# VR-SFP Chapter 13: Work Readiness Services

Revisions effective September 1, 2020

## 13.1 Overview of Work Readiness Services

Work Readiness Services prepare participants to excel in their abilities to successfully obtain and maintain competitive integrated employment. Vocational Rehabilitation (VR) provides and purchases services related to disability issues, interpersonal skills training, daily living skills, and issues that interfere with obtaining or maintaining employment to support customers in achieving work readiness. Work Readiness Services benefits customers who have never worked, have not worked for a long time, or have a sporadic work history, and it prepares customers for successful employment so that they can manage or address vocational impairments and be self-sufficient.

Work Readiness Services are offered in groups and individually. The services can be held at the provider's facility or within the community, or within the customer’s home. To meet the maturity and educational levels and safety needs of customers who are served in a group setting, it might be necessary to designate groups exclusively for Pre-Employment Transition Services (Pre-ETS), that is, students who have disabilities and who are age 22 or younger.

This chapter includes the following Work Readiness Services:

* Personal Social Adjustment Training (PSAT)
	+ Personal Social Adjustment Training Evaluation (PSAT Evaluation)
	+ Personal Social Adjustment Training (PSAT)
* Work Adjustment Training (WAT)
	+ Work Adjustment Training Evaluation (WAT Evaluation)
	+ Work Adjustment Training (WAT)
* Vocational Adjustment Training (VAT)
	+ VAT Explore the "You" in Work
	+ VAT Soft Skills to Pay the Bills—Mastering Soft Skills for Workplace Success
	+ VAT Soft Skills for Work Success
	+ VAT Entering the World of Work
	+ VAT Preparing for a Job Search Training—(Pre-ETS) Customers Only
	+ VAT Disability Disclosure Training
	+ VAT Money Smart—A Financial Education Training
	+ VAT Public Transportation Training;
	+ VAT Specialized Evaluation
	+ VAT Specialized
	+ VAT Exploring Postsecondary Education and Training

Individuals who are actively receiving Supported Employment Services are not eligible for Work Readiness Services.

PSAT, WAT, and VAT trainers implement curriculum and activities using various instructional approaches, such as:

* discussions;
* PowerPoint presentations;
* inquiry-based instructions;
* hands-on experiments;
* project- and problem-based learning;
* computer-aided instructions;
* handouts;
* exercises;
* journaling activities; and
* extension activities.

Journaling activities allow customers to gain insight into their thoughts, feelings, and opinions about the content being taught and to identify skills to improve their success.

Extension activities reinforce skills and knowledge learned in the core activities offered in the service. Examples of extension activities include field trips, guest speakers, and videos that are not required in the core curriculum.

When the customer’s referral form indicates the services can be provided remotely, refer to VR-SFP 3.6.4.1 Remote Service Delivery for requirements. The service descriptions below will indicate when remote service delivery is allowed.

Premiums may be available for some Work Readiness Services. Premiums are paid after all deliverables for the service have been made. For more information about premiums, refer to [Chapter 20: Premiums](https://twc.texas.gov/standards-manual/vr-sfp-chapter-20).

…

## 13.3 Personal Social Adjustment Training Evaluation

### 13.3.1 Service Description

A Personal Social Adjustment Training Evaluation (PSAT Evaluation) is designed to evaluate the customer's skills related to acceptable work behaviors and interpersonal skills that interfere with the customer's ability to obtain and maintain competitive integrated employment.

Examples of skills assessed during an evaluation include:

* personal adjustment, which can include:
	+ self-evaluation;
	+ developing or restoring self-confidence;
	+ self-advocacy;
	+ disability management;
	+ motivation;
	+ personal health and hygiene; and
	+ personal appearance and grooming;
* social adjustment, which can include:
	+ establishing basic etiquette;
	+ social relationships and/or interpersonal skills;
	+ conflict resolution and problem solving;
	+ time and schedule management;
	+ developing socially acceptable behaviors;
	+ effective communication;
	+ workplace interaction; and
	+ acceptable work behaviors.

The personal social adjustment trainer evaluates the customer for up to five days, for no more than a total of 10 hours, and completes the [VR3137A, Personal Social Adjustment Training (PSAT) and Work Adjustment Training (WAT) Evaluation](https://twc.texas.gov/forms/index.html).

This service can be provided remotely when the VR counselor has indicated approval of remote service delivery on the [VR3121, Referral for Work Readiness Services](https://twc.texas.gov/forms/index.html). For more information, refer to VR-SFP 3.6.4.1 Remote Service Delivery.

The PSAT Evaluation is purchased one time for each customer. The personal social adjustment trainer must conduct the PSAT Evaluation and develop the training plan before the customer receives PSAT.

### 13.3.2 Process and Procedures

An employment service provider receives a [VR3121, Referral for Work Readiness Services](https://twc.texas.gov/forms/index.html). The referral and service authorization (SA) may identify skills to be evaluated and addressed in PSAT. The personal social adjustment trainer evaluates skills related to any of the areas listed in the service description, but must address all skills listed in the referral or SA.

The personal social adjustment trainer's responsibilities during the evaluation are to:

* remain on-site supervising all PSAT services, including the evaluation;
* supervise qualified aides and maintain the ratio below:
	+ one trainer to no more than six customers without an aide; or
	+ one trainer and one aide to no more than 10 customers;
* maintain written proof by means of attendance records that are made available upon request that the ratio of customer to trainer and aide is maintained;
* identify appropriate and inappropriate personal social adjustment behaviors using existing records, personal observations, and conversations with the VR counselor, customer, family members, and others;
* review the customer's strengths, challenges, training plan, and recommendations with the customer; and
* develop (in coordination with the customer and the VR counselor) a [VR3137B, Personal Social Adjustment and Work Adjustment Training Plan](https://twc.texas.gov/forms/index.html) that includes measurable goals, objectives, and timelines.

Any meeting related to the training plan between customer, provider, customer’s circle of supports and VR staff may be conducted remotely. For more information, refer to VR-SFP 3.6.4.1 Remote Service Delivery.

The personal social adjustment trainer, the customer, and the VR counselor must sign the original and updated VR3137B, Personal Social Adjustment and Work Adjustment Training Plan to document understanding and agreement of the training plan. For more information, refer to VR-SFP 3.11.1 Documentation and Signatures.

No training can be provided until a SA for PSAT is issued after the completion of the PSAT Evaluation and the VR counselor has approved the VR3137B, Personal Social Adjustment and Work Adjustment Training Plan.

### 13.3.3 Outcomes Required for Payment

For payment, the personal social adjustment trainer who completed the evaluation documents in descriptive terms all information required by the Service Description on the [VR3137A, Personal Social Adjustment Training (PSAT) and Work Adjustment Training (WAT) Evaluation](https://twc.texas.gov/forms/index.html) and [VR3137B, Personal Social Adjustment and Work Adjustment Training Plan](https://twc.texas.gov/forms/index.html) at the end of the evaluation period demonstrating evidence that:

* attendance was recorded and includes the number of hours the customer participated in the evaluation;
* the evaluation was provided without exceeding the ratio of one staff to no more than six customers without an aide or one trainer and one aide to no more than 10 customers;
* all necessary accommodations and compensatory techniques were provided, and special needs were met for the customer to participate successfully in the evaluation;
* the customer's performance, skills, and needs were evaluated and results summarized;
* the goals and objectives are measurable and established for all skills to be addressed;
* a projected achievement date has been set for each goal;
* a projected number of training hours has been established for each goal; and
* the customer's satisfaction and service delivery as described in the VR-SFP was verified by customer's signature on the VR3137A and VR3137B or by VR staff member’s contact with the customer.

For information on signatures refer to VR-SFP 3.11.1 Documentation and Signatures.

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

Payment for the PSAT Evaluation is made when the VR counselor approves a complete, accurate, signed, and dated:

* [VR3137A, Personal Social Adjustment Training (PSAT) and Work Adjustment Training (WAT) Evaluation](https://twc.texas.gov/forms/index.html);
* [VR3137B, Personal Social Adjustment and Work Adjustment Training Plan](https://twc.texas.gov/forms/index.html); and
* invoice.

…

## 13.4 Personal Social Adjustment Training

### 13.4.1 Service Description

Personal Social Adjustment Training (PSAT) is designed to teach skills related to acceptable work behaviors and to improve interpersonal skills that interfere with the customer's ability to obtain and maintain competitive integrated employment.

PSAT is a structured service designed to meet the needs of individuals and to address vocational impediments. VR sponsorship is limited to 20 hours of PSAT per week.

PSAT can be used to reinforce behaviors and skills, which the customer failed to master in previous training.

All PSAT services are based on the goals outlined on the [VR3137A, Personal Social Adjustment Training (PSAT) and Work Adjustment Training (WAT) Evaluation](https://twc.texas.gov/forms/index.html) and [VR3137B, Personal Social Adjustment and Work Adjustment Training Plan](https://twc.texas.gov/forms/index.html). The number of PSAT hours a customer receives is based on the measurable goals included in the VR3137B, Personal Social Adjustment and Work Adjustment Training Plan and the SA.

