# Overview of TWC-VR Services & Subject Matter Experts (SMEs)

This resource is intended to provide potential and existing providers as well as Texas Workforce Commission-Vocational Rehabilitation (TWC-VR) staff with an overview of some of the primary VR services purchased for customers. Included are brief service descriptions, corresponding policy references from the [Vocational Rehabilitation Services Manual (VRSM)](https://www.twc.texas.gov/vr-services-manual/vrsm-toc) and the [Vocational Rehabilitation Standards for Providers (SFP) Manual](https://www.twc.texas.gov/partners/vocational-rehabilitation-standards-providers-manual), and subject matter expert (SME) contact information. If unable to locate the information you need, email vr.standards@twc.texas.gov.

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## Assistive and Rehabilitation Technology Services

Assistive and Rehabilitation Technology services address specific barriers confronted by individuals with disabilities, including durable medical equipment and vehicle modifications.

For more information, refer to the policy below:

* Standards for Providers Manual [Chapter 8: Durable Medical Equipment (DME)](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-08)
* Vocational Rehabilitation Services Manual [C-704: Durable Medical Equipment](https://www.twc.texas.gov/vr-services-manual/vrsm-c-700#c704)
* Standards for Providers Manual [Chapter 22: Vehicle Modifications](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-22)
* Vocational Rehabilitation Services Manual [C-204: Vehicle Modification Services](https://www.twc.texas.gov/vr-services-manual/vrsm-c-200#c204)
* Job Site and Home Modification [C-205: Jobsite and Home Modification Services](https://www.twc.texas.gov/vr-services-manual/vrsm-c-200#c205)

For more information, email PSART@twc.texas.gov.

## Assistive Technology for the Blind

Assistive technology (AT) services are for customers who are blind or have visual impairments and include evaluations, assessments, and training to assist a customer in learning how to use assistive technology to succeed at work, school, and/or in vocational training.

 For more information, refer to the policy below:

* Standards for Providers Manual [Chapter 9: Assistive Technology for Sight Related Disabilities](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-09)
* Vocational Rehabilitation Services Manual [C-202: Assistive Technology Unit Services](https://www.twc.texas.gov/vr-services-manual/vrsm-c-200#c202)

For more information, contact vr.atu@twc.texas.gov.

## Behavioral Health Services

Behavioral health services focus on the emotional, psychological, and social well-being of individuals who have a disability related to mental health and/or substance abuse.

For more information, refer to the policy below:

* **Psychological Services:**
	+ Vocational Rehabilitation Services Manual [C-804: Psychological Services](https://www.twc.texas.gov/vr-services-manual/vrsm-c-800#c804)
* **Supportive Residential Services for Persons in Recovery:**
	+ Standards for Providers Manual [Chapter 11: Supportive Residential Services for Persons in Recovery](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-11)
	+ Vocational Rehabilitation Services Manual [C-808: Supportive Residential Services](https://www.twc.texas.gov/vr-services-manual/vrsm-c-800#c808)
* **Wellness Recovery Action Plans:**
	+ Standards for Providers Manual [Chapter 12: Wellness Recovery Action Plan (WRAP)](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-12)
	+ Vocational Rehabilitation Services Manual [C-805: Wellness Recovery Action Plan Program](https://www.twc.texas.gov/vr-services-manual/vrsm-c-800#c805)
* **Substance Use:**
	+ Vocational Rehabilitation Services Manual [C-806: Substance Use Disorders Services](https://www.twc.texas.gov/vr-services-manual/vrsm-c-800#c806)

For more information, contact Davin Davis at davin.davis@twc.texas.gov.

## Consultants

VR staff have access to both internal and external consultants for specialized support in decision making throughout the VR process. Consultants with specifically defined responsibilities for VR services include the following:

* Local Medical Consultant (LMC);
* Regional Psychological Consultant (RPC);
* Regional Dental Consultant (RDC);
* State Medical Director;
* State Ophthalmological Consultant;
* State Optometric Consultant;
* State Orthotic and Prosthetic Review Committee (OPRC);
* VR regional program specialists; and
* VR state office program specialists,

For more information, email vr.medicalservices@twc.texas.gov.

## Contracts

For general questions about an open enrollment contract, a request for proposal contract, or a memorandum of understanding, contact your assigned contract manager or the contract management unit.

