VR-SFP Chapter 17: Basic Employment Services

(Revised July 2022)

# 17.4 Bundled Job Placement Services

## 17.4.1 Bundled Job Placement Services Service Description

Bundled Job Placement is a benchmark service that assists customers in preparing for and completing the job search process. Job placement may be in a new position or an advancement in current employment when the customer requires training and/or assistance in the areas listed below. Bundled Job Placement helps customers obtain a job that meets their needs as outlined in the [VR1845B, Bundled Job Placement Services Plan–Part B and Status Report](https://twc.texas.gov/forms/VR1845B.docx).

The customer must work 90 days in the same position. When a customer is placed in a new position with the same or a new employer, a new 90-day count is required to complete Bundled Job Placement services.

Any meeting between the customer, the provider, the customer’s circle of supports, and VR staff may be conducted remotely. For more information, refer to [VR-SFP 3.6.4.1 Remote Service Delivery](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-6-4).

Before assisting a customer in obtaining a job, the provider must train and assist the customer in all the following areas, as described under Benchmark A–Service Description:

* [VR1850, Employment Data Sheet](https://twc.texas.gov/forms/VR1850.docx) or equivalent that includes all topics addressed on the VR1850;
* Résumés, as indicated on the VR1845B;
* Job applications;
* Job references and written correspondence;
* Interviews;
* Pre-employment testing;
* Job searching; and
* Job acceptance and preparing for the first day on the job.

The training and assistance provided should align with the basic or enhanced service definition and the customer's scores on the Support Needs Assessment in [VR1845A, Bundled Job Placement Services Placement Plan–Part A](https://twc.texas.gov/forms/VR1845A.docx).

All required elements described in the VR-SFP must be addressed in a curriculum that includes a module for each required area defined in the VR-SFP. A manual must be maintained by the provider that includes the curriculum and supporting documentation such as activity materials/resources, lesson plans, and attendance records. When using a standardized published curriculum (not created by the provider), identify the source, and keep a copy of the curriculum in the manual. TWC-VR may request to review a curricula manual at any time.

The job placement specialist must implement training activities to meet the customer's needs, including, but not limited to, literacy and disability needs. While all training must be individualized, it may be provided in an individual or group setting. When the service is provided in a group setting, a ratio of one job placement specialist to no more than six customers must be maintained.

The Employment Services Provider (ESP) must:

* maintain attendance records, documentation of completed lessons, and customer completed activities showing the required core curricula are being taught; and
* make the documentation available for review by VR staff members upon request.

Before a service authorization is issued, the VR counselor, customer, and job placement specialist must attend the job placement plan meeting. At the job placement plan meeting, VR staff will complete the following forms:

* [VR1845A, Bundled Job Placement Services Placement Plan–Part A](https://twc.texas.gov/forms/VR1845A.docx); and
* [VR1845B, Bundled Job Placement Services Plan–Part B and Status Report.](https://twc.texas.gov/forms/VR1845B.docx)

The results of the Support Needs Assessment in the VR1845A determine whether a customer receives Basic or Enhanced Bundled Job Placement, as follows for:

* Basic Bundled Job Placement, a customer must score a total of 15 or less; or
* Enhanced Bundled Job Placement, a customer must score a total of 16 or greater.

Basic Bundled Job Placement and Enhanced Bundled Job Placement contain the following three payment benchmarks in this outcome-based service:

* Benchmark A: Job Placement—After the completion of the 5th day/shift of paid employment, invoiced on or after the 6th day of paid employment
* Benchmark B: Job Placement—After completion of the 45th day of paid employment, invoiced on or after the 46th day of paid employment
* Benchmark C: Job Placement—After completion of the 90th day of paid employment, invoiced on or after the 91st day of paid employment

Benchmark outcome payments are made when the provider achieves the outcomes required for each benchmark. Each benchmark is paid only once for each customer between Active Status (customer has an individualized plan for employment (IPE)) and Closure Status of a VR case.

The customer's job must:

* be full-time or part-time based on customer’s choice;
* exist in a competitive, integrated work setting; and
* be permanent, not seasonal or self-employment.

If a business hires a customer in a temp-to-hire position, the job is acceptable if not considered short-term or project specific employment that will end upon completion of the project. A customer may be employed by a third party such as a temp agency when this is a prerequisite for continued employment after the probationary period ends. Pro re nata (PRN) or “as needed” employment is allowed, if the customer can achieve all employment conditions outlined on the VR1845B. VR will not accept seasonal employment placements or placements where the customer receives an [IRS 1099 form](https://www.irs.gov/businesses/small-businesses-self-employed/independent-contractor-self-employed-or-employee), (i.e. self-employment) unless approved by the VR director using the [VR3472, Contracted Service Modification Request for Job Placement, Job Skills Training, and Supported Employment Services](https://twc.texas.gov/forms/VR3472-job-placement.docx). Seasonal employment pertains to labor performed at certain seasons or periods of the year, which may not be continuous or carried out throughout the year.

