# Vocational Rehabilitation Services Manual C-400: Training Services

Revised September 1, 2020

## C-419: Work Readiness Services

Work Readiness Services prepare customers to find work and stay employed by learning and adjusting to the daily workplace routine. The goal is to help customers develop competencies and strategies to succeed in a competitive, integrated workplace. These services allow a customer to achieve an individualized level of work readiness related to disability issues, interpersonal skills training, daily living skills, and issues that interfere with his or her participation in obtaining or maintaining employment. The purpose of Work Readiness Services is to help the customer develop the competencies and essential skills that are necessary to function successfully on the job and in the community. Work Readiness Services benefit customers who have never worked, who have been unemployed for a long time, or who have a sporadic work history.

Work Readiness Services are designed to:

* meet the unique needs of each customer;
* help resolve or manage vocational impediments; and
* increase the customer's self-sufficiency.

Work Readiness Services may be purchased when a customer needs more assistance than VR staff members can provide directly. The services help the customer develop specific skills or complete specific tasks before he or she begins the job search.

Work Readiness Services are suitable for both Pre-Employment Transition Services customers and Basic VR customers. The provider obtains the parent or legal guardian’s signature when a customer is under the age of 18.

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

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

### C-419-1: Personal Social Adjustment Training

Personal Social Adjustment Training (PSAT) is designed to teach skills related to acceptable work behaviors and to improve interpersonal skills that inhibit the customer's abilities to successfully obtain and maintain competitive integrated employment. PSAT can be used to reinforce behaviors and skills that the customer previously failed to master. Before PSAT is provided to a customer, a Personal Adjustment Evaluation is completed to identify the goals to be addressed in the PSAT.

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

For additional information, refer to [VR-SFP Chapter 13: Work Readiness Services, 13.3 Personal Social Adjustment Training Evaluation](https://twc.texas.gov/standards-manual/vr-sfp-chapter-13#s133) and [13.4 Personal Social Adjustment Training](https://twc.texas.gov/standards-manual/vr-sfp-chapter-13#s134).

The VR counselor must sign [VR3137B, Personal Social Adjustment and Work Adjustment Training Plan](https://twc.texas.gov/forms/index.html), indicating agreement with PSAT goals, objectives, and training hours before training is provided after the evaluation or before additional monthly hours are authorized with a service authorization. For information on acceptable signatures refer to VR-SFP 3.11.1 Documentation and Signatures.

#### PSAT Procedures

The VR counselor completes the [VR3121, Referral for Work Readiness Services](https://twc.texas.gov/forms/index.html), entirely, records areas that the VR counselor wants evaluated, and attaches all information as instructed on the form. The VR counselor indicates when the services can be provided remotely, in a setting where the trainer and student are in the same location or a combination of both. The attached information provides background information necessary for the provider to effectively work with the customer.

After the personal adjustment trainer completes the [VR3137A, Personal Social Adjustment Training and Work Adjustment Training Evaluation](https://twc.texas.gov/forms/index.html), the trainer completes [VR3137B, Personal Social Adjustment and Work Adjustment Training Plan](https://twc.texas.gov/forms/index.html), getting feedback from the VR counselor and the customer to identify measurable goals and objectives.

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

Before a PSAT service is provided, the VR counselor must sign the VR3137B, approving the goals, objectives, and training time. A service authorization for the PSAT is issued after the VR counselor approves the VR3137B. The number of hours of PSAT are authorized for each week monthly.

The VR counselor reviews the VR3137B at least monthly, signing approval of the goals and objectives before a service authorization is issued for the additional hours.

The VR counselor must approve [VR3138, Personal Social Adjustment Training and Work Adjustment Training Report](https://twc.texas.gov/forms/index.html), before payment of the invoice.

### C-419-2: Work Adjustment Training

Work Adjustment Training (WAT) is designed to improve work behaviors and enhance interpersonal skills of the customer while he or she performs competitive integrated employment in a structured environment. WAT cannot be provided remotely. Before WAT is provided to a customer, a WAT evaluation is completed to identify the customer's goals that will be addressed in the WAT.

WAT is for customers who have:

* never worked before;
* had sporadic work histories;
* not worked in a long time; and/or
* behavioral and/or attitudinal issues such as communication with employers, customers, and coworkers; work attire; hygiene; and dress code for the work environment that require remediation before the customer is likely to find and keep employment.

