# Vocational Rehabilitation Standards for Providers Manual Chapter 17: Basic Employment Services

Contract Subject: Employment Services (formerly Community Rehabilitation Program (CRP) and VR Job Readiness/Job Placement)

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.

## Manual Overview

The VR Standards for Providers:

* helps ensure TWC customers receive quality services to assist them in achieving a successful outcome to their vocational rehabilitation or independent living goals;
* helps to ensure taxpayer funds are spent wisely and each purchase paid for with public funds represents full value to the taxpayer;
* provides published standards for maintaining compliance; and
* provides criteria in order to meet TWC performance expectations for each purchase.

The latest update to this manual is reflected in the chapters below. Any printed versions may not contain the latest policy changes.

## Stevens Amendment

These activities are financed under the TWC Federal Vocational Rehabilitation grant. For the Federal fiscal year 2023 (October 1, 2022, through September 30, 2023), TWC anticipates expending $243,212,287 in Federal Vocational Rehabilitation funds. Funds appropriated by the State pay a minimum of 21.3% of the total costs ($65,824,926) under the Vocational Rehabilitation program. (Revised May 2023)

For purposes of the Supported Employment program, the Vocational Rehabilitation agency receives 94.7 percent of its funding through a grant from the U.S. Department of Education. For the 2023 Federal fiscal year, the total amount of grant funds awarded are $1,482,250. The remaining 5.3 percent ($82,347) are funded by Texas State Appropriations. (Revised May 2023)

For purposes of the Independent Living Services for Older Individuals who are Blind program, the Vocational Rehabilitation agency receives 90 percent of its funding through a grant from the U.S. Department of Education. For the 2022 Federal fiscal year, the total amount of grant funds awarded are $2,202,209. The remaining 10 percent ($244,690) are funded by Texas State Appropriations. (Revised May 2023)

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## 17.1 Overview of Basic Employment Services

Basic employment services include employment assistance that:

* trains and prepares customers for the job search;
* helps customers obtain positions that meet their individual needs; and
* assists customers with Job Skills Training, when necessary, to keep a job.

A customer's job placement must match customer needs and business needs.

A customer's job placement must be in a work environment that is:

* integrated;
* competitive;
* full-time or part-time, based on customer informed choice; and
* permanent, not temporary or seasonal.

Follow this link for the federal definition of Competitive Integrated Employment.

Prior to paying for any VR services, the VR counselor will ensure the customer is placed in competitive integrated employment. WIOA emphasizes a work unit in the definition of competitive integrated employment. A “work unit” may refer to all employees in a particular job category or to a group of employees working together to accomplish tasks, depending on the employer's organizational structure (81 FR at 55643). The level of integration experienced by all individuals with disabilities employed by an organization is not the same and is dependent on the circumstances of the particular job within each work unit of the organization. Therefore, some employment opportunities offered by organization may be considered to be in "integrated locations," and thus satisfy the definition of "competitive integrated employment," while others may not. If placement occurs with an employer who complies with a mandated direct labor-hour ratio of persons with disabilities, VR staff must complete a CIE checklist to determine if the employment is competitive integrated employment prior to any benchmark payments being made.

All services are based on a customer's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

This chapter includes information on the following services:

* Non-bundled Job Placement
* Bundled Job Placement
* Job Skills Training

Any request to change a Service Definition, Process and Procedure, or Outcomes Required for Payment must be documented and approved by the VR director, using the VR3472, Contracted Service Modification Request for Job Placement, Job Skills Training, and Supported Employment 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.

Premiums may be available for some employment assistance services. Premiums are paid after all deliverables for the service have been achieved. When a service authorization (SA) for the Autism premium is issued, the VR1882, Autism Premium Report, must be submitted with each benchmark. For more information about premiums, refer to Chapter 20: Premiums.

## 17.2 Staff Qualifications and Training

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 approved forms to the provider's assigned TWC contract manager and assigned Vocational Rehabilitation (VR) regional program specialist.

The VR3455, Provider Staff Information Form, must document qualifications and provide evidence of meeting all qualifications such as transcripts, diplomas, reference letters, credentials, and licenses.

Staff qualification for each service is described in 17.2.1 Job Placement Specialist General Qualifications and 17.2.2 Job Skills Trainer General Qualifications. University of North Texas Workplace Inclusion and Sustainable Employment (UNTWISE) Texas Credential Information can be found at [Texas Credential Training](https://wise.unt.edu/crptraining).

A noncredentialled provider staff member can provide services to a VR customer only when the VR3490, Temporary Waiver of Credentials, is approved prior to any services being provided. For more information, see standards in VR-SFP 3.4.5 Temporary Waiver of Staff Qualifications.

### 17.2.1 Job Placement Specialist General Qualifications

The qualifications for a job placement specialist are as follows:

* A University of North Texas Workplace Inclusion and Suitable Employment (UNTWISE) Texas Job Placement credential is required.
* A high school diploma or GED is required.
* A bachelor's degree in rehabilitation, business, marketing, or related human services is preferred.

### 17.2.2 Job Skills Trainer General Qualifications

The required qualifications for a job skills trainer are as follows:

* A current UNTWISE Texas Job Skills Training credential
* A high school diploma or GED

It is preferred, but not required, that the job skills trainer have:

* a varied and successful work history; and
* experience working with individuals with disabilities.

## 17.3 Non-bundled Job Placement

### 17.3.1 Non-bundled Job Placement Service Description

This section includes the following Non-bundled Job Placement services:

* Employment Data Sheet, Application, and Résumé Training; and
* Interview Training

A customer can receive one or more of the Non-bundled Job Placement services.

Each Non-bundled Job Placement service can be purchased only once for a customer.

Non-bundled Job Placement services can be purchased with On-the-Job Training (OJT), Apprenticeship, and Job Skills Training when determined appropriate by the VR counselor.

Non-bundled Job Placement services are purchased when a customer does not need assistance from a provider to be placed in a job.

Non-bundled Job Placement services must not be purchased when Bundled Job Placement services or Supported Employment services will be or have been purchased unless a VR3472, Contracted Service Modification Request for Job Placement, Job Skills Training, and Supported Employment Services has been approved.

For students or youths with disabilities, Non-bundled Job Placement services can be purchased after VAT Preparing for a Job Search Training has been previously purchased, when the student’s or youth’s circumstances indicate a need for additional training to achieve their IPE goals.

Any request to change a Non-bundled Job Placement 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 for Job Placement, Job Skills Training, and Supported Employment 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.

### 17.3.2 Employment Data Sheet, Application, and Résumé Training

#### 17.3.2.1 Employment Data Sheet, Application, and Résumé Training Service Description

This service is designed to teach customers the knowledge and skills necessary to complete job applications and résumés.

A job placement specialist will assist the customer in the completion of:

* the VR1850, Personal Employment Data Sheet or equivalent;
* a paper job application, kiosk job application, or electronic (online) job application; and
* a résumé, when applicable.

All required elements described in the VR-SFP must be addressed in a curriculum that includes a module for each required area defined in the VR-SFP (for example, a module for each of the following: Employment Data Sheet, Job Application, Résumé Training, etc.). A manual must be maintained by the provider that includes the curriculum and supporting documentation such as activity materials/resources, lesson plans, and attendance records. When using a standardized published curriculum (not created by the provider), identify the source and keep a copy of the curriculum in the manual. TWC-VR can request to review a curricula manual at any time.

