# Vocational Rehabilitation Standards for Providers Manual Chapter 23: Intensive Work Preparation and Life Skills Training

## Manual Overview

The VR Standards for Providers:

* helps ensure TWC customers receive quality services to assist them in achieving a successful outcome to their vocational rehabilitation or independent living goals;
* helps to ensure taxpayer funds are spent wisely and each purchase paid for with public funds represents full value to the taxpayer;
* provides published standards for maintaining compliance; and
* provides criteria in order to meet TWC performance expectations for each purchase.

The latest update to this manual is reflected in the chapters below. Any printed versions may not contain the latest policy changes.

## Stevens Amendment

These activities are financed under the TWC Federal Vocational Rehabilitation grant. For the Federal fiscal year 2023 (October 1, 2022, through September 30, 2023), TWC anticipates expending $243,212,287 in Federal Vocational Rehabilitation funds. Funds appropriated by the State pay a minimum of 21.3% of the total costs ($65,824,926) under the Vocational Rehabilitation program. (Revised May 2023)

For purposes of the Supported Employment program, the Vocational Rehabilitation agency receives 94.7 percent of its funding through a grant from the U.S. Department of Education. For the 2023 Federal fiscal year, the total amount of grant funds awarded are $1,482,250. The remaining 5.3 percent ($82,347) are funded by Texas State Appropriations. (Revised May 2023)

For purposes of the Independent Living Services for Older Individuals who are Blind program, the Vocational Rehabilitation agency receives 90 percent of its funding through a grant from the U.S. Department of Education. For the 2022 Federal fiscal year, the total amount of grant funds awarded are $2,202,209. The remaining 10 percent ($244,690) are funded by Texas State Appropriations. (Revised May 2023)

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## 23.1 Overview of Intensive Work Preparation and Life Skills Training

Intensive Work Preparation and Life Skills Training (IWPLST) is designed to assist a customer to develop practical life skills to increase the customer's social capacity and prepare for the transition to work and independence. Customers receive structured and non-structured intervention each day while participating in the service.

IWPLST is geared toward individuals with disabilities that include anxiety disorders, neurodevelopmental disorders, major depression, mood or thought disorders, schizophrenia, brain injury, or vision impairment.

IWPLST provides intensive and comprehensive short-term Vocational Rehabilitation (VR) training for adults and youth transitioning to an adult program and includes instruction and interventions that meet each customer's learning style, including inquiry-based instructions, hands-on experiments, project- and problem-based learning, discussions, computer-aided instructions, handouts, activities, and exercises. Customers will participate in individual, group, and self-led instruction to develop the skills needed to move toward becoming integrated and contributing members of their community.

After the initial assessment period, which is residential for all participants, IWPLST may be provided in a day program or in a residential setting. IWPLST facilities must have a residential program to accommodate the assessment period. Residential settings provide 24-hour supervision and continuous reinforcement of life skill goals. The maximum length of stay that can be approved by the VR counselor is three months. Subsequent months of participation require management review and approval for each month. Refer to Vocational Rehabilitation Services Manual (VRSM) C-1000: Intensive Work Readiness and Life Skills Services for more information about the review and approval requirements.

Intensive Work Preparation and Life Skills Training includes:

* Life Skills Training,
* Work Readiness Training,
* Work Experience,
* Therapeutic Structure Activities,
* Community Integration, and
* Behavior Plans.

All customers participating in IWPLST must have a discharge plan. This will provide the foundation for customizing training to meet the customers unique post-discharge needs throughout their participation in IWPLST.

The discharge plan must identify:

* where the customer will live and work after completion of IWPLST;
* who will to receive the Caregiver Support Discharge Training; and
* specific supports that will be necessary for maintaining the skills gained in IWPLST.

For a customer to be eligible and remain eligible for IWPLST the customer must:

* be able to engage in therapeutic activity during the assessment period and when participating in the residential program, for a minimum of 12 hours each day;
* manage daily personal care, such as bathing and/or hygiene, dressing, and toileting;
* attend and participate in classroom instruction, as required;
* demonstrate measurable progress toward goals and/or objectives in the individualized program plan (IPP).
* be able to transfer skills from the training environment to the discharge setting that is identified on the discharge plan;
* not have a history of extreme violent or sexual criminal offenses;
* not abuse drugs or alcohol prior to or while participating in IWPILS;
* have family or caregivers who actively participate in Caregiver Support Discharge Training when the customer's discharge plan is to return home to the family; and
* be capable of long-term self-sufficiency.

