Criss Cole Rehabilitation Center

Program Manual

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# Revision Log

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# Chapter 1: General Information

## 1.1 Purpose

The Criss Cole Rehabilitation Center (CCRC) is a residential and comprehensive vocational rehabilitation training facility operated by the Texas Workforce Commission (TWC) Vocational Rehabilitation Division (VRD). This program manual establishes guidelines for services provided to CCRC students and for the operation of services at CCRC.

This program manual applies to all CCRC staff, including permanent staff, contractors, temporary staff, volunteers, and interns. It also applies to applicants, students, parents/guardians, and visitors.

## 1.2 Definitions

**Alternative Meal**—a meal to replace a published menu item due to dietary needs or preferences, or because a student will miss a meal due to a CCRC-related activity or personal illness.

**Alternative Techniques Used by the Blind**—any method, skill, device, or technology that allows a blind person to perform a given activity effectively and efficiently.

**Assaultive Offense**—a criminal offense that, by its nature, involves the intentional use or threat of physical force against another individual. Further reference: Refer to the [Texas Penal Code](https://statutes.capitol.texas.gov/Docs/PE/htm/PE.22.htm#22.011).

**Buffet**—a monthly lunchtime meal designed as a training activity for students to learn skills for independently serving and carrying food in a buffet line.

**Career Focus Training**—a training designed to refine the skills necessary for students to achieve academic and career goals.

**Center Counselor**—Vocational Rehabilitation Counselor at CCRC.

**CMT**—Center Management Team, which consists of the CCRC Director, CCRC Deputy Director, CCRC ombudsman, Facilities Manager, Blindness Skills Training Manager, and Supervisors.

**Common Area**—the parts of the facility that include the hallways, public restrooms, lounge areas, laundry facilities, cafeteria, courtyards, vending machine rooms, technology lab, outside patios, and recreation rooms*.*

**Contraband**—items that are illegal and/or prohibited by CCRC rules to possess, sell, or give to others.

**Day Student**—a student who does not reside at the CCRC residential living accommodations.

**Deafblind Training**—a training tailored for deafblind students to help them develop effective communication methods and gain the skills necessary to live independently and obtain employment.

**Diabetic Snack**—a food item for a student with diabetes to consume during times of low blood sugar.

**Dog Guide**—A service dog (as defined by the Americans with Disabilities Act) that is used to support an individual who is blind. (Note: CCRC is not an accredited dog guide school.)

**Dog Guide Team**—a team that consists of the individual who is blind or visually impaired (dog guide user) and the dog guide.

**Employment Lifestyle**—The tasks routinely performed as part of an employment lifestyle. This includes tasks at home, in the community, and at work.

**Facilities Manager**—a member of the CMT who oversees building and grounds maintenance.

**Family Members**—relatives of students, including parents, spouses, grandparents, adult children, or legal guardians only.

**Field Counselor**—a VR counselor who serves VR customers from the regional field office.

**Grand Finale Meal**—a meal preparation training activity in which a student coordinates with the Food Service Department staff to plan and prepare a meal for students.

**Health and Food Safety Regulations**—departmental operating procedures for staff related to handling food, sanitization, and using sanitization products.

**Incident Management Team (IMT)**—a group of TWC employees, including CMT, the Office of General Counsel (OGC), Risk and Security Management, and additional participants as needed to respond to a specific incident at CCRC.

**Injury**—means damage or harm to the physical structure of the body and a disease or infection naturally resulting from the damage or harm. The term includes an occupational disease. [Tex. Labor Code § 401.011(26).](https://texas.public.law/statutes/tex._labor_code_section_401.011)

**IPE**—An individual plan for employment that must be designed to achieve a specific employment outcome, as defined in [34 CFR §361.5(c)(15),](https://www.ecfr.gov/current/title-34/subtitle-B/chapter-III/part-361/subpart-A/section-361.5) that is selected by the individual consistent with the individual’s unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. [34 CFR §361.45.](https://www.ecfr.gov/current/title-34/subtitle-B/chapter-III/part-361/subpart-B/subject-group-ECFR8c5f55ccf5c0da2/section-361.45)

**Mealtimes**—designated periods when the Food Service department provides meals for students.

**Menu Process**—a staff process for developing and assigning responsibilities and publishing menu items for a given meal.

**Minors**—individuals under age 18.

**Neglect**—The failure of a customer or his or her caretaker to provide the goods or services—including medical services—necessary to avoid physical or emotional harm or pain of the customer. ([Chapter 48, Human Resources Code](https://statutes.capitol.texas.gov/Docs/HR/htm/HR.48.htm) and §98.1)

**Orientation and Mobility (O&M) Specialist**—a professional who trains individuals who are blind or visually impaired to travel safely and independently with or without a cane or other mobility aids in indoor and outdoor environments.

**Park or Relieve**—terms used to indicate when the dog guide user is letting the dog guide go to the bathroom.

**Postsecondary Students**—VRS customers who reside at the Texas School for the Blind and Visually Impaired (TSBVI) and participate in a training program conducted jointly between CCRC and TSBVI.

**Proficiency Training**—a training chosen by the student from a variety of options to develop specific skill sets.

**Progress Training Meeting (PTM)**—a meeting scheduled by CCRC counselors every four to eight weeks to evaluate and discuss training progress with the student.

**Progress Training Report (PTR)**—a student progress report that is completed by instructors, shared with the student, and summarized and posted by the CCRC counselor in ReHabWorks.

**ReHabWorks**—an electronic case management system used to manage cases from initial contact to post-employment.

**Residential Facility**—the area of CCRC used to house CCRC residents for overnight accommodations. Located on the north side of CCRC, it includes the individual residential rooms, common areas, and several classrooms.

**Rotation List**—a staff duty assignment list used during the monthly staff scheduling process when fewer than four staff members will be present on a given weekday or fewer than two staff members on a weekend day.

**RSM‑3120 Incident Report**—a form used to report incidents in accordance with TWC requirements.

**Sack Lunches**—meals provided to students by the Food Service department for an off-site activity.

**Saving a Meal**—a process for students to request that a meal be plated and saved when he or she is participating in an approved activity and is unable to attend the designated mealtime.

**Student**—A VRS customer who is receiving training at CCRC, either as a residential or nonresidential student.

**Student Assessment Meeting (SAM)**—a meeting scheduled by the CCRC counselor to assess initial training needs and develop a training program.

**Student Assessment Report (SAR)**—a student’s initial assessment report that is completed by the instructors, shared with the student, and summarized and posted by the CCRC counselor in ReHabWorks.

**Student Illness**—a disease or period of sickness that is not an injury.

**Student Independence Day**—a scheduled non-training day when students independently prepare a meal for themselves or the entire student population.

**Student Weekend Meals**—a process for a student to request food from the Food Service department so that he or she can independently prepare a meal for the entire student population.

**TWC Risk and Security Management**—the TWC office responsible for the development, implementation, coordination, and continual evaluation of the risk management, safety, insurance, fire safety, and facility inspection programs designed to mitigate and manage losses incurred.

**Visitor**—An individual who is allowed into CCRC but who is neither a current student nor a CCRC employee. This may include VRS customers who are prospective students or VRS customers who are former students. This may also include friends or family members of students or other members of the public who are allowed access for touring or other purposes.

**Working Dog**—a dog guide that is wearing a harness. When the dog guide is working, only the dog guide user should communicate with and touch the dog guide.

## 1.3 Policy

CCRC is a state entity and, as such, must follow all state and federal laws. TWC ensures that CCRC staff, students, and visitors follow the policies and procedures set forth in this manual. CCRC staff also are required to follow the policies and procedures set forth in the [Vocational Rehabilitation Services Manual (VRSM)](https://twc.texas.gov/vr-services-manual/vrsm-toc#part-c) and other relevant TWC policy documents.

* [VRSM C-500: Criss Cole Rehabilitation Center](http://www.twc.state.tx.us/vr-services-manual/vrsm-c-500) sets forth the CCRC program and procedures in detail, from pre-application to post-program planning.
* For information about CCRC referral, admission, and training programs, refer to [VRSM C-502: Pre-Application Considerations](http://www.twc.state.tx.us/vr-services-manual/vrsm-c-500#c502), [C-503: CCRC Admissions Process](http://www.twc.state.tx.us/vr-services-manual/vrsm-c-500#c503), and [C-505: CCRC Training Services](http://www.twc.state.tx.us/vr-services-manual/vrsm-c-500#c505).
* For information about customer progress reports, refer to [VRSM C-504: CCRC General Program](http://www.twc.state.tx.us/vr-services-manual/vrsm-c-500#c504).

