Vocational Rehabilitation Services Manual C-400: Training Services

Revised June 26, 2023

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# C-419: Work Readiness Services

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## C-419-1: Personal Social Adjustment Training

Personal Social Adjustment Training (PSAT) is designed to teach skills related to acceptable work behaviors and to improve interpersonal skills that inhibit the customer's abilities to successfully obtain and maintain competitive integrated employment. PSAT can be used to reinforce behaviors and skills that the customer previously failed to master. Before PSAT is provided to a customer, a Personal Adjustment Evaluation is completed to identify the goals to be addressed in the PSAT.

This service can be provided remotely when the VR counselor has indicated approval of remote service delivery on the [VR3121, Referral for Personal](https://www.twc.texas.gov/vocational-rehabilitation-service-forms) Social Adjustment Training or Work Adjustment Training . For information, refer to [VR-SFP 3.4.8 Remote Service Delivery](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-03#s348).

For additional information, refer to [VR-SFP Chapter 13: Work Readiness Services, 13.3 Personal Social Adjustment Training Evaluation](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-13#s133) and [13.4 Personal Social Adjustment Training](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-13#s134).

The VR counselor must sign [VR3137B, Personal Social Adjustment and Work Adjustment Training Plan](https://www.twc.texas.gov/vocational-rehabilitation-service-forms), indicating agreement with PSAT goals, objectives, and training hours before training is provided after the evaluation or before additional monthly hours are authorized with a service authorization. For information on acceptable signatures refer to VR-SFP sections [3.2.14 Documentation](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3214) and [3.2.16 Signatures](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3216).

**PSAT Procedures**

The VR counselor completes the [VR3121, Referral for Personal](https://www.twc.texas.gov/vocational-rehabilitation-service-forms) Social Adjustment Training or Work Adjustment Training, entirely, records areas that the VR counselor wants evaluated, and attaches all information as instructed on the form. The VR counselor indicates when the services can be provided remotely, in a setting where the trainer and student are in the same location, or a combination of both. The attached information provides background information necessary for the provider to effectively work with the customer.

After the personal adjustment trainer completes the [VR3137A, Personal Social Adjustment Training and Work Adjustment Training Evaluation](https://www.twc.texas.gov/vocational-rehabilitation-service-forms), the trainer completes [VR3137B, Personal Social Adjustment and Work Adjustment Training Plan](https://www.twc.texas.gov/vocational-rehabilitation-service-forms), getting feedback from the VR counselor and the customer to identify measurable goals and objectives.

Planning meetings related to the training plan between customer, provider, customer’s circle of supports, and VR staff may be conducted remotely.  For information, refer to [VR-SFP 3.4.8 Remote Service Delivery](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-03#s348).

Before a PSAT service is provided, the VR counselor must sign the VR3137B, approving the goals, objectives, and training time. A service authorization for the PSAT is issued after the VR counselor approves the VR3137B. The number of hours of PSAT are authorized for each week monthly.

The VR counselor reviews the VR3137B at least monthly, signing approval of the goals and objectives before a service authorization is issued for the additional hours.

The VR counselor must approve [VR3138, Personal Social Adjustment Training and Work Adjustment Training Report](https://www.twc.texas.gov/vocational-rehabilitation-service-forms), before payment of the invoice.

## C-419-2: Work Adjustment Training

Work Adjustment Training (WAT) is designed to improve work behaviors and enhance interpersonal skills of the customer while he or she performs competitive integrated employment in a structured environment. WAT cannot be provided remotely. Before WAT is provided to a customer, a WAT evaluation is completed to identify the customer's goals that will be addressed in the WAT.

WAT is for customers who have:

* never worked before;
* had sporadic work histories;
* not worked in a long time; and/or
* behavioral and/or attitudinal issues such as communication with employers, customers, and coworkers; work attire; hygiene; and dress code for the work environment that require remediation before the customer is likely to find and keep employment.

For WAT evaluation, refer to [VR-SFP Chapter 13: Work Readiness Services, 13.5.3 Outcomes Required for Payment](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-13#s1353). For WAT, refer to [13.6.3 Outcomes Required for Payment](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-13#s1363). For PSAT fees, refer to [13.18 Work Readiness Services Fee Schedule](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-13#s13-18).

WAT staff qualifications are at [VR-SFP 13.2.2 Work Adjustment General Staff Qualifications](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-13#s1322).

WAT must be provided in a work setting where the work performed by the customer produces compensation for both the provider's business and the customer. The customer must be paid at least minimum wage for all hours worked.

The VR counselor signs VR3137B, Personal Social Adjustment and Work Adjustment Training Plan, indicating agreement with WAT goals, objectives, and training hours before training is provided after the evaluation or additional monthly hours being authorized with a service authorization.

