# PART C, CHAPTER 6.2: CRISS COLE REHABILITATION CENTER (CCRC)

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| **Policy Number** | **Authority** | **Scope** | **Effective Date** |
| Part C, Chapter 6.2 | TWC Rule [§856 Subchapter G](https://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=5&ti=40&pt=20&ch=856&sch=G&rl=Y) | All TWC-VR staff | 04/07/2025 |

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## PROCEDURES

### Referrals to the CCRC Training Program

The following outlines the steps from the customer's initial referral to their arrival at CCRC. The TWC-VR Counselor must contact the CCRC Admissions Coordinator for assistance or to review individual customer circumstances.

1. Expectations of CCRC Customers**:** TWC-VR Counselors are encouraged to share the following with customers when discussing a referral to CCRC:
   * Participating in the CCRC training program is similar to attending college. Customers work with their TWC-VR Counselor, CCRC VR Counselor, and CCRC instructors to choose programs or courses to meet their employment goals and individual needs.
   * CCRC customers participate in evaluative training activities. These activities give customers opportunities to demonstrate knowledge and functional skills.
   * The CCRC VR Counselor compiles the evaluative training recommendations for each customer and schedules the customer for classes.
   * Customers, CCRC VR Counselors, and the referring TWC-VR Counselor, or designee, use information gathered during all training activities to develop training goals and progress training meetings are scheduled on a regular basis.
   * Customers have the option to complete training programs non-visually using sleep shades. Sleep shades help customers minimize their dependence on vision and overcome their fear of blindness. Instructors discuss program and training options with customers during tours on the first day of classes and throughout the training program.
2. CCRC Referral Packet**:** In the CCRC Referral Packet, the following must be provided:
   * Documentation of legal blindness with best correction from a medical eye professional, such as an optometrist, ophthalmologist, or low-vision specialist, when referred to the Proficiency or Career Focus Training Program;
   * Documentation of hearing loss from an audiologist and documentation of vision loss from a medical eye professional when referred to the DeafBlind Training Program;
   * General physical information from a medical professional within the past 12 months;
   * Tuberculosis test results within the past 12 months; and
   * Psychological evaluation/report, if applicable.
3. Special Circumstances Referral Information:Additional information is required for customers with special circumstances.
   * Parole or Probation: If the customer is on parole or probation, they must submit the following:
     + Name, address, and phone number of the parole or probation officer; and
     + Court documents indicating conditions of parole or probation.
   * Substance or Alcohol: If the customer has had a substance or alcohol issue at any time in the past, they must submit the Substance Abuse/Alcohol Abuse Contract.
   * Mental Health Diagnosis: If the customer has a mental health diagnosis, the TWC-VR Counselor must submit a mental health stability statement from the customer's mental health provider stating that the customer—
     + Is stable;
     + Can manage their mental health issues independently;
     + Can manage their prescribed medication independently; and
     + Can participate in an intensive rehabilitation training program.
   * Bloodborne Pathogen-Related Illness: If the customer has bloodborne pathogen-related illness, the TWC-VR Counselor contacts the CCRC Admissions Coordinator before submitting any referral information to ensure protection of confidential information as mandated by Federal law.
   * Diabetes: If a customer has diabetes, the TWC-VR Counselor must submit a diabetes education report documenting that the customer can independently manage their diabetes, to include testing, medication, identifying, and ordering.
   * Hearing Loss or Deafness: If a customer has a hearing loss or deafness, a current audiological report must be included.
   * Personal Attendant Services: Personal attendant services required by customers must be arranged before the customer's admission date and coordinated with the CCRC Admissions Coordinator.
   * If the customer does not have a permanent residence, the TWC-VR Counselor submits written documentation from the residential provider or family member that includes the following:
     + Customer's name;
     + Address;
     + Phone number; and
     + A statement that the customer can return to this residence at any time.
   * If the customer has a guardian assigned by the court, the TWC-VR Counselor submits the following:
     + Legal guardianship papers;
     + *CCRC Parent or Guardian Consent form (VR2050)*; and
     + *CCRC Medical Authorization form (VR2051)*.
   * If the customer is attending a CCRC summer transition program and is under age 18, the TWC-VR Counselor must submit the *VR2051*. (The referral process may occur before age 18, but the customer must have reached the age of 18 before starting the program.)
4. Sending information: The TWC-VR Counselor must send all information to CCRC Admissions by email to [ccrc.admissions@twc.texas.gov](mailto:ccrc.admissions@twc.texas.gov) or by mail to—

**CCRC Admissions Office**

4800 North Lamar

Austin, Texas 78756

The referring TWC-VR Counselor must update the RHW population indicator to include CCRC and submits a referral through the Referral Services List located in the RHW CCRC menu. Once this referral has been saved, a case action will be generated to CCRC Admissions for their review.

CCRC Admissions acknowledges the referral request and subsequent statuses in RHW by—

* + Placing the referral in a Pending status upon receiving initial RHW referral;
  + Placing the referral in an Accepted status when all necessary referral information has been received for the CCRC Referral Packet;
  + Placing the referral in a Scheduled status when a specific date for the service has been determined (the Admissions Coordinator mails an acceptance packet to the customer); and
  + Placing the referral in an Active status for CCRC upon arrival; or
  + Placing the referral in a Not Accepted status when the referral does not meet the admissions criteria, or when the referral declines, cancels, or no-shows on admissions date.

1. Computerized Criminal History Search:CCRC requires that a computerized criminal history (CCH) search be completed on all referrals. Once a customer is determined eligible and referred, CCRC admissions staff run a CCH.
2. Active Status at the CCRC: When a customer arrives for the CCRC Training Program, admission staff places the customer in Active status for CCRC training. Upon Active status, the customer is assigned a CRCC VR Counselor who manages the case.

The referring TWC-VR Counselor must mail the complete customer paper file to the assigned CCRC VR Counselor within 15 days of the admission date. After the paper case file is delivered to the receiving office at CCRC, the receiving CCRC Counselor must update the paper file location in RHW using the Paper File Transfer option in the Case Management menu.

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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** |
| 09/03/2024 | New | VRSM Policy and Procedure Rewrite |
| 02/10/2025 | Revised | Changed reference from “gender” to “sex” per Governor’s directive |
| 04/07/2025 | Revised | Revised to clarify the customer must be determined eligible before a computerized criminal history (CCH) is completed. |