The job placement specialist must implement training activities to meet the customer's needs, including, but not limited to, literacy and disability needs. While all training must be individualized, it may be provided in an individual or group setting. When the service is provided in a group setting, a ratio of one job placement specialist to no more than six customers must be maintained. This service may be provided remotely when the VR counselor has indicated approval of remote service delivery on the VR5000, Referral for Provider Services or SA. For more information, refer to VR-SFP 3.4.8 Remote Service Delivery.

A copy of the customer's completed VR1850, Personal Employment Data Sheet or equivalent and a completed résumé (if requested on the referral form), must be submitted with the invoice.

The job placement specialist must train the customer in all of the following areas.

#### Completion of the VR1850, Personal Employment Data Sheet, or Equivalent

The job placement specialist must evaluate the train the customer on how to gather the necessary information in the areas below:

* demographic information;
* arrest and conviction history, if any;
* paid work history;
* volunteer history;
* references detail;
* employment skills;
* career objectives;
* training history;
* occupational license or certification;
* high school and GED information; and
* college education history.

When the customer's employment goal supports the need for a résumé, as indicated on the VR5000, Referral for Provider Services or SA, the following must be addressed:

* identification of résumé types and purposes;
* collection of résumé contents such as education, work experience, credentials, and achievements;
* completion of résumés tailored to the customer's employment goals; and
* how to update résumés for specific jobs.

#### Job Applications

Job applications training includes:

* identification of the job application process for paper, website (online), and kiosk applications;
* how to identify appropriate responses to questions on job applications;
* how to write clear descriptive responses to questions and how to avoid spelling and grammatical errors in an application;
* identification of strategies to address employment barriers demonstrated by the customer; and
* successful completion of paper, website (online), and kiosk job applications.

#### Job References and Written Correspondence

Job references and written correspondence training include:

* explanation of the purpose of professional and personal employment references;
* how and when to request an individual to be a professional and/or personal employment reference;
* how and when to provide professional and personal employment references to potential employers;
* how references are used for background verifications;
* use of effective written correspondence when job searching;
* how to write cover letters for applications and résumés;
* how to write thank-you letters in response to employer correspondence and after meetings or interviews;
* how to use and write email correspondence during the job search; and
* how to use and write written correspondence sent through the US Postal Service.

The Employment Data Sheet, Application, and Résumé Training as described above is purchased when a job placement provider will not be used to obtain a job placement for a customer. When a customer's circumstances indicate that Bundled Employment Services need to be purchased after Non-bundled Job Placement Services have been provided, a reduction of payment will be applied to the fee of the Bundled Employment Service.

Any request to change a Service Definition, Process and Procedure, or Outcomes Required for Payment must be documented and approved by the VR director, using the VR3472, Contracted Service Modification Request for Job Placement, Job Skills Training, and Supported Employment 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-VR-SFP 3.4.11 Contracted Services Modification Request.

#### 17.3.2.2 Process and Procedure

A Basic Employment Services provider receives a VR5000, Referral for Provider Services form that indicates if résumé training is required and if any premiums for Non-bundled services are appropriate, as well as an SA. The VR5000 includes any documentation that will prepare the provider to better work with the customer, such as medical or psychological reports, case notes, vocational testing, and employment data collected by VR staff.

The job placement specialist supplies all training materials, prepares the training materials, and facilitates the training, following the curriculum, covering all requirements listed in 17.3.2.1 Employment Data Sheet, Application, and Résumé Training Service Description.

The job placement specialist provides initial instruction and monitoring and/or guidance and, when necessary, assists the customer to complete a:

* VR1850, Personal Employment Data Sheet, or equivalent personal data sheet;
* paper application, kiosk job application, or an electronic (online) job application; and
* résumé(s), (when requested on the referral form).

When necessary, the job placement specialist may complete tasks for a customer to meet the customer's individual needs.

The job placement specialist completes and submits the VR1841, Non-bundled Job Placement Services Data Sheet, Application, and Résumé Training Report, documenting the assistance, training, or support provided by the job placement specialist in clear, descriptive terms.

The Basic Employment Services provider must maintain attendance records and documentation of completed lesson plans and customer completed activities to ensure the job placement specialist is teaching the required core curricula, and shall make the documentation available for review by VR staff members upon request.

#### 17.3.2.3 Employment Data Sheet, Application, and Résumé Training Outcomes Required for Payment

The job placement specialist documents, in descriptive terms, all the information required by the service description on the VR1841, Non-bundled Job Placement Services Data Sheet, Application, and Résumé Training Report, demonstrating evidence that:

* all required training topics were covered;
* the training was provided without exceeding the ratio of one staff member to six customers;
* the service was delivered as indicated on the VR5000, –Referral for Provider Services or SA (in person only or remotely and/or in person);
* all accommodations, compensatory techniques, and special needs were provided, as necessary, for the customer to successfully learn the skills;
* various instructional approaches were used to meet customer's learning styles and preferences;
* all supplies and resources were provided to the customer; and
* customer satisfaction and service delivery as described in the VR-SFP can be verified through either a signature on the VR1841, Non-bundled Job Placement Services Data Sheet, Application, and Résumé Training Report, or by a VR staff member's contact with the customer.

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

For payment, the job placement specialist must submit all of the following:

* the completed and signed VR1850, Personal Employment Data Sheet, or equivalent;
* a résumé(s), when requested on the referral form;
* VR1841, Non-bundled Job Placement Services Data Sheet, Application, and Résumé Training Report; and
* an invoice

This is an outcome-based service; therefore, VR will not pay unless all topics in the service description and SA were addressed.

#### 17.3.2.4 Fees

For more information, refer to 17.6 Employment Services Fee Schedule.

### 17.3.3 Interview Training

#### 17.3.3.1 Interview Training Service Description

Interview training is designed to teach customers the knowledge and skills necessary to complete a job interview and use an "elevator speech" successfully. Interview training services are not purchased with Bundled Job Placement. The VR counselor may request on the VR5000, Referral for Provider Services or SA, that mock interviews be video-recorded. A written copy of the customer's elevator speech must be submitted with the invoice.

The job placement specialist must train the customer in all of the following areas:

* the purpose of the interview process;
* the types and purpose of interviews, for example, screening, telephone, panel and/or group, behaviorally based, case, situational, and technical;
* the creation and delivery of a 30–60-second elevator speech that summarizes why the customer is a good candidate for the job;
* how to research businesses and employment positions before an interview;
* identifying and answering typical interview questions asked in the field relevant to the customer's employment goals;
* identifying questions to ask the employer when interviewing;
* identifying and responding to questions related to protected classes and disclosure;
* how to request assistance (advocate), including disability etiquette;
* how to respond to complicated questions addressing employment barriers, such as gaps in work history, criminal background history, limited work experience, and accommodation needs;
* personal presentation for interviews such as grooming, dress, and manners; and
* completion and critiquing a minimum of two mock interviews.

All required elements described in the VR-SFP must be addressed in a curriculum that includes a module for each required area defined in the VR-SFP. A manual must be maintained by the provider that includes the curriculum and supporting documentation such as activity materials/resources, lesson plans, and attendance records. When using a standardized published curriculum (not created by the provider), identify the source and keep a copy of the curriculum in the manual. TWC-VR can request to review a curricula manual at any time.

The job placement specialist must implement training activities to meet the customer's needs, including, but not limited to, literacy and disability needs. This service may be provided remotely when the VR counselor has indicated approval of remote service delivery on the VR5000, Referral for Provider Services or SA. For more information, refer to VR-SFP 3.4.8 Remote Service Delivery. While all training must be individualized, it may be provided in an individual or group setting. A ratio of one job placement specialist to no more than six customers must be maintained if the training is conducted in a group environment.