**WAT Procedures**

A VR staff member completes [VR3121, Referral for Personal Social Adjustment Training or Work Adjustment Training](https://www.twc.texas.gov/vocational-rehabilitation-service-forms) entirely, recording the areas that the VR counselor wants evaluated, and attaches all information as indicated on the form. The attached information provides background information necessary for the provider to work effectively with the customer.

After the work adjustment trainer completes the evaluation, he or she completes [VR3137B, Personal Social Adjustment Training (PSAT)](https://www.twc.texas.gov/vocational-rehabilitation-service-forms) and Work Adjustment Training (WAT) Training Plan, using feedback from the VR counselor and the customer to identify measurable goals and objectives. Before a WAT service is provided, the VR counselor signs the VR3137B, approving the goals, objectives, and training time. For information on acceptable signatures refer to VR-SFP sections [3.2.14 Documentation](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3214) and [3.2.16 Signatures](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3216).

Planning meetings related to the training plan between the customer, provider, customer’s circle of supports, and VR staff may be conducted remotely. For more information, refer to [VR-SFP 3.4.8 Remote Service Delivery](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-03#s348).

A service authorization for WAT is issued after the VR counselor approves the VR3137B. The number of hours of WAT for each week are authorized monthly. The VR counselor reviews VR3137B at least monthly, approving by signature the customer's goals and objectives before a service authorization is issued for the additional hours.

The VR counselor must approve [VR3138, Personal Social Adjustment Training PSAT) and Work Adjustment (WAT) Training Report](https://www.twc.texas.gov/vocational-rehabilitation-service-forms) before paying the invoice.

## C-419-3: Vocational Adjustment Training

Vocational Adjustment Training (VAT) includes structured classes that help a customer learn and adjust to the daily workplace routine and to address or to manage vocational impediments. VAT allows a customer to develop the competencies and essential skills necessary to function successfully on the job and in the community. There are 9 different curriculums offered in VAT.

Some VAT services may be provided remotely when the VR counselor has indicated approval of remote service delivery on the [VR5000, Referral for Provider Services](https://www.twc.texas.gov/vocational-rehabilitation-service-forms). For more information, refer to [VR-SFP 3.4.8 Remote Service Delivery](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-03#s348). The service definition in the VR-SFP must allow for remote service delivery.

Below is the title and brief description of the service.

* Exploring the "You" in Work—assists the customer in understanding his or her own work personalities, interests, values, and transferable skills.
* Soft Skills for Work Success—focuses on developing essential skills related to effective communication, problem solving, work habits, and work ethics.
* Soft Skills to Pay the Bills–Mastering Soft Skills for Workplace Success—is a curriculum for youth that focuses on communication, enthusiasm and attitude, teamwork, networking, problem solving and critical thinking, and professionalism.
* Entering the World of Work—focuses on skills related to workplace expectations, rules, and laws.
* Preparing for a Job Search—is only for youth and focuses on developing skills essential to preparing for the job search.
* Disability Disclosure Training—assists the customer in making informed decisions about disclosing his or her disability.
* Money Smart: A Financial Education Training—focuses on skills related to money management and finances.
* Public Transportation Training—teaches skills related to using public transportation.
* VAT Specialized—services include both evaluation and training of the customer. It an individualized goal-driven service that teaches skills to overcome or manage impediments to employment. This service is purchased for a customer only when another structured VAT must not meet the customer's needs.
* Exploring Postsecondary Education and Training—assists the customer to understand and explore post-secondary education and training.

The Deaf Premium and Blind Premium are available for all Vocational Adjustment Services. The Deaf Premium does not include VAT-Specialized, for information go to [VR-SFP 20.5 Deaf Service Premium](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-20#s205). The Mileage Premium is available for all Vocational Adjustment Services; for information go to [VR-SFP 20.6 Mileage Premium](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-20#s206). Service Authorizations for premiums are issued at the same time the service authorization for the base services is issued.

The links below will take you to the service definition, process and procedures, and outcomes required for payment and fee for each of the VAT services.

