

Introduction to Speakers – State Office



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Handouts

- At Registration, you should have received the following handouts:
 - List of Forms
 - “To do” list to be in compliance
 - Crosswalks
 - Letter from Director of Vocational Rehabilitation Division

Note: PowerPoints are not printed, we are going green. They are available upon request.

Disclaimer

This training is to provide a **high level overview of the changes** to the Standards for Provider Manual to be in effect 10-01-2017.

The contractor is **responsible for all content in the manual.**

Agenda

- Introduction to the New Provider Manual
- Standards of Practice
- Required Policy & Procedures
- Requirements for Contractors Operating a Physical Location
- Service Authorizations and Invoicing
- Service Chapter Layouts and Forms
- Overview of Premiums

Introduction to the New Provider Manual

Review Chapters 2 and 3

Table of Contents- (as of August 24, 2017)

- Chapter 1- Introduction to Vocational Rehabilitation
- Chapter 2- Obtaining a Contract for Goods and Services
- Chapter 3- Basic Standards
- Chapter 4- Employment Assessments
- Chapter 5- Orientation and Mobility Services
- Chapter 6- Hearing Aids and Related Accessories
- Chapter 7- Diabetes Self-Management Education Services
- Chapter 8- Durable Medical Equipment (DME)
- Chapter 9- Assistive Technology

- Chapter 10- Independent Living Services for Older Individuals who are Blind
- Chapter 11- Supportive Residential Services for Persons in Recovery
- Chapter 12- Wellness Recovery and Action Plan (WRAP)
- Chapter 13- Work Readiness Services
- Chapter 14- Work Experience Services
- Chapter 15- Pre-Employment Transition Services
- Chapter 16- Project SEARCH Services

- Chapter 17- Basic Employment Service
- Chapter 18- Supported Employment
- Chapter 19- Self-Employment
- Chapter 20- Premiums
- Chapter 21- Post-Acute Brain Injury Service (PABI)
- Chapter 22- Vehicle Modifications
- Chapter 23- Intensive Work Preparation and Life Skills Training

[Job Seekers & Employees](#)[Businesses & Employers](#)[Community & Workforce Partners](#)[Students, Parents & Educators](#)[TWC Agency Information](#)[Home](#) > [Community & Workforce Partners](#)

Vocational Rehabilitation Providers' Resources



Find resources for contractors and providers who provide services for TWC's programs to assist Texans with disabilities.



Get [MS Word Viewer](#) or [MS Excel Viewer](#).

Contact

- [Contact Texas Workforce Solutions - Vocational Rehabilitation Services](#)

Related Topics

- [Vocational Rehabilitation Services](#)
- [Programs for People with Disabilities](#)
- [Doing Business with TWC](#)

Report Fraud

- [Report suspected fraud, waste or program abuse](#)
800-252-3642

Notice to providers

10/01/2017 NOTICE TO PROVIDERS:

On October 1, 2017, Texas Workforce Commission's Blind Services Division and Rehabilitation Services Division combined to create a single designated state unit (DSU) to administer the vocational rehabilitation program for Texans with disabilities. The combined [VR Standards for Providers \(VR-SFP\) manual](#) has been published.

There are a few chapters that are still pending final review, approval and posting before they can be incorporated into the VR-SFP manual. Posted and published chapters can be reviewed below. Please contact the state office [VR Standards Team](#) if you have questions about the new VR-SFP.

09/29/2017 NOTICE TO PROVIDERS:

The combined Vocational Rehabilitation Division of the Texas Workforce Commission will implement a [combined Vocational Rehabilitation Standards for Providers Manual \(VR-SFP\)](#) on October 1, 2017. SFP chapters that are posted on September 1, 2017 will go into effect on October 1, 2017.

Review information on [changes to Travel Reimbursement, Bundled Job Placement Services, Job Coaching, Director Credential, and Liability Insurance requirements](#).

09/01/2017 NOTICE TO PROVIDERS:

October 1, 2017 Texas Workforce Commission's Blind Services Division and Rehabilitation Services Division will combine to create a single designated state unit (DSU) to administer the vocational rehabilitation program for Texans with disabilities. This process includes replacing our existing divisions specific standards for providers' manuals with a single combined standards manual. The new providers' manual will be called the Vocational Rehabilitation Standards for Providers' Manual (VR-SFP). While some content is still under development, the VR-SFP chapters that are posted on September 1, 2017 will go into effect on October 1, 2017.

- Chapter 1: Introduction to Vocational Rehabilitation (in development)
- [Chapter 11: Supportive Residential Services for Persons in Recovery \(posted 10/3/2017\)](#)
- [Chapter 19: Self Employment \(posted 9/27/2017\)](#)
- [Chapter 23: Intensive Work Preparation and Life Skills Training \(posted 10/3/2017\)](#)
- [VR Glossary \(posted 9/6/2017\)](#)

The new and revised VR forms referenced within the VR-SFP will be published on Oct. 1, 2017. Questions about the content of the Standards for Providers manual and related forms can be emailed to vr_standards@twc.state.tx.us.

[Rehabilitation Services Standards for](#)[Blind Services Standards Manual for](#)

Current exceptions to the VR-SFP

Standards mailbox for questions

TWC Primary Contacts for Your Contract

- **Contract Manager:**
 - The assigned contact in VRS for assisting with contract-related issues
- **Q or RPSS:**
 - The VRS contact for routine questions about the VR program and the Standards for Providers, when the liaison is unavailable to help the contractor or when no liaison is assigned.
- **Liaison:**
 - The VRS contact assigned to help contractors and their staff with routine questions about the VRS programs and the Standards for Providers

- **Vocational Rehabilitation Counselor:**

- primary contact for customer-related issues.
- provides counseling and guidance, determines a customer's eligibility, and develops and manages comprehensive individual rehabilitation plans for VRS customers.

