# PART C, CHAPTER 13:SUPPORTED EMPLOYMENT SERVICES

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| **Policy Number** | **Authority** | **Scope**  | **Effective Date** |
| Part C, Chapter 13 | 34 CFR [§361.48(b)(13)](https://www.ecfr.gov/current/title-34/part-361#p-361.48(b)(13)), [§361.5(c)(54)](https://www.ecfr.gov/current/title-34/part-361#p-361.5(c)(54)), [§361.5(c)(53)](https://www.ecfr.gov/current/title-34/part-361#p-361.5(c)(53)), [§361.5(c)(37)](https://www.ecfr.gov/current/title-34/part-361#p-361.5(c)(37)), [§361.5(c)(32)](https://www.ecfr.gov/current/title-34/part-361#p-361.5(c)(32)), [§361.5(c)(29)](https://www.ecfr.gov/current/title-34/part-361#p-361.5(c)(29)), [§361.5(c)(19)](https://www.ecfr.gov/current/title-34/part-361#p-361.5(c)(19)), [§361.5(c)(18)](https://www.ecfr.gov/current/title-34/part-361#p-361.5(c)(18)), [§361.5(c)(15)](https://www.ecfr.gov/current/title-34/part-361#p-361.5(c)(15)), [§361.5(c)(9)](https://www.ecfr.gov/current/title-34/part-361#p-361.5(c)(9)), 34 CFR [Part 363](https://www.ecfr.gov/current/title-34/part-363), and TWC Rule [§856.49](https://texreg.sos.state.tx.us/public/readtac%24ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=40&pt=20&ch=856&rl=49) | All TWC-VR staff | 7/1/2025 |

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## PROCEDURES

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### F. Benchmarks

SE services may not exceed 24 months from the time the customer is placed in employment. When the customer needs SE for longer than 24 months to reach job stabilization, the VR Counselor and the customer must agree to extend services and must document an approved extension on the customer’s IPE.

For all benchmarks, the VR Counselor must—

* Work in coordination with the customer and the SE Specialist throughout the SE process to ensure the SE Plan is up to date, and the best possible employment outcome is secured for the customer;
* Facilitate the SE process, providing counseling and guidance throughout, to ensure successful employment for the customer;
* Schedule and/or coordinate meetings with the customer, the customer’s support network, and the SE Specialist;
* Monitor the customer’s case (including scheduling stability/closure meetings to determine when additional job retention services are necessary);
* Review all required documentation for accuracy and completeness prior to payment; and
* Verify that all deliverables have been achieved prior to authorizing payment of the invoice.

For all benchmarks, the Rehabilitation Assistant (RA) must—

* Request records;
* Create service records and issues SAs, ensuring SE funds are used when available;
* Schedule and/or coordinate meetings with the customer, the customer’s support network, the SE Specialist, and the VR Counselor; and
* Return reports and invoices to the provider to correct errors using the *Vendor Invoice Additional Data Request (VR3460)*.

Supported Employment Plan: The *SE Plan and Employment Report (VR1632)* provides the framework for how the SE Specialist will help the customer achieve CIE. The *VR1632* is completed during the *VR1632* meeting by the VR Counselor, using person-centered approaches, in collaboration with the customer, the customers support network, and the SE Specialist. The *VR1632* must align with the customer’s interests, preferences, potential job tasks, and identified employment conditions. If any of these circumstances change, the *VR1632* must be amended. It also identifies the customer’s resources, support needs, extended services (both available and needed), and any available premiums. The *VR1632* must be reviewed and agreed upon by the customer, the SE specialist, and the VR Counselor.

When developing or amending the *VR1632*, a meeting is conducted in person or remotely. The VR Counselor, SE Specialist, customer, and, as appropriate, the customer’s representative and support network, must attend the *VR1632* meeting.

When developing the *VR1632*, the VR Counselor must—

* Review the *Career Planning Assessment (VR1630)* with the group, ensuring that the information recorded in *VR1632* represents the information in the CPA and/or EWA and the customer's best interests;
* Complete *VR1632* with the customer, SE Specialist, and support network, recording the customer's identified—
	+ Interests, preferences, and potential job tasks;
	+ Employment conditions in measurable terms; and
	+ Extended services (funded, paid, and/or natural supports);
* Maintain a signed version of the *VR1632* in the TWC-VR case file;
* Provide a signed copy of the *VR1632* to the customer and SE Specialist;
* Provide an electronically fillable copy of the *VR1632* to the SE specialist; and
* Request that TWC-VR staff issue SAs to the SE Specialist for—
	+ Supported employment job development and placement benchmark; and
	+ Any relevant premiums.

The *VR1632* is amended when agreed upon by the VR Counselor and based on the customer’s informed choice and decision to change the preferences, interests, potential job tasks, and employment conditions listed on the *VR1632*.

To amend the *VR1632*, the VR Counselor must—

* Contact the customer to determine whether an update to the *VR1632* is needed;
* Request that TWC-VR staff issue an SA to the SE Specialist for the *VR1632* Update Meeting;
* Schedule the meeting to update the *VR1632*;
* Revise the *VR1632* with the customer, SE Specialist, and support network;
* Obtain new signatures;
* File the updated, signed copy of the *VR1632* in the customer’s VR case file;
* Provide an updated, signed copy of the *VR1632* to the customer and SE Specialist;
* Provide the updated, electronically fillable copy of the *VR1632* to the SE Specialist; and
* Ensure all required SAs are up to date.