VR pays for job placement only if the customer is placed in a competitive integrated work setting with an organization or business that is not owned, operated, controlled, or governed by the service provider providing the job placement service. Service providers that are state agencies, state universities, or facilities that are a part of a state university system are exempt from this requirement. A VR competitive integrated checklist may need to be completed prior to the provider’s invoice being paid to determine whether the position meets the criteria for a competitive integrated work setting.

The job placement count begins on the first day worked by the customer for the employer in the current position or the day after the VR1845B is updated so all non-negotiable employment conditions, 50% of negotiable employment conditions, and an employment goal are achieved.

If a customer, is not working the required number of weekly hours or meeting non-negotiable employment conditions as outlined in the  [VR1845B, Bundled Job Placement Services Plan–Part B and Status Report,](https://twc.texas.gov/forms/VR1845B.docx) the customer's progression within the benchmark is frozen until:

* the customer begins working the required hours and is achieving all non-negotiable employment conditions; or
* the [VR1845B, Bundled Job Placement Services Plan–Part B and Status Report](https://twc.texas.gov/forms/VR1845B.docx), is amended.

When a customer accepts a new position with the same employer or obtains employment with a new employer, the customer must work 90 days in the new position The count starts over on the first day of the customer’s new position and continues until the customer reaches 90 days of employment in the new position. The provider must resubmit an updated VR1845B for each benchmark.

Bundled Job Placement Services cannot be purchased with On-the-Job Training (OJT), Apprenticeship, or Supported Employment. Job Skills Training can be purchased with Bundled Job Placement Services when determined appropriate by the VR counselor.

A customer who has received or is receiving basic or enhanced Bundled Job Placement Services cannot be transferred into Non-bundled Job Placement Services, unless a [VR3472, Contracted Service Modification Request for Job Placement, Job Skills Training, and Supported Employment Services](https://twc.texas.gov/forms/VR3472-job-placement.docx) has been approved by the VR director. The VR3472 must explain the customer’s individualized circumstances sufficiently enough to support the transfer of the service from Bundled to Non-bundled Job Placement.

When a customer's circumstances indicate that Bundled Employment services need to be purchased after Non-bundled Job Placement services have been provided, a reduction of payment will be applied to the fee of the Bundled Employment service.

Any request to change a Bundled Job Placement 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 for Job Placement, Job Skills Training, and Supported Employment Services](https://twc.texas.gov/forms/VR3472-job-placement.docx), before the change is implemented. Examples of when a VR3472 is necessary include:

* to purchase Bundled Job Placement services more than once;
* to purchase Supported Employment service after the purchase of any Bundled Job Placement Benchmark A-C; and
* to purchase Bundled Job Placement services after any Supported Employment services have been purchased.

The approved VR3472 must be maintained in the provider’s customer case file. For more information, refer to VR-SFP 3.6.4.2 Evaluation of Service Delivery.

## 17.4.2 Bundled Job Placement—Benchmark A

### 17.4.2.1 Bundled Job Placement—Benchmark A Service Description

The job placement specialist will conduct job development and job search activities directed toward obtaining employment that meets the customer's individualized skills, interests, goals, and needs as outlined in the [VR1845B, Bundled Job Placement Services Plan–Part B and Status Report.](https://twc.texas.gov/forms/VR1845B.docx)

Before the customer obtains employment, the job placement specialist must train and assist the customer in all the areas described below in the Benchmark A Service Description. If the customer obtains employment before the training is completed the training must be completed prior to invoicing for the Benchmark A.

**Completion of the** [**VR1850, Employment Data Sheet**](https://twc.texas.gov/forms/VR1850.docx) **or Equivalent**

The job placement specialist must train the customer on how to gather the necessary information in the areas below:

* demographic information;
* arrest and conviction history, if any;
* paid work history;
* volunteer history;
* references detail;
* employment skills;
* career objectives;
* training history;
* occupational license or certification;
* high school and GED information; and
* college education history.

**Note:** Any equivalent used in place of the VR1850 must include all topics addressed on the VR1850.

When the customer's employment goal supports the need for a résumé, as indicated on the [VR1845B, Bundled Job Placement Services Plan–Part B and Status Report](https://twc.texas.gov/forms/VR1845B.docx), all of the following must be addressed:

* identification of different résumé types and purposes;
* collection of résumé contents, such as education, work experience, credentials, and achievements;
* completion of résumés tailored for the customer's employment goals; and
* updating résumés for specific jobs

**Job Applications**

Job applications training includes:

* identification of the job application process for paper, website (online), and kiosk applications;
* how to identify appropriate responses to questions on job applications;
* how to write clear, descriptive responses to questions, avoiding spelling and grammatical errors in an application;
* identification of strategies to address employment barriers demonstrated by the customer; and
* successful completion of paper, website (online), and kiosk job applications.