For WAT evaluation, refer to [VR-SFP Chapter 13: Work Readiness Services, 13.5.3 Outcomes Required for Payment](https://twc.texas.gov/standards-manual/vr-sfp-chapter-13#s1353). For WAT, refer to [13.6.3 Outcomes Required for Payment](https://twc.texas.gov/standards-manual/vr-sfp-chapter-13#s1363). For PSAT fees, refer to [13.17 Work Readiness Services Fee Schedule](https://twc.texas.gov/standards-manual/vr-sfp-chapter-13#s1317).

WAT staff qualifications are at [VR-SFP 13.2.2 Work Adjustment General Staff Qualifications](https://twc.texas.gov/standards-manual/vr-sfp-chapter-13#s1322).

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

The VR counselor signs VR3137B, Personal Social Adjustment and Work Adjustment Training Plan, indicating agreement with WAT goals, objectives, and training hours before training is provided after the evaluation or additional monthly hours being authorized with a service authorization.

#### WAT Procedures

A VR staff member completes [VR3121, Referral for Work Readiness Services](https://twc.texas.gov/forms/index.html) entirely, recording the areas that the VR counselor wants evaluated, and attaches all information as indicated on the form. The attached information provides background information necessary for the provider to work effectively with the customer.

After the work adjustment trainer completes the evaluation, he or she completes [VR3137B, Personal Social Adjustment Training (PSAT)](https://twc.texas.gov/forms/index.html) and Work Adjustment Training (WAT) Training Plan, using feedback from the VR counselor and the customer to identify measurable goals and objectives. Before a WAT service is provided, the VR counselor signs the VR3137B, approving the goals, objectives, and training time. For information on acceptable signatures refer to VR-SFP 3.11.1 Documentation and Signatures.

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

A service authorization for WAT is issued after the VR counselor approves the VR3137B. The number of hours of WAT for each week are authorized monthly. The VR counselor reviews VR3137B at least monthly, approving by signature the customer's goals and objectives before a service authorization is issued for the additional hours.

The VR counselor must approve [VR3138, Personal Social Adjustment Training PSAT) and Work Adjustment (WAT) Training Report](https://twc.texas.gov/forms/index.html) before paying the invoice.

### C-419-3: Vocational Adjustment Training

Vocational Adjustment Training (VAT) includes structured classes that help a customer learn and adjust to the daily workplace routine and to address or to manage vocational impediments. VAT allows a customer to develop the competencies and essential skills necessary to function successfully on the job and in the community. There are 9 different curriculums offered in VAT.

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

Below is the title and brief description of the service.

* Exploring the "You" in Work—assists the customer in understanding his or her own work personalities, interests, values, and transferable skills.
* Soft Skills for Work Success—focuses on developing essential skills related to effective communication, problem solving, work habits, and work ethics.
* Soft Skills to Pay the Bills–Mastering Soft Skills for Workplace Success—is a curriculum for youth that focuses on communication, enthusiasm and attitude, teamwork, networking, problem solving and critical thinking, and professionalism.
* Entering the World of Work—focuses on skills related to workplace expectations, rules, and laws.
* Preparing for a Job Search—is only for youth and focuses on developing skills essential to preparing for the job search.
* Disability Disclosure Training—assists the customer in making informed decisions about disclosing his or her disability.
* Money Smart-A Financial Education Training—focuses on skills related to money management and finances.
* Public Transportation Training—teaches skills related to using public transportation.
* VAT-Specialized—services include both evaluation and training of the customer. It an individualized goal-driven service that teaches skills to overcome or manage impediments to employment. This service is purchased for a customer only when another structured VAT must not meet the customer's needs.
* Exploring Post-Secondary Education and Training—assists the customer to understand and explore post-secondary education and training.

The Deaf Premium is available for all Vocational Adjustment Services, except VAT-Specialized, for information go to [VR-SFP 20.5 Deaf Service Premium](https://twc.texas.gov/standards-manual/vr-sfp-chapter-20#s205). The Mileage Premium is available for all Vocational Adjustment Services; for information go to [VR-SFP 20.6 Mileage Premium](https://twc.texas.gov/standards-manual/vr-sfp-chapter-20#s206). Service Authorizations for premiums are issued at the same time the service authorization for the base services is issued.

The links below will take you to the service definition, process and procedures, and outcomes required for payment and fee for each of the VAT services.

