VR-SFP Chapter 17: Basic Employment Services

Revised February 1, 2023

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# 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](https://twc.texas.gov/forms/index.html).

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 3.6.4.1 Remote Service Delivery](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-6-4).

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](https://twc.texas.gov/forms/index.html).

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 a service authorization 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](https://twc.texas.gov/forms/index.html); and
* [VR1845B, Bundled Job Placement Services Plan–Part B and Status Report](https://twc.texas.gov/forms/index.html).

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](https://twc.texas.gov/forms/index.html). 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](https://twc.texas.gov/forms/index.html), before the change is implemented.

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### 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](https://twc.texas.gov/forms/index.html), 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](https://twc.texas.gov/forms/index.html) 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](https://twc.texas.gov/forms/index.html), the [VR1845B, Bundled Job Placement Services Plan–Part B and Status Report](https://twc.texas.gov/forms/index.html).
* 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 service authorization (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 3.11.1 Documentation and Signatures](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-11-1).

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

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## 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 service authorization 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 3.6.4.1 Remote Service Delivery](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-6-4) for requirements and [3.6.4.2 Evaluation of Service Delivery](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-6-4).

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](https://twc.texas.gov/forms/index.html), 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 3.6.4.2 Evaluation of Service Delivery](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-6-4).

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### 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](https://twc.texas.gov/forms/index.html).

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 service authorization, 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 3.11.1 Documentation and Signatures](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-11-1).

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

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**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 service authorization 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 3.6.4.1 Remote Service Delivery](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-6-4) for requirements and [3.6.4.2 Evaluation of Service Delivery](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-6-4).

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](https://twc.texas.gov/forms/index.html), 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 3.6.4.2 Evaluation of Service Delivery](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-6-4).

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**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 service authorization 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 3.11.1 Documentation and Signatures](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-11-1).

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

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**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**

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| **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**

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| **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**

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| **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.

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| **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 a Service Authorization |