# VR-SFP Chapter 17: Basic Employment Services

Revisions effective September 1, 2020

## 17.3 Non-bundled Job Placement

### 17.3.1 Service Description

This section includes the following Non-bundled Job Placement services:

* [Employment Data Sheet, Application, and Résumé Training](https://twc.texas.gov/standards-manual/vr-sfp-chapter-17#s1732); and
* [Interview Training](https://twc.texas.gov/standards-manual/vr-sfp-chapter-17#s1733)

A customer can receive one or more of the Non-bundled Job Placement services.

Each Non-bundled Job Placement service can be purchased only once for a customer.

Non-bundled Job Placement services can be purchased with On-the-Job Training (OJT), Apprenticeship, and Job Skills Training when determined appropriate by the VR counselor.

Non-bundled Job Placement services are purchased when a customer does not need assistance from a provider to be placed in a job.

Non-bundled Job Placement services must not be purchased when Bundled Job Placement services or Supported Employment services will be or have been purchased unless a VR3472, Contracted Service Modification Request has been approved.

For students or youths with disabilities, Non-bundled Job Placement services can be purchased after VAT Preparing for a Job Search Training has been previously purchased, when the student’s or youth’s circumstances indicate a need for additional training to achieve their IPE goals.

Any request to change a Non-bundled Job Placement 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) form, before the change is implemented. For more information refer to VR-SFP 3.6.4.2 Evaluation of Service Delivery.

### 17.3.2 Employment Data Sheet, Application, and Résumé Training

#### 17.3.2.1 Employment Data Sheet, Application, and Résumé Training Service Description

This service is designed to teach customers the knowledge and skills necessary to complete job applications and résumés.

A job placement specialist will assist the customer in the completion of:

* the [VR1850, Personal Employment Data Sheet](https://twc.texas.gov/forms/index.html) or equivalent;
* a paper job application, kiosk job application, or electronic (online) job application; and
* a résumé, when applicable.

All required elements described in the VR-SFP must be addressed in a curriculum that includes a module for each required area defined in the VR-SFP (for example, a module for each of the following: Employment Data Sheet, Job Application, Résumé Training, etc.). A manual must be maintained by the provider that includes the curriculum and supporting documentation such as activity materials/resources, lesson plans, and attendance records. When using a standardized published curriculum (not created by the provider), identify the source and keep a copy of the curriculum in the manual. TWC-VR can request to review a curricula manual at any time.

The job placement specialist must implement training activities to meet the customer's needs, including, but not limited to, literacy and disability needs. While all training must be individualized, it may be provided in an individual or group setting. When the service is provided in a group setting, a ratio of one job placement specialist to no more than six customers must be maintained. This service may be provided remotely when the VR counselor has indicated approval of remote service delivery on the VR1840, Job Placement Services Referral. For more information, refer to VR-SFP 3.6.4.1 Remote Service Delivery.

A copy of the customer's completed VR1850, Personal Employment Data Sheet or equivalent and a completed résumé (if requested on the referral form), must be submitted with the invoice.

The job placement specialist must train the customer in all of the following areas.

##### **Completion of the VR1850, Personal Employment Data Sheet, or Equivalent**

The job placement specialist must evaluate the train the customer on how to gather the necessary information in the areas below:

* demographic information;
* arrest and conviction history, if any;
* paid work history;
* volunteer history;
* references detail;
* employment skills;
* career objectives;
* training history;
* occupational license or certification;
* high school and GED information; and
* college education history.

When the customer's employment goal supports the need for a résumé, as indicated on the [VR1840, Job Placement Services Referral](https://twc.texas.gov/forms/index.html) form, the following must be addressed:

* identification of résumé types and purposes;
* collection of résumé contents such as education, work experience, credentials, and achievements;
* completion of résumés tailored to the customer's employment goals; and
* how to update résumés for specific jobs.

##### **Job Applications**

Job applications training includes:

* identification of the job application process for paper, website (online), and kiosk applications;
* how to identify appropriate responses to questions on job applications;
* how to write clear descriptive responses to questions and how to avoid spelling and grammatical errors in an application;
* identification of strategies to address employment barriers demonstrated by the customer; and
* successful completion of paper, website (online), and kiosk job applications.

##### **Job References and Written Correspondence**

Job references and written correspondence training include:

* explanation of the purpose of professional and personal employment references;
* how and when to request an individual to be a professional and/or personal employment reference;
* how and when to provide professional and personal employment references to potential employers;
* how references are used for background verifications;
* use of effective written correspondence when job searching;
* how to write cover letters for applications and résumés;
* how to write thank-you letters in response to employer correspondence and after meetings or interviews;
* how to use and write email correspondence during the job search; and
* how to use and write written correspondence sent through the US Postal Service.