The Interview Training described above is purchased when a job placement provider will not be used to obtain a job placement for a customer. When a customer's circumstances indicate that Bundled Employment Services need to be purchased after Non-Bundled Job Placement Services have been provided, a reduction of payment will be applied to the fee of the Bundled Employment Service.

Any request to change a Service Definition, Process and Procedure, or Outcomes Required for Payment must be documented and approved by the VR director, using the VR3472, Contracted Service Modification Request for Job Placement, Job Skills Training, and Supported Employment 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-VR-SFP 3.4.11 Contracted Services Modification Request.

#### 17.3.3.2 Process and Procedure

An Employment Services Provider (ESP) receives a VR5000, Referral for Provider Services and an SA. The referral form will indicate when video-recorded mock interviews are required and what premiums, if any are applicable, and includes documentation that will prepare the provider to better work with the customer, such as medical or psychological reports, case notes, vocational testing, and employment data collected by VR staff.

The job placement specialist supplies all training materials, prepares the training materials, and facilitates the training covering all requirements listed in 17.3.3.1 Interview Training Service Description.

The job placement specialist provides initial instruction, monitoring and/or guidance, and, when necessary, assists the customer to develop an "elevator speech" and suitable responses to interview questions. When necessary, the job placement specialist may complete tasks for a customer to meet the customer's individual needs.

The job placement specialist completes and submits the VR1842, Non-bundled Job Placement Services Interview Training Report, documenting the assistance, training, and/or support provided by the job placement specialist in clear, descriptive terms.

The ESP must:

* maintain attendance records and documentation of completed lessons and customer completed activities to ensure the required core curricula are being taught; and
* make the documentation available for review by VR staff members upon request.

#### 17.3.3.3 Interview Training Outcomes Required for Payment

The job placement specialist documents, in descriptive terms, all the information required by the service description on the VR1842, Non-bundled Job Placement Services Interview Training Report, demonstrating evidence that:

* all required training topics were covered;
* the training was provided without exceeding the ratio of one staff member to six customers;
* the service was delivered as indicated on the VR5000, Referral for Provider Services or SA (in person only or remotely and/or in person);
* all accommodations, compensatory techniques, and special needs were provided as necessary for the customer to successfully learn the skills;
* various instructional approaches were used to meet each customer's learning styles and preferences;
* all supplies and resources were provided so that the customer could participate in the training; and
* customer satisfaction and delivery of service as described in the VR-SFP can be verified through either a signature on the VR1842, Non-bundled Job Placement Services Interview Training Report, or by a VR staff member's contact with the customer.

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

For payment, the job placement specialist must submit the following:

* a completed and signed VR1842, Non-bundled Job Placement Services Interview Training Report;
* a copy of the customer's "elevator speech;"
* a video copy of the recorded mock interviews when VR5000, Referral for Provider Services or SA indicates the videos are required; and
* an invoice

This is an outcome-based service; therefore, VR will not pay unless all topics in the service description and SA are addressed.

#### 17.3.3.4 Fees

For more information, refer to 17.6 Employment Services Fee Schedule.

## 17.4 Bundled Job Placement Services

### 17.4.1 Bundled Job Placement Services Service Description

Bundled Job Placement is a benchmark service that assists customers in preparing for and completing the job search process. Job placement may be in a new position or an advancement in current employment when the customer requires training and/or assistance in the areas listed below. Bundled Job Placement helps customers obtain a job that meets their needs as outlined in the VR1845B, Bundled Job Placement Services Plan–Part B and Status Report.

The customer must work 90 days in the same position. When a customer is placed in a new position with the same or a new employer, a new 90-day count is required to complete Bundled Job Placement services.

Any meeting between the customer, the provider, the customer’s circle of supports, and VR staff may be conducted remotely. For more information, refer to VR-SFP 3.4.8 Remote Service Delivery.

Before assisting a customer in obtaining a job, the provider must train and assist the customer in all the following areas, as described under Benchmark A-Service Description:

* VR1850, Employment Data Sheet or equivalent that includes all topics addressed on the VR1850;
* Résumés, as indicated on the VR1845B;
* Job applications;
* Job references and written correspondence;
* Interviews;
* Pre-employment testing;
* Job searching; and
* Job acceptance and preparing for the first day on the job.

The training and assistance provided should align with the basic or enhanced service definition and the customer's scores on the Support Needs Assessment in VR1845A, Bundled Job Placement Services Placement Plan–Part A.

All required elements described in the VR-SFP must be addressed in a curriculum that includes a module for each required area defined in the VR-SFP (For example: all areas listed above). A manual must be maintained by the provider that includes the curriculum and supporting documentation such as activity materials/resources, lesson plans, and attendance records. When using a standardized published curriculum (not created by the provider), identify the source and keep a copy of the curriculum in the manual. TWC-VR may request to review a curricula manual at any time.

The job placement specialist must implement training activities to meet the customer's needs, including, but not limited to, literacy and disability needs. While all training must be individualized, it may be provided in an individual or group setting. When the service is provided in a group setting, a ratio of one job placement specialist to no more than six customers must be maintained.

The Employment Services provider must:

* maintain attendance records, documentation of completed lessons, and customer completed activities showing the required core curricula are being taught; and
* make the documentation available for review by VR staff members upon request.

Before an SA is issued, the VR counselor, customer, and job placement specialist must attend the job placement plan meeting. At the job placement plan meeting, VR staff will complete the following forms:

* VR1845A, Bundled Job Placement Services Placement Plan–Part A; and
* VR1845B, Bundled Job Placement Services Plan–Part B and Status Report.

The results of the Support Needs Assessment in the VR1845A determine whether a customer receives basic or enhanced Bundled Job Placement, as follows:

* Basic Bundled Job Placement, a customer must score a total of 15 or less; or
* Enhanced Bundled Job Placement, a customer must score a total of 16 or greater.

Basic Bundled Job Placement and Enhanced Bundled Job Placement contain the following three payment benchmarks in this outcome-based service:

* Benchmark A: Job Placement—After the completion of the 5th day/shift of paid employment, invoiced on or after the 6th day of paid employment
* Benchmark B: Job Placement—After completion of the 45th day of paid employment, invoiced on or after the 46th day of paid employment
* Benchmark C: Job Placement—After completion of the 90th day of paid employment, invoiced on or after the 91st day of paid employment

Benchmark outcome payments are made when the provider achieves the outcomes required for each benchmark.

The customer's job must:

* be full-time or part-time based on customer's choice;
* exist in a competitive, integrated work setting; and
* be permanent, not seasonal.

If a business hires a customer in a temp-to-hire position, the job is acceptable if not considered short-term or project specific employment that will end upon completion of the project. A customer may be employed by a third party such as a temp agency when this is a prerequisite for continued employment after the probationary period ends. Pro re nata (PRN) or “as needed” employment is allowed, as long as the customer can achieve all employment conditions outlined on the VR1845B. VR will not accept seasonal employment placements or placements where the customer receives an IRS 1099 form, (i.e. self-employment), unless approved by the VR Director using the VR3472, Contracted Service Modification Request form. Seasonal employment pertains to labor performed at certain seasons or periods of the year, which may not be continuous or carried out throughout the year.

