# VR Standards for Providers Chapter 3: Basic Standards

Revised March 9, 2021

## 3.6.4 Evaluation of Service Delivery

Service delivery includes meetings and delivery of services prescribed in the VR-SFP Manual. All staff qualifications and requirements outlined in the services description, process and procedures, and outcomes for payment must be followed in the delivery of services for VR or ILS-OIB customers. Each chapter will indicate how the service can be conducted. When the service chapter allows for remote service delivery, requirements in 3.6.4.1 Remote Service Delivery must be followed.

When services need to be provided and guidelines cannot be followed in the service delivery as prescribed in the VR-SFP, the VR director must approve a [VR3472, Contracted Service Modification Request](https://twc.texas.gov/forms/index.html) before the service is provided.

When the Centers for Disease Control and Prevention (CDC), federal, state, and/or local governments issue health and safety protocols, such as social distancing, providers must provide services to VR or ILS-OIB customers following these guidelines.

#### March 9, 2021 Update

On March 2, 2021, [Executive Order GA-34 (EO-34)](https://open.texas.gov/uploads/files/organization/opentexas/EO-GA-34-opening-Texas-response-to-COVID-disaster-IMAGE-03-02-2021.pdf) was issued by Governor Greg Abbott relating to the opening of Texas in response to the COVID-19 disaster. EO-34 removes operating limits for local businesses and other establishments and rescinds EO-29 which instituted a statewide order requiring mask-wearing. EO-34 is in effect beginning March 10, 2021.

While EO-34 rescinds the statewide mask-wearing mandate, it also strongly encourages Texans to continue to wear masks and follow safety protocols:

* Individuals are strongly encouraged to wear face coverings over the nose and mouth wherever it is not feasible to maintain six feet of social distancing from another person not in the same household, but no person may be required by any jurisdiction to wear or mandate the wearing of a face covering.
* In providing or obtaining services, every person (including individuals, businesses, and other legal entities) is strongly encouraged to use good-faith efforts and available resources to follow the Texas Department of Health Services (DSHS) health recommendations.

In addition, EO-34 provides that:

* County judges may institute local orders, including mask-wearing, in counties that are part of a Trauma Service Region that has had seven consecutive days in which the number of COVID-19 hospitalized patients as a percentage of total hospital capacity exceeds 15 percent.
* Nothing in the executive order precludes businesses or other establishments from requiring employees or customers to follow additional hygiene measures, including the wearing of a face covering.

Therefore, VR providers are not required by the TWC VRD to wear a face covering while serving VR customers; however, VRD strongly encourages providers to continue to wear masks when serving VR and ILS-OIB customers to minimize risk to both provider staff and VR customers. Providers must continue to follow all other guidelines established by the CDC, federal, state, and/or local governments regarding COVID-19 health and safety protocols, such as social distancing.

Finally, nothing in EO-34 precludes VR providers from requiring mask-wearing by their employees and their customers, including VR customers.

The COVID-19 temporary exceptions to the VRSM and VR SFP will remain in place until the valid through date. Regarding social distancing protocols which remain in place, refer to the chapter associated with the service to determine how services may be provided.

For more information refer to 3.6.4.2 Evaluation of Service Delivery.