- **ILS-OIB Worker:**

- primary contact for customer-related issues and for directing the independent skills contractor regarding the services provided to ILS-OIB customers.
- provides case coordination, provides counseling and guidance, determines a customer's eligibility, and develops and manages comprehensive Independent Living Plans for ILS-OIB customers.

Why The Standards?

- TWC must ensure taxpayer funds are spent wisely and at best value to the taxpayer.
- The Standards for Providers (“Standards”) are designed to ensure that Vocational Rehabilitation (VR) customers receive quality services to help them achieve their vocational rehabilitation goals.

Contract Awards

- **Your Contract:**

- will describe the services and counties in which you have been approved to provide contracted services
- will include standard terms and conditions
- directs you to these Standards for Providers, which is an extension of your contract that defines the outcomes required for payment of service.

General Vocational Rehab Providers

- As of **October 1, 2017** you will be **responsible for all new content in the Standards for Providers** that will be found at the former DARS Standards for Providers weblink.

<http://www.twc.state.tx.us/manuals/standards/default.htm>

Former Blind Services Providers

- Your contract currently directs you to the former blind service Standards for Providers, which will **no longer be effective as of October 1, 2017.**
- A **crosswalk** will be found at the former Standards for Providers link, and we have provided it as a **handout** to help direct you to the new Standards Manual. You must follow the Standards for Providers manual to be in compliance with your contract.

Blind Services Rehabilitation

| Prior to October 1, 2017 | | | As of October 1, 2017-New Standards for Providers | | |
|--------------------------|--|--|---|--|---|
| Contract Type | Chapter in Old Standards | Services in the Blind Services Standards | Contract Type | Chapter Title | Chapter Sections for the Services |
| Vocational Evaluation | Chapter 5.4 Vocational Evaluations | <ul style="list-style-type: none"> Vocational Evaluation | Employment Services: Vocational Evaluation | Chapter 4- Employment Assessments | <ul style="list-style-type: none"> 4.3 Vocational Assessments and 4.4 Combined Situational Assessments and Work Samples |
| Orientation and Mobility | Chapter 5.11 Orientation and Mobility Training | <ul style="list-style-type: none"> Initial Assessment and O &M Skills Training | Orientation and Mobility | Chapter 5: Orientation and Mobility (O&M) Services | <ul style="list-style-type: none"> 5.3 Orientation and Mobility Assessment 5.4 Orientation and Mobility Training |

General Rehabilitation Services

| Prior to October 1, 2017 | | | As of October 1, 2017-New Standards for Providers | | |
|---|--|---|---|-----------------------------------|---|
| Contract Type | Chapter in Old Standards | Services in Chapter | Contract Type | Chapter Title | Chapter Sections for the Services |
| CRP: Employment Services: Vocational Evaluation | Chapter 2: Standards for Work Readiness Services | <ul style="list-style-type: none"> 2.4.4 Vocational Assessment | Employment Services: Vocational Evaluation | Chapter 4: Vocational Assessments | <ul style="list-style-type: none"> 4.3 Vocational Assessment |
| CRP: Employment Services: Vocational Evaluation | Chapter 2: Standards for Work Readiness Services | <ul style="list-style-type: none"> 2.4.5 Comprehensive Vocational Evaluation | Employment Services: Vocational Evaluation | Chapter 4: Vocational Assessments | <ul style="list-style-type: none"> 4.4 Combined Situational Assessments and Work Samples |

DARS3472

- DARS3472, Contracted Service Modification Request, form must be completed when changes are made to
 - service definitions
 - procedures
 - outcomes required for payment for a service are changed

- DARS3472 must be approved prior to any service being provided by each of the following:
 - VRC
 - VR Manager
 - Regional Director
 - Director of Vocational Rehabilitation Division

Examples of when a 3472 would be required

- An Assistive Technology training on a product that does not have a Phase 2 testing.
- An Orientation & Mobility customer training without blindfold. All O&M Training services for VR customers should be conducted using nonvisual (blindfold) techniques and a rigid (nonfolding) fiberglass cane with metal tip.
- Not completing the Texas Confidence Builder Training in the requirement
- Diabetes post-training assessment completed prior to 30 calendar days after training.

- Need for more than 200 hours of job skills training or more than 15 hours of diabetes educator training to ensure that the customer gains the training and support necessary to be successful.
- The partial work product, such as a report and documentation of time spent in completing the deliverables achieved, must be submitted with the DARS3472 request.
- When you need to purchase a job readiness service, such as VAT more than once.
- More than one provider assisting a customer for the same service after VR case has paid for the service from another provider.

- When bundled job placement services need to be purchased after the customer has completed a non-bundled employment service to reinforce job search training.
- When job placement and/or supported employment need to be purchased more than once to ensure the customer gains the training and support necessary to be successful.

Standard Terms & Conditions

- All contracts resulting from an Enrollment Posting will include the applicable TWC Standard Terms and Conditions for Contracts.
- Terms & Conditions can be found at this weblink:
<http://www.twc.state.tx.us/manuals/standards/default.htm>

Data Security & Confidentiality

- All contractors and subcontractors that access, create, or maintain confidential information must ensure the protection and security of all confidential information as described in the contract(s).

Data Encryption

- VR policy and federal law requires that all email messages that contain confidential information must be sent using the level of encryption required by publication 140-2 of the Federal Information Processing Standard (FIPS).
 - When a contractor does not have the FIPS 140-2 level of encryption, VR Staff can send an encrypted email to the contractor with:
 - Subject line: <ENCRYPT> Title
 - This email can then be used to send encrypted information back to VRS when the directions are followed accurately.
- A breach in encryption/confidentiality must be reported **immediately** to the assigned contract manager, Q, or RPSS.