This service may be provided remotely when the VR counselor has indicated approval of remote service delivery on the [VR3121, Referral for Work Readiness Services](https://twc.texas.gov/forms/index.html). For information, refer to VR-SFP 3.6.4.1 Remote Service Delivery.

Training areas, which may be addressed in PSAT include:

* personal adjustment, which can include:
* self-evaluation;
* developing or restoring self-confidence;
* self-advocacy skills;
* disability management;
* personal health and hygiene; and
* personal appearance and grooming.
* social adjustment, which can include:
* establishing basic etiquette;
* social relationships;
* conflict resolution;
* appropriate use of time and schedule management;
* developing socially acceptable behaviors;
* workplace interaction;
* acceptable work behaviors; and
* time and schedule management.

All PSAT instruction must be outlined with lesson plans. VR can review lessons plans used with customers at any time.

A lesson plan must include:

* a description of skills being taught or reinforced; and
* specific resources used in the instruction (for example, curriculum, activities, guest speakers, books, films, and field trips).

The provider provides all supplies and resources for the training at no cost to the customer.

### 13.4.2 Process and Procedures

PSAT is provided to the customer as defined in the [VR3137B, Personal Social Adjustment and Work Adjustment Training Plan](https://twc.texas.gov/forms/index.html) and authorized by an SA. PSAT hours will be authorized per week for up to a month (four weeks or 28 days) at a time after the PSAT trainer, customer, VR counselor have developed the VR3137B. The PSAT trainer, customer, and VR counselor are jointly involved in planning and monitoring service goals and objectives identified on the VR3137B, Personal Social Adjustment and Work Adjustment Training Plan. VR sponsors no more than 20 hours per week of PSAT.

Goals and objectives can be updated, added, or changed throughout the training cycle with the submission and approval by the VR counselor of a new VR3137B, Personal Social Adjustment and Work Adjustment Training Plan.

The personal social adjustment trainer, customer, and VR counselor review the VR3137B, Personal Social Adjustment and Work Adjustment Training Plan at least every four weeks (every 28 days) to:

* evaluate the customer's progress toward the goals;
* determine whether the VR3137B, Personal Social Adjustment and Work Adjustment Training Plan must be updated before an SA is issued to approve additional hours; or
* determine whether the customer's PSAT is completed.

Any meeting related to the training plan between customer, provider, customer’s circle of supports and VR-Staff may be conducted remotely. For information, refer to VR-SFP 3.6.4.1 Remote Service Delivery.

A summary of all communication with VR staff, and notations that the VR3137B Personal Social Adjustment and Work Adjustment Training Plan was updated, must be entered in the Additional Comments section of the [VR3138, Personal Social Adjustment Training and Work Adjustment Report](https://twc.texas.gov/forms/index.html).

If the VR3137B, Personal Social Adjustment and Work Adjustment Training Plan is updated, the personal social adjustment trainer, customer, and VR counselor must sign the updated VR3137B, Personal Social Adjustment and Work Adjustment Training Plan to document agreement of the updated training plan.

PSAT is not authorized until the VR counselor approves the updated VR3137B, Personal Social Adjustment and Work Adjustment Training Plan. The personal social adjustment trainer must complete the VR3138, Personal Social Adjustment Training and Work Adjustment Report at least every four weeks (28 days).

The personal adjustment trainer's responsibilities are to:

* remain on-site supervising all PSAT services;
* supervise qualified aides and maintain the ratio of one trainer to no more than six customers without an aide or one trainer and one aide to no more than 10 customers;
* provide written proof by means of attendance records that are made available upon request that the ratio of customer to trainer and aide is maintained;
* monitor the VR3137B to determine progress toward identified goals;
* determine whether the VR3137B needs to be updated;
* report to the VR counselor on the customer's progress toward goals and objectives on the VR3138; and
* coordinate PSAT with such other services provided by the employment service provider as WAT, when applicable.

### 13.4.3 Outcomes Required for Payment

For payment, the personal social adjustment trainer documents in descriptive terms, at a minimum of every 28 days, all information required on the VR3138, Personal Social Adjustment Training and Work Adjustment Report and SA, including evidence that:

* the training was provided without exceeding the ratio of one staff member to no more than six customers without an aide or one trainer and one aide to no more than 10 customers;
* the customer's attendance and the total number of hours the customer participated in the training were recorded;
* goals and objectives addressed in training are recorded on the VR3138 and are included on the most recently approved VR3137B Personal Social Adjustment and Work Adjustment Training Plan;
* the customer's performance and skills were documented for the reporting period;
* the status, including a narrative description for each goal and objective, was documented for the reporting period;
* all necessary accommodations and compensatory techniques were identified, documented, and provided as necessary to meet the special needs of the customer to successfully participate in the training;
* communications with the VR counselor and customer, and notation of updates made to the VR3137B Personal Social Adjustment and Work Adjustment Training Plan, are documented in the Additional Comments section; and
* the customer's satisfaction and service delivery, as described in the VR-SFP was verified by customer's signature on the VR3138, Personal Social Adjustment Training and Work Adjustment Report, and VR3137B, Personal Social Adjustment and Work Adjustment Training Plan or by VR staff member’s contact with the customer.

For information on signatures refer to VR-SFP 3.11.1 Documentation and Signatures.

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

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

* [VR3138, Personal Social Adjustment Training and Work Adjustment Report](https://twc.texas.gov/forms/index.html);
* [VR3137B, Personal Social Adjustment and Work Adjustment Training Plan](https://twc.texas.gov/forms/index.html); and
* invoice.

…

## 13.5 Work Adjustment Training Evaluation

### 13.5.1 Service Description

Work Adjustment Training Evaluation (WAT Evaluation) is designed to evaluate the customer's work behaviors and interpersonal skills that are transferable to future competitive integrated employment. This service cannot be provided remotely.

Examples of skills assessed during an evaluation include:

* acceptance of supervision and directions;
* daily living skills;
* effective communication;
* goal setting;
* appropriate grooming and hygiene, work attire, and dress code;
* motivation;
* problem solving;
* self-regulation and self-reliance;
* social skills;
* understanding roles and responsibilities in the workplace;
* good work ethics;
* good work practices and productivity (including safety and speed); and
* work tolerance.

The work adjustment trainer evaluates a customer for up to 10 days and for no more than 25 hours and completes the [VR3137A, Personal Social Adjustment Training and Work Adjustment Training Evaluation](https://www.twc.texas.gov/forms/index.html) and [VR3137B, Personal Social Adjustment and Work Adjustment Training Plan](https://www.twc.texas.gov/forms/index.html). VR does not pay for over 25 hours per week.

The evaluation must be completed in a competitive integrated work environment where the customer's work produces compensation for both the provider's business and the customer. The customer will be paid at least minimum wage for all hours worked.

The WAT Evaluation is purchased one time for each customer. The WAT trainer must conduct the WAT evaluation and develop the training plan before WAT is provided.

…

### 13.5.3 Outcomes Required for Payment

For payment, the work adjustment trainer documents in descriptive terms all information required by the Service Description section of the VR3137B, Personal Social Adjustment and Work Adjustment Training Plan at the end of the evaluation period demonstrating evidence that:

* attendance was recorded and includes the total number of hours the customer participated in the evaluation;
* the evaluation was provided without exceeding the ratio of one staff to no more than six customers without an aide or one trainer and one aide to no more than 10 customers;
* all necessary accommodations and compensatory techniques were provided and special needs were met for the customer to successfully participate in the evaluation;
* the customer's performance, skills, and needs were evaluated and results summarized;
* goals and objectives are measurable and established for all skills to be addressed;
* a projected achievement date has been set for each goal and objectives;
* a projected number of training hours has been established for each goal and objectives; and
* the customer's satisfaction and service delivery as described in the VR-SFP was verified by customer's signature on the VR3138 and VR3137B or by VR staff member’s contact with the customer.

The work adjustment trainer, customer, and VR counselor must sign the original and updated VR3137B, Personal Social Adjustment and Work Adjustment Training Plan to document agreement to the training plan. No WAT is authorized until the VR counselor approves the VR3137B and a SA is received. For more information, refer to VR-SFP 3.11.1 Documentation and Signatures.

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

Payment for the WAT Evaluation is made when the VR counselor approves a complete, accurate, signed, and dated:

* [VR3137A, Personal Social Adjustment Training (PSAT) and Work Adjustment Training (WAT) Evaluation](https://twc.texas.gov/forms/index.html);
* [VR3137B, Personal Social Adjustment and Work Adjustment Training Plan](https://twc.texas.gov/forms/index.html); and
* invoice.

...

