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| Bryan Daniel, Chairman |
| Commissioner Representing |
| the Public |
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| Alberto Treviño III |
| Commissioner Representing |
| Labor |
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| Joe Esparza |
| Commissioner Representing |
| Employers |
|  |
| Edward Serna |
| Executive Director |



**Customized Employment Project**

# **TWC-VR Mission:**

The Vocational Rehabilitation program, helps people with disabilities prepare for, find or retain employment and helps youth and students prepare for post-secondary opportunities. The program, in partnership with Texas Workforce Commission, Texas Workforce Solutions and WSP also helps businesses and employers recruit, retain and accommodate employees with disabilities.

# TWC-VR Customized Employment Vision:

TWC-VR aims to implement the provision of high-quality Customized Employment services to improve competitive integrated employment outcomes for Texans with disabilities focusing on individuals with the most significant disabilities. TWC-VR seeks to accomplish this vision through the following strategies, which are aligned with the Workforce Innovation and Opportunity Act (WIOA) and Employment First expansion efforts to serve individuals with the most significant disabilities.

# Strategies:

1. ***TWC-VR Systems Innovation & Collaboration***
* Establish qualifications for both, service providers and Customized Employment Specialists.
* Create policies, rate reimbursement strategies and service delivery practices/procedures that support effective implementation of Customized Employment for individuals with the most significant disabilities.
* Contract with qualified CE Community Rehabilitation Providers (CRP).
* Enhance collaboration and partnerships with state and community agencies to effectively serve individuals with the most significant disabilities in maintaining long-term customized competitive integrated employment.
1. ***Training***
* Provide organizational leadership training to managers, supervisors, directors, and program specialists of both providers and TWC-VR.
* Provide Customized Employment the Association of Community Rehabilitation Educators (ACRE) training and mentoring through Griffin-Hammis & Associates to contracted service providers.
* Develop and provide Customized Employment training for TWC-VR field staff.
* Develop and provide training to state and community agencies and stakeholders as appropriate on the essential elements of Customized Employment services.
1. ***Quality Assurance & Sustainability***
* Implement GHA’s fidelity measures to support best practice Customized Employment service implementation.
* Develop and provide Customized Employment training and a community of practice for TWC-VR field staff.
* Develop a Customized Employment comprehensive web-based system for credential management, training portal and data analysis to track progress and performance of service providers.
* Develop and implement a quality assurance plan to measure the effectiveness of CE services.
* Develop and implement Customized Employment sustainability plan.
* Conduct ongoing program evaluation and needs assessment to support the effective delivery of Customized Employment.

Duration of Project: 6/1/2023 to 5/31/2025 (with three one-year renewal options - 5/31/2028)

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