## 23.2 Staff Qualifications and Training

The contractor and the contractor staff that provide services described in this chapter also must comply with Chapters 1-3 of the Standards for Providers manual.

All staff qualifications and training required by a licensed assisted living facility must be maintained per license regulations and requirements. Rules regarding licensing requirements can be found in [Texas Administrative Code, Title 40, Part 1, Chapter 92: Licensing Standards for Assisted Living Facilities](https://texreg.sos.state.tx.us/public/readtac%24ext.ViewTAC?tac_view=5&ti=26&pt=1&ch=553&sch=B&rl=Y). Refer to [Texas Health and Human Services, Assisted Living Facilities (ALF)](https://www.hhs.texas.gov/providers/long-term-care-providers/assisted-living-facilities-alf/how-become-alf-provider) for more information.

The day or residential services may use the following personnel:

* Certified professional—an individual who has the knowledge, experience, and skills to perform a specific job and is paid for performing that job. The individual's expertise is verified by a certificate earned by passing an exam accredited by an organization or association that monitors and upholds prescribed standards for the profession. Examples of certified professionals include a certified nursing assistant, certified medical assistant, certified medication aide, Board for Evaluation of Interpreters (BEI)-certified individual, a Registry of Interpreters for the Deaf (RID)-certified individual or an acceptable individual with a Sign Language Proficiency Interview (SLPI) rating, or UNTWISE credentialed employment staff.
* Licensed professional—an individual who has completed a prescribed program of study in a health field and who has obtained a license indicating his or her competence to practice in that field. Examples of licensed professionals include a registered nurse, social worker, certified therapeutic recreation specialist (CTRS), Applied Behavior Analysis therapist (ABA), or board-certified behavior analyst (BCBA).

The provider's director must approve the VR3455, Provider Staff Information Form, completed by each staff member, and submit the approved form to the provider's assigned TWC contract manager and assigned VR regional program specialist.

IWPLST providers who provide direct services to customers who are deaf must hold either a BEI certification, a RID certification or a SLPI rating of intermediate plus.

### 23.2.1 Case Manager—General Qualifications

Minimum qualifications for individuals providing case management responsibilities are:

* a degree in vocational rehabilitation counseling, social work, or a related field; and
* at least one year of experience in rehabilitation case management.

Additionally, work experience in the education of individuals with neurodevelopmental disorders, mental health, deaf, or blind disabilities is preferred.

### 23.2.2 Residential Support Staff—General Qualifications

In addition to meeting all assisted living facility license requirements, individuals providing supervision and ensuring the health, safety, and well-being of residents must:

* be at least 21 years of age with two years of college and/or a minimum of one year of experience working with individuals with disabilities; and
* obtain a University of North Texas Workplace Inclusion and Suitable Employment (UNTWISE) Texas Job Skill Trainer Credential within 60 days of hire.

Additionally, work experience in rehabilitation teaching, rehabilitation, or education of individuals with disabilities is preferred.

### 23.2.3 Living Skills Trainer—General Qualifications

Minimum qualifications for individuals providing independent living skills training are:

* at least 60 hours of college credit earned toward an associate's or bachelor's degree from an accredited college or university, with a major in rehabilitation, education, psychology, sociology, or a related field; and
* at least one year of work experience in rehabilitation teaching, rehabilitation, or education of individuals with disabilities or two years of work experience in general education or a related field.

### 23.2.4 Program Supervisors

Individuals developing the curriculum and supervising trainers and residential staff for work readiness, life skills, and community integration training must have completed a prescribed program of study in a professional field such as social work, occupational therapy, therapeutic recreation, or rehabilitation counseling, and maintain a current license or certification to practice.

### 23.2.5 Work Readiness Skills Trainer—General Qualifications

Individuals providing work readiness skills and work experience training must:

* be at least 21 years of age with 60 hours of college credit; and
* have a current UNTWISE Texas Work Readiness Training Credential (formally Vocational Adjustment Training Credential).

Additionally, work experience in rehabilitation teaching, rehabilitation, or education of individuals with disabilities is preferred.