Students and staff are also required to follow the policies and procedures set forth in the [CCRC Student Handbook](http://www.texasworkforce.org/jobseekers/criss-cole-rehabilitation-center#publications).

### 1.3.1 CCRC Services

TWC provides CCRC services for:

* TWC customers;
* family members of customers;
* Texas School for the Blind and Visually Impaired (TSBVI) students; and
* the public.

Services provided include the following:

* Tours
* Consultations
* Training for customers
* Training for venders
* Training for other community partners
* Training for TWC staff

### 1.3.2 Tours of CCRC

TWC provides tours of CCRC for VRS customers, their family members, and the public. The tours include a presentation of the residential dormitory and an overview of the training programs.

Minors are not permitted as residential students of CCRC. However, they may participate in tours of CCRC but must always be supervised by a parent or legal guardian.

### 1.3.3 Admission into CCRC Services

Customers may apply for multiple services at CCRC, including:

* The Proficiency Training
* The Career Focus Training
* The Deafblind Training
* Field Services Trainings in the applicable VR services region, conducted jointly with CCRC

### 1.3.4 Application Review Process

The CCRC Director has the exclusive authority to approve or deny waivers of any applicable restrictions barring participation in the program.

The field counselor refers VR customers to CCRC in accordance with [VRSM C-503-2: Referrals to the Training Program](https://twc.texas.gov/vr-services-manual/vrsm-c-500#c503) and initial eligibility criteria in the [Texas Administrative Code](http://texreg.sos.state.tx.us/public/readtac$ext.TacPage?sl=T&app=9&p_dir=N&p_rloc=175536&p_tloc=&p_ploc=1&pg=48&p_tac=&ti=40&pt=2&ch=106&rl=111). Once a customer is referred to CCRC, designated admissions staff completes a computerized criminal history check (CCH) in accordance with [VRSM C-500: Criss Cole Rehabilitation Center](http://www.twc.state.tx.us/vr-services-manual/vrsm-c-500) and [VRSM A-200: Customer Rights and Legal Issues](http://www.twc.state.tx.us/vr-services-manual/vrsm-a-200). A CCH is required to help CCRC evaluate safety for all students. The field counselor must explain to the customer that the CCRC referral process requires a CCH and must document training eligibility as the reason for obtaining a CCH, along with a summary of the discussion with the customer in a case note. CCRC has the authority to obtain from the Texas Department of Public Safety (DPS) a CCH on customers to determine training eligibility [(Texas Government Code, §411.117).](https://texas.public.law/statutes/tex._gov't_code_section_411.117)

For procedures on maintaining and storing a customer’s CCH, in addition to releasing customer records and information to the customer and other parties, see [A-200: Customer Rights and Legal Issues, A-206-4: Release of Customer Records and Information](https://twc.texas.gov/vr-services-manual/vrsm-a-200#a206-4).

Designated admissions staff and the CCRC Deputy Director must:

* review CCH information for customers who have applied for training;
* ensure that no details of the CCH report are in the case note;
* indicate on the case note whether the customer is not accepted or if there is some restriction on the customer’s acceptance based on the CCH;
* consult with the CCRC Director, TWC Risk and Security Management, and OGC as appropriate;
* conduct a review of the VR case file if needed;
* contact the customer if seeking additional information in the application review process; and
* send the recommendation regarding admission after the initial review to the Admissions Coordinator and relevant counseling staff.

After a complete review of the application of a customer, possible findings include the following:

* Admission
* Admission with a counseling and guidance session with the customer
* Admission with conditional terms
* Denial of admission

A student will be denied admission to the CCRC program if any of the following conditions apply:

* Convicted within the past five years of any of the following offenses:
  + Aggravated assault
  + Habitual theft–related offenses, including theft, robbery, aggravated robbery, and burglary
  + Sexual assault
  + Aggravated sexual assault
  + Continuous sexual abuse of a young child or disabled individual under [Chapter 12 of the Texas Penal Code](https://statutes.capitol.texas.gov/docs/CR/htm/CR.12.htm)
  + Offenses under [Chapter 19 of the Texas Penal Code](https://statutes.capitol.texas.gov/Docs/PE/htm/PE.19.htm) (criminal homicide, murder, capital murder, manslaughter, criminally negligent homicide)
  + A probation or parole requirement that precludes residing near other individuals

In some instances, a student’s application will require additional information and further review by staff to make the admissions determination and/or type of admission granted.

* Based on the CCH and other information gathered, additional information may be needed to make an admission determination based on behaviors indicated even though there is not a conviction for any of the above listed criminal offenses.
* An additional review if deemed necessary will be completed by the CCRC Deputy Director and relevant counseling staff to determine the admission status.
* All additional meetings regarding admission of a customer and application review will be documented and entered into ReHabWorks and provided to the Residential Supervisor.
* If granted admission with a counseling and guidance session, a counseling and guidance note is entered into ReHabWorks.
* In cases where conditional terms are warranted, the terms will be discussed through a meeting with the customer, the CCRC Deputy Director, the field counselor, and relevant counseling staff prior to admission being granted.
* A conditional admission may be offered to determine if the customer is able to benefit from CCRC training.

Readmission:

* In cases where customers are applying for admission after previously being dismissed, the customer may be required to complete 160 hours of training exhibiting the ability to participate successfully in approved training. This can include a combination of trainings such as O&M, VRT services including Braille, Daily Living Skills Vocational Training, or any other training approved by the CCRC Deputy Director and the field counselor.
* For students dismissed from services at CCRC for reasons other than attendance or training proficiency, the readmission of that student to CCRC must be approved by the CCRC Deputy Director. Before readmission, the CCRC Director reviews the decision with TWC Risk Management.

Once admitted to a CCRC training program, the student receives:

* new student orientation;
* an initial assessment;
* a student assessment report; and
* training.

Counseling staff:

* provides orientation on CCRC standards of conduct and expectations to new students;
* reviews intake forms with new students; and
* requests student signatures on CCRC Standards of Conduct and Student Responsibilities, acknowledging that the student has read, understands, and will comply with the documents regulating student conduct expectations.

A student is also required to maintain eligibility in accordance with Section 856.84 of the [Texas Administrative Code](https://texreg.sos.state.tx.us/public/readtac$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=40&pt=20&ch=856&rl=84) to continue CCRC training.

### 1.3.5 Confidentiality of Computerized Criminal History

CCRC receives customer CCH records from DPS on the assurance that the records are to be used for rehabilitation purposes only. For policy and procedure on documenting and storing a CCH, refer to the [TWC Privacy Manual](https://twcgov.sharepoint.com/sites/BusOPS/BusOpsIntra/RSMManualsHandbooks/TWC%20Privacy%20Manual.pdf).

CCRC may not release a name-based search to another organization or individual, including the customer or customer’s representative, unless there is a request contained in a valid subpoena or other valid court order and the release is approved by OGC.

Confidentiality of the CCH record is required. It is administratively prohibited to access the DPS secure site via a mobile device (such as a smartphone or tablet). All remote access control must occur through managed access control points and with virtual escorting of privileged functions in accordance with the CJIS Remote Access policy 5.5.6. See SOP-235 Monitoring Remote Access of Criminal History found in the [IT Handbook](https://twcgov.sharepoint.com/sites/infotech/SitePages/SOP1.aspx) and [TWC Privacy Manual](https://twcgov.sharepoint.com/sites/BusOPS/BusOpsIntra/RSMManualsHandbooks/TWC%20Privacy%20Manual.pdf), Appendix G – CHRI Policy.

The individual who runs the search for records must ensure that:

* access is limited to the controlled area during CCH processing times to only those personnel authorized by CCRC to access or view the CCH records;
* no record can be seen by others while it is open on the computer screen;
* the area is locked when unattended;
* encryption requirements found in Section 5.10.1.2 of the Federal Information Processing Standards for storage of electronic and physical media (that is, data at rest) are followed;
* any inadvertently generated hard copies of a CCH are immediately destroyed as set forth below; and
* any inadvertently generated and/or distributed electronic copies are destroyed by deleting them from a sender’s email sent file, then deleting them from the deleted folder, and from a recipient’s email inbox and from the deleted folder.

