VR-SFP Chapter 3: Basic Standards

Updated September 2021

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# 3.6 Customer Safeguards

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## 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, executive orders or mandates, it is the responsibility of the provider to be aware of and to implement any required changes and provide services to VR or ILS-OIB customers following these guidelines.

On July 29, 2021, Governor Greg Abbott issued Executive Order (GA-38) combining several existing COVID-19 executive orders to promote statewide uniformity and certainty in the state's COVID-19 response.  GA-38 supersedes all pre-existing COVID-19-related executive orders and rescinds them in their entirety, except that it does not supersede or rescind Executive Orders GA-13 (relating to detention in county and municipal jails during the COVID-19 disaster) or GA-37 (relating to the transportation of migrants during the COVID-19 disaster). Governor Greg Abbott subsequently issued Executive Order GA-39 (GA-39), on August 25, 2021. GA-39 only supersedes paragraph 2 of GA-38 and does otherwise impact the guidance set forth below.

GA-38 clarifies and establishes that no orders shall be issued by government entities and government officials, including a county, city, school district, and public health authorities that:

* Requires a person to receive a COVID-19 vaccination administered under an emergency use authorization,
* Requires a person to show proof of a vaccination for COVID-19, or
* Requires a person to wear a face-covering (face mask).

TWC strongly encourages employees and customers to wear face coverings but does not require the use of face coverings. Generally speaking, a private business can set their own rules and policies for face covering, as long as they do not discriminate against a protected class of people (e.g., on the basis of race, color, religion, national origin, or disability).

In addition to the above, GA-38 also states any public or private entity that is receiving or will receive public funds through any means, including contracts or other disbursements of taxpayer money, shall not require a customer to provide documentation regarding the customer’s COVID-19 vaccination status as a condition of receiving any service or entering any place. The above includes TWC-VR contractors.

GA-38 further states that there shall be no local orders regarding COVID-19-related operating limits for any business or other establishment.

GA-38 also states that:

* Texans are strongly encouraged as a matter of personal responsibility to consistently follow good hygiene, social-distancing, and other mitigation practices.
* Receiving a COVID-19 vaccine under an emergency use authorization is always voluntary in Texas and will never be mandated by the government, but it is strongly encouraged for those eligible to receive one.
* Even though face coverings cannot be mandated by any governmental entity, that does not prevent individuals from wearing one if they choose.
* 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 State Health Services (DSHS) health recommendations, found at [www.dshs.texas.gov/coronavirus](http://www.dshs.texas.gov/coronavirus).

For more information refer to 3.6.4.2 Evaluation of Service Delivery.

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