**Job References and Written Correspondence**

Job references and written correspondence training includes:

* explanation of the purpose of professional and personal employment references;
* how and when to request an individual to be a professional and/or personal employment reference;
* how and when to provide professional and personal employment references to potential employers;
* how references are used for background verifications;
* use of effective written correspondence when job searching;
* how to write cover letters for applications and résumés;
* how to write thank-you letters in response to employer correspondence and after meetings or interviews;
* how to use and write email correspondence during the job search; and
* how to use and write written correspondence sent through the US Postal Service.

**Interviews**

Interview training includes:

* the purpose of the interview process;
* the types and purposes of interviews, for example, screening, telephone, panel and/or group, behaviorally based, case, situational, and technical;
* the creation of a 30–60-second "elevator speech" that summarizes why the customer is a good candidate for the job;
* delivering the elevator speech;
* how to research businesses and employment positions before an interview;
* identifying and answering typical interview questions asked in the field relevant to the customer's employment goals;
* identifying questions to ask the employer when interviewing;
* identifying and responding to questions related to protected classes and disclosure;
* how to request assistance (advocate), including disability etiquette;
* how to respond to complicated questions addressing employment barriers, such as gaps in work history, criminal background history, limited work experience, and accommodation needs;
* personal presentation for interviews, such as grooming, dress, and manners; and
* completing and critiquing a minimum of two mock interviews.

**Note:** The VR counselor will indicate on the VR1845B when the mock interviews must be videorecorded.

**Pre-employment Testing**

Pre-employment testing training includes:

* the purpose of aptitude, skills, and literacy testing, and how the testing is conducted;
* the purpose of personality testing and how the testing is conducted;
* the purpose of physical ability testing measuring an applicant's ability to perform the tasks and physical functions of a job;
* the purpose of drug testing and how the testing is conducted; and
* accompanying the customer, as applicable, to pre-employment testing, when required for a job.

**Job Searching**

Job search training includes:

* how to research a business's unmet needs in relation to the customer's employment goal;
* how to use job websites and employer job boards to search for jobs related to the customer's employment goal;
* how to network with individuals who may know about an unposted employment opportunity; and
* registering for and using [WorkInTexas.com](http://workintexas.com/) to search for jobs.

**Job Acceptance and Preparing for the First Day on the Job**

Job acceptance and preparing for the first day on the job training includes:

* learning about wages associated with the position, as the wages relate to the customer's skills and to the employer's location;
* identification and use of basic salary negotiation techniques;
* identification of the customer's job responsibilities and the employer's performance requirements for the position;
* identification of the customer's accommodation needs that can improve performance in the work setting (for example, environmental changes, assistive technology devices, and work process);
* how and when to request accommodations to address the customer's disability needs when necessary;
* how to secure transportation to the worksite;
* appropriate personal appearance necessary for the position (dress, hygiene, and manners);
* securing all documents necessary for the first day on the job;
* securing and demonstrating use of necessary items such as uniform and alarm clock;
* how to communicate individual needs to an employer; and
* expectations and expected behaviors when working at a job site.

Described below is the level of support the customer will receive for:

**Bundled Basic Job Placement Services**

The customer approved for Bundled Basic Job Placement Services will receive:

* instruction;
* assistance to learn skills;
* monitoring to ensure that the customer is demonstrating necessary skills;
* resources to assist the customer in the completion of tasks; and
* assistance with obtaining employment.

**Bundled Enhanced Job Placement Services**

The customer approved for Bundled Enhanced Job Placement Services will receive:

* repeated or hands-on instruction;
* extensive and comprehensive ongoing assistance to learn skills;
* assistance with tasks completed partially or fully by the job placement specialist, as necessary; and
* assistance with obtaining employment.

For both Basic and Enhanced Job Placement to meet Benchmark A, the customer must

* complete all training; and
* obtain a job and work five days (not cumulative calendar days) or five shifts on five different days at the job, with the customer working in a job that is achieving:
* the employment goal, as identified on the VR1845B by matching one of the six-digit standard occupational classification codes (SOCs);
* based on the job tasks the customer is performing which are included in the O’Net description (not based on the customer’s job title);
* 100 percent of the non-negotiable employment conditions; and
* 50 percent or more of the negotiable employment conditions identified on the [VR1845B, Bundled Job Placement Services Plan-Part B and Status Report](https://twc.texas.gov/forms/VR1845B.docx).

The VR counselor will indicate on the VR1845B, Bundled Job Placement Services Plan Part B and Status Report, how Benchmark A services may be provided, either in person at or away from job site, remotely, or combination, in person and remotely. The method services are delivered may be updated by the counselor using the VR1845B or service authorization.

In-person services may be provided at or away from the job site. Remote services must follow [VR SFP 3.6.4.1 Remote Service Delivery](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-6-4).

**Note**: For plans completed before July 2021, services must be provided as indicated on the [VR1840, Job Placement Services - Referral](https://twc.texas.gov/forms/VR1840.docx).

