# Vocational Rehabilitation Services Manual C-1400: Supportive Goods and Services

Revised April 1, 2022

## **C-1402: Transportation Services**

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### **C-1402-9: Vehicle Repair**

As with other transportation services, VR provides payment for the repair of the customer's vehicle only when necessary for the customer to participate in other planned services, such as vocational training and job-related services.

#### **Payment for Vehicle Repair**

Payment for vehicle repair, including parts and labor, is authorized only when:

* no comparable services or benefits are available to meet this customer's transportation needs; and
* repair is the most cost-effective means to meet those needs.

Authorization covers only repairs that are required to make the vehicle safe and operable.

#### **Approval Requirements**

VR Supervisor approval is required for vehicle repairs when the total cost of the repair is greater than $2,500, or when the total cost exceeds the vehicle's value.

#### **Documentation Requirements**

Before authorizing payment, the VR counselor considers and documents in a case note that:

* the vehicle is:
  + owned by the customer or a family member (if not, VR Manager approval is required); and
  + the customer's primary means of transportation;
* vehicle repair is a best-value decision to meet the customer's transportation needs, and:
  + based on the vehicle's overall condition, ongoing repairs are not expected; and
  + repair costs do not exceed the vehicle's value as estimated from Kelly Blue Book using the "sell to private party" value (After the VR counselor reviews and makes the decision to authorize the service, he or she files a copy of the computer-generated estimate in the case file.);
* there are no comparable services and benefits available to meet the customer's transportation needs, such as public bus service; and
* the customer has a plan for how to meet transportation expenses after case closure.

For additional information about repairs to vehicle modifications, see [C-204: Vehicle Modification Services](https://twc.texas.gov/vr-services-manual/vrsm-c-200#c204).

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## **C-1407: Tools and Equipment**

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### **C-1407-3: Purchasing and Documenting Tools or Equipment**

VR may purchase required tools and equipment for the customer when the following conditions are met:

* The IPE shows that the customer is entering a training program or employment
* Purchased tools and equipment are of good quality and are regularly required for the chosen occupation, trade, or profession
* The cost of tools and equipment does not exceed a total of $5,000 for all tools and equipment

If the cost of required tools and equipment exceeds $5,000, management approval is required according to the following thresholds:

* Greater than $5,000 to $15,000—VR Manager approval required
* Greater than $15,000 to $25,000—Regional director or deputy regional director approval required
* Greater than $25,000—VR Division Director approval required

For additional purchasing requirements, refer to [D-205: Purchasing Threshold Requirements](https://twc.texas.gov/vr-services-manual/vrsm-d-200#d205).

Tools and equipment may be repaired if replacement is more expensive.

Remind the customer of the agreement in the IPE to:

* safeguard and maintain proper custody of tools and equipment;
* not dispose of tools and equipment unless they are unserviceable or obsolete; and
* return usable tools and equipment not used as planned to VR.

If a customer reports that their tools and equipment were lost or stolen, they must provide a copy of a police report.

VR must recover usable tools and equipment that the customer no longer needs. When a customer refuses to return VR property, refer to [C-1407-5: Reporting Lost or Stolen Tools and Equipment](https://twc.texas.gov/vr-services-manual/vrsm-c-1400#c1407-5) for further action.

VR retains residual title to all tools, equipment, and unused supplies issued to a customer during the rehabilitation process.

**Paying for Goods**

VR staff must obtain the customer's signature on an itemized receipt or cash register receipt that describes each good purchased, or [VR2014, Rehabilitation Equipment Receipt and Agreement](http://intra.twc.state.tx.us/intranet/gl/html/vocational_rehab_forms.html), and place the signed receipt in the case file.

Refer to [VRSM A-210: PIN and Signature Procedures](https://twc.texas.gov/vr-services-manual/vrsm-a-200#a210) for more information on signatures.

**Receipt of Items**

VR2014, Rehabilitation Equipment Receipt and Agreement, provides VR with a list of rehabilitation equipment items issued to the customer and familiarizes the customer with the terms of the transaction. It also provides evidence of the return of the equipment.

VR2014 is used for rehabilitation equipment issued by:

* VR field staff; and
* Employment Assistance Services (Customer Technical Support).

Note: Do not use VR2014 when purchasing items associated with physical restoration, such as low-vision aids and glucometers.

**When Initiated in the Field**

When initiated in the field, the VR counselor:

* lists all customer-tagged and/or nontagged equipment, as outlined on the customer's IPE, which are issued to the customer;
* verifies that the customer is aware of the responsibility to properly care for the equipment and understands the other terms of the agreement;
* has the customer sign and date the form acknowledging receipt of the equipment;
* places the signed original VR2014 in the customer's case file; and
* gives a copy of VR2014 to the customer.

**When Initiated by the Customer Technical Support Technician**

When initiated by the Customer Technical Support Technician:

* Customer Technology Services lists all customer-tagged and/or nontagged equipment that is being sent on VR2014;
* the VR counselor reviews VR2014 and the contents of all boxes sent, and documents in RHW with a case note;
* the VR counselor meets with the customer and verifies that the customer is aware of the responsibility to properly care for the equipment and understands the other terms of the agreement;
* VR staff has the customer sign and date the form acknowledging receipt of the equipment;
* the VR counselor places the signed original VR2014 in the customer's case file; and
* the VR counselor gives a copy of VR2014 to the customer.

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