SE Job Development and Placement Benchmark: The SE job development and placement benchmark should be authorized and paid once during the life of the case. On a case-by-case basis, it may be necessary to purchase this benchmark more than once, but this will require approval. The VR Counselor must document in a case note why the customer requires another placement and what interventions and/or services have been provided to the customer to address needs, circumstances, behaviors, and/or other employment barriers since the first purchase of the benchmark.

During this benchmark, the VR Counselor must—

* Review all documentation submitted by the provider for accuracy and completion;
* Communicate with the provider and the customer regarding the job search and placement;
* Review the employment placement to see if it meets the definition of CIE and requests that a CIE checklist be completed, when applicable;
* Monitor the customer's employment to ensure that nonnegotiable employment conditions are met throughout the delivery of SE services;
* Verify that the extended services (funded, paid, and/or natural supports) have been identified and that the provider has arranged to train the long-term-support provider;
* Verify that the customer has received ongoing supports as necessary for the customer to learn the job and meet the employer's expectations;
* Request that TWC-VR staff issue SAs to the SE Specialist for one or two job retention periods, the job stability meeting and any relevant premiums based on the customer’s needs;
* Check the SAs for premiums that are still open;
* Issues the necessary SA (or delegates to the RA) after the Job Stability Review Meeting (i.e., Job Retention or SE Closure premiums); and
* When requested by the SE Specialist, schedules a job stability review meeting with the SE Specialist, customer, and support network.

SE Job Retention Benchmark: The VR Counselor may approve and pay up to five job retention benchmarks. Six or more job retention benchmarks require approval.

Each job retention benchmark consists of 28 cumulative calendar days during which the SE Specialist must—

* Visit the customer in person a minimum of two times at or away from the jobsite; however, the provider should visit multiple times to—
	+ Provide ongoing supports;
	+ Ensure that the customer is meeting the employer’s expectations; and
	+ Ensure that extended supports have been identified;
* Make a minimum of one contact with the employer to ensure employer satisfaction; and
* Verify that the customer has competitive integrated employment consistent with the preferences, interests, at least two potential job tasks, and all nonnegotiable employment conditions identified on the *VR1632*.

The job retention benchmark may be purchased multiple times until the customer either achieves job stability or re-establishes job stability.

If a customer requires more than two job retention benchmark periods, the SE Specialist must request a job stability review meeting.

During the job retention benchmark, the VR Counselor must—

* Review all documentation submitted by the provider for accuracy and completion;
* Request TWC-VR staff issue SAs to the SE Specialist for the job stability review meeting; and
* Schedule the job stability review meeting with the SE Specialist and the customer.

SE Job Stability Review: A job stability review is completed when the customer—

* Appears they will be job stable at the completion of the first job retention benchmark; or
* Appears to need additional job retention services after two 28-day job retention benchmark periods.

The customer must complete at least one 28-day job retention benchmark to be eligible for job stability. To establish job stability, the provider must be prepared to transition any remaining support needs to a funded, paid, and/or natural support extended service provider and notify the VR Counselor.

The job stability meeting may be conducted in person or remotely. During the job stability review meeting, the VR Counselor, SE Specialist, and customer review the customer’s employment and whether they meet the definition of “job stability” or need one additional job retention benchmark.

During the job stability review meeting, the VR Counselor must—

* Evaluate the customer’s job stability status;
* Review all documentation submitted by the provider;
* Change the customers Job Stability status in/after the Job Stability Meeting and document the decision in a case note;
* Provide VR counseling and guidance; and
* Request that TWC-VR staff issue SAs—
	+ Before the end of the current Job Retention benchmark for either one job retention benchmark; or
	+ The SE closure benchmark and any relevant premiums.

The VR Counselor must document in a case note why the customer requires another placement and what interventions and/or services have been provided to the customer to address needs, circumstances, behaviors, and/or other employment barriers since the first purchase of the benchmark.

When Job stability is lost—

* The customer returns to Job Retention benchmarks and remains in Job Stability benchmarks until the customer meet Job Stability status.
* The Job Stability Meetings continue every Job Retention period until the customer returns to SE Closure.

SE Closure Benchmark: The SE closure benchmark is completed when the customer has maintained job stability for 90 cumulative calendar days and the SE closure meeting has been completed.

To establish SE closure, the provider notifies the VR Counselor, and the VR Counselor must arrange for the SE closure meeting. The VR Counselor and customer make the final determination about SE closure.

The VR Counselor must schedule the SE closure meeting, which must occur after the customer’s 90th day of employment after job stability has been determined.

The SE Specialist must provide the updated and complete *VR1632* to the VR Counselor without signatures before or at the meeting.

The VR Counselor makes the determination that the case meets the SE closure benchmark by verifying that the customer has maintained Job Stability for 90 days, has all extended services in place, and is working in CIE that meets the preferences, interests, at least two potential job tasks, and all nonnegotiable employment conditions identified in the SE Plan*.*

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**REVIEW**

The Policy Planning and Statewide Initiatives Team, or designee, is responsible for reviewing this policy and these procedures and will update the Document History log if necessary.

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| **Date** | **Type** | **Change Description** |
| 9/3/2024 | New | VRSM Policy and Procedure Rewrite |
| 2/10/2025 | Revised | Removed “Level of Significance” from text |
| 7/1/2025 | Revised | Removed “potential employers” from what must be listed on the SE Plan. |