Privacy, Security, and Breach Notification

- “TWC Confidential Information” means any communication or record (whether oral, written, electronically stored or transmitted, or in any other form) provided to or made available to the Provider electronically or through any other means that consists of or includes any or all of the following:
 - Protected Health Information in any form including without limitation, Electronic Protected Health Information or Unsecured Protected Health Information;
 - Sensitive Personal Information defined by Texas Business and Commerce Code Ch. 521;
 - Federal Tax Information;

- “Personally Identifiable Information;
- Social Security Administration Data, including, without limitation, Medicaid information;
- The Vocational Rehabilitation Act (VRA) 29 U.S.C., Chapter 16, as amended, and implementing regulations, 34 C.F.R., Parts 361 through 396, as applicable;
- All information designated as confidential under the constitution and laws of the State of Texas

NOTE:

- **All emails must be encrypted and**
- **text messages are not considered to be confidential.**

Provider Orientation

- When you received your contract, you should have received a Provider & Contract Orientation.
- Current questions contact:
 - **Standards for Providers:** Contact the Q and RPSS
 - **Contract:** Contact the Contract Manager assigned to your contract

NOTE: If you do not know who your Contract Manager is, reach out to your Q or RPSS.

Renewing Your Contract

- Most contracts may be renewed every 2-3 years
- TWC conducts a renewal assessment to determine a contract renewal

- The renewal decision is based on an evaluation of the:
 - contractor's past and current performance
 - contractor's past and current compliance with the contract's terms
 - contractor's past and current compliance with the Standards for Providers
 - contractor's past and current provision of services, goods, and/or equipment
 - need for the services, goods, and/or equipment based on changes in state or federal laws, rules, or regulations
 - availability of funds to support the use of the contract
 - availability of other providers providing the same or similar services, goods, and/or equipment

Adding Services to Your Contract

- If the services or counties the contractor wants to add were:
 - included in the original Enrollment ESBD posting the contractor applied to, the contractor may request an amendment be made to an existing contract to add services or counties
 - not included in the original Enrollment ESBD posting, a new application must be completed that corresponds to an active ESBD posting

Note: If TWC determines there is a current need for the services, an amendment to an existing contract may be executed.

Service Contract Types

- All of these contract types are responsible for all content included in Chapters 2 & 3 of the Standards for Providers
 - Assistive Technology Assessments and training for blind and visually impaired
 - Diabetes Education
 - Services for Older Individuals Who Are Blind
 - Orientation and Mobility services
 - Post-Acute Brain Injury services
 - Pre-Employment Transition Services
 - Project Search services
 - Supportive Residential Services for Persons in Recovery
 - Wellness Recovery Action Plans

- Employment Services
 - Environmental Work Assessments
 - Job Placement Services
 - Job Skills Training
 - Personal Social Adjustment Training
 - Self-Employment
 - Supported Employment Services
 - Vocational Adjustment Training
 - Vocational Assessments
 - Work Adjustment Training
 - Work Experience

Contract Adherence

- TWC contracts only with providers who are in full compliance with the following:
 - Standards Chapters 1–3
 - All Standards chapters associated with the services
 - Service Authorizations (SA)
 - All applicable clauses in the contracts
- Each contractor is required to undergo a review process and to comply with periodic monitoring activities to ensure continued compliance with the Standards.

- Revisions to the [Standards for Providers](#) manual are published at least 30 days before the effective date of the revisions.
- It is the responsibility of the contractor
 - to maintain awareness of revisions to the Standards for Providers
 - to implement the changes as prescribed
- Failure to follow applicable requirements in the Standards for Providers and contract requirements may result in adverse consequences, such as
 - denial of payments
 - recoupment of payments
 - suspension as a provider of VRS services
 - loss of an awarded contract

Terms Used in Standards for Providers (SFP)

- **Contractor/Provider/Service Provider**
 - are all terms that identify the entity approved to provide services to customers
- **Contractor/Provider Staff**
 - The staff of an entity with a contract may be employees or independent subcontractors. If an entity uses subcontractors, refer to the contract for the subcontracting requirements.
- **Legal Authorized Representative**
 - Responsible for signing the contract, official documents, and verification statements for the entity.

• Director

- The primary contact who is designated by the Legal Authorized Representative to handle
 - routine communication
 - address compliance issues
 - ensure staff qualifications
 - supervise staff and subcontractors
 - ensure the entity meets the requirements explained in the contract, the SFP, and in SA's

- **Headquarters**

- Each individual or business must have a designated headquarters where customer records are securely stored and where administrative responsibilities are performed, as required by the contract.

- **Community Only Provider**

- A provider who does not have a physical location and provides all services to customers within the community.

- **Provider with Physical Locations**

- A provider who has a physical location and provides services to customers within their location and within the community.

Required Director Credentials for All Services

- As of October 1, 2017, all designated directors must hold the UNTWISE Director Credential and maintain its effectiveness throughout the contract term. There is no "grandfathering" for this requirement. The director credential must be maintained without lapsing.
- Exception: Contracts for Post-Acute Brain Injury services and Supported Residential Services for Persons in Recovery.

Exceptions to Timelines for Director Credential

- **The following exceptions to VR- SFP timelines should be noted by providers:**
 - Providers for whom the requirement to have the Director Credential is new as of October 1, 2017 and who are unable to complete the Director Credential requirement by October 1, 2017, may submit the DARS 3490 Temporary Waiver of Employment Services Credentials to request a temporary waiver for the Director Credential.
 - Providers should complete the DARS 3490 and submit it to their regional contact as stated in the form. Submission of this form must occur before October 6, 2017 and should include information regarding the date by which the provider will complete the Director Credential requirement. This temporary waiver will allow those providers additional time to achieve compliance with the VR-SFP requirement. All Director Credentials should be obtained by January 1, 2018.

