costs, including workers’ compensation during the participation in a Work Experience Placement.

This chapter defines two services that are included in Work Experience:

* Work Experience Placement (section 14.3): Assists the customer in securing and setting up an appropriate Work Experience site; and
* Work Experience Training (section 14.4): Provides:
  + monitoring to ensure the customer meets the Work Experience site’s expectations and has supports and accommodations necessary to be successful; and/or
  + training at the Work Experience site.

The Vocational Rehabilitation (VR) counselor is not required to purchase Work Experience Placement before authorizing Work Experience Training. However, VR may place the customer and then purchase Work Experience Training, when applicable.

VR will not pay any provider for Job Placement services, including Supported Employment services, if a customer is hired into permanent employment by the Work Experience site during or after Work Experience services. If necessary, job skills training can be purchased when the customer begins a permanent employment placement.

All fees for services described in this chapter can be found in VR-SFP 14.5 Work Experience Service Fees.

Premiums may be available for Work Experience services. Premiums are paid after all deliverables for the service have been achieved. For more information about premiums, see Chapter 20: Premiums.

Any request to change a Service Description, Process and Procedure, or Outcomes Required for Payment in this chapter must be documented and approved by the VR director, using the VR3472, Contracted Service Modification Request for Work Experience Services, before the change is implemented. The approved VR3472 must be maintained in the provider’s customer case file. For more information, refer to VR-SFP 3.4.11 Contracted Services Modification Request.

## 14.2 Staff Qualifications

Before any services are provided to customers, the Employment Service Provider's (ESP) director must approve the VR3455, Provider Staff Information Form, completed by each staff member, and submit the approved forms to the provider's assigned VR regional quality assurance program specialist or regional program support specialist. The VR3455, Provider Staff Information Form, must document qualifications and provide evidence of meeting all qualifications, such as transcripts, diplomas, reference letters, credentials, or licenses.

Staff qualifications for each service are described below. University of North Texas Workplace Inclusion and Suitable Employment (UNTWISE) Texas credential information can be gained at <https://wise.unt.edu/crptraining>.

A non-credentialed provider staff member can provide services to a VR customer only when the Temporary Waiver of Employment Services Credential Standards are followed. For more information, refer to VR-SFP Chapter 3: Basic Standards, 3.4.5 Temporary Waiver of Staff Qualifications.

The Work Experience specialist must meet the qualifications and credentials of a job placement specialist.

The Work Experience trainer must meet the qualifications and credentials of a job skills trainer.

## 14.3 Work Experience Placement

### 14.3.1 Work Experience Placement Service Description

The Work Experience specialist assists the customer in the process of locating and setting up a Work Experience site that meets the criteria documented on the VR1601, Work Experience Plan and Placement Report.

The VR counselor will indicate on VR1601 how services may be provided, either in person only or remotely and in person. The method services are delivered may be updated by the counselor using the VR1601 or the service authorization.

In person services may be provided at or away from the work site. Remote services must follow VR-SFP 3.4.8 Remote Service Delivery.

A planning meeting is held with the VR counselor, customer, Work Experience specialist, and any circle of supports to complete the VR1601, Work Experience Plan and Placement Report. This meeting may be conducted remotely.

Work Experience Placement must meet the following criteria outlined on the VR1601, Work Experience Plan and Placement Report:

* One six-digit Standard Occupational Classification (SOC) code listed in the work experience goals section of the form
* 100 percent of the nonnegotiable work experience conditions
* 50 percent or more of the negotiable work experience conditions
* Service delivered as indicated in the Service Delivery section (in person only or remotely and in person) or service authorization

A customer's Work Experience Placement must be at a site where the environment is considered integrated, unless otherwise indicated on the VR1601, to meet the customer's individual needs. When the customer is paid a wage, the wage must be competitive. For the federal definition of competitive wages, see Competitive Integrated Employment.

While securing and setting up a Work Experience Placement for the customer, the Work Experience specialist, as applicable, may perform and/or assist the customer with:

* researching and identifying potential Work Experience sites;
* completing any tasks necessary to secure the Work Experience site such as:
  + attending classes or meetings;
  + completing applications;
  + obtaining references;
  + interviewing;
  + obtaining criminal background checks;
  + obtaining health checks;
  + completing testing (personality, drug, and skills);
  + identifying accommodation needs;
  + assisting the customer with disability disclosure when applicable; and
* the steps necessary to follow up on potential Work Experience site or opportunities.