Any request to change a Service Definition, Process and Procedure, or Outcomes Required for Payment must be documented and approved by the VR director, using the [VR3472, Contracted Service Modification Request for Job Placement, Job Skills Training, and Supported Employment Services,](https://twc.texas.gov/forms/VR3472-job-placement.docx) before the change is implemented. The approved VR3472 must be maintained in the provider's customer case file. For more information refer to [VR-SFP 3.6.4.2 Evaluation of Service Delivery](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-6-4).

### 17.4.2.2 Bundled Job Placement—Benchmark A Process and Procedure

The Employment Services Provider (ESP) receives the [VR1840, Job Placement Services Referral](https://twc.texas.gov/forms/VR1840.docx) form. The referral form includes any documentation that will prepare the job placement specialist to better work with the customer, such as medical or psychological reports, case notes, vocational testing results, and employment data collected by VR staff. The referral establishes the date and time for the Job Placement planning meeting, if known. When developing or amending the VR1845A or VR1845B a meeting is conducted in person or remotely.

The Job Placement planning meeting is held so that the customer, the VR counselor, and the job placement specialist can complete the:

* [VR1845A, Bundled Job Placement Services Placement Plan–Part A](https://twc.texas.gov/forms/VR1845A.docx); and
* [VR1845B, Bundled Job Placement Services Plan–Part B and Status Report](https://twc.texas.gov/forms/VR1845B.docx).

VR staff:

* complete each form electronically
* print the forms to obtain required signatures from the job placement specialist and the customer; and
* provide signed copies to the customer and Job Placement Specialist and electronic fillable (Microsoft Word) form to the Job Placement Specialist.

[VR1845A, Bundled Job Placement Services Placement Plan–Part A](https://twc.texas.gov/forms/VR1845A.docx), determines whether the customer will receive Basic or Enhanced Job Placement Services and identifies the customer’s skills, abilities, experience, training, and education that relate to the training and job to be obtained

[VR1845B, Bundled Job Placement Services Plan–Part B and Status Report](https://twc.texas.gov/forms/VR1845B.docx), determines:

* negotiable and non-negotiable employment conditions;
* when resume training is required;
* when mock interviews must be video recorded;
* up to three (3) employment goals, each including a six-digit SOC code and O’Net description of the job tasks and responsibilities; and
* any premiums that the ESP may be eligible to receive on completion of Benchmark C.

VR staff members and the customer will make the final decisions related to the employment goal, non-negotiable conditions, and Support Needs Assessment results found on the [VR1845A, Bundled Job Placement Services Placement Plan–Part A](https://twc.texas.gov/forms/VR1845A.docx), and the [VR1845B, Bundled Job Placement Services Plan–Part B and Status Report.](https://twc.texas.gov/forms/VR1845B.docx) Bundled Job Placement Services Plan–Part B and Status Report.

If, at any time, the customer's employment goal changes or non-negotiable conditions become negotiable or do not match the current VR1845B on file, an updated VR1845B must be completed via a meeting with the VR counselor, customer, and provider before the customer obtains employment.

If the customer obtains employment before the VR1845B is updated, and the VR counselor determines the job is appropriate for the customer, the VR counselor, customer, and job placement specialist will update and sign the VR1845B in a Job Placement plan meeting. The day after the date of the VR counselor's signature on the updated VR1845B will be used as the first date of employment.

The job placement specialist provides services to the customer meeting or exceeding the requirements in the Bundled Job Placement—Benchmark A service description.

It is expected that the job placement specialist will:

* network with businesses to identify employment opportunities;
* provide potential job leads to the customer; and
* assist the customer in pursuing job leads as the individual customer's needs dictate, and, when necessary, represent the customer to the business.

The customer may obtain the job on their own or through networking with friends, family, and other contacts using the skills obtained in training from the job placement specialist.

The job placement specialist completes the [VR1846, Bundled Job Placement Services Benchmark A Training Report](https://twc.texas.gov/forms/VR1846.docx), and records the customer's status at Benchmark A completion on the [VR1845B, Bundled Job Placement Services Plan–Part B and Status Report](https://twc.texas.gov/forms/VR1845B.docx).

The job placement specialist is responsible for communicating all successes and challenges to the VR counselor. The job placement specialist also maintains routine communications as defined on the [VR1845B, Bundled Job Placement Services Benchmark Service Plan–Part B and Status Report](https://twc.texas.gov/forms/VR1845B.docx).

When the customer requires additional services from VR to ensure long-term employment success, such as Job Skills Training or uniforms, the job placement specialist assists the customer in requesting the service from the VR counselor.

The job placement specialist documents the achievement of outcomes on the required forms using a computer and secures the required signatures, on or after the fifth day worked, before submitting a complete and accurate invoice.

**17.4.2.3 Bundled Job Placement—Benchmark A Outcomes Required for Payment**

To meet Benchmark A, the customer:

* must work five shifts on five different days, achieving the following as identified on the [VR1845B, Bundled Job Placement Services Plan-Part B and Status Report](https://twc.texas.gov/forms/VR1845B.docx):
* the employment goal on the form by matching one of the six-digit SOCs based on the job tasks the customer is performing which are included in the O’Net description (not based on the customer’s job title),
* 100 percent of the non-negotiable employment conditions; and
* 50 percent or more of the negotiable employment conditions identified on the [VR1845B, Bundled Job Placement Services Plan-Part B and Status Report](https://twc.texas.gov/forms/VR1845B.docx).

