Texas Health and Human Services Commission (HHSC) and Texas Workforce Solutions-Vocational Rehabilitation Services (TWS-VRS) Employment Crosswalk

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This crosswalk meets the deliverable outcome of National Center on Advancing Person-Centered Practices and System’s technical assistance to HHSC. It was developed by the Employment and Meaningful Day Subcommittee which is part of HHSC’s Person Centered Steering Committee. Participation on the subcommittee includes people with lived experience and staff from HHSC, TWS-VRS, Texas Education Agency, and the Department of Family and Protective Services.

# Purpose and Audience

To provide a resource guide to HHSC and TWS-VRS staff when navigating the roles of HHSC and TWS-VRS systems related to an individual’s goals of employment and service eligibility. To provide points of contact in HHSC and TWS-VRS for technical assistance.

# Additional Contacts

TWS-VRS: TWC Vocational Rehabilitation LTSS Inquiries: LTSS.inquiries@twc.texas.gov or General Inquiries 512-936-6400

HHS Employment First Policy: SE.Questions@hhsc.state.tx.us

HHSC Office of Disability Services Coordination: HHSCOfficeofDisabilityServicesCoordination@hhs.texas.gov

Contact HHSC Office of Disability Services Coordination to recommend revisions to this document.

Visit the [Where do I Call to Get HHS Services](https://apps.hhs.texas.gov/contact/search.cfm) webpage for more information about accessing services.

# Terminology

## Individual/Customer/Member

Each program uses varying terminology to describe the person receiving services. 1915(c) waivers use the term individual. TWS-VRS uses the term customer and Managed Care uses the term member. These terms are synonymous.

# Definitions of Employment

## Employment First

Employment First is the concept that employment in the general workforces should be the first and preferred option for people with disabilities receiving assistance from publicly funded systems.

Employment first assumes a person with a disability can work. Unlike other people of working age in our society, where it’s expected they’ll become employed, people with disabilities often must prove they can work. With the Employment First philosophy, it’s assumed all people can work and employment in the general workforce is the preferred option.

## HHSC Programs

Employment Assistance (EA) – means assistance provided to an individual to help the individual locate paid competitive employment in the community or self-employment and consists of individualized, person-directed activities to develop and implement strategies for achieving the individual’s desired employment outcome, including more suitable employment for individuals who are employed.

Supported Employment (SE) - means assistance provided, to sustain competitive employment, to an individual who, because of a disability, requires intensive, ongoing support to be self-employed, work from home, or perform in a work setting at which individuals without disabilities are employed. Supported employment includes employment adaptations, supervision, and training related to an individual's assessed needs.

## TWS-VRS

Supported Employment is competitive employment in an integrated work setting, consistent with the individual’s: strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

Supported Employment services are appropriate for consumers with the most significant disabilities who meet all the following criteria: have not worked, or have worked only intermittently, in competitive employment; have been determined eligible for VRS services based on a comprehensive assessment, including consideration of Supported Employment as an employment outcome; need extended services to maintain employment following successful VRS closure; and can maintain competitive employment with necessary supports.

Supported Employment (SE) enables customers with the most significant disabilities to enter competitive integrated employment by: providing individualized assistance in finding an appropriate job match; providing Ongoing Support Services while the individual is in service with TWS-VRS; and facilitating the transition from TWS-VRS services to Extended Services through HHSC or other entity, sometimes called long-term supports, to help the customer to maintain long-term competitive integrated employment.

Often customers in SE have been excluded from community services; institutionalized; or in segregated work programs, such as sheltered workshops or enclaves, for extended periods of time.

SE providers often use the "place and train" model and customized employment practices to develop the best job match for the customer, using flexible strategies to meet the individual's needs and the employer's unmet business needs. The "place and train" model matches customers to jobs that are consistent with their unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choices. Providers then supply ongoing supports and training so that the customer can develop the skills needed to maintain the employment over the long term with the use of Extended Services.

SE can be used with customers with any disability, but it is most used with customers who have a neurodevelopment disability, complex physical disabilities such as brain injury, cerebral palsy, etc., and significant behavioral health conditions that cause the customer to have severe limitations.