* [VR-SFP 13.7 VAT Explore the "You" in Work](https://twc.texas.gov/standards-manual/vr-sfp-chapter-13#s137)
* [VR-SFP 13.8 VAT Skills to Pay the Bills—Mastering Soft Skills for Workplace Success](https://twc.texas.gov/standards-manual/vr-sfp-chapter-13#s138)
* [VR-SFP 13.9 VAT Soft Skills for Work Success](https://twc.texas.gov/standards-manual/vr-sfp-chapter-13#s139)
* [VR-SFP 13.10 VAT Entering the World of Work](https://twc.texas.gov/standards-manual/vr-sfp-chapter-13#s1310)
* [VR-SFP 13.11 VAT Job Search Training—for Pre-Employment Transitional Services Customers Only](https://twc.texas.gov/standards-manual/vr-sfp-chapter-13#s1311)
* [VR-SFP 13.12 VAT Disability Disclosure Training](https://twc.texas.gov/standards-manual/vr-sfp-chapter-13#s1312)
* [VR-SFP 13.13 VAT Money Smart—A Financial Education Training](https://twc.texas.gov/standards-manual/vr-sfp-chapter-13#s1313)
* [VR-SFP13.14 VAT Public Transportation Training](https://twc.texas.gov/standards-manual/vr-sfp-chapter-13#s1314)
* [VR-SFP 13.15 VAT Specialized Evaluation](https://twc.texas.gov/standards-manual/vr-sfp-chapter-13#s1315)
* [VR-SFP 13.16 Vocational Adjustment Training Specialized](https://twc.texas.gov/standards-manual/vr-sfp-chapter-13#s1316)
* VR-SFP 13.17 VAT Exploring Post-Secondary Education and Training

In addition to VR Standards for Providers contractors, Transition Educator providers and Nontraditional providers may provide VAT services. Refer to [VRSM C-1005: Non-Contracted Providers](https://twc.texas.gov/vr-services-manual/vrsm-c-1000#c1005) for information about the requirements of Nontraditional providers and Transition Educator providers.

For VAT-Specialized Evaluation and VAT-Specialized, the VR counselor signs the [VR3135B, Vocational Training Specialized Training Plan](https://twc.texas.gov/forms/index.html), indicating agreement with the VAT goals, objectives, and training hours before training is provided after the evaluation or before additional monthly hours are authorized with a service authorization. Planning meetings related to the training plan between customer, provider, customer’s circle of supports and VR-Staff may be conducted remotely. For more information, refer to VR-SFP 3.6.4.1 Remote Service Delivery.

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

The VAT staff qualifications can be found at [VR-SFP 13.2.3 Vocational Adjustment Trainer Staff Qualifications](https://twc.texas.gov/standards-manual/vr-sfp-chapter-13#s1323).

VAT services may not be purchased more than once for a customer without management approval. If it is necessary to purchase a VAT service more than once, a [VR3472, Contracted Service Modification Request](https://twc.texas.gov/forms/index.html), must be completed and approved by the director of VR.

#### Transition Educators and Nontraditional Providers Fees

Transition Educator providers and Nontraditional providers may provide VAT services. Transition Educator providers and Nontraditional providers must provide the services as outlined in the VR Standards for Providers and in the service authorization. Refer to C-1005: Non-Contracted Providers for information about the requirements of Nontraditional providers and Transition Educator providers.

#### Fee Chart for Nontraditional Providers

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| Service | Fee |
| Disability Disclosure Training | $411.00 |
| Money Smart—A Financial Training | $616.50 |
| Soft Skills to Pay the Bills—Mastering Soft Skills for Workplace Success | $411.00 |
| Public Transportation Training—Individual | $22.50 per hour |
| Public Transportation Training—Group | $11.40 per hour |
| Exploring the "You" in Work | $205.50 |
| Soft Skills for Work Success | $308.25 |
| Entering the World of Work | $205.50 |
| Preparing for the Job Search—For Students with Disabilities Only | $411.00 |
| Exploring Postsecondary Education and Training | $205.50 |

#### Fee Chart for Transition Educator Providers

|  |  |
| --- | --- |
| Service | Fee |
| Disability Disclosure Training | $548.00 |
| Money Smart—A Financial Training | $822.00 |
| Soft Skills to Pay the Bills—Mastering Soft Skills for Workplace Success | $548.00 |
| Public Transportation Training—Individual | $30.00 per hour |
| Public Transportation Training—Group | $15.20 per hour |
| Exploring the "You" in Work | $274.00 |
| Soft Skills for Work Success | $411.00 |
| Entering the World of Work | $274.00 |
| Preparing for the Job Search—For Students with Disabilities Only | $548.00 |
| Exploring Postsecondary Education and Training | $274.00 |

