# VR-SFP Chapter 17: Basic Employment Services

Effective July 5, 2019

Contract Subject: Employment Services (formerly Community Rehabilitation Program (CRP) and VR Job Readiness/Job Placement)

The contractor and contractor staff that provide services described in this chapter also must comply with Chapters 1–3 of the VR Standards for Providers manual.

## 17.1 Overview of Basic Employment Services

Basic employment services include employment assistance that:

* trains and prepares customers for the job search;
* helps customers obtain positions that meet their individual needs; and
* assists customers with job skills training, when necessary, to keep a job.

A customer's job placement must match customer needs and business needs.

A customer's job placement must be in a work environment that is:

* integrated;
* competitive;
* full-time or part-time, based on customer informed choice; and
* permanent, not temporary or seasonal.

Follow this link for the federal definition of [Competitive Integrated Employment.](https://twc.texas.gov/standards-manual/vr-sfp-chapter-01" \l "cie)

Prior to paying for any VR services, the VR counselor will ensure the customer is placed in competitive integrated employment. WIOA emphasizes a work unit in the definition of competetive intergrated employment. A “work unit” may refer to all employees in a particular job category or to a group of employees working together to accomplish tasks, depending on the employer's organizational structure (81 FR at 55643). The level of integration experienced by all individuals with disabilities employed by an organization is not the same and is dependent on the circumstances of the particular job within each work unit of the organization. Therefore, some employment opportunities offered by organization may be considered to be in "integrated locations," and thus satisfy the definition of "competitive integrated employment," while others may not. If placement occurs with an employer who complies with a mandated direct labor-hour ratio of persons with disabilities, VR staff must complete a CIE checklist to determine if the employment is competitive integrated employment prior to any benchmark payments being made.

All services are based on a customer's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

This chapter includes information on the following services:

* Non-bundled Job Placement
* Bundled Job Placement
* Job Skills Training

Premiums may be available for some employment assistance services. Premiums are paid after all deliverables for the service have been achieved. When a serrvice authorization for the Autism premium is issued, the VR1882, Autism Premium Report, must be submitted with each benchmark. For more information about premiums, refer to [Chapter 20: Premiums](https://twc.texas.gov/standards-manual/vr-sfp-chapter-20).

## 17.2 Staff Qualifications and Training

Before any services are provided to customers, the employment service provider's (ESP) director must:

* approve the [VR3455, Provider Staff Information Form](https://twc.texas.gov/forms/index.html), completed by each staff member; and
* submit approved forms to the provider's assigned TWC contract manager and assigned Vocational Rehabilitation (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, and licenses.

Staff qualification for each service is described in [17.2.1 Job Placement Specialist General Qualifications](https://twc.texas.gov/standards-manual/vr-sfp-chapter-17#s1721) and 17.2.2 Job Skills Trainer General Qualifications. University of North Texas Workplace Inclusion and Sustainable Employment (UNTWISE) Texas Credential Information can be found at [Texas Credential Training](http://wise.unt.edu/crptraining).

A noncredentialled provider staff member can provide services to a VR customer only when the VR3490, Temporary Waiver of Credentials, is approved prior to any services being provided. For more information, see standards in [Chapter 3: Basic Standards, 3.1.6 Staff of the Contracted Provider](http://www.texasworkforce.org/standards-manual/vr-sfp-chapter-03" \l "s316).

### 17.2.1 Job Placement Specialist General Qualifications

The qualifications for a job placement specialist are as follows:

* A University of North Texas Workplace Inclusion and Suitable Employment (UNTWISE) Texas Job Placement credential is required.
* A high school diploma or GED is required.
* A bachelor's degree in rehabilitation, business, marketing, or related human services is preferred.

### 17.2.2 Job Skills Trainer General Qualifications

The required qualifications for a job skills trainer are as follows:

* A current UNTWISE Texas Job Skills Training credential
* A high school diploma or GED

It is preferred, but not required, that the job skills trainer have:

* a varied and successful work history; and
* experience working with individuals with disabilities.