* [VR-SFP 13.7 VAT Explore the "You" in Work](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-13#s137)
* [VR-SFP 13.8 VAT Skills to Pay the Bills—Mastering Soft Skills for Workplace Success](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-13#s138)
* [VR-SFP 13.9 VAT Soft Skills for Work Success](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-13#s139)
* [VR-SFP 13.10 VAT Entering the World of Work](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-13#s1310)
* [VR-SFP 13.11 VAT Job Search Training—for Pre-Employment Transitional Services Customers Only](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-13#s1311)
* [VR-SFP 13.12 VAT Disability Disclosure Training](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-13#s1312)
* [VR-SFP 13.13 VAT Money Smart—A Financial Education Training](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-13#s1313)
* [VR-SFP13.14 VAT Public Transportation Training](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-13#s1314)
* [VR-SFP 13.15 VAT Specialized Evaluation](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-13#s1315)
* [VR-SFP 13.16 Vocational Adjustment Training Specialized](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-13#s1316)
* [VR-SFP 13.17 VAT Exploring Postsecondary Education and Training](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-13#s13-17)

In addition to VR Standards for Providers contractors, Transition Educator providers and Nontraditional providers may provide VAT services. Refer to [VRSM C-1005: Non-Contracted Providers](https://www.twc.texas.gov/vr-services-manual/vrsm-c-1000#c1005) for information about the requirements of Nontraditional providers and Transition Educator providers.

For VAT-Specialized Evaluation and VAT-Specialized, the VR counselor signs the [VR3135B, Vocational Training Specialized Training Plan](https://www.twc.texas.gov/vocational-rehabilitation-service-forms), indicating agreement with the VAT goals, objectives, and training hours before training is provided after the evaluation or before additional monthly hours are authorized with a service authorization. Planning meetings related to the training plan between customer, provider, customer’s circle of supports and VR-Staff may be conducted remotely.  For more information, refer to [VR-SFP 3.4.8 Remote Service Delivery](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-03#s348).

For information on acceptable signatures refer to VR-SFP sections [3.2.14 Documentation](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3214) and [3.2.16 Signatures](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3216).

The VAT staff qualifications can be found at [VR-SFP 13.2.3 Vocational Adjustment Trainer Staff Qualifications](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-13#s1323).

VAT services may not be purchased more than once for a customer without management approval. If it is necessary to purchase a VAT service more than once, a [VR3472, Contracted Service Modification Request](https://www.twc.texas.gov/vocational-rehabilitation-service-forms), must be completed and approved by the director of VR.

**Transition Educators and Nontraditional Providers Fees**

Transition Educator providers and Nontraditional providers may provide VAT services. Transition Educator providers and Nontraditional providers must provide the services as outlined in the VR Standards for Providers and in the service authorization. Refer to C-1005: Non-Contracted Providers for information about the requirements of Nontraditional providers and Transition Educator providers.

**Fee Chart for Nontraditional Providers**

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| --- | --- |
| **Service** | **Fee** |
| Disability Disclosure Training | $411.00 |
| Money Smart—A Financial Training | $616.50 |
| Soft Skills to Pay the Bills—Mastering Soft Skills for Workplace Success | $411.00 |
| Public Transportation Training—Individual | $22.50 per hour |
| Public Transportation Training—Group | $11.40 per hour |
| Exploring the "You" in Work | $205.50 |
| Soft Skills for Work Success | $308.25 |
| Entering the World of Work | $205.50 |
| Preparing for the Job Search—For Students with Disabilities Only | $411.00 |
| Exploring Postsecondary Education and Training | $205.50 |

**Fee Chart for Transition Educator Providers**

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| **Service** | **Fee** |
| Disability Disclosure Training | $548.00 |
| Money Smart—A Financial Training | $822.00 |
| Soft Skills to Pay the Bills—Mastering Soft Skills for Workplace Success | $548.00 |
| Public Transportation Training—Individual | $30.00 per hour |
| Public Transportation Training—Group | $15.20 per hour |
| Exploring the "You" in Work | $274.00 |
| Soft Skills for Work Success | $411.00 |
| Entering the World of Work | $274.00 |
| Preparing for the Job Search—For Students with Disabilities Only | $548.00 |
| Exploring Postsecondary Education and Training | $274.00 |

**VAT Procedures**

VR staff completes VR5000, Referral for VR Services, in its entirety, noting the areas that the VR counselor wants emphasized in the training, and attaches all information as indicated on the form. The VR counselor indicates when the services can be provided remotely, in a setting where the trainer and student are in the same location, or a combination of both. A service authorization for the service and any associated premiums is issued. The attached information provides background information necessary for the provider to work effectively with the customer.

After the Vocational Adjustment trainer completes the training service with the customer, he or she completes the form associated with that VAT service and submits it with an invoice. The VR counselor approves the VAT form required for the specific VAT service and ensures that all required outcomes for payment have been achieved before payment of the invoice.

The service provider is required to maintain attendance records, curricula, lesson plans, and other documentation as required in the contract and in the VR Standards for Providers, and must produce those materials for TWC staff upon request.

For information about the process for using Transition Educator providers or Nontraditional providers, including how to prepare and set up the providers in ReHabWorks, refer to [VRSM C-1005: Non-Contracted Providers](https://www.twc.texas.gov/vr-services-manual/vrsm-c-1000#c1005).

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