Payment for Benchmark A requires that the job placement specialist do the following:

* Document in descriptive terms all the information required by the Service Description on the [VR1846, Bundled Job Placement Services Benchmark A Training Report](https://twc.texas.gov/forms/VR1846.docx), demonstrating evidence that:
* all required training topics were covered;
* the training was provided without exceeding the ratio of one staff member to six customers;
* all necessary accommodations, compensatory techniques, and special needs were provided as necessary for the customer to learn the skills;
* various instructional approaches were used to meet the customer's learning styles; and
* all supplies and resources were provided so that the customer could participate in the training.
* Submit required copies of the customer's completed:
* [VR1850, Employment Data Sheet](https://twc.texas.gov/forms/VR1850.docx) or equivalent that includes all topics addressed on the VR1850;
* résumé, when required on the VR1845B;
* written copy of the elevator speech; and
* video-recorded mock interviews, when requested on the VR1845B.
* Provide the required training and support, as outlined in the service description and the [VR1845A, Bundled Job Placement Services Placement Plan–Part A](https://twc.texas.gov/forms/VR1845A.docx), the [VR1845B, Bundled Job Placement Services Plan–Part B and Status Report](https://twc.texas.gov/forms/index.html).
* Document, in descriptive terms, the information required on VR1845B, Bundled Job Placement Services Plan–Part B and Status Report, including:
* information describing the current employer;
* information describing the customer's employment, work setting, and environment;
* date employment began;
* evidence that the customer has worked at the job site for at least five days and/or shifts;
* evidence that the placement secured meets:
* one of the six-digit SOCs listed within the employment goals based on the job tasks the customer is performing which are included in the O’Net description (not based on the customer’s job title);
* 100 percent of the non-negotiable employment conditions; and
* 50 percent or more of the negotiable employment conditions;
* services delivered as indicated in the Service Delivery section of the VR1845B or service authorization (in person at or away from job site, remotely, or combination, in person and remotely);
* evidence that the job placement specialist assisted the customer in job development activities necessary for securing the job placement;
* any accommodations, compensatory techniques, or special training that the customer needs to increase performance, if any;
* any consultations made with the business, if any;
* customer satisfaction and service delivery as described in the VR-SFP may be verified through either a signature on the VR1845B or by a VR staff member's contact with the customer; and
* Submit a complete and accurate invoice.

For more information, refer to [VR-SFP 3.11.1 Documentation and Signatures](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-11-1).

This is an outcome-based benchmark service; therefore, VR will not pay the invoice unless all outcomes required for payment are achieved. Each benchmark is paid only once for each customer between Active Status (customer has an IPE) and Closure Status of a VR case.

**17.4.2.4 Fees**

For more information, refer to [17.6 Employment Services Fee Schedule](https://twc.texas.gov/standards-manual/vr-sfp-chapter-17#s176).

## 17.4.3 Bundled Job Placement—Benchmark B

### 17.4.3.1 Bundled Job Placement—Benchmark B Service Description

To meet Benchmark B, the customer must:

* Maintain a job 45 days, with the customer working in a job with same employer in the same position, achieving the following as identified on the [VR1845B, Bundled Job Placement Services Plan-Part B and Status Report](https://twc.texas.gov/forms/VR1845B.docx):
* the employment goal on form by matching one of the six-digit SOCs based on the job tasks the customer is performing which are included in the O’Net description (not based on the customer’s job title);
* 100 percent of the non-negotiable employment conditions; and
* 50 percent or more of the negotiable employment conditions identified on the [VR1845B, Bundled Job Placement Services Plan-Part B and Status Report](https://twc.texas.gov/forms/VR1845B.docx).

When a customer accepts a new position with the same or new employer, the customer must work 45 days in the new position. The count begins over at day one and continues until the customer reaches 45 days of employment in the new position prior to achievement of Benchmark B. The provider must resubmit an updated VR1845B for each benchmark. Each Benchmark is paid only once for each customer.

The job placement specialist must have at least two visits with the customer between the sixth (6th) day of employment and the 45th day of employment, and must monitor the customer's job placement to ensure the customer:

* continues to meet the employer's expectations; and
* receives all the necessary accommodations and training to ensure long-term employment success.

[VR1845B, Bundled Job Placement Services Plan—Part B and Status Report](https://twc.texas.gov/forms/VR1845B.docx) or service authorization will indicate whether the visits can be done in in person at or away from job site, Remotely, or combination, in person and remotely.

Remote visits may be facilitated using a computer-based platform that allows for face-to-face and/or real time interaction and use video telecommunication services and software such as Video Relay Services or FaceTime.

TWC-VR does not allow use of non-video telecommunication (phone) or text messages to customers to conduct visits.

