# Vocational Rehabilitation Services Manual C-400: Training Services

Revised June 3, 2019

## C-419: Work Readiness Services

Work Readiness Services prepare customers to find work and stay employed by learning and adjusting to the daily workplace routine. The goal is to help customers develop competencies and strategies to succeed in a competitive, integrated workplace. These services allow a customer to achieve an individualized level of work readiness related to disability issues, interpersonal skills training, daily living skills, and issues that interfere with his or her participation in obtaining or maintaining employment. The purpose of Work Readiness Services is to help the customer develop the competencies and essential skills that are necessary to function successfully on the job and in the community. Work Readiness Services benefit customers who have never worked, who have been unemployed for a long time, or who have a sporadic work history.

Work Readiness Services are designed to:

* meet the unique needs of each customer;
* help resolve or manage vocational impediments; and
* increase the customer's self-sufficiency.

Work Readiness Services may be purchased when a customer needs more assistance than VR staff members can provide directly. The services help the customer develop specific skills or complete specific tasks before he or she begins the job search.

Work Readiness services are suitable for both Pre-Employment Transition Services customers and Basic VR customers. The provider obtains the parent or legal guardian’s signature when a customer is under the age of 18.

The premiums may be available for some Work Readiness Services. Premiums are paid after all deliverables for the service have been achieved. For more information about premiums, refer to the VR Standards for Providers (VR-SFP), Chapter 20: Premiums.

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### C-419-3: Vocational Adjustment Training

Vocational Adjustment Training (VAT) includes structured classes that help a customer learn and adjust to the daily workplace routine and to address or to manage vocational impediments. VAT allows a customer to develop the competencies and essential skills necessary to function successfully on the job and in the community. There are 9 different curriculums offered in VAT.

Below is the title and brief description of the service. Open the link for each service for additional information about each service.

* Exploring the "You" in Work—assists the customer in understanding his or her own work personalities, interests, values, and transferable skills.
* Soft Skills for Work Success—focuses on developing essential skills related to effective communication, problem solving, work habits, and work ethics.
* Soft Skills to Pay the Bills–Mastering Soft Skills for Workplace Success—is a curriculum for youth that focuses on communication, enthusiasm and attitude, teamwork, networking, problem solving and critical thinking, and professionalism.
* Entering the World of Work—focuses on skills related to workplace expectations, rules, and laws.
* Preparing for a Job Search—is only for youth and focuses on developing skills essential to preparing for the job search.
* Disability Disclosure Training—assists the customer in making informed decisions about disclosing his or her disability.
* Money Smart-A Financial Education Training—focuses on skills related to money management and finances.
* Public Transportation Training—teaches skills related to using public transportation.
* VAT-Specialized—services include both evaluation and training of the customer. It an individualized goal-driven service that teaches skills to overcome or manage impediments to employment. This service is purchased for a customer only when another structured VAT must not meet the customer's needs.

The Deaf Premium is available for all Vocational Adjustment Services, except VAT-Specialized, for information go to VR-SFP 20.5 Deaf Service Premium. The Mileage Premium is available for all Vocational Adjustment Services, for information go to VR-SFP [20.6 Mileage Premium](https://twc.texas.gov/standards-manual/vr-sfp-chapter-20" \l "s206). Service Authorizations for premiums are issued at the same time the service authorization for the base services is issued.

The links below will take you to the service definition, process and procedures, outcomes required for payment and fee for each of the VAT services.

* VR-SFP 13.7 VAT Explore the "You" in Work
* VR-SFP 13.8 VAT Skills to Pay the Bills—Mastering Soft Skills for Workplace Success
* VR-SFP 13.9 VAT Soft Skills for Work Success
* VR-SFP 13.10 VAT Entering the World of Work
* VR-SFP 13.11 VAT Job Search Training—for Pre-Employment Transitional Services Customers Only
* VR-SFP 13.12 VAT Disability Disclosure Training
* VR-SFP 13.13 VAT Money Smart—A Financial Education Training
* VR-SFP13.14 VAT Public Transportation Training
* VR-SFP 13.15 VAT Specialized Evaluation
* VR-SFP 13.16 Vocational Adjustment Training Specialized

In addition to VR Standards for Providers contractors, Transition Educator providers and Nontraditional providers may provide VAT services. Refer to Chapter C-1005: Non-Contracted Providers for information about the requirements of Nontraditional providers and Transition Educator providers.

For VAT-Specialized Evaluation and VAT-Specialized, the VR counselor signs the [VR3135B, Vocational Training Specialized Training Plan](https://twc.texas.gov/forms/index.html), indicating agreement with the VAT goals, objectives, and training hours before training is provided after the evaluation or before additional monthly hours are authorized with a service authorization.