# 1115 Transformation Waiver

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|  | State of Texas Access Reform (STAR)+PLUS Home and Community Based Services (HCBS) | STAR Kids (Medically Dependent Children Program/MDCP) |
| HHSC Policy | EA and SE are covered services of the STAR+PLUS HCBS program. The MCO service coordinator makes a referral to TWS-VRS when EA services are requested by the member or when they identify the need for services in an assessment of the member. Documentation must be maintained in the member’s record that the EA service is not available to the member under a program funded under Section 110 of the Rehabilitation Act of 1973 or under a program funded by the Individuals with Disabilities Education Act (Title 20 U.S.C. §1401 et seq.) before authorizing on the ISP.A member who has contacted TWS-VRS is eligible to receive EA through the STAR+PLUS HCBS program until TWS-VRS has developed the Individualized Plan of Employment (IPE) and the member has signed it. If a member refuses to contact TWS-VRS, they may not receive waiver-funded EA. If the individual is determined ineligible for TWC-VRS, the STAR+PLUS HCBS program continues providing EA.Once the IPE is signed waiver employment services will end and TWS-VRS will provide all employment services until:If the member is in the TWS-VRS SE model, waiver SE takes over all ongoing employment services at the final VRS Job Stability.If the member is in any other model of TWS-VRS SE, waiver SE takes over all ongoing employment services at case closure.SE may only be authorized through the STAR+PLUS HCBS program if documentation is maintained in the member's record that the service is not available to the member under a program funded under the Individuals with Disabilities Education Act (20 U.S.C. Section 1401 et seq.). In the state of Texas, this service (SE) is not available to individuals under a program funded under section 110 of the Rehabilitation Act of 1973.Note: EA and SE services do not include transportation in managed care programs. **HHSC Contact:** **managed\_care\_intitiatives@hhs.texas.gov** | EA and SE are covered services of the MDCP program. The MCO service coordinator makes a referral to TWS-VRS when EA services are requested by the member or when they identify the need for services in an assessment of the member. The service coordinator must ensure and document that EA are not available to the member from the member's school district (e.g., a program funded by the Individuals with Disabilities Education Act) or other available community resource (e.g., a program funded under Section 110 of the Rehabilitation Act of 1973) before authorizing EA services. A member who has contacted TWS-VRS is eligible to receive EA through MDCP until TWS-VRS has developed the Individualized Plan of Employment (IPE) and the member has signed it. If a member refuses to contact TWS-VRS, they may not receive waiver-funded EA. If the member has exhausted TWS-VRS services or been determined ineligible for, the service coordinator authorizes a minimum of 10 hours for employment on the member's individual service plan (ISP). Once the IPE is signed waiver employment services will end and TWS-VRS will provide all employment services until:If the member is in the TWS-VRS SE model, waiver SE takes over all ongoing employment services at the final VRS Job Stability.If the member is in any other model of TWS-VRS SE, waiver SE takes over all ongoing employment services at case closure.SE may only be authorized through the MDCP waiver if documentation is maintained in the member's record that the service is not available to the member under a program funded under the Individuals with Disabilities Education Act (20 U.S.C. Section 1401 et seq.). In the state of Texas, this service (SE) is not available to individuals under a program funded under section 110 of the Rehabilitation Act of 1973.Note: EA and SE services do not include transportation in managed care programs. HHSC: **managed\_care\_intitiatives@hhs.texas.gov** |
| TWS-VRS Policy | TWS-VRS is the payor of first resort for Employment Assistance in each HCBS waiver. All individuals who request to apply for TWS-VRS services will be provided with an application and receive an eligibility determination. Proof of application in the form of an application statement can be provided upon request. Individuals will receive a letter informing them of their eligibility or ineligibility for TWS-VRS services within 90 days of making application unless there are circumstances that require an extension of time. If the individual is determined eligible for TWS-VRS services, s/he will receive services needed to obtain competitive, integrated employment in the community. If customer is in TWS-VRS SE, the waiver SE takes over provision of employment service at the beginning of TWS-VRS SE Job Stability Benchmark. If customer is in any other model of TWS-VRS job placement, the waiver SE takes over all services at case closure. TWS-VRS will offer/provide individuals receiving SSA disability benefits in-depth benefits counseling. TWC Vocational Rehabilitation LTSS Inquiries: **LTSS.inquiries@twc.texas.gov** **or** **General Inquiries 512-936-6400** | TWS-VRS is the payor of first resort for Employment Assistance in each HCBS waiver. All individuals who request to apply for TWS-VRS services will be provided with an application and receive an eligibility determination. Proof of application in the form of an application statement can be provided upon request.Individuals will receive a letter informing them of their eligibility or ineligibility for TWS-VRS services within 90 days of making application unless there are circumstances that require an extension of time. If the individual is determined eligible for TWS-VRS services, s/he will receive services needed to obtain competitive, integrated employment in the community. If customer is in TWS-VRS SE, the waiver SE takes over provision of employment service at the beginning of TWS-VRS SE Job Stability Benchmark. If customer is in any other model of TWS-VRS job placement, the waiver SE takes over all services at case closure. TWS-VRS will offer/provide individuals receiving SSA disability benefits in-depth benefits counseling. TWC Vocational Rehabilitation LTSS Inquiries: **LTSS.inquiries@twc.texas.gov** **or** **General Inquiries 512-936-6400** |