Subcontractors

- A subcontractor is anyone issued an IRS 1099.
- Contracted entity
 - accepts liability and retains responsibility for the performance of subcontractors who provide services under the terms of the entity's contract
 - accepts responsibility for compensating any party with whom they enter into a subcontract relationship

Staff Qualifications

- Within each chapter in the Standards, qualifications are listed for each direct service staff.
- The Director is responsible for ensuring all direct service providers meet the requirements as stated in the Standards.
- Staff who are not qualified and who provide services to customers put their contractor at risk of not being paid for services rendered.

Staff UNTWISE Credentialing

- All contractors must have one person designated as Director who maintains a current Director credential from UNTWISE.
- All staff who provide employment services are required to have the mandatory credentials prior to providing services to a customer.
- All UNTWISE credentials are online training.

Basic Employment Services

Job Skills Trainer/Job Coach

Pre-requisite: None

15 contact hours available upon successful completion of the course requirements.

Job Placement Specialist

Pre-requisite: Current Job Skills Trainer/Job Coach Credential

20 contact hours available upon successful completion of the course requirements.

Advanced Employment Services

Supported Employment Specialist

Pre-requisite: Current Job Placement Specialist Credential

30 contact hours available upon successful completion of the course requirements.

Vocational Adjustment Training Specialist

Pre-requisite: Current Job Placement Specialist Credential

24 contact hours available upon the successful completion of the course requirements.

- <http://wise.unt.edu/crptraining>

Maintaining Credentials

- For **Director credential** you must complete
 - the Director renewal course prior to your expiration date.
- For **Employment Related Credentials** you must complete:
 - A minimum of 30 hours of continuing education every three years
 - Six (6) hours of the 30 hours must be in Ethics
 - Fifteen (15) of the 30 hours must be taken from UNTWISE

- It is **your responsibility** to comply with the requirements for continuing education to renew an Employment Related UNTWISE Credential.
- The **renewal application** required documentation and application fee should be submitted **8 weeks prior to the expiration date** of any UNTWISE Credential.
- Expiration dates are based on the calendar quarter date of your credential.

Note: Your expiration date and credentials are posted on your UNTWISE user portal.

DARS3455 Provider Staff Information Form

- Each service contractor must submit the DARS3455 form and the supporting evidence that the staff person meets the required qualifications to both the Q and RPSS and the assigned contract manager within 30 days of:
 - hiring new staff
 - making a significant change to a staff member's job duties
 - changing staff qualifications
 - terminating a staff member

Note: Formerly Blind Service providers – the DARS3455 replaces the DARS2871

- The DARS3455 must include supporting evidence that the staff providing services or the appointed director meets all required qualifications under the contract, such as:
 - professional credentials
 - credentials from University of North Texas Workplace Inclusion and Sustainable Employment
 - copies of college transcripts or a high school diploma or General Educational Development test
 - certificates of specialized training
 - statements from former employers

Temporary Waiver of Staff Qualifications

A DARS3490, Temporary Waiver of Employment Services Credentials

- Is submitted when an entity no longer has qualified or credentialed staff, including directors
- **Must** be completed and approved by the Vocational Rehabilitation (VR) director before services are provided
- **Must** be specific to the entity and a staff member
- Is **only** valid for the period of time specified on the approved waiver
- Is submitted to your Q and your RPSS.

Note: No services can be provided by the staff person until an approved DARS3490 is received.

Insurance Requirements

- **Required Insurance:**

- General Business Liability for all providers
- Premises Liability for all providers with a physical location(s)
- Motor Vehicle Liability if you transport customers

- **Recommended Insurance:**

- Professional Liability

NOTE: You must determine with your insurance agent the amount of coverage that you need to protect your business, staff and VR customers.

DARS3445 Provider Insurance Verification

- DARS3445 and proof of insurance, such as an ACORD certificate, must be submitted to your assigned TWC Contract Manager, Q or RPSS.

Note: It is your responsibility to keep current proof of insurance on file.

Exceptions to Timelines for Liability Insurance

- All providers will be allowed six months from the October 1, 2017 effective date to obtain the appropriate liability insurance as required in VR-SFP 3.2.1 General or Business Liability.
- Providers are encouraged to obtain this insurance as soon as possible, but will not be out of compliance with the VR- SFP if the insurance is in effect by April 1, 2018.

Standards of Practice

For all contract types

Contractor Obligations

- Contractors must **maintain** and **implement written** standards of conduct for the contractor's employees and subcontractors.
- These standards of conduct must incorporate all professional standards of conduct and ethics required by the licensing or credentialing entity for licensed individuals in positions held by the contractor's employees and subcontractors.

Professionalism

- Contractors, their employees and any subcontractors are expected to
 - perform work in a professional manner
 - dress in business casual attire appropriate for the work activity and workplace
 - be professional when interacting with VRS customers and staff
 - be professional when providing services
 - be professional when visiting VRS offices

A **professional manner includes** but is not limited to:

- not misrepresenting oneself as a state of Texas employee
- not misrepresenting the entity as a state agency
- considering the negative impacts of action or inaction on the part of the individual or entity to the health, safety, or welfare of any customer or customer's family member
- avoiding relationships with customers or VRS staff that would impair the contractor's objectivity in performing his or her duties or that would endanger confidentiality
- not engaging in activities or relationships with customers that might be misconstrued by the customer

Conflict of Interest

- Contractors and potential contractors must not offer, give, or agree to give TWC staff anything of value
 - **Examples:** prepared foods, gift baskets, promotional items, awards, gift cards, meals, or promises of future employment
- A contractor must not hire, contract with, or accept as a volunteer any former employees of TWC, VR, ILS-OIB, or DARS sooner than 12 months after the separation date, if the former employee will provide contracted services as defined in the Standards for Providers and/or [SB 20, section 572.069](#)

- A Contractor must not knowingly request or obtain confidential information from a state employee for the benefit of the contractor, personally or professionally

Note: When any Conflict of Interest violation occurs, corrective action is required and may include contract termination or disqualification from receiving a future contract with TWC

