# Vocational Rehabilitation Services Manual C-1000: Employment Services

Revised July 1, 2021

## C-1007: Job Placement Services

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### C-1007-2: Bundled Job Placement Services

VR counselors can purchase Bundled Job Placement services from contracted providers if the VR counselor believes that the customer is going to need more assistance than VR staff can provide to achieve the customer's employment goal. If any Non-Bundled Job Placement service (such as Employment Data Sheet, Application and Résumé Training, or interview training) has been purchased, the Bundled Job Placement services purchased from an ESP must be reduced.

When a customer's circumstances indicate that Bundled Employment Services need to be purchased after Non-Bundled Job Placement Services have been provided, a reduction of payment will be applied to the fee of the Bundled Employment Service, except for students or youth with disabilities.

See [VR-SFP Chapter 17: Basic Employment Services, 17.4 Bundled Job Placement Services](https://twc.texas.gov/standards-manual/vr-sfp-chapter-17#s174), for more information, including outcomes for payment and fees.

The following premiums are available for Non-Bundled Job Placement. Refer to the link for each for additional information:

* [VR-SFP 20.3 Autism Premium](https://twc.texas.gov/standards-manual/vr-sfp-chapter-20#s203);
* [VR-SFP 20.4 Criminal Background Premium](https://twc.texas.gov/standards-manual/vr-sfp-chapter-20#s204);
* [VR-SFP 20.5 Deaf Service Premium](https://twc.texas.gov/standards-manual/vr-sfp-chapter-20#s205);
* [VR-SFP 20.6 Mileage Premium](https://twc.texas.gov/standards-manual/vr-sfp-chapter-20#s206);
* [VR-SFP 20.7 Professional Placement Premium](https://twc.texas.gov/standards-manual/vr-sfp-chapter-20#s207); and
* [VR-SFP 20.8 Wage Premium](https://twc.texas.gov/standards-manual/vr-sfp-chapter-20#s208).

Any planning meeting related to the placement plan between the customer, provider, customer’s circle of supports, and VR staff may be conducted remotely. Refer to [VR-SFP 3.6.4.1 Remote Service Delivery](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-6-4) for additional information.

The [VR1845B, Bundled Job Placement Services Plan Part B](https://twc.texas.gov/forms/index.html) should indicate if a customer’s case is eligible for a premium. The service authorization for a premium must be issued with the Bundled Job Placement—Benchmark A service authorization and the service authorization remains open until the achievement of Bundled Job Placement—Benchmark C.

The VR counselor:

* completes [VR1840, Job Placement Services Referral](https://twc.texas.gov/forms/index.html) form, and attaches medical or psychological reports, case notes, vocational testing, or employment data collected by VR staff that will assist the provider to work with the customer;
* consults with their supervisor to determine the vocational needs of the customer related to providing the training remotely for required visits for Benchmarks B and C;
* schedules the job placement meeting with the customer and the provider;
* completes the [VR1845A, Bundled Job Placement Services Placement Plan Part A](https://twc.texas.gov/forms/index.html) and the [VR1845B, Bundled Job Placement Services Plan Part B and Status Report](https://twc.texas.gov/forms/index.html) electronically through discussion with the ESP and the customer to identify:
  + whether the customer will receive Basic or Enhanced Bundled Job Placement services (through completion of the Support Needs Assessment);
  + the customer's negotiable and nonnegotiable employment conditions;
  + skills, abilities, experience, training, and education that relate to the training and job to be obtained;
  + measurable employment goals using the six-digit Standard Occupational Classification (SOC) system codes; and
  + any premium services the ESP may be authorized to receive upon completion of Benchmark C.
* indicates for Benchmark A on the VR1845B or service authorization when the services can be provided remotely, or in a setting where the trainer and customer are in the same location, or using a combination of both methods;
* indicates for Benchmarks B and C on the VR1845B or service authorization whether the visits can be done in person and/or remotely at or away from the customer’s jobsite.
* prints both forms for required signatures from the VR counselor, job placement specialist, and the customer;
* ensures that VR staff will send the service authorization and electronically fillable forms to the job placement specialist so the forms can be completed with the updated status required for invoicing;
* monitors the customer's progress with both the customer and the ESP;
* provides any needed instruction or intervention necessary to foster the customer's success;
* reviews and approves the [VR1846, Bundled Job Placement Services Benchmark A Training Report](https://twc.texas.gov/forms/index.html), the [VR1850, Employment Data Sheet](https://twc.texas.gov/forms/index.html), the written copy of the elevator speech, and the [VR1845B, Bundled Job Placement Services Plan Part B and Status Report](https://twc.texas.gov/forms/index.html) ensuring that all outcomes required for payment are achieved and that the staff qualifications were held by the person providing the service to the customer; and
* ensures that the invoice is paid.