Employee violations of CCRC policy on protecting the confidential nature of customer records are grounds for appropriate disciplinary action. Unauthorized use of the CCH system may result in disciplinary action and/or criminal penalties as outlined in the [TWC Privacy Manual](https://intra.twc.texas.gov/intranet/gc/docs/privacy-manual.pdf) and the [TWC Personnel Manual](http://intra.twc.state.tx.us/intranet/manuals/hr/).

When no longer usable, hard drives, diskettes, tape cartridges, CDs, ribbons, hard copies, printouts, and other items used to process, store, or transmit CCH must be properly disposed of in accordance with measures established by TWC Cybersecurity.

Although CCRC must not print out CCH records, any physical media that include criminal history must be disposed of by one of the following methods:

1. Shredding using CCRC shredders
2. Placing in locked bins provided by CCRC’s contracted shredding services vendor for shredding on-site, with the entire process witnessed by CCRC personnel
3. Incinerating using CCRC incinerators or, if conducted by non-authorized personnel, witnessed by CCRC personnel on-site at the agency or at the contractor incineration site

Electronic media (such as computer hard drives, tape cartridges, CDs, printer ribbons, flash drives, and printer and copier hard drives) must be disposed of by overwriting, degaussing, or destruction, as provided in Appendix G of the [TWC Privacy Manual](https://intra.twc.texas.gov/intranet/gc/docs/privacy-manual.pdf).

### 1.3.6 Records

CCRC student records are kept in accordance with TWC records retention policies in [VRSM A-207 Confidentiality and Use of Customer Records and Information](https://twc.texas.gov/vr-services-manual/vrsm-a-200#a207) and the [TWC Records and Information Management Manual](http://intra.twc.state.tx.us/intranet/phss/docs/rm_policy_sop.pdf). Students receiving services at CCRC are VRS customers and have an open VR case in ReHabWorks. All documentation is completed according to the [Vocational Rehabilitation Standards for Providers Manual](http://www.texasworkforce.org/partners/vocational-rehabilitation-standards-providers-manual) and ReHabWorks requirements.

CCRC counseling staff completes the orientation and intake paperwork with students and maintains paper files external to ReHabWorks.

CCRC staff accesses information in the paper file and maintains confidentiality in accordance with TWC policy in [VRSM A-207 Confidentiality and Use of Customer Records and Information](https://twc.texas.gov/vr-services-manual/vrsm-a-200#a207).

### 1.3.7 Student Rights

CCRC ensures that students’ rights are protected in accordance with [VRSM A-200 Customer Rights and Legal Issues](http://www.twc.state.tx.us/vr-services-manual/vrsm-a-200). As TWC customers, students are afforded certain basic rights, which include the right to:

* be informed of their rights in their preferred format;
* services that are nondiscriminatory;
* protection of personal information in VRS records; and
* appeal decisions regarding their planned services or their eligibility for such services. The VR appeal process is located in [VRSM A-204](https://www.twc.texas.gov/vr-services-manual/vrsm-a-200#a204): Appeals and Hearings.

VRS strives for customer satisfaction. It is important that students work with their counselors to achieve their goals. There may be times when students and their counselors do not agree on a course of action. Students and their counselors can usually work out their disagreement by communicating. They may also ask to meet with the counselor’s immediate supervisor and/or the CCRC ombudsman.

The CCRC ombudsman is a resource to address student concerns and complaints, including complaints regarding VR/CCRC services and service delivery.

The contact information for the CCRC ombudsman and the Title IX coordinator is:

VR Ombudsman:

[VROmbudsman@twc.texas.gov](mailto:VROmbudsman@twc.texas.gov)

#### Title IX Coordinator:

Erin Humphreys

512-367-2397

#### [TitleIX@twc.texas.gov](mailto:TitleIX@twc.texas.gov)

Additionally, students can call the TWC Customer Service line at 1-800-628-5115 to report a complaint.

# Chapter 2: Student Training Programs

## 2.1. Purpose

CCRC is a residential comprehensive rehabilitation training center. The VR training facility is operated by TWC’s Vocational Rehabilitation Division. This chapter establishes guidelines for employment lifestyle training, food services training, field services training, and training progress.

## 2.2 Employment Lifestyle Training

### 2.2.1 Policy

CCRC provides the following training for students:

* Proficiency Training
* Career Focus Training
* Deafblind Training

The overall goal of the three CCRC trainings is to provide students who are legally blind or deafblind with the opportunity to learn alternative techniques for employment; attend a college, university, or trade school; and live independently in the community. A prospective student may apply through admissions to receive one or more training services.

### 2.2.2 Responsibilities

CCRC instructors:

* provide effective training to students enrolled in CCRC training;
* monitor the students’ compliance with the attendance policies and procedures (see [Chapter 8.2: Attendance](#_8.2_Attendance) of this manual); and
* notify CCRC counselors of concerns regarding the students.

Counseling staff:

* monitors students’ training progress;
* provides guidance on training to meet students’ goals;
* completes the Progress Training Report (PTR), documenting progress and identifying strategies to increase success in training;
* schedules a Progress Training Meeting (PTM) every four to eight weeks;
* monitors compliance with attendance and addresses any issues (see [Chapter 8.2: Attendance](#_8.2_Attendance)); and
* maintains all related documents to the students’ case files and ReHabWorks.

## 2.3 Student Job Training in Food Services

### 2.3.1 Policy

Food Service instructors are required to design and implement a positive learning environment for each student in the Job Training program. Students interested in food services jobs work with their CCRC counselor to start the training process.

### 2.3.2 Responsibilities

The Food Service supervisor:

* coordinates and ensures the development of the training for students;
* develops departmental operating procedures for student instruction in preparing food, maintaining cleanliness, and completing the supply inventory process;
* ensures that Food Service staff follows student training schedules; and
* works with CMT to coordinate the training.

Food Service staff:

* ensures that students participating in the training wear the proper attire for food service, which includes hairnet or cap, closed-toes shoes, gloves while handling food, and business attire appropriate for the food service department;
* completes duty assignments in support of the training to prepare students for employment in the food service industry; and
* ensures that students who participate in the training comply with Health and Food Safety Standards and TWC policy.

## 2.4 Field Services Training

### 2.4.1 Purpose

The Outreach team provides training in the field in any of the core skills areas, which include adjustment to blindness, travel, daily living skills, communication skills, support systems, and vocational skills. The training can include an hour virtual training to a week-long mini training. These field services trainings target the needs of blind customers who are looking to gain confidence and competence necessary to prepare for and obtain employment.

### 2.4.2 Policy

TWC provides field services training in regions throughout the state. The CCRC Outreach team works with field staff members to deliver the trainings. Field services trainings address daily living skills, adjustment to blindness, and employment skills and may include the following:

* A training program that incorporates alternative techniques designed to build confidence, empowerment, and a positive attitude toward blindness
* Activities that incorporate adjustment to blindness, travel, daily living skills, communication skills, support systems, and vocational skills
* Training designed to facilitate discussion about blindness as related to job search, résumé writing, interviewing, and disclosure of disability

### 2.4.3 Responsibilities

Outreach staff:

* coordinates with field staff members to schedule, plan, and provide individualized training to meet the needs of students;
* coordinates prospective student referrals with VR field staff;
* conducts phone assessments with students attending training;
* sends confirmation letters to all students scheduled to attend training;
* coordinates with VR field staff about supplies and training materials needed for scheduled activities;
* coordinates with VR field staff about transportation needs for the training;
* documents case notes in ReHabWorks; and
* coordinates with VR field staff to conduct student post-training surveys.

VR field staff:

* coordinates with Outreach staff to schedule, plan, and provide individualized training to meet student needs;
* refers prospective students for field services trainings;
* coordinates locations and accommodations for field services trainings;
* coordinates with Outreach staff members regarding supplies and training materials needed for scheduled activities;
* coordinates with Outreach staff members about transportation needs for field services training; and
* must be available to devote the entire week to teach or co-teach trainings, seminars, and conduct community activities.

## 2.5 Student Training Progress

### 2.5.1 Policy

CCRC provides training to meet a student’s individualized needs. Field counselors refer students to CCRC because it meets the agreed-upon training needs identified on their IPEs.

Students are expected to make progress in their trainings at CCRC. The progress of the students is documented in ReHabWorks. Students are expected to participate in the training classes and learn skills in the residential facility and cafeteria. If a student successfully completes the trainings, the student receives a completed designation in ReHabWorks and receives a next step plan on the final training report. If a student is dismissed from the training program before completing it, the student’s status is updated in ReHabWorks to reflect the dismissal.

