# PART C, CHAPTER 12.4.b: NON-BUNDLED JOB PLACEMENT SERVICES

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| **Policy Number** | **Authority** | **Scope** | **Effective Date** |
| Part C, Chapter 12.4.b | 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 Non-Bundled Job Placement 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 placement services and the providers of those services.

Non-Traditional Provider: An individual who does not have a bilateral contract and who can help a customer achieve an employment goal.

Transition Educator Provider: An individual who is not a provider with a bilateral contract, holds a master's or bachelor's degree in rehabilitation, psychology, education, or a related field (including certified Texas Educators), and is currently or has been employed by a school system, Texas Education Service Center, college, or university within the past fiscal year.

## POLICY

### General Overview

Non-Bundled Job Placement (Non-Bundled JP) services are purchased when a customer does not need assistance from a provider to be placed in a job. Non-Bundled JP services help the customer prepare for the job search by receiving training to develop the skills necessary to complete applications, create a résumé, correspond with potential employers, and interview for a job.

Non-Bundled JP services include the following:

* Employment data sheet, application, and résumé training; and
* Interview training.

Non-bundled JP services can be used with VR Counselor-directed placements, On-the-Job Training (OJT), Apprenticeship, and Job Skills Training, when determined appropriate by the VR Counselor.

### Non-Bundled Job Placement Parameters

Non-Bundled JP services are used for permanent placement for successful closure for TWC-VR customers.

Non-Bundled JP services—

* Are purchased from a bilateral contractor or, when a bilateral contractor is not available, by a Transition Educator or Non-Traditional Provider;
* Can be provided in-person, remotely, or a combination of both as indicated on the *Referral for Provider Services (VR5000)* or the Service Authorization (SA);
* Regarding each service, should only be purchased one time for the life of the customer’s case; and
* Must not be provided when Bundled Job Placement services or Supported Employment (SE) services will be or have been provided in an Individualized Plan for Employment (IPE).

Non-Bundled JP services for “student and youth with a disability” can be purchased after Vocational Adjustment Training (VAT), Preparing for a Job Search have been previously purchased.

### Standards for Providers Manual (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 17: Basic Employment Services.

### Additional Policy Considerations

* Comparable Services and Benefits: Non-Bundled JP 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: Non-Bundled JP 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 Non-Bundled JP Services

The VR Counselor and the customer may determine that Non-Bundled JP services are necessary when a customer is able to secure a position on their own or the VR Counselor will be assisting with securing a placement without the use of a provider.

### Non-Bundled JP Services Referral and Service Provision

When the VR Counselor and customer agree to the receipt of Non-Bundled JP services, it must be included in the IPE or an IPE amendment.

The VR Counselor must—

* Complete the *VR5000*;
* Provide documentation, when relevant, such as medical or psychological reports, case notes, vocational testing, or employment data collected by TWC-VR staff;
* Include the premiums available for Non-Bundled JP services (i.e., Autism Premium, Deaf Premium, Mileage Premium, Brain Injury Premium, and Blind Premium);
* Determine whether the Non-Bundled JP services will be provided in person, remotely, or a combination of both;
* Indicate on the *VR5000*, as applicable, whether a résumé must be completed for the customer;
* Indicate on the *VR5000*, as applicable, whether the mock interviews must be recorded;
* Ensure TWC-VR staff sends the SA and the *VR5000*;
* Monitor the customer's progress;
* Provide any needed instruction or intervention necessary to foster the customer's success;
* Review required documentation, ensuring that all outcomes required for payment are achieved and that the staff qualifications were held by the individual providing the service to the customer; and
* Ensure that the invoice is paid.

The contractor—

* Employment Data Sheet, Application, and Résumé Training: Documents all the information required by the service description on the *Non-Bundled Job Placement Services Data Sheet, Application, and Résumé Training Report (VR1841)*, demonstrating evidence that—
  + All required training topics were covered;
  + Training was provided without exceeding the ratio of one staff member to six customers;
  + Service was delivered as indicated on the *VR5000* or SA (in person only or remotely and/or in person);
  + All accommodations, compensatory techniques, and special needs were provided, as necessary, for the customer to successfully learn the skills;
  + Various instructional approaches were used to meet customer's learning styles and preferences; and
  + All supplies and resources were provided to the customer.
* Interview Training: Documents all the information required, including the service description on the *Non-Bundled Job Placement Services Interview Training Report (VR1842)*, demonstrating evidence that—
  + All required training topics were covered;
    - The purpose of the interview process;
    - The types and purpose of interviews;
    - The creation and delivery of a 30-60-second elevator speech that summarizes why the customer is a good candidate for the job;
    - How to research businesses and employment positions before an interview;
    - Identifying and answering typical interview questions asked in the field relevant to the customer's employment goals;
    - Identifying questions to ask the employer when interviewing;
    - Identifying and responding to questions related to protected classes and disclosure;
    - How to request assistance (advocate), including disability etiquette;
    - How to respond to complicated questions addressing employment barriers (e.g., gaps in work history, criminal background history, limited work experience, and accommodation needs);
    - Personal presentation for interviews such as grooming, dress, and manners; and
    - Completion and critiquing a minimum of two mock interviews.
  + Training was provided without exceeding the ratio of one staff member to six customers;
  + Service was delivered as indicated on the *VR5000* or SA (in person only or remotely and/or in person);
  + All accommodations, compensatory techniques, and special needs were provided as necessary for the customer to successfully learn the skills;
  + Various instructional approaches were used to meet each customer's learning styles and preferences; and
  + All supplies and resources were provided so that the customer could participate in the training.

### Customer's Satisfaction

The customer's satisfaction and service delivery is verified by the customer's signature on *VR1841* or *VR1842*, as applicable, or by a TWC-VR staff member’s contact with the customer, documented in a case note.

### Non-Bundled JP Services Payment

Payment for Non-Bundled JP services is made to the contractor when the VR Counselor approves a complete, accurate, signed, and dated—

* Employment Data Sheet, Application, and Resume Training:
  + *Personal Employment Data Sheet (VR1850)*, or equivalent;
  + Résumé, when requested on the referral form;
  + *VR1841*; and
  + An invoice.
* Interview Training:
  + *VR1842*;
  + Copy of the customer's elevator speech;
  + Video copy of the recorded mock interviews when *VR5000* or SA indicates the videos are required; and
  + An invoice.

## APPROVALS & CONSULTATIONS

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

* *VR Director approval is required for any request to change requirements for Non-Bundled Job Placement, using the Contracted Service Modification Request (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 |