The VAT staff qualifications can be found at VR-SFP 13.2.3 Vocational Adjustment Trainer Staff Qualifications.

VAT services may not be purchased more than once for a customer without management approval. If it is necessary to purchase a VAT service more than once, a [VR3472, Contracted Service Modification Request](https://twc.texas.gov/forms/index.html), must be completed and approved by the director of VR.

#### Transition Educators and Nontraditional Providers Fees

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#### VAT Procedures

VR staff completes VR3121, Referral for Work Readiness Services, in its entirety, noting the areas that the VR counselor wants emphasized in the training, and attaches all information as indicated on the form. A service authorization for the service and any associated premiums is issued. The attached information provides background information necessary for the provider to work effectively with the customer.

After the Vocational Adjustment trainer completes the training service with the customer, he or she completes the form associated with that VAT service and submits it with an invoice. The VR counselor approves the VAT form required for the specific VAT service and ensures that all required outcomes for payment have been achieved before payment of the invoice.

The service provider is required to maintain attendance records, curricula, lesson plans, and other documentation as required in the contract and in the VR Standards for Providers and must produce those materials for TWC staff upon request.

For information about the process for using Transition Educator providers or Nontraditional providers, including how to prepare and set up the providers in RHW, refer to C-1005: Non-Contracted Providers.

### C-419-4: JobTIPS Student Online Program

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## C-420: Apprenticeship Opportunities and On-the-Job Training

Refer to C-1007-5: Apprenticeship Opportunities for information about this service.

## C-421: Work Experience Services

Work Experience services allow a customer to be placed at a business or organization within the community to complete short-term (12 weeks or fewer) work experience to learn skills that are transferable to future long-term competitive integrated employment. Work experience services are intended to be short in duration and part-time.

Work Experience services provide customers with experience in a realistic work environment involving work that is consistent with the customer's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. Work Experience assists in:

* determining whether a customer is ready for competitive integrated employment; and
* career exploration and development of skills that can be listed on a résumé.

Work Experience services provide the customer with an opportunity to

* learn work culture;
* develop career interests;
* identify on-the-job support needs;
* develop good work habits;
* understand employers' expectations; and
* gain the soft and hard skills associated with a vocation.

A customer's work experience can be in a volunteer, internship, or temporary short-term paid-work setting that meets the customer's IPE goals.

Work Experience services can be used to determine a customer's ability to find competitive integrated employment when the customer is in a Trial Work Plan.

Work Experience services are suitable for both Preemployment Transition Services customers and Basic VR customers.

A customer must have unexpired employment authorization documents to participate in a short-term paid-work setting. For more information, see [B-204-2: Customer Identification and Authorization for Employment](https://twc.texas.gov/vr-services-manual/vrsm-b-200" \l "b204-2).

For additional information on staff qualifications, service definitions, process and procedures, and outcomes for payment for Work Experience Services go to VR-SFP [Chapter 14: Work Experience Services](https://twc.texas.gov/standards-manual/vr-sfp-chapter-14).

The Mileage Premium is available for Work Experience Services. Information on the Mileage Premium can be located at VR-SFP 20.6 Mileage Premium. Service authorizations for premiums must be issued at the time the service authorization for the base service is issued.

### Legal Authorization

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### C-421-1: Work Experience Placement

The Work Experience Placement specialist helps the customer with the process necessary to locate and obtain a work experience site that meets the criteria determined and documented on the [VR1601, Work Experience Plan](https://twc.texas.gov/forms/index.html).

Work Experience Placement services can be purchased without purchasing Work Experience Training or Work Experience Monitoring.

#### Work Experience Timeframe

Each work experience must not be longer than 12 weeks.

When a single work experience must exceed 12 weeks to meet the customer's individualized needs, the VR counselor must document the reason for the extension in a case note and obtain approval from the VR Manager. The case note must include the goals to be achieved and the number of additional weeks that are needed to meet the customer's needs. The VR Manager must document the required approval in a case note.

#### Using Work Experience for Trial Work

Work Experience services can be used for Trial Work when the Work Experience meets the following federal requirements for trial work:

* The VR counselor must ensure that the VR1601, Work Experience Plan, is completed with the customer, provider, and VR counselor. The negotiable and nonnegotiable conditions must be written in measurable terms.
* The VR counselor must ensure that for all Work Experience outcomes, the requirements for payment explained in Outcomes Required for Payment are achieved before authorizing an invoice.
* VR will not pay any provider for Job Placement Services, including Supported Employment services, if a customer is hired into permanent employment by the work site during or after any Work Experience. Job Skills Training can be purchased when the customer begins a permanent employment placement, if necessary.