### 23.2.6 Required Staff Training

In addition to meeting all training requirements for licensed assisted living facilities, staff who have direct interaction with customers must receive and document attendance in the following training areas, before assuming any job responsibilities and at least annually thereafter:

* Reporting of abuse, neglect, or exploitation
* Confidentiality of customer information, which includes data usage agreement information
* Universal precautions (refers to the approach for infection control per the Occupational Safety and Health Administration)
* Conditions when they should notify the facility manager
* Customers' rights
* Emergency and evacuation procedures
* Safety measures to prevent accidents and injuries
* Emergency first-aid procedures, such as the Heimlich maneuver and actions to take when a customer falls, suffers a laceration, or experiences a sudden change in physical and/or mental status
* Behavior management (general prevention of aggressive behavior and de-escalation techniques, practices to decrease the frequency of the use of restraint, and alternatives to restraints)
* Effective and descriptive documentation
* Disability management issues
* Instruction strategies

Every staff member who will work directly or indirectly with a customer must receive specific, individualized training on the customer's plan, including goals, objectives, and intervention strategies for successful interactions.

## 23.3 Facility Requirements

Each facility must obtain and maintain a Texas Department of Aging and Disability Services (DADS) Assisted Living Facility License. For more information, refer to [Texas Health and Human Services, How to Become an ALF Provider](https://www.hhs.texas.gov/providers/long-term-care-providers/assisted-living-facilities-alf/how-become-alf-provider).

Facilities must be compliant with all rules, laws, codes and ordinances outlined in the following sections of Title 40 of the Texas Administrative Code (TAC):

* Texas Administrative Code, Title 40, Part 1, Chapter 46: Contracting to Provide Assisted Living and Residential Care Services
* Texas Administrative Code, Title 40, Part 1, Chapter 49: Contracting for Community Care Services
* Texas Administrative Code, Title 40, Part 1, Chapter 92: Licensing Standards for Assisted Living Facilities

The facility is required to transport customers to and from appointments and activities included in the program, with staff members transporting customers in facility vehicles in accordance with [25 TAC §448.510](https://texreg.sos.state.tx.us/public/readtac%24ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=25&pt=1&ch=448&rl=510) and Chapter 3: Basic Standards.

The facility must comply with the Americans with Disability Act (ADA) and must complete the [ADA Full Checklist for Existing Facilities](https://www.adachecklist.org/checklist.html), based on the [2010 ADA Standards for Accessible Design](https://www.ada.gov/law-and-regs/design-standards/2010-stds/). The ADA checklist must be kept on file and made available to VR staff upon request.

Within one business day of discovering that a customer is using a controlled substance that is not prescribed by a physician, the facility must report the use in writing to the VR counselor.

The contractor must maintain proof of a current DADS assisted living facility license with the assigned TWC contract manager and regional program specialist.

The contractor must notify the TWC contract manager and regional program specialist when any Texas Department of Health and Human Services (HHS) inspection and survey personnel complete any inspections and surveys, follow-up visits, investigations of complaints, investigations of abuse or neglect, and other contact visits. All preliminary and final reports issued to the facility must be provided to the TWC contract manager and regional program specialist on the day of receipt.

If alleged abuse, neglect, or exploitation (written or oral) is reported to DADS, the Texas Department of State Health Services (DSHS), or the local police, the facility must notify the TWC contract manager and regional program specialist on the same day that the report is made. When the law allows, a written report or a written summary of an oral report must be provided to the TWC contract manager and regional program specialist on the day of the report.

The facility is responsible for all requirements outlined in Chapter 2: Obtaining a Contract for Goods and Services and Chapter 3: Basic Standards.

The facility must notify the VR counselor when any of the following occur:

* Significant changes in the customer's health and/or condition
* Occurrences or emergencies related to the customer's health and safety
* The customer or the customer's representative request that services end
* The customer refuses to comply with the IPP
* The customer engages in discrimination in violation of applicable law
* The facility believes that a customer's functional needs have changed such that it will impact the client's level of care
* The facility is notified by DADS or DSHS of any enforcement action

At a minimum, the ratio of residential staff member to customer is one staff member for no more than 15 customers. The facility, at a minimum, will provide onsite nursing services during weekday hours and on-call services for all hours when a nurse is not on site.