For more information, refer to [VR-SFP 3.6.4.1 Remote Service Delivery](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-6-4) for requirements and [3.6.4.2 Evaluation of Service Delivery](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-6-4).

Any request to change a Service Definition, Process and Procedure, or Outcomes Required for Payment must be documented and approved by the VR director, using the [VR3472, Contracted Service Modification Request for Job Placement, Job Skills Training, and Supported Employment Services](https://twc.texas.gov/forms/VR3472-job-placement.docx), before the change is implemented. The approved VR3472 must be maintained in the provider’s customer case file. For more information, refer to [VR-SFP 3.6.4.2 Evaluation of Service Delivery](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-6-4).

### 17.4.3.2 Process and Procedure

The customer continues his or her employment, working the required hours each week. The job placement specialist monitors the customer to ensure he or she continues to work and is meeting the expectations of the employer and ensuring all non-negotiable, 50% of negotiable conditions and employment goal continue to be met.

If the customer loses the job, the customer's progression toward completion of the benchmark ends. The job placement specialist must meet with the customer and VR counselor to:

* evaluate the reason(s) the customer lost the job and develop a plan to address any identified issues; and
* review and update a new [VR1845B, Bundled Job Placement Services Plan–Part B and Status Report](https://twc.texas.gov/forms/VR1845B.docx), when new employment conditions or goals need to be established.

Before submitting an accurate invoice, the job placement specialist documents the achievement of outcomes on VR1845B using the form sent by the VR staff  and secures the required signatures on or after the 45th day of employment.

When a job is lost, the customer begins with Benchmark A to secure another position. The training is only required if the customer needs to reenforce skills taught prior to the first placement. The provider is not paid a second time for Benchmark A.

### 17.4.3.3 Bundled Job Placement—Benchmark B Outcomes Required for Payment

The customer must maintain competitive integrated employment for 45 cumulative calendar days at the same employer, in the same position, working in a job achieving:

* one of the six-digit SOCs listed within the employment goals based on the job tasks the customer is performing which are included in the O’Net description (not based on the customer’s job title);
* 100 percent of the non-negotiable employment conditions; and
* 50 percent or more of the negotiable employment conditions identified on the [VR1845B, Bundled Job Placement Services Plan–Part B and Status Report](https://twc.texas.gov/forms/index.html).

For payment for Benchmark B, the job placement specialist must do the following:

* Document in descriptive terms the information required on VR1845B, Bundled Job Placement Services Plan–Part B and Status Report, including:
* verification of the customer’s placement and employer information is updated and accurate in the Job Placement Information section of the form;
* verification of the customer has worked 45 cumulative calendar days in the same position with same employer;
* evidence of the placement secured continues to meet:
* one of the six-digit SOCs listed within the employment goals based on the job tasks the customer is performing which are included in the O’Net description (not based on the customer’s job title),
* 100 percent of the non-negotiable employment conditions; and
* 50 percent or more of the negotiable employment conditions;
* evidence of the job placement specialist made at least two visits with the customer, in person at or away from job site, remotely, or combination, in person and remotely., as indicated on the [VR1845B, Bundled Job Placement Services Plan—Part B and Status Report](https://twc.texas.gov/forms/VR1845B.docx) or service authorization, between the sixth day and/or shift of employment and the 45th day of employment;
* evidence of the job placement specialist monitored the customer's job placement to ensure the customer continues to meet the employer's expectations and has the accommodations and training necessary to ensure long-term employment success;
* description of contacts made with the business;
* customer satisfaction and service delivery as described in the VR-SFP may be verified through either a signature on the VR1845B, or by a VR staff member's contact with the customer; and
* Submit a complete and accurate invoice.

For more information, refer to [VR-SFP 3.11.1 Documentation and Signatures](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-11-1).

This is an outcome-based benchmark service; therefore, VR will not pay the invoice unless all outcomes required for payment are achieved. Each Benchmark is paid only once for each customer between Active Status (customer has an IPE) and Closure Status of a VR case.

### 17.4.3.4 Fees

For more information, refer to [17.6 Employment Services Fee Schedule](https://twc.texas.gov/standards-manual/vr-sfp-chapter-17#s176).

## 17.4.4 Bundled Job Placement—Benchmark C

### 17.4.4.1 Bundled Job Placement—Benchmark C Service Description

To meet Benchmark C, the customer must:

* Maintain a job 90 days, with the customer working in a job with same employer in the same position, achieving the following as identified on the [VR1845B, Bundled Job Placement Services Plan-Part B and Status Report:](https://twc.texas.gov/forms/VR1845B.docx)
* the employment goal on form by matching one of the six-digit SOCs based on the job tasks the customer is performing which are included in the O’Net description (not based on the customer’s job title);
* 100 percent of the non-negotiable employment conditions; and
* 50 percent or more of the negotiable employment conditions identified on the [VR1845B, Bundled Job Placement Services Plan-Part B and Status Report.](https://twc.texas.gov/forms/VR1845B.docx)

When a customer accepts a new position with the same or new employer, the customer must work 90 days in the new position. The count begins over at day one and continues until the customer reaches 90 days of employment in the new position prior to achievement of Benchmark C. The provider must resubmit an updated VR1845B for each benchmark. Each Benchmark is paid only once for each customer.