### 2.5.2 Responsibilities

CCRC staff:

* assists and supports the students in the trainings;
* provides guidance about CCRC policies and expectations;
* instructors conduct an initial assessment of student proficiency, discuss results with the student, and make training recommendations based on assessment outcomes;
* instructors submit a Student Assessment Report (SAR);
* instructors submit a Progress Training Report (PTR) and discuss progress with student;
* counselors schedule and conduct a Student Assessment Meeting (SAM); and
* counselors schedule and conduct a Progress Training Meeting (PTM) every four to eight weeks.

# Chapter 3: Counseling and Support Services

## 3.1 Purpose

Counseling services are provided for counseling and guidance. CCRC counseling staff provides orientation, intake, training, scheduling, and periodic progress meetings. This chapter sets forth policies and procedures for CCRC counselors.

## 3.2 Counseling and Guidance

### 3.2.1 Policy

CCRC counselors provide counseling and guidance for students while they are at CCRC and are enrolled in training programs. During orientation and intake, the CCRC counselor provides the student with information on policies, expectations, and standards of conduct. Staff schedules student classes, provides the schedule to the student, and performs ongoing assessments and training.

Counseling services address issues relating to students’ training for employment, independence, and adjustment to blindness. Throughout the training, the CCRC counselor assesses the student’s progress and determines any need for additional services. Students and counselors (CCRC and field) set up PTMs to evaluate progress during training. Professional counseling and other support services can be procured to meet student needs.

### 3.2.2 Responsibilities

CCRC counselors:

* meet with students and review the policies of CCRC training and the residential area;
* provide information and community resources for students who have dietary, medical, or mental health needs;
* procure approved VR services for students to meet specified needs;
* coordinate scheduling of the individualized training to meet students’ vocational goals;
* evaluate students’ progress through regular meetings;
* assess and problem-solve in situations involving students; and
* provide counseling and guidance on student-related issues.

## 3.3 Other Support Services

### 3.3.1 Policy

CCRC facilitates services, in addition to CCRC’s training programs, to assist the student in reaching his or her vocational goals. The CCRC counselor, field counselor, and student work together to determine these needs. CCRC counselors and other staff evaluate students’ needs and progress through PTMs and other meetings.

Support services that can be provided to the students through community resources and procurements while students are at CCRC include, but are not limited to, the following:

* English as a second language (ESL)
* GED assistance
* Transportation
* Sign language interpreter services
* Language interpreter services

See also [VRSM C-423](https://www.twc.texas.gov/vr-services-manual/vrsm-c-400#c423).

CCRC provides communications services in accordance with [VRSM C-300 Communication Services](http://www.twc.state.tx.us/vr-services-manual/vrsm-c-300). Refer to [Vocational Rehabilitation Services Manual (VRSM)](https://twc.texas.gov/vr-services-manual/vrsm-toc#part-c) Part C for comprehensive information on VR services.

### 3.3.2 Responsibilities

Counseling staff:

* provides resource information and coordinate logistics of services with students;
* procures language or American Sign Language services for students;
* provides counseling for student-related issues; and
* procures services (for example, mental health or substance abuse counseling) for students, as needed.

# Chapter 4: Dog Guides

## 4.1 Purpose

A student, touring customer, visitor, or staff member can bring a dog guide to CCRC. This chapter sets forth policies and procedures for the use and care of dog guides while at CCRC.

## 4.2. Policy

A student or customer may bring a dog guide to CCRC. Staff must ensure that the dog guide user follows the guidelines related to dog guides found in the [CCRC Student Handbook](http://www.texasworkforce.org/jobseekers/criss-cole-rehabilitation-center#publications). Staff must ensure that each student dog guide user is responsible for the dog guide and:

* keeps the dog guide on a leash or harness when the dog guide is outside the student’s room;
* cleans up and disposes of the dog guide’s excrement;
* provides all care for the dog guide, including adequate fresh water, food, and veterinary care; and
* keeps the dog guide groomed and flea-free.

Staff is required to counsel and direct each student dog guide user to ensure that the dog guide has current vaccinations. The student must provide the vaccination records to CCRC. Admissions verifies the vaccination records and retains them in the student’s file.

### 4.2.1 Responsibilities

Staff:

* provides guidelines to prospective students who are interested in bringing their dog guides to CCRC;
* reports improper care of a dog guide to the dog guide’s school; and
* coordinates with the dog guide’s school if the dog guide team is not traveling safely and efficiently.

Orientation and Mobility (O&M) specialists:

* orient the student dog guide user to the dog guide exercise run;
* provide an O&M evaluation to determine the student’s training needs in traveling with:
  + a long white cane; and
  + his or her dog guide;
* report improper care of a dog guide to the dog guide’s school; and
* coordinate with the dog guide’s school if the dog guide team is not traveling safely and efficiently.

### 4.2.2 Procedures

Staff must use the following procedure when students bring dog guides with them to training.

1. Provide the following information in the student’s preferred format:
   * the “Dog guides” section from the [CCRC Student Handbook](http://www.texasworkforce.org/jobseekers/criss-cole-rehabilitation-center#publications) and “Dog guides Guidelines” from its Appendix; and
   * the Dog Guide Exercise Run Rules in the [CCRC Student Handbook](http://www.texasworkforce.org/jobseekers/criss-cole-rehabilitation-center#publications).
2. Provide, if requested, an O&M department evaluation while the student travels with his or her dog guide.
3. Provide, if requested, training during O&M while the student travels with his or her dog guide. (A student may request that a trainer from the dog guide’s school come to CCRC to assist with travel training.)
4. If circumstances warrant, staff may be required to ask a student to remove the dog guide from CCRC if the dog becomes disruptive to training.
5. If circumstances warrant, staff may be required to ask a student to work with the dog guide’s school if there is potential abuse or if the dog requires additional training.

## 4.3 Disposing of Dog Excrement

### 4.3.1 Policy

Staff and students who bring dog guides to CCRC must clean up the dog guide’s excrement properly. To safely dispose of dog excrement:

1. Park and relieve the dog in the designated area.
2. Use plastic bags to pick up fecal matter.
3. Remove fecal matter from all surfaces—grass, sidewalks, and streets.
4. Tie the bag and place it in the identified trash receptacle.

# Chapter 5: Food Services Provided at CCRC

## 5.1 Purpose

CCRC is a residential facility that provides both meals and a Food Service training program. This policy establishes guidelines for the CCRC Food Service department.

## 5.2 Cafeteria Expectations

### 5.2.1 Policy

Cafeteria staff are TWC employees and must comply with all applicable TWC policies. Daily operation of the cafeteria is supervised by the Food Service Supervisor. The facility is inspected by the State Health Inspector, the Fire Marshall, and Texas Gas. The Food Service department has specific mealtimes, menus, dress code, and requirements for alternative meals. The dress code requires that students wear shoes, shirt, pants, shorts, skirt, or dress. No sleepwear of any type is allowed in the cafeteria.

Students receive free meals at CCRC. If the student has any of the following special dietary needs, he or she must set up a meeting with the Food Service Supervisor to discuss these needs:

* Food allergy
* Special diet needs, including low-potassium, low-cholesterol, or religious requirement
* Diabetic diet with snack options

The Food Service Supervisor provides guidance to assist cafeteria staff in preparing an alternative meal for the student. The student must request the alternative meal before the specified deadlines.

### 5.2.2 Responsibilities

The Food Service Supervisor:

* coordinates and ensures the production of meals for students;
* supports the development and distribution of the CCRC meal menus;
* develops procedures for operation of the CCRC Food Service;
* ensures that Food Service staff receives the proper food industry training;
* develops departmental operating procedures for routine assignments for preparing food, maintaining cleanliness, and completing the supply inventory process in compliance with local, state, and federal requirements;
* ensures that food and safety standards are met;
* maintains the special dietary needs of the students;
* works with the TWC Facility Manager to coordinate the inspection, calibration, and maintenance of all equipment to ensure proper operations;
* ensures that Food Service staff completes assigned duties as scheduled; and
* develops the rotation list for staff duty assignments.

Food Service staff:

* completes assigned duties to produce meals for students;
* complies with operational practices and standards and TWC policy;
* safely prepares three daily meals for students;
* provides accessible menus for students on a weekly basis; and
* provides alternative meals, sack meals, saved meals, and diabetic snacks as needed, based on student requests.