For more information, send an email to cmu.contract.management@twc.texas.gov.

## Diabetes Self-Management Education

Diabetes self-management education is the process of developing the customer's knowledge, skills, and abilities that are necessary to manage diabetes and improve a VR customer’s health outcome.

For more information, refer to the policy below:

* Standards for Providers Manual [Chapter 7: Diabetes Self-Management Education Services](https://twc.texas.gov/standards-manual/vr-sfp-chapter-07)
* Vocational Rehabilitation Services Manual [C-703-34: Diabetes Self-Management Services](https://twc.texas.gov/vr-services-manual/vrsm-c-700#c703-34)

For more information, contact Lisa Golden at lisa.golden@twc.texas.gov.

## Deaf and Hard of Hearing Services

Deaf and hard of hearing services include communication access services, hearing aids, cochlear implants, and bone-anchored hearing aids.

For more information, refer to the policy below:

* Standards for Providers Manual [Chapter 6: Hearing Aids and Related Accessories](https://twc.texas.gov/standards-manual/vr-sfp-chapter-06)
* Vocational Rehabilitation Services Manual [C-704-10: Hearing Aids](https://www.twc.texas.gov/vr-services-manual/vrsm-c-700#c704-10)
* Standards for Providers Manual [Chapter 24: Communication Access Services](https://twc.texas.gov/standards-manual/vr-sfp-chapter-24)
* Vocational Rehabilitation Services Manual [C-305: Interpreter Services for Deaf and Hard of Hearing Customers](https://www.twc.texas.gov/vr-services-manual/vrsm-c-300#c305)

For more information, email vr.dhh@twc.texas.gov.

## Driver Evaluation and Training Services

Driver evaluation and training services assist in determining an individual’s ability or potential ability to become a safe, independent driver of an automobile. It includes a determination if a person with a disability needs adaptative equipment to drive safely, as well as drivers training, if necessary, to obtain a license to drive by the Department of Public Safety.

For more information, refer to the policy below:

* Vocational Rehabilitation Services Manual [C-204-2: Phase 2—Evaluation and Training](https://www.twc.texas.gov/vr-services-manual/vrsm-c-200#c204-2)
* Vocational Rehabilitation Services Manual [C-423: Other Training](https://www.twc.texas.gov/vr-services-manual/vrsm-c-400#c423)

For more information, email PSART@twc.texas.gov.

## Durable Medical Equipment, Assistive Devices and Supplies

Durable medical equipment, medical assistive devices and supplies may be purchased for a customer if the device or supplies are needed to meet the customer’s employment goal.

For more information, refer to the policy below:

* Vocational Rehabilitation Services Manual:
	+ [C-703-20: Medical Assistive Devices and Supplies](https://twc.texas.gov/vr-services-manual/vrsm-c-700#c703-20)
	+ [C-704-1: Bids and Specifications](https://www.twc.texas.gov/vr-services-manual/vrsm-c-700#c704-1)
	+ [C-704-2: Purchases from Hospitals](https://www.twc.texas.gov/vr-services-manual/vrsm-c-700#c704-2)
	+ [C-704-3: Ownership of Medical Assistive Devices](https://www.twc.texas.gov/vr-services-manual/vrsm-c-700#c704-3)
	+ [C-704-4: Required Review before Purchase](https://www.twc.texas.gov/vr-services-manual/vrsm-c-700#c704-4)
	+ [C-704-5: Procedures for Purchasing Contracted Medical Assistive Devices, Excluding Hearing Aids](https://www.twc.texas.gov/vr-services-manual/vrsm-c-700#c704-5)
	+ [C-704-6: Replacement Wheelchairs](https://www.twc.texas.gov/vr-services-manual/vrsm-c-700#c704-6)
	+ [C-704-7: Documentation and Fees](https://www.twc.texas.gov/vr-services-manual/vrsm-c-700#c704-7)
	+ [C-704-8: Contracted Goods and Services](https://www.twc.texas.gov/vr-services-manual/vrsm-c-700#c704-8)
	+ [C-704-9: Medical Assistive Devices and Supplies—Noncontract](https://www.twc.texas.gov/vr-services-manual/vrsm-c-700#c704-9)

For more information, email vr.medicalservices@twc.texas.gov or PSART@twc.texas.gov.