Confidentiality

- All contractors, contractor employees, and subcontractors must:
 - keep customer and employee information confidential in full compliance with state and federal regulations
 - maintain the confidentiality of all customer information obtaining a written confidentiality release when sharing information with others who are not VRS staff or are not the customer's legal guardian
 - provide physical safeguards for confidential records, such as locked cabinets or encrypted file storage, and ensure that they are available only to authorized staff members as needed to provide services

- Customer case records must be stored in a secured location where there is maximum protection against
 - fire
 - water damage
 - theft
 - other hazards

- If a breach of confidentiality is discovered, the contractor must report it immediately (within one business day) upon discovery to the following:
 - The assigned VR counselor or ILS-OIB worker
 - The Q or RPSS
 - The TWC contract manager

Sound Fiscal Practices

- Contractors for VRS and the contractor's employees and subcontractors must:
 - implement and maintain business controls that prevent fraud, waste, misconduct or abuse
 - implement, maintain, and strengthen controls over the costs of services
 - obtain high-quality goods and services that are cost effective for customers
- A contractor is responsible for any abuse, fraud, misconduct, or waste that is committed by the contractor's staff or subcontractors.

Reporting Abuse, Fraud, Misconduct, and Waste

- If abuse, fraud, misconduct, or waste is reported, provide the assigned TWC contract manager, Q, or RPSS with the:
 - name of the person providing the information
 - name of the person submitting the information (if different from the person providing the information)
 - name of an additional contact person
 - details about whether and when law enforcement was notified
 - names of witnesses
 - name of the person or facility being reported
 - detailed information about the abuse, fraud, misconduct, or waste

- Contractors must also report all allegations of fraud, misconduct, and waste to [TWC fraud reporting](#)

Reporting Substance Abuse by Customers

- If a customer is observed using alcohol or drugs, or any other evidence of substance abuse by the customer exists, the provider must:
 - report the information immediately to the VR counselor or ILS-OIB worker
 - document that the VR counselor or ILS-OIB worker was informed of the observations and other evidence

Referrals to VRS by a Provider

- A provider may refer an individual with a disability to VRS for services.
- The provider must inform the individual that
 - the VR counselor or ILS-OIB worker determines eligibility for VRS services
 - the counselor or worker provides eligible customers with information required to make an informed choice
- Referrals from a provider are not a guarantee that the provider will be selected to work with the referred customer.

Safe & Secure Environments

- Contractors must provide a safe and secure environment for their employees, VR or ILS-OIB customers, and visitors.
- The contractor must report all incidents within one business day to VR Staff, assigned RPSS or Q, and TWC Contract Manager in accordance with:
 - the contractor's policies and procedures
 - the contractor's contract
 - state and/or federal regulations and laws, as required by the Standards

Examples of Incidents/Unexpected Events

- negative behaviors displayed by VRS customers
- violence, including domestic violence
- automobile accidents
- physical or sexual assault
- terroristic threats
- serious medical emergencies, deaths, or suicides
- theft or loss of property or mischievous or malicious destruction of property

- fires and accidents involving hazardous materials
- interruption of service that is due to an emergency or disaster
- threat of harm to self or others by personal contact, letter, phone, or email abuse, neglect, or exploitation of a person with a disability

Customer Orientation

- Any customer referred to a contractor by VRS must receive orientation to the services, roles, responsibilities, expectations, policy, and procedures, as applicable.
- The providers will maintain written documentation of topics included in the orientation, signed by the customer to verify customer's receipt of the orientation.

- Orientation and handouts, if applicable, must address at a minimum:
 - information on the contractor and purpose of the referral
 - appropriate rules and regulations
 - customer responsibilities and contractor's expectations
 - safety information
 - how to report complaints about the provider to Vocational Rehabilitation Services using the 1-800-628-5115 number

Note: All orientation and handout materials must be in native language and in accessible formats, such as braille or large print.

Training Materials

- The contractor will implement services using instructional approaches that meet each customer's
 - educational and
 - disability needs

- All training materials must be available in a format that is appropriate to meet the customer's individual needs, such as:
 - to regular print,
 - large print, braille,
 - recorded audio and/or video files on flash memory and
 - provided in the customer's preferred language.

Note: TWC staff can request to review training materials at any time.

Evaluation of Service Delivery

- The contractor should monitor and discuss the effectiveness of the services with the customer's VR counselor or ILS-OIB worker on a continual basis.
- When necessary, the services being delivered to the customer may need to be changed or an alternate plan established to better meet the customer's goal.

Termination of Service Delivery

- Contractors should address behaviors a customer exhibits prior to termination from a contractor provided service.
- If behaviors are harmful to the customer or others, appropriate actions should be made so safety is maintained for all parties.
- Reasons for termination may include:
 - behaviors dangerous to self or others
 - serious infraction of the provider's rules
 - frequent unexcused absenteeism
 - frequent unexcused tardiness
 - lack of cooperation on assigned tasks

- Every effort should be made to inform the VR counselor or ILS-OIB worker before termination
- When the VR counselor or ILS-OIB worker cannot be informed before termination, you must inform them in writing within one working day after termination.
- The contractor must maintain documentation that the VR counselor or ILS-OIB worker was informed of termination.

Allegations or Incidents of Abuse, Neglect, or Exploitation

- Texas Family Code [§261.101](#) requires a professional person who has cause to believe that a child's physical or mental health or welfare has been adversely affected by abuse or neglect by any person to immediately (within 48 hours) report the suspected abuse.
- Texas Human Resources Code [§48.051](#) requires a professional person to make a report if there is cause to believe that a person age 65 or older or a person with a disability is being abused, neglected, or exploited.
- Any TWC contractor is considered to be a professional and is required to report.