## 17.3 Non-bundled Job Placement

### 17.3.1 Service Description

This section includes the following Non-bundled Job Placement services:

* [Employment Data Sheet, Application, and Résumé Training](https://twc.texas.gov/standards-manual/vr-sfp-chapter-17#s1732); and
* [Interview Training](https://twc.texas.gov/standards-manual/vr-sfp-chapter-17#s1733)

A customer can receive one or more of the Non-bundled Job Placement services.

Each Non-bundled Job Placement service can be purchased only once for a customer.

Non-bundled Job Placement services can be purchased with On-the-Job Training (OJT), Apprenticeship, and Job Skills Training when determined appropriate by the VR counselor.

Non-bundled Job Placement services are purchased when a customer does not need assistance from a provider to be placed in a job.

Non-bundled Job Placement services must not be purchased when Bundled Job Placement services or Supported Employment services will be or have been purchased.

When Non-bundled Job Placement is authorized for a customer after Vocational Adjustment Training (VAT)–Preparing for a Job Search Training has been purchased, a reduction payment for Non-bundled Job Placement applies.

Any request to change a Non-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](https://twc.texas.gov/forms/index.html) form, before the change is implemented.

### 17.3.2 Employment Data Sheet, Application, and Résumé Training

#### 17.3.2.1 Employment Data Sheet, Application, and Résumé Training Service Description

This service is designed to teach customers the knowledge and skills necessary to complete job applications and résumés.

A job placement specialist will assist the customer in the completion of:

* the [VR1850, Personal Employment Data Sheet](https://twc.texas.gov/forms/index.html) or equivalent;
* a paper job application, kiosk job application, or electronic (online) job application; and
* a résumé, when applicable.

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 (for example, a module for each of the following: Employment Data Sheet, Job Application, Résumé Training etc.). 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 can 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.

A copy of the customer's completed VR1850, Personal Employment Data Sheet or equivalent, and a completed résumé (if requested on the referral form), must be submitted with the invoice.

The job placement specialist must train the customer in all of the following areas.

#### Completion of the VR1850, Personal Employment Data Sheet, 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.

When the customer's employment goal supports the need for a résumé, as indicated on the [VR1840, Job Placement Services Referral](https://twc.texas.gov/forms/index.html) form, the following must be addressed:

* identification of résumé types and purposes;
* collection of résumé contents such as education, work experience, credentials, and achievements;
* completion of résumés tailored to the customer's employment goals; and
* how to update 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 and how to avoid 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 include:

* 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.

The Employment Data Sheet, Application, and Résumé Training as described above is purchased when a job placement provider will not be used to obtain a job placement for a customer. When a customer's circumstances indicate that Bundled Employment Services need to be purchased after Non-bundled Job Placement Services has been provided, a reduction of payment will be applied to the fee of the Bundled Employment Service.

#### 17.3.2.2 Process and Procedure

A Basic Employment Services provider receives a [VR1840, Job Placement Services Referral](https://twc.texas.gov/forms/index.html) form that indicates if résumé training is required and if any premiums for Non-bundled services is appropriate as well as, a service authorization. The VR1840 includes any documentation that will prepare the provider to better work with the customer, such as medical or psychological reports, case notes, vocational testing, and employment data collected by VR staff.

The job placement specialist supplies all training materials, prepares the training materials, and facilitates the training, following the curriculum, covering all requirements listed in [17.3.2.1 Employment Data Sheet, Application, and Résumé Training Service Description](https://twc.texas.gov/standards-manual/vr-sfp-chapter-17#s1732).

The job placement specialist provides initial instruction and monitoring and/or guidance and, when necessary, assists the customer to complete a:

* [VR1850, Personal Employment Data Sheet](https://twc.texas.gov/forms/index.html), or equivalent personal data sheet;
* paper application, kiosk job application, or an electronic (online) job application; and
* résumé(s), (when requested on the referral form).

When necessary, the job placement specialist may complete tasks for a customer to meet the customer's individual needs.

The job placement specialist completes and submits the [VR1841, Non-bundled Job Placement Services Employment Data Sheet, Application, and Résumé Training Report](https://twc.texas.gov/forms/index.html), documenting the assistance, training, or support provided by the job placement specialist in clear, descriptive terms.