## Employment Services

Employment services consists of several services, including Vocational Evaluation, Environmental Work Assessment, Career Planning Assessment, Vocational Adjustment Training, Personal Social Adjustment Training, Work Adjustment Training, Work Experience Placement, Work Experience Training, Non-bundled Job Placement, Bundled Job Placement, Job Skills Training, Self-Employment, and Supported Employment.

For more information, refer to the policy below:

* Standards for Providers Manual:
* [Chapter 4: Employment Assessments](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-04)
* [Chapter 13: Work Readiness Services](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-13)
* [Chapter 14: Work Experience Services](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-14)
* [Chapter 17: Basic Employment Services](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-17)
* [Chapter 18: Supported Employment Services](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-18)
* [Chapter 19: Self-Employment](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-19)
* Vocational Rehabilitation Services Manual:
* [C-1006: Work Readiness Services](https://www.twc.texas.gov/vr-services-manual/vrsm-c-1000#c1006)
* [C-1007: Job Placement Services](https://www.twc.texas.gov/vr-services-manual/vrsm-c-1000#c1007)
* [C-1100: Self-Employment Services](https://www.twc.texas.gov/vr-services-manual/vrsm-c-1100)
* [C-1200: Supported Employment Services](https://www.twc.texas.gov/vr-services-manual/vrsm-c-1200)
* [C-419-1: Personal Social Adjustment Training](https://www.twc.texas.gov/vr-services-manual/vrsm-c-400#c419-1)
* [C-419-2: Work Adjustment Training](https://www.twc.texas.gov/vr-services-manual/vrsm-c-400#c419-2)
* [C-419-3: Vocational Adjustment Training](https://www.twc.texas.gov/vr-services-manual/vrsm-c-400#c419-3)
* [C-421: Work Experience Services](https://www.twc.texas.gov/vr-services-manual/vrsm-c-400#c421)

For more information, email vr.standards@twc.texas.gov.

## Employment Supports for Brain Injury

Employment Supports for Brain Injury (ESBI) is designed to integrate the therapeutic and employment needs of VR customers who have persistent functional limitations resulting from an acquired brain injury (traumatic and non-traumatic injuries).

For more information, refer to the policy below:

* Standards for Providers Manual [Chapter 21: Employment Supports for Brain Injury](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-21)
* Vocational Rehabilitation Services Manual [C-705: Employment Supports for Brain Injury Overview](https://www.twc.texas.gov/vr-services-manual/vrsm-c-700#c705)

For more information, email vr.esbi@twc.texas.gov.

## Hospital Services

Contracted hospital services are for customers whose medical needs can be met by qualified staff at the provider’s facilities. Services can include both inpatient and outpatient services and should correct, substantially modify, within a reasonable time, a condition that is stable or slowly progressive.

For more information, refer to the policy in the Vocational Rehabilitation Services Manual [C-702: Clinical Settings Policies](https://www.twc.texas.gov/vr-services-manual/vrsm-c-700%22%20%5Cl%20%22c702).

For more information, email vr.medicalservices@twc.texas.gov.

## Independent Living Services for Older Individuals Who Are Blind Program

Independent Living Services for Older Individuals who are Blind (IL-OIB) helps people 55 and older with significant visual impairments live independently in the home and community.

For more information, email oib.info@twc.texas.gov or call the Older Individuals who are Blind (OIB) Helpline at (512) 936-3388.

## Jobsite and Home Modifications

VR provides a jobsite or home modification when changes to a customer's physical environment are needed for the customer to perform:

* all the essential tasks of a job; or
* activities of daily living that improve the customer's ability to function independently in the home and community and enable the customer to pursue a vocational goal as indicated in the IPE.

For more information, refer to the policy in the Vocational Rehabilitation Services Manual [C-205: Jobsite and Home Modification Services](https://www.twc.texas.gov/vr-services-manual/vrsm-c-200#c205).

For more information, email PSART@twc.texas.gov.

## Medical Services

Medical services, which are also referred to as "physical restoration," are available to eligible customers when these services are expected to decrease, help manage, or stabilize physical barriers so that eligible customers can secure, keep, advance in, or return to competitive integrated employment. These services include corrective surgery or physical therapeutic treatment, dentistry, various types of therapy, and other medically related rehabilitation services that are likely, within a reasonable time frame, to correct or substantially modify a stable or slowly progressing physical or mental impairment that constitutes a substantial impediment to employment.