## 13.6 Work Adjustment Training

### 13.6.1 Service Description

Work Adjustment Training (WAT) is designed to improve work behaviors and enhance interpersonal skills of the customer while he or she performs competitive employment in a structured environment. Each customer participates in a WAT Evaluation before participating in WAT. This service cannot be provided remotely.

The training must be provided in a work setting where the customer's work produces compensation for both the provider's business and the customer. The customer will be paid at least minimum wage for all hours worked.

The provider must offer WAT with a minimum of 25 hours per week, using competitive employment. If a holiday or business closure occurs, the minimum number of hours may be adjusted. A calendar of hours the WAT program offered services for the customer to attend must be maintained and made available to VR upon request. The provider can invoice for the number of hours a customer participated in WAT, up to 25 hours per week. VR will not pay for additional hours.

The qualified work adjustment trainer or aide must conduct WAT. A work adjustment trainer must supervise all aides.

Hours are approved per week for a month (four weeks or 28 days) at a time and must correlate with the approved [VR3137B, Personal Social Adjustment and Work Adjustment Training Plan](https://www.twc.texas.gov/forms/index.html). Total WAT hours, outlined in the VR3137B, may be increased or decreased as appropriate for the customer as progress is made in his or her skills and abilities when approved by the VR counselor and on the SA.

WAT environments must be flexible enough to meet customer needs and allow the opportunity to develop skills in the following areas when indicated on the VR3137B, Personal Social Adjustment and Work Adjustment Training Plan:

* acceptance of supervision and directions;
* daily living skills;
* effective communication;
* goal setting;
* grooming, hygiene, work attire, and/or dress code;
* motivation;
* problem-solving;
* self-regulation and self-reliance;
* social skills;
* understanding roles and responsibilities in the workplace;
* work ethics;
* work practices and productivity (including safety and speed); and
* work tolerance.

…

### 13.6.3 Outcomes Required for Payment

For payment, at least every four weeks (28 days) the work adjustment trainer documents in descriptive terms all information required on the VR3138, Personal Social Adjustment and Work Adjustment Report, and SA, including evidence that:

* the training was provided without exceeding the ratio of one staff member to no more than six customers without an aide or one trainer and one aide to no more than 10 customers;
* the customer's attendance and the total number of hours the customer participated in the training were recorded;
* goals and objectives addressed in training are recorded on the VR3138 and are included on the most recently approved VR3137B, Personal Social Adjustment and Work Adjustment Training Plan;
* the customer's performance and skills were documented for the reporting period;
* the status, including a narrative description for each goal and objective, is recorded on the most recently approved VR3138, Personal Social Adjustment and Work Adjustment Report;
* all necessary accommodations and compensatory techniques were identified, documented, and provided as necessary to meet the special needs of the customer to successfully participate in the training;
* communications made with the VR counselor and the customer, and notation of any updates made to the VR3137B, are documented in the Additional Comments section; and
* the customer's satisfaction and service delivery as described in the VR-SFP was verified by the customer's signature on the VR3138 and VR3137B or by VR staff member’s contact with the customer.

For information on signatures refer to VR-SFP 3.11.1 Documentation and Signatures.

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

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

* [VR3138, Personal Social Adjustment and Work Adjustment Report](https://twc.texas.gov/forms/index.html);
* [VR3137B, Personal Social Adjustment and Work Adjustment Training Plan](https://twc.texas.gov/forms/index.html); and
* invoice.

…

## 13.7 VAT Explore the "You" in Work

### 13.7.1 Service Description

Explore the "You" in Work curriculum helps customers to learn and understand their own work personalities, interests, values, and transferable skills.

The vocational adjustment trainer creates and facilitates training curriculum of at least 10 hours with various instructional approaches that include the four modules listed below.

|  |  |
| --- | --- |
| **Modules** | **Topic Description** |
| Work Personality | Customers can identify their basic work personality and demonstrate an understanding of how this affects their employment. |
| Work Interests | Customers can identify their work interests and demonstrate an understanding of how the interests affect their employment. |
| Work Values | Customers can identify their work values and demonstrate an understanding of how the values affect their employment. |
| Identification of Transferable Skills | Customers can identify their transferable skills and demonstrate an understanding of how transferable skills affect their employment. |

The training curriculum must include the following activities to allow the customer to understand personal work personalities, interests, values, and transferable skills:

* Self-assessment(s)
* Individual and group discussions
* Journaling activities
* One extension activity

This service may be provided remotely when the VR counselor has indicated approval of remote service delivery on the [VR3121, Referral for Work Readiness Services](https://twc.texas.gov/forms/index.html). For more information, refer to VR-SFP 3.6.4.1 Remote Service Delivery.

Resources that might be helpful in the development of the curriculum include:

* Texas CARES online to find inventories on work interests, work values, and transferable skills for each customer;
* [Career Index Plus](https://thecareerindex.com/dsp_intro.cfm): <https://thecareerindex.com/dsp_intro.cfm> for occupational and labor market information;
* TWC's Succeed at Work is available online through Texas Work Prep at [texasworkprep.com](https://texasworkprep.com/saw.htm) and in paper format at [www.lmci.state.tx.us/shared/succeedatwork](http://www.lmci.state.tx.us/shared/succeedatwork.asp); and
* [O\*NET](http://www.onetcenter.org/tools.html) online interest inventories, work values inventories, and ability profilers at [O\*NET Center](http://www.onetcenter.org/tools.html).

…

### 13.7.3 Outcomes Required for Payment

The vocational adjustment trainer documents in descriptive terms all information required on the VR3122, VAT Explore the "You" in Work, and SA, including evidence that:

* the training was provided without exceeding the ratio of one staff member to six customers;
* the attendance records show a minimum of 10 hours of training;
* the customer's training included:
	+ four required modules outlined in the curriculum;
	+ one required extension activity; and
	+ journaling activities were offered;
* all necessary accommodations and compensatory techniques were identified, documented, and provided as necessary to meet the special needs of the customer to successfully participate in the training;
* various instructional approaches were used to meet the customer's learning style;
* all supplies and resources were provided; and
* customer satisfaction and service delivery, as described in the VR-SFP was verified by the customer's signature on VR3122, VAT Explore the "You" in Work, or by VR staff member’s contact with the customer.

For information on signatures refer to VR-SFP 3.11.1 Documentation and Signatures.

Payment will not be made if the customer's excused absence, unexcused absence, or holiday results in failure to attend the minimum number of required training hours.

Payment for VAT Explore the "You" in Work is made when the VR counselor approves a complete, accurate, signed, and dated:

* [VR3122, VAT Explore the "You" in Work](https://twc.texas.gov/forms/index.html); and
* invoice.

…

## 13.8 VAT Skills to Pay the Bills—Mastering Soft Skills for Workplace Success

### 13.8.1 Service Description

Skills to Pay the Bills—Mastering Soft Skills for Workplace Success is a curriculum developed by the US Department of Labor's Office of Disability Employment Policy (ODEP). The curriculum is designed to teach skills to youth and adults in the following six areas:

* Communication
* Enthusiasm and attitude
* Teamwork
* Networking
* Problem-solving and critical thinking
* Professionalism

Note: Training must be at least 20 hours and include all 30 activities in the ODEP curriculum, with a minimum of four extension activities and journaling activities offered throughout the training.

Only one of the following VAT Work Readiness Services may be purchased for a customer:

* Skills to Pay the Bills—Mastering Soft Skills for Workplace Success; or
* Soft Skills for Work Success.

This service may be provided remotely when the VR counselor has indicated approval of remote service delivery on the [VR3121, Referral for Work Readiness Services](https://twc.texas.gov/forms/index.html). For more information, refer to VR-SFP 3.6.4.1 Remote Service Delivery

…

### 13.8.3 Outcomes Required for Payment

The vocational adjustment trainer documents in descriptive terms all the information required on the VR3124, VAT Soft Skills to Pay the Bills and SA, including evidence that:

* the training was provided without exceeding the ratio of one staff member to no more than six customers;
* the attendance record indicates a minimum of 20 hours of training;
* the customer's training included:
	+ 30 required activities outlined in the curriculum;
	+ four required extension activities; and
	+ journaling activities;
* all necessary accommodations and compensatory techniques were identified, documented, and provided as necessary to meet the special needs of the customer to successfully participate in the training;
* various instructional approaches were used to meet the customer's learning styles and preferences;
* all supplies and resources were provided so the customer could participate in the training; and
* customer satisfaction and service delivery, described in the VR-SFP was verified by the customer's signature on the VR3124, VAT Soft Skills to Pay the Bills or by VR staff member’s contact with the customer.

For information on signatures refer to VR-SFP 3.11.1 Documentation and Signatures.

Payment will not be made if the customer's excused absence, unexcused absence, or holiday results in him or her not attending the minimum number of required training hours.

Payment for the VAT Soft Skills to Pay the Bills is made when the VR counselor approves a complete, accurate, signed, and dated:

* [VR3124, VAT Soft Skills to Pay the Bills](https://twc.texas.gov/forms/index.html); and
* invoice.