VR pays for job placement only if the customer is placed in a competitive integrated work setting with an organization or business that is not owned, operated, controlled, or governed by the service provider providing the job placement service. Service providers that are state agencies, state universities, or facilities that are a part of a state university system are exempt from this requirement. A VR competitive integrated checklist may need to be completed prior to the provider’s invoice being paid to determine whether the position meets the criteria for a competitive integrated work setting.

The job placement count begins on the first day worked by the customer for the employer in the current position or the day after the VR1845B is updated so all non-negotiable employment conditions, 50% of negotiable employment conditions, and an employment goal are achieved.

If a customer is not working the required number of weekly hours or meeting non-negotiable employment conditions as outlined in the VR1845B, Bundled Job Placement Services Plan–Part B and Status Report, the customer's progression within the benchmark is frozen until:

* the customer begins working the required hours and is achieving all non-negotiable employment conditions; or
* the VR1845B, Bundled Job Placement Services Plan–Part B and Status Report, is amended.

When a customer accepts a new position with the same employer or obtains employment with a new employer, the customer must work 90 days in the new position. The count starts over on the first day of the customer’s new position and continues until the customer reaches 90 days of employment in the new position.  The provider must resubmit an updated VR1845B for each benchmark.

Bundled Job Placement Services cannot be purchased with On-the-Job Training (OJT), Apprenticeship, or Supported Employment. Job Skills Training can be purchased with Bundled Job Placement Services when determined appropriate by the VR counselor.

A customer who has received or is receiving basic or enhanced Bundled Job Placement Services cannot be transferred into Non-bundled Job Placement Services, unless a VR3472, Contracted Service Modification Request for Job Placement, Job Skills Training, and Supported Employment Services has been approved by the VR Director.  The VR3472 must explain the customer’s individualized circumstances sufficiently enough to support the transfer of the service from Bundled to Non-bundled Job Placement.

When a customer's circumstances indicate that Bundled Employment Services need to be purchased after Non-bundled Job Placement Services have been provided, a reduction of payment will be applied to the fee of the Bundled Employment service.

Any request to change a Bundled Job Placement 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 for Job Placement, Job Skills Training, and Supported Employment 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.

### 17.4.2 Bundled Job Placement—Benchmark A

#### 17.4.2.1 Bundled Job Placement—Benchmark A Service Description

The job placement specialist will conduct job development and job search activities directed toward obtaining employment that meets the customer's individualized skills, interests, goals, and needs as outlined in the VR1845B, Bundled Job Placement Services Plan–Part B and Status Report.

Before the customer obtains employment, the job placement specialist must train and assist the customer in all the areas described below in the Benchmark A Service Description.  If the customer obtains employment before the training is completed the training must be completed prior to invoicing for the Benchmark A.

#### Completion of the VR1850, Employment Data Sheet or Equivalent

The job placement specialist must train the customer on how to gather the necessary information in the areas below:

* demographic information;
* arrest and conviction history, if any;
* paid work history;
* volunteer history;
* references detail;
* employment skills;
* career objectives;
* training history;
* occupational license or certification;
* high school and GED information; and
* college education history.

Note: Any equivalent used in place of the VR1850 must include all topics addressed on the VR1850.

When the customer's employment goal supports the need for a résumé, as indicated on the VR1845B, Bundled Job Placement Services Plan–Part B and Status Report, all of the following must be addressed:

* identification of different résumé types and purposes;
* collection of résumé contents, such as education, work experience, credentials, and achievements;
* completion of résumés tailored for the customer's employment goals; and
* updating résumés for specific jobs

#### Job Applications

Job applications training includes:

* identification of the job application process for paper, website (online), 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; and
* successful completion of paper, website (online), and kiosk job applications.

#### Job References and Written Correspondence

Job references and written correspondence training includes:

* explanation of the purpose of professional and personal employment references;
* how and when to request an individual to be a professional and/or personal employment reference;
* how and when to provide professional and personal employment references to potential employers;
* how references are used for background verifications;
* use of effective written correspondence when job searching;
* how to write cover letters for applications and résumés;
* how to write thank-you letters in response to employer correspondence and after meetings or interviews;
* how to use and write email correspondence during the job search; and
* how to use and write written correspondence sent through the US Postal Service.

#### Interviews

Interview training includes:

* the purpose of the interview process;
* the types and purposes of interviews, for example, screening, telephone, panel and/or group, behaviorally based, case, situational, and technical;
* the creation of a 30–60-second "elevator speech" that summarizes why the customer is a good candidate for the job;
* delivering the elevator speech;
* how to research businesses and employment positions before an interview;
* identifying and answering typical interview questions asked in the field relevant to the customer's employment goals;
* identifying questions to ask the employer when interviewing;
* identifying and responding to questions related to protected classes and disclosure;
* how to request assistance (advocate), including disability etiquette;
* how to respond to complicated questions addressing employment barriers, such as gaps in work history, criminal background history, limited work experience, and accommodation needs;
* personal presentation for interviews, such as grooming, dress, and manners; and
* completing and critiquing a minimum of two mock interviews.

Note: The VR counselor will indicate on the VR1845B when the mock interviews must be video-recorded.

#### Pre-employment Testing

Pre-employment testing training includes:

* the purpose of aptitude, skills, and literacy testing, and how the testing is conducted;
* the purpose of personality testing and how the testing is conducted;
* the purpose of physical ability testing measuring an applicant's ability to perform the tasks and physical functions of a job;
* the purpose of drug testing and how the testing is conducted; and
* accompanying the customer, as applicable, to pre-employment testing, when required for a job.

#### Job Searching

Job search training includes:

* how to research a business's unmet needs in relation to the customer's employment goal;
* how to use job websites and employer job boards to search for jobs related to the customer's employment goal;
* how to network with individuals who may know about an unposted employment opportunity; and
* registering for and using [WorkInTexas.com](https://www.workintexas.com/vosnet/Default.aspx) to search for jobs.

#### Job Acceptance and Preparing for the First Day on the Job

Job acceptance and preparing for the first day on the job training includes:

* learning about wages associated with the position, as the wages relate to the customer's skills and to the employer's location;
* identification and use of basic salary negotiation techniques;
* identification of the customer's job responsibilities and the employer's performance requirements for the position;
* identification of the customer's accommodation needs that can improve performance in the work setting (for example, environmental changes, assistive technology devices, and work process);
* how and when to request accommodations to address the customer's disability needs when necessary;
* how to secure transportation to the worksite;
* appropriate personal appearance necessary for the position (dress, hygiene, and manners);
* securing all documents necessary for 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; and
* expectations and expected behaviors when working at a job site.

Described below is the level of support the customer will receive for:

#### Bundled Basic Job Placement Services

The customer approved for Bundled Basic Job Placement Services will receive:

* instruction;
* assistance to learn skills;
* monitoring to ensure that the customer is demonstrating necessary skills;
* resources to assist the customer in the completion of tasks; and
* assistance with obtaining employment.

#### Bundled Enhanced Job Placement Services

The customer approved for Bundled Enhanced Job Placement Services will receive:

* repeated or hands-on instruction;
* extensive and comprehensive ongoing assistance to learn skills;
* assistance with tasks completed partially or fully by the job placement specialist, as necessary; and
* assistance with obtaining employment.

