# PART C, CHAPTER 12.2.a: PERSONAL SOCIAL ADJUSTMENT TRAINING SERVICES

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| **Policy Number** | **Authority** | **Scope** | **Effective Date** |
| Part C, Chapter 12.2.a | 34 CFR [§361.48(b)(12)](https://www.ecfr.gov/current/title-34/part-361#p-361.48(b)(12)), and TWC Rule [§856.49](https://texreg.sos.state.tx.us/public/readtac$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=40&pt=20&ch=856&rl=49) | All TWC-VR staff | 9/3/2024 |

## PURPOSE

In accordance with the authority (Federal and State) listed above, this policy is issued by the Texas Workforce Commission Vocational Rehabilitation Division (TWC-VR). Adherence to these rules and regulations issued under the Rehabilitation Act of 1973, as amended by Title IV of the Workforce Innovation and Opportunity Act (WIOA), supports Texans with disabilities in gaining, maintaining, and advancing in competitive integrated employment (CIE).

Specifically, the purpose of this policy and these procedures is to ensure adherence to the provision of Personal Social Adjustment Training services.

## DEFINITIONS

Bilateral Contractor: A service contractor that agrees to specific duties or deliverables under the terms of a contract with TWC-VR.

Informed Choice: The means by which a customer chooses their rehabilitation path, from options based on their needs and circumstances and the TWC-VR rules, as it relates to choosing work readiness services and the providers of those services.

Trial Work Experience (TWE): Exploration of an individual's abilities, capabilities, and capacity to perform in realistic work situations in order to determine whether or not there is clear and convincing evidence to support a determination that an individual with a disability is incapable of benefiting from VR services in terms of an employment outcome.

## POLICY

### General Overview

Personal Social Adjustment Training (PSAT) Services are designed to teach skills related to appropriate work behaviors and to improve interpersonal skills that inhibit the customer's abilities to successfully obtain and maintain competitive integrated employment (CIE). PSAT Services can be used to reinforce appropriate behaviors and valuable skills with which the customer previously struggled. Before PSAT Services are provided to a customer, a Personal Adjustment Evaluation is completed to identify the goals to be addressed in the training.

### PSAT Parameters

PSAT Services are used to prepare a customer for CIE. PSAT Services—

* Are purchased from a bilateral contractor;
* May be purchased with Work Adjustment Training (WAT) Services when different goals are addressed;
* Can be provided in-person, remotely, or a combination of both as indicated on the *Referral for Personal Social Adjustment Training and Work Adjustment Training (VR3121)* or the Service Authorization (SA);
* Require evaluation and training to be provided without exceeding the ratio of one staff member to no more than six customers without an aide or one trainer and one aide to no more than 10 customers;
* Require a PSAT evaluation to identify the goals to be addressed in the training for students, youth and adult customers.
* Can be used to reinforce appropriate behaviors and valuable skills with which the customer previously struggled;
* Are goal-directed services with the with the *Personal Social Adjustment and Work Adjustment Training Plan (VR3137B)* being updated in a meeting that can be held remotely with the VR Counselor and the customer every 28 days prior to additional hours being authorized;
* Are limited to 20 hours per week; and
* Weekly hours are authorized each 28-day period.

A PSAT evaluation can only be purchased once for the life of a customer’s case.

### Standards for Providers (SFP)

The SFP manual focuses on the business practices, processes, and policies that TWC-VR and the contracted provider must follow. This VRSM chapter includes services that are provided by a contractor. For additional information regarding contractor responsibilities, service descriptions and costs, please refer to the SFP Chapter 13: Work Readiness Services.

### Additional Policy Considerations

* Comparable Services and Benefits: PSAT services are exempt from the requirement to secure comparable services and benefits prior to TWC-VR expending funds.
* Customer Participation in the Cost of Services: PSAT services are exempt from applying Basic Living Requirements (BLR) and, therefore, the customer is not required to participate in the cost of services.
* Recipients of Social Security Disability Benefits: Recipients of Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI), due to the customer's disability, are exempt from the requirement to participate in the cost of TWC-VR services regardless of income.
* Exceptions to Policy: When necessary to meet the VR needs of a customer, TWC-VR staff members may request exceptions to policies and procedures through their chain of management up to the Deputy Division Director of Field Services Delivery, or designee. However, exceptions to policies and procedures based on Federal and State laws, statutes, and rules or regulations are not allowable.