For more information about the requirements for Work Experience Placement and staff qualifications, refer to

* VR-SFP [14.3 Work Experience Placement](https://twc.texas.gov/standards-manual/vr-sfp-chapter-14" \l "s143)
  + [14.3.1 Service Description](https://twc.texas.gov/standards-manual/vr-sfp-chapter-14" \l "s1431)
  + [14.3.2 Process and Procedure](https://twc.texas.gov/standards-manual/vr-sfp-chapter-14" \l "s1432)
  + [14.3.3 Outcomes Required for Payment](https://twc.texas.gov/standards-manual/vr-sfp-chapter-14" \l "s1433)
  + [14.3.4 Fees](https://twc.texas.gov/standards-manual/vr-sfp-chapter-14" \l "s1434)

Transition Educator providers and Nontraditional providers can provide Work Experience Placement services. Traditional providers and Nontraditional providers are required to provide the services outlined in VR-SFP Chapter 14: Work Experience Services, and in the service authorization.

Refer to C-1005: Non-Contracted Providers for information about the requirements of Nontraditional providers and Transition Educator providers.

#### Work Experience Placement Fees

Fee Chart for Nontraditional Providers

|  |  |
| --- | --- |
| Service | Fee |
| Work Experience Placement | $440.00 |

Fee Chart for Transition Educator Providers

|  |  |
| --- | --- |
| Service | Fee |
| Work Experience Placement | $600.00 |

#### Work Experience Placement Process

A VR staff member completes [VR1600, Work Experience Services Referral](https://twc.texas.gov/forms/index.html). The VR staff member completes the form in its entirety, noting areas in which the VR counselor requests evaluation, and attaches all information as indicated on the form. The attached information provides the background information necessary for the provider to work effectively with the customer.

The VR counselor conducts the Work Experience placement planning meeting with the customer and provider. The VR counselor ensures that [VR1601, Work Experience Plan](https://twc.texas.gov/forms/index.html), is completed with the negotiable and nonnegotiable conditions stated in measurable terms. The VR counselor signs the VR1601, indicating agreement with the plan.

If a customer is in trial work, work experience can be used as a tool for completing trial work. The specifications for trial work experience must be used.

Service authorization is sent to the provider. Once the service authorization is received by the provider, the Work Experience provider locates a work experience placement for the customer.

The VR counselor ensures that all outcomes required for payment have been achieved before approval of the report and payment of the invoice.

Refer to C-1005: Non-Contracted Providers for information about the requirements of Nontraditional providers and Transition Educator providers.

## C-421-2: Work Experience Training

Work Experience Training services are provided by a Work Experience trainer when a customer needs more training and support than is being provided at the work experience site.

Training provided by the Work Experience trainer can include:

* teaching skills;
* reinforcing skills; and
* establishing and setting up accommodations and/or compensatory techniques to increase the customer's independence and ability to meet the expectations of the work experience site.

For more information about the requirements for Work Experience Training, refer to

* VR-SFP [14.5 Work Experience Training](https://twc.texas.gov/standards-manual/vr-sfp-chapter-14" \l "s145)
* [14.5.1 Service Description](https://twc.texas.gov/standards-manual/vr-sfp-chapter-14" \l "s1451)
* [14.5.2 Process and Procedure](https://twc.texas.gov/standards-manual/vr-sfp-chapter-14" \l "s1452)
* [14.5.3 Outcomes Required for Payment](https://twc.texas.gov/standards-manual/vr-sfp-chapter-14" \l "s1453)
* [14.5.4 Fees](https://twc.texas.gov/standards-manual/vr-sfp-chapter-14" \l "s1454)

Work Experience Training and Work Experience Monitoring must not be purchased simultaneously.

Work Experience Training may be purchased without the purchase of Worker Experience Placement.

The VR counselor ensures that all Work Experience Training outcomes that are required for payment in VR-SFP Chapter 14: Work Experience Services, 14.4.3 Outcomes Required for Payment are achieved before authorizing an invoice.

Transition Educator providers and Nontraditional providers may provide Work Experience Training services. Traditional providers and Nontraditional providers are required to provide the services as outlined in the VR Standards for Providers and in the service authorization.

Refer to C-1005: Non-Contracted Providers for information about the requirements and set up of Nontraditional providers and Transition Educator providers.