See [VR-SFP Chapter 17: Basic Employment Services, 17.4 Bundled Job Placement Services](https://twc.texas.gov/standards-manual/vr-sfp-chapter-17#s174), for more information on the Service Description, Process and Procedures, Outcomes Required for Payment and Fee.

Nontraditional providers and transition educator providers can be used when all requirements outlined in [C-1005: Noncontracted Providers](https://twc.texas.gov/vr-services-manual/vrsm-c-1000#c1005) have been met.

When working with nontraditional providers and transition educator providers, the VR-sections titled Service Description, Process and Procedures, and Outcomes Required for Payment in [VR-SFP Chapter 17: Basic Employment Services](https://twc.texas.gov/standards-manual/vr-sfp-chapter-17) must be followed; however, the staff qualifications and purchasing fees outlined in the VR-SFP Chapter 17 do not apply. Refer to C-1005: Noncontracted Providers for this information.

#### Basic Job Placement Fees

The fee schedules for nontraditional provider Basic Job Placement services are:

* Benchmark A – 5th day of paid employment – $528.00
* Benchmark B – 45th day of paid employment – $264.00
* Benchmark C – 90th day of paid employment – $528.00

The fee schedules for transition educator provider Basic Job Placement services are:

* Benchmark A – 5th day of paid employment – $720.00
* Benchmark B – 45th day of paid employment – $360.00
* Benchmark C – 90th day of paid employment – $720.00

When a customer accepts a new position with the employer or obtains employment with a new employer, the customer must work 30 days in the new position before the achievement of Benchmark C.

For more information on how to establish and set up nontraditional providers and transition educator providers, see C-1005: Noncontracted Providers.

### C-1007-3: Job Skills Training

VR purchases Job Skills Training when a customer needs more training and support than that provided by the employer. The employer, customer, Job Skills Trainer, and VR counselor are involved in the training plan and monitor the customer's performance. All Job Skills Training is goal-focused on and in-line with the customer's goals and abilities as documented on the [VR3314, Job Skills Training Referral](https://twc.texas.gov/forms/index.html). Job Skills Training is limited to a total of 200 hours per customer for the life of a customer's current VR case.

Job skills training:

* teaches skills;
* reinforces skills; and
* develops or sets up accommodations and/or compensatory techniques to increase the customer's independence and ability to meet employer expectations.

The counselor, customer, provider, and the employer are all be involved in the decision to allow remote Job Skills Training at a worksite. The employer must agree to allow use of the technology, internet and/or devices to be used by the customer at the job site. The use of the technology, internet and/or devices should not exclude or stigmatize the customer. Remote Job Skills Training must be supplemented with in person Work Experience Training away from the job site.

Job Skills Training can be purchased for Extended Services for Youth with Disabilities when all other available resources for Extended Services, such as Medicaid Waiver Programs, natural supports, other public agencies, and/or private nonprofit organizations are not available for a customer. The goals for Job Skills Training must address the Extended Service needs of the customer. Before a Job Skills Trainer can provide Job Skills Training for Extended Services to a customer, a [VR3472, Contracted Service Modification Request](https://twc.texas.gov/forms/index.html) form must be approved by the VR Division Director. A new VR3472, must be approved by the Director of the VR Division for every 200 hours of Job Skills Training authorized for the customer.

VR must stop purchasing Job Skills Training for Extended Service when any of the following occur.

The customer:

* no longer needs Extended Services to maintain employment;
* can receive Extended Services from another resource(s);
* has receive Job Skills Training for a total period of four years;
* has reached the age of 25; or
* no longer meets the definition of a "youth with a disability."

Job Skills Training cannot be purchased for adult customers to provide Extended Services.

Refer to [VRSM C-1202-3: Extended Services](https://twc.texas.gov/vr-services-manual/vrsm-c-1200#c1202-3) and to [VR-SFP Chapter 17: Basic Employment Services, 17.5 Job Skills Training](https://twc.texas.gov/standards-manual/vr-sfp-chapter-17#s175) for additional information.

