# VR-SFP Chapter 17: Basic Employment Services

Revised April 1, 2022

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## 17.4 Bundled Job Placement Services

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### 17.4.3 Bundled Job Placement—Benchmark B

#### 17.4.3.1 Bundled Job Placement—Benchmark B Service Description

To meet Benchmark B, the customer must maintain employment for 45 cumulative calendar days, starting the first day worked on the job with the customer working in competitive integrated employment achieving one of the six-digit SOCs listed within the employment goals, 100 percent of the non-negotiable employment conditions, and 50 percent or more of the negotiable employment conditions identified on the VR1845B, Bundled Job Placement Services Plan-Part B and Status Report.

The job placement specialist must have at least two visits with the customer between the 5th day of employment and the 45th day of employment, to monitor the customer's job placement to ensure the customer:

* continues to meet the employer's expectations; and
* receives all the necessary accommodations and training to ensure long-term employment success.

VR1845B, Bundled Job Placement Services Plan–Part B and Status Report or service authorization will indicate whether the visits can be done in person and/or remotely at or away from the customer’s jobsite.

Remote visits can be facilitated using a computer-based platform that allows for face-to-face and/or real time interaction and use video telecommunication services and software such as Video Relay Services or FaceTime.

TWC-VR does not allow use of non-video telecommunication or text messages to customers to be used to conduct visits.

For more information, refer to [VR-SFP 3.6.4.1 Remote Service Delivery](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-6-4) for requirements and [3.6.4.2 Evaluation of Service Delivery](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-6-4).

Any request to change a Service Definition, Process and Procedure, or Outcomes Required for Payment must be documented and approved by the VR director, using the [VR3472, Contracted Service Modification Request](https://twc.texas.gov/forms/index.html) for Job Placement, Job Skills Training, and Supported Employment Services form, before the change is implemented. The approved VR3472 must be maintained in the provider’s customer case file. For more information refer to [VR-SFP 3.6.4.2 Evaluation of Service Delivery](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-6-4).

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### 17.4.4 Bundled Job Placement—Benchmark C

#### 17.4.4.1 Bundled Job Placement—Benchmark C Service Description

To meet Benchmark C, the customer must maintain competitive integrated employment for 90 cumulative calendar days, starting the first day worked on the job, with the customer working in a job achieving one of the six-digit SOCs listed within the employment goals, 100 percent of the non-negotiable employment conditions, and 50 percent or more of the negotiable employment conditions identified on the VR1845B, Bundled Job Placement Services Benchmark Service Plan–Part B and Status Report.

Exception: When a customer accepts a new position with the employer or obtains employment with a new employer, the customer must work at least 30 days in the new position before the achievement of Benchmark C.

The job placement specialist must have at least two visits with the customer between the 45th and 90th day of employment and monitor the customer's job placement to ensure the customer:

* continues to meet the employer's expectations; and
* receives all the necessary accommodations and training to ensure long-term employment success.

VR1845B, Bundled Job Placement Services Plan–Part B and Status Report or service authorization will indicate whether the visits can be done in person and/or remotely at or away from the customer’s jobsite

Remote visits can be facilitated using a computer-based platform that allows for face-to-face and/or real time interaction and use video telecommunication services and software such as Video Relay Services or FaceTime.

TWC-VR does not allow use of non-video telecommunication or text messages to customers to be used to conduct site visits.

Note: It is best practice to conduct the in person visits at the customer’s job site, unless there are restrictions that prevent the Employment Specialist from entering the job site or the VR1845B indicates onsite employer visits should not be made to observe the customer performing work and obtaining feedback from the employer.

For more information, refer to [VR-SFP 3.6.4.1 Remote Service Delivery](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-6-4) for requirements and [3.6.4.2 Evaluation of Service Delivery](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-6-4).

Any request to change a Service Definition, Process and Procedure, or Outcomes Required for Payment must be documented and approved by the VR director, using the [VR3472, Contracted Service Modification Request](https://twc.texas.gov/forms/index.html) for Job Placement, Job Skills Training, and Supported Employment Services form, before the change is implemented. The approved VR3472 must be maintained in the provider’s customer case file. For more information refer to [VR-SFP 3.6.4.2 Evaluation of Service Delivery](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-6-4).

