# Vocational Rehabilitation Services Manual C-200: Technology Services

Revised April 1, 2021

## C-204: Vehicle Modification Services

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### C-204-3: Phase 3—Vehicle Selection and TTI Review

#### Phase in Brief

* Vendor and Vehicle Selection
* TTI Review and VR3408
* Purchasing Considerations

During phase three, the customer works with the VM team to make an informed decision about selecting service providers (also called vendors), vehicles, and modifications. The comprehensive list of TWC-approved lowered-floor conversions and modification equipment can be found on the [TTI-TWC website](https://vr.tti.tamu.edu/). The present subsection is intended to provide only an overview of the selection process.

#### Vendor and Vehicle Selection

The ATS has a responsibility to work with the customer to review a list of approved vendors near the customer's area of residence. If needed, the ATS consults with the PSART for a complete list of vendors to support the customer's informed choice. The ATS sends a copy of the driver's evaluation recommendations, if applicable, to the selected vendor for completion of the vendor's portion of the [VR3408, Vehicle Modification Evaluation](https://intra.twc.texas.gov/intranet/gl/html/vocational_rehab_forms.html). At no cost to the VR program, the vendor then prepares a proposal for the modification using VR3408, Vehicle Modification Evaluation. Before completing and submitting this proposal, the vendor must first meet with the customer. During this meeting, the vendor collects information about mobility needs and relevant measurements, including the customer's weight and height inclusive of any applicable mobility device. The vendor also discusses available options for vehicles, modifications, and equipment.

Approved vehicle modifications may include anything from a minor installation of hand controls, to a wheelchair securement system in a passenger vehicle, to a lowered-floor conversion. Vehicles for modification may be used or new, but VR may pay only for new modification equipment. Salvaged vehicles are not acceptable for any type of modifications. Additionally, VR may not sponsor modifications or purchase equipment for:

* a vehicle not owned by the customer or an immediate family member (for example, a spouse or parent);
* a vehicle without a current state registration and license plates; or
* appearance rather than function.

The purpose of vehicle modification is to ensure that the functionality and safety of the vehicle meet the customer's needs. Changes that only modify interior and exterior appearance, or that are only cosmetic in nature and do not improve the function of the vehicle, may not be included in requests for modifications and equipment.

Please contact the PSART when in doubt about vehicles, modifications, or equipment.

#### TTI Review and VR3408

Once a potential vehicle has been identified, the ATS must request a review of the vendor's vehicle modification proposal using the [TTI-TWC website](https://vr.tti.tamu.edu/). The ATS first ensures the make, model, year, and mileage of the vehicle that the customer plans to purchase are in the completed VR3408 and are permitted by policy. The ATS also checks the quote against the TWC Accepted Products/Pricing List to ensure that all products are on the list and priced appropriately. Any pricing or product discrepancies that the ATS is not able to resolve are referred to the PSART for further guidance. VM reviews under $1,500 are at no cost.

TTI reviews verify whether the:

* vendor's quoted cost of the modification equipment is correct;
* CDRS's prescription appears to meet the customer's needs; and
* specifications for equipment meet TWC-VR standards.

TTI immediately acknowledges via email review requests that are submitted electronically through the TTI-TWC website. The review process can take up to 10 business days after receipt of all required documents. TTI emails the review letter to the ATS. The ATS, with guidance from the PSART if needed, addresses any findings by TTI with vendors and sends a courtesy copy of the corrected VR3408 to TTI.

The ATS works with the VM team to complete the following forms:

* [VR3410, Vehicle Modification Agreement](https://intra.twc.texas.gov/intranet/gl/html/vocational_rehab_forms.html), which the customer signs to acknowledge essential roles in the vehicle modification process and individual responsibilities to maintain modification equipment by adhering to periodic maintenance or adjustments needed on a periodic basis (typically every six months) for the life span of the vehicle and equipment (usually seven to 10 years). The customer's signature is required for the vehicle modification process to continue.
* [VR3411, Vehicle Modification Notice to Lien Holder](https://intra.twc.texas.gov/intranet/gl/html/vocational_rehab_forms.html), which explains ownership of the equipment being installed (The signed form is submitted to the lien holder.)