The nurse will establish and monitor the individualized medication plan for each customer.

## 23.4 Orientation and Assessment

### 23.4.1 Service Description

Upon admission, for the first seven days, the customer will receive orientation to the program and assessment of the customer's skills, abilities, and needs related to practical life skills and social capacity for the transition to work and independence.

#### Orientation

See Chapter 3: Basic Standards, 3.4.6 Customer Orientation.

#### Assessment

The assessment must determine the appropriateness of IWPLST for the customer.

Assessments should include:

* Environmental Work Assessment (refer to Chapter 4: Employment Assessments, 4.5 Environmental Work Assessment for details);
* Vineland Adaptive Behavior Scales;
* Behavior Assessment System for Children (for customers age 25 and younger);
* VR3387, IWPLST Training Inventory; and
* other assessments, as deemed appropriate and necessary.

The assessment must identify the customer's life skills, social skills, community integration skills, vocational interests, barriers, strengths, motivators, and employment conditions. When IWPLST is deemed appropriate, the assessment results must identify goals, objectives, and interventions for the customer's IPP.

The following Independent Living Skills Scale will be used to describe the customer's level of independence in regard to living within the community at the admission and conclusion of program.

|  |  |  |
| --- | --- | --- |
| Most Independent | Level I | Displays the skills necessary to live and function in an independent manner |
|   | Level II | Displays the skills necessary to live alone in the community with periodic supportive services in areas such as money management and placement assistance |
|   | Level III | Displays the skills necessary to live and function in a semi-independent environment, such as a half-way house, assisted living facility, or boarding house |
| Least Independent | Level IV | Displays the skills necessary to live and function in a supervised living environment, such as being totally dependent on family and/or friends, on living in a group home setting or institution |

### 23.4.2 IWPLST Referral Documentation

Referrals to Intensive Work Preparation and Life Skills Training (IWPLST) must have a:

* Birkman Assessment that was completed within the past 12 months; and
* psychological evaluation that was completed within the last five years.

If the customer's circumstances have significantly changed at any time since the completion of either assessment, the assessments must be repeated to provide current information.

An IWPLST provider receives from VR3386, IWPLST Referral, and a service authorization, including any documentation that will prepare the provider to work with the customer, such as medical or psychological reports, school records, and Birkman results.

### 23.4.3 IWPLST Assessment Period

The IWPLST provider will conduct the assessments within the first seven days of admission and will supply all necessary assessment and training materials.

The IWPLST case manager contacts the customer, the customer's legally authorized representative, and the customer's the VR counselor upon completion of the assessment to schedule a meeting time to review the assessment results and recommendations.

When the assessment does not recommend attendance in IWPLST, the case manager and VR counselor will inform the customer and his or her legally authorized representative about the results. The VR counselor will work with the customer to identify and set-up other appropriate services.

When the assessment recommends IWPLST, the IWPLST interdisciplinary team drafts VR3388, IWPLST Individual Program Plan (IPP) and Monthly Report, and identifies the customer's VR discharge and employment goals.

### 23.4.4 Individual Program Plan (IPP) Meeting

The IWPLST interdisciplinary team presents a draft the VR3388, IWPLST Individual Program Plan (IPP) and Monthly Report, to the customer's team comprised of the VR counselor, case manager, customer, customer's legally authorized representative, any extended long-term support providers (for example, discharge disposition provider or potential employment provider), and team leaders that will supervise the staff providing direct care.

In the meeting, the team reviews the plan and updates VR3388, IWPLST Individual Program Plan (IPP), ensuring that the goals, objectives, activities and/or interventions, description of abilities at the start of the program, and anticipated abilities at discharge from the program are identified and recorded, thereby creating the final document. The VR counselor and customer will make the final decisions regarding a goal. The customer, customer's legally authorized representative, VR counselor, and IWPLST case manager sign VR3388, IWPLST Individual Program Plan (IPP), indicating agreement with the plan.

### 23.4.5 Entrance and Exit Assessments

VR3387, IWPLST Training Inventory, will be completed at the beginning of the customer's participation in IWPLST and at the conclusion of the customer's participation in IWPLST so that the entrance and exit score can be compared.