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## 17.5 Job Skills Training

### 17.5.1 Job Skills Training Service Description

Job Skills Training:

* teaches skills;
* reinforces skills; and
* develops or sets up accommodations and/or compensatory techniques to increase the customer's independence and ability to meet the employer's expectations.

All Job Skills Training is goal-focused, with the customer's goals and abilities documented on [VR3314, Job Skills Training—Referral](https://www.twc.texas.gov/forms/index.html) and [VR3315, Job Skills Training Progress Report](https://www.twc.texas.gov/forms/index.html). Job Skills Training is limited to 200 hours per customer for the life of the customer's VR case.

Job Skills Trainers can also work with employers to address topics such as disability education, accommodations and advocacy.

Job Skills Training should not interrupt daily business operations.

Job Skills Training is only used with job placements and job retention when the customer’s placement is related to permanent employment towards VR closure. Work Experience Training should be used for temporary work, seasonal work, internships, and volunteer opportunities.

VR purchases Job Skills Training when a customer needs more training and support than provided by the employer. The business, customer, job skills trainer, and VR counselor are involved in the training plan and monitor the customer's performance.

All Job Skills Training is goal-focused, with the customer's goals and abilities documented on [VR3314, Job Skills Training—Referral](https://twc.texas.gov/forms/index.html) and [VR3315, Job Skills Training Progress Report](https://twc.texas.gov/forms/index.html). Job Skills Training is limited to 200 hours per customer for the life of the customer's VR case.

Job Skills Training provides training tailored to the needs of the customer in either one to one or group setting at or away from the job site (includes working from home). Job Skill Trainers may first complete a job analysis to identify the job duties, processes, employer culture, followed by developing a specific plan as to how they can best train the employee to meet the employer’s expectations. Training should allow the customer to receive immediate feedback, assistance, and follow-up as they are learning skills such as, but not limited to, job responsibilities and interpersonal communication, behavior management, or use of transportation resources. Job skills training should be provided through the least intrusive method possible. The amount of Job Skills Training is gradually reduced, when applicable, when the customer becomes better adjusted and more independent and no longer needs training support or monitoring. Training can be performed in a relatively informal way or with specific structured interventions covering topics such as:

* identifying accommodations and supports the employee can use to be successful, such as job aids and natural supports;
* providing on-site training that reinforces the employer’s expectations and procedures;
* supporting the customer in acclimating to the workplace culture and etiquette;
* addressing interpersonal skills necessary to be accepted as a worker at the job site and in related community contacts;
* facilitating communication between co-workers and supervisors;
* identifying cost effective assistive technology or other aides that will help the employee perform job functions;
* training natural and extended support providers who will provide long-term supports to the customer to foster long-term employment; and/or
* addressing travel training and other work issues related to maintaining the employment.

There are times when providing job skills services onsite may not be possible and/or preferred. A customer with a disability may not wish to have an onsite Job Skills Trainer, for example, because they do not want to draw attention from fellow coworkers or be the subject of a stigmatizing belief of coworkers. At times, an employer may not be able to accommodate onsite Job Skills Training due to security requirements. When these situations occur, and onsite Job Skills Training is not ideal, remote Job Skills Training may be a good solution.

The first Job Skills Training session must be held in person, at or away from the job site, to evaluate the customer’s and employer’s training needs and to set-up the necessary equipment and software necessary to facilitate the remote service delivery.

[VR3314, Job Skills Training—Referral](https://twc.texas.gov/forms/index.html) or service authorization must indicate whether the training can be done as a combination of remote and in-person training for a customer or if the training should all be done in person. The VR counselor, customer, provider, and the employer must all be involved in the decision to allow remote Job Skills Training when at a job site. The employer must agree to allow use of the technology, internet and/or devices to be used by the customer at the job site. The use of the technology, internet and/or devices should not exclude or stigmatize the customer. If the referral indicates remote Job Skills Training is to be provided when the customer is at the job site and the business does not allow for use of technology, internet and/or devices, the Job Skills Trainer must notify the VR counselor to discuss the delivery of the training and receive a service authorization or an updated referral indicating how services can be delivered.

