# Vocational Rehabilitation Standards for Providers Chapter 14: Work Experience

Effective June 3, 2019

## 14.1 Overview Work Experience Service

Work Experience services allow a customer to be placed at a business or at agencies within the community to complete short-term (12 weeks or fewer) experience and 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 may assist in:

* determining if a customer is ready for competitive, integrated employment;
* exploring career options for an individual; and/or
* developing skills to include in an individual's résumé for a certain vocation.

Work Experience services provide an opportunity for customers to:

* learn and experience work culture;
* identify career interests;
* explore potential career goals;
* identify on-the-job support needs;
* develop employability skills and good work habits;
* gain an understanding of employer expectations;
* build self-confidence;
* develop soft and hard skills;
* gain work experience and competencies in a vocation; and
* develop an understanding of the workplace and the connection between learning and earning.

A customer must have unexpired employment authorization documents to participate in Work Experience services.

This chapter defines three services that are included within Work Experience:

* [Work Experience Placement (section 14.3)](https://twc.texas.gov/standards-manual/vr-sfp-chapter-14#s143): Assists the customer in securing an appropriate Work Experience site
* [Work Experience Monitoring (section 14.4)](https://twc.texas.gov/standards-manual/vr-sfp-chapter-14#s144): Provides support and monitors the customer in maintaining the Work Experience position
* [Work Experience Training and Coaching (section 14.5)](https://twc.texas.gov/standards-manual/vr-sfp-chapter-14#s145):  Provides training to support the naturally occurring training at the Work Experience site and thereby ensure that the customer meets the Work Experience expectations

The Vocational Rehabilitation (VR) counselor is not required to purchase Work Experience placement before authorizing Work Experience monitoring or Work Experience training. VR may place the customer and then purchase either Work Experience monitoring or Work Experience training and coaching.

VR will not pay any provider for Job Placement services, including supported employment, if a customer is hired into permanent employment by the work Site during or after Work Experience services. Job Skills training can be purchased when the customer begins the permanent employment placement, if necessary.

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## 14.4 Work Experience Monitoring

### 14.4.1 Service Description

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

For each month (four weeks, 28 days) of monitoring, the Work Experience specialist will:

* complete Work Experience observations;
* make recommendations for accommodations or support the customer's needs; and
* educate the Work Experience site employees regarding any disability-related issues.

Work Experience monitoring begins after the Work Experience placement is achieved. Work Experience monitoring can be authorized when the Work Experience placement was not made by the provider.

Work Experience monitoring cannot be purchased simultaneously with Work Experience training. When it is determined that a customer needs Work Experience training after Work Experience monitoring has begun, the fee for Work Experience monitoring will be prorated for the time the service was provided. The [VR1603, Work Experience Monitoring Report](https://twc.texas.gov/forms/index.html), must be submitted and any recording services provided before the switch to Work Experience training.

If there is a vocational need for a customer to participate in Work Experience Monitoring for longer than 12 weeks, per Work Experience Placement, to meet the customer's needs, manager approval is required.

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## 14.5 Work Experience Training

### 14.5.1 Service Description

Work Experience training services are provided by a Work Experience trainer when a customer needs more training and support than is occurring 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 Work Experience site's expectations.

Work Experience training occurs after Work Experience placement services are secured. Work Experience training can be authorized when the customer gains work experience on his or her own, with assistance from a teacher, friends, family, VR staff member, or provider. Work Experience training cannot be purchased simultaneously with Work Experience monitoring.

If there is a vocational need for a customer to participate in Work Experience Training for longer than 12 weeks, per Work Experience Placement, to meet the customer's needs, manager approval is required.

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