### 23.4.6 Family and Caregiver Support Training Plan

When the customer's discharge plan is to return home to family and/or caregivers, VR3390, Family and Caregiver Support Training Plan, must also be completed. Family and/or caregivers must attend training monthly to address any issues, obtain the skills, and learn about the resources necessary for the customer to maintain the skills gained while in IWPLST and to support the long-term goal of competitive integrated employment.

### 23.4.7 Outcomes Required for Payment

The Intensive Work Preparation and Life Skills Training (IWPLST) assessment staff members and case manager document in descriptive terms all assessment results, including time spent and including a proposed IPP, if IWPLST services are recommended. A copy of the final report must be included with the invoice.

The IWPLST interdisciplinary team meeting must be conducted and documented, including a record of all attendees and a summary of all discussions and recommendations for residential or day services

The VR counselor determines whether residential services or day services are approved.

## 23.5 Structured Interventions

Residential customers must receive a minimum of 12 hours of structured intervention each day, including weekdays and weekends. Day program customers must receive six hours of structured intervention each day. Attendance, staff ratios, and identification of the staff providing each day's training must be maintained and provided when requested by TWC or the VR counselor.

All activities and interactions should lead to teachable moments designed to promote the customer's transition to work and independence. The program model includes instruction interventions that meet each customer's learning styles, including inquiry-based instructions, hands-on experiments, project- and problem-based learning, discussions, computer-aided instructions, handouts, exercises, and journaling activities.

Customers will participate in individual, group and self-led instruction to develop the skills needed to move toward transitioning to work and independence and becoming responsible and productive members of their community.

Structured interventions include life skills training, work readiness training, work experience training, therapeutic structured activities, community integration, and behavior plans.

### 23.5.1 Life Skills Training

The Intensive Work Preparation and Life Skills Training (IWPLST) must have curriculums for all program areas addressed. Life skills training is held primarily on the residential campus. It is individualized and goal-driven based on each customer's IPP.

Life Skills Training includes classroom instruction and activities providing hands-on learning and practice of skills in the following key areas:

* Advocacy
* Communication
* Daily living task (shopping, cooking, cleaning, laundry)
* Decision-making
* Disability education, management, and disclosure
* Goal setting
* Healthy choices (eating balanced meals and physical exercise)
* Medication management
* Money management
* Personal care and appearance management
* Personal safety
* Problem-solving
* Recreation
* Social skills
* Transportation training
* Wellness
* Wellness recovery action plans

Customers should participate in life skills training daily. Attendance records, calendar of curriculum taught each day, and documentation of the customer's response to the skills taught, including abilities and challenges, must be maintained daily. The ratio of one staff member to no more than six customers must be maintained.

### 23.5.2 Work Readiness Training

Work readiness training is individualized and goal driven, based on each customer's IPP. IWPLST must offer career pathways work experience opportunities on campus, but may also offer work experience off campus, when appropriate. Examples of career pathways opportunities include culinary, horticulture, clerical, retail, housekeeping, and hospitality work experiences. Work experience that a customer engages in must be related to his or her interests, VR employment goals, skills, and abilities. IWPLST must offer a minimum of three career pathways and curriculum for all key areas addressed.

Work readiness training includes classroom instruction and activities that allow for hands-on learning and the practice of skills in the following key areas:

* Accepting supervision
* Career exploration
* Employee benefits
* Health and safety at work
* Interviewing
* Leadership
* Paycheck basics
* Teamwork
* Transferable skills
* Work behavior and attitudes
* Work ethics
* Work experience
* Work hard skills
* Work habits
* Work interests
* Work personality
* Work problem--solving
* Work rules, laws, and expectations
* Work soft skills
* Work tolerance
* Work values

Customers should participate in work readiness skills training daily. Attendance records, a calendar of curriculum taught each day, and documentation of the customer's response to the skills taught, including abilities and challenges, must be maintained daily. The ratio of one staff member to no more than six customers is to be maintained on campus and a ratio of one staff member to no more than four customers is to be maintained when off campus in the community.

### 23.5.3 Therapeutic Structure Activities

Therapeutic structure activities assist in the restoration, remediation, or rehabilitation of an individual's level of functioning and independence in life activities that promote health and wellness. Every activity a customer engages in daily should be used as a learning moment.