Any remote Job Skills Training should be able to address the following when it is associated with a customer’s Job Skills Training goal(s):

* meet the support and communication needs of the customer;
* be suitable for the customer’s work environment;
* should fit within the customer’s work environment (can include telework environments); and
* allow for “normal” employer routines without disruption;
* allow for observation of interpersonal interactions (verbal and non-verbal) between customer, co-worker and supervisors;
* allow for training, use of natural supports and foster the customer’s acceptance in the work environment.

Examples of Job Skills Training using technology and applications on smart devices, tablets, or similar devices include:

* programming smart devices for To-Do lists, reminder alerts, or to identify a sequence of steps in a process;
* use a video camera and microphone to model new job tasks, observe task demonstration, or communicate feedback;
* use video calls to communicate with the customer to provide assistance with problem solving any unexpected situations that arise at work.

Remote Job Skills Training can be facilitated using a computer-based training platform that allows for face-to-face and/or real time interaction and use video telecommunication services and software such as Video Relay Services or FaceTime.

TWC-VR does not allow use of non-video telecommunication or text messages to customers for training purposes.

Any remote training must be in compliance with [VR-SFP 3.6.4.1 Remote Service Delivery](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03%22%20%5Cl%20%22s3-6-4) and [3.3.4 Confidentiality](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s334).

For more information, refer to [VR-SFP 3.6.4.1 Remote Service Delivery](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-6-4) for requirements and [3.6.4.2 Evaluation of Service Delivery](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-6-4).

VR pays for job skills only if the customer is placed in competitive, integrated employment in an organization or business that is not owned, operated, controlled, or governed by the service provider providing the Job Skills Training service. Service providers that are state agencies, state universities, or facilities that are a part of a state university system are exempt from this requirement.

Any request to change the Job Skills Training Service Description, Process and Procedure, or Outcomes Required for Payment must be documented and approved by the VR director using the [VR3472, Contracted Service Modification Request](https://twc.texas.gov/forms/index.html) for Job Placement, Job Skills Training, and Supported Employment Services form, before the change is implemented. The approved VR3472 must be maintained in the provider’s customer case file.

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### 17.5.2 Job Skills Training Process and Procedure

The VR counselor with input from the customer, job site and Job Skills Trainer, identifies on the VR3314, Job Skills Training—Referral or the services authorization comment line:

* the goals to be addressed with the customer; and
* how the Job Skills Training can be delivered (in person and/or a combination of remote and in-person training).

When additional goals are identified, the job skills trainer adds them to the [VR3315, Job Skills Training Progress Report](https://twc.texas.gov/forms/index.html).

An updated service authorization may identify the method (in-person, combination) job skills training is to be provided when the customer’s circumstances are different than what was anticipated when the referral was completed.

The Job Skills Trainer provides the training as identified on the VR3314, service authorization and addresses the goals on the VR3314 and VR3315. The first Job Skills Training session must be held in person, at or away from the job site, to evaluate the customer’s and employer’s training needs and to set-up the necessary equipment and software necessary to facilitate the remote service delivery.

When the training is complete, the Job Skills Trainer records on the VR3315 the customer's abilities and challenges as well as observations and recommendations related to the Job Skills Training goals. Only one Job Skills Trainer can document on the VR3315.

When a service authorization approves a premium to be purchased with the Job Skills Training, the applicable requirements outlined in the [VR-SFP Chapter 20: Premiums](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-20) must be followed. For example, the VR1882, Autism Premium Report must be submitted each time the VR3315 is submitted.

When additional hours of Job Skills Training are necessary for the customer to achieve his or her goals, the provider must receive an updated service authorization for additional hours before any service delivery occurs.

The provider must submit a complete and accurate VR3315, with the invoice. Once the form and invoice have been approved by the VR counselor, the invoice is paid.

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