The TWC Facility Manager:

* schedules the preventative maintenance and cleaning of all equipment; and
* ensures that the common area kitchens are safe and in good operating condition.

CMT:

* ensures that the budget is developed and followed for the delivery of food service; and
* monitors Food Service staff compliance with Health and Food Safety Standards and TWC policy.

### 5.2.3 Equipment Failure

Staff ensures equipment is operational through regularly scheduled cleaning. When equipment fails, staff:

* reports the incident to a supervisor; and
* completes a [Work Request Form](http://intra.twc.state.tx.us/intranet/phss/docs/ccrc_workrequest_form.pdf).

# Chapter 6: Staff Training and External Training

## 6.1 Immersion Training

Designated staff that work with blind customers can participate in immersion training. CCRC staff provides immersion training to facilitate a better understanding of the TWC mission. TWC staff receives blindness skills training to enhance their effectiveness in working with customers. Staff can attain a better understanding of alternative techniques in the core skills of blindness necessary to create confidence and competence toward achievement of the customers’ vocational goals. Immersion training creates staff awareness in nonvisual techniques and adjustment-to-blindness issues. The training also helps staff members understand how CCRC is an essential partner in the VR team.

### 6.1.2 Responsibilities

Training coordinators:

* oversee staff participation in the immersion training;
* schedule daily learning activities for participants; and
* provide feedback to participants’ supervisors throughout the immersion training.

Staff:

* participates in up to six weeks of immersion training; and
* completes a reflective essay describing their experiences.

VRS field staff:

* completes a reflective essay describing their experiences; and
* makes their own travel and lodging arrangements to attend the training.

### 6.1.3 Procedures

Staff must use the following procedure to coordinate immersion training:

1. Supervisors refer VRS staff to the CCRC Training Coordinator for immersion training.
2. TWC supervisors outside VRS may request immersion training for staff through the Director of the VR Division or their designee.
3. The CCRC Training Coordinator notifies employees of the start date for training.
4. TWC employees make travel and lodging arrangements to attend training in Austin.

## 6.2 External Field Services Training

CCRC provides training for external partners, vendors, and other staff in the field. This includes immersion training as well as other types of blindness skills training. The purpose is to increase knowledge of alternative techniques of blindness, barriers, and solutions to reach employment success. CCRC training incorporates the core skills of blindness with the goal of overcoming environmental, procedural, and attitudinal barriers to employment.

# Chapter 7: CCRC Housing

## 7.1 Purpose

CCRC is a residential facility that houses many students in a dormitory setting. This chapter establishes policies and procedures governing the CCRC housing. Students and staff are also required to follow the policies and procedures set forth in the [CCRC Student Handbook](http://www.texasworkforce.org/jobseekers/criss-cole-rehabilitation-center#publications).

## 7.2 Room Assignments, Requirements, and Restrictions

### 7.2.1 Policy

The CCRC residential facility is a dormitory setting with individual rooms. The residential facility is state property; therefore, no privacy may be assumed by any student. Each student is assigned a residential room and provided a key or access card.

Additionally, students are provided a bed, chest of drawers, desk, nightstand, and closet, as well as a connected bathroom that includes a sink and one medicine cabinet for each individual student. Each room has an intercom system for students to communicate with residential office staff.

### 7.2.2 Visitors

Daytime training hours are Monday through Friday from 8:00 a.m. until 5:00 p.m. Trainings may also be scheduled for the evening. During scheduled trainings, students are expected to be attending class and focusing on the training program. Friends and family may visit after daytime training hours when no training is scheduled and during designated weekend hours. Exceptions to visits from family members during regularly scheduled class hours must be approved through the Counseling Department prior to scheduling the visit. Overnight visits are not permitted. Common areas within the Residential Hall are available for socializing and interacting. Staff members must monitor students in the Residence Hall to ensure behavior does not violate CCRC policies.

Regular visiting hours are:

Monday through Thursday–5:00 p.m. to 10:00 p.m.

Friday–5:00 p.m. to 11:00 p.m.

Saturday–8:00 a.m. to 11:00 p.m.

Sunday–8:00 a.m.to 10:00 p.m.

### 7.2.3 Responsibilities

Residential staff:

* notifies CCRC counseling staff if a conflict between students arises;
* enforces rules of the residential facility;
* responds to student needs and requests, including calls over the room intercom;
* signs students, staff, and visitors in and out of the building;
* performs compliance checks regularly throughout the residential facility; and
* notifies CMT if staff witnesses or becomes aware of an alleged policy violation.

Counseling staff:

* reviews expectations for residential rooms with students; and
* provides support in resolving problems or conflicts between students.

CMT:

* enforces rules of the residence facility and resolve conflicts; and
* reports potential customer or visitor criminal activity to the CCRC Director.

## 7.3 Personal Belongings

### 7.3.1 Policy

CCRC, TWC, and the State of Texas are not responsible for the personal belongings of staff, customers, students, or visitors in the facility. The student is responsible for items brought into CCRC.

CCRC encourages students to reclaim any belongings left behind after they leave the training program. Any items left at CCRC are donated or discarded after 30 days. Mail received 15 working days after a customer has left CCRC is returned to the sender.

On a student’s last day as a resident, CCRC instructs the student to:

* return any items borrowed from CCRC;
* return the key or access card;
* return any training devices; and
* notify the post office through a change of address card.

### 7.3.2 Responsibilities

Staff:

* offers to assist the student with inventory at check-in and checkout;
* offers to assist the student in documenting items of monetary value and serial numbers of any electronic devices brought into CCRC. Inventory lists should be placed in the student file;
* offers to assist the student in filing a report to Austin Police Department (APD) if an item is presumed stolen; and
* notifies CMT and the assigned CCRC counselor to determine appropriate actions if an item is presumed stolen.

### 7.3.3 Procedures

Staff must use the following procedures when an item belonging to a student is presumed stolen:

1. If an item is missing and presumed stolen, staff inform the owner that he or she can call the APD at 3-1-1 or (512) 974-2000 to investigate the alleged theft of property and file a report.
2. Staff notify CMT and the assigned CCRC counselor.
3. The CMT must follow the incident reporting process in [Chapter 9.2.2](#_9.2.2_Responsibilities).
4. IMT reviews all findings, including any police report, to make recommendations for an appropriate response.

## 7.4 Prohibited Items

### 7.4.1 Policy

TWC and CCRC staff must ensure that CCRC is a safe learning environment. Certain items are prohibited on state property, the CCRC building, including residential rooms, surrounding premises, and all state-owned vehicles. Prohibited items include the following:

* Alcohol (regardless of the age of the student)
* Drugs prescribed to an individual other than the student, visitor, or employee
* Illegal drugs or inhalants, including synthetic marijuana (K-2 cigarettes)
* Weapons of any type (including a pocketknife with blade longer than three inches) except for guns allowed by law
* Electric scooter
* Explosives
* Animals other than dog guides

Smoking, vaping, or using other tobacco products is prohibited inside CCRC and all state buildings. Smoking is allowed in the designated smoking area for residents/students participating in CCRC programming and their family members.

Tobacco products include the following:

* Smoking tobacco
* Chewing tobacco
* Any article or product made of tobacco
* E-cigarettes

### 7.4.2 Responsibilities

Staff:

* knows the items prohibited under this policy;
* ensures that students and visitors understand what items are prohibited on CCRC grounds and surrounding state property; and
* reports to CMT immediately if anyone is suspected of possessing a prohibited item at CCRC.

CMT:

* responds to a report of anyone possessing a prohibited item at CCRC; and
* determines if a room search is warranted.

## 7.5 Room Search

### 7.5.1 Policy

When staff suspects that a student has contraband in his or her room, staff members may conduct a room search.

In most cases, students are notified of a room search and are present during a search, but staff can conduct a search without notification. Students must not interfere with a room search.

### 7.5.2 Responsibilities

Staff:

* notifies the assigned CCRC counselor, supervisor, and CCRC Deputy Director of the need for a room search;
* requests approval for the search from the CCRC Deputy Director;
* conducts a room search (with at least two staff members present), with or without prior notification to the student;
* does not touch or remove contraband, and, if found, contacts the CCRC Deputy Director; and
* prohibits students from returning to the room until after the search has been completed and items have been removed by staff or the police.

The CCRC Deputy Director:

* provides specific training and guidance to staff on how to search a room;
* approves, organizes, and oversees the room search;
* maintains a chain of custody for any contraband found;
* determines whether to call the police, if contraband is found;
* as needed, follows the incident reporting process in [Chapter 9.2.2](#_9.2.2_Responsibilities);
* determines any further action that may be needed; and
* communicates findings from the room search to the CCRC Director.

