# PART C, CHAPTER 12.4.c:BUNDLED JOB PLACEMENT SERVICES

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| **Policy Number** | **Authority** | **Scope**  | **Effective Date** |
| Part C, Chapter 12.4.c | 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%24ext.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 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

Bundled Job Placement (Bundled JP) services is a benchmark service that assists customers in preparing for and completing the job search process. Job placement may be in a new position or an advancement in current employment when the customer requires training and/or assistance in the areas listed below.

Bundled JP services—

* Help customers obtain a job that meets their needs as outlined in the *Bundled Job Placement Services Plan–Part B and Status Report (VR1845B)*; and
* Can be used with Job Skills Training and can be used simultaneously with Personal Social Adjustment Training (PSAT) and Vocation Adjustment Training (VAT), with the exception of Vocational Adjustment Training – Job Search Training.

### Bundled JP Services Parameters

Bundled JP services are used for permanent placement for closure for adult VR customers or Pre-ETS.

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;
* May be purchased without the purchase of Job Skills Training services;
* Can be provided in person, remotely, or a combination of both as indicated on the *VR1845B* or the service authorization (SA):
* Cannot be provided concurrently with Non-Bundled JP services, VR Counselor-Directed Placement Services, Supported Employment (SE), Project SEARCH, Work Adjustment Training (WAT), On-the-Job Training (OJT), or Registered Apprenticeships.

### 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: 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: 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 Bundled JP Services

TheVR Counselor and the customer may determine that Bundled JP services are necessary when the VR Counselor believes the customer is going to need more assistance than TWC-VR staff can provide to achieve the customer's employment goal.

### Bundled JP Services Referral and Service Provision

When the VR Counselor and customer agree to the receipt of Bundled JP services, it must be included in the Individualized Plan for Employment (IPE) or an IPE amendment.

The VR Counselor must—

* Complete *Referral for Provider Services (VR5000)*;
* Provide documentation (only when relevant), such as medical or psychological reports, case notes, vocational testing, or employment data collected by TWC-VR staff;
* Schedule the job placement meeting with the customer and the provider;
* Complete the *Bundled Job Placement Services Placement Plan Part A (VR1845A)* and *VR1845B* electronically through discussion with the Employment Services Provider (ESP) and the customer to identify the following:
	+ 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 (see below);
* Determine whether the Bundled JP services will be provided in person, remotely, or a combination of both;
* Indicate for Benchmarks B and C on the *VR1845B* or SA whether the visits can be done in person and/or remotely at or away from the customer’s job site (For specific information on Benchmarks, see below.);
* Ensure TWC-VR staff sends the SA and the VR1845B;
* Monitor the customer's progress;
* Provide any needed instruction or intervention necessary to foster the customer's success;
* Review and approve the VR1845B, completed by the contractor, 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—

Benchmark A:

* To meet Benchmark A, the customer—
	+ Must work five shifts on five different days, achieving the following as identified on *VR1845B*:
		- The employment goal on the form by matching one of the six-digit SOC codes based on the job tasks the customer is performing, which are included in the O\*NET description (not based on the customer’s job title);
		- 100% of the non-negotiable employment conditions; and
		- 50% or more of the negotiable employment conditions identified on the *VR1845B*.
* Payment for Benchmark A requires that the Job Placement Specialist do the following:
	+ Document all the information required by the Service Description on the *Bundled Job Placement Services Benchmark A Training Report (VR1846)*, demonstrating evidence that—
		- All required training topics were covered;
		- Training was provided without exceeding the ratio of one staff member to six customers;
		- All necessary accommodations, compensatory techniques, and special needs were provided as necessary for the customer to learn the skills;
		- Various instructional approaches were used to meet the customer's learning styles; and
		- All supplies and resources were provided so that the customer could participate in the training;
	+ Submit required copies of the customer's completed—
		- *Employment Data Sheet (VR1850)*, or equivalent that includes all topics addressed on the *VR1850*;
		- Résumé, when required on the *VR1845B*;
		- Written copy of the elevator speech; and
		- Video-recorded mock interviews, when requested on the *VR1845B*;
	+ Provide the required training and support, as outlined in the service description and *VR1845A* and *VR1845B*;
	+ Document the information required on *VR1845B*, including—
		- Information describing the current employer;
		- Information describing the customer's employment, work setting, and environment;
		- Date employment began;
		- Evidence that the customer has worked at the job site for at least five days and/or shifts;
		- Evidence that the placement meets—
			* One of the six-digit SOC codes listed within the employment goals based on the job tasks the customer is performing, which are included in the O\*NET description (not based on the customer’s job title);
			* 100% of the non-negotiable employment conditions;
			* 50% or more of the negotiable employment conditions;
			* Services delivered as indicated in the Service Delivery section of the VR1845B or SA (in-person at or away from job site, remotely, or combination of in-person and remotely); and
		- Evidence that the Job Placement Specialist assisted the customer in job development activities necessary for securing the job placement;
		- Any accommodations, compensatory techniques, or special training that the customer needs to increase performance, if any;
		- Any consultations made with the business, if any; and
		- Submit a complete and accurate invoice.

Benchmarks B and C:

* To meet Benchmarks B (45 cumulative days) and C (90 cumulative days), the customer—
	+ Must maintain competitive integrated employment (CIE) for the required days at the same employer, in the same position, working in a job achieving—
		- One of the six-digit SOC codes listed within the employment goals based on the job tasks the customer is performing, which are included in the O\*NET description (not based on the customer's job title);
		- 100% of the non-negotiable employment conditions; and
		- 50% or more of the negotiable employment conditions identified on the *VR1845B*;
* For payment for Benchmark B (45 cumulative days) and C (90 cumulative days), the Job Placement Specialist must do the following—
	+ Document the information required on *VR1845B*, including—
		- Verification of the customer’s placement and employer information is updated and accurate in the Job Placement Information section of the form;
		- Verification the customer has worked the required 45 or 90 cumulative calendar days;
		- Evidence the placement continues to meet—
			* One of the six-digit SOC codes listed within the employment goals based on the job tasks the customer is performing, which are included in the O\*NET description (not based on the customer’s job title);
			* 100% of the non-negotiable employment conditions; and
			* 50% or more of the negotiable employment conditions;
		- Evidence the Job Placement Specialist made at least two visits with the customer (in person at or away from the job site, remotely, or combination of in person and remotely) as indicated on the *VR1845B* or SA, between the sixth day and/or shift of employment and the 45th or 90th day of employment;
		- Evidence the Job Placement Specialist monitored the customer's job placement to ensure the customer continues to meet the employer's expectations and has the accommodations and training necessary to ensure long-term employment success;
		- Description of contacts made with the business; and
	+ Submit a complete and accurate invoice.

### Customer's Satisfaction

The customer's satisfaction and service delivery is verified by the customer's signature on the *VR1845B* or by TWC-VR staff member’s contact with the customer, documented in a case note.

### Bundled JP Services Payment

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

* Benchmark A
	+ *VR1845A*;
	+ *VR1845B*;
	+ *VR1850* or equivalent that includes all topics addressed on the *VR1850*;
	+ Résumé, when required on *VR1845B*;
	+ Written copy of the “elevator speech”;
	+ Video-recorded mock interviews, when requested on *VR1845B*; and
	+ The invoice.
* Benchmarks B and C:
	+ *VR1845B*; and
	+ The invoice.

## APPROVALS & CONSULTATIONS

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

* *VR Supervisor approval is required before issuing an SA to purchase a benchmark more than once. The VR Counselor must document the reason the customer lost the prior placement and address any employment barriers that contributed to the previous job loss.*
* *VR Director approval is required for any request to change requirements for Job Skills Training, 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 |