#### Work Experience Training Fees

Fee Chart for Nontraditional Providers

|  |  |
| --- | --- |
| Service | Fee |
| Work Experience Training – Individual | Negotiated up to $22 an hour |
| Work Experience Training – Group | Negotiated up to $11 an hour per customer |

Fee Chart for Transition Educator Providers

|  |  |
| --- | --- |
| Service | Fee |
| Work Experience Training – Individual | Negotiated up to $30 an hour |
| Work Experience Training – Group | Negotiated up to $15 an hour per customer |

#### Work Experience Procedures

The VR counselor ensures that [VR1601, Work Experience Plan](https://twc.texas.gov/forms/index.html), is completed with participation from the customer when VR, or an entity other than a provider, locates the Work Experience Placement for the customer.

A VR staff member completes the [VR1600, Work Experience Referral](https://twc.texas.gov/forms/index.html), if it has not been completed for the Work Experience Placement. The VR counselor identifies the goals to be addressed in the Work Experience Training on VR1600, Work Experience Referral, in the section entitled "Goals to Be Addressed in the Work Experience Training." If the Work Experience Placement was not found by the provider, a VR1601 Work Experience Plan, must accompany the referral for training. The VR staff member also attaches any information necessary for the provider to work effectively with the customer.

VR staff sends the service authorization to the provider. Once the service authorization is received by the provider, the Work Experience trainer begins the Work Experience Training with the customer.

The VR counselor ensures that all outcomes required for payment have been achieved before approval of the report and payment of the invoice.

Refer to C-1005: Non-Contracted Providers for information about the requirements of Nontraditional providers and Transition Educator providers.

## C-421-3: Work Experience Monitoring

Work Experience Monitoring is provided by the Work Experience specialist to support and monitor the customer in maintaining the work experience position.

For each 28 days of monitoring, the Work Experience specialist:

* completes work-experience observations;
* makes recommendations for accommodations or for otherwise supporting the customer's needs; and
* educates the work experience site employees about disability-related issues.

Work Experience Monitoring and Work Experience Training must not be purchased simultaneously.

Work Experience Monitoring may be purchased without purchasing Work Experience Placement.

#### Work Experience Monitoring Process

The VR counselor ensures that the [VR1601, Work Experience Plan](https://twc.texas.gov/forms/index.html) is completed with the customer when VR, or an entity other than a provider, locates the Work Experience placement for the customer.

The VR counselor ensures that all Work Experience outcomes that are required for payment in Outcomes Required for Payment are achieved before authorizing an invoice.

For more information about the requirements for Work Experience Monitoring, refer to

* VR-SFP [14.4 Work Experience Monitoring](https://twc.texas.gov/standards-manual/vr-sfp-chapter-14" \l "s144)
  + [14.4.1 Service Description](https://twc.texas.gov/standards-manual/vr-sfp-chapter-14" \l "s1441)
  + [14.4.2 Process and Procedure](https://twc.texas.gov/standards-manual/vr-sfp-chapter-14" \l "s1442)
  + [14.4.3 Outcomes Required for Payment](https://twc.texas.gov/standards-manual/vr-sfp-chapter-14" \l "s1443)
  + [14.4.4 Fees](https://twc.texas.gov/standards-manual/vr-sfp-chapter-14" \l "s1444)

Transition Educator providers and nontraditional providers can provide Work Experience Monitoring services. Traditional providers and nontraditional providers must provide the services outlined in the VR Standards for Providers and in the service authorization.

Refer to C-1005: Non-Contracted Providers for information about the requirements of Nontraditional providers and Transition Educator providers.

#### Fee chart for Nontraditional Providers:

|  |  |
| --- | --- |
| Service | Fee |
| Work Experience Monitoring | $120 |

#### Fee chart for Transition Educator Providers:

|  |  |
| --- | --- |
| Service | Fee |
| Work Experience Monitoring | $165 |

#### Work Experience Process and Procedure

The VR counselor ensures that the [VR1601, Work Experience Plan](https://twc.texas.gov/forms/index.html), is completed with the customer when VR, or an entity other than a provider, locates the Work Experience Placement for the customer.

A VR staff member completes the [VR1600, Work Experience Referral](https://twc.texas.gov/forms/index.html), if it has not been completed for Work Experience Placement. If the Work Experience Placement was not found by the provider, a VR1601, Work Experience Plan, must accompany the referral for Work Experience Monitoring. The VR staff member also attaches any information necessary for the provider to work effectively with the customer.

A VR staff member sends the service authorization to the provider. Once the provider receives the service authorization, the Work Experience specialist begins the Work Experience Monitoring for the customer.

The VR counselor ensures that all outcomes required for payment have been achieved before approval of the report and payment of the invoice.

Refer to C-1005: Non-Contracted Providers for information about the requirements of Nontraditional providers and Transition Educator providers.

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