The CCRC Director:

* evaluates the results of the room search and the police report, if any, to determine any further action, which may include dismissal from the CCRC training program;
* assists in the determination as to whether the reported incident requires a police response; and
* notifies the TWC Risk Manager about the results of the room search, the police report (if one is made), and the Director’s decision about whether the student must be dismissed.

IMT reviews all findings, including any police report, to make recommendations for an appropriate response.

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# Chapter 8: Standards of Conduct and Student Suspensions and Dismissals

## 8.1 Purpose

This policy establishes guidelines for enforcement of student standards of conduct including attendance and CCRC staff responsibilities for ensuring an atmosphere conducive to learning. Title IX complaints must be handled according to [Chapter 11](#_11._Title_VI) and the CCRC Title IX Procedures before a dismissal is considered.

## 8.2 Attendance

### 8.2.1 Policy

Attendance requirements are discussed with the students upon entering the program. Students must attend class regularly and punctually to successfully achieve training goals. Students must also fully participate in the training. Excessive absences can result in dismissal.

### 8.2.2 Responsibilities

Instructors:

* inform students that they are expected to attend classes as scheduled;
* notify the student, assigned CCRC counselor, and supervisor when a student has had three absences from a class during a four-week period; and
* provide a recommendation regarding the student’s continuation in class to the assigned counselor and supervisor when a student has had three absences from a class during a four-week period.

Counseling staff:

* gathers information and meets with instructors about attendance issues on a regular basis to understand weekly trends;
* meets with a student to:
  + provide counseling and guidance regarding barriers to training; and
  + problem-solve and outline a plan of action to facilitate full participation in training;
* updates case notes in ReHabWorks to reflect all counseling and guidance provided to the student;
* considers input from the instructor and CCRC counselor in making a recommendation regarding future participation in the program; and
* provides a recommendation regarding the student’s continuation in the program to the manager and the CCRC Deputy Director.

The Blindness Skills Training Manager:

* considers recommendations from the instructor and the CCRC counselor about whether a student should continue a class after a third absence within a four-week period; and
* determines the proper action to be taken based on the circumstances.

### 8.2.3 Procedures

Instructors verify that the student is on time for class and document his or her attendance.

Instructors inform students that they must notify the instructor and the assigned CCRC counselor if they will miss a class.

After a student’s third absence from class, instructors notify the student, assigned CCRC counselor, department supervisor, and the CCRC Deputy Director.

After a student’s third absence from class, the instructor and assigned CCRC counselor provide the department supervisor/manager and the CCRC Deputy Director with a recommendation on the student’s continuation in class.

The student may submit additional information for consideration by the Blindness Skills Training Manager in making a decision regarding their future status in the program. The Blindness Skills Training Manager determines whether the student is removed from the class or allowed to continue in the program.

If the student is allowed to continue in the program, the Blindness Skills Training Manager in coordination with the counselor and instructors will provide any additional terms and conditions the student must follow going forward in the program.

## 8.3 Dismissal or Suspension

### 8.3.1 Policy

CCRC staff must guide and direct students to follow the policies and expectations outlined in this manual to succeed in the program.

The CCRC Director or their designee has the authority to dismiss or suspend a student from training from the CCRC facility. Students can be dismissed for a variety of reasons, including violating CCRC and TWC policies. Violations that can result in automatic dismissals or suspension include, but are not limited to, a student possessing an unauthorized weapon, alcohol, or illegal drugs on CCRC property or violent behavior while residing at CCRC.

### 8.3.2 Responsibilities

Counseling staff:

* meets with students to discuss rule violation and impact on training services; and
* notifies their supervisor and the CCRC Deputy Director if they recommend a student should be dismissed.

The CCRC Director:

* reviews recommendations to dismiss a student; and
* consults with the CCRC Deputy Director of Field Services and OGC before making a decision to dismiss a student from CCRC.

### 8.3.3 Procedures

Staff uses the following procedures during the dismissal or suspension process:

1. The CCRC counselor notifies the student of the recommendation for dismissal or suspension and their right to appeal under [VRSM A-204](https://www.twc.texas.gov/vr-services-manual/vrsm-a-200#a204): Appeals and Hearings.
2. The CCRC counselor coordinates the student’s departure from CCRC. The VR field counselor is notified as soon as practicable, and dismissal is documented in ReHabWorks.
3. If a dismissal or suspension is reversed, the student may be subject to additional conditions in order to remain at CCRC. The VR field counselor is notified, and conditions are documented in ReHabWorks.

## 8.4 Relationships

CCRC students continue to be TWC customers after they leave CCRC and until the customer’s case is closed by his or her field counselor; therefore, all CCRC staff must continue to follow TWC policy regarding ethics and personal relationships, as defined in the [TWC Personnel Manual](http://intra.twc.state.tx.us/intranet/manuals/hr/) and [VRSM C-100 Counseling and Guidance](http://www.twc.state.tx.us/vr-services-manual/vrsm-c-100).

# Chapter 9: Illness, Incidents, Safety, and Reporting

## 9.1 Purpose

This policy establishes guidelines for illness, incidents, safety, and reporting procedures. These CCRC guidelines align with TWC policies and reporting requirements.

## 9.2 Student Illness

### 9.2.1 Policy

CCRC staff must support customer decisions and needs related to their health while they are residential students. Staff must ensure that each student has a [VR2051, CCRC Medical Authorization Form](https://intra.twc.texas.gov/intranet/gl/html/vocational_rehab_forms.html) on file. If a student becomes ill, CCRC staff must assess the situation and gather information as quickly as possible.

Health emergencies that occur at CCRC or in another location during a CCRC activity or training program must be reported according to [Chapter 9.2.2](#_9.2.2_Responsibilities). Staff must immediately call 9-1-1 for assistance if a student:

* is unconscious;
* has difficulty breathing;
* has severe nausea;
* has chest pain;
* speaks incoherently;
* has severe trauma; or
* has other serious symptoms.

A student’s illness is evaluated by medical personnel when it is suspected that the illness might:

* affect other students’ or employees’ health;
* impede the student’s ability to participate in the training programs;
* be a result of an incident or environmental factor at the facility; or
* be the result of a suicide attempt.

On receipt of a student’s evaluation by medical personnel, the student must inform the CCRC counselor of his or her treatment protocol. If the student has an illness that does not meet the level of seriousness mentioned above, the student is responsible for his or her own care and treatment with medication.

Staff must consider a seizure an emergency and **call 9-1-1**, if any of the following occurs:

* The individual does not have a known seizure-related disorder.
* The seizure lasts longer than five minutes without signs of slowing down or the individual has trouble breathing afterward, appears to be in pain, or has an unusual recovery.
* The individual has another seizure within an hour of the first one.
* The individual cannot be awakened after the seizure activity has stopped.
* The individual was injured during the seizure.
* The individual becomes aggressive.
* The seizure occurs in water.
* The individual has a health condition, such as diabetes or heart disease, or is pregnant.
* The staff is not certain about any of the above guidelines.

### 9.2.2 Responsibilities

Incident Reporting:

For all security incidents, the managers, the CCRC Deputy Director, and the CCRC Director must always be notified of the incident as soon as practicable.

The supervisor or next-level manager involved with the incident must complete the [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html) for all security incidents and forward within 24 hours of the incident by email to:

1. [incidentreports.rsm@twc.texas.gov](mailto:incidentreports.rsm@twc.texas.gov)
2. CCRC Deputy Director
3. CCRC Director

Staff must:

* notify the supervisor of the department when 9-1-1 is called or if the student’s situation is life threatening;
* notify the next-level manager if the supervisor is not on the premises or otherwise not available;
* consult with the student to evaluate the current illness and course of treatment;
* problem-solve with the student and provide any needed community referrals for treatment options;
* notify TWC Risk Management if the illness is the result of a CCRC environmental or training factor; and
* notify relevant staff and the assigned CCRC counselor of the incident.

The CCRC Director must:

* oversee the emergency response and ensure safety for the student;
* ensure that the [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html) is completed by a member of management and routed;
* determine whether there are grounds for student dismissal from the CCRC training program; and
* notify the Deputy Division Director for Field Services Delivery of the results after the medical emergency.

TWC Risk Management:

* evaluates reports sent to [IncidentReports.RSM@twc.state.tx.us](mailto:IncidentReports.RSM@twc.state.tx.us); and
* consults and make recommendations to the CMT.