## PROCEDURES

### Determining the Need for PSAT

PSAT Services are provided to a customer when they have unacceptable work behaviors or need to improve their interpersonal skills to allow them to successfully obtain and maintain CIE.

### PSAT Referral and Service Provision

When the VR Counselor and customer agree to the receipt of PSAT services, it must be included in the Individualized Plan for Employment (IPE), TWE plan, IPE amendment, or a Service Justification for potentially eligible students with disabilities.

The VR Counselor must—

* Complete *Referral for Personal Social Adjustment Training and Work Adjustment Training (VR3121)*, including the skills to be evaluated and developed;
* Provide documentation (only when relevant), such as medical or psychological reports, case notes, vocational testing, or employment data collected by TWC-VR staff;
* Determine whether the PSAT Services will be provided in-person, remotely, or a combination of both;
* Ensure TWC-VR staff send the service authorization (SA) for the evaluation;
* Assist the PSAT Trainer with the completion of the customer’s *3137B* after the evaluation and signing the plan (occurs every 28 days);
* Ensure TWC-VR staff send the SA for the training after the *3132B* is established and updated every 28 days;
* Monitor the customer's progress;
* Provide any needed instruction or intervention necessary to foster the customer's success;
* Review and approve—
  + For PSAT evaluation, the *Personal Social Adjustment Training (PSAT) and Work Adjustment Training (WAT) Evaluation (VR3137A)* and *Personal Social Adjustment and Work Adjustment Training Plan (VR3137B)*;
  + For PSAT (training), the *Personal Social Adjustment Training and Work Adjustment Report (VR3138)* and *VR3137B*; and
* Ensures that the invoices are paid.

The contractor—

* For PSAT Evaluation: Documents all information required by the *VR3137A* and *VR3137B*, at the end of the evaluation period demonstrating evidence that—
  + Attendance was recorded and includes the number of hours the customer participated in the evaluation;
  + The evaluation was provided without exceeding the ratio of one staff to no more than six customers without an aide or one trainer and one aide to no more than10 customers;
  + All necessary accommodations and compensatory techniques were provided, and special needs were met for the customer to participate successfully in the evaluation;
  + The customer's performance, skills, and needs were evaluated and results summarized;
  + The goals and objectives are measurable and established for all skills to be addressed;
  + A projected achievement date has been set for each goal; and
  + A projected number of training hours has been established for each goal.
* For PSAT (training): Documents, at a minimum of every 28 days, all information required on the *VR3138* and SA, including evidence that—
  + The training was provided without exceeding the ratio of one staff member to no more than six customers without an aide or one trainer and one aide to no more than 10 customers;
  + The customer's attendance and the total number of hours the customer participated in the training were recorded;
  + Goals and objectives addressed in training are recorded on the *VR3138* and are included on the most recently approved *VR3137B*;
  + The customer's performance and skills were documented for the reporting period;
  + The status, including a narrative description for each goal and objective, was documented for the reporting period;
  + All necessary accommodations and compensatory techniques were identified, documented, and provided as necessary to meet the special needs of the customer to successfully participate in the training; and
  + Communications with the VR Counselor and customer, and notation of updates made to the *VR3137B* are documented in the Additional Comments section.

### Customer's Satisfaction

The customer's satisfaction and service delivery is verified by the customer's signature on the *VR3137A*, *VR3137B*, or *VR3138* by TWC-VR staff member’s contact with the customer, documented in a case note.

### PSAT Payment

Payment for PSAT Services is made to the contractor when the VR Counselor approves a complete, accurate, signed, and dated—

* PSAT Evaluation:
  + *VR3137A*
  + *VR3137B*; and
  + Invoice.
* PSAT (training):
  + *VR3138*
  + *VR3137B* and
  + Invoice.

TWC-VR will not pay any fees related to excused absences, unexcused absences, or holidays.

## APPROVALS & CONSULTATIONS

TWC-VR staff must follow the following approvals and consultations:

* *VR Director approval is required for any request to change requirements for Personal Social Adjustment Training using the Contracted Service Modification Request form (VR3472) prior to changes being implemented.*

**REVIEW**

The Policy Planning and Statewide Initiatives Team, or designee, is responsible for reviewing this policy and these procedures and will update the Document History log if necessary.

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| **Date** | **Type** | **Change Description** |
| 9/3/2024 | New | VRSM Policy and Procedure Rewrite |