Intensive Work Preparation and Life Skills Training (IWPLST) staff should make activities meaningful and therapeutic. Customers should be actively engaged as they preform personal daily tasks, complete chores, and participate in structured activities outside of classroom instruction, work experience, or planned community integration.

Examples of structured activities include the following:

* Arts and crafts
* Chores
* Completing personal care tasks
* Exercising
* Journaling
* Playing board games
* Playing sports
* Reading a book
* Structures socialization with a purpose

Therapeutic structure activities are individualized and goal-driven based on each customer's IPP and interests. The activities can be completed in an individual or group setting. Both customers and IWPLST staff should plan activities. A calendar of activities and documentation of the activities that the customer engaged in daily must be maintained. Structure activities can count toward the 12 hours of required intervention daily.

A minimum ratio of one staff member to every 10 customers must be maintained.

### 23.5.4 Community Integration

Community integration activities are individualized and offer self-determined and goal- driven activities based on each customer's IPP. The community activities will vary depending on the customer's functional skills, level of required supervision, and interests.

Community integration activities allow the customer to develop functional skills and engage in community inclusion that is age appropriate. A curriculum for the community integration skills taught must be maintained. Attendance records and descriptions of the community integration activities addressed must be recorded and documentation of the customer's response to the skills taught, including abilities and challenges, must be maintained.

Instructional areas include the following:

* Accessing community resources
* Communication skills
* Community life
* Community relationship
* Community safety
* Informed decision making
* Leisure and recreational skill development and/or activities
* Money management and banking
* Personal empowerment
* Personal health and hygiene
* Self-advocacy
* Shopping
* Social activities
* Social skills development
* Task completion
* Transportation/travel training
* Volunteerism

Community integration activities away from the facility should be planned weekly. When in the community, a ratio of one staff member to no more than four customers must be maintained.

### 23.5.5 Behavior Management

Functional Behavioral Assessment (FBA) – An FBA is a process of collecting information that is used to determine why a customer exhibits certain behavior. The FBA is used to develop the Behavior Intervention Plan.

Behavior Intervention Plan (BIP) – A BIP describes the interventions and strategies that Intensive Work Preparation and Life Skills Training (IWPLST) staff members use, as well as the modifications and support services they provide, to help modify a customer's behavior. A BIP is based on the information contained in the FBA.

Customers will need to have an FBA and a BIP to improve their adaptive behaviors and to reduce the maladaptive or socially unacceptable behaviors (such as poor anger management, inappropriate coping skills, and self-destructive behaviors), that prevent or interfere with the customer's inclusion within the facility and/or home environment and the community.

The FBA and BIP should be completed by an applied behavior analysis therapist (ABA), a board-certified behavior analyst (BCBA), or a psychologist.

All IWPLST staff must be trained to perform the interventions identified in a customer's BIP, so that consistent and positive outcomes are achieved by the customer.

The VR counselor must be provided a copy of any FBA and BIP and provided with updates on progress to achieve the BIP at least every 28 days.

### 25.5.6 Process and Procedure

The IWPLST provider must maintain attendance records and daily documentation for each structured intervention provided for each customer that describes the customer's abilities and challenges displayed during engagement of the structured intervention.

This documentation should be used by the IWPLST team to determine the customer's progress toward the goals and objectives identified in each customer's IPP. When the IPP and Monthly Status Report is submitted to the VR counselor, it must include a record of all the hours and types of structured intervention that the customer participated in for each day of the reporting period. Calendars of the structured interventions offered each day must be available upon request.

IWPLST staff members are responsible for development of all curriculums. Curriculums must be made available to TWC and TWS upon request.

### 25.5.7 Outcomes Required for Payment

All services provided must be based on the customer's IPP.

The IPP must contain the following:

* Attendance records indicating that 12 hours per day of structured intervention activities were provided if in a residential setting, or 6 hours in a day program, that the intervention activities included at a minimum life skills training, work readiness training and therapeutic structure activities
* Proof each week that the customer participated in at least one community integration session
* A calendar of the therapeutic structured activities planned
* Daily reports available upon request that describe the customer's abilities and challenges as the customer engaged in each structured intervention
* A statement that all staff maintained the required qualifications or have an approved wavier
* A monthly IPP with the customer's status and recommendation for continued participation in the program
* A copy of the customer's Functional Behavior Analysis (FBS) and Behavior Intervention Plan (BIP), when appropriate

## 23.6 Caregiver Support Training

When a customer will be returning to live at the location he or she lived before participation in Intensive Work Preparation and Life Skills Training (IWPLST), the caregiver from that living situation must participate in monthly sessions at the IWPLST site. The caregiver will participate in training that will prepare the caregiver to foster the skills learned by the customer while in IWPLST.

