# VOCATIONAL REHABILITATION SERVICES MANUAL

| **Effective Date** | 10/20/2025 |
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## INTRODUCTION

Texas Workforce Commission Vocational Rehabilitation Division (TWC-VR) has developed the Vocational Rehabilitation Services Manual (VRSM) to meet the requirements established by the Rehabilitation Act of 1973, as amended by Title IV of the Workforce Innovation and Opportunity Act (WIOA), the Code of Federal Regulations (CFR) Title 34, Part 361 and 363 and Texas Administrative Code (TWC Rule) Title 40, Part 20, Chapters 850, 856, and 858. Employees of TWC-VR are required to understand and follow the policies and procedures included in the VRSM when providing services to individuals with disabilities while exercising professional judgment and sensitivity in administering the VR program.

The VRSM 1) helps to ensure VR customers receive quality services to assist them in achieving successful competitive integrated employment (CIE) outcomes as a result of their participation in VR services; 2) helps to ensure taxpayer funds are spent wisely and each purchase paid for with public funds represents full value to the taxpayer; and 3) provides published policies and procedures for maintaining compliance with Federal and State laws, statutes, and rules or regulations.

This introduction includes a comprehensive TOC for Parts A, B, C, D, and E of the VRSM.

Additional information, including examples, tools, and practical application guides that support existing policies and procedures are intended to provide decision-making support to TWC-VR staff and are not publicly available. Copies of materials may be made available upon an open records request.

All services and supports provided by TWC-VR are for the sole purpose of assisting Texans with disabilities in achieving a CIE outcome.

Questions related to the policies and procedures in the VRSM can be emailed to the Policy Team at vrsm.support@twc.texas.gov.

**Part A**

Part A serves as an overview of the Vocational Rehabilitation Services program, administered by the Texas Workforce Commission Vocational Rehabilitation Division (TWC-VR), including the Legal Authority and purpose of the program; populations served; customer rights; citizenship and authorized identification; voter registration; appeals and due process; protection, use, and release of personal information; access and accommodations; ethical conduct; incident reporting; subrogation; services to business; and performance accountability.

**Part B**

Part B serves as the requirements related to the vocational rehabilitation (VR) process, beginning with a general overview and ending with case closure. The VR process is not always linear, and various steps in the VR process may need to be revisited when circumstances change for the customer. For example, once an Individualized Plan for Employment (IPE) is completed and services have been initiated, a change in the customer's circumstances might require additional assessments, an updated employment goal, an interruption of services, or a change to the services originally included in the IPE, which would require an IPE amendment.

This section addresses the specific roles and responsibilities of the VR team, which is made up of a group of individuals who share responsibility for informing, educating, advocating, facilitating, and encouraging the customer as the customer makes informed decisions to reach their employment goal.

Additionally, Part B includes competitive integrated employment, informed choice, initial contacts and applications, eligibility determination, Order of Selection, Trial Work Experience, comprehensive assessment, IPE development, Computerized Criminal History search, and case closure.

**Part C**

Part C serves as the requirements related to the provision of vocational rehabilitation (VR) services, including career, training, and other support services. The VRSM includes services that are provided directly by TWC-VR staff (i.e., in-house services), purchased services, and services provided and/or arranged through a comparable service or benefit.

Additionally, Part C outlines an overview of policy and procedures that apply to all services, detailed descriptions of when customers must participate in the cost of their VR services, as well as when the requirement to seek comparable services and benefits applies.

**Part D**

Part D serves as the requirements related to Budgeting and Purchasing, which describes the requirements and TWC-VR staff responsibilities for customer service budget allocation, distribution, and monitoring. Part D also includes the requirements for purchasing goods and services, statewide operating procedures, vendors/contractors, and supports the highest compliance with Federal and State law.

It should be noted that the list of regulations cited in the authority sections of Part D are representative, not a comprehensive list.

**Part E**

Part E serves as the requirements for business procedures related to case record management. Part E includes information related to case record management, including credential attainment and measurable skill gains, case documentation, opening, phase adjusting, and transferring case records as well as RSA-911 reporting and data validation.

Part E also houses four appendices, which contain a comprehensive list of approvals and consultations, a list of VR acronyms, a glossary of terms and definitions, and a list of case note requirements.

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| Date | Type | Change Description |
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| 09/03/2024 | New | VRSM Policy and Procedure Rewrite |
| 10/20/2025 | Revised | Revised to state that copies of materials may be made available upon an open records request and made technical edits throughout the chapter.  |