Reporting and Documenting Allegations of Abuse, Neglect, or Exploitation

To report allegations of abuse, neglect, or exploitation, the person who has cause to believe that abuse, neglect, or exploitation has occurred:

- immediately contacts law enforcement, if the incident is a threat to health or safety
- secures the individual's safety
- immediately reports the incident to the appropriate investigatory agency, as listed in [3.6.6.2 Reporting to Investigatory Agencies](#)

- documents which investigatory agency was contacted in the customer's case file, including the reference number provided by the investigatory agency
- notifies VR counselor or ILS-OIB worker, program specialist and/or the appropriate contract manager of the allegation
- When a licensed professional is involved as an alleged perpetrator, the information shall also be reported to the appropriate professional licensure agency.
- When injuries are sustained in conjunction with an alleged incident, appropriate medical personnel must be contacted.

Required Policy & Procedures

Required for All Contractors

- Before providing services to customers, the Contractor must:
 - **develop and adhere to the policies and procedures to protect customers, customer interests, visitors and staff**
 - **ensure that their policies and procedures do not conflict with the Standards or the requirements of their contract**
 - **develop a written plan and maintain documentation** that staff and customers, as appropriate, have been educated on policies and procedures

Examples of Required Policies and Procedures

- confidentiality of customer and employee information
- customer expectations and responsibilities
- customer grievances, complaints, and compliments
- professionalism and conflict of interest
- abuse, neglect, and exploitation
- terminating services
- orientation of customers
- unusual or unexpected incidents
- maintaining safe and secure environments

Note: This is not a complete list (see Standards).

Documentation

- Information must be accurate and complete.
- Must be completed using a computer.
- All instructions on the forms and in the Standards for Providers must be followed.
- Submit complete forms by either US mail, hand delivery, fax, or encrypted email, unless otherwise noted.

When completing forms and/or documentation related to the delivery of services to customers, the contractor must do the following:

- Record an answer to all questions, as it relates to the services or goods provided. If a question or section does not apply, enter “Not Applicable” (N/A) and explain why
- Write summaries in paragraph form in clear English with adequate details, for questions requiring a narrative response
- Review the form carefully and leave no blanks
- Write the goal in clear, measurable terms, when goals are required
- Collect required signatures which must be signed with ink (not electronic) by the signatory, at the conclusion of the service provision
- Make certain that all standards have been met before submitting any form and/or report with an invoice for payment

Documentation & Record Keeping

- Contractor must make available to VR or ILS-OIB staff, such as assigned monitors, Q's, RPSS's, and contract managers:
 - documents
 - papers
 - records that are directly pertinent to the goods or services provided to VRS customers

Examples include, but are not limited to:

- invoices
- SAs
- any documentation required in the Standards chapter associated with the services in the entity's contract, such as forms, training materials, or attendance records
- company financials
- insurance certificates
- staff information sheets
- any documentation required under the entity's contract

Record Storage

- All records must be maintained
 - in paper format
 - in a safe and confidential manner, as defined in the entity's Standards contract
- Local servers and personal computers may be used to complete records and to store copies of records.

Note: When records are created, computer records must be protected in a secure manner that meet the requirements outlined in 3.3.4 Confidentiality and 3.3.5 Data Encryption.

- No records may be stored in an electronic manner by the following:
 - cloud services
 - other services hosted on the Internet
 - by another third-party that stores, manages, or processes data

Retention of Records

- The records and documents **must be kept for three (3) years** after the date of submission of the final bill or until all billing-related questions are resolved, whichever is later.
- The contractor will retain
 - financial and supporting documents
 - statistical records
 - any other records pertinent to the services provided under this contract for which a claim or report was submitted to TWC

Monitoring

- TWC staff members, including, but not limited to field, regional, and support staff, continuously monitor services provided to VRS customers.
- TWC staff members may conduct a scheduled and unscheduled compliance monitoring review when VRS management determines such a review is necessary.

- Monitoring Includes:
 - on-site monitoring visits and desk reviews
 - review all financial or other records and management control systems relevant to the provision of services under the contract
 - ongoing dialogue, observation, onsite visits, and reviews of case files
- TWC maintains negative and positive performance records on providers and may use this information
 - to determine risk for formal monitoring and/or
 - to determine whether a contract shall be renewed or terminated

Requirements for Contractors Operating a Physical Location

What is a Physical Location?

- **Physical Location:**

- Is defined as a location the contractor owns, leases, or uses as dedicated space to provide services to customers and/or attend meetings with customers.

- **Exemptions to Physical Locations Requirements**

- Physical locations do not include **community sites that are not owned, leased, or used as dedicated space by the contractor**, such as state, federal, city, county, or other public meeting spaces.
- **Headquarters** are exempt from this section of policy, unless customers receive services or attend meetings at the headquarter location.

Required Forms and Documentation

- For all physical locations, the entity must maintain current forms and required documentation
 - Keep a complete [ADA Checklist for Existing Facilities](#)
 - Complete the [DARS3442, Employment Services Provider Physical Location Information](#) form for each facility it owns, leases, or uses as dedicated space to provide service to customers
 - Keep copy of occupation permit or building permit
 - Keep copy of fire inspection report or an inspection by the fire marshal with local jurisdiction

Note: When the contractor's local fire department does not conduct inspections, the contractor requests an inspection from the Texas Department of Insurance.

Note: Contractor required to maintain current DARS3442, occupation permit or building permit and fire inspections on file with the assigned TWC contract manager, Q or RPSS.

Note: ADA Checklist for Existing Facilities must be made available when request by any TWC or VRS staff.