Refer to VR-SFP 17.5.1 Job Skills Training Service Description for details on how and when remote training may be purchased.

The VR counselor:

* obtains a consultation from their supervisor any time the Job Skills Training needs to be provided remotely. The consultation must be documented in a case note;
* completes [VR3314, Job Skills Training Referral](https://twc.texas.gov/forms/index.html), and attaches medical or psychological reports, case notes, vocational testing, or employment data collected by VR staff to assist the provider to work with the customer;
* ensures VR3314 or service authorization comments indicate whether the training can be done as a combination of remote and in-person training for a customer or if the training should all be done in person;
* when applicable, ensures a [VR3472, Contracted Service Modification Request](https://twc.texas.gov/forms/index.html) form is approved by the VR Division Director to purchase Job Skills Training for Extended Services for “youth with disabilities”;
* identifies goals to be addressed with the customer on VR3314;
* ensures that VR staff sends the service authorization and VR3314 to the provider;
* monitors the customer's progress with both the customer and the service provider;
* when necessary, approves additional goals to be addressed with the customer and notes the approval in an RHW case note;
* when necessary, approves additional Job Skills Training hours;
* when applicable, continually evaluates the customer’s need for Extended Services and the availability resources other than VR to provide the Extended Services for a “youth with disabilities”;
* provides any needed instruction or intervention necessary to foster the customer's success;
* reviews and approves [VR3315, Job Skills Training Progress Report](https://twc.texas.gov/forms/index.html), ensuring that all outcomes required for payment are achieved and that the individual providing the service to the customer held all the required qualifications; and
* ensures that the invoice is paid.

See [VR-SFP Chapter 17: Basic Employment Services, 17.5 Job Skills Training](https://twc.texas.gov/standards-manual/vr-sfp-chapter-17#s175) for more information on Job Skills Training, for more information on the Service Description, Process and Procedures, Outcomes Required for Payment and Fee.

The following premiums are available for Job Skills Training. Refer to the link for each for additional information:

* [VR-SFP 20.3 Autism Premium](https://twc.texas.gov/standards-manual/vr-sfp-chapter-20#s203);
* [VR-SFP 20.11 Brain Injury Premium](https://twc.texas.gov/standards-manual/vr-sfp-chapter-20#s2011);
* [VR-SFP 20.5 Deaf Service Premium](https://twc.texas.gov/standards-manual/vr-sfp-chapter-20#s205); and
* [VR-SFP 20.6 Mileage Premium](https://twc.texas.gov/standards-manual/vr-sfp-chapter-20#s206).

The service authorization for a premium is issued at the same time the Job Skills Training service authorization is issued.

#### Noncontracted Providers

Nontraditional providers and transition educator providers can be used to provide Job Skills Training when all requirements outlined in [C-1005: Noncontracted Providers](https://twc.texas.gov/vr-services-manual/vrsm-c-1000#c1005) have been met.

When working with nontraditional providers and transition educator providers, the VR-sections titled Service Description, Process and Procedures, and Outcomes Required for Payment in [VR-SFP Chapter 17: Basic Employment Services](https://twc.texas.gov/standards-manual/vr-sfp-chapter-17) must be followed; however, the staff qualifications and purchasing fees outlined in the VR-SFP Chapter 17 do not apply.

Nontraditional providers and transition educator providers cannot be used for Job Skills Training for Extended Services.

Refer to [C-1005: Noncontracted Providers](https://twc.texas.gov/vr-services-manual/vrsm-c-1000#c1005) for this information.

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### C-1007-4: On-the-Job Training

On-the-job training (OJT) is a way to help individuals build skills and reestablish employment when they have limited skills, limited work history, and a history of unemployment, legal issues, or incarceration. OJT can be used as a hiring incentive with employers while helping customers to overcome employment barriers. The US Department of Labor offers the [Federal Bonding Program](http://bonds4jobs.com/), which can provide fidelity bonding for the first six months of employment for hard-to-place customers with a history of incarceration.

OJT is a service for which VR pays an employer to train a VR customer who has been hired as an employee of the business earning the same rate of pay and benefits as other individuals without disabilities hired into the same or similar position. The employer trains the customer in the skills necessary to perform both essential and nonessential job duties. The specifications of the training are established using the [VR1609, On-the-Job Training Worksheet](https://intra.twc.texas.gov/intranet/gl/html/vocational_rehab_forms.html) and entered into a "Service Authorization" in RHW.