#### VAT Procedures

VR staff completes VR3121, Referral for Work Readiness Services, in its entirety, noting the areas that the VR counselor wants emphasized in the training, and attaches all information as indicated on the form. The VR counselor indicates when the services can be provided remotely, in a setting where the trainer and student are in the same location or a combination of both. A service authorization for the service and any associated premiums is issued. The attached information provides background information necessary for the provider to work effectively with the customer.

After the Vocational Adjustment trainer completes the training service with the customer, he or she completes the form associated with that VAT service and submits it with an invoice. The VR counselor approves the VAT form required for the specific VAT service and ensures that all required outcomes for payment have been achieved before payment of the invoice.

The service provider is required to maintain attendance records, curricula, lesson plans, and other documentation as required in the contract and in the VR Standards for Providers, and must produce those materials for TWC staff upon request.

For information about the process for using Transition Educator providers or Nontraditional providers, including how to prepare and set up the providers in ReHabWorks, refer to [VRSM C-1005: Non-Contracted Providers](https://twc.texas.gov/vr-services-manual/vrsm-c-1000#c1005).

### C-419-4: JobTIPS Student Online Program

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## C-421: Work Experience Services

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### C-421-2: Work Experience Referral

Before referring a customer for Work Experience Services, the customer's individualized plan for employment (IPE), trial work plan (TWP), or IPE amendment must include Work Experience Services as a service. For more information, refer to [VRSM B-310: Trial Work Services](https://twc.texas.gov/vr-services-manual/vrsm-b-300#b310), [B-400: Completing the Comprehensive Assessment](https://twc.texas.gov/vr-services-manual/vrsm-b-400), and [B-500: Individualized Plan for Employment](https://twc.texas.gov/vr-services-manual/vrsm-b-500). Students with disabilities who are potentially eligible can also participate in Work Experience Services when a service justification is completed.

To initiate Work Experience Placement Services with a provider, the VR counselor completes [VR1600, Work Experience Referral](https://twc.texas.gov/forms/index.html). The referral must identify the date, time, and location for the work experience planning meeting.

To initiate Work Experience Training with a provider, the VR counselor completes the [VR1600, Work Experience Referral](https://twc.texas.gov/forms/index.html) indicating the goals to be addressed by the Work Experience Trainer.

When a customer will receive both Work Experience Placement and Work Experience Training, only one VR1600, Work Experience Referral is necessary.

The VR counselor must complete all sections of the VR1600, leaving no blanks. The VR counselor indicates when Work Experience Placement can be provided remotely, in a setting where the trainer and student are in the same location or a combination of both.

### C-421-3: Work Experience Placement

VR counselors can purchase Work Experience Placement from a contracted provider when a customer needs to gain work experience in realistic work environments involving work that is consistent with the customer's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. The Work Experience Placement specialist helps the customer to locate and obtain a work experience site that meets the criteria determined and documented on the [VR1601, Work Experience Plan and Placement Report](https://twc.texas.gov/forms/index.html).

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

Wage services can be purchased simultaneously with Work Experience Placement when a VR counselor wants to sponsor the payment of the customer's gross wage, worker compensation insurance and associated costs.  See [VRSM C-1408: Wage Services for Work Experience through WorkQuest](https://twc.texas.gov/vr-services-manual/vrsm-c-1400#c1408), for additional information.

See [VR-SFP Chapter 14: Work Experience Services](https://twc.texas.gov/standards-manual/vr-sfp-chapter-14) for more information on staff qualifications, service definition, process and procedure, and outcomes required for payment and fees.

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

Summer Earn and Learn (SEAL) placements are not purchased as a Work Experience Placement service as described in VR-SFP Chapter 14: Work Experience Services.  For more information, refer to [VRSM C-1306-1: Summer Earn and Learn](https://twc.texas.gov/7340#c1306-1).