# 1915c Waiver

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|  | Community Living Assistance and Support Services (CLASS); Deaf Blind and Multiple Disabilities (DBMD); Home and community-based Services (HCS); Texas Home Living (TxHmL) | Youth Empowerment Services (Yes) |
| HHSC Policy | EA and SE are covered services of the 1915(c) waiver programs. The waiver service coordinator or case manager makes a referral to TWS-VRS services when EA services are requested by the individual or when they identify the need for services during the person-centered planning process. Before including employment assistance on an individual's Individual Plan of Care (IPC), a program provider must ensure similar services are not available to the individual through a program funded under Section 110 of the Rehabilitation Act of 1973 or the Individuals with Disabilities Education Act (20 USC 1401 et seq.). An individual seeking EA must apply for those services through TWS-VRS before receiving EA services through their waiver. If an individual refuses to contact TWS-VRS, they may not receive waiver-funded EA. Once an individual/ has applied the waiver service coordinator or case manager includes the employment services on the individual plan of care (IPC). The waiver may provide EA to individuals who have applied for services through TWS-VRS until they complete the development of the individual plan for employment (IPE). If the individual is determined ineligible for TWS-VRS, the waiver continues providing EA.Once the IPE is signed waiver employment services will end\* and TWS-VRS will provide all employment services until:If the individual is in the TWS-VRS SE model, waiver SE takes over all ongoing employment services at the final VRS Job Stability.If the individual is in any other model of TWS-VRS SE, waiver SE takes over all ongoing employment services at case closure.Before including SE on an individual's IPC, a program provider must ensure similar services are not available to the individual through a program funded under Section 110 of the Rehabilitation Act of 1973. In the state of Texas, this service (SE) is not available to individuals under a program funded under section 110 of the Rehabilitation Act of 1973.Note: Transportation is a billable component of EA and SE in the 1915(c) waivers. \*In some waivers employment assistance can continue to be billed for transportation only after the TWS-VRS IPE is signed. In others, transportation specific services may need to be added to the IPC if there is a need for transportation. HHSC Inquiries: **CLASSPolicy@hhs.texas.gov**; **DBMDPolicy@hhs.texas.gov**; **HCSPolicy@hhs.texas.gov**; **TxHmLPolicy@hhs.texas.gov**  | EA and SE are covered services of the YES waiver program. The waiver wraparound facilitator makes a referral to TWS-VRS services when EA services are requested by the individual or when they identify the need for services during the person-centered planning process. Before including employment assistance on an individual's Individual Plan of Care (IPC), the wraparound facilitator must ensure similar services are not available to the individual through a program funded under Section 110 of the Rehabilitation Act of 1973 or the Individuals with Disabilities Education Act (20 USC 1401 et seq.). An individual seeking EA must apply for those services through TWS-VRS before receiving EA services through the YES waiver. If an individual refuses to contact TWS-VRS, they may not receive waiver-funded EA. Once an individual has applied with TWS-VRS the wraparound facilitator includes the employment services on the individual plan of care (IPC). The YES waiver may provide EA to individuals who have applied for services through TWS-VRS until they complete the development of the individual plan for employment (IPE). If the individual is determined ineligible for TWS-VRS, the waiver continues providing EA.Once the IPE is signed YES waiver employment services will end\* and TWS-VRS will provide all employment services until:If the individual is in the TWS-VRS SE model, waiver SE takes over all ongoing employment services at the final VRS Job Stability.If the individual is in any other model of TWS-VRS SE, waiver SE takes over all ongoing employment services at case closure.Before including SE on an individual's IPC, a wraparound facilitator must ensure similar services are not available to the individual through a program funded under Section 110 of the Rehabilitation Act of 1973. In the state of Texas, this service (SE) is not available to individuals under a program funded under section 110 of the Rehabilitation Act of 1973. Note: Transportation is a billable component of EA and SE in the YES waiver.\*Employment assistance can continue to be billed for transportation only, after the IPE is signed. **HHSC Inquiries:** **YESWaiver@hhs.texas.gov** |
| TWS-VRS Policy | TWS-VRS is the payor of first resort for Employment Assistance in each HCBS waiver. All individuals who request to apply for TWS-VRS services will be provided with an application and receive an eligibility determination. Proof of application in the form of an application statement can be provided upon request.Individuals will receive a letter informing them of their eligibility or ineligibility for TWS-VRS services within 90 days of making application unless there are circumstances that require an extension of time. If the individual is determined eligible for TWS-VRS services, s/he will receive services needed to obtain competitive, integrated employment in the community.If customer is in TWS-VRS SE, the waiver SE takes over provision of employment service at the beginning of TWS-VRS SE Job Stability Benchmark.If customer is in any other model of TWS-VRS job placement, the waiver SE takes over all services at case closure.TWS-VRS will offer/provide individuals receiving SSA disability benefits in-depth benefits counseling.TWC Vocational Rehabilitation LTSS Inquiries: **LTSS.inquiries@twc.texas.gov** **or** **General Inquiries 512-936-6400** | TWS-VRS is the payor of first resort for Employment Assistance in each HCBS waiver. All individuals who request to apply for TWS-VRS services will be provided with an application and receive an eligibility determination. Proof of application in the form of an application statement can be provided upon request.Individuals will receive a letter informing them of their eligibility or ineligibility for TWS-VRS services within 90 days of making application unless there are circumstances that require an extension of time. If the individual is determined eligible for TWS-VRS services, s/he will receive services needed to obtain competitive, integrated employment in the community.If customer is in TWS-VRS SE, YES SE takes over provision of employment service at the beginning of TWS-VRS SE Job Stability Benchmark.If customer is in any other model of TWS-VRS job placement, YES SE takes over all services at case closure.TWS-VRS will offer/provide individuals receiving SSA disability benefits in-depth benefits counseling.TWC Vocational Rehabilitation LTSS Inquiries: **LTSS.inquiries@twc.texas.gov** **or** **General Inquiries 512-936-6400** |