The Employment Data Sheet, Application, and Résumé Training as described above is purchased when a job placement provider will not be used to obtain a job placement for a customer. When a customer's circumstances indicate that Bundled Employment Services need to be purchased after Non-bundled Job Placement Services have been provided, a reduction of payment will be applied to the fee of the Bundled Employment Service.

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#### 17.3.2.3 Outcomes Required for Payment

The job placement specialist documents, in descriptive terms, all the information required by the service description on the [VR1841, Non-bundled Job Placement Services Data Sheet, Application, and Résumé Training Report](https://twc.texas.gov/forms/index.html), demonstrating evidence that:

* all required training topics were covered;
* the training was provided without exceeding the ratio of one staff member to six customers;
* all accommodations, compensatory techniques, and special needs were provided, as necessary, for the customer to successfully learn the skills;
* various instructional approaches were used to meet customer's learning styles and preferences;
* all supplies and resources were provided to the customer; and
* customer satisfaction and service delivery as described in the VR-SFP can be verified through either a signature on the VR1841, Non-bundled Job Placement Services Data Sheet, Application, and Résumé Training Report, or by a VR staff member's contact with the customer.

For more information, refer to VR-SFP 3.11.1 Documentation and Signatures.

For payment, the job placement specialist must submit all of the following:

* the completed and signed [VR1850, Personal Employment Data Sheet](https://twc.texas.gov/forms/index.html), or equivalent;
* a résumé(s), when requested on the referral form;
* VR1841, Non-bundled Job Placement Services Data Sheet, Application, and Résumé Training Report; and
* an invoice

This is an outcome-based service; therefore, VR will not pay unless all topics in the service description and service authorization were addressed.

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### 17.3.3 Interview Training

#### 17.3.3.1 Interview Training Service Description

Interview training is designed to teach customers the knowledge and skills necessary to complete a job interview and use an "elevator speech" successfully. Interview training services are not purchased with Bundled Job Placement. The VR counselor may request on the VR1840, Job Placement Services Referral form, that mock interviews be video-recorded. A written copy of the customer's elevator speech must be submitted with the invoice.

The job placement specialist must train the customer in all of the following areas:

* the purpose of the interview process;
* the types and purpose of interviews, for example, screening, telephone, panel and/or group, behaviorally based, case, situational, and technical;
* the creation and delivery of a 30–60-second elevator speech that summarizes why the customer is a good candidate for the job;
* how to research businesses and employment positions before an interview;
* identifying and answering typical interview questions asked in the field relevant to the customer's employment goals;
* identifying questions to ask the employer when interviewing;
* identifying and responding to questions related to protected classes and disclosure;
* how to request assistance (advocate), including disability etiquette;
* how to respond to complicated questions addressing employment barriers, such as gaps in work history, criminal background history, limited work experience, and accommodation needs;
* personal presentation for interviews such as grooming, dress, and manners; and
* completion and critiquing a minimum of two mock interviews.

All required elements described in the VR-SFP must be addressed in a curriculum that includes a module for each required area defined in the VR-SFP. A manual must be maintained by the provider that includes the curriculum and supporting documentation such as activity materials/resources, lesson plans, and attendance records. When using a standardized published curriculum (not created by the provider), identify the source and keep a copy of the curriculum in the manual. TWC-VR can request to review a curricula manual at any time.

The job placement specialist must implement training activities to meet the customer's needs, including, but not limited to, literacy and disability needs. This service may be provided remotely when the VR counselor has indicated approval of remote service delivery on the VR1840, Job Placement Services Referral. For more information, refer to VR-SFP 3.6.4.1 Remote Service Delivery. While all training must be individualized, it may be provided in an individual or group setting. A ratio of one job placement specialist to no more than six customers must be maintained if the training is conducted in a group environment.

The Interview Training described above is purchased when a job placement provider will not be used to obtain a job placement for a customer. When a customer's circumstances indicate that Bundled Employment Services need to be purchased after Non-Bundled Job Placement Services have been provided, a reduction of payment will be applied to the fee of the Bundled Employment Service.