If the student has an illness that is not a health emergency, the student is responsible for his or her own care and treatment.

For additional information on confidentiality regarding bloodborne pathogen–related illness status, see Release of HIV Test Results in [VRSM A-200 Customer Rights and Legal Issues](http://www.twc.state.tx.us/vr-services-manual/vrsm-a-200).

## 9.3 Safety

### 9.3.1 Policy

An “incident” is an unusual or unexpected event that may compromise the health or safety of individuals or the security of state property. Examples of incidents include, but are not limited to, the following:

* Theft
* Fire
* Power failure
* Severe weather
* Bomb threats
* Vandalism
* Physical assault and other forms of violence
* Threats by personal contact, letter, or phone
* Destruction of all or part of a facility
* Unauthorized entry

CCRC staff must support a safe and secure environment at CCRC. CCRC staff completes rounds of the premises regularly. Staff may not replace required in-person rounds by reviewing video footage. Staff members who complete rounds are responsible for accurately completing documentation after each round. The residential supervisor and the CCRC Deputy Regional Director must review the documentation on the completed rounds at least once per week. CCRC also has contracted security guards on the premises who conduct rounds regularly.

Students receive information on the CCRC safety and security policies and drills during orientation. Failure to follow the emergency procedures either in a practice drill or a real emergency may be grounds for student dismissal.

All individuals in the CCRC building must follow the emergency procedures in the [Occupant Emergency Action Plan](http://teamnet.dars.txnet.state.tx.us/dbs/ccrc/_layouts/15/start.aspx" \l "/Procedures/Forms/AllItems.aspx) to respond to the following threats, alarms, or emergencies. Nonemployees will be assisted by their respective sponsor and/or CCRC staff to follow the appropriate emergency procedures.

Automobile accidents that occur in a state vehicle, rental vehicle, or personal vehicle while the driver is conducting state business must be reported on the [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html), according to the process in [Chapter 9.2.2](#_9.2.2_Responsibilities). The reports must be made even if the automobile accident does not result in an injury. Refer to the [TWC Driver Safety Manual](http://intra.twc.state.tx.us/intranet/phss/docs/driversafety_manual.docx) for additional guidance.

### 9.3.2 Responsibilities

In the event of a safety incident, staff responsibilities are outlined in [Chapter 9.2.2](#_9.2.2_Responsibilities). In addition:

Staff and CMT must:

* provide immediate first aid;
* report to CMT an accident or incident that occurs at CCRC or while doing their job, and notify the assigned CCRC counselor if it involves a student;
* notify the CCRC Director;
* when an employee is injured, follow the injury reporting process in Chapter 4 of the [TWC Personnel Manual](https://twcgov.sharepoint.com/sites/BusOPS/BusOpsIntra/SitePages/Personnel%20Manual.aspx); and
* know the emergency instructions and procedures outlined in the [Occupant Emergency Action Plan](https://twcgov.sharepoint.com/:w:/r/sites/ws/vr/ccrc/_layouts/15/Doc.aspx?sourcedoc=%7BC1705BCA-71A9-42C1-9789-398F774D098D%7D&file=Occupant%20Emergency%20Plan%20(OEP)%2005-01-2018.docx&action=default&mobileredirect=true) and ensure that employees follow the plan.

The CCRC Director must:

* ensure that required documentation has been completed and routed as instructed by TWC policy;
* know the emergency instructions and procedures outlined in the [Occupant Emergency Action Plan](https://twcgov.sharepoint.com/:w:/r/sites/ws/vr/ccrc/_layouts/15/Doc.aspx?sourcedoc=%7BC1705BCA-71A9-42C1-9789-398F774D098D%7D&file=Occupant%20Emergency%20Plan%20(OEP)%2005-01-2018.docx&action=default&mobileredirect=true) and ensure that employees and all others affected follow the plan; and
* inform the Deputy Division Director for Field Services Delivery within 24 hours of any accident or incident that occurs at CCRC.

# Chapter 10: Abuse, Neglect, and Exploitation

## 10.1 Purpose

This chapter generally applies to abuse, neglect, or exploitation allegations that do not fall under Title IX. Any allegation that potentially falls under Title IX should be analyzed according to the Title IX policy in [Chapter 11](#_11._Title_VI) and the CCRC Title IX Procedures. Incidents of abuse, neglect, or exploitation that do not fall under Title IX must be handled according to this chapter and [VRSM A-202-3: Allegations of Abuse, Neglect, or Exploitation.](https://www.twc.texas.gov/vr-services-manual/vrsm-a-200#a202-3)

## 10.2 Policy

### 10.2.1 Reporting Requirements

To report allegations of abuse, neglect, or exploitation, the individual who believes that abuse, neglect, or exploitation has occurred must immediately:

* contact law enforcement if the incident is a threat to health or safety;
* notify his or her supervisor and/or manager of the allegation; and
* report the incident to the appropriate investigatory agency, as listed in the table below.

[Texas Family Code §261.101](http://www.statutes.legis.state.tx.us/SOTWDocs/FA/htm/FA.261.htm#261.101) requires an individual who believes that a child’s physical or mental health or welfare has been adversely affected by abuse or neglect by any individual to immediately (within 48 hours) report the suspected abuse.

[Texas Human Resources Code §48.051](http://www.statutes.legis.state.tx.us/SOTWDocs/HR/htm/HR.48.htm#48.051) requires an individual to make a report if there is cause to believe that an individual age 65 or older or an individual with a disability is being abused, neglected, or exploited.

Additional CCRC student responsibilities include the following:

* Immediately notify CCRC staff if you are a victim of an incident of abuse, neglect, or exploitation or fear that you may become a victim.
* Take necessary steps to ensure your safety with the assistance and direction of CCRC staff and the local police, if necessary.

CMT and staff responsibilities include the following:

* Ensure that the alleged victim is protected from further harm or retaliation from the alleged perpetrator
* Offer assistance to the student in contacting the police if the student alleges a threat to health or safety
* Offer to help a student who claims to have been harassed or threatened by a CCRC staff in filing a complaint to the CCRC Director
* Notify the assigned CCRC counselor and management and provide immediate assistance as needed, including when law enforcement has been called for an emergency situation or an incident that caused an injury

Additional CMT responsibilities include the following:

* Consult with the Deputy Division Director for Field Services Delivery for next steps
* Consult with TWC Regulatory Integrity Division and/or Human Resources for next steps
* Consult with OGC, as appropriate
* Fill out Form RSM-3120, Security Incident Report, according to the process in [Chapter 9.2.2](#_9.2.2_Responsibilities).

If an individual believes that the suspected abuse, neglect, or exploitation presents a threat to the health and safety of the individual being abused, neglected, or exploited, law enforcement should be notified immediately.

Additionally, when an individual believes that suspected abuse, neglect, or exploitation has occurred, he or she must report it to the appropriate investigatory agency.

Suicide and suicide attempts must immediately be reported to law enforcement and the individual’s supervisor and/or manager.

### 10.2.2 Incident Reporting

In the table below, the location of the incident is listed in the left column and the person to whom you will report the incident is in the right column.

|  |  |
| --- | --- |
| **Incident Location** | **Person to Report To** |
| Texas Workforce Solutions Office | The TWC staff member who believes abuse, neglect, exploitation, suicide, or a suicide attempt has occurred reports the information to local law enforcement and/or dials 9-1-1. |
| A Texas Department of Family and Protective Services–licensed child care operation, including a residential child care operation; a state-licensed facility or community center that provides services for mental health, intellectual disabilities, or related conditions; an adult foster home (with three or fewer customers, which is not licensed by the Texas Health and Human Services Commission (HHSC)); an unlicensed room-and-board facility; a school; or an individual’s own home | Texas Department of Family and Protective Services Statewide Intake P.O. Box 149030 Austin, Texas 78714-9030 Voice 1-800-252-5400 Fax (512) 832-2090  [Texas Abuse Hotline](http://www.txabusehotline.org/) |
| An HHSC-licensed entity, including an assisted-living care facility, a nursing home, adult day care, a private intermediate care facility for individuals with intellectual disability, or adult foster care | [Texas Abuse Hotline](http://www.txabusehotline.org/) |
| A Texas Department of State Health Services–licensed substance-abuse facility or program | Texas Department of State Health Services Substance Abuse Compliance Group Investigations 1100 W. 49th St. Austin, Texas 78756 Mail Code 2823 1-800-832-9623 |
| A Texas Department of State Health Services–licensed hospital | Texas Department of State Health Services Facility Licensing Group 1100 W. 49th St. Austin, Texas 78756 Complaint Hotline 1-888-973-0022 |

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# Chapter 11. Title VI and Title IX

## 11.1 Purpose

CCRC does not discriminate on the basis of race, color, or national origin, and it complies with [Title VI of the Civil Rights Act of 1964.](https://www.govinfo.gov/content/pkg/USCODE-2010-title42/pdf/USCODE-2010-title42-chap21-subchapV.pdf) Retaliation is prohibited against any individual because he or she opposed an unlawful educational practice or policy, or made charges, testified, or participated in any complaint action under Title VI.

