# PART C, CHAPTER 12.4.d: JOB SKILLS TRAINING SERVICES

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| **Policy Number** | **Authority** | **Scope** | **Effective Date** |
| Part C, Chapter 12.4.d | 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 Job Skills 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 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

Job Skills Training (JST) services teaches skills, reinforces skills, and develops or sets up accommodations and/or compensatory techniques to increase the customer's independence and ability to meet the employer's expectations.

All Job Skills Training is goal-focused, with the customer's goals and abilities documented on *Job Skills Training—Referral (VR3314)* and *Job Skills Training Progress Report (VR3315)*. Job Skills Training is limited to 200 hours per customer for the life of the customer's VR case.

Job Skills Trainers can also work with employers to address topics such as disability education, accommodations, and advocacy.

Job Skills Training is only used with job placements and job retention when the customer's placement is related to permanent employment towards VR closure.

### JST Parameters

JST services are used for permanent placement or job retention for adult VR customers, Pre-ETS, and as extended support for Supported Employment (SE) for Youth with Disabilities when no other extended supports are available.

JST—

* Is 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 Placement services;
* Is only intended to be used to provide support on the job in which a customer’s case will be closed successfully;
* Can be provided in person, remotely, or a combination of both:
  + When remote JST services are to be provided, the employer must agree to allow use of the technology, internet, and/or devices to be used by the customer at the Work Experience site.
  + The first JST services session must be provided in person, at or away from the worksite, to evaluate the customer's and employer's training needs and to set up any equipment and software necessary to facilitate the remote service delivery;
* May be provided concurrently with Non-Bundled Job Placement services, Bundled Job Placement services, and VR Counselor-Directed Placement services; and
* Cannot be provided concurrently with SE, Work Experience Training (WET), Work Experience Placement (WEP), 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: JST 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: JST 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 JST Services

The VR Counselor and the customer may determine that JST services are necessary, when—

* Customer needs more training and support than provided by the employer;
* Customer needs assistance managing their disability within the work environment; and/or
* Customer needs assistance in preparing for work such as transportation, daily living skills that impact successful employment.

### JST Referral and Service Provision

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

The VR Counselor must—

* Complete *VR3314*, including the goals to be addressed as a result of the training;
* Include the premium available for JST services (i.e., Autism, Deaf Premium, Criminal Background Premium, Mileage, Brain Injury Premium, Blind Premium) in the *VR3314*. SAs for premiums must be issued at the time the base service is issued;
* Provide documentation (only when relevant), such as case notes; psychological, vocational, or medical evaluations; and the Career Planning Assessment (CPA) and the Environmental Work Assessment (EWA) to prepare the trainer to work with the customer;
* Determine whether the JST will be provided in-person, remotely, or a combination of both.
* Ensure TWC-VR staff send the SA and *VR3314*;
* Monitor the customer's progress;
* Provide any needed instruction or intervention necessary to foster the customer's success;
* Review and approve *VR3315*, 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 must—

* Address the goals included in *VR3314* and any additional goals or focus areas that may be necessary to meet a customer's individual needs;
* Use structured intervention techniques or informally trains the customer to implement the most effective and least intrusive methods at or away from the worksite, as agreed upon in the *VR3314* and/or SA;
* Provide training to help the customer learn the essential soft and hard skills of the worksite and/or the skills necessary to arrange and use transportation to get to and from the worksite;
* Work with the customer, work site, and TWC-VR staff members to establish the support services, accommodations, compensatory techniques, and training necessary to address barriers and ensure successful employment for the customer;
* Observe the customer to identify and solve potential problems related to the customer's employment success before the problem becomes an issue for the customer, worksite, or coworkers;
* Monitor the customer's performance to ensure improvement;
* Gradually reduce the time spent with the customer at the worksite, when applicable, as the customer becomes better adjusted and more independent and no longer needs training support or monitoring; and
* Complete the *VR3315*, including—
  + The JST goals—
    - As identified on *VR3314*;
    - As identified on the SA, when applicable; and
    - That emerged during the training, when applicable;
  + The method training was facilitated;
  + The customer's progress for each training session, including—
    - Date the service was provided (xx-xx-xx);
    - Start time of session (x:xx a.m. or p.m.);
    - End time of session;
    - Total number of minutes of each session;
    - Number of goals addressed in the training session; and
    - A narrative description of the services provided by the Work Experience trainer and the customer's performance of skills related to the customer's goals;
  + Total the amount of time for all training provided for the reporting period using quarter-hour (.25) increments by rounding up the total when equal to or greater than eight minutes and rounding down for seven or less minutes (e.g., total time was 68 minutes, which is equivalent to 1.25 hours;
  + Premiums, when applicable.

### Customer's Satisfaction

The customer's satisfaction and service delivery is verified by the customer's signature on *VR3315* or by the TWC-VR staff member’s contact with the customer, documented in a case note.

### JST Payment

Payment for JST services is made to the contractor when the VR Counselor approves a completed, accurate, signed, and dated—

* *VR3315*; and
* The invoice.

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

## APPROVALS & CONSULTATIONS

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

* *VR Director approval is required before Job Skills Trainer can provide JST for Extended Services to a Youth with a Disability using Contracted Service Modification Request (VR3472) prior to every 200 hours being provided.*
* *VR Director approval is required for any request to change requirements for Job Skills Training, using 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 |