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#### 17.3.3.3 Outcomes Required for Payment

The job placement specialist documents, in descriptive terms, all the information required by the service description on the VR1842, Non-bundled Job Placement Services Interview Training Report, demonstrating evidence that:

* all required training topics were covered;
* the training was provided without exceeding the ratio of one staff member to six customers;
* all accommodations, compensatory techniques, and special needs were provided as necessary for the customer to successfully learn the skills;
* various instructional approaches were used to meet each customer's learning styles and preferences;
* all supplies and resources were provided so that the customer could participate in the training; and
* customer satisfaction and delivery of service as described in the VR-SFP can be verified through either a signature on the VR1842, Non-bundled Job Placement Services Interview Training Report, or by a VR staff member's contact with the customer.

For more information, refer to VR-SFP 3.11.1 Documentation and Signatures.

For payment, the job placement specialist must submit the following:

* a completed and signed [VR1842, Non-bundled Job Placement Services Interview Training Report](https://twc.texas.gov/forms/index.html);
* a copy of the customer's "elevator speech";
* a video copy of the recorded mock interviews when [VR1840, Job Placement Services Referral](https://twc.texas.gov/forms/index.html) indicates the videos are required; and
* an invoice

This is an outcome-based service; therefore, VR will not pay unless all topics in the service description and service authorization are addressed.

#### 17.3.3.4 Fees

For more information, refer to [17.6 Employment Services Fee Schedule](https://twc.texas.gov/standards-manual/vr-sfp-chapter-17#s176)

## 17.4 Bundled Job Placement Services

### 17.4.1 Bundled Job Placement Services Service Description

Bundled Job Placement is a benchmark service that assists customers in preparing for and completing the job search process. Bundled Job Placement helps customers obtain a job that meets their needs as outlined in the [VR1845B, Bundled Job Placement Services Plan–Part B and Status Report](https://twc.texas.gov/forms/index.html).

Any meeting between the customer, provider, customer’s circle of supports and VR staff may be conducted remotely. For more information, refer to VR-SFP 3.6.4.1 Remote Service Delivery.

Before assisting a customer in obtaining a job, the provider must train and assist the customer in all of the following areas:

* VR1850, Employment Data Sheet or equivalent;
* Résumés;
* Job applications;
* Job references and written correspondence;
* Interviews;
* Pre-employment testing;
* Job searching; and
* Job acceptance and preparing for the first day on the job.

Each area above is described under Benchmark A–Service Description. The training and assistance provided should align with the basic or enhanced service definition and the customer's scores on the Support Needs Assessment in [VR1845A, Bundled Job Placement Services Placement Plan–Part A](https://twc.texas.gov/forms/index.html).

All required elements described in the VR-SFP must be addressed in a curriculum that includes a module for each required area defined in the VR-SFP (For example: all areas listed above).  A manual must be maintained by the provider that includes the curriculum and supporting documentation such as activity materials/resources, lesson plans, and attendance records. When using a standardized published curriculum (not created by the provider), identify the source and keep a copy of the curriculum in the manual. TWC-VR can request to review a curricula manual at any time.

The job placement specialist must implement training activities to meet the customer's needs, including, but not limited to, literacy and disability needs. While all training must be individualized, it may be provided in an individual or group setting. When the service is provided in a group setting, a ratio of one job placement specialist to no more than six customers must be maintained.

The Employment Services provider must:

* maintain attendance records, documentation of completed lessons, and customer completed activities showing the required core curricula are being taught; and
* make the documentation available for review by VR staff members upon request.

Before a service authorization is issued, the VR counselor, customer, and job placement specialist must attend the job placement plan meeting. At the job placement plan meeting, VR staff will complete the following forms:

* [VR1845A, Bundled Job Placement Services Placement Plan–Part A](https://twc.texas.gov/forms/index.html); and
* [VR1845B, Bundled Job Placement Services Plan–Part B and Status Report](https://twc.texas.gov/forms/index.html).

The results of the Support Needs Assessment in the VR1845A determine whether a customer receives basic or enhanced Bundled Job Placement, as follows:

* for Basic Bundled Job Placement, a customer must score a total of 15 or less; or
* for Enhanced Bundled Job Placement, a customer must score a total of 16 or greater.

Basic Bundled Job Placement and Enhanced Bundled Job Placement contain the following three payment benchmarks in this outcome-based service:

* Benchmark A: Job Placement—After the completion of the 5th day/shift of paid employment, invoiced on or after the 6th day of paid employment
* Benchmark B: Job Placement—After completion of the 45th day of paid employment, invoiced on or after the 46th day of paid employment
* Benchmark C: Job Placement—After completion of the 90th day of paid employment, invoiced on or after the 91st day of paid employment

Benchmark outcome payments are made when the provider achieves the outcomes required for each benchmark. Each benchmark is paid only once for each customer between Active Status (customer has an IPE) and Closure Status of a VR case.