Once a Work Experience site has been secured, the Work Experience specialist assists the customer with the arrangement of transportation to get to and from the work site.

During the first five shifts or days, for no more than five total hours, the Work Experience specialist accompanies the customer to the work site and may perform and/or assist:

* the customer with:
  + advocating for the customer to receive the opportunity to gain skills, support, and mentoring, when necessary, to foster a positive outcome at the Work Experience site;
  + orientation to workplace roles and responsibilities;
  + understanding expectations related to work performance, behavior, and social interactions at the Work Experience site;
  + disability disclosure, setting up accommodations or support needs, including Work Experience training at the Work Experience site; and
  + understanding the purpose of the Work Experience trainer, when applicable, including trainer roles and responsibilities; and
* the employer by:
  + educating the Work Experience site and employees in disability-related issues, such as disability awareness, disability etiquette, the Americans with Disabilities Act, disability accommodations; and
  + educating the Work Experience site on the roles of the Work Experience trainer, when applicable.

When a Work Experience trainer is going to work with a customer, the Work Experience specialist works with the VR counselor, the customer, and the Work Experience site to identify goals to be addressed in the Work Experience training. When necessary, the Work Experience specialist and Work Experience trainer can work simultaneously with a customer for up to five hours. When the Work Experience Specialist is providing both the Work Experience Placement and Work Experience Training, they cannot bill time for both simultaneously. The Work Experience Placement should include the initial set-up of the work experience at the work experience site, and the Work Experience Training begins when the Work Experience trainer is addressing training goals on the VR1600, Work Experience Referral.

The Work Experience Placement is achieved after the customer completes five days or shifts at the Work Experience site.

Multiple Work Experience Placements for the same customer are allowed if they are necessary to meet the customer's goals. Each Work Experience Placement must aid in the development of soft and hard skills that the customer has not yet mastered and that will assist the customer with career exploration and development of work-readiness skills. A customer should not be placed in the same type of position more than once at the same Work Experience site. If a provider assists with multiple Work Experience Placements, a service authorization is issued for each Work Experience Placement after the VR1601 is completed.

A Work Experience Placement can be an internship, paid, or volunteer position. When a customer obtains a Work Experience Placement, it is the responsibility of the Work Experience site to determine, based on labor laws, whether the placement will be:

* volunteer;
* compensated or uncompensated internship; or
* short-term, temporary work paid by the Work Experiencer site or sponsored by TWS-VR.

Work Experience Placements are classified into three levels based on the O\*NET (Occupational Information Network) My Next Move Job Zones at <https://www.onetonline.org/find/zone>. The following is an overview of each level.

#### Entry Level

* Includes O\*NET's My Next Move Job Zones one and two
* Used for the following reasons:
  + To determine if the customer is ready for competitive, integrated employment
  + To explore possible career options for the customer; and/or
  + To develop skills to increase the customer's employability
* Customers typically have the following knowledge, experience, responsibilities, and level of supervision needs:
  + Little or no previous work-related skill, knowledge, or experience
  + Some transferable skills or basic knowledge from experience
  + Knowledge of the tasks, duties, and responsibilities related to the position
  + Follows standard procedures and written instructions to accomplish assigned tasks
  + Work is routine and tasks are standardized and/or
  + Works under direct supervision
* Customers typically have a high school diploma or GED certificate
* Examples of positions can be found at [Job Zone One](https://www.onetonline.org/find/zone?z=1&g=Go) and [Job Zone Two](https://www.onetonline.org/find/zone?z=2&g=Go)
* Gross income earned by the customer will be $10.90 per hour