...

## 13.9 VAT Soft Skills for Work Success

### 13.9.1 Service Description

The Soft Skills for Work Success curriculum helps the customer learn and demonstrate the soft skills needed to be successful at work. The training focuses on developing essential skills related to:

* effective communication;
* problem-solving;
* work habits; and
* a strong work ethic.

The vocational adjustment trainer creates and facilitates a training curriculum of at least 13 hours, with various instructional approaches, that includes the four modules listed below.

|  |  |
| --- | --- |
| **Modules** | **Module Description** |
| Interpersonal Communication | * Effective listening
* Following and giving instructions and feedback
* Conflict resolution
* Nonverbal communication
* Speaking and appropriate language used in the workplace
* Cooperating/working as a team member
* Providing good customer service
* Dealing with different personality styles
* Dealing with questions about one's disability with coworkers
* Do's and don'ts related to behaviors in the workplace
* Communicating issues and concerns with the employer and/or supervisor
 |
| Work Habits and Conduct | * Work dress and personal presentation (includes good grooming and hygiene)
* Time management
* Professionalism
* Balancing work and home life
* Concepts related to effective time scheduling
* Importance of punctuality and attendance
* Workplace behaviors and attitudes
 |
| Work Ethic | * Characteristics of a good work ethic
* How to create and improve a good work ethic
* What unethical behavior is in the workplace
* Characteristics of a negative work ethic
 |
| Problem-Solving and Decision-Making | * Steps in the problem-solving process: define the problem, gather facts, generate alternative options, evaluate and implement the most appropriate option, and monitor solutions, reevaluating as necessary
* Steps in the decision-making process: identify the goal, gather information for weighing options, consider consequences, and evaluate decisions
* Problem-solving, critical thinking, and decision-making related to work-related assignments and barriers
 |

The training curriculum must include the following activities:

* Self-assessments;
* Individual and group discussions;
* Journaling activities; and
* One extension activity.

This service may be provided remotely when the VR counselor has indicated approval of remote service delivery on the [VR3121, Referral for Work Readiness Services](https://twc.texas.gov/forms/index.html). For more information, refer to VR-SFP 3.6.4.1 Remote Service Delivery.

Resources that might be helpful in developing the curriculum include the TWC curriculum, [Succeed at Work](https://texasworkprep.com/saw.htm), available online through Texas Work Prep at <https://texasworkprep.com/saw.htm>. The curriculum can be printed at <http://www.lmci.state.tx.us/shared/succeedatwork.asp>.

Only one of the following VAT Work Readiness Services can be purchased for a customer:

* Skills to Pay the Bills—Mastering Soft Skills for Workplace Success; or
* Soft Skills for Work Success.

…

### 13.9.3 Outcomes Required for Payment

The vocational adjustment trainer documents in descriptive terms the information required on the VR3123, VAT Soft Skills for Work Success, and SA, including evidence that:

* training was provided without exceeding the ratio of one staff member to no more than six customers;
* attendance records indicate a minimum of 13 hours of training;
* the customer's training included:
	+ four required modules outlined in the curriculum;
	+ one required extension activity; and
	+ journaling activities;
* all necessary accommodations and compensatory techniques were identified, documented, and provided as necessary to meet the special needs of the customer to successfully participate in the training;
* various instructional approaches were used to meet the customer's learning styles;
* all supplies and resources were provided; and
* customer satisfaction and service delivery, as described in the VR-SFP was verified by the customer's signature on the VR3123, VAT Soft Skills for Work Success, or by VR staff member’s contact with the customer.

For information on acceptable signatures refer to VR-SFP 3.11.1 Documentation and Signatures.

Payment will not be made if the customer's excused, unexcused absence, or holiday results in failure to attend the minimum number of required training hours.

Payment for the VAT Soft Skills for Work Success is made when the VR counselor approves a complete, accurate, signed, and dated:

* [VR3123, VAT Soft Skills for Work Success](https://twc.texas.gov/forms/index.html); and
* invoice.

…

## 13.10 VAT Entering the World of Work

### 13.10.1 Service Description

The VAT Entering the World of Work curriculum helps the customer learn and demonstrate knowledge and skills related to workplace expectations, rules, and laws.

The vocational adjustment trainer creates and facilitates a training curriculum of at least 10 hours with various instructional approaches, which includes the three modules, journaling activities, and extension activities listed below.

|  |  |
| --- | --- |
| **Modules** | **Module Description** |
| Health and Safety in the Work Setting | * Occupational Safety and Health Administration (OSHA)
* Safe working conditions
* Hazards that can be unsafe work conditions
* Taking responsibility for your own health and safety
* Disclosing illness or injuries to your employer
* Rules about disclosing your disability to an employer
* Explaining disability support needs in terms employers understand
* Employer's responsibilities and rights to manage workplace risks, including the health and safety of employees
* Employer's responsibility to provide employees with the information, instruction, and training they need to do their job safely and without damaging their health
* Harassment
* Workers' compensation
 |
| Work Rules and Expectations | * Attendance and promptness
* Use of telephones and electronic devices
* Confidentiality
* Drug and alcohol policies for employees
* Employee identification
* Workplace privacy
* Dress codes
* Breaks and meals
* Illness
* Supervisors' roles
* Worker rights
* Employer rights
* Reasonable accommodations
* Requesting accommodations from employer
 |
| Employer Benefits, Payroll, and Paycheck Basics | * How to complete a W-4
* How to complete an I-9 and identify the required supporting documentation
* How to read a pay statement and paycheck
* Employer handbooks
* Wage deductions
* Texas employee rights
* Types of employee benefits (health, dental, and life insurance, a 401(k) plan, retirement, and leave)
* Time off and leave
 |

This service may be provided remotely when the VR counselor has indicated approval of remote service delivery on the [VR3121, Referral for Work Readiness Services](https://twc.texas.gov/forms/index.html). For more information, refer to VR-SFP 3.6.4.1 Remote Service Delivery.

Resources that may be helpful in the development of the curriculum include the TWC curriculum, "Succeed at Work," available online through Texas Work Prep at [www.texasworkprep.com](https://texasworkprep.com/saw.htm) and in paper format at [Succeed at Work](http://www.lmci.state.tx.us/shared/succeedatwork.asp).

…

### 13.10.3 Outcomes Required for Payment

The vocational adjustment trainer documents in descriptive terms the information required on the VR3125, VAT Entering the World of Work, and SA, including evidence that:

* training was provided without exceeding the ratio of one trainer to no more than six customers;
* attendance records show a minimum of 10 hours of training;
* the customer's training included:
	+ three required modules outlined in the curriculum;
	+ one required extension activity; and
	+ journaling activities were offered;
* all necessary accommodations and compensatory techniques were identified, documented, and provided as necessary to meet the special needs of the customer to successfully participate in the training;
* various instructional approaches were used to meet the customer's learning styles;
* all supplies and resources were provided; and
* customer satisfaction and service delivery, as described in the VR-SFP was verified by the customer's signature on the VR3125 VAT Entering the World of Work, or by VR staff member’s contact with the customer.

For information on signatures refer to VR-SFP 3.11.1 Documentation and Signatures.

Payment will not be made if the customer's excused absence, unexcused absence, or holiday results in failure to attend the minimum number of required training hours.

Payment for VAT Entering the World of Work is made when the VR counselor approves a complete, accurate, signed, and dated:

* [VR3125, VAT Entering the World of Work](https://twc.texas.gov/forms/index.html); and
* invoice.

…

## 13.11 VAT Job Search Training—for Pre-Employment Transitional Services Customers Only

### 13.11.1 Service Description

The VAT Job Search Training curriculum helps the customer learn and demonstrate knowledge and skills necessary to prepare for a job search to obtain employment in entry-level positions. The VAT Job Search Training is only for Pre-ETS students ages 22 and younger.

This service may be provided remotely when the VR counselor has indicated approval of remote service delivery on the [VR3121, Referral for Work Readiness Services](https://twc.texas.gov/forms/index.html). For information, refer to VR-SFP 3.6.4.1 Remote Service Delivery.

The vocational adjustment trainer creates and facilitates a training curriculum of at least 20 hours, with various instructional approaches that include the nine modules listed below with their subjects, and journaling and extension activities:

#### Module One: Exploring Careers

The vocational adjustment trainer and the customer use either the O\*Net, CareerOneStop, Texas Careers, Occupational Outlook Handbook, or other similar tools to complete career exploration activities.

In the exploration, the vocational adjustment trainer and the customer include industry and occupation information that identifies:

* description or video of the occupation;
* job duties and responsibilities;
* work environments;
* knowledge, skills, and abilities related to occupation;
* education and training requirements;
* pay;
* projection for occupational growth; and
* similar occupations.

