# Vocational Rehabilitation Standards for Providers Chapter 13: Work Readiness Services

Effective June 3, 2019

## 13.1 Overview of Work Readiness Services

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## 13.2 Staff Qualifications

Before services are provided to customers, the employment service provider director must approve the [VR3455, Provider Staff Information form](https://twc.texas.gov/forms/index.html) completed by staff, and submit the approved form to the provider's assigned Texas Workforce Commission contract manager and assigned VR regional program specialist. The VR3455, Provider Staff Information form must document qualifications and provide evidence of meeting all qualifications, such as transcripts, diplomas, reference letters, credentials, or licenses.

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### 13.2.1 Personal Social Adjustment Training General Staff Qualifications

The personal social adjustment trainer must have:

* a master's degree in rehabilitation, counseling, education, social services, sociology, or psychology; or
* a bachelor's degree in rehabilitation, counseling, education, social services, sociology, or psychology and one year of full-time experience performing Personal Social Adjustment Training (PSAT) or similar duties.

For residential substance-abuse programs only, a personal social adjustment trainer may have instead of the above qualifications:

* a License Chemical Dependence Counselor (LCDC); or
* a certification by the Texas Certification Board of Addiction Professionals (found at https://www.tcbap.org/page/certification) in one of the following:
* Advanced Alcohol and Drug Counselor - (AADC)
* Alcohol and Other Drug Abuse Counselor - (ADC)
* Advanced Certified Prevention Specialist - (ACPS)
* Certified Prevention Specialist - (CPS)
* Certified Chemical Dependency Specialist - (CCDS)
* Certified Compulsive Gambling Counselor - (CCGC
* Certified Criminal Justice Addictions Professionals - (CCJP)
* Certified Clinical Supervisor - (CCS).

A personal social adjustment trainer cannot supervise more than two aides in any class.

The personal social adjustment aide must have:

* one year of work experience in vocational areas directly related to PSAT or similar duties in a rehabilitation agency or organization; or
* completion of a minimum of 20 college credit hours in rehabilitation, counseling, education, social services, sociology, or psychology.

The personal social adjustment aide must work under the supervision of the personal social adjustment trainer.

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### 13.2.3 Vocational Adjustment Trainer Staff Qualifications

Vocational adjustment trainers must meet the qualifications below:

* completion of at least 60 college credit hours; and
* an UNTWISE Texas Vocational Adjustment Training Credential.

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## 13.6 Work Adjustment Training

### 13.6.1 Service Description

WAT is designed to improve work behaviors and enhance interpersonal skills of the customer while he or she performs competitive employment in a structured environment. Each customer participates in a WAT Evaluation before participating in WAT.

The training must be provided in a work setting where the customer's work produces compensation for both the provider's business and the customer. The customer will be paid at least minimum wage for all hours worked.

The provider must offer WAT with a minimum of 25 hours per week, using competitive employment. If a holiday or business closure occurs, the minimum number of hours may be adjusted. A calendar of hours the WAT program offered services for the customer to attend must be maintained and made available to VR upon request. The provider can invoice for the number of hours a customer participated in WAT, up to 25 hours per week. VR will not pay for additional hours.

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### 13.6.2 Process and Procedures

WAT is provided to the customer as defined in the [VR3137B, Personal Social Adjustment and Work Adjustment Training Plan](https://twc.texas.gov/forms/index.html) and authorized by an SA. WAT hours will be authorized per week for up to a month (four weeks or 28 days) at a time after the work adjustment trainer, customer, and VR counselor have developed the VR3137B.