#### Intermediate Level

* Includes O\*NET's My Next Move Job Zone three
* Used for the following reasons:
  + To demonstrate skills and gain experience related to vocational training or an associate degree
  + To evaluate if a customer still has capacity to continue to work in a field due to acquired vocational barrier(s).
* Customers typically have the following knowledge, experience, responsibilities, and level of supervision needs:
  + Previous work-related skill, knowledge, or experience (for example, completion of training program)
  + Demonstrates and applies the fundamental concepts, practices, and procedures of a particular field of specialization
  + Performs varied work that may be somewhat difficult; and/or
  + With minimum supervision, performs work that is somewhat difficult and requires limited responsibility
* Customers typically have completed an apprenticeship, have one or two years of vocational training (for example, a certificate program or on-the-job training), or have an associate degree
* Examples of positions can be found at [Job Zone Three](https://www.onetonline.org/find/zone?z=3&g=Go)
* Gross income earned by the customer will be $13.92 per hour

#### Advanced Level

* Includes O\*NET's My Next Move Job Zone four
* Used for the following reasons:
  + To demonstrate skills and gain experience related to a degree; and/or
  + To evaluate if a customer with vocational barriers still has the capacity to continue to work in a particular field
* Customers typically have the following knowledge, experience, responsibilities, and level of supervision needs:
  + Works with general supervision
  + Possesses and applies a broad knowledge of principles, practices, and procedures of a particular field of specialization to the completion of difficult assignments
  + Work responsibilities may be broad in nature; and/or
  + Competent in skills and may assist or teach others
* Customers typically have completed a four-year bachelor or higher degree
* Examples of positions can be found at [Job Zone Four](https://www.onetonline.org/find/zone?z=4&g=Go); and
* Gross income earned by the customer will be $20.32 per hour

The Work Experience specialist who is assisting the customer in gaining a Work Experience Placement should refer the Work Experience site to the following links if they have questions regarding how to classify the customer's work experience:

* For information on volunteering and federal labor law—[Volunteering and Federal Labor Law](https://webapps.dol.gov/elaws/whd/flsa/docs/volunteers.asp).
* For information on internship and the Federal Labor Act—[Internship and the Federal Labor Act](https://www.dol.gov/agencies/whd/fact-sheets/71-flsa-internships).

With volunteer positions, it is important the customer understands they will not be paid for their time.

With internships, it is important the customer understands what, if any, compensation they will receive by completing the internship.

With Paid Work Experience positions, it is important the customer understand that they will be paid by either:

* the Work Experience site; or
* TWS-VR, when approved by the VR counselor on the VR1601, Work Experience Plan and Placement Report.

TWS-VR can sponsor paid wages for a customer participating in a Paid Work Experience, but a provider cannot offer this option when negotiating a placement without prior written approval on the VR1601, Work Experience Plan and Placement Report.

When TWS-VR sponsors payment of a customer's wages and associated costs, including workers' compensation during the participation in a Work Experience Placement, the VR3142, Worksite Agreement for Wage Service provided - WorkQuest must be signed by the Work Experience site. The VR3142 indicates that the Work Experience site has agreed that TWS-VR can pay the customer for work performed at the business and that the Work Experience site will report the hours the customer works.  The Work Experience specialist or VR staff may gather the signed VR3142 from the Work Experience site.

VR cannot pay for a Work Experience Placement that is longer than 12 weeks unless there is a vocational need and it is approved by the VR counselor's supervisor. When a supervisor approves increasing the length of a Work Experience, a VR3472 is not required.

### 14.3.2 Process and Procedure

The provider receives the VR1600, Work Experience Referral, from the VR counselor. The referral must identify the date, time, and location for the Work Experience planning meeting.

Before any Work Experience Placement services are provided, a planning meeting must be held with the VR counselor, customer, and Work Experience specialist to complete the VR1601, Work Experience Plan and Placement Report, which outlines the criteria for the Work Experience Placement. The VR1601 will indicate if TWS-VR will sponsor wages and associated costs, including workers' compensation.

The Work Experience specialist assists the customer with securing a Work Experience Placement as described in section 14.3.1 Service Description. When applicable the Work Experience specialist assists in the arrangement of transportation for the customer to get to and from the work site, as well as obtaining the VR3142, Worksite Agreement for Wage Service provided - WorkQuest form signed by the employer.

After the Work Experience site has been secured, during the first five shifts/days for no more than five total hours of the work experience, the Work Experience specialist accompanies the customer to the work site to assist both the customer and the business in setting up the Work Experience, as described in section 14.3.1 Work Experience Placement Service Description.