The customer's job must:

* be full-time or part-time based on customer choice;
* exist in a competitive, integrated work setting; and
* be permanent, not temporary.

If a business hires a customer in a temp-to-hire position, the job is acceptable if not considered short-term or project specific employment that will end upon completion of the project. A customer can be employed by a third party such as a temp agency when this is a prerequisite for continued employment after the probationary period ends. Pro re nata (PRN) or “as needed” employment is allowed, as long as the customer can achieve all employment conditions outlined on the VR1845B. VR will not accept seasonal employment placements, unless approved by the VR Director using the [VR3472, Contracted Service Modification Request](https://twc.texas.gov/forms/index.html) form. Seasonal employment pertains to labor performed at certain seasons or periods of the year and which may not be continuous or carried out throughout the year.

VR pays for job placement only if the customer is placed with an organization or business that is not owned, operated, controlled, or governed by the service provider providing the job placement 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.

The job placement count begins on the first day worked by the customer for the employer or the day after the VR1845B is updated so all non-negotiable employment conditions, 50% of negotiable employment conditions, and an employment goal are achieved.

If a customer loses a job, is not working the required weekly hours or meeting non-negotiable employment conditions as outlined in the VR1845B, Bundled Job Placement Services Plan–Part B and Status Report, the customer's progression within the benchmark is frozen until:

* the customer becomes employed again;
* the customer begins working the required hours and is achieving all non-negotiable employment conditions; or
* the VR1845B, Bundled Job Placement Services Plan–Part B and Status Report, is amended.

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.

Bundled Job Placement Services cannot be purchased with On-the-Job Training (OJT), Apprenticeship, or Supported Employment. Job Skills Training can be purchased with Bundled Job Placement Services when determined appropriate by the VR counselor

A customer who has received or is receiving basic or enhanced Bundled Job Placement Services cannot be transferred into Non-bundled Job Placement Services, unless a [VR3472, Contracted Service Modification Request](https://twc.texas.gov/forms/index.html) has been approved.

When a customer's circumstances indicate that Bundled Employment Services need to be purchased after Non-bundled Job Placement Services have been provided, a reduction of payment will be applied to the fee of the Bundled Employment Service.

Any request to change a Bundled Job Placement 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) form, before the change is implemented. Examples of when a VR3472 is necessary include:

* to purchase Bundled Job Placement services more than once;
* to purchase Supported Employment service after the purchase of any Bundled Job Placement Benchmark A-C; and
* to purchase Bundled Job Placement services after any Supported Employment benchmarks 2-6 have been purchased.

### 17.4.2 Bundled Job Placement—Benchmark A

#### 17.4.2.1 Service Description

The job placement specialist will conduct job development and job search activities directed toward obtaining employment that meets the customer's individualized skills, interests, goals, and needs as outlined in the [VR1845B, Bundled Job Placement Services Plan–Part B and Status Report](https://twc.texas.gov/forms/index.html).

Before the customer obtains employment, the job placement specialist must train and assist the customer in all of the areas described below. This training and assistance can be provided remotely when the VR counselor has indicated approval of remote service delivery on the VR1840, Job Placement Services Referral.

For more information, refer to VR-SFP 3.6.4.1 Remote Service Delivery for requirements.

##### **Completion of the VR1850, Employment Data Sheet or Equivalent**

The job placement specialist must train the customer on how to gather the necessary information in the areas below:

* demographic information;
* arrest and conviction history, if any;
* paid work history;
* volunteer history;
* references detail;
* employment skills;
* career objectives;
* training history;
* occupational license or certification;
* high school and GED information; and
* college education history.

When the customer's employment goal supports the need for a résumé, as indicated on the [VR1845B, Bundled Job Placement Services Plan–Part B and Status Report](https://twc.texas.gov/forms/index.html), all of the following must be addressed:

* identification of different résumé types and purposes;
* collection of résumé contents, such as education, work experience, credentials, and achievements;
* completion of résumés tailored for the customer's employment goals; and
* updating résumés for specific jobs

##### **Job Applications**

Job applications training includes:

* identification of the job application process for paper, website (online), and kiosk applications;
* how to identify appropriate responses to questions on job applications;
* how to write clear, descriptive responses to questions, avoiding spelling and grammatical errors in an application;
* identification of strategies to address employment barriers demonstrated by the customer; and
* successful completion of paper, website (online), and kiosk job applications.