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The work adjustment trainer's responsibilities are to:

* remain on-site to supervise all WAT services;
* ensure that the competitive work environment meets the customer's needs outlined in the VR3137B, Personal Social Adjustment and Work Adjustment Training Plan;
* supervise qualified aides and maintain the ratio of one trainer to no more than six customers without an aide or one trainer and one aide for no more than 10 customers;
* provide written proof by means of attendance records that are made available upon request that the ratio of customer to trainer and aide are maintained;
* monitor the VR3137B to determine progress toward identified goals;
* determine whether the VR3137B should be updated;
* report to the VR counselor on progress toward planned goals and objectives on the VR3138; and
* coordinate WAT with other services provided by the employment services provider, when applicable.

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## 13.11 VAT Job Search Training—for Pre-Employment Transitional Services Customers Only

### 13.11.1 Service Description

The VAT Job Search Training curriculum helps the customer learn and demonstrate knowledge and skills necessary to prepare for a job search to obtain employment in entry-level positions. The VAT Job Search Training is only for Pre-ETS students ages 22 and younger.

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#### Module Two: Completion of the [VR1850, Employment Data Sheet](https://twc.texas.gov/forms/DARS1850.docx) or equivalent

* Demographics
* Arrest and conviction history, if any
* Paid work history
* Volunteer history
* References
* Employment skills
* Career objectives
* Training history
* Occupational license or certification
* High school and GED information
* College education history

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## 13.13 VAT Money Smart—A Financial Education Training

### 13.13.1 Service Description

Money Smart—A Financial Education Program curriculum developed by the Federal Deposit Insurance Corporation (FDIC) teaches customers basic behaviors about responsible handling of money and finances, including how to create positive relationships with financial institutions.

The instructor-led curriculum consists of 14 training modules that delivers unbiased, relevant, and accurate financial education. The instructor will use the Instructor Guide, PowerPoint Slides and the Participant Guide covering all modules.

The Vocational Adjustment Trainer should use various teaching and training strategies when implementing the prescribed curriculum to address accommodation and learning needs of each participant in a class.

Any request to change a Money Smart Service Description, Process and Procedure, or Outcomes Required for Payment must be documented and approved by the VR director, using the [VR3472, Contracted Service Modification Request](https://twc.texas.gov/forms/index.html) form, before the change is implemented.

Below is the Money Smart—A Financial Education Program curriculum for adults:

* Module 1: Your Money Values and Influences
* Module 2: You Can Bank On It
* Module 3: Your Income and Expenses
* Module 4: Your Spending and Saving Plan
* Module 5: Your Savings
* Module 6: Credit Reports and Scores
* Module 7: Borrowing Basics
* Module 8: Managing Debt
* Module 10: Building Your Financial Future
* Module 11: Protecting Your Identity and Other Assets
* Module 12: Making House Decisions
* Module 13: Buying a Home
* Module 14: Disasters- Financial Preparation and Recovery

The Instructor Guide, PowerPoint Slides and the Participant Guide can be found at <https://www.fdic.gov/consumers/consumer/moneysmart/adult.html>. The instructor guide, PowerPoint slides and participant guide are used to facilitate the 14 modules of Money Smart.

The VAT Money Smart—for Adults must be at least 30 hours and includes all 14 modules, one extension activity, and journaling activities offered throughout the training. VAT Money Smart—for Adults can be facilitated to both Pre-ETS and adult VR customers.

### [13.13.2 Process and Procedures](https://www.fdic.gov/consumers/consumer/moneysmart/overview_program.html%22%20%5Cl%20%22yoh)

[An employment service provider receives a](https://www.fdic.gov/consumers/consumer/moneysmart/overview_program.html%22%20%5Cl%20%22yoh) [[VR3121, Referral for Work Readiness Services](https://www.fdic.gov/consumers/consumer/moneysmart/overview_program.html%22%20%5Cl%20%22yoh)](https://twc.texas.gov/forms/index.html)[, along with an SA and special directions related to the delivery of services, including information about the customer needed to individualize the curriculum.](https://www.fdic.gov/consumers/consumer/moneysmart/overview_program.html%22%20%5Cl%20%22yoh)

