



Texas Workforce Commission
Vocational Rehabilitation Services
Customer Orientation Checklist
for VR Service Providers

Instructions: Complete one form per customer and file in their case file.

Customer Name: Case ID:

Orientation was conducted: In-person Remotely

Checklist

As the following content is covered with the customer, check the box to the right.

Overview of services:

- Description of the individual services to be provided,
How services will be conducted (In-person and/or Remotely),
Orientating the customer to the physical space where services are provided, if applicable.
Covered

Expectations:

- Attendance and tardiness,
Customer participation,
Rules,
Appropriate behaviors, and
Health and Safety (e.g. orientating to the physical space where services are provided if applicable).
Covered

Behaviors that could lead to service termination:

- Dangerous behaviors towards oneself or others,
Serious or continual infraction of the provider's rule,
Frequent unexcused absences and tardiness,
Lack of cooperation, and
Disrespectful behavior.
Covered

Customer Rights and Resources:

- How to report complaints about a contractor to TWC-VR at 1-800-628-5115.
Explained the purpose of the Client Assistance Program (CAP) In Texas - Disability Rights
Provided the phone number for CAP - 1-800-252-9108
Covered

Signature

By signing below, I certify that I guided the customer through an orientation that detailed the above information.

Provider Staff Member Printed Name: Provider Staff Member Title: Date:

Provider Staff Member Signature: X

Once completed, file this form in the provider's customer case file. It is recommended that a copy of this form also be given to the customer for their records.