The Basic Employment Services provider must maintain attendance records and documentation of completed lesson plans and customer completed activities to ensure the job placement specialist is teaching the required core curricula, and shall make the documentation available for review by VR staff members upon request.

#### 17.3.2.3 Outcomes Required for Payment

The job placement specialist documents, in descriptive terms, all the information required by the service description on the [VR1841, Non-bundled Job Placement Services Data Sheet](https://twc.texas.gov/forms/index.html), Application, and Résumé Training Report, 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 accommodations, compensatory techniques, and special needs were provided, as necessary, for the customer to successfully learn the skills;
* various instructional approaches were used to meet customer's learning styles and preferences;
* all supplies and resources were provided to the customer; and
* customer satisfaction was verified through either a signature on the VR1841, Non-bundled Job Placement Services Data Sheet, Application, and Résumé Training Report, or by a VR staff member's contact with the customer.

For payment, the job placement specialist must submit all of the following:

* the completed and signed [VR1850, Personal Employment Data Sheet](https://twc.texas.gov/forms/index.html), or equivalent
* a résumé(s), when requested on the referral form
* VR1841, Non-bundled Job Placement Services Data Sheet, Application and Résumé Training and
* an invoice

This is an outcome-based service; therefore, VR will not pay unless all topics in the service description and service authorization were addressed.

#### 17.3.2.4 Fees

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

### 17.3.3 Interview Training

#### 17.3.3.1 Interview Training Service Description

Interview training is designed to teach customers the knowledge and skills necessary to complete a job interview and use an "elevator speech" successfully. Interview training services are not purchased with Bundled Job Placement. The VR counselor may request on the [VR1840, Job Placement Services Referral](http://www.texasworkforce.org/forms/DARS1840.docx) form that mock interviews be video-recorded. A written copy of the customer's elevator speech must be submitted with the invoice.

The job placement specialist must train the customer in all of the following areas:

* the purpose of the interview process;
* the types and purpose of interviews, for example, screening, telephone, panel and/or group, behaviorally based, case, situational, and technical;
* the creation and delivery of a 30–60-second elevator speech that summarizes why the customer is a good candidate for the job;
* 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
* completion and critiquing a minimum of two mock interviews.

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 can 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. A ratio of one job placement specialist to no more than six customers must be maintained if the training is conducted in a group environment.

The Interview Training described above is purchased when a job placement provider will not be used to obtain a job placement for a customer. 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.

#### 17.3.3.2 Process and Procedure

An Employment Services Provider (ESP) receives a [VR1840, Job Placement Services Referral](https://twc.texas.gov/forms/index.html) form, and a service authorization. The referral form will indicate when video recorded mock interviews are required, what premiums, if any are applicable and includes documentation that will prepare the provider to better work with the customer, such as medical or psychological reports, case notes, vocational testing, and employment data collected by VR staff.

The job placement specialist supplies all training materials, prepares the training materials, and facilitates the training covering all requirements listed in [17.3.3.1 Interview Training Service Description](https://twc.texas.gov/standards-manual/vr-sfp-chapter-17#s17331).

The job placement specialist provides initial instruction, monitoring and/or guidance, and, when necessary, assists the customer to develop an "elevator speech" and suitable responses to interview questions. When necessary, the job placement specialist may complete tasks for a customer to meet the customer's individual needs.

The job placement specialist completes and submits the [VR1842, Non-bundled Job Placement Services Interview Training Report](https://twc.texas.gov/forms/index.html), documenting the assistance, training, and/or support provided by the job placement specialist in clear, descriptive terms.

The ESP must:

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

#### 17.3.3.3 Outcomes Required for Payment

The job placement specialist documents, in descriptive terms, all the information required by the service description on the VR1842, Non-bundled Job Placement Services Interview Training Report, 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 accommodations, compensatory techniques, and special needs were provided as necessary for the customer to successfully learn the skills;
* various instructional approaches were used to meet each customer's learning styles and preferences;
* all supplies and resources were provided so that the customer could participate in the training; and
* customer satisfaction was verified through either a signature on the VR1842, Non-bundled Job Placement Services Interview Training Report, or by a VR staff member's contact with the customer.