The VR counselor:

* completes [VR1600, Work Experience Referral](https://twc.texas.gov/forms/index.html), leaving no blanks, and attaching, as applicable, medical or psychological reports, case notes, vocational testing, or employment data collected by VR staff that will assist the provider in working with the customer;
* will indicate on the [VR1600, Work Experience Referral](https://twc.texas.gov/forms/index.html), when the services can be provided remotely, in a setting where the trainer and student are in the same location or a combination of both;
* through discussion with the Work Experience specialist and the customer, completes [VR1601, Work Experience Plan and Placement Report](https://twc.texas.gov/forms/index.html), electronically at the Work Experience Placement meeting;
* prints VR1601, Work Experience Plan and Placement Report, for required signatures from the VR counselor, Work Experience specialist, and the customer;
* ensures VR staff sends the service authorization and electronically fillable forms to the Work Experience specialist so the forms can be completed, with the information about the placement obtained for the customer;
* monitors the customer's progress;
* provides any needed instruction or intervention necessary to foster the customer's success;
* reviews and approves VR1601, Work Experience Plan and Placement Report, ensuring that all outcomes required for payment are achieved and that the staff qualifications were held by the individual providing the service to the customer; and
* ensures that the invoice is paid.

Work Experience Placement services can be purchased without purchasing Work Experience Training.

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

Nontraditional providers and Transition Educator providers can be used when all requirements outlined in [VRSM C-1005: Noncontracted Providers](https://twc.texas.gov/vr-services-manual/vrsm-c-1000#c1005) have been met.

When working with nontraditional providers and Transition Educator providers, the VR-SFP sections titled Service Description, Process and Procedures, and Outcomes Required for Payment in [VR-SFP Chapter 14: Work Experience Services](https://twc.texas.gov/standards-manual/vr-sfp-chapter-14), and [section 14.3 Work Experience Placement](https://twc.texas.gov/standards-manual/vr-sfp-chapter-14#143) must be followed; however, the staff qualifications and purchasing fees outlined in the VR-SFP Chapter 14 do not apply. The nontraditional provider and transition educator provider fee are listed below.

#### Fee Chart for Nontraditional Providers and Transition Educator Providers

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| --- | --- |
| **Service** | **Fee** |
| Work Experience Placement by Nontraditional Providers | $440.00 |
| Work Experience Placement by Transition Educators | $600.00 |

### C-421-4: Work Experience Training

VR counselors can purchase Work Experience Training services provided by a Work Experience trainer when a customer needs:

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

Work Experience Training may be purchased without the purchase of Work Experience Placement.

See [VR-SFP Chapter 14: Work Experience Services](https://twc.texas.gov/standards-manual/vr-sfp-chapter-14) for more information, including staff qualifications, service definition, process and procedures, and outcomes required for payment and fees.

Work Experience Training can be purchased to support the customers in the Summer Earn and Learn program and customers who are placed in a Work Experience program arranged by VR staff or other external entities.

When a work experience site will not allow a work experience trainer on site (e.g. security clearance or safety concerns) or the Work Experience Specialist determines it is not safe to enter the work site, work experience training may be provided remotely only with a VR director approved VR3472, Contracted Service Modification Request.

The VR3472 must include:

* how the service will be delivered; and
* how the service delivery will meet the customers individual training needs.

For more information, refer to VR-SFP 3.6.4.1 Remote Service Delivery for requirements and 3.6.4.2 Evaluation of Service Delivery.

The VR counselor:

* completes [VR1600, Work Experience Referral](https://twc.texas.gov/forms/index.html) leaving no blanks and attaching, as applicable, medical or psychological reports, case notes, vocational testing, or employment data collected by VR staff that will assist the provider in working with the customer;
* ensures that VR staff sends the service authorization to the provider;
* monitors the customer's progress with the customer, Work Experience Specialist and with the SEAL provider or business, as applicable;
* provides any needed instruction or intervention necessary to foster the customer's success;
* reviews and approves [VR1604, Work Experience Training Report](https://twc.texas.gov/forms/index.html), ensuring that all outcomes required for payment are achieved and that the staff qualification were held by the individual providing the service to the customer; and
* ensures that the invoice is paid.

Transition Educator providers and Nontraditional providers may provide Work Experience Training services. Transition Educator and Nontraditional providers are required to provide the services as outlined in the VR Standards for Providers and in the service authorization.

Nontraditional providers and Transition Educator providers can be used when all requirements outlined in [VRSM C-1005: Noncontracted Providers](https://twc.texas.gov/vr-services-manual/vrsm-c-1000#c1005) have been met.