1915(i) State Plan

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|  | Home and Community Based- Adult Mental Health (HCBS-AMH) |
| HHSC Policy | EA and SE are covered services of the HCBS-AMH 1915(i) program. The recovery manager makes a referral to TWS-VRS services when EA services are requested by the individual or when they identify the need for services during the person-centered planning process.Before including employment assistance on an individual's Individual Recovery Plan (IRP), a recovery manager must ensure similar services are not available to the individual through a program funded under Section 110 of the Rehabilitation Act of 1973 or the Individuals with Disabilities Education Act (20 USC 1401 et seq.).An individual seeking EA must apply for those services through TWS-VRS before receiving EA services through HCBS-AMH. Once an individual has applied the recovery manager includes the employment services on the IRP. If an individual refuses to contact TWS-VRS, they may not receive HCBS-AMH funded EA. HCBS-AMH may provide EA to individuals who have applied for services through TWS-VRS until they complete the development of the individual plan for employment (IPE). If the individual is determined ineligible for TWS-VRS, HCBS-AMH continues providing EA.Once the IPE is signed HCBS-AMH employment services will end and TWS-VRS will provide all employment services until:* If the individual is in the TWS-VRS SE model, HCBS-AMH SE takes over all ongoing employment services at the final VRS Job Stability.
* If the individual is in any other model of TWS-VRS SE, HCBS-AMH SE takes over all ongoing employment services at case closure.

Before including SE on an individual's IRP, a recovery manager must ensure similar services are not available to the individual through a program funded under Section 110 of the Rehabilitation Act of 1973. In the state of Texas, this service (SE) is not available to individuals under a program funded under section 110 of the Rehabilitation Act of 1973.**Note:** Assisting to secure transportation is a component of EA and SE in HCBS-AMH, but providing the transportation is not.**HHSC Inquiries:** **HCBS-AMH.Services@hhsc.state.tx.us** |
| TWS-VRS Policy | TWS-VRS is the payor of first resort for Employment Assistance in each HCBS waiver. All individuals who request to apply for TWS-VRS services will be provided with an application and receive an eligibility determination. Proof of application in the form of an application statement can be provided upon request.Individuals will receive a letter informing them of their eligibility or ineligibility for TWS-VRS services within 90 days of making application unless there are circumstances that require an extension of time. If the individual is determined eligible for TWS-VRS services, s/he will receive services needed to obtain competitive, integrated employment in the community.If customer is in TWS-VRS SE, the HCBS-AMH SE takes over provision of employment service at the beginning of TWS-VRS SE Job Stability Benchmark.If customer is in any other model of TWS-VRS job placement, the HCBS-AMH SE takes over all services at case closure.TWS-VRS will offer/provide individuals receiving SSA disability benefits in-depth benefits counseling.**TWC Vocational Rehabilitation LTSS Inquiries:** **LTSS.inquiries@twc.texas.gov** **or General Inquiries 512-936-6400** |