##### **Job References and Written Correspondence**

Job references and written correspondence training includes:

* explanation of the purpose of professional and personal employment references;
* how and when to request an individual to be a professional and/or personal employment reference;
* how and when to provide professional and personal employment references to potential employers;
* how references are used for background verifications;
* use of effective written correspondence when job searching;
* how to write cover letters for applications and résumés;
* how to write thank-you letters in response to employer correspondence and after meetings or interviews;
* how to use and write email correspondence during the job search; and
* how to use and write written correspondence sent through the US Postal Service.

##### **Interviews**

Interview training includes:

* the purpose of the interview process;
* the types and purposes of interviews, for example, screening, telephone, panel and/or group, behaviorally based, case, situational, and technical;
* the creation of a 30–60-second "elevator speech" that summarizes why the customer is a good candidate for the job;
* delivering the elevator speech;
* how to research businesses and employment positions before an interview;
* identifying and answering typical interview questions asked in the field relevant to the customer's employment goals;
* identifying questions to ask the employer when interviewing;
* identifying and responding to questions related to protected classes and disclosure;
* how to request assistance (advocate), including disability etiquette;
* how to respond to complicated questions addressing employment barriers, such as gaps in work history, criminal background history, limited work experience, and accommodation needs;
* personal presentation for interviews, such as grooming, dress, and manners; and
* completing and critiquing a minimum of two mock interviews.

Note: The VR counselor will indicate on the VR1845B when the mock interviews must be video-recorded.

##### **Pre-employment Testing**

Pre-employment testing training includes:

* the purpose of aptitude, skills, and literacy testing, and how the testing is conducted;
* the purpose of personality testing and how the testing is conducted;
* the purpose of physical ability testing measuring an applicant's ability to perform the tasks and physical functions of a job;
* the purpose of drug testing and how the testing is conducted; and
* accompanying the customer, as applicable, to pre-employment testing, when required for a job.

##### **Job Searching**

Job search training includes:

* how to research a business's unmet needs in relation to the customer's employment goal;
* how to use job websites and employer job boards to search for jobs related to the customer's employment goal;
* how to network with individuals who may know about an unposted employment opportunity; and
* registering for and using [WorkInTexas.com](http://workintexas.com/) to search for jobs.

##### **Job Acceptance and Preparing for the First Day on the Job**

Job acceptance and preparing for the first day on the job training includes:

* learning about wages associated with the position, as the wages relate to the customer's skills and to the employer's location;
* identification and use of basic salary negotiation techniques;
* identification of the customer's job responsibilities and the employer's performance requirements for the position;
* identification of the customer's accommodation needs that can improve performance in the work setting (for example, environmental changes, assistive technology devices, and work process);
* how and when to request accommodations to address the customer's disability needs when necessary;
* how to secure transportation to the worksite;
* appropriate personal appearance necessary for the position (dress, hygiene, and manners);
* securing all documents necessary for the first day on the job;
* securing and demonstrating use of necessary items such as uniform and alarm clock;
* how to communicate individual needs to an employer; and
* expectations and expected behaviors when working at a job site.

Described below is the level of support the customer will receive for:

##### **Bundled Basic Job Placement Services**

The customer approved for Bundled Basic Job Placement Services will receive:

* instruction;
* assistance to learn skills;
* monitoring to ensure that the customer is demonstrating necessary skills;
* resources to assist the customer in the completion of tasks; and
* assistance with obtaining employment.

##### **Bundled Enhanced Job Placement Services**

The customer approved for Bundled Enhanced Job Placement Services will receive:

* repeated or hands-on instruction;
* extensive and comprehensive ongoing assistance to learn skills;
* assistance with tasks completed partially or fully by the job placement specialist, as necessary; and
* assistance with obtaining employment.

For both Basic and Enhanced Job Placement to meet Benchmark A, the customer must

* complete all training;
* obtain a job and work five days (not cumulative calendar days) or five shifts at the job, with the customer working in a job that is achieving:
  + one of the six-digit Standard Occupational Codes (SOCs) listed with 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.

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#### 17.4.2.3 Outcomes Required for Payment

The customer must work five days or five shifts at the job (not cumulative calendar days), in competitive integrated employment achieving one of the six-digit SOC codes listed within the employment goals, 100 percent 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.