The provider submits a complete and accurate VR1601, Work Experience Plan and Placement Report, and invoice after the customer works or volunteers five days or shifts at the Work Experience site. Once the form and invoice have been approved by the VR counselor, the invoice is paid.

### 14.3.3 Work Experience Placement Outcomes Required for Payment

The Work Experience specialist documents in descriptive terms the information required on the VR1601, Work Experience Plan and Placement Report, including:

* information describing the Work Experience site;
* evidence of how the Work Experience Placement was secured and that it meets the criteria established on the VR1601, including:
  + one six-digit SOC code listed in the Work Experience Goals section;
  + 100 percent of the nonnegotiable work experience conditions;
  + 50 percent or more of the negotiable work experience conditions; and
  + Services delivered as indicated in the Service Delivery section (in person only or remotely and in person) or as indicated on the service authorization.
* evidence that the customer has participated in the Work Experience Placement, being on-site, working, volunteering, or completing an internship for at least five days or shifts;
* evidence that the Work Experience specialist assisted the customer in securing the Work Experience site;
* evidence that the Work Experience specialist accompanied the customer to the Work Experience site during the first day(s), for no more that up to five hours total, to provide assistance, training, and support to both the customer and the Work Experience site;
* evidence that the Work Experience specialist identified and requested additional support from VR, such as Work Experience training, as necessary to ensure the customer's success; and
* evidence that a signed VR3142, Worksite Agreement for Wage Service provided - WorkQuest was obtained from the Work Experience site, when applicable.

The customer's satisfaction and service delivery as described in the VR-SFP can be verified by customer's signature on the VR1601 or by VR staff member’s contact with the customer. For information refer to VR-SFP sections 3.2.14 Documentation and 3.2.16 Signatures.

Payment for Work Experience Placement is made when the VR counselor approves a complete, accurate, signed, and dated:

* VR1601, Work Experience Plan and Placement Report;
* VR3142, Worksite Agreement for Wage Services – WorkQuest from the Work Experience site, when applicable; and
* invoice.

## 14.4 Work Experience Training

### 14.4.1 Work Experience Training Service Description

Work Experience training services are provided by a Work Experience trainer when a customer needs:

* monitoring to ensure the customer is meeting expectations of the Work Experience site and has the supports and accommodations necessary to be successful; and/or
* more training and support than what is occurring at the Work Experience site.

Training provided by the Work Experience trainer can include:

* teaching skills;
* reinforcing skills;
* establishing and setting up accommodations and/or compensatory techniques to increase the customer's independence and ability to meet the Work Experience site's expectations; and
* monitoring to ensure the customer's and the employer's needs are being met.

All Work Experience Training is goal-focused, with the customer's goals and abilities documented on VR1600, Work Experience Referral and VR1604, Work Experience Training Report.

Work Experience trainers can also work with employers to address topics such as disability education, accommodations and advocacy.

Work Experience trainers should not interrupt daily business operations.

Work Experience Training should be used for temporary work, seasonal work, internships, and volunteer opportunities. Work Experience Training should not support the customer in a job that will be used to successfully close the VR case, unless the work experience site offers the customer permanent employment.

Work Experience Training provides training tailored to the needs of the customer in either one to one or group setting at or away from the work experience site (includes working from home). Work Experience trainers may first complete a job analysis to identify the work experience duties, processes, employer culture, followed by developing a specific plan as to how they can best train the customer to meet the employer's expectations. Training should allow the customer to receive immediate feedback, assistance, and follow-up as they are learning skills such as, but not limited to, work experience responsibilities and interpersonal communication, behavior management, or use of transportation resources. Work Experience Training should be provided through the least intrusive method possible. The amount of Work Experience Training is gradually reduced, when applicable, when the customer becomes better adjusted and more independent and no longer needs training support or monitoring. Training can be performed in a relatively informal way or with specific structured interventions covering topics such as:

* identifying accommodations and supports the employee can use to be successful, such as work experience work aids and natural supports;
* providing on-site training that reinforces the employer's expectations and procedures;
* supporting the customer in acclimating to the work experience site's culture and etiquette;
* addressing interpersonal skills necessary to be accepted as a worker at the work experience site and in related community contacts;
* facilitating communication between co-workers and supervisors;
* identifying cost effective assistive technology or other aides that will help the employee perform work experience functions;
* training natural support working with the customer to foster success at the work experience site; and/or
* addressing travel training and other issues related to maintaining the work experience.