For both Basic and Enhanced Job Placement to meet Benchmark A, the customer must

* complete all training; and
* obtain a job and work five days (not cumulative calendar days) or five shifts at the job, with the customer working in a job that is achieving:
  + the employment goal, as identified on the VR1845B by matching one of the six-digit standard occupational classification codes (SOCs);
    - based on the job tasks the customer is performing which are included in the O'Net description (not based on the customer's job title);
  + 100 percent of the non-negotiable employment conditions; and
  + 50 percent or more of the negotiable employment conditions identified on the VR1845B, Bundled Job Placement Services Plan-Part B and Status Report.

The VR counselor will indicate on the VR1845B, Bundled Job Placement Services Plan Part B and Status Report, how Benchmark A services may be provided, either in person at or away from job site, remotely, or combination, in person and remotely. The method services are delivered may be updated by the counselor using the VR1845B or SA.

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

Note: For plans completed before July 2021, services must be provided as indicated on the VR5000, Referral for Provider Services or SA.

Any request to change a Service Definition, Process and Procedure, or Outcomes Required for Payment must be documented and approved by the VR director, using the VR3472, Contracted Service Modification Request for Job Placement, Job Skills Training, and Supported Employment 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.

#### 17.4.2.2 Bundled Job Placement—Benchmark A Process and Procedure

The Employment Services Provider (ESP) receives the VR5000, Referral for Provider Services. The referral form includes any documentation that will prepare the job placement specialist to better work with the customer, such as medical or psychological reports, case notes, vocational testing results, and employment data collected by VR staff. The referral establishes the date and time for the Job Placement planning meeting, if known. When developing or amending the VR1845A or VR1845B a meeting is conducted in person or remotely.

The Job Placement planning meeting is held so that the customer, the VR counselor, and the job placement specialist can complete the:

* VR1845A, Bundled Job Placement Services Placement Plan–Part A; and
* VR1845B, Bundled Job Placement Services Plan–Part B and Status Report.

VR staff:

* complete each form electronically
* print the forms to obtain required signatures from the job placement specialist and the customer, and:
* provide signed copies to the customer and Job Placement Specialist and electronic fillable (Microsoft Word) form to the Job Placement Specialist.

VR1845A, Bundled Job Placement Services Placement Plan–Part A, determines whether the customer will receive Basic or Enhanced Job Placement Services and identifies the customer’s skills, abilities, experience, training, and education that relate to the training and job to be obtained.

VR1845B, Bundled Job Placement Services Plan–Part B and Status Report, determines:

* negotiable and non-negotiable employment conditions;
* when resume training is required;
* when mock interviews must be video recorded;
* up to three (3) employment goals, each including a six-digit SOC code and O’Net description of the job tasks and responsibilities; and
* any premiums that the ESP may be eligible to receive on completion of Benchmark C.

VR staff members and the customer will make the final decisions related to the employment goal, non-negotiable conditions, and Support Needs Assessment results found on the VR1845A, Bundled Job Placement Services Placement Plan–Part A, and the VR1845B, Bundled Job Placement Services Plan–Part B and Status Report.

If, at any time, the customer's employment goal changes or non-negotiable conditions become negotiable or do not match the current VR1845B on file, an updated VR1845B must be completed via a meeting with the VR counselor, customer, and provider before the customer obtains employment.

If the customer obtains employment before the VR1845B is updated, and the VR counselor determines the job is appropriate for the customer, the VR counselor, customer, and job placement specialist will update and sign the VR1845B in a Job Placement plan meeting. The day after the date of the VR counselor's signature on the updated VR1845B will be used as the first date of employment.

The job placement specialist provides services to the customer meeting or exceeding the requirements in the Bundled Job Placement—Benchmark A service description.

It is expected that the job placement specialist will:

* network with businesses to identify employment opportunities;
* provide potential job leads to the customer; and
* assist the customer in pursuing job leads as the individual customer's needs dictate, and, when necessary, represent the customer to the business.

The customer may obtain the job on their own or through networking with friends, family, and other contacts using the skills obtained in training from the job placement specialist.

The job placement specialist completes the VR1846, Bundled Job Placement Services Benchmark A Training Report, and records the customer's status at Benchmark A completion on the VR1845B, Bundled Job Placement Services Plan–Part B and Status Report.

The job placement specialist is responsible for communicating all successes and challenges to the VR counselor. The job placement specialist also maintains routine communications as defined on the VR1845B, Bundled Job Placement Services Benchmark Service Plan–Part B and Status Report.

When the customer requires additional services from VR to ensure long-term employment success, such as Job Skills Training or uniforms, the job placement specialist assists the customer in requesting the service from the VR counselor.

The job placement specialist documents the achievement of outcomes on the required forms using a computer and secures the required signatures, on or after the fifth day worked, before submitting a complete and accurate invoice.

#### 17.4.2.3 Bundled Job Placement—Benchmark A Outcomes Required for Payment

To meet Benchmark A, the customer:

* must work five shifts on five different days, achieving the following as identified on the VR1845B, Bundled Job Placement Services Plan-Part B and Status Report:
  + the employment goal on the form by matching one of the six-digit SOCs based on the job tasks the customer is performing which are included in the O’Net description (not based on the customer’s job title),
  + 100 percent of the non-negotiable employment conditions; and
  + 50 percent or more of the negotiable employment conditions identified on the VR1845B, Bundled Job Placement Services Plan-Part B and Status Report.

Payment for Benchmark A requires that the job placement specialist do the following:

* Document in descriptive terms all the information required by the Service Description on the VR1846, Bundled Job Placement Services Benchmark A Training Report, demonstrating evidence that:
  + all required training topics were covered;
  + the training was provided without exceeding the ratio of one staff member to six customers;
  + all necessary accommodations, compensatory techniques, and special needs were provided as necessary for the customer to learn the skills;
  + various instructional approaches were used to meet the customer's learning styles; and
  + all supplies and resources were provided so that the customer could participate in the training.
* Submit required copies of the customer's completed:
  + VR1850, Employment Data Sheet or equivalent that includes all topics addressed on the VR1850;
  + résumé, when required on the VR1845B;
  + written copy of the elevator speech; and
  + video-recorded mock interviews, when requested on the VR1845B.
* Provide the required training and support, as outlined in the service description and the VR1845A, Bundled Job Placement Services Placement Plan–Part A, the VR1845B, Bundled Job Placement Services Plan–Part B and Status Report.
* Document, in descriptive terms, the information required on VR1845B, Bundled Job Placement Services Plan–Part B and Status Report, including:
  + information describing the current employer;
  + information describing the customer's employment, work setting, and environment;
  + date employment began;
  + evidence that the customer has worked at the job site for at least five days and/or shifts;
  + evidence that the placement secured meets:
    - one of the six-digit SOCs listed within the employment goals based on the job tasks the customer is performing which are included in the O’Net description (not based on the customer’s job title);
    - 100 percent of the non-negotiable employment conditions; and
    - 50 percent or more of the negotiable employment conditions;
  + services delivered as indicated in the Service Delivery section of the VR1845B or SA (in person at or away from job site, remotely, or combination, in person and remotely);
  + evidence that the job placement specialist assisted the customer in job development activities necessary for securing the job placement;
  + any accommodations, compensatory techniques, or special training that the customer needs to increase performance, if any;
  + any consultations made with the business, if any;
  + customer satisfaction and service delivery as described in the VR-SFP may be verified through either a signature on the VR1845B or by a VR staff member's contact with the customer; and
* Submit a complete and accurate invoice.

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

This is an outcome-based benchmark service; therefore, VR will not pay the invoice unless all outcomes in the service description are achieved.