Payment for Benchmark A requires that the job placement specialist do the following:

* Document in descriptive terms all the information required by the Service Description on the [VR1846, Bundled Job Placement Services Benchmark A Training Report](https://twc.texas.gov/forms/index.html), demonstrating evidence that:
  + all required training topics were covered;
  + the training was provided without exceeding the ratio of one staff member to six customers;
  + all necessary accommodations, compensatory techniques, and special needs were provided as necessary for the customer to learn the skills;
  + various instructional approaches were used to meet the customer's learning styles; and
  + all supplies and resources were provided so that the customer could participate in the training.
* Submit required copies of the customer's completed:
  + [VR1850, Employment Data Sheet](https://twc.texas.gov/forms/index.html) or equivalent;
  + résumé, when required on the VR1845B;
  + written copy of the elevator speech; and
  + video-recorded mock interviews, when requested on the VR1845B.
* Provide the required training and support, as outlined in the service description and the [VR1845A, Bundled Job Placement Services Placement Plan–Part A](https://twc.texas.gov/forms/index.html), the [VR1845B, Bundled Job Placement Services Plan–Part B and Status Report](https://twc.texas.gov/forms/index.html).
* Document, in descriptive terms, the information required on VR1845B, Bundled Job Placement Services Plan–Part B and Status Report, including:
  + information describing the current employer;
  + information describing the customer's employment, work setting, and environment;
  + date employment began;
  + evidence that the customer has worked at the job site for at least five days and/or shifts;
  + evidence that the placement secured meets:
    - 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;
  + evidence that the job placement specialist assisted the customer in securing the job placement;
  + any steps taken to customize the position for the customer to meet the needs of the employer and the customer;
  + any accommodations, compensatory techniques, or special training that the customer needs to increase performance, if any;
  + any consultations made with the business, if any;
  + customer satisfaction and service delivery as described in the VR-SFP can be verified through either a signature on the VR1845B or by a VR staff member's contact with the customer; and
* Submit a complete and accurate invoice.

For more information, refer to VR-SFP 3.11.1 Documentation and Signatures.

This is an outcome-based benchmark service; therefore, VR will not pay the invoice unless all outcomes in the service description are achieved.

#### 17.4.2.4 Fees

For more information, refer to [17.6 Employment Services Fee Schedule](https://twc.texas.gov/standards-manual/vr-sfp-chapter-17#s176).

### 17.4.3 Bundled Job Placement—Benchmark B

#### 17.4.3.1 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 within 45 days of employment, but after the achievement of Benchmark A, 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.

When a work site will not allow a job placement specialist on site (e.g. security clearance or safety concerns) or the job placement specialist determines it is not safe to enter the work site, the two required site visits may be conducted remotely only with a VR director approved VR3472, Contracted Service Modification Request.

The VR3472 must include:

* how the service will be delivered; and
* how the service delivery will meet the customers individual training needs.

For more information, refer to VR-SFP 3.6.4.1 Remote Service Delivery for requirements and 3.6.4.2 Evaluation of Service Delivery.

#### 17.4.3.2 Process and Procedure

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#### 17.4.3.3 Outcomes Required for Payment

The customer must maintain competitive integrated employment for 45 cumulative calendar days, 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 Plan–Part B and Status Report](https://twc.texas.gov/forms/index.html).

The count begins on the first day the customer works for the employer. For payment for Benchmark B, the job placement specialist must do the following:

* Document in descriptive terms the information required on VR1845B, Bundled Job Placement Services Plan–Part B and Status Report, including:
  + information describing the current employer when changes have occurred;
  + information describing the current employment when changes have occurred, including a description of the employment, work setting, and environment;
  + verification the customer has worked at the job site for at least 45 cumulative calendar days;
  + evidence the placement secured continues to meet:
    - one of the six-digit SOCs listed within the employment goals with all six digits matching;
    - 100 percent of the non-negotiable employment conditions; and
    - 50 percent or more of the negotiable employment conditions;
  + evidence the job placement specialist made at least two contacts with the customer between the fifth day and/or shift of employment and the 45th day of employment;
  + evidence the job placement specialist monitored the customer's job placement to ensure the customer continues to meet the employer's expectations and has the accommodations and training necessary to ensure long-term employment success;
  + description of how the customer has adjusted to the job, identifying any concerns and how they were addressed by the employer, customer, or job placement specialist;
  + description of customer's performance related to the job's essential and nonessential responsibilities; and
  + description of consultations made with the business, if any;
  + customer satisfaction and service delivery as described in the VR-SFP can be verified through either a signature on the VR1845B, or by a VR staff member's contact with the customer; and
* Submit a complete and accurate invoice.