There are times when providing Work Experience Training onsite may not be possible and/or preferred. A customer with a disability may not wish to have an onsite Work Experience trainer, for example, because they do not want to draw attention from fellow coworkers or be the subject of a stigmatizing belief of coworkers. At times, a work experience site may not be able to accommodate onsite Work Experience Training due to security requirements. When these situations occur, and onsite Work Experience Training is not ideal, remote work experience training may be a good solution.

The first Work Experience Training session must be held in person, at or away from the worksite, to evaluate the customer's and employer's training needs and to set-up the necessary equipment and software necessary to facilitate the remote service delivery.

VR1600, Work Experience Referral or the service authorization must indicate whether the Work Experience Training can be done as a combination of remote and in-person training for a customer or if the training should all be done in person. The counselor, customer, provider, and the employer are all be involved in the decision to allow remote Work Experience Training at a worksite. The business must agree to allow use of the technology, internet and/or devices to be used by the customer at the work experience site. The use of the technology, internet and/or devices should not exclude or stigmatize the customer. If the referral indicates remote Work Experience Training is to be provided when the customer is at the work experience site and the business does not allow for use of technology, internet and/or devices, the Work Experience trainer must notify the VR counselor to discuss the delivery of the training and receive a service authorization or an updated referral indicating how services can be delivered.

Any remote Work Experience Training should be able to address the following when it is associated with a customer's Work Experience Training goal(s):

* meet the support and communication needs of the customer;
* be suitable for the customer's work experience environment;
* should fit within the customer's work environment (can include telework environments);
* allow for "normal" work site routines without disruption;
* allow for observation of interpersonal interactions (verbal and non-verbal) between customer, co-worker and supervisors; and
* allow for training, use of natural supports and foster the customer's acceptance at the work experience site.

Examples of Work Experience Training using technology and applications on smart devices, tablets, or similar devices include:

* programming smart devices for To-Do lists, reminder alerts, or to identify a sequence of steps in a process;
* use a video camera and microphone to model new tasks, observe task demonstration, or communicate feedback;
* use video calls to communicate with the customer to provide assistance with problem solving any unexpected situations that arise at work.

Remote Work Experience Training can be facilitated using a computer-based training platform that allows for face-to-face and/or real time interaction and use video telecommunication services and software such as Video Relay Services or FaceTime.

TWC-VR does not allow use of non-video telecommunication or text messages to customers for training purposes.

Any remote training must be in compliance with VR-SFP 3.4.8 Remote Service Delivery and VR-SFP 3.2.7 Confidentiality.

Work Experience Training occurs after Work Experience Placement services are secured, when necessary. Work Experience Training can be authorized when the customer has a Work Experience site:

* on his or her own;
* with the assistance of a teacher, friend, or family member;
* with the assistance of a Employment Services Provider through Work Experience Placement;
* through the Summer Earn and Learn program; or
* through other programs arranged by VR staff.

When necessary, the Work Experience trainer and the Work Experience specialist can simultaneously work with a customer for up to five hours.

VR cannot pay for a Work Experience Training longer than 12 weeks for each Work Experience Placement unless there is a vocational need and the additional training time is approved by a VR Supervisor.

### 14.4.2 Work Experience Training Process and Procedure

Work Experience training can be authorized for a customer based on the amount of assistance, supervision, and/or monitoring a customer needs to meet a Work Experience site's expectations. VR counselors determine when Work Experience training is needed and the number of hours to be included in the service authorization.

The VR counselor, with input from the customer, work site, and Work Experience trainer, identifies on the VR1600, Work Experience Referral or the service authorization comment line:

* the goals to be addressed with the customer; and
* how the Work Experience Training can be delivered (in person and/or a combination of remote and in-person training).

When additional goals are identified, the Work Experience trainer adds them to the VR1604, Work Experience Training Report. An updated service authorization may identify the method (in person, combination) Work Experience Training is to be provided when the customer's circumstances are different than what was anticipated when the referral was completed.