#### 17.4.2.4 Fees

For more information, refer to 17.6 Employment Services Fee Schedule.

### 17.4.3 Bundled Job Placement—Benchmark B

#### 17.4.3.1 Bundled Job Placement—Benchmark B Service Description

To meet Benchmark B, the customer must:

* Maintain a job 45 days, with the customer working in a job with same employer in the same position, achieving the following as identified on the VR1845B, Bundled Job Placement Services Plan-Part B and Status Report:
  + the employment goal on form by matching one of the six-digit SOCs based on the job tasks the customer is performing which are included in the O’Net description (not based on the customer’s job title);
  + 100 percent of the non-negotiable employment conditions; and
  + 50 percent or more of the negotiable employment conditions identified on the VR1845B, Bundled Job Placement Services Plan-Part B and Status Report.

When a customer accepts a new position with the same or new employer, the customer must work 45 days in the new position. The count begins over at day one and continues until the customer reaches 45 days of employment in the new position prior to achievement of Benchmark B.  The provider must resubmit an updated VR1845B for each benchmark.

The job placement specialist must have at least two visits with the customer between the 6th day of employment and the 45th day of employment, and must monitor the customer's job placement to ensure the customer:

* continues to meet the employer's expectations; and
* receives all the necessary accommodations and training to ensure long-term employment success.

VR1845B, Bundled Job Placement Services Plan—Part B and Status Report or SA will indicate whether the visits can be done in person at or away from job site, remotely, or combination, in person and remotely.

Remote visits may be facilitated using a computer-based 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 (phone) or text messages to customers to be used to conduct visits.

For more information, refer to VR-SFP 3.4.8 Remote Service Delivery for requirements and 3.4.11 Contracted Services Modification Request.

Any request to change a Service Definition, Process and Procedure, or Outcomes Required for Payment must be documented and approved by the VR director, using the VR3472, Contracted Service Modification Request for Job Placement, Job Skills Training, and Supported Employment 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.

#### 17.4.3.2 Process and Procedure

The customer continues his or her employment, working the required hours each week. The job placement specialist monitors the customer to ensure he or she continues to work and is meeting the expectations of the employer and ensuring all non-negotiable, 50% of negotiable conditions and employment goal continue to be met.

If the customer loses the job, the customer's progression toward completion of the benchmark ends. The job placement specialist must meet with the customer and VR counselor to:

* evaluate the reason(s) the customer lost the job and develop a plan to address any identified issues; and
* review and update a new VR1845B, Bundled Job Placement Services Plan–Part B and Status Report, when new employment conditions or goals need to be established.

Before submitting an accurate invoice, the job placement specialist documents the achievement of outcomes on VR1845B using the form sent by the VR staff and secures the required signatures on or after the 45th day of employment.

When a job is lost, the customer begins with Benchmark A  to secure another position.  The training is only required if the customer needs to reenforce skills taught prior to the first placement.  The provider is not paid a second time for Benchmark A.

#### 17.4.3.3 Bundled Job Placement—Benchmark B Outcomes Required for Payment

The customer must maintain competitive integrated employment for 45 cumulative calendar days at the same employer, in the same position, working in a job achieving:

* one of the six-digit SOCs listed within the employment goals based on the job tasks the customer is performing which are included in the O'Net description (not based on the customer's job title);
* 100 percent of the non-negotiable employment conditions; and
* 50 percent or more of the negotiable employment conditions identified on the VR1845B, Bundled Job Placement Services Plan–Part B and Status Report.

For payment for Benchmark B, the job placement specialist must do the following:

* Document in descriptive terms the information required on VR1845B, Bundled Job Placement Services Plan–Part B and Status Report, including:
  + verification of the customer’s placement and employer information is updated and accurate in the Job Placement Information section of the form;
  + verification the customer has worked 45 cumulative calendar days;
  + evidence the placement secured continues to meet:
    - one of the six-digit SOCs listed within the employment goals based on the job tasks the customer is performing which are included in the O’Net description (not based on the customer’s job title),
    - 100 percent of the non-negotiable employment conditions; and
    - 50 percent or more of the negotiable employment conditions;
  + evidence the job placement specialist made at least two visits with the customer, in person at or away from the job site, remotely, or combination, in person and remotely, as indicated on the VR1845B, Bundled Job Placement Services Plan—Part B and Status Report or SA, between the sixth day and/or shift of employment and the 45th day of employment;
  + evidence the job placement specialist monitored the customer's job placement to ensure the customer continues to meet the employer's expectations and has the accommodations and training necessary to ensure long-term employment success;
  + description of contacts made with the business;
  + customer satisfaction and service delivery as described in the VR-SFP may be verified through either a signature on the VR1845B, or by a VR staff member's contact with the customer; and
* Submit a complete and accurate invoice.

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

This is an outcome-based benchmark service; therefore, VR will not pay the invoice unless all outcomes in the service description are achieved.

#### 17.4.3.4 Fees

For more information, refer to 17.6 Employment Services Fee Schedule.

### 17.4.4 Bundled Job Placement—Benchmark C

#### 17.4.4.1 Bundled Job Placement—Benchmark C Service Description

To meet Benchmark C, the customer must:

* Maintain a job 90 days, with the customer working in a job with same employer in the same position, achieving the following as identified on the VR1845B, Bundled Job Placement Services Plan-Part B and Status Report:
  + the employment goal on form by matching one of the six-digit SOCs based on the job tasks the customer is performing which are included in the O’Net description (not based on the customer’s job title);
  + 100 percent of the non-negotiable employment conditions; and
  + 50 percent or more of the negotiable employment conditions identified on the VR1845B, Bundled Job Placement Services Plan-Part B and Status Report.

When a customer accepts a new position with the same or new employer,  the customer must work 90 days in the new position. The count begins over at day one and continues until the customer reaches 90 days of employment in the new position prior to achievement of Benchmark C. The provider must resubmit an updated VR1845B for each benchmark.

The job placement specialist must have at least two visits with the customer between the 45th and 90th day of employment and monitor the customer's job placement to ensure the customer:

* continues to meet the employer's expectations; and
* receives all the necessary accommodations and training to ensure long-term employment success.

VR1845B, Bundled Job Placement Services Plan—Part B and Status Report or SA will indicate whether the visits can be done in person at or away from job site, remotely, or combination, in person and remotely.

TWC-VR does not allow use of non-video telecommunication (phone) or text messages to customers to be used to conduct site visits.

For more information, refer to VR-SFP 3.4.8 Remote Service Delivery for requirements and 3.4.11 Contracted Services Modification Request.

Any request to change a Service Definition, Process and Procedure, or Outcomes Required for Payment must be documented and approved by the VR director, using the VR3472, Contracted Service Modification Request for Job Placement, Job Skills Training, and Supported Employment 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.

#### 17.4.4.2 Bundled Job Placement—Benchmark C Process and Procedure

The customer continues his or her employment, working required hours each week. The job placement specialist monitors the customer to ensure he or she continues to work and is meeting the expectations of the employer ensuring all non-negotiable, 50% of negotiable conditions, and employment goal continue to be met.

Before submitting an accurate invoice, the job placement specialist documents the achievement of outcomes on VR1845B using the form sent by VR staff, and secures the required signatures on or after the 90th day of employment before submitting an accurate invoice.

If the customer loses the job, the customer's progression toward completion of the benchmark ends and the job placement specialist must meet with the customer and VR counselor to:

* evaluate the reason(s) the customer lost the job and develop a plan to address any identified issues; and
* review and update a new VR1845B, Bundled Job Placement Services Plan–Part B and Status Report, when new employment conditions or goals need to be established.