For more information, refer to VR-SFP 3.11.1 Documentation and Signatures.

This is an outcome-based benchmark service; therefore, VR will not pay the invoice unless all outcomes in the service description are achieved.

#### 17.4.3.4 Fees

For more information, refer to [17.6 Employment Services Fee Schedule](https://twc.texas.gov/standards-manual/vr-sfp-chapter-17#s176)

### 17.4.4 Bundled Job Placement—Benchmark C

#### 17.4.4.1 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 contacts 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.

When a work site will not allow a job placement specialist on site (e.g. security clearance or safety concerns) or the job placement specialist determines it is not safe to enter the work site, the two required site visits may be conducted remotely only with a VR director approved VR3472, Contracted Service Modification Request.

The VR3472 must include:

* how the service will be delivered; and
* how the service delivery will meet the customers individual training needs.

For more information, refer to VR-SFP 3.6.4.1 Remote Service Delivery for requirements and 3.6.4.2 Evaluation of Service Delivery.

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#### 17.4.4.3 Outcomes Required for Payment

The customer must maintain competitive integrated employment for 90 cumulative calendar days 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 Plan-Part B and Status Report.

The count begins on the first day worked by the customer for the employer.

For payment for Benchmark C, the job placement specialist must do the following:

* Document in descriptive terms the information required on VR1845B, Bundled Job Placement Services Plan–Part B and Status Report, including:
  + information describing the current employer when changes have occurred;
  + information describing the current employment when changes have occurred, including a description of the employment, work setting, and environment;
  + verification the customer has worked for at least 90 cumulative calendar days (unless the customer is working in a new position for the same employer or obtains employment with a new employer and has worked at least 30 days in the new position);
  + evidence the placement secured continues to meet:
    - one of the six-digit SOCs listed within the employment goals with all six digits matching;
    - 100 percent of the non-negotiable employment conditions; and
    - 50 percent or more of the negotiable employment conditions;
  + evidence the job placement specialist made at least two visits with the customer between the 46th day of employment and the 90th day of employment;
  + evidence the job placement specialist monitored the customer's job placement to ensure the customer continues to meet the employer's expectations and has the accommodations and training necessary to ensure long-term employment success;
  + description of how the customer has adjusted to the job, identifying any concerns and how they were addressed by the employer, customer, or job placement specialist;
  + description of the customer's performance related to the job's essential and nonessential responsibilities;
  + customer satisfaction and service delivery as described in the VR-SFP can be verified through either a signature on the VR1845B, or by a VR staff member's contact with the customer;
  + description of consultations made with the business, if any; and
* Submit a complete and accurate invoice.

For more information, refer to VR-SFP 3.11.1 Documentation and Signatures.

This is an outcome-based benchmark service; therefore, VR will not pay unless all outcomes in the service description are achieved.

#### 17.4.4.4 Fees.

For more information, refer to [17.6 Employment Services Fee Schedule](https://twc.texas.gov/standards-manual/vr-sfp-chapter-17#s176).

## 17.5 Job Skills Training

### 17.5.1 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.

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.

When a work site will not allow a job skills trainer on site (e.g. security clearance or safety concerns) or the job skills trainer determines it is not safe to enter the work site, job skills training may be provided remotely only with a VR director approved VR3472, Contracted Service Modification Request.

The VR3472 must include:

* how the service will be delivered; and
* how the service delivery will meet the customers individual training needs.

For more information, refer to VR-SFP 3.6.4.1 Remote Service Delivery for requirements and 3.6.4.2 Evaluation of Service Delivery.

VR pays for job skills only if the customer is placed 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) form, before the change is implemented.

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### 17.5.3 Outcomes Required for Payment

The job skills trainer must:

* use structured intervention techniques to implement the most effective and least intrusive methods to help the customer learn the essential soft and hard skills of the job and/or the skills necessary to arrange and use transportation to get to and from the worksite;
* work with the customer, employer, and VR staff members to establish the support services, accommodations, compensatory techniques, and training necessary to address barriers and ensure successful employment for the customer;
* observe the customer to identify and solve potential problems related to the customer's employment success before the problem becomes an issue for the customer, employer, or coworkers;
* monitor the customer's performance to ensure improvement in the customer's job performance; and
* gradually reduce the time spent with the customer at the job site, as the customer becomes better adjusted and more independent.