#### Module Two: Completion of the [VR1850, Employment Data Sheet](https://twc.texas.gov/forms/index.html) or equivalent

* Demographics
* Arrest and conviction history, if any
* Paid work history
* Volunteer history
* References
* Employment skills
* Career objectives
* Training history
* Occupational license or certification
* High school and GED information
* College education history

#### Module Three: Résumé Training

* Identification of different types and purposes of résumés
* Collect résumé contents, such as education, work experience, credentials, and achievements that are used to apply for jobs
* Completed résumés that are tailored for the customer's employment goal
* How to create a résumé for specific jobs

#### Module Four: Job Applications Training

* Identification of job application process for paper, website, and kiosk applications
* How to identify appropriate responses to questions on job applications
* How to write clear descriptive responses to questions, avoiding spelling and grammatical errors in an application
* Identification of strategies to address employment barriers demonstrated by the customer
* Successful completion of paper, website, and kiosk job applications

#### Module Five: Job References and Written Correspondence Training

* Purpose of professional and personal employment references
* How and when to request a person to be a professional and/or personal employment reference
* How and when to provide professional and personal employment references to potential employers
* How references will be used for background verifications
* Using effective written correspondence when job searching
* How to write cover letters for applications and résumés
* How to write thank-you letters related to employer correspondence, meetings, or interviews
* How to use and write email correspondence during the job search
* How to use and write written correspondence sent via the US Postal Service

#### Module Six: Interview Training

* Purpose of interview process
* Types and purpose of interviews, for example, screening, telephone, panel and/or group, behaviorally based, case, situational, and technical
* Creation of a 30–60 second "elevator speech" that summarizes why the customer is a good candidate for the job
* Delivery of the "elevator speech"
* How to research businesses and positions before an interview
* Identifying and answering typical interview questions asked by the business for the industry of the customer's employment goals
* Identifying questions to ask the business when interviewing
* Identifying and responding to questions related to protected classes and disclosure
* How to request assistance (to advocate for oneself), including disability etiquette
* How to respond to complicated questions addressing such employment barriers as gaps in work history, criminal background history, limited work experience, and accommodation needs
* Personal presentation for interviews such as grooming, dress, and manners
* Completing and critiquing at least two video-recorded mock interviews

Note: The VR counselor may request to review the recorded mock interview

#### Module Seven: Pre-Employment Testing Training

* Purpose of aptitude, skills, and literacy testing and how the testing is conducted
* Purpose of personality testing and how the testing is conducted
* Purpose of physical ability testing that measures an applicant's ability to perform tasks and physical functions of the job
* Purpose of drug testing and how the testing is conducted
* Accompanying the customer, as applicable, to preemployment testing if it is required for a job

#### Module Eight: Job Searching Training

* How to research the needs of businesses that are related to the customer's employment goals
* How to use job websites and employer job boards to search for jobs related to the customer's employment goals
* How to network with individuals who might know of an unposted employment opportunity
* How to register for and use WorkInTexas.com to search for jobs

#### Module Nine: Preparing for the First Day of Work

* Identification of the customer's accommodation needs that improve performance in the work setting
* How and when to request accommodations
* How to secure transportation to work site
* Appropriate personal appearance necessary for the position (dress, hygiene, and manners)
* Securing all documents necessary to "on board" the first day on the job
* Securing and demonstrating use of necessary items such as uniform and alarm clock
* How to communicate individual needs to an employer
* Expected behavior when working at the job site

Non-bundled and Bundled Job Placement Services may be purchased after the completion of VAT Job Search Training without a reduction payment, for students and youth with disabilities.

…

### 13.11.3 Outcomes Required for Payment

The vocational adjustment trainer documents in descriptive terms the information required on the VR3126, VAT Job Search Training SA, including evidence that:

* training was provided without exceeding the ratio of one trainer to no more than six customers;
* attendance records indicate a minimum of 20 hours of training;
* the customer's training included:
* eight required modules outlined in the curriculum;
* one required extension activity; and
* journaling activities were offered;
* all necessary accommodations and compensatory techniques were identified, documented, and provided as necessary to meet the special needs of the customer to successfully participate in the training;
* various instructional approaches were used to meet the customer's learning styles;
* all supplies and resources were provided; and
* customer satisfaction and service delivery, as described in the VR-SFP was verified by the customer's signature on the VR3126, VAT Job Search Training, or by VR staff member’s contact with the customer.

For information on signatures refer to VR-SFP 3.11.1 Documentation and Signatures.

Payment will not be made if the customer's excused absence, unexcused absence, or holiday results in failure to attend the minimum number of required training hours.

Payment for the VAT Job Search Training is made when the VR counselor approves a complete, accurate, signed, and dated:

* [VR3126, VAT Job Search Training](https://twc.texas.gov/forms/index.html); and
* invoice.

…

## 13.12 VAT Disability Disclosure Training

### 13.12.1 Service Description

VAT Disability Disclosure Training provides information to customers to help them make informed, beneficial decisions about disclosing their disability and about their educational, employment, and social lives.

This service may be provided remotely when the VR counselor has indicated approval of remote service delivery on the [VR3121, Referral for Work Readiness Services](https://twc.texas.gov/forms/index.html). For more information, refer to VR-SFP 3.6.4.1 Remote Service Delivery

The [411 on Disability Disclosure Workbook curriculum (PDF)](http://www.ncwd-youth.info/wp-content/uploads/2016/10/411_Disability_Disclosure_complete.pdf%20) consists of the eight units listed below:

#### Unit 1 Self-Determination—The Big Picture

Introduction to the process and value of self-determination.

Required activities:

* Just What Do You Know About Yourself and Your Disability?
* Self-Determined Short-Term Goals

#### Unit 2 Disclosure—What Is It and Why Is It So Important?

Introduction to the concepts of disclosure.

Required activity:

* Describing Your Disability, Disability Needs, Skills, and Abilities

#### Unit 3 Weighing the Advantages and Disadvantages of Disclosure

Required activities:

* Employment Scenario
* Postsecondary Education Scenario
* Social Setting Scenario
* Famous People Matching

#### Unit 4 Rights and Responsibilities under the Law

Overview of the system and protective laws as one leaves high school and enters the adult world. Includes an overview of the Americans with Disabilities Act and how it pertains to an individual with a disability.

Required activities:

* Defining Your Disability
* Recognizing Discrimination
* Collage Activity
* Identifying Adult Service Providers and Eligibility Criteria

#### Unit 5 Accommodations

Introduction to the concept of accommodations and to the identification of accommodations that a customer might need.

Required activities:

* Job Accommodation Network (JAN) found at http://askjan.org/
* Situations and Solutions at School and Work

#### Unit 6 Postsecondary Disclosure—Why, When, What, to Whom, and How

Overview of the need to disclose personal information to receive reasonable accommodations in higher education, in a technical school, and in an adult education center.

Required activities:

* Course for Disclosure Examples
* Exploring Disability Support Services
* My Practice Script

#### Unit 7 Disclosure on the Job—Why, When, What, to Whom, and How

Overview of the need to disclose personal information to receive a reasonable accommodation in a work setting.

Required activities:

* Course for the Disclosure Examples
* My Practice Script
* Visit Your Local One-Stop Career Center

#### Unit 8 Disclosure in Social and Community Settings—Why, When, What, to Whom, and How

Explores the needs and circumstances that pertain to the customer's disclosure of disability information to community members and friends in social situations.

Required activities:

* Course for the Disclosure Examples
* My Practice Script

Note: The training must be at least 20 hours and include all 21 activities in the 411 on Disability Disclosure workbook, with a minimum of three extension activities, and journaling activities offered throughout the training.

…

### 13.12.3 Outcomes Required for Payment

The vocational adjustment trainer documents in descriptive terms all the information required on the VR3132, VAT Disability Disclosure Training, and SA, including evidence that:

* training was provided without exceeding the ratio of one trainer to no more than six customers;
* attendance records indicate a minimum of 20 hours of training;
* the customer's training included:
	+ eight required units and 21 activities outlined in the curriculum;
	+ three required extension activities; and
	+ journaling activities;
* all necessary accommodations and compensatory techniques were identified, documented, and provided as necessary to meet the special needs of the customer to successfully participate in the training;
* various instructional approaches were used to meet the customer's learning styles;
* all supplies and resources were provided; and
* customer satisfaction and service delivery, as described in the VR-SFP was verified by the customer's signature on the VR3132, VAT Disability Disclosure Training, by VR staff member’s contact with the customer.

For information on signatures refer to VR-SFP 3.11.1 Documentation and Signatures.

Payment will not be made if the customer's excused absence, unexcused absence, or holiday results in failure to attend the minimum number of required training hours.

Payment for the VAT Disability Disclosure Training is made when the VR counselor approves a complete, accurate, signed, and dated:

* [VR3132, VAT Disability Disclosure Training](https://twc.texas.gov/forms/index.html); and
* invoice.