The job placement specialist must have at least two visits with the customer between the 46th and 90th day of employment and must monitor the customer's job placement to ensure the customer:

* continues to meet the employer's expectations; and
* receives all the necessary accommodations and training to ensure long-term employment success.

[VR1845B, Bundled Job Placement Services Plan—Part B and Status Report](https://twc.texas.gov/forms/VR1845B.docx) or service authorization will indicate whether the visits can be done i in person at or away from job site, Remotely, or combination, in person and remotely.

TWC-VR does not allow use of non-video telecommunication (phone) or text messages to customers to be used to conduct site visits.

For more information, refer to [VR-SFP 3.6.4.1 Remote Service Delivery](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-6-4) for requirements and [3.6.4.2 Evaluation of Service Delivery](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-6-4).

Any request to change a Service Definition, Process and Procedure, or Outcomes Required for Payment must be documented and approved by the VR director, using the [VR3472, Contracted Service Modification Request for Job Placement, Job Skills Training, and Supported Employment Services](https://twc.texas.gov/forms/VR3472-job-placement.docx), before the change is implemented. The approved VR3472 must be maintained in the provider’s customer case file. For more information, refer to [VR-SFP 3.6.4.2 Evaluation of Service Delivery](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-6-4).

### 17.4.4.2 Process and Procedure

The customer continues his or her employment, working required hours each week. The job placement specialist monitors the customer to ensure he or she continues to work and is meeting the expectations of the employer ensuring all non-negotiable, 50% of negotiable conditions, and employment goal continue to be met.

Before submitting an accurate invoice, the job placement specialist documents the achievement of outcomes on VR1845B using the form sent by VR staff, and secures the required signatures on or after the 90th day of employment before submitting an accurate invoice.

If the customer loses the job, the customer's progression toward completion of the benchmark ends and the job placement specialist must meet with the customer and VR counselor to:

* evaluate the reason(s) the customer lost the job and develop a plan to address any identified issues; and
* review and update a new [VR1845B, Bundled Job Placement Services Plan–Part B and Status Report](https://twc.texas.gov/forms/VR1845B.docx), when new employment conditions or goals need to be established.

When a job is lost, the customer begins with Benchmark A to secure another position. The training is only required if the customer needs to reenforce skills taught prior to the first placement. The provider is not paid a second time for Benchmark A.

When Employment Services premiums have been authorized and the requirements are met, the provider is paid upon achievement of Benchmark C.

### 17.4.4.3 Bundled Job Placement—Benchmark C Outcomes Required for Payment

The customer must maintain competitive integrated employment for 90 cumulative calendar days with the same employer, in the same position, working in a job achieving:

* one of the six-digit SOCs listed within the employment goals, based on the job tasks the customer is performing which are included in the O’Net description (not based on the customer’s job title);
* 100 percent of the non-negotiable employment conditions; and
* 50 percent or more of the negotiable employment conditions identified on [the VR1845B, Bundled Job Placement Services Plan-Part B and Status Report](https://twc.texas.gov/forms/VR1845B.docx).

For payment for Benchmark C, the job placement specialist must do the following:

* Document in descriptive terms the information required on [VR1845B, Bundled Job Placement Services Plan–Part B](https://twc.texas.gov/forms/VR1845B.docx) and Status Report, including:
* verification of the customer’s placement and employer information is updated and accurate in the Job Placement Information section of the form;
* verification of the customer has worked for at least 90 cumulative calendar days in the same position with same employer
* evidence of the placement secured continues to meet:
* all six digits of one of the SOCs listed within the employment goals based on the job tasks the customer is performing which are included in the O’Net description (not based on the customer’s job title),
* 100 percent of the non-negotiable employment conditions; and
* 50 percent or more of the negotiable employment conditions;
* evidence of the job placement specialist made at least two visits with the customer, in person at or away from job site, Remotely, or combination, in person and remotely. as indicated on the [VR1845B, Bundled Job Placement Services Plan–Part B and Status Report](https://twc.texas.gov/forms/VR1845B.docx) or service authorization comments, between the 46th day of employment and the 90th day of employment;
* evidence of the job placement specialist monitored the customer's job placement to ensure the customer continues to meet the employer's expectations and has the accommodations and training necessary to ensure long-term employment success;
* customer satisfaction and service delivery as described in the VR-SFP can be verified through either a signature on the VR1845B, or by a VR staff member's contact with the customer;
* description of contacts made with the business, and
* Submit a complete and accurate invoice.

For more information, refer to [VR-SFP 3.11.1 Documentation and Signatures](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-11-1).

This is an outcome-based benchmark service; therefore, VR will not pay unless all outcomes required for payment are achieved. Benchmarks are paid only once for each customer between Active Status (customer has an IPE) and Closure Status of a VR case.