OJT is:

* individualized to the customer's and the employer's needs;
* training for a VR customer who is hired as an employee of the business earning the same rate of pay and benefits as other individuals without disabilities hired into the same of similar position;
* when the customer meets the minimum requirements for a position, but requires formal and/or informal training activities at the employer's work site to acquire the skills necessary for a specific position or occupation; and
* a commitment from the employer to retain the customer as an employee after successful completion of the OJT, if the customer competently performs essential functions of the position or industry.

OJT is a substantial service, as defined in [B-600: Closure and Post-Employment Services](https://twc.texas.gov/vr-services-manual/vrsm-b-600). Time spent in OJT cannot be counted toward the 90 days of employment required for a successful closure. The start date of employment entered into RHW must be after the date of OJT completion.

#### Local Workforce Development Board Funding

On-the-job training (OJT) can also be funded through the Workforce Innovation and Opportunity Act (WIOA) if a customer is jointly served by VR and a Local Workforce Development Board (Board) that offers OJT programs. Using WIOA-funded OJT is a comparable benefit and should be documented as such in RHW. However, not all Boards in Texas offer OJT.

OJT opportunities may be developed using the same business development techniques used in regular job placement. OJT is a service that employers can access to offset any additional training costs they may incur from hiring a customer. For further information, see [VRSM C-400: Training Services](https://twc.texas.gov/vr-services-manual/vrsm-c-400).

The length of OJT depends on the skills to be learned and the customer's learning ability. If the training is longer than three months, VR Supervisor approval is required and approval must be documented in RHW in a case note. The VR Supervisor will consider the following as possible justifications to increase the length of OJT so that a customer can secure successful long-term employment:

* Customer's disability as it relates to the length of time necessary to safely learn and demonstrate the essential and nonessential skills competently
* Certifications, licenses, or class completions required by the OJT
* Requirements of the employer's management, labor boards, and/or unions that must be met

Note: This list is not inclusive. Contact the regional program specialist assigned, as necessary, to discuss the appropriateness of extending OJT beyond three months.

The following VR services cannot be purchased when a customer is receiving OJT services:

* Job Skills Training
* Bundled Job Placement services
* Supported Employment services

#### OJT Processes and Procedures

When the VR counselor and customer determine that OJT is appropriate, the VR counselor prepares the customer before approaching employers. The VR counselor ensures that the customer is job ready as discussed in [A-406-5: Job Readiness](https://twc.texas.gov/vr-services-manual/vrsm-a-400#a406-5).

The VR counselor identifies an employer that will hire the customer and participate in the OJT program.

VR staff must inform the employer of what TWC expects from participants in the VR OJT program.

Once the employer agrees to provide OJT for a VR customer, the VR counselor and VR staff do the following:

* Assist the employer in establishing itself as a vendor for VR.
* Complete the [VR1609, On-the-Job Training Worksheet](https://intra.twc.texas.gov/intranet/gl/html/vocational_rehab_forms.html), with the customer and the employer's representative, recording all required information on the form. As the form is being completed, the VR counselor, customer, and employer negotiate the stipulations of the OJT. It is the responsibility of the VR counselor to ensure the VR VR1609 is accurately completed.
* Ensure that the information collected on the VR VR1609 is entered into the service authorizations completely and accurately. Ensure that the service authorization establishes the specifications, expectations, goals, and cost of OJT, and lists the outcomes and documentation required for payment.
* Review the service authorization with the employer to ensure the business understands all the specifications outlined, including, but not limited to, the goals of the customer's training, the invoice process, the documentation requirement, and the fees paid for service.
* Ensure the employer completes [VR3316, On-the-Job Training Progress Report](https://twc.texas.gov/forms/index.html). VR3316 must be submitted each time the employer invoices VR for payment of the customer's OJT, or at a minimum of once every 30 days of the OJT. Due dates for VR3316 are included in the service authorization.
* Visit the business site, as arranged and stated on the service authorization, to evaluate the success of the OJT. A summary of each business site visit must be documented in a case note in RHW.
* As necessary, the VR counselor updates the VR OJT Worksheet, completes a new form, and enters the new information into a service authorization.

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