When a job is lost, the customer begins with Benchmark A to secure another position. The training is only required if the customer needs to reenforce skills taught prior to the first placement.

When Employment Services premiums have been authorized and the requirements are met, the provider is paid upon achievement of Benchmark C.

#### 17.4.4.3 Bundled Job Placement—Benchmark C Outcomes Required for Payment

The customer must maintain competitive integrated employment for 90 cumulative calendar days with the same employer, in the same position, working in a job achieving:

* one of the six-digit SOCs listed within the employment goals, based on the job tasks the customer is performing which are included in the O’Net description (not based on the customer’s job title);
* 100 percent of the non-negotiable employment conditions; and
* 50 percent or more of the negotiable employment conditions identified on the VR1845B, Bundled Job Placement Services Plan-Part B and Status Report.

For payment for Benchmark C, the job placement specialist must do the following:

* Document in descriptive terms the information required on VR1845B, Bundled Job Placement Services Plan–Part B and Status Report, including:
  + verification of the customer’s placement and employer information is updated and accurate in the Job Placement Information section of the form;
  + verification the customer has worked for at least 90 cumulative calendar days in the same position with the same employer
  + evidence the placement secured continues to meet:
    - all six-digits of the SOCs listed within the employment goals based on the job tasks the customer is performing which are included in the O’Net description (not based on the customer’s job title),
    - 100 percent of the non-negotiable employment conditions; and
    - 50 percent or more of the negotiable employment conditions;
  + evidence the job placement specialist made at least two visits with the customer, in person at or away from job site, remotely, or combination, in person and remotely as indicated on the VR1845B, Bundled Job Placement Services Plan–Part B and Status Report or SA comments, between the 46th day of employment and the 90th day of employment;
  + evidence the job placement specialist monitored the customer's job placement to ensure the customer continues to meet the employer's expectations and has the accommodations and training necessary to ensure long-term employment success;
  + customer satisfaction and service delivery as described in the VR-SFP can be verified through either a signature on the VR1845B, or by a VR staff member's contact with the customer;
  + description of contacts made with the business; and
* Submit a complete and accurate invoice.

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

This is an outcome-based benchmark service; therefore, VR will not pay unless all outcomes in the service description are achieved.

#### 17.4.4.4 Fees

For more information, refer to 17.6 Employment Services Fee Schedule.

## 17.5 Job Skills Training

### 17.5.1 Job Skills Training Service Description

Job Skills Training:

* teaches skills;
* reinforces skills; and
* develops or sets up accommodations and/or compensatory techniques to increase the customer's independence and ability to meet the employer's expectations.

All Job Skills Training is goal-focused, with the customer's goals and abilities documented on VR3314, Job Skills Training—Referral and VR3315, Job Skills Training Progress Report. Job Skills Training is limited to 200 hours per customer for the life of the customer's VR case.

Job Skills Trainers can also work with employers to address topics such as disability education, accommodations, and advocacy.

Job Skills Training should not interrupt daily business operations.

Job Skills Training is only used with job placements and job retention when the customer's placement is related to permanent employment towards VR closure.  Work Experience Training should be used for temporary work, seasonal work, internships, and volunteer opportunities.

VR purchases Job Skills Training when a customer needs more training and support than provided by the employer. The business, customer, job skills trainer, and VR counselor are involved in the training plan and monitor the customer's performance.

All Job Skills Training is goal-focused, with the customer's goals and abilities documented on VR3314, Job Skills Training—Referral and VR3315, Job Skills Training Progress Report. Job Skills Training is limited to 200 hours per customer for the life of the customer's VR case.

Job Skills Training provides training tailored to the needs of the customer in either one to one or group setting at or away from the job site (includes working from home). Job Skill Trainers may first complete a job analysis to identify the job duties, processes, employer culture, followed by developing a specific plan as to how they can best train the employee 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, job responsibilities and interpersonal communication, behavior management, or use of transportation resources. Job skills training should be provided through the least intrusive method possible. The amount of Job Skills 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 job aids and natural supports;
* providing on-site training that reinforces the employer's expectations and procedures;
* supporting the customer in acclimating to the workplace culture and etiquette;
* addressing interpersonal skills necessary to be accepted as a worker at the job 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 job functions;
* training natural and extended support providers who will provide long-term supports to the customer to foster long-term employment; and/or
* addressing travel training and other work issues related to maintaining the employment.

There are times when providing job skills services onsite may not be possible and/or preferred. A customer with a disability may not wish to have an onsite Job Skills 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, an employer may not be able to accommodate onsite Job Skills Training due to security requirements. When these situations occur, and onsite Job Skills Training is not ideal, remote Job Skills Training may be a good solution.

The first Job Skills Training session must be held in person, at or away from the job site, 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.

VR3314, Job Skills Training—Referral or SA must indicate whether the 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 VR counselor, customer, provider, and the employer must all be involved in the decision to allow remote Job Skills Training when at a job site. The employer must agree to allow use of the technology, internet and/or devices to be used by the customer at the job site. The use of the technology, internet and/or devices should not exclude or stigmatize the customer. If the referral indicates remote Job Skills Training is to be provided when the customer is at the job site and the business does not allow for use of technology, internet and/or devices, the Job Skills Trainer must notify the VR counselor to discuss the delivery of the training and receive an SA or an updated referral indicating how services can be delivered.

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

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

Examples of Job Skills 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 job 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 Job Skills 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 3.2.7 Confidentiality.

For more information, refer to VR-SFP 3.4.8 Remote Service Delivery for requirements and 3.4.11 Contracted Services Modification Request.

VR pays for job skills only if the customer is placed in competitive, integrated employment in an organization or business that is not owned, operated, controlled, or governed by the service provider providing the Job Skills Training service. Service providers that are state agencies, state universities, or facilities that are a part of a state university system are exempt from this requirement.

Any request to change the Job Skills Training 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 for Job Placement, Job Skills Training, and Supported Employment Services, before the change is implemented. The approved VR3472 must be maintained in the provider’s customer case file.

#### 17.5.1.1 Purchasing Job Skills Training for Extended Services for Youth with Disabilities

VR may provide Extended Services to VR customers who are youth with disabilities for a period of up to four years or until the youth reaches age 25 and no longer meets the definition of a "youth with a disability," whichever occurs first. (See Glossary for definition of "youth with disabilities.")

A VR counselor can only purchase Job Skills Training as an Extended Service when all other available resources for Extended Services, such as Medicaid Waiver Programs, natural supports, other public agencies, and/or private nonprofit organizations are not available for a customer. The goals for Job Skills Training must address the Extended Service needs of the customer. The customer must achieve Supported Employment Job Stability status, before the VR counselor can purchase Job Skills Training for Extended Services. Extended Services may be purchased simultaneously only with the Supported Employment Benchmark 6 Case Closure and not for any Supported Employment Benchmarks prior to Benchmark 6.

Job Skills Training for Extended Services can be provided either at the employment site or off-site when necessary to maintain employment. Examples of Extended Services that can be provided through Job Skills Training include, but are not limited to:

* training to assist with development of soft and hard skills to ensure the customer is meeting the expectation of the employer;
* setting up accommodations;
* transportation;
* Social Security income reporting; and
* managing the customer's work schedule.