The Work Experience trainer provides the training as identified on the referral, service authorization and by the goals on the VR1600 and VR1604. The Work Experience trainer records the customer's abilities and challenges as well as observations and recommendations related to the Work Experience training goals on the VR1604, Work Experience Training Report. Only one Work Experience trainer can document on the VR1604. When a service authorization approves a premium to be purchased with the Work Experience Training, the applicable requirements outlined in VR-SFP Chapter 20: Premiums must be followed.

The provider must submit a complete and accurate VR1604, Work Experience Training Report, with the invoice. Once the form and invoice have been approved by the VR counselor, the invoice is paid.

### 14.4.3 Work Experience Training Outcomes Required for Payment

The Work Experience trainer must:

* address the goals on the VR1600, Work Experience Referral, and any additional goals or focus areas that may be necessary to meet a customer's individual needs;
* use structured intervention techniques or informally train a customer to implement the most effective and least intrusive methods at or away from worksite, in person or combination as indicated on the VR1600 or in the service authorization;

Note: the first Work Experience Training session must be held in person, at or away from the worksite, to evaluate the customer's and employer's training needs and to set up the necessary equipment and software necessary to facilitate the remote service delivery;

* provide training to help the customer learn the essential soft and hard skills of the work experience and/or the skills necessary to arrange and use transportation to get to and from the worksite;
* work with the customer, work site, and VR staff members to establish the support services, accommodations, compensatory techniques, and training necessary to address barriers and ensure successful employment for the customer;
* observe the customer to identify and solve potential problems related to the customer's employment success before the problem becomes an issue for the customer, worksite, or coworkers;
* monitor the customer's performance to ensure improvement in the customer's work experience performance; and
* gradually reduce the time spent with the customer at the Work Experience site when applicable, as the customer becomes better adjusted and more independent and no longer needs training support or monitoring.

For payment of Work Experience Training, the Work Experience trainer must do the following:

* Document in descriptive terms the information required on VR1604, Work Experience Training Report, including:
  + The Work Experience Training goals
    - as identified on VR1600, Work Experience Referral;
    - as identified on the service authorizations, when applicable; and
    - that emerged during the training, when applicable;
  + The method training was facilitated, individual or group in person or combination of in person and remote or service authorization;
  + The customer's progress for each training session, with each entry including:
    - date the service was provided (xx-xx-xx);
    - start time of session (x:xx a.m. or p.m.);
    - end time of session;
    - record the total number of minutes of each session ;
    - number of goals addressed in the training session; and
    - a narrative description of the services provided by the Work Experience trainer and the customer's performance of skills related to the customer's goals.
  + Total the amount of time for all training provided for the reporting period using quarter-hour (.25) increments. Round the total up when equal to or greater than 8 minutes and round down for 7 or less minutes, for example the total time was 68 minutes which is equivalent to 1.25 hours. (Note: .25 = 15 minutes, .50 = 30 minutes, .75 = 45 minutes, and 1.0 = 60 minutes.
  + Premiums, when applicable.
  + Customer satisfaction and service delivery as described in the VR-SFP can be verified through either a signature on the VR1604, or a VR staff member's contact with the customer.
* Submit a complete and accurate invoice.

For more information, refer to VR-SFP sections 3.2.14 Documentation and 3.2.16 Signatures.

Payment for Work Experience Training is made when the VR counselor approves a complete, accurate, signed, and dated:

* VR1604, Work Experience Training Report; and
* invoice.

VR will not pay any fees related to excused or unexcused absences or holidays.

## 14.5 Work Experience Service Fees

A provider cannot collect money from a VR customer or the customer's family for any service. If VR and another resource are paying for a service for a customer, the total payment must not exceed the fee specified in the Standards for Providers manual.

|  |  |  |
| --- | --- | --- |
| **Services** | **Unit Rate** | **Comment** |
| Work Experience Placement | $919.00 per placement | Can be purchased multiple times for a customer |
| Work Experience Training– Individual | $46.00 per hour |  |
| Work Experience Training–Group | $23.00 per hour, per individual | No more than four individuals in a group |

Premium Services may be available for some Work Experience Services. Premium Services are paid after all deliverables for the service have been made. For more information, refer to VR-SFP Chapter 20: Premiums.