For payment, the job placement specialist must submit the following:

* a completed and signed [VR1842, Non-bundled Job Placement Services Interview Training Report](https://twc.texas.gov/forms/index.html)
* a copy of the customer's "elevator speech",
* a video copy of the recorded mock interviews when [VR1840, Job Placement Services Referral](http://www.texasworkforce.org/forms/DARS1840.docx) indicates the videos are required; and
* an invoice

This is an outcome-based service; therefore, VR will not pay unless all topics in the service description and service authorization are addressed.

#### 17.3.3.4 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 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. 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](http://www.texasworkforce.org/forms/DARS1845B.docx).

Before assisting a customer in obtaining a job, the provider must train and assist the customer in all of the following areas:

* VR 1850,Employment Data Sheet or equivalent;
* Résumés;
* 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.

Each area above is described under Benchmark A–Service Description. 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/index.html).

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 (For example: all areas listed above). 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 can 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 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:

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

The results of the Support Needs Assessment in the VR1845A determines 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
* for 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 IPE) and Closure Status of a VR case.

The customer's job must:

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

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. Pro re nata (PRN) or “as needed” employment is allowed, as long as the customer can achieve all employment conditions outlined on the VR1845B. VR will not accept temporary seasonal employment placements. Temporary seasonal employment pertains to labor performed at certain seasons or periods of the year and which may not be continuous or carried out throughout the year.

VR pays for job placement only if the customer is placed 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.

The job placement count begins on the first day worked by the customer for the employer 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 loses a job, is not working the required weekly hours, or meeting nonnegotiable employment conditions as outlined in the VR1845B, Bundled Job Placement Services Plan–Part B and Status Report, the customer's progression within the benchmark is frozen until:

* the customer becomes employed again;
* the customer begins working the required hours and is achieving all nonnegotiable employment conditions; or
* the VR1845B, Bundled Job Placement Services Plan–Part B and Status Report, is amended.

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.

When a customer's circumstances indicate that Bundled Employment Services need to be purchased after Non-bundled Job Placement Services or VAT Preparing for a Job Search Training service has 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, 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 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 benchmarks 2-6 have been purchased.

### 17.4.2 Bundled Job Placement—Benchmark A

#### 17.4.2.1 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 Benchmark Service Plan–Part B](https://twc.texas.gov/forms/index.html) Status Report.

Before the customer obtains employment, the job placement specialist must train and assist the customer in all of the areas described below.

**Completion of the VR1850, Employment Data Sheet 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.

When the customer's employment goal supports the need for a résumé, as indicated on the [VR1845B, Bundled Job Placement Services Benchmark Service Plan–Part B](https://twc.texas.gov/forms/index.html) and Status Report, 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 video-recorded.

#### 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](C:\\Users\\wood3843\\Documents\\SFP Updates on New manual\\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,
* obtain a job and work five days (not cumulative calendar days) or five shifts at the job, with the customer working in a job that is achieving:
  + one of the six-digit SOCs listed within the employment goals;
  + 100 percent nonnegotiable 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](http://www.texasworkforce.org/forms/DARS1845B.docx).

#### 17.4.2.2 Process and Procedure

The Employment Services Provider (ESP) receives the [VR1840, Job Placement Services Referral](https://twc.texas.gov/forms/index.html) 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, and employment data collected by VR staff. The referral establishes the date and time for the Job Placement planning meeting.

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

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

VR staff completes each form electronically and prints the forms to obtain required signatures from the job placement specialist and customer. VR staff will send the service authorization with forms in an electronically fillable format, to be completed by the job placement specialist to update the status as required for invoicing.

VR1845A, Bundled Job Placement Services Placement Plan–Part A, determines whether the customer will receive Basic or Enhanced Job Placement Services.

VR1845B, Bundled Job Placement Services Plan–Part B and Status Report determines:

* negotiable and nonnegotiable employment conditions;
* skills, abilities, experience, training, and education that relate to the training and job to be obtained by the customer;
* when résumé training is required;
* when mock interviews must be video recorded;
* one six-digit SOCs code for each of the employment goals; and
* any premiums 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, nonnegotiable conditions, Support Needs Assessment results found on the VR1845A, Bundled Job Placement Services Placement Plan–Part A, and VR1845B, Bundled Job Placement Services Benchmark Service Plan–Part B and Status Report.