The VR counselor amends the customer's IPE to include modifications after the ATS has verified that the vehicle purchased is the same vehicle described in the submitted packet. After the IPE has been updated, a service authorization must be issued before the vendor begins the vehicle modification process and before any customer or vendor purchases of vehicles or equipment occur.

#### Purchasing Considerations

Subsequent to completion of VR3408, VR3410, and VR3411, the ATS completes a service record for the vehicle modification equipment using the appropriate state office budget. The ATS sends a request to the [PSART mailbox](mailto:PSART@twc.state.tx.us) to review and release the funds. Once the funds have been released, the ATS generates applicable service authorizations and delivers them to the vendor.

New vehicles are often preferred for lowered-floor conversions. However, the ATS and the customer may consider the purchase of a reliable used or pre-owned vehicle. The VM team must verify all applicable items, such as the vehicle's reliability and serviceability, age, mileage, and insurance coverage. All vehicles with more than 30,000 miles or that are more than four years old need a mechanic evaluation by a certified mechanic using [VR3494, Mechanic's Evaluation—Used Vehicle](https://intra.twc.texas.gov/intranet/gl/html/vocational_rehab_forms.html). The ATS requests a CarFax from TTI at no cost. VR may pay for the cost of the evaluation (see VR3494).

Lowered-floor conversions, whether used or new, require special consideration. Not all vehicles are suitable for lowered-floor conversions. As mentioned at the beginning of this subsection, the complete list of approved vehicles for lowered-floor conversions are on the [TTI-TWC website](https://vr.tti.tamu.edu/). Mobility providers are located around the state and specialize in this type of vehicle. The ATS must contact the PSART to identify provider locations. For a used vehicle to be considered for a lowered-floor conversion, it must have fewer than 30,000 miles, pass the requisite mechanic inspection, and have no evidence of ever having been in a wreck.

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## C-205: Jobsite and Home Modification Services

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### C-205-1: Obtaining an Assessment of the Jobsite or Home

Before modifying the customer's jobsite or home, the VR counselor purchases an assessment from a licensed occupational therapist (OT), physical therapist (PT) ATP, or professional engineer (PE) specializing in assistive technology. Assessment services identify options that will allow the customer to:

* work as effectively as possible; and/or
* function as independently as possible.

For assessments specific to farm or ranch employment, the VR counselor considers purchasing services from [Texas AgrAbility](https://txagrability.tamu.edu/).

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#### Exceptions to Obtaining an Assessment

PSART consultation is required to have an OT, PT, ATP, or PE assessment of the jobsite or home modification when:

* no OT, PT, ATP, or PE can be located to provide the service- and the PSART is satisfied that a reasonable search has been made to find one;
* the PSART, as documented in the case file, and the reason that a comprehensive modification assessment is not necessary is also clearly documented (for example, the customer requests help in replacing a piece of equipment); or
* the use of an OT, PT, ATP, or PE will cause an unreasonable delay that could result in an undue hardship for the customer. (For example, a low-cost modification to a jobsite would allow the customer to maintain employment, and the employer will not wait for the assessment.)

### C-205-2: Consultation and Other Requirements for Jobsite or Home Modifications

| **Service** | **Consultation** | **Other Requirements** |
| --- | --- | --- |
| Jobsite modification | All jobsite modifications require consultation with the state office PSART before being included in the customer's IPE. | VR-sponsored modifications are limited to adding items or equipment that can be removed without permanent damage to the employer's property if the customer terminates employment, changes job assignments, etc.  Before considering VR sponsorship, the VR counselor reviews the employer's responsibility under the ADA. |
| Home modification | All home modifications costing more than $1,000 require consult with the state office PSART before being included in the customer's IPE. | Adaptive equipment may require installation but usually does not result in permanent structural changes. Household equipment may be specially designed, selected, or altered to enable the customer to perform duties despite his or her functional limitations.  Modifications are limited to equipment that can be removed from the residence without permanent damage to the property if the customer moves or fails to cooperate in achieving the planned objective. |

To submit a jobsite or home modification to the state office PSART, the assistive technology specialist (ATS) refers to [C-203-1: Technology Services Restrictions](https://twc.texas.gov/vr-services-manual/vrsm-c-200#c203-1).