## 11.2 Title IX Policy

CCRC does not discriminate on the basis of sex in its education programs or activities, and it complies with [Title IX of the Education Amendments of 1972](https://www.justice.gov/crt/title-ix-education-amendments-1972) (Title IX) and its implementing regulations [(34 C.F.R. Part 106)](https://www.ecfr.gov/current/title-34/subtitle-B/chapter-I/part-106/subpart-D/section-106.45) concerning everyone in CCRC’s education programs and activities, including applicants, students, parents/guardians, staff, and third parties. This Title IX policy must be applied in conjunction with the Title IX Procedure Manual.

CCRC prevents and responds to allegations of sexual harassment by incorporating education and training for both students and staff. CCRC notifies applicants for employment, students, parents/guardians, and employees of this policy and contact information for the Title IX Coordinator by, at a minimum, prominently displaying them on TWC’s website.

## 11.3 Title IX Coordinator

The Title IX coordinator is the agency official responsible for coordinating the efforts to comply with and carry out responsibilities under Title IX. The Title IX coordinator must be made aware of any complaints that may fall under Title IX. The Title IX coordinator is responsible for coordinating all Title IX investigations under CCRC policy and determining support measures, if any, that are necessary to protect student and employee rights.

An individual who wishes to report a Title IX complaint may choose to report to an individual of the same sex.

An individual may report a complaint to the Title IX coordinator, the CCRC Director or their designee, or any CCRC manager or supervisor with whom the individual is comfortable speaking.

CCRC staff must respond to incidents of sexual harassment by promptly making or forwarding the report to management and the Title IX coordinator. If applicable, the process for reporting security incidents in [Chapter 9.2.2](#_9.2.2_Responsibilities) must be used. An employee who fails to promptly make or forward a report may be disciplined, up to and including discharge.

Sexual harassment as defined in Title IX is prohibited. Any person, including an CCRC employee or agent, or student, engages in sexual harassment whenever that person engages in conduct on the basis of an individual’s sex that satisfies one or more of the following:

1. A CCRC employee conditions the provision of an aid, benefit, or service on an individual’s participation in unwelcome sexual conduct; or
2. Unwelcome conduct determined by a reasonable person to be so severe, pervasive, and objectively offensive that it effectively denies a person equal access to a CCRC educational program or activity; or
3. Sexual assault as defined in [20 U.S.C. § 1092(f)(6)(A)(v),](https://www.law.cornell.edu/uscode/text/20/1092) dating violence as defined in [34 U.S.C. § 12291(a)(10),](https://www.law.cornell.edu/uscode/text/34/12291) domestic violence as defined in 34 [U.S.C. § 12291(a)(8),](https://www.law.cornell.edu/uscode/text/34/12291) or stalking as defined in [34 U.S.C. § 12291(a)(30).](https://www.law.cornell.edu/uscode/text/34/12291)

Examples of sexual harassment include, but are not limited to, touching, crude jokes or pictures, discussions of sexual experiences, teasing related to sexual characteristics, spreading rumors related to an individual’s alleged sexual activities, rape, sexual battery, sexual abuse, and sexual coercion.

## 11.4 Definitions from Title IX

**Complainant—**an individual who is alleged to be the victim of conduct that could constitute sexual harassment.

**Education program or activity—**locations, events, or circumstances where CCRC has substantial control over both the Respondent and the context in which alleged sexual harassment occurs.

**Formal Title IX complaint—**a document filed by a Complainant or signed by the Title IX coordinator alleging sexual harassment against a Respondent and requesting that the agency investigate the allegation.

**Respondent—**an individual who has been reported to be the perpetrator of the conduct that could constitute sexual harassment.

**Supportive measures—**nondisciplinary, nonpunitive individualized services offered as appropriate, as reasonably available, and without fee or charge to the Complainant or the Respondent before or after the filing of a sexual harassment complaint or where no sexual harassment complaint has been filed.

## 11.5 Processing Title IX Complaints

Upon receipt of a report, the Title IX coordinator and/or their designee will promptly contact the Complainant to: (1) discuss the availability of supportive measures, (2) consider the Complainant’s wishes with respect to supportive measures, (3) inform the Complainant of the availability of supportive measures with or without the filing of a formal complaint, and (4) explain to the Complainant the process for filing a formal complaint.

If needed, the Title IX coordinator will refer to [Chapter 10](#_Chapter_10:_) and contact the appropriate law enforcement and investigatory agencies.

Reports of alleged sexual harassment will be confidential to the greatest extent practicable, subject to TWC’s duty to investigate and maintain an educational program or activity that is productive, respectful, and free of sexual harassment.

## 11.6 Processing Formal Complaints

When a formal complaint is filed, the Title IX coordinator will investigate the complaint or appoint a qualified individual to undertake the investigation. All formal complaints are processed and reviewed according to a Title IX grievance process that fully complies with [34 C.F.R. §106.45](https://www.ecfr.gov/current/title-34/subtitle-B/chapter-I/part-106/subpart-D/section-106.45). CCRC’s grievance process must, at a minimum:

* + 1. Treat Complainants and Respondents equitably by providing remedies to a Complainant where the Respondent is determined to be responsible for sexual harassment, and by following a grievance process that complies with [34 C.F.R. §106.45](https://www.ecfr.gov/current/title-34/subtitle-B/chapter-I/part-106/subpart-D/section-106.45) before the imposition of any disciplinary sanctions or other actions against a Respondent.
    2. Require an objective evaluation of all relevant evidence—including both inculpatory and exculpatory evidence—and provide that credibility determinations may not be based on an individual’s status as a Complainant, Respondent, or witness.
    3. Require that the Title IX coordinator, investigator, or decision-maker designated to facilitate an informal resolution process:

 a. not have a conflict of interest or bias for or against complainants or respondents generally or an individual Complainant or Respondent.

 b. Receive training on the definition of sexual harassment, how to conduct an investigation and grievance process (including hearings, appeals, and informal resolution processes, as applicable), and how to serve impartially.

* + 1. Require that any individual designated by the agency as an investigator receiving training on issues of relevance to create an investigative report that fairly summarizes relevant evidence.

5. Require that any individual designated by the agency as a decision-maker receive training on issues of relevance of questions and evidence, including when questions and evidence about the Complainant’s sexual predisposition or prior sexual behavior are not relevant.

6.  Include a presumption that the Respondent is not responsible for the alleged conduct until a determination regarding responsibility is made at the conclusion of the grievance process.

7.  Include reasonably prompt time frames for conclusion of the grievance process.

8.  Describe the range of possible disciplinary sanctions and remedies CCRC may implement following any determination of responsibility.

9.  Base all decisions upon the preponderance of evidence standard.

10.  Include the procedures and permissible bases for the Complainant and Respondent to appeal.

11.  Describe the range of supportive measures available to Complainants and Respondents.

## 11.7 Enforcement

Any employee who is determined, at the conclusion of the grievance process, to have engaged in sexual harassment will be subject to disciplinary action up to and including suspension or dismissal. Any third party who is determined, at the conclusion of the grievance process, to have engaged in sexual harassment will be addressed in accordance with TWC’s authority in the context of the relationship of the third party to TWC (for example, vendor, parent, invitee). Any CCRC student who is determined, at the conclusion of the grievance process, to have engaged in sexual harassment will be subject to disciplinary action consistent with the CCRC Standards of Conduct.

TWC prohibits any form of retaliation against anyone who, in good faith, has made a report or complaint, assisted, or participated or refused to participate in any manner in a proceeding under this policy. Any individual who retaliates against others for reporting or complaining of violations of this policy or for participating in any manner under this policy will be subject to disciplinary action, up to and including discharge, with regard to employees, or dismissal from the program, with regard to students.