# Vocational Rehabilitation Services Manual B-500: Individualized Plan for Employment

Revised August 27, 2018

## B-502: IPE Process

The IPE is developed with the customer or as appropriate, with the customer's representative, in his or her native language or mode of communication.

VR staff informs the customer of the available options for all or part of the IPE:

* with direct assistance from a VR counselor that is employed by TWC-VR,
* by the individual (without any assistance),
* with assistance of a qualified counselor that is not employed by TWC-VR, or
* with assistance, as appropriate, from a disability advocacy organization.

TWC-VR does not pay for assistance with IPE development.

The IPE must be approved by a VR counselor employed by TWC-VR and must include all required content. See B-504: Content of the IPE for more information.

Before asking the customer to sign the IPE, the VR counselor must explain:

* the terms and conditions for the delivery of services, including the start and end dates of the services;
* any financial commitment to the plan;
* the customer's right to appeal; and
* the availability of the Client Assistance Program.

A copy of the ["Can We Talk" brochure](https://twc.texas.gov/files/jobseekers/vocational-rehabilitation-appeal-process-twc.pdf) and the information to make informed choices must be provided (or offered) at every step in the VR process: application, eligibility, IPE, approval or denial of services, and closure. Once signed, a copy of the IPE or IPE amendment must be provided to the customer.