[The vocational adjustment trainer is responsible for facilitating the 30-hour training curriculum that includes:](https://www.fdic.gov/consumers/consumer/moneysmart/overview_program.html%22%20%5Cl%20%22yoh)

* [the 14 modules listed in the Service Description section;](https://www.fdic.gov/consumers/consumer/moneysmart/overview_program.html%22%20%5Cl%20%22yoh)
* [a minimum of one extension activity; and](https://www.fdic.gov/consumers/consumer/moneysmart/overview_program.html%22%20%5Cl%20%22yoh)
* [journaling activities offered throughout the training;](https://www.fdic.gov/consumers/consumer/moneysmart/overview_program.html%22%20%5Cl%20%22yoh)
* [completing](https://www.fdic.gov/consumers/consumer/moneysmart/overview_program.html%22%20%5Cl%20%22yoh) [[VR3133, VAT: Money Smart—A Financial Education Training](https://www.fdic.gov/consumers/consumer/moneysmart/overview_program.html%22%20%5Cl%20%22yoh)](https://twc.texas.gov/forms/index.html)[; and](https://www.fdic.gov/consumers/consumer/moneysmart/overview_program.html%22%20%5Cl%20%22yoh)
* [maintaining class attendance records, lesson plans, and documentation as proof that required training topics were completed and staff ratios were maintained.](https://www.fdic.gov/consumers/consumer/moneysmart/overview_program.html%22%20%5Cl%20%22yoh)

[All lesson plans and class attendance records must be available for review by VR staff upon request.](https://www.fdic.gov/consumers/consumer/moneysmart/overview_program.html%22%20%5Cl%20%22yoh)

### [13.13.3 Outcomes Required for Payment](https://www.fdic.gov/consumers/consumer/moneysmart/overview_program.html%22%20%5Cl%20%22yoh)

[The vocational adjustment trainer documents in descriptive terms all the information required on the VR3133, VAT: Money Smart—A Financial Education Training, and SA, including evidence that:](https://www.fdic.gov/consumers/consumer/moneysmart/overview_program.html%22%20%5Cl%20%22yoh)

* [training was provided without exceeding the ratio of one trainer to no more than six customers;](https://www.fdic.gov/consumers/consumer/moneysmart/overview_program.html%22%20%5Cl%20%22yoh)
* [attendance records document a minimum of 30 hours of training;](https://www.fdic.gov/consumers/consumer/moneysmart/overview_program.html%22%20%5Cl%20%22yoh)
* [the customer's training included:](https://www.fdic.gov/consumers/consumer/moneysmart/overview_program.html%22%20%5Cl%20%22yoh)
	+ [fourteen required modules outlined in the curriculum;](https://www.fdic.gov/consumers/consumer/moneysmart/overview_program.html%22%20%5Cl%20%22yoh)
	+ [one required extension activity; and](https://www.fdic.gov/consumers/consumer/moneysmart/overview_program.html%22%20%5Cl%20%22yoh)
	+ [journaling activities;](https://www.fdic.gov/consumers/consumer/moneysmart/overview_program.html%22%20%5Cl%20%22yoh)
* [all necessary accommodations and compensatory techniques were identified, documented, and provided as necessary to meet the special needs of the customer to successfully participate in the training;](https://www.fdic.gov/consumers/consumer/moneysmart/overview_program.html%22%20%5Cl%20%22yoh)
* [various instructional approaches were used to meet the customer's learning style;](https://www.fdic.gov/consumers/consumer/moneysmart/overview_program.html%22%20%5Cl%20%22yoh)
* [all supplies and resources were provided; and](https://www.fdic.gov/consumers/consumer/moneysmart/overview_program.html%22%20%5Cl%20%22yoh)
* [customer satisfaction was verified by the customer's signature on the VR3133, VAT: Money Smart—A Financial Education Training, or by VR staff contact with the customer.](https://www.fdic.gov/consumers/consumer/moneysmart/overview_program.html%22%20%5Cl%20%22yoh)

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