# Vocational Rehabilitation Services Manual A-300: Specific Customer Populations

Revised July 1, 2021

## A-302: Neurodevelopmental Disorders

A neurodevelopmental disorder is defined as autism, attention deficit/hyperactivity disorder, intellectual disabilities, or specific learning disabilities. Improvement is achieved using services specific to these disabilities, such as Employment Specialists with the Autism Endorsement, Autism Spectrum Disorder Support, and the Environmental Work Assessment. Additionally, statewide training on neurodevelopmental disorders are available for all staff from the State Office Program Specialist for Autism and Intellectual and Developmental Disabilities.

For more information, see [B-308: Services for Neurodevelopment and Psychological Disorders](https://twc.texas.gov/node/).

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## A-307: Ticket to Work Program

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### A-307-3: Procedures

It is extremely important to check a customer's ticket status at application. Use the following process to check customer ticket status:

1. At the time of the customer's application, determine whether the customer has assigned his or her ticket to an EN by asking the following:
	* Have you talked with a provider, center for independent living, or EN about your TTW?
	* If you have, do you know if you assigned your ticket?
2. If there is no indication from the customer that the ticket has been assigned, discontinue this process.
3. If the customer says that he or she is not sure if the ticket is assigned and indicates that it might be assigned, you will need to contact the State Office Program Specialist for Federal Planning, SSA, and Ticket to Work for verification.
4. If the customer has assigned his or her ticket to an EN and is determined eligible for VR services, request that he or she submit the [Ticket Unassignment Form](http://www.chooseworkttw.net/library/ticket-un-assignment-form) to the TTW program manager to request that the ticket be unassigned.
5. If a customer chooses not to unassign the ticket from an EN:
	* request a copy of the individual work plan (IWP) entered by the customer and the EN;
	* consider any services listed on the IWP as comparable benefits; and
	* advise the customer that TWC-VR will not provide any of the services listed on the IWP if the ticket is still assigned to the other EN.

In some situations, the State Office Program Specialist for Federal Planning, SSA, and Ticket to Work may identify customers with tickets assigned to ENs. The VR counselors assigned to those customers' cases will be notified by email that the customers' tickets are already assigned to an EN. When VR staff receives this email, notify the customer that the ticket is assigned and follow the procedures previously outlined.

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### A-307-6: Employment Network Employment Advancement Payment: Two

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#### Payment

The second EN employment advancement payment must be made within 18 months after the first payment.

Payment for the second EN employment advancement (see the [VR Standards for Providers Chapter 13: Work Readiness Services, 13.17 Work Readiness Services Fee Schedule](https://twc.texas.gov/standards-manual/vr-sfp-chapter-13#s1317)) is made when the VR counselor receives and approves:

* the [VR1050, Ticket to Work Partnership Plus, Employment Advancement Payment](https://twc.texas.gov/forms/index.html);
* evidence of customer earnings;
* documentation that the customer's ticket is currently assigned to the CRP-EN; and
* an invoice.

For assistance with this process, contact the State Office Program Specialist for Federal Planning, SSA, and Ticket to Work.

### A-307-7: Social Security Medical Continuing Disability Review

SSA conducts MCDRs to determine whether SSI and SSDI recipients' disabilities continue. MCDRs are usually conducted based on an established diary date set by SSA. The BPQY lists the next diary date set by SSA.

If an unfavorable decision is issued by SSA because of an MCDR, the individual is terminated from SSA benefits. SSA exempts certain individuals from MCDRs if they are participating in TTW or VR services.

Once an IPE is signed, TWC-VR operations staff from the central office notifies SSA that the customer has an open case with TWC-VR; SSA then sends a letter to the customer to verify that he or she is receiving services from TWC-VR. While a customer has an open case with TWC-VR, SSA assigns one of two ticket statuses: "In Use SVR" or "Not in Use SVR-FTPR."

Customers with status "In Use SVR":

* are provided protection against MCDR;
* have an open VR case; and
* are meeting SSA's [timely progress benchmarks](https://secure.ssa.gov/apps10/poms.nsf/lnx/0455025025).

Customers with status "Not in Use SVR-FTPR":

* are not provided protection against MCDR;
* have an open VR case; and
* are not meeting SSA's [timely progress benchmarks](https://secure.ssa.gov/apps10/poms.nsf/lnx/0455025025).

SSA sends a letter to the customer if MCDR is going to be initiated. If a customer with an open VR case receives this notification, the VR counselor contacts the VR [benefits subject matter resource staff member](http://intra.twc.state.tx.us/intranet/vrs/docs/Benefits_SMRS.docx). The benefits subject matter resource staff member works with the State Office Program Specialist for Benefits and Liaison to Long-Term Support Services (LTSS) and/or State Office Program Specialist for Benefits and Work Incentives to determine if the initiation of MCDR was appropriate. If it was not, these state office VR program specialists assist in requesting that SSA stop the MCDR.

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