Physical Location Requirements

- working smoke detectors with visible (flashing) and audible fire warning signals
- fire extinguishers in accessible locations that are "in date" with annual inspections
- posting of accessible fire escape routes
- a written plan on how to evacuate customers within the facility who require physical assistance
- accessible aisles and work safety zones
- secured safe storage
- identification of hazardous or flammable materials

Required Incident Reporting

- By close of business of the next working day the Contractor must report:
 - Emergency evacuations
 - Emergency medical services
 - Emergency room treatment
 - Hospitalization
 - Death

Note: Reports are made to the customer's VR counselor or ILS-OIB worker, TWC contract manager, Q or RPSS

Additional Required Written Safety Policy & Procedures

- fire drills and emergency evacuation drills
- obtaining emergency medical services from a doctor, hospital, or emergency medical service unit
- recording and reporting of incidents
- the use of safety equipment and machinery with moving parts
- emergency evacuations
- emergency medical services

Service Authorizations and Invoicing

Service Authorization (SA)

- **Service Authorization:**

- Is the only valid authorization by which purchases are made
- Must be kept in the contractor's customer records
- Must be in place with a valid signature prior to the delivery of any service
- Indicate the dates that services are authorized to be provided
- Have a payment or special instruction section
 - that defines basic terms and supplemental information for the services to be provided – these actions must be completed prior to invoicing.

Note: Task in the payment and special information section **MUST** be completed prior to Contractor invoicing

- **Each Service Authorization will have:**

- a start date and end date during which the services are to be provided
- a description of the services to be provided
- an authorized quantity, if applicable
- a unit cost

Note: When an SA is changed by VRS in any manner, a copy of the new signed SA must be given to the contractor and kept in the contractor's customer records.

Note: If VRS fails to give the contractor an updated SA, contact the customer's VR counselor or ILS-OIB worker, assigned Q, RPSS, or contract manager.

- **Do not accept** an SA if any prerequisites or requirements have not been met that would make you non-compliant with the Standards.
 - Examples:
 - Asked to provide job skills training without receiving a Referral form with identified goals
 - Placing a customer in a job before receipt of SA
 - Not having a pre-assessment before Assistive Technology training

Invoices

- The ReHabWorks Service Authorization (SA) states by accepting the SA the vendor agrees to send **an invoice to TWC for payment within 35 days** of the end date of the services.
- When TWC issues an SA, it may include a system generated invoice.
- Providers are encouraged to use the system generated invoice, but it is not required.

Note: Services will not be paid without an accurate invoice.

Required Elements of an Invoice

- All invoices must contain all required elements:
 - the vendor's complete name and remittance address including city, state, and ZIP code
 - the vendor's 14-digit Texas vendor identification number
 - the vendor's contact name and telephone number, email address, or fax number
 - the SA number
 - the VRS office name and address, or delivery address, as applicable
 - the contract number

- a description of the goods or services provided, including the dates of service
- the quantity and unit cost being billed, as documented on the current SA
- other relevant information supporting and explaining the payment requested or identifying a successor organization to an original vendor, if necessary
- any other information required by applicable state and federal laws, rules, and regulations governing provision of services under this contract and policies and standards

Inaccurate Invoice

- TWC will not accept an invoice that is
 - incorrect or
 - does not include all of the required items
- Contractors will receive a DARS3460, Vendor Invoice Additional Data Request requesting the necessary correction when
 - incomplete or incorrect invoice submitted
 - any associated reports are not complete

Note: The contractor **must** resubmit a correct invoice and required documentation to receive payment.

Recoupment of Funds Paid

- A contractor must respond promptly in settling overpayments when discovered by TWC.
- When contractor discovers an overpayment from TWC, the contractor should
 - **self-report the overpayment** to the TWC staff, assigned Q, RPSS, and contract manager immediately
 - arrange for reimbursement

Payments Due

- TWC is obligated to pay only for services that meet the outcomes required for payment in the Standards for Providers and on the Service Authorization.

Note:

- A warrant is the same as a traditional paper check with a stub attached.
- Refer to the document How to Read a Warrant, for more information.

State Payee Payment Resources

- Search State Payments Issued Allows a Contractor:
 - to look up warrant and direct deposit payments
 - Sign up to receive Advanced Payment Notification emails.
 - register at
<https://mycpa.cpa.state.tx.us/securitymp1portal/displayLoginUser.do>
- For **State Payee Payment Resources** go to
<https://fmx.cpa.texas.gov/fmx/payment/resources/info.php>
- For **Search State Payment Issued Tutorials** go to
<https://comptroller.texas.gov/programs/systems/direct-deposit/payment.php#tutorial>

Service Chapter Layout and Forms

Standards for Providers Combined Manual

▲ Chapter 14: Work Experience

Work Experience Contents

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General Instructions

The Job Skills Trainer follows the instructions below when completing this form.

- Complete the form electronically (on the computer) and answer all questions.
- Complete one form for each staff person working with the customer for the report period.
- For each entry on the progress report, enter the date the service was provided (xx-xx-xx); start time of session (x:xx a.m. or p.m.); end time of session; total time of session using quarter hour .25 increments (Note: .25 = 15 minutes, .50 = 30 minutes, .75 = 45 minutes, and 1.0 = 60 minutes. Use 0 for non-billable notation); record a narrative description of the services provided by the Job Skills Trainer and the customer's performance or progress towards the goal.
- Write summaries in paragraph form in clear, descriptive English. Leave no blanks. Enter N/A if not applicable.
- Print the form, obtain signatures, and submit.
- Make certain that all standards are met before submitting this form with an invoice for payment.

Demographic Information

Customer's name: VRS case ID:

Service authorization (SA) number:

Sections required for the Service

Additional comments, if any:

Premiums (when applicable)

If the Job Skills Trainer, have been approved by service authorization to submit for the following premiums. Proof of qualifications must be provided below. ||

Autism Service Premium | Yes No

Deaf Service Premium | Yes No

Other: Yes No

Signatures |

Customer Signature

By signing below, I, the customer or authorized representative, agree with the information recorded within the report above. If you are not satisfied, do not sign. Contact your VR counselor.