### C-205-3: Procedure for Purchasing a Jobsite Modification

VR uses the following procedure when purchasing a modification to the customer's jobsite.

| **Service Description** | **Procedure** |
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| The services include:   * evaluating the work site to design or redesign a workstation to prevent injury or re-injury; * providing training in ergonomic positioning and movement; and * recommending technology, furniture, or positioning that prevents injury or improves functioning at work. | The VR counselor consults with the state office program specialist for assistive and rehabilitation technology (PSART) to ensure that the most practical modification equipment is used.  If the modification costs more than $700, the VR counselor obtains a written agreement from the employer, using the format and language in [VR3404, Employer Job Site Modification Agreement](http://intra.twc.state.tx.us/intranet/gl/html/vocational_rehab_forms.html), before beginning the modification.  If the modification costs more than $1,000:   * the VR counselor authorizes the purchase of a lien examination service from either a title insurance company or other source such as a law office; and * if no lien is found, the VR counselor files a copy of the results in the case file.   If there is a lien:   * provide a copy of the TWC-VR–employer agreement to the lien holder; and * request that the lien holder expressly disclaim in writing any interest in the equipment installed at the jobsite by TWC-VR using [VR3426, Residence or Job Site Modification, Express Waiver of Right to TWC-VRS Equipment](http://intra.twc.state.tx.us/intranet/gl/html/vocational_rehab_forms.html).   If the lien holder will not sign the waiver of rights, the VR counselor contacts the program specialist for assistive and rehabilitation technology (PSART). The PSART will review the documentation and provide guidance on next steps based on input from Office of General Counsel.  Provide one copy of the signed [VR3404, Employer Job Site Modification Agreement](http://intra.twc.state.tx.us/intranet/gl/html/vocational_rehab_forms.html), to the employer.  File the original signed VR3404 in the case file. |

### C-205-4: Procedure for Purchasing a Home Modification

VR uses the following procedure when purchasing a modification to the customer's home.

| **Service Description** | **Procedure** |
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| Creating or enhancing access to the house or apartment or making residential features more accessible (that is, those features critical to participation in job preparation services or necessary for the customer's employment).  It may include construction of ramps, adaptive equipment such as stair glides and lifts, and household equipment. | * The VR counselor consults with the state office PSART to ensure that the most practical modification equipment is used. * When equipment such as a porch or ramp is attached (for example, bolted or nailed) to the property, the VR counselor obtains a written agreement from the property owner using the format and language in [VR3403, Customer Residence Modification Agreement](http://intra.twc.state.tx.us/intranet/gl/html/vocational_rehab_forms.html). * If the modification costs more than $700, the VR counselor must clearly justify that the modification supports the customer's planned employment outcome before authorizing the purchase.   If the modification costs more than $1,000:   * the VR counselor also obtains the VR Manager's approval; and * purchases a lien examination from either a title insurance company or other source such as a law office.   If there is a lien:   * provide a copy of [VR3403, Customer Residence Modification Agreement](http://intra.twc.state.tx.us/intranet/gl/html/vocational_rehab_forms.html), to the lien holder for review; and * request that the lien holder expressly disclaim in writing any interest in the equipment installed in the residence or jobsite by VR, using [VR3426, Residence or Job Site Modification, Express Waiver of Right to TWC-VRS Equipment](http://intra.twc.state.tx.us/intranet/gl/html/vocational_rehab_forms.html).   If the lien holder will not sign the waiver of rights, the VR counselor contacts the program specialist for assistive and rehabilitation technology (PSART). The PSART will review the documentation and provide guidance on next steps based on input from Office of General Counsel.  Provide one copy of the signed [VR3403, Customer Residence Modification Agreement](http://intra.twc.state.tx.us/intranet/gl/html/vocational_rehab_forms.html), to the property owner.  Keep the original signed VR3403 in the case file. |

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