…

## 13.13 VAT Money Smart—A Financial Education Training

### 13.13.1 Service Description

Money Smart—A Financial Education Program curriculum developed by the Federal Deposit Insurance Corporation (FDIC) teaches customers basic behaviors about responsible handling of money and finances, including how to create positive relationships with financial institutions.

The instructor-led curriculum consists of 14 training modules that delivers unbiased, relevant, and accurate financial education. The instructor will use the Instructor Guide, PowerPoint Slides and the Participant Guide covering all modules.

The Vocational Adjustment Trainer should use various teaching and training strategies when implementing the prescribed curriculum to address accommodation and learning needs of each participant in a class. This service may be provided remotely when the VR counselor has indicated approval of remote service delivery on the [VR3121, Referral for Work Readiness Services](https://twc.texas.gov/forms/index.html). Refer to VR-SFP 3.6.4.1 Remote Service Delivery.

Any request to change a Money Smart Service Description, Process and Procedure, or Outcomes Required for Payment must be documented and approved by the VR director, using the [VR3472, Contracted Service Modification Request](https://twc.texas.gov/forms/index.html) form, before the change is implemented.

Below is the Money Smart—A Financial Education Program curriculum for adults:

* Module 1: Your Money Values and Influences
* Module 2: You Can Bank On It
* Module 3: Your Income and Expenses
* Module 4: Your Spending and Saving Plan
* Module 5: Your Savings
* Module 6: Credit Reports and Scores
* Module 7: Borrowing Basics
* Module 8: Managing Debt
* Module 9: Using Credit Cards
* Module 10: Building Your Financial Future
* Module 11: Protecting Your Identity and Other Assets
* Module 12: Making House Decisions
* Module 13: Buying a Home
* Module 14: Disasters-Financial Preparation and Recovery

The Instructor Guide, PowerPoint Slides and the Participant Guide can be found at <https://www.fdic.gov/consumers/consumer/moneysmart/adult.html>. The instructor guide, PowerPoint slides and participant guide are used to facilitate the 14 modules of Money Smart.

The VAT Money Smart—for Adults must be at least 30 hours and includes all 14 modules, one extension activity, and journaling activities offered throughout the training. VAT Money Smart—for Adults can be facilitated to both Pre-ETS and adult VR customers.

…

### 13.13.3 Outcomes Required for Payment

The vocational adjustment trainer documents in descriptive terms all the information required on the VR3133, VAT: Money Smart—A Financial Education Training, and SA, including evidence that:

* training was provided without exceeding the ratio of one trainer to no more than six customers;
* attendance records document a minimum of 30 hours of training;
* the customer's training included:
	+ fourteen required modules outlined in the curriculum;
	+ one required extension activity; and
	+ journaling activities;
* all necessary accommodations and compensatory techniques were identified, documented, and provided as necessary to meet the special needs of the customer to successfully participate in the training;
* various instructional approaches were used to meet the customer's learning style;
* all supplies and resources were provided; and
* customer satisfaction and service delivery, as described in the VR-SFP was verified by the customer's signature on the [VR3133, VAT: Money Smart—A Financial Education Training](https://twc.texas.gov/forms/index.html), or by VR staff member’s contact with the customer.

For information on signatures refer to VR-SFP 3.11.1 Documentation and Signatures.

Payment will not be made if the customer's excused absence, unexcused absence, or holiday results in failure to attend the minimum number of required training hours.

Payment for the VAT: Money Smart—A Financial Education Training is made when the VR counselor approves a complete, accurate, signed, and dated:

* [VR3133, VAT: Money Smart—A Financial Education Training](https://twc.texas.gov/forms/index.html); and
* invoice.

…

## 13.14 VAT Public Transportation Training

### 13.14.1 Service Description

VAT Public Transportation Training teaches customers essential skills for traveling by the customer's preferred mode of public transportation in the customer's community. Destinations can include school, work sites, and an independent living center. This service cannot be provided remotely.

The vocational adjustment trainer creates and facilitates the training curriculum and lesson plans with various instructional approaches that include, but are not limited to:

* public transportation options available in the customer's community, including fixed bus routes, paratransit, taxi, rideshare, streetcar, rail transport, and rural transportation options;
* how to obtain passes and tickets;
* how to use schedules and route maps;
* how to contact public transportation providers (bus, rideshare, taxi);
* how to plan a trip using public transportation options (bus, rideshare, taxi);
* how to travel safely as a pedestrian when using transportation options;
* how to wait for transportation;
* how to board and disembark (including use of wheelchair lifts as appropriate);
* how to pay a fare;
* how to use signal cords;
* how to navigate aisles, stairs, and seats;
* how to listen for announcements of stops;
* how to use landmarks to assist with travel;
* how to communicate effectively with drivers and other riders;
* how to respond when a problem occurs (for example, no curb ramp, blocked entrance, or late buses);
* how to problem-solve a solution if lost or confused during travel; and
* how to make bus connections.

The training is provided on an hourly basis and includes the topics listed above. Throughout the training time, a minimum of one extension activity must be completed and journaling activities must be offered.

Resources that might be helpful in developing the curriculum include training manuals, curricula, and resources offered by local transportation authorities.

…

### 13.14.3 Outcomes Required for Payment

The vocational adjustment trainer documents in descriptive terms all information required on the VR3134, VAT Public Transportation Training, and SA, including evidence that:

* training was provided without exceeding the ratio of one trainer to four customers;
* the customer's training included:
* curriculum topics;
* one required extension activity; and
* journaling activities;
* the customer's skill level was rated for the curriculum topics;
* the progress log includes all required elements listed on the VR3134, including a description of the services provided and the customer's performance of skills;
* all necessary accommodations and compensatory techniques were identified, documented, and provided as necessary to meet the special needs of the customer to successfully participate in the training;
* the trainer used instructional approaches that met the customer's learning styles and preferences;
* all supplies and resources were provided so the customer could participate in the training; and
* customer satisfaction and service delivery, as described in the VR-SFP was verified by the customer's signature on the VR3134 or by VR staff member’s contact with the customer.

For information on signatures refer to VR-SFP 3.11.1 Documentation and Signatures.

VR does not pay fees related to excused absences, unexcused absences, or holidays.

Payment for the VAT Public Transportation Training is made when the VR counselor approves a complete, accurate, signed, and dated:

* [VR3134, VAT Public Transportation Training](https://twc.texas.gov/forms/index.html); and
* invoice.

…

## 13.15 VAT Specialized Evaluation

### 13.15.1 Service Description

VAT Specialized Evaluation is designed to evaluate and identify a lack of skills that impede the customer's ability to obtain and maintain competitive integrated employment.

A VAT Specialized Evaluation should be purchased for a customer only when another structured VAT cannot meet the customer's needs. Services included in the training plan should be skills:

* that are not taught in another VAT service; or
* that the customer failed to master in previous training.

A justification for the VAT Specialized Evaluation service that includes the skills to be addressed must be on the [VR3121, Referral for Work Readiness Services](https://twc.texas.gov/forms/index.html).

Examples of skills addressed during an evaluation include, but are not limited to:

* balancing life and work;
* career exploration;
* child care management;
* community resources;
* conflict resolution;
* daily living skills;
* decision-making;
* disability awareness;
* effective communication;
* financial management;
* goal setting;
* grooming and hygiene;
* household management;
* housing opportunity;
* independent living;
* interpersonal communication;
* leadership; and
* stress management.

The vocational adjustment trainer evaluates the customer for up to five days and for no more than 10 hours and completes the [VR3135A, Vocational Adjustment Training Specialized Evaluation](https://twc.texas.gov/forms/index.html).

This service can be provided remotely when the VR counselor has indicated approval of remote service delivery on the [VR3121, Referral for Work Readiness Services](https://twc.texas.gov/forms/index.html). For more information, refer to VR-SFP 3.6.4.1 Remote Service Delivery

The VAT Specialized Evaluation is purchased once for each customer. The vocational adjustment trainer must conduct the VAT Specialized Evaluation and develop the training plan before VAT-Specialized (VAT-S) is provided.

### 13.15.2 Process and Procedure

An employment service provider receives a [VR3121, Referral for Work Readiness Services](https://twc.texas.gov/forms/index.html), and an SA that identifies the skills to be evaluated and addressed in the VAT-S Evaluation. The vocational adjustment trainer evaluates the skills listed in the referral and SA.

Vocational adjustment trainer job responsibilities during the evaluation are to:

* identify impediments to employment based on needs listed in the referral and/or existing records, observations by the trainer, and/or obtained in conversations with the VR counselor, customer, family members, and others;
* develop (in coordination with the customer and the VR counselor) a [VR3135B, Vocational Adjustment Training Specialized Training Plan](https://twc.texas.gov/forms/index.html) for the customer, including measurable goals, objectives, and timelines; and
* review the customer's strengths, challenges, training plan, and recommendations with the customer.

The vocational adjustment trainer, the customer, and the VR counselor must sign the original and updated VR3135B, Vocational Adjustment Training, Specialized Training Plan to document understanding and agreement of the training plan.