### 17.4.4.4 Fees

For more information, refer to [17.6 Employment Services Fee Schedule](https://twc.texas.gov/standards-manual/vr-sfp-chapter-17#s176).

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# 17.6 Employment Services Fee Schedule

A provider cannot collect money from a VR customer or the customer's family for any service. If VR and another resource are paying for a service for a customer, the total payment must not exceed the fee specified in the Standards for Providers manual.

Premium Services may be available for some Basic Employment Services. Premium Services are paid after all deliverables for the service have been made. For more information, refer to Chapter 20: Premiums.

## 17.6.1 Non-Bundled Employment Services

|  |  |  |
| --- | --- | --- |
| **Services** | **Unit Rate** | **Comment** |
| Employment Data Sheet, Application, and Résumé Training Service | $459.00 | Can only be purchased one time per customer |
| Interview Training Service | $368.00 | Can only be purchased one time per customer |

## 17.6.2 Basic Job Placement

|  |  |  |
| --- | --- | --- |
| **Bundled Employment Services** | **Unit Rate** | **Comment** |
| Benchmark A: Job Placement—5 days | $1103.00 | * Can only be purchased one time per customer. * Reduction payment applies if a Non-Bundled Job Placement service was previously purchased for an adult VR customer. Students or youth with a disability may receive Non-Bundled and Bundled Job Placement services when necessary for the customer to achieve his or her vocational goals. |
| Benchmark A: BASIC Job Placement—5 days PRORATED when VAT Job Search Training previously purchased | $263.00 | Can only be purchased one time per customer. |
| Benchmark A: BASIC Job Placement—5 days PRORATED when Non-Bundled Employment Data Sheet, Application, Resume Training previously purchased | $643.00 | Can only be purchased one time per customer. |
| Benchmark A: BASIC Job Placement—5 days PRORATED when Non-Bundled Interview Training previously purchased | $735.00 | Can only be purchased one time per customer. |
| Benchmark A: BASIC Job Placement—5 days PRORATED when both Non-Bundled services-Employment Data Sheet Application and Resume and Interviewing Training previously purchased | $276.00 | Can only be purchased one time per customer. |
| Benchmark B: Job Placement—45 days | $551.00 | * Can only be purchased one time per customer. * Customer must work at least 45 days in the same position with the same employer before achievement of Benchmark B. |
| Benchmark C: Job Placement—90 days | $1103.00 | * Can only be purchased one time per customer. * Customer must work at least 90 days in the same position with the same employer before achievement of Benchmark C. |

## 17.6.3 Enhanced Job Placement

|  |  |  |
| --- | --- | --- |
| **Benchmark** | **Unit Rate** | **Comment** |
| Benchmark A: Job Placement—5 days | $1,470.00 | * Can only be purchased one time per customer. * Reduction payment applies if a Non-Bundled Job Placement services was previously purchased for an adult VR customer. Students or youth with a disability may receive Non-Bundled and Bundled Job Placement services when necessary for the customer to achieve their vocational goals. |
| Benchmark A: ENHANCED Job Placement—5 days PRORATED when VAT Job Search Training previously purchased | $631.00 | Can only be purchased one time per customer. |
| Benchmark A: ENHANCED Job Placement—5 days PRORATED when Non-Bundled Employment Data Sheet Application, and Resume Training previously purchased | $1011.00 | Can only be purchased one time per customer. |
| Benchmark A: ENHANCED Job Placement—5 days PRORATED when Non-Bundled Interview Training previously purchased | $1103.00 | Can only be purchased one time per customer. |
| Benchmark A: ENHANCED Job Placement—5 days PRORATED when both Non-Bundled services-Employment Data Sheet, Application and Resume and Interviewing training previously purchased | $643.00 | Can only be purchased one time per customer. |
| Benchmark B: Job Placement—45 days | $735.00 | * Can only be purchased one time per customer. * Customer must work at least 45 days in the same position with the same employer before achievement of Benchmark B. |
| Benchmark C: Job Placement—90 days | $1,470.00 | * Can only be purchased one time per customer. * Customer must work at t 90 days in the same position with the same employer before the achievement of Benchmark C. |

## 17.6.4 Job Skills Training

Note: The maximum total of hours of Job Skills Training is 200. This total includes both Individual and Group Job Skills.

|  |  |  |
| --- | --- | --- |
| **Service** | **Unit Rate** | **Comments** |
| Individual Job Skills Training | $46.00 per hour | For a maximum of 200 hours |
| Group Job Skills Training | $23.00 per hour | * No more than four individuals in a group * For a maximum of 200 hours per individual in the group |
| Job Skills Training for Extended Services for Youth with Disabilities | $45.00 per hour | * An approved [VR3472, Contracted Service Modification Request for Job Placement, Job Skills Training, and Supported Employment Services](https://twc.texas.gov/forms/VR3472-job-placement.docx) required before the purchase. * A new VR3472 required before every 200 hours issued with a Service Authorization |