If, at any time, the customer's employment goal changes or nonnegotiable conditions become negotiable or do not match the current VR1845B on file, a new 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 job placement specialist completes the [VR1846, Bundled Job Placement Services Benchmark A Training Report](https://twc.texas.gov/forms/index.html), and records the customer's status at Benchmark A completion on the VR1845B, Bundled Job Placement Services Benchmark Service Plan–Part B and Status Report.

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.

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 Outcomes Required for Payment

The customer must work five days or five shifts at the job (not cumulative calendar days), in competitive integrated employment achieving one of the six-digit SOCs listed within the employment goals, 100 percent nonnegotiable employment conditions, and 50 percent or more of the negotiable employment conditions identified on the VR1845B, Bundled Job Placement Services Benchmark Service Plan–Part B, and the Benchmark and Status Report.

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/index.html), 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/index.html) or equivalent;
  + résumé, when requested 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/index.html), the [VR1845B, Bundled Job Placement Services Plan–Part B](https://twc.texas.gov/forms/index.html) and Status Report,
* 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;
    - 100 percent nonnegotiable employment conditions; and
    - 50 percent or more of the negotiable employment conditions;
  + evidence that the job placement specialist assisted the customer in securing the job placement;
  + any steps taken to customize the position for the customer to meet the needs of the employer and the customer;
  + any accommodations, compensatory techniques, or special training that the customer needs to increase performance, if any; and
  + any consultations made with the business, if any;
  + customer satisfaction was 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.

This is an outcome-based benchmark service; therefore, VR will not pay the invoice unless all outcomes in the service description are achieved.

#### 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 Service Description

To meet Benchmark B, the customer must maintain employment for 45 cumulative calendar days, starting the first day worked on the job with the customer working in competitive integrated employment achieving one of the six-digit SOCs listed within the employment goals, 100 percent nonnegotiable 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](http://www.texasworkforce.org/forms/DARS1845B.docx).

The job placement specialist must have at least two visits with the customer within 45 days of employment, but after achievement of Benchmark A, and 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.

#### 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.

If the customer loses the job, the customer's progression toward completion of the benchmark is frozen 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](https://twc.texas.gov/forms/index.html), and Status Report, when new employment conditions or goals need to be established.

The job placement specialist documents the achievement of outcomes on the required forms sent by the VR staff using a computer and secures the required signatures on or after the 45th day of employment, and before submitting an accurate invoice.

#### 17.4.3.3 Outcomes Required for Payment

The customer must maintain competitive integrated employment for 45 cumulative calendar days, working in a job achieving one of the six-digit SOCs listed within the employment goals, 100 percent nonnegotiable 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](http://www.texasworkforce.org/forms/DARS1845B.docx).

The count begins on the first day the customer works for the employer.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:
  + information describing the current employer when changes have occurred;
  + information describing the current employment when changes have occurred including a description of the employment, work setting, and environment;
  + verification the customer has worked at the job site for at least 45 cumulative calendar days;
  + evidence the placement secured continues to meet:
    - one of the six-digit SOCs listed within the employment goals with all six digits matching;
    - 100 percent of the nonnegotiable employment conditions; and
    - 50 percent or more of the negotiable employment conditions;
  + evidence the job placement specialist made at least two contacts with the customer between the fifth day and/or shift of employment and the 45th day of employment;
  + evidence 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 how the customer has adjusted to the job, identifying any concerns and how they were addressed by the employer, customer, or job placement specialist;
  + description of customer's performance related to the job's essential and nonessential responsibilities; and
  + description of consultations made with the business, if any;
  + customer satisfaction was 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.

This is an outcome-based benchmark service; therefore, VR will not pay the invoice unless all outcomes in the service description are achieved.