For more information, refer to Vocational Rehabilitation Services Manual [C-700: Medical Services and Equipment](https://www.twc.texas.gov/vr-services-manual/vrsm-c-700#c700).

For more information, contact: vr.medicalservices@twc.texas.gov.

## Neurodevelopmental Disorder Services

The four primary services for neurodevelopmental disorders include:

* Autism Spectrum Disorder (ASD) Supports
* Applied Behavior Analysis (ABA)
* Autism Premium
* Environmental Work Assessment

For more information, refer to the policy below:

* Vocational Rehabilitation Services Manual [C-802: Autism Spectrum Disorder Supports](https://www.twc.texas.gov/vr-services-manual/vrsm-c-800#c802)
* Vocational Rehabilitation Services Manual [C-803: Applied Behavior Analysis](https://www.twc.texas.gov/vr-services-manual/vrsm-c-800#c803)
* Standards for Providers Chapter [20.3 Autism Premium](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-20#s203)
* Standards for Providers Chapter [4.5 Environmental Work Assessment](https://twc.texas.gov/standards-manual/vr-sfp-chapter-04#s45)

For more information, contact Laura Villarreal at laura.villarreal@twc.texas.gov.

## Orientation and Mobility Services

Orientation and Mobility (O&M) services prepare blind and visually impaired customers to travel independently with competence and confidence.

For more information, refer to the policy below:

* Standards for Providers Manual [Chapter 5: Orientation and Mobility Services](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-05)
* Vocational Rehabilitation Services Manual [C-602: Contracted Orientation and Mobility Services](https://www.twc.texas.gov/vr-services-manual/vrsm-c-600#c602)
* Vocational Rehabilitation Services Manual [C-603: Services Provided by Orientation and Mobility Instructors](https://www.twc.texas.gov/vr-services-manual/vrsm-c-600#c603)

For more information, contact Garrett Aguillard at garrett.aguillard@twc.texas.gov.

## Procurement

Procurement at TWC-VR assists in the process of obtaining goods or services for VR customers.

TWC-VR contract opportunities are posted at <http://www.txsmartbuy.com/esbd>. To locate current contract opportunities, enter the number 320 in the field labeled “*Agency/Texas SmartBuy Member number*”, then scroll through the list to identify Vocational Rehabilitation solicitations to review.

For more information, email consumer.procurement@twc.texas.gov.

## Project SEARCH

Project SEARCH is an international initiative that supports partnerships among businesses (employers), local school districts, VR agencies, and other entities that serve individuals with disabilities, including intellectual and developmental disabilities. The program takes place in a business setting where total immersion in the workplace facilitates teaching and learning and enables enrolled VR customers to develop marketable work skills and increase their employability.

For more information, refer to the policy below:

* Standards for Providers Manual [Chapter 16: Project SEARCH Services](https://twc.texas.gov/standards-manual/vr-sfp-chapter-16)
* Vocational Rehabilitation Services Manual [C-422: Project SEARCH](https://www.twc.texas.gov/vr-services-manual/vrsm-c-400#c422)

For more information, contact VR.Pre-ETS@twc.state.tx.us.

## Proprietary Schools

Proprietary schools must be licensed or certified by TWC or another regulatory agency such as the Texas Department of Licensing and Regulation.

To find a list of TWC licensed schools, go to <https://apps.twc.state.tx.us/CSC/directory/search.do>.

For more information, refer to the policy in the Vocational Rehabilitation Services Manual [C-411: Training from Career and Technical or Certified Schools (Proprietary Institutions)](https://www.twc.texas.gov/vr-services-manual/vrsm-c-400#c411)

For more information, contact Dae Shin at dae.shin@twc.texas.gov.

