

Texas Workforce Commission Vocational Rehabilitation Division

Temporary Exceptions to Certain Requirements in the Vocational Rehabilitation Standards for Providers Manual

September 16, 2020

This temporary exception is intended to support safe and continued service delivery to Texas Workforce Commission Vocational Rehabilitation Division (TWC-VR) customers in response to the COVID-19 pandemic. The following exception to the Vocational Rehabilitation Standards for Providers (VR-SFP) enables VR service providers to continue to provide essential services to TWC-VR customers during the COVID-19 pandemic. TWC-VR service providers must continue to refer to the VR-SFP for all other policies and procedures, which remain in effect and unchanged.

Please submit questions to VR.Standards@twc.state.tx.us.

Authority to Issue a Temporary Exception to Policy

On April 27, 2020, Governor Abbott issued the Governor's Report to Open Texas. The report and subsequent updates to the guidance therein emphasize the need for continued implementation of certain COVID-19 mitigation strategies by individuals, organizations, and businesses to ensure that Texas reopens safely and strategically. Furthermore, the Centers for Disease Control and Prevention continue to emphasize the importance of COVID-19 mitigation measures, including handwashing, practicing respiratory hygiene, maintaining at least six feet social distance, wearing cloth face coverings when social distance cannot be maintained, refraining from gathering in large groups, and staying home when feeling ill.

These orders instituted social distancing and other COVID-19 containment measures on a statewide basis.

Temporary Exception Period

September 16, 2020, through December 31, 2020

VR-SFP Temporary Exception for Trainer-to-Customer Ratios

For the services listed in the table below, the trainer-to-customer ratio outlined in the VR-SFP may increase—to one trainer to eight customers—when the VR Director approves a COVID-19 Trainer-to-Customer Ratio VR3472, Contracted Service Modification Request. Keep the following in mind regarding the COVID-19 Trainer-to-Customer Ratio VR3472:

- The COVID-19 Trainer-to-Customer Ratio VR3472 must be approved before the service is provided.
- The VR counselor must indicate on the COVID-19 Trainer-to-Customer Ratio VR3472 that he or she has evaluated each customer's individual learning style and accommodation needs to determine whether the customer's needs can be met with the increased staff-to-customer ratio.
- VR-SFP contractors must conduct the training, meeting all requirements outlined in the VR-SFP for the service, including completing the required form documenting the customer's abilities as it relates to the service definition.

The approved COVID-19 Trainer-to-Customer Ratio VR3472 for the customer must be included when invoicing.

Note: If a contractor determines that a customer is unable to effectively learn and demonstrate the required skills, the contractor must contact the customer’s VR counselor immediately.

Standards for Providers Service	Current Ratio	Temporarily Revised Ratio
Chapter 13, Section 13.3: Personal Social Adjustment Training Evaluation	1 trainer to no more than 6 customers	1 trainer to no more than 8 customers
Chapter 13, Section 13.4: Personal Social Adjustment Training	1 trainer to no more than 6 customers	1 trainer to no more than 8 customers
Chapter 13, Section 13.7: VAT Explore the “You” in Work	1 trainer to no more than 6 customers	1 trainer to no more than 8 customers
Chapter 13, Section 13.8: VAT Skills to Pay the Bills—Mastering Soft Skills for Workplace Success	1 trainer to no more than 6 customers	1 trainer to no more than 8 customers
Chapter 13, Section 13.9: VAT Soft Skills for Work Success	1 trainer to no more than 6 customers	1 trainer to no more than 8 customers
Chapter 13, Section 13.10: VAT Entering the World of Work	1 trainer to no more than 6 customers	1 trainer to no more than 8 customers
Chapter 13, Section 13.11: VAT Job Search Training—for Pre-Employment Transitional Services Only	1 trainer to no more than 6 customers	1 trainer to no more than 8 customers
Chapter 13, Section 13.12: VAT Disability Disclosure Training	1 trainer to no more than 6 customers	1 trainer to no more than 8 customers
Chapter 13, Section 13.13: VAT Money Smart—A Financial Education Training	1 trainer to no more than 6 customers	1 trainer to no more than 8 customers
Chapter 13, Section 13.15: VAT Specialized Evaluation	1 trainer to no more than 6 customers	1 trainer to no more than 8 customers
Chapter 13, Section 13.16: Vocational Adjustment Training Specialized	1 trainer to no more than 6 customers	1 trainer to no more than 8 customers
Chapter 13, Section 13.17: VAT Exploring Postsecondary Education and Training	1 trainer to no more than 6 customers	1 trainer to no more than 8 customers
Chapter 15: Pre-Employment Transition Services as described on the VR1825, Pre-ETS Curriculum Checklist	1 trainer to no more than 6 customers	1 trainer to no more than 8 customers