Any meeting related to the training plan between customer, provider, customer’s circle of supports and VR-Staff may be conducted remotely. For more information, refer to VR-SFP 3.6.4.1 Remote Service Delivery.

No training may be provided until an SA for Specialized Vocational Adjustment Training is issued after the completion of the VAT-S Evaluation and the VR3135B, Vocational Adjustment Training, Specialized Training Plan is approved by the VR counselor.

### 13.15.3 Outcomes Required for Payment

For payment, the vocational adjustment trainer who completed the evaluation documents in descriptive terms all information required by the Service Description on the [VR3136, Vocational Adjustment Training, Specialized Training Report](https://twc.texas.gov/forms/index.html), at the end of the evaluation period, demonstrating evidence that:

* attendance was recorded and includes the total number of hours the customer participated in the evaluation;
* the evaluation was provided without exceeding the ratio of one staff member to no more than six consumers;
* all necessary accommodations and compensatory techniques were identified, documented, and provided as necessary to meet the special needs of the customer to successfully participate in the training;
* the customer's performance, skills, and needs were evaluated and results summarized;
* goals and objectives are measurable and established for all skills to be addressed;
* a projected achievement date is established for each goal;
* a projected number of training hours is established for each goal; and
* the customer's satisfaction and service delivery, as described in the VR-SFP was verified by customer's signature on the VR3136, or by VR staff member’s contact with the customer.

The vocational adjustment trainer, customer, and VR counselor signs the original and updated [VR3135B, Vocational Adjustment Training, Specialized Training Plan](https://twc.texas.gov/forms/index.html) to document agreement of the training plan. No VAT-S is authorized until the VR counselor approves the VR3135B and an SA is received. For information on signatures refer to VR-SFP 3.11.1 Documentation and Signatures.

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

Payment for the Vocational Adjustment Training Evaluation is made when the VR counselor approves a complete, accurate, signed, and dated:

* [VR3136, Vocational Adjustment Training, Specialized Training Report](https://twc.texas.gov/forms/index.html); and
* invoice.

…

## 13.16 Vocational Adjustment Training Specialized

### 13.16.1 Service Description

VAT-S services are designed to teach skills and knowledge to reduce impediments to success in obtaining and maintaining competitive integrated employment. VR sponsors no more than 25 hours per week of VAT-S.

VAT Specialized Training should be purchased for a customer only when another structured VAT cannot meet the customer's needs. Services included in the training plan should be skills that are not taught in another VAT service or skills the customer failed to master in previous training.

This service may be provided remotely when the VR counselor has indicated approval of remote service delivery on the [VR3121, Referral for Work Readiness Services](https://twc.texas.gov/forms/index.html). For more information, refer to VR-SFP 3.6.4.1 Remote Service Delivery.

A justification of the need to reinforce skills already taught in other VAT services should be indicated on the [VR3121, Referral for Work Readiness Services](https://twc.texas.gov/forms/index.html), and include a description of the skills that will be taught.

All VAT-S services are based on goals outlined on the [VR3135B, Vocational Adjustment Training, Specialized Training Plan](https://twc.texas.gov/forms/index.html). The number of VAT-S hours a customer receives will be based on the measurable goals included in the VR3135B and the SA.

Examples of skills addressed during training include:

* balancing life and work;
* career exploration;
* child care management;
* community resources;
* conflict resolution;
* daily living skills;
* decision-making;
* disability awareness;
* effective communication;
* financial management;
* goal setting;
* grooming and hygiene;
* household management;
* housing opportunity;
* independent living;
* interpersonal communication;
* leadership; and
* stress management.

All VAT-S instructions must be outlined in a lesson plan. VR may request at any time to review lessons plans used with customers.

A lesson plan must include:

* a description of skills being taught or reinforced; and
* resources used in the instruction (for example, curriculum, activities, guest speakers, books, films, and field trips).

All supplies and resources for the training are provided by the provider at no cost to the customer.

### 13.16.2 Process and Procedures

VAT-S is provided to the customer as defined in the [VR3135B, Vocational Adjustment Training, Specialized Training Plan](https://twc.texas.gov/forms/index.html) and authorized by service authorizations. VAT-S hours will be authorized per week for up to a month (four weeks or 28 days) at a time after the VAT trainer, customer, and the VR counselor have developed and agreed to the VR3135B. The VAT trainer, customer, and VR counselor are jointly involved in planning and monitoring the service goals and objectives identified on the VR3135B.

Goals and objectives can be updated, added, or changed throughout the training cycle with the submission and approval by the VR counselor of a new VR3135B, Vocational Adjustment Training, Specialized Training Plan.

The VAT trainer, customer, and VR counselor review the VR3135B, Vocational Adjustment Training, Specialized Training Plan at least every four weeks (28 days) to:

* evaluate the customer's progress toward the goals;
* determine whether the VR3135B should be updated before an SA is issued to approve additional hours; and/or
* determine that the customer's Specialized Vocational Adjustment Training is completed.

A summary of all communication with VR staff as well as notations that the VR3135B, Vocational Adjustment Training, Specialized Training Plan was updated must be written in the Additional Comments section of the [VR3136, Vocational Adjustment Training, Specialized Training Report](https://twc.texas.gov/forms/index.html).

If the VR3135B, Vocational Adjustment Training, Specialized Training Plan is updated, the VAT trainer, customer, and VR counselor must sign the updated VR3135B to document agreement of the updated training plan. VAT is not authorized until the VR counselor approves the updated VR3135B. The VAT trainer must complete the VR3136 at least every four weeks (28 days).

Any meeting related to the training plan between customer, provider, customer’s circle of supports and VR-Staff may be conducted remotely. For more information, refer to VR-SFP 3.6.4.1 Remote Service Delivery.

Vocational adjustment trainer job responsibilities are to:

* provide written proof by means of attendance records that are made available upon request that the ratio of customers to trainer is maintained;
* monitor the VR3135B, Vocational Adjustment Training, Specialized Training Plan to determine progress toward identified goals;
* determine whether the VR3135B should be updated;
* report to the VR counselor on customer progress toward planned goals and objectives on the VR3136, Vocational Adjustment Training, Specialized Training Report; and
* when applicable, coordinate VAT-S with other services such as WAT or job placement services.

### 13.16.3 Outcomes Required for Payment

To be paid, the vocational adjustment trainer documents in descriptive terms at least every four weeks (28 days) all information required on the [VR3136, Vocational Adjustment Training, Specialized Training Report](https://twc.texas.gov/forms/index.html) and SA, including evidence that:

* training was provided without exceeding the ratio of one staff member to no more than six customers;
* the customer's attendance and the total number of hours the customer participated in the training were recorded;
* goals and objectives were addressed in training and recorded on the VR3136, Vocational Adjustment Training, Specialized Training Report, and are included on the most recently approved [VR3135B, Vocational Adjustment Training, Specialized Training Plan](https://twc.texas.gov/forms/index.html);
* the customer's performance and skills was documented for the reporting period;
* the status, including a narrative description, for each goal and objective is recorded on the most recently approved VR3136;
* all necessary accommodations and compensatory techniques were identified, documented, and provided as necessary to meet the special needs of the customer to successfully participate in the training;
* communications made with the VR counselor and customer, and notation of updates made to the VR3136, are documented in the Additional Comments section; and
* the customer's satisfaction and service delivery, as described in the VR-SFP was verified by the customer's signature on VR3136 or by VR staff member’s contact with the customer.

For information on signatures refer to VR-SFP 3.11.1 Documentation and Signatures.

VR does not pay fees related to excused absences, unexcused absences, or holidays.

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

* [VR3136, Vocational Adjustment Training, Specialized Training Report](https://twc.texas.gov/forms/index.html);
* [VR3135B, Vocational Adjustment Training, Specialized Training Plan](https://twc.texas.gov/forms/index.html) updated, as applicable; and
* invoice.

