# Vocational Rehabilitation Services Manual C-1400: Supportive Goods and Services

Revised January 15, 2021

## Introduction

This section describes policies and procedures that apply to goods and services that:

* are necessary to support Vocational Rehabilitation (VR) services that are listed on the customer’s IPE or IPE amendment; and
* are included in the Individualized Plan for Employment (IPE), the current IPE amendment, or in a service justification case note.

Supportive goods and services may also be provided when they are necessary for a customer to participate in assessments to determine eligibility for VR services and identify VR needs.

These goods and services may include:

* maintenance;
* customer transportation;
* personal attendant services;
* services to family members;
* child care services;
* occupational licenses; or
* tools and equipment.

In addition to the goods and services listed above, other goods and services detailed throughout this manual may be considered supportive goods and services as long as it is clear that they are necessary to support planned VR services.

If a counselor has determined that an exception will facilitate a customer’s progress and there is not an approval exception listed in policy, counselors are encouraged to staff the request through their chain of management to the Deputy Division Director for Field Services for consideration. VRSM clearly states when no exceptions are allowed.

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## C-1402: Transportation Services

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### C-1402-3: Recurring Transportation

Recurring transportation includes advance payments that should be paid weekly to the private carrier for transportation that is necessary for the customer to participate in VR services.

VR Manager approval is required for any additional recurring transportation that exceeds a total of 104 weeks. The approval is limited to six-month increments (cumulatively or consecutively).

Transportation costs that are more than $200 for a single service authorization require VR Manager approval.

#### Documentation of Recurring Transportation

Documentation for recurring transportation must include:

* VR Manager approval (if required); and
* a case note that includes:
  + calculations,
  + the source used to define "actual mileage," and
  + confirms the service for which transportation is required.

Customers must be informed that they are required to maintain the [VR2181, Transportation Log](https://twc.texas.gov/forms/index.html), to verify that the transportation funds were used for their intended purpose. The customer must turn in the VR2181, Transportation Log monthly, which must be reviewed by the VR counselor before the next payment is authorized.

If the VR2181, Transportation Log, for recurring transportation is not turned in or if it is determined that the funds were not used for their intended purpose, VR Manager review and approval is required before additional transportation payments can be authorized or any new service authorizations for transportation are issued.

VR Manager review and approval must be documented in ReHabWorks (RHW). See the ReHabWorks Users Guide E-100: Purchase Approval Requests for additional information about RHW Purchase Approvals.

#### Documentation of Recurring Bus Passes for Customers

Documentation for bus passes must include a case note that documents:

* the quantity of bus passes needed to support the VR service, and
* a confirmation of the service for which transportation is required.

If the VR office purchases bus tickets in bulk and issues them directly to the customer, a case note must be entered in RHW identifying the date the customer picked up the bus pass. A copy of the [VR2014, Rehabilitation Equipment, Item, and Bus Pass Receipt](https://intra.twc.texas.gov/intranet/gl/html/vocational_rehab_forms.html) signed by the customer must be filed in the customer's paper case file. Refer to [C-1402-6: Local Bus Passes for VR Customers](https://twc.texas.gov/vr-services-manual/vrsm-c-1400#c1402-6) for more information.

Customers must be informed that they are required to maintain the [VR2181, Transportation Log](https://twc.texas.gov/forms/index.html), to verify that the bus passes are being used for their intended purpose. The VR2181 must be turned in and reviewed by the VR counselor before the next bus pass is issued or purchased.

If the VR2181, Transportation Log for recurring transportation is not turned in, or if it is determined that the funds were not used for their intended purpose, VR Manager review and approval is required before additional transportation payments can be authorized or any new service authorizations for transportation are issued.

VR Manager review and approval are required for any additional bus passes that exceed 6 calendar months.

### C-1402-4: Nonrecurring Transportation

Nonrecurring transportation is a onetime advance payment to the private carrier for transportation that is necessary for the customer to participate in a single VR assessment or IPE service.

Transportation costs that are more than $200 for a single service authorization (this excludes airfare) require VR Manager approval.

#### Documentation of Nonrecurring Transportation

Documentation for transportation must include:

* VR Manager approval (if required); and
* a service justification case note that includes:
  + calculations,
  + the source used to define "actual mileage," and
  + confirms the service for which transportation is required.

#### Documentation of Nonrecurring Bus Passes for Customers

Documentation for transportation must include:

* a service justification case note or be included in the IPE or IPE amendment;
* the quantity of bus passes needed to support the VR service; and
* a case note that confirms the service for which transportation is required.

If the VR office issues bus passes, a case note must be issued in RHW identifying the date the customer picked up the bus pass. A copy of the [VR2014, Rehabilitation Equipment, Item, and Bus Pass Receipt](https://intra.twc.texas.gov/intranet/gl/html/vocational_rehab_forms.html) signed by the customer must be filed in the customer's paper case file. Refer to [C-1402-6: Local Bus Passes for VR Customers](https://twc.texas.gov/vr-services-manual/vrsm-c-1400#c1402-6) for more information.

### C-1402-5: Processing Transportation Payments

VR staff must email [VR RHW Provider Services](mailto:vr.rhw.providerservices@twc.state.tx.us) to have the customer established as a provider when the amount is more than $400 for a single service authorization. Refer to [D-211: Setting Up and Paying Providers](https://twc.texas.gov/vr-services-manual/vrsm-d-200#d211) for more information.

VR staff must authorize the payment of transportation in advance to the customer. The allowable transportation payment rates listed below are based on the rates published on the [Texas Comptroller of Public Accounts](https://fmx.cpa.texas.gov/fmx/travel/textravel/rates/current.php) website. VR reviews and, when necessary, updates these rates annually.

As of April 1, 2020, transportation payments (recurring or nonrecurring) are limited to one of the following:

* Actual cost to customer for public transportation
* Actual mileage times the federal privately-owned vehicle mileage rate published on the [Texas Comptroller of Public Accounts](https://fmx.cpa.texas.gov/fmx/travel/textravel/rates/current.php) website.

Recurring transportation payments should be issued monthly or for the duration of the semester or grading period. Transportation payments are advance payments and should be paid in advance.

For example:

A SA for recurring transportation payments for the fall semester is issued for the entire semester. Transportation payments are paid weekly in advance. The customer is required to turn in the VR2181, Transportation Log monthly. If the VR2181 is not turned in, no further payments are authorized unless VR Manager review and approval is obtained.

Do not use "Maintenance" specifications in RHW to make transportation payments.

Do not split service authorizations to avoid threshold requirements based on specific dollar amounts.

Transportation warrants are mailed:

* directly to the customer or legally appointed third-party payee; or
* to the VR office in exceptional circumstances and only with VR Manager approval. Refer to [D-207-5: Customer Warrants Mailed to the VR Office](https://twc.texas.gov/vr-services-manual/vrsm-d-200#d207-5).

#### Transportation Service Authorizations

A service record must be created with the following specifications for transportation payments:

Level 1—Transportation and Relocation Services—78111

Choose the appropriate level: Level 2, 3, or 4.

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