Both the Job Skills Trainer and VR counselor should continually evaluate the customer's need for Extended Services and the availability of resources other than VR's sponsorship of Job Skills Training to provide the Extended Services.  VR must stop purchasing Job Skills Training for Extended Service when the customer:

* no longer needs Extended Services to maintain employment;
* can receive Extended Services from another resource(s);
* has received Job Skills Training for a total period of four years;
* has reached the age of 25; or
* no longer meets the definition of a "youth with a disability."

Before a Job Skills Trainer can provide Job Skills Training for Extended Services to a customer, a VR3472, Contracted Service Modification Request for Job Placement, Job Skills Training, and Supported Employment Services must be approved by the VR division director. A new VR3472 must be approved by the VR division director for every 200 hours of Job Skills Training authorized for the customer.

### 17.5.2 Job Skills Training Process and Procedure

The VR counselor, with input from the customer, job site, and Job Skills Trainer, identifies on the VR3314, Job Skills Training—Referral or the services authorization comment line:

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

When additional goals are identified, the job skills trainer adds them to the VR3315, Job Skills Training Progress Report.

An updated SA may identify the method (in-person, combination) job skills training is to be provided when the customer's circumstances are different than what was anticipated when the referral was completed.

The Job Skills Trainer provides the training as identified on the VR3314, SA and addresses the goals on the VR3314 and VR3315.  The first Job Skills Training session must be held in person, at or away from the job site, 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.

When the training is complete, the Job Skills Trainer records on the VR3315 the customer's abilities and challenges as well as observations and recommendations related to the Job Skills Training goals. Only one Job Skills Trainer can document on the VR3315.

When an SA approves a premium to be purchased with the Job Skills Training, the applicable requirements outlined in the  VR-SFP Chapter 20: Premiums must be followed. For example, the VR1882, Autism Premium Report, must be submitted each time the VR3315 is submitted.

When additional hours of Job Skills Training are necessary for the customer to achieve his or her goals, the provider must receive an updated SA for additional hours before any service delivery occurs.

The provider must submit a complete and accurate VR3315 with the invoice. Once the form and invoice have been approved by the VR counselor, the invoice is paid.

### 17.5.3 Job Skills Training Outcomes Required for Payment

The job skills trainer must:

* use structured intervention techniques or informally train a customer to implement the most effective and least intrusive methods at or away from job site, in-person or combination as indicated on the VR3314 or in the SA;
* provide training to help the customer learn the essential soft and hard skills of the job and/or the skills necessary to arrange and use transportation to get to and from the job site;
* work with the customer, employer, 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, employer, or coworkers;
* monitor the customer's performance to ensure improvement in the customer's job performance; and
* gradually reduce the time spent with the customer when applicable in the delivery of Job Skills Training, as the customer becomes better adjusted and more independent.

For payment of Job Skills Training, the job skills trainer must do the following:

* Document in descriptive terms the information required on VR3315, Job Skills Training Progress Report, including:
  + The Job Skills Training goals
    - as identified on VR3314, Job Skills Training—Referral;
    - as identified on the SA, when applicable; and
    - that emerged during the training, when applicable.
  + The method training was facilitated, individual or group, in person or a combination of in person and remote;
  + 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 job skills 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 VR1845B, 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 Job Skills Training is made when the VR counselor approves a complete, accurate, signed, and dated:

* VR3315, Job Skills Training Progress Report; and
* invoice.

VR will not pay any fees related to excused or unexcused absences or holidays. When an SA for the Autism Premium is issued, the VR1882, Autism Premium Report must be submitted each time the VR3315 is submitted. For more information, see VR-SFP Chapter 20: Premiums.

### 17.5.4 Fees

For additional information, refer to 17.6 Employment Services Fee Schedule.

## 17.6 Employment Services Fee Schedule

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.

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

### 17.6.1 Non-Bundled Employment Services

|  |  |  |
| --- | --- | --- |
| **Services** | **Unit Rate** | **Comment** |
| Employment Data Sheet, Application, and Résumé Training Service | $459.00 | Can only be purchased one time per customer |
| Interview Training Service | $368.00 | Can only be purchased one time per customer |

### 17.6.2 Basic Job Placement

|  |  |  |
| --- | --- | --- |
| **Bundled Employment Services** | **Unit Rate** | **Comment** |
| Benchmark A: Job Placement—5 days | $1103.00 | * Reduction payment applies if a Non-Bundled Job Placement Service was previously purchased for an adult VR customer. Students or youth with a disability may receive Non-Bundled and Bundled Job Placement services when necessary for the customer to achieve his or her vocational goals. |
| Benchmark A: BASIC Job Placement—5 days PRORATED when VAT Job Search Training previously purchased | $263.00 |  |
| Benchmark A: BASIC Job Placement—5 days PRORATED when Non-Bundled Employment Data Sheet, Application, Resume Training previously purchased | $643.00 |  |
| Benchmark A: BASIC Job Placement—5 days PRORATED when Non-Bundled Interview Training previously purchased | $735.00 |  |
| Benchmark A: BASIC Job Placement—5 days PRORATED when both Non-Bundled services-Employment Data Sheet Application and Resume and Interviewing Training previously purchased | $276.00 |  |
| Benchmark B: Job Placement—45 days | $551.00 | * Customer must work at least 45 days in the same position with the same employer before achievement of Benchmark B. |
| Benchmark C: Job Placement—90 days | $1103.00 | * Customer must work at least 90 days in the same position with the same employer before achievement of Benchmark C. |

### 17.6.3 Enhanced Job Placement

|  |  |  |
| --- | --- | --- |
| **Benchmark** | **Unit Rate** | **Comment** |
| Benchmark A: Job Placement—5 days | $1,470.00 | * Reduction payment applies if a Non-Bundled Job Placement services was previously purchased for an adult VR customer. Students or youth with a disability may receive Non-Bundled and Bundled Job Placement services when necessary for the customer to achieve their vocational goals. |
| Benchmark A: ENHANCED Job Placement—5 days PRORATED when VAT Job Search Training previously purchased | $631.00 |  |
| Benchmark A: ENHANCED Job Placement—5 days PRORATED when Non-Bundled Employment Data Sheet Application, and Resume Training previously purchased | $1011.00 |  |
| Benchmark A: ENHANCED Job Placement—5 days PRORATED when Non-Bundled Interview Training previously purchased | $1103.00 |  |
| Benchmark A: ENHANCED Job Placement—5 days PRORATED when both Non-Bundled services-Employment Data Sheet, Application and Resume and Interviewing training previously purchased | $643.00 |  |
| Benchmark B: Job Placement—45 days | $735.00 | * Customer must work at least 45 days in the same position with the same employer before achievement of Benchmark B. |
| Benchmark C: Job Placement—90 days | $1,470.00 | * Customer must work 90 days in the same position with the same employer before the achievement of Benchmark C. |

#### Job Skills Training

Note: The maximum total of hours of Job Skills Training is 200. This total includes both Individual and Group Job Skills.

|  |  |  |
| --- | --- | --- |
| **Service** | **Unit Rate** | **Comments** |
| Individual Job Skills Training | $46.00 per hour | * For a maximum of 200 hours |
| Group Job Skills Training | $23.00 per hour | * No more than four individuals in a group * For a maximum of 200 hours per individual in the group |
| Job Skills Training for Extended Services for Youth with Disabilities | $45.00 per hour | * An approved VR3472, Contracted Service Modification Request for Job Placement, Job Skills Training, and Supported Employment Services required before the purchase. * A new VR3472 required before every 200 hours issued with an SA |