For payment of Job Skills Training, the job skills trainer must do the following:

* Document in descriptive terms the information required on [VR3315, Job Skills Training Progress Report](https://twc.texas.gov/forms/index.html), including:
  + The Job Skills Training goals
    - as identified on [VR3314, Job Skills Training—Referral](https://twc.texas.gov/forms/index.html);
    - as identified on the service authorizations, when applicable; and
    - that emerged during the training, when applicable.
  + The method training was facilitated, such as individual or group setting.
  + The customer's progress for each training session, with each entry including:
    - date the service was provided (xx-xx-xx);
    - start time of session (x:xx a.m. or p.m.);
    - end time of session;
    - total time of the session using quarter-hour (.25) increments (Note: .25 = 15 minutes, .50 = 30 minutes, .75 = 45 minutes, and 1.0 = 60 minutes. Use 0 for non-billable notation);
    - number of goals addressed in the training session; and
    - a narrative description of the services provided by the job skills trainer and the customer's performance of skills related to the customer's goals.
  + The total hours of training provided for the reporting period.
  + Premiums, when applicable.
  + Customer satisfaction and service delivery as described in the VR-SFP can be verified through either a signature on the VR1845B, or a VR staff member’s contact with the customer.
* Submit a complete and accurate invoice.

For more information, refer to VR-SFP 3.11.1 Documentation and Signatures.

Payment for Job Skills Training is made when the VR counselor approves a complete, accurate, signed, and dated:

* VR3315, Job Skills Training Progress Report; and
* invoice.

VR will not pay any fees related to excused or unexcused absences or holidays. When a service authorization for the Autism Premium is issued, the [VR1882, Autism Premium Report](https://twc.texas.gov/forms/index.html) must be submitted each time the VR3315 is submitted. For more information, see [VR-SFP Chapter 20: Premiums](https://twc.texas.gov/standards-manual/vr-sfp-chapter-20).

### 17.5.4 Fees

For additional information, refer to [17.6 Employment Services Fee Schedule](https://twc.texas.gov/standards-manual/vr-sfp-chapter-17#s176).

## 17.6 Employment Services Fee Schedule

A provider cannot collect money from a VR customer or the customer's family for any service. If VR and another resource are paying for a service for a customer, the total payment must not exceed the fee specified in the Standards for Providers manual.

**Non-bundled Employment Services**

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| --- | --- | --- |
| **Services** | **Unit Rate** | **Comment** |
| Employment Data Sheet, Application, and Résumé Training Service | $375.00 | Can only be purchased one time per customer |
| Interview Training Service | $300.00 | Can only be purchased one time per customer |

**Basic Job Placement**

|  |  |  |
| --- | --- | --- |
| **Bundled Employment Services** | **Unit Rate** | **Comment** |
| Benchmark A: Job Placement—5 days | $900.00 | * Can only be purchased one time per customer * Reduction payment applies if a Non-Bundled Job Placement Services was previously purchased, except for students or youth with a disability. * Reduction payment applies if VAT: Preparing for the Job Search was previously purchased, except for students or youth with a disability. |
| Benchmark B: Job Placement—45 days | $450.00 | Can only be purchased one time per customer |
| Benchmark C: Job Placement—90 days | $900.00 | * Can only be purchased one time per customer * Customer accepts a new position with the same employer or obtains employment with a new employer and must work at least 30 days in the new position before achievement of Benchmark C. |

**Enhanced Job Placement**

|  |  |  |
| --- | --- | --- |
| **Benchmark** | **Unit Rate** | **Comment** |
| Benchmark A: Job Placement—5 days | $1,200.00 | * Can only be purchased one time per customer * Reduction payment applies if a Non-Bundled Job Placement Services was previously purchased, except for students or youth with a disability. * Reduction payment applies if VAT: Preparing for the Job Search was previously purchased, except for students or youth with a disability. |
| Benchmark B: Job Placement—45 days | $600.00 | Can only be purchased one time per customer |
| Benchmark C: Job Placement—90 days | $1,200.00 | * Can only be purchased one time per customer * Customer accepts a new position with the same employer or obtains employment with a new employer and must work at least 30 days in the new position before the achievement of Benchmark C. |

**Job Skills Training**

|  |  |  |
| --- | --- | --- |
| **Service** | **Unit Rate** | **Comments** |
| Individual Job Skills Training | Negotiated up to $37.50 per hour | For a maximum of 200 hours |
| Group Job Skills Training | Negotiated up to $19.00 per hour | * No more than four individuals in a group * For a maximum of 200 hours per individual in the group |

Note: The maximum total of hours of Job Skills Training is 200. This total includes both Individual and Group Job Skills.