# Vocational Rehabilitation Services Manual C-1400: Supplemental Services

Revised August 24, 2018

## C-1401: Maintenance

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### C-1401-3: Nonrecurring Maintenance

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#### Documentation of Nonrecurring Maintenance

The customer must provide a receipt that shows proof of purchase from the vendor to verify that funds were used for their intended purpose before any additional maintenance funds are released to the customer for any purpose.

If a receipt for nonrecurring maintenance is not turned in or if it is determined that the funds were not used for their intended purpose, authorization of any additional maintenance funds for any purpose requires VR Manager review and approval.

VR Manager approval is required for all nonrecurring maintenance that is equal to or greater than $200 for a single transaction.

Note: Staff must email RHW Data Maintenance to have the customer established as a provider when the amount is over $400.

VR Manager review and approval are required before maintenance can be paid to the customer to purchase goods or services that have more specific purchasing processes and/or specifications available in RHW.

VR Manager review and approval must be completed and documented in RHW before the service authorization is issued.

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## C-1402: Transportation Services

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### C-1402-4: Processing Transportation Payments

Staff may authorize the payment of transportation in advance to the customer.

Transportation payments (recurring or nonrecurring) are limited to one of the following:

* Actual cost to customer for public transportation
* Actual mileage times a maximum of $.55 per mile when paid directly to a private or third party
* Actual mileage times a maximum of $.21 per mile, not to exceed $50 per week, when paid directly to the customer.

Transportation costs that are over $200 for a single transaction require:

* VR Manager approval;
* contacting RHW Provider Services by emailing rhw.providerservices@twc.state.tx.us to have the customer established as a provider;
* a service justification case note that includes calculations and source used to define "actual mileage"; and
* verification of customer participation in the VR service that required transportation.

Note: Staff must email RHW Data Maintenance to have the customer established as a provider when the amount is over $400.

Note: Do not use a pseudo number to create a service record for nonrecurring transportation that is over $400.

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### C-1402-5: Airfare

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#### Airfare Limits

Air transportation for customers who are attending in-state or out-of-state training is limited to no more than two round-trip economy tickets per year. Exceptions require review and approval by Regional Director.

If there are questions regarding customer airfare procedures, contact the Accounting–Consumer Airfare Team in one of the following ways:

* Email TWC Consumer Airfare
* Phone 512-463-1671, option 4

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### C-1402-8: 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 Manager approval is required for vehicle repairs when the total cost of the repair is greater than $250, but less than $1,000.

Regional director approval is required for vehicle repairs when the total cost of a vehicle repair is greater than $1,000 or 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 prints and files a copy of the computer-generated estimate in the paper 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-1402-9: Vehicle Rental

Vehicle rental can be purchased if:

* it is economically justified; and
* no reasonable alternative exists.

#### Approval Requirements

VR Manager approval is required for vehicle rentals lasting 1-60 calendar days.

Regional Director approval is required for vehicle rentals lasting more than 60 calendar days.

#### Required Vehicle Rental Procedures

VR staff obtains two quotes for an economy class vehicle from a reputable auto rental agency or vehicle modification provider. If the customer requires a higher class of vehicle, document the justification for management review. (Note: Do not request state rates, because only state employees may use them.)

VR staff obtains copies of documents for the customer's case file that confirm that the customer or the customer's driver is:

* over 21 years old;
* has a valid driver's license; and
* has proof of insurance.

If the customer or his or her driver does not have collision insurance, VR may pay the rental agency's additional daily rate for required insurance. VR does not pay for personal accident insurance.

The customer is responsible for:

* returning the rental vehicle in the condition in which it was received; and
* paying any costs above and beyond the original rental agreement.

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## C-1403: Personal Assistant Services

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### C-1403-2: Planning and Fees

The VR counselor and the customer must try to identify assistive devices and alternative methods to enable the customer to perform tasks independently without a personal assistant.

PAS may not be provided as a stand-alone service; they may only be provided to support other VR services that are included on the IPE, such as vocational training, academic training, attending the Criss Cole Rehabilitation Center (CCRC), employment services, supported employment, or job placement.

PAS must be included in the customer's IPE or IPE amendment.

The VR Supervisor approval is required to continue PAS after 6 months and approval is limited to 6-month increments.

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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:
	+ $1,500 for any single item; or
	+ a total of $2,000 for all tools and equipment.

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. Replacement of lost or stolen tools and equipment require management approval according to the following thresholds:

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| --- | --- |
| **Purchase costs, per service authorization** | **Required Action** |
| Replacement cost up to $200 | VR Supervisor approval |
| Replacement cost over $200, but less than $1,000 | VR Manager approval |
| Replacement cost over $1,000 | Regional Director approval |

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 for further action.

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

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### C-1407-5: Reporting Lost or Stolen Tools and Equipment

Reporting the misappropriation of tools and equipment

If a customer sells, pawns, loans, uses as loan collateral, transfers to an unauthorized known third party, refuses to return items that are no longer being used to support VR outcomes, or otherwise uses tools or equipment unlawfully, then VR staff:

* notifies the third party immediately that the state has title to the property;
* requests that the property be returned; and
* contacts TWC's Office of General Counsel before VR files theft charges against the customer.