…

## 13.17 VAT Exploring Postsecondary Education and Training

### 13.17.1 Service Description

Exploring Postsecondary Education and Training curriculum helps customers understand postsecondary education, financial aid, and the services that are available to support students in postsecondary education and training. The vocational adjustment trainer creates and facilitates a training curriculum of at least 10 hours with various instructional approaches that include the four modules listed below.

| Modules | Module Description |
| --- | --- |
| Explore Postsecondary Programs | Customers will understand what types of postsecondary education and training are available.  |
| Disability Support Services in Postsecondary Programs | Customers will understand the differences between high school and college accommodations, and what services are available to support students in postsecondary education and training. Customers will demonstrate an understanding of: * common college accommodations;
* procedures to request accommodations;
* disability documentation requirements; and
* differences between accommodations in high school and those in postsecondary environments.
 |
| Skills to Succeed | Customers can identify their transferable skills and understand what skills are important for college readiness and success. |
| Applying to and Paying for College | Customers will understand the process of applying to and paying for college, including how to: * access postsecondary education and training;
* pay for college;
* select appropriate types of financial aid;
* stay aware of important timelines; and
* apply to college and training programs.
 |

The training curriculum must include the following activities to allow the customer to understand personal work personalities, interests, values, and transferable skills:

* Self-assessment(s)
* Individual and group discussions
* Journaling activities
* One extension activity

Resources that might be helpful in the development of the curriculum include the following:

* NTACT Resources: Postsecondary Education and Training Preparation Toolkit, <https://transitionta.org/sites/default/files/news/PSETP_Toolkit_FINAL_Full_2018.pdf>
* Get Ready for College: A Resource for Teens with Disabilities, <https://centerontransition.org/getReady>—Self-paced virtual course for high school students with disabilities who are interested in college
* National Center for College Students with Disabilities Clearinghouse, <https://www.nccsdclearinghouse.org/prospective-college-students.html>
* Think College, <https://thinkcollege.net/>—Resource for developing, expanding, and improving inclusive higher education options for individuals with intellectual disabilities
* Texas Career Check: Explore Education, <https://texascareercheck.com/Home/ExploreEducation>
* Understood: 7 Things to Know About College Disability Services, <https://www.understood.org/en/school-learning/choosing-starting-school/leaving-high-school/7-things-to-know-about-college-disability-services>

This service may be provided remotely when the VR counselor has indicated approval of remote service delivery on the VR3121, Referral for Work Readiness Services. For more information, refer to VR-SFP 3.6.4.1 Remote Service Delivery.

### 13.17.2 Process and Procedure

An employment service provider receives a VR3121, Referral for Work Readiness Services, along with a SA and special directions related to service delivery, including customer information necessary to individualize the curriculum.

The vocational adjustment trainer is responsible for:

* preparing the curriculum and lesson plans to meet the VAT Exploring Postsecondary Education and Training service definition;
* facilitating and documenting the 10-hour training curriculum that includes:
	+ the four modules in the service description;
	+ a minimum of one extension activity;
	+ journaling activities offered throughout the training; and
	+ completion of the VR3139, VAT Exploring Postsecondary Education and Training; and
* maintaining attendance records, the curriculum, lesson plans, and documentation as proof that required training topics were completed and staff ratios were maintained.

All lesson plans and attendance records must be available for VR staff to review upon request.

### 13.17.3 Outcomes Required for Payment

The vocational adjustment trainer documents in descriptive terms all information required on the VR3139, VAT Exploring Postsecondary Education and Training, including evidence that:

* the training was provided without exceeding the ratio of one staff member to six customers;
* the attendance records show a minimum of 10 hours of training;
* the customer's training included:
	+ four required modules outlined in the curriculum;
	+ one required extension activity; and
	+ journaling activities;
* all necessary accommodations and compensatory techniques were identified, documented, and provided as necessary to meet the special needs of the customer for successful participation in the training;
* various instructional approaches were used to meet the customer's learning style;
* all supplies and resources were provided; and
* customer satisfaction and service delivery, as described in the VR-SFP was verified by the customer's signature on the VR3139, VAT Exploring Postsecondary Education and Training, or by VR staff member’s contact with the customer.

For information on signatures refer to VR-SFP 3.11.1 Documentation and Signatures.

Payment will not be made if the customer's excused absence, unexcused absence, or holiday results in failure to attend the minimum number of required training hours.

Payment for VAT Exploring Postsecondary Education and Training is made when the VR counselor approves a complete, accurate, signed, and dated:

* VR3139, VAT Exploring Postsecondary Education and Training; and
* invoice.

### 13.17.4 Fees

For more information, see 13.18 Work Readiness Services Fee Schedule.

# 13.18 Work Readiness Services Fee Schedule

A provider cannot collect money from a VR customer or the customer's family for any service charged in excess of VR fees. 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.

#### Personal-Social Adjustment Training (PSAT) Services and Fees

|  |  |  |
| --- | --- | --- |
| **Personal-Social Adjustment Training (PSAT)** | **Unit Rate** | **Comments** |
| PSAT Evaluation | $17.50 per hour | * The evaluation period is up to five days and may be for no more than 10 hours.
* Evaluation is purchased one time for any customer.
* VR does not pay for excused, unexcused or holiday absences.
* There must be one trainer to no more than six customers without an aide or one trainer and one aide to no more than 10 customers.
 |
| PSAT | $17.50 per hour | * [VR3137B, Personal Social Adjustment and Work Adjustment Training Plan](https://twc.texas.gov/forms/index.html), must be approved by the VR counselor before training.
* No more than 20 hours of service per week are permitted.
* VR does not pay for excused, unexcused or holiday absences.
* There must be one trainer to no more than six customers without an aide or one trainer and one aide to no more than 10 customers.
 |

#### Vocational Adjustment Training (VAT) Services and Fees

| **Vocational Adjustment Training (VAT)** | **Unit Rate** | **Comments** |
| --- | --- | --- |
| VAT Explores the "You" in Work | $342.50 | * There may be no more than six customers in a group.
* Training must be at least 10 hours.
* VR does not pay for excused, unexcused or holiday absences.
 |
| VAT Soft Skills to Pay the Bills—Mastering Soft Skills for Workplace Success | $685.00 | * There may be more than six customers in a group.
* Training must be at least 20 hours.
* VR does not pay for excused, unexcused or holiday absences.
 |
| VAT Soft Skills for Work Success | $513.75 | * There may be no more than six customers in a group.
* Training must be at least 13 hours.
* VR does not pay for excused, unexcused or holiday absences.
 |
| VAT Entering the World of Work | $342.50 | * There may be no more than six customers in a group.
* Training must be at least 10 hours.
* VR does not pay for excused, unexcused or holiday absences.
 |
| VAT Job Search Training | $685.00 | Training for Pre-ETS customers only* There may be no more than six customers in a group; available before ETS (Employment Training Services) only.
* Training must be at least 20 hours.
* VR does not pay for excused, unexcused or holiday absences.
 |
| VAT Disability Disclosure | $685.00 | * There may be no more than six customers in a group.
* Training must be at least 20 hours.
* VR does not pay for excused, unexcused or holiday absences.
 |
| VAT Money Smart | $1,027.50 | * There may be no more than six customers in a group.
* Training must be at least 30 hours.
* VR does not pay for excused, unexcused or holiday absences.
 |
| VAT Public Transportation Training (Individual) | Negotiated up to $37.50 per hour | * There may be no more than four customers to one trainer.
* VR does not pay for excused, unexcused or holiday absences.
* This service cannot be provided remotely.
 |
| VAT Public Transportation Training (Group) | Negotiated up to $19.00 per hour, per customer | * There may be no more than four customers in a group.
* VR does not pay for excused, unexcused or holiday absences.
* This service cannot be provided remotely.
 |
| VAT Specialized Evaluation | $17.50 per hour | * The evaluation period is up to five days and may be no more than 10 hours.
* There may be no more than six customers in a group.
* Evaluation is purchased one time per customer.
* VR does not pay for excused, unexcused or holiday absences.
 |
| VAT Specialized | $17.50 per hour | * The VR counselor must approve [VR3135B, Vocational Training, Specialized Training Plan](https://twc.texas.gov/forms/index.html) before the training.
* There may be no more than six individuals in a group.
* The number of hours provided may not be greater than the amount approved on the VR3135B.
* VR does not pay for excused, unexcused or holiday absences.
 |
| VAT Exploring Postsecondary Education and Training | $342.50 | * There may be no more than six customers in a group.
* Training must be at least 10 hours.
* VR does not pay for excused, unexcused, or holiday absences.
 |

#### Work Adjustment Training (VAT) Services and Fees

| **Work Adjustment Training (WAT)** | **Unit Rate** | **Comments** |
| --- | --- | --- |
| Work Adjustment Evaluation | $7.50 per hour | * The evaluation period is up to 10 days and may be no more than 25 hours.
* The evaluation may be purchased only once.
* VR does not pay for excused, unexcused or holiday absences.
* This service cannot be provided remotely.
* There must be one trainer to no more than six customers without an aide, or one trainer and one aide with no more than 10 customers.
 |
| Work Adjustment Training | $7.50 per hour | * The VR counselor must approve [VR3137B, Personal Social Adjustment and Work Adjustment Training Plan](https://twc.texas.gov/forms/index.html) before the training.
* A minimum of 25 hours must be offered per week.
* VR pays for no more than 25 hours per week per customer.
* VR does not pay for excused, unexcused or holiday absences.
* This service cannot be provided remotely.
* There must be one trainer to no more than six customers without an aide, or one trainer and one aide to no more than 10 customers.
 |

Premium Services may be available for some Work Readiness Services. Premium Services are paid after all deliverables for the service have been made. For more information, refer to [Chapter 20: Premiums](https://twc.texas.gov/standards-manual/vr-sfp-chapter-20).