When working with nontraditional providers and transition educator providers, the VR-SFP sections titled Service Description, Process and Procedures, and Outcomes Required for Payment in [VR-SFP Chapter 14, 14.4 Work Experience Training](https://twc.texas.gov/node6551#s144) must be followed; however, the staff qualifications and purchasing fees outlined in the VR-SFP Chapter 14 do not apply. The nontraditional provider and transition educator provider fees are listed below.

#### Fee Chart for Nontraditional Providers

|  |  |
| --- | --- |
| **Service** | **Fee** |
| Work Experience Training – Individual | Negotiated up to $22 an hour |
| Work Experience Training – Group | Negotiated up to $11 an hour per customer |

#### Fee Chart for Transition Educator Providers

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| --- | --- |
| **Service** | **Fee** |
| Work Experience Training – Individual | Negotiated up to $30 an hour |
| Work Experience Training – Group | Negotiated up to $15 an hour per customer |

### C-421-5: Creating a Service Record for Work Experience in ReHabWorks

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## C-422: Project SEARCH

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### C-422-4: Asset Discovery

VR customers must have been determined eligible for VR services before they begin Asset Discovery.

The service authorization for the Asset Discovery phase should be issued when the school year ends to allow the ESP time to meet with all the customers. This service must be completed prior to Skills Training beginning.

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### C-422-6: Job Placement

[VR3373, Project SEARCH Job Placement Services Plan](https://twc.texas.gov/forms/index.html), must be developed by the end of the third rotation or at any time during the rotations that the team determines that job placement opportunities are available to the customer because of skills gained in the internships. Once VR3373 is complete, the VR counselor issues the Benchmark A service authorization for job placement services.

More than one service authorization may be open at the same time for internship rotations and job placement. The VR counselor attends the monthly steering committee meetings and the employment planning meetings each rotation to ensure that he or she is in regular communication with the Project SEARCH team and knows when service authorizations are needed.

If the customer needs job coaching to be successful in his or her employment, the ESP must provide the service and may not bill separately.

Customers must work a minimum of 30 cumulative calendar days before achieving Benchmark C when the customer accepts a new position with employer or obtains employment with another employer before achieving Benchmark C.

For additional information on Asset Discovery, Skills Training, and Project SEARCH Job Placement, see [VR-SFP Chapter 16: Project SEARCH](https://twc.texas.gov/standards-manual/vr-sfp-chapter-16).

### C-422-7: Measurable Skill Gains (MSG) Related to Project SEARCH

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## C-424: Vocational Rehabilitation Teacher

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### C-424-5: Customer Referral Process

#### VR and Transition counselors make referrals to a Vocational Rehabilitation teacher (VRT) to assess the customers’ ability to participate in training and to identify VRT services needed to assist the customer in achieving their employment goal.Referrals

Customers who are blind or visually impaired and have been identified as having significant functional limitations should be referred to the VRT for services. All exceptions for not being referred to VRT for services must be documented in a case note by the VR counselor.

Customers who plan to receive surgery or treatment that is expected to improve their vision above legal blindness and that is more than 90 days in the future must not be referred to a VRT unless the customer demonstrates critical needs before surgery.

A service record is created for the referral for VRT services. The reason for the referral or any special instructions for assessment and training should be documented in the Specification Description section of the service record and, if necessary, discussed during the staffing session.

Once the first contact has been made by phone or in person, the VRT accepts the service record by updating it from "Requested" to "Assessment" status in RHW.

#### VRT Assessment Process and Procedures

The VRT starts the assessment and identification of the customer's needs at the first contact with the customer.

* When the initial contact is by phone, the VRT completes the assessment in person with the customer.
* When in-person contact is restricted, remote methods can be used to complete the assessment.

Important: Remote methods are used only when in-person contact is restricted. When the Center for Disease Control and Prevention (CDC), federal, state, and/or local governments issue health and safety protocols such as social distancing, remote methods can be used to complete the assessment. VRT assessments must be completed in-person during all other times of regular agency operations.

The assessment provides information about:

* the customer's adjustment to blindness and his or her acceptance of alternative techniques;
* the customer's current level of employment lifestyle skills;
* the customer's ability to learn skills and benefit from training;
* specific training needs and issues;
* the customer's employment goal;
* the potential effect of VRT services on achieving a vocational outcome; and
* the customer's interest in touring or attending CCRC.

#### Assessment Focus and Employment Outcome Process

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