#### 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 Service Description

To meet Benchmark C, the customer must maintain competitive integrated employment for 90 cumulative calendar days, starting the first day worked on the job with the customer working in a job achieving one of the six-digit SOCs listed within the employment goals,100 percent nonnegotiable employment conditions, and 50 percent or more of the negotiable employment conditions identified on the VR1845B, Bundled Job Placement Services Benchmark Service Plan–Part B Status Report.

The job placement specialist must have at least two contacts with the customer between the 45th and 90th day of employment and 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.

#### 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.

If the customer loses the job, the customer's progression toward completion of the benchmark is frozen 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 Status Report, if new employment conditions or goals need to be established.

The job placement specialist documents the achievement of outcomes on the required forms sent by VR Staff, secures the required signatures on or after the 90th day of employment before submitting an accurate invoice.

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

#### 17.4.4.3 Outcomes Required for Payment

The customer must maintain competitive integrated employment for 90 cumulative calendar days in a job achieving one of the six-digit SOCs listed within the employment goals, 100 percent nonnegotiable 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](http://www.texasworkforce.org/forms/DARS1845B.docx).

The count begins on the first day worked by the customer for the employer.

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 and Status Report, including:
  + information describing the current employer when changes have occurred;
  + information describing the current employment when changes have occurred including a description of the employment, work setting, and environment;
  + verification the customer has worked for at least 90 cumulative calendar days;
  + evidence the placement secured continues to meet:
    - one of the six-digit SOCs listed within the employment goals with all six digits matching;
    - 100 percent of the nonnegotiable employment conditions; and
    - 50 percent or more of the negotiable employment conditions;
  + evidence the job placement specialist made at least two visits with the customer between the 46th day of employment and the 90th day of employment;
  + evidence 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 how the customer has adjusted to the job, identifying any concerns and how they were addressed by the employer, customer, or job placement specialist;
  + description of the customer's performance related to the job's essential and nonessential responsibilities;
  + customer satisfaction was verified through either a signature on the VR1845B, or by a VR staff member's contact with the customer; and
  + description of consultations made with the business, if any.
* Submit a complete and accurate invoice.

This is an outcome-based benchmark service; therefore, VR will not pay unless all outcomes in the service description are achieved.

#### 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).

## 17.5 Job Skills Training

**17.5.1 Service Description**

Job Skills Training:

* teaches skills;
* reinforces skills; and
* develops or sets up accommodations and/or compensatory techniques to increase the customer's independence and ability to meet the employer's expectations.

VR purchases Job Skills Training when a customer needs more training and support than provided by the employer. The business, customer, job skills trainer, and VR counselor are involved in the training plan and monitor the customer's performance.

All Job Skills Training is goal-focused, with the customer's goals and abilities documented on [VR3314, Job Skills Training—Referral](https://twc.texas.gov/forms/index.html) and [VR3315, Job Skills Training Progress Report](https://twc.texas.gov/forms/index.html). Job Skills Training is limited to 200 hours per customer for the life of the customer's VR case.

VR pays for job skills only if the customer is placed in an organization or business that is not owned, operated, controlled, or governed by the service provider providing the Job Skills Training 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.

Any request to change the Job Skills Training 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.

### 17.5.2 Process and Procedure

The VR provider receives a [VR3314, Job Skills Training—Referral](https://twc.texas.gov/forms/index.html) and a service authorization. The VR counselor identifies the goals to be addressed with the customer on VR3314. When additional goals are identified, the job skills trainer adds them to the VR3315, Job Skills Training Progress Report.

The job skills trainer provides the training as identified by the goals on VR3314 and [VR3315, Job Skills Training Progress Report](https://twc.texas.gov/forms/index.html). When the training is complete, the job skills trainer completes VR3315, identifying any premium hours provided, and submits it to VR with an invoice. When a service authorization for the Autism Premium is issued, the VR1882, Autism Premium Report must be submitted each time the VR3315 is submitted. For more information, see VR-SFP Chapter 20: Premiums.

When additional hours of Job Skills Training are necessary for the customer to achieve his or her goals, the provider must receive an updated service authorization for additional hours before any service delivery occurs.