Customer's signature:

X

Date:

Customer's legally authorized representative's signature, if any:

X

Date:

Provider Qualifications

Type of Provider: Traditional-bilateral contractor Transition Educator Non-traditional

Traditional-bilateral contractor must complete the provider qualification section below. This section is not applicable to Transition Educator and Non-traditional providers.

| Qualifications | Proof of Qualification | Verified by TWS-VRS |
|--|--|---|
| Specify UNTWISE Credential: _____ | UNTWISE Credential Number: _____ if no, <input type="checkbox"/> DARS3490-Waiver Proof Attached | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A |
| Specify UNTWISE Endorsement: _____ <input type="checkbox"/> N/A | UNTWISE Endorsement Number: _____ | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A |
| Select: <input type="checkbox"/> RID <input type="checkbox"/> BID <input type="checkbox"/> SLIPI <input type="checkbox"/> N/A | RID/BID/SLIPI Number: _____ <input type="checkbox"/> Proof Attached | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A |
| Other: _____ | Number: _____ <input type="checkbox"/> Proof Attached | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A |

Job Skills Trainer Signature (Required for all providers)

By signing below, I, the Job Skills Trainer, certify that:

- the above dates, times, and services are accurate;
- I personally facilitated all training as prescribed in the Standards for Providers;
- I personally documented the services and information described above on this form;
- the customer's and/or customer's legally authorized representative's signature on this form was obtained on the date stated in the date field of the form;
- I handwrote my signature and the date below; and
- All Outcomes Required for Payment, as described in the TWC VR Standards for Providers and Service Authorization(s) were met;
- I maintain the staff qualifications required for a Job Skills Trainer as described in the TWC VR Standards for Providers or Service Authorization.

Job Skills Trainer typed name:

Job Skills Trainer signature:

X

Date:

Director Credentials and Signature

Required for Traditional-Bilateral Contractors

By signing below, I, the Director, certify that:

- I handwrote my signature and the date below; and
- I ensure that the staff meets the qualifications and met the requirements in the Standards for Providers when delivering the service and;
- I maintain the staff qualifications, including the UNTWISE credential, required for a Director, as described in Standards for Providers and/or Service Authorization.

| Qualifications | Proof of Qualification | Verified by TWS-VRS |
|--------------------------------------|--|---|
| Specify UNTWISE Credential: _____ | UNTWISE Credential Number: _____ if no, <input type="checkbox"/> DARS3490-Waiver Proof Attached | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A |
| Director's typed name: | Director's signature: | Date: |
| _____ | X | _____ |

VRS Use Only

Date Form Submitted by Provider: _____

Date Form Received by TWS-VRS Office: _____

Verification of Qualifications

The UNT website verifies that the director listed above is _____

NOT Credentialed Credentialed as a CRP Director

The UNTWISE website or supporting documentation verifies the Job Placement Specialist listed above is _____

NOT Credentialed

Credentialed as a Job Placement Specialist

Maintains BEI, RID, SLPI required for Premium

Endorsed in Other Specialization, Specify _____

- If the Director or Job Skills Trainer is not credentialed, is an approved DARS 3490, Temporary Waiver of CRP Credentials, attached to the invoice? | Yes No N/A
- If yes, does the DARS 3490 approve the Director and/or Job Skills Trainer for the dates the services? | Yes No N/A

If unable to verify the credentials, complete the following: _____

- Enter the date a copy of the submitted invoice and DARS1841 was returned to the CRP with written notification that CRP staff person did not meet one of the credential criteria required. |

Date: _____

- Enter the date a case note was made to document the return of invoice and required form(s) |

Date: _____

Printed name of VRS staff member making verifications: _____

Date verified: _____

Approval of the Report

Verified that the report is accurately completed per form instructions and per the Standards for Providers. Yes No

Verified that the appropriate service(s) was provided as stated in the Standards for Providers and/or the SA Yes No

Verified the report contains a narrative description of the services provided by the job skills trainer and customer's performance of skills related to the customer's goals Yes No

Verified that the documentation indicates various instructional approaches were used to meet the customer's learning styles and preferences while providing the training Yes No

Verified that the documentation indicates the Job Skills Trainer observed the customer to identify and solve potential problems related to the customer's employment success before the problem becomes an issue for the customer, employer, or coworkers Yes No

Verified that the documentation indicates the Job Skills Trainer monitored the customer's performance to ensure improvement in the customer's performance reducing training hours as the customer became better adjusted and more independent Yes No

Verified that the documentation indicates the Job Skills Trainer worked with the customer, employer, and VR staff members to establish support services, accommodations, compensatory techniques, and training necessary to remove barriers to ensure successful employment for the customer Yes No

Verified the goals and focus areas on the report match the goals and focus areas on the referral, service authorizations and/or written approval by VR counselor Yes No

Verified the hours are recorded in .25 increments and are totaled on form correctly Yes No

Verified the customer's satisfaction with the training through signature on the form and/or by VR staff member contact with customer Yes No

Verified that the appropriate fee(s) was invoiced Yes No

If any question above is answered "No," complete the following:

- Send a copy of the submitted invoice and the report to the provider with the DARS3460 to notify the provider the service delivery or report did not meet the requirements as described in the Standards for Providers and/or SA **Date:** _____
- Record a case note to document the return of invoice and required form(s) **Date:** _____

Report: Approved Sent back to provider

Comment (if any):

Printed name of VR staff member making verification:

Date Verified:

Overview of Premiums

Chapter 20

Premiums to be Reviewed

- Autism Premium
- Deaf Premium
- Criminal Background Premium
- Professional Placement Premium
- Wage Premium
- Travel Premium

What are Premiums

- Premium payments are:
 - in addition to the service base rate paid to contractors
 - to compensate providers for their additional efforts and required staff training which can increase the costs of providing the services to the customers
 - based on a customer's vocational need
 - based upon the customer's unique disability needs or significance