## Regional Program Support Specialist (RPSS)

Regional Program Support Specialists maintain specific forms on file for the provider. They approve forms needed to add services to the contract and to expand the contractor’s service area, help providers with open enrollment application questions, and work with providers during the application process. They are a VR contact for answering questions about the VR program, processes, and procedures, and the VR-SFP. Their focus is on the following:

* Assistive Technology for Sight related Disabilities
* Benefits and Work Incentives Counseling Services
* Communication Access
* Diabetes Self-Management
* Durable Medical Equipment
* Employment Services for Brain Injury
* Hearing Aids and related Services
* Independent Living for Older Blind
* Orientation and Mobility
* Supervised Living for Persons in Recovery
* Vehicle Modifications
* Wellness Recovery Action Plans

Each RPSS serves a different region of the state. Below is their name, the region they serve and their contact information.

|  |  |  |  |
| --- | --- | --- | --- |
| Region | Name | Email | Phone |
| 1 | Laresa Garner | Laresa.Garner@twc.texas.gov  | (806) 632-3830 |
| 2 | Tarra Earvin | Tarra.Earvin@twc.texas.gov | (214) 605-9065 |
| 3 | Nicole Halliday | Nicole.Halliday@twc.texas.gov | (512) 407-1334 |
| 4 | Maegan McAdams | Maegan.McAdams@twc.texas.gov | (903) 360-8509 |
| 5 | Deangela Guillory | Deangela.Guillory@twc.texas.gov | (346) 348-5437 |
| 6 | Cristobal Altamirano | Cristobal.Altamirano@twc.texas.gov | (210) 347-6000 |

## Regional Quality Assurance Specialist (Q)

Regional Quality Assurance Specialists maintain specific forms on file for the provider. They also approve forms needed to add services to the contract and to expand the contractor’s service area, help providers with open enrollment application questions, and work with providers during the application process. They are a VR contact for answering questions about the VR program, processes, and procedures, and the VR-SFP. Their focus is on the following:

* Employment Services
* Project SEARCH
* Pre-ETS
* Self-Employment

Each RPSS serves a different region of the state. Below is their name, the region they serve and their contact information.

|  |  |  |  |
| --- | --- | --- | --- |
| Region | Name | Email | Phone |
| 1 | Mike Lawson | Mike.Lawson@twc.texas.gov | (816) 317-9453 |
| 2 | Sandra Davis | Sandra.Davis@twc.texas.gov | (817) 436-4103 |
| 3 | Elizabeth Kapeller | Elizabeth.Kapeller@twc.texas.gov | (512) 407-1339 |
| 4 | Teryl Lynn | Teryl.Lynn@twc.texas.gov | (903) 360-8509 |
| 5 | James Baldwin | James.Baldwin@twc.texas.gov | VP/Voice:(713) 574-8716Text:(832) 808-3310 |
| 6 | Tonja Dulin | Tonja.Dulin@twc.texas.gov | (210) 805-2228 |

## Self-Employment

Self-employment is when a VR customer solely owns a business and is responsible for all business operations, including management (even if the customer hires, contracts out, or has natural supports to perform some business functions). TWC-VR purchases services from Certified Business Technical Assistance Consultants (CBTACs) certified by The Center for Social Capital to assist customers in completion of concept development, feasibility studies, and business plans.

For more information, refer to the policy below:

* Standards for Providers Manual [Chapter 19: Self Employment](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-19)
* Vocational Rehabilitation Services Manual [C-1100: Self-Employment Services](https://www.twc.texas.gov/vr-services-manual/vrsm-c-1100)

For more information, email vr.standards@twc.texas.gov.

## Standards for Providers Manual

The VR Standards for Providers:

* helps ensure TWC customers receive quality services to assist them in achieving a successful outcome to their vocational rehabilitation or independent living goals;
* helps to ensure taxpayer funds are spent wisely and each purchase paid for with public funds represents full value to the taxpayer;
* provides published standards for maintaining compliance; and
* provides criteria in order to meet TWC performance expectations for each purchase.

The Standards for Providers Manual is found at: <https://www.twc.texas.gov/partners/vocational-rehabilitation-standards-providers-manual>.

For more information, contact vr.standards@twc.texas.gov.

## Supplemental Security Income (SSI) / Social Security Disability Insurance (SSDI) Benefits Counseling

Benefits and work incentives counseling consists of individualized services that provide detailed information on the impact of employment and other income on Social Security Administration (SSA) disability cash benefits, Medicaid and/or Medicare coverage, and other publicly and privately funded services.

