# VR-SFP Chapter 3: Basic Standards

Revisions effective October 1, 2020

## 3.1 Overview of the Basic Standards

### 3.1.5 Director

Service contracts must designate a director as the primary contact. Goods or equipment contracts do not require UNTWISE Director Credentials to maintain compliance with the contract.

The designated director in each service contract:

* handles routine communication;
* addresses compliance issues;
* ensures that staff qualifications are documented and up-to-date;
* supervises staff and subcontractors, if any; and
* ensures that the contractor meets the requirements explained in the contract, in the VR-SFP manual, and in-service authorizations.

The director is not required to have the job title of director.

The director may be the legally authorized representative. The legally authorized representative may assign a staff member to be the contractor's designated director.

As of September 1, 2017, all designated directors must hold the UNTWISE Director Credential and maintain its effectiveness throughout the contract term. There is no grandfather clause for this requirement. The director credential must be maintained without lapsing. Exception: Contracts for Communication Access, Employment Supports for Brain Injury services, and Supported Residential Services for Persons in Recovery.

For more information, see UNTWISE.

The contractor must keep a completed VR3455, Provider Staff Information Form, for the director on file at the contractor's headquarters, and must provide copies on request to the TWC contract manager and the VR or OIB regional program specialist. The VR3455 must fully document that the required qualifications of the director are met.

A director's qualifications must be reviewed by TWC staff during contract monitoring reviews. TWC staff may request verification of the director's qualifications at any time. Payment made for services provided during periods without an approved credentialed director may be subject to recoupment or other penalties under the contract. Failure to maintain the qualifications is not in compliance with the terms of the contract and may result in the contract being suspended or terminated.