### 17.5.3 Outcomes Required for Payment

The job skills trainer must:

* use structured intervention techniques to implement the most effective and least intrusive methods to help the customer learn the essential soft and hard skills of the job and/or the skills necessary to arrange and use transportation to get to and from the worksite;
* work with the customer, employer, and VR staff members to establish the support services, accommodations, compensatory techniques, and training necessary to address barriers and ensure successful employment for the customer;
* observe the customer to identify and solve potential problems related to the customer's employment success before the problem becomes an issue for the customer, employer, or coworkers;
* monitor the customer's performance to ensure improvement in the customer's job performance; and
* gradually reduce the time spent with the customer at the job site, as the customer becomes better adjusted and more independent.

For payment of Job Skills Training, the job skills trainer must do the following:

* Document in descriptive terms the information required on [VR3315, Job Skills Training Progress Report](https://twc.texas.gov/forms/index.html), including:
* The Job Skills Training goals
  + as identified on [VR3314, Job Skills Training—Referral](https://twc.texas.gov/forms/index.html),
  + as identified on the service authorizations, when applicable; and
  + that emerged during the training, when applicable;
* The method training was facilitated, such as individual or group setting;
* The customer’s progress for each training sessions, with each entry including:
  + date the service was provided (xx-xx-xx);
  + start time of session (x:xx a.m. or p.m.);
  + end time of session;
  + total time of the session using quarter-hour (.25) increments (Note: .25 = 15 minutes, .50 = 30 minutes, .75 = 45 minutes, and 1.0 = 60 minutes. Use 0 for non-billable notation);
  + number of goals addressed in the training session; and
  + a narrative description of the services provided by the job skills trainer and the customer's performance of skills related to the customer's goals;
* The total hours of training provided for the reporting period.
* Premiums, when applicable;
* Required signatures
* Submit a complete and accurate invoice.

Payment for Job Skills Training is made when the VR counselor approves a complete, accurate, signed, and dated:

* VR3315, Job Skills Training Progress Report; and
* invoice.

VR will not pay any fees related to excused or unexcused absences or holidays. When a service authorization for the Autism Premium is issued, the The VR1882, Autism Premium Report must be submitted each time the VR3315 is submitted. For more information, see VR-SFP Chapter 20: Premiums.

### 17.5.4 Fees

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

## 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.

### Non-bundled Employment Services

|  |  |  |
| --- | --- | --- |
| **Services** | **Unit Rate** | **Comment** |
| Employment Data Sheet, Application, and Résumé Training Service | $375.00 | Can only be purchased one time per customer |
|  |  |  |
| Interview Training Service | $300.00 | Can only be purchased one time per customer |

### Basic Job Placement

|  |  |  |
| --- | --- | --- |
| **Bundled Employment Services** | **Unit Rate** | **Comment** |
| Benchmark A: Job Placement—5 days | $900.00 | * Can only be purchased one time per customer * Reduction payment applies if a Non-Bundled Job Placement Services was previously purchased. * Reduction payment applies if VAT: Preparing for the Job Search was previously purchased. |
| Benchmark B: Job Placement—45 days | $450.00 | Can only be purchased one time per customer |
| Benchmark C: Job Placement—90 days | $900.00 | Can only be purchased one time per customer |

### Enhanced Job Placement

|  |  |  |
| --- | --- | --- |
| **Benchmark** | **Unit Rate** | **Comment** |
| Benchmark A: Job Placement—5 days | $1,200.00 | * Can only be purchased one time per customer * Reduction payment applies if a Non-Bundled Job Placement Services was previously purchased. * Reduction payment applies if VAT: Preparing for the Job Search was previously purchased. |
| Benchmark B: Job Placement—45 days | $600.00 | Can only be purchased one time per customer |
| Benchmark C: Job Placement—90 days | $1,200.00 | Can only be purchased one time per customer |

### Job Skills Training

|  |  |  |
| --- | --- | --- |
| **Service** | **Unit Rate** | **Comments** |
| Individual Job Skills Training | Negotiated up to $37.50 per hour | For a maximum of 200 hours |
| Group Job Skills Training | Negotiated up to $19.00 per hour | * No more than four individuals in a group * For a maximum of 200 hours per individual in the group |

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