For more information, refer to the policy below:

* Standards for Providers Manual [Chapter 26: Benefits and Work Incentives Counseling Services](https://www.twc.texas.gov/chapter-26-benefits-and-work-incentives-counseling-services)
* Vocational Rehabilitation Services Manual [A-306: Social Security Recipients and Beneficiaries](https://www.twc.texas.gov/vr-services-manual/vrsm-a-300%22%20%5Cl%20%22a306)

For more information, email smurf.inquiries@twc.texas.gov.

## Support Services

Support services may be necessary to support VR customers in achieving their employment goal.

Includes services such as:

* Transportation
* Readers
* Personal Assistant
* Child Care
* Occupational Licenses
* Occupational Tools and Equipment
* Retail purchases to support a customer in obtaining or maintaining employment such as uniforms, interview clothes, and supplies.

For more information, refer to Vocational Rehabilitation Services Manual [C-1400: Supportive Goods and Services](https://www.twc.texas.gov/vr-services-manual/vrsm-c-1400).

For more information, contact VR Services Manual Support at vrsm.support@twc.texas.gov.

## Ticket to Work

The Ticket to Work (Ticket) program is an outcome-based employment program administered by the Social Security Administration which also supports Extended Supports through Partnership Plus.

For more information, refer to Vocational Rehabilitation Services Manual [A-307: Ticket to Work Program](https://twc.texas.gov/vr-services-manual/vrsm-a-300%22%20%5Cl%20%22a307).

For more information, contact nelva.davenport@twc.texas.gov.

## Transition Educators

A transition educator provider is an individual who does not have a bilateral contract and:

* has a master's degree or a bachelor's degree in rehabilitation, psychology, education, or related field (includes being a certified Texas Educator); and
* is currently or has been an employee of a school system, a Texas Education Service Center, a college, or a university within the past fiscal year.

Transition Educators can provide the following services:

* Job Skills Training;
* Work Experience Services;
* Vocational Adjustment Training; and
* Bundled Job Placement.

For more information, contact vr.standards@twc.texas.gov.

## Transition Services for Students and Youth with Disabilities

Transition services are services in an outcome-oriented process that promotes movement from school to post-school activities. VR Transition services help students and youth with disabilities prepare for employment and increase their independence. While in school, students with disabilities may also receive Pre-Employment Transition Services (Pre-ETS).

For more information, refer to the policy below:

* Vocational Rehabilitation Services Manual  [A-305: Students and Youth with Disabilities](http://www.texasworkforce.org/vr-services-manual/vrsm-a-300#a305)
* Vocational Rehabilitation Services Manual  [C-1300: Transition Services for Students and Youth with Disabilities](https://twc.texas.gov/vr-services-manual/vrsm-c-1300)
* Standards for Providers Manual [Chapter 15: Pre-Employment Transition Services](https://twc.texas.gov/standards-manual/vr-sfp-chapter-15)

For more information, contact VR.Pre-ETS@twc.texas.gov.

## WIOA Section 511 Career Counseling

Career counseling for employees with disabilities working in 14c facilities earning subminimum wage.

For more information, refer to Vocational Rehabilitation Services Manual [A-309-3: Process for Complying with Section 511](https://www.twc.texas.gov/vr-services-manual/vrsm-a-300#a309-3).

For more information, contact Jason Peters at jason.peters@twc texas.gov.

## Vehicle Modifications Equipment

Contracted VME and associated installation items purchased for customers includes, but are not limited to:

* lowered floor conversions;
* mobility aid hoists;
* mechanical and electronic primary control systems (hand controls);
* reduced effort powered steering;
* access battery systems;
* seating systems; or
* driver and passenger restraint systems.

For more information, refer to the policy below:

* Vocational Rehabilitation Services Manual [C-204: Vehicle Modification Services](https://www.twc.texas.gov/vr-services-manual/vrsm-c-200#c204)
* Standards for Providers Manual [Chapter 22: Vehicle Modifications](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-22)

For more information, email PSART@twc.texas.gov.

## Vocational Rehabilitation Services Manual (VRSM)

The VR Services Manual provides published policies and procedures for maintaining compliance with federal and state laws, statutes, and rules or regulations.

The Vocational Rehabilitation Services Manual is located at: <https://twc.texas.gov/vr-services-manual/vrsm-toc>

For more information, contact VR Services Manual Support at vrsm.support@twc.texas.gov.