The sessions will be led by a professional-level staff member and all interventions will be goal driven. VR3390, Family and Caregiver Support Training Plan, will outline the intervention to be taught.

### 23.6.1 Process and Procedure

The Intensive Work Preparation and Life Skills Training (IWPLST) provider will identify which caregivers must participate in caregiver support discharge planning. The case manager will arrange the training date and ensure that the caregiver is aware of the caregiver's responsibility to attend.

The IWPLST interdisciplinary team will complete VR3390, Family and Caregiver Support Training Plan, and obtain both the VR counselor's and caregiver's signatures on the plan.

The professional staff member who trains the caregiver will record descriptive documentation on the caregiver's response to the training and the skills demonstrated.

If the caregiver fails to attend, the VR counselor must be notified within one business day.

### 23.6.2 Outcomes Required for Payment

The case manager completes and obtains signatures on VR3390, Family and Caregiver Support Training Plan.

The case manager also submits a monthly report indicating the dates that the customer was trained, a description of the training provided, and the caregiver's response.

### 23.6.3 Fees

For more information, refer to 23.8 Intensive Work Preparation and Life Skills Training Fee Schedule.

## 23.7 Individual Program Plan Monthly Updates

### 23.7.1 Service Description

The IWPLST interdisciplinary team reports on the goals and objectives identified on VR3388, IWPLST Individual Program Plan (IPP) and Monthly Report, for each monthly reporting period (28 days), and:

* describes the customer's skills, abilities, and challenges as they relate to each goal and objective;
* describes the customer's performance and progress in clear, descriptive terms;
* identifies objectives that have been achieved in a reporting period;
* includes goals, objectives, and adjustment to the projected completion date, as necessary; and
* includes any newly emerging skills and/or behaviors to be addressed in the customer's IPP.

The customer, customer's legally authorized representative, customer's VR counselor, and the IWPLST case manager sign the IPP to indicate agreement with the IPP.

### 23.7.2 Process and Procedure

The Intensive Work Preparation and Life Skills Training (IWPLST) interdisciplinary team routinely evaluates the customer's status and progress toward the IPP goals.

The case manager prepares VR3391, IWPLST Staffing Report, five to 10 days before the end of the 28-day reporting period.

The case manager, customer, customer's legally authorized representative, and VR counselor review the VR3391, IWPLST Staffing Report in-person or teleconference meeting. The results of the meeting will determine whether VR will continue to authorize the customer in IWPLST or establish a discharge date before the end of the reporting period month.

When VR agrees to continue to authorize the customer in IWPLST, a service authorization for the upcoming month will be issued before the last business day of the month.

VR3388, IWPLST Individual Program Plan (IPP) and Monthly Report, is updated and submitted to the VR counselor no later than the fifth business day of the following month.

### 23.7.3 Outcomes Required for Payment

The case manager, customer, customer's legally authorized representative, and VR counselor review VR3391, IWPLST Staffing Report either an in-person or tele-conference meeting, five to 10 days before the end of the 28-day reporting period.

VR3388, IWPLST Individual Program Plan (IPP) and Monthly Report, is updated and submitted to the VR counselor no later than the fifth business day of the following month.

### 23.7.4 Fees

For more information, refer to 23.8 Intensive Work Preparation and Life Skills Training Fee Schedule, below.

## 23.8 Intensive Work Preparation and Life Skills Training Fee Schedule

All room, board, 24-hour supervision, interpreter, transportation, and case management costs required to develop and implement the customers IPP as well as administrative expenses are included in the rate.

|  |  |
| --- | --- |
| **Service** | **Fee** |
| Assessment Week (Residential Required) | $2147.79 |
| Residential Structured Intervention Fee | $248.60 per 24-hour day |
| Day Program Structured Interventions Daily Fee for Day Program Customers | $112.50 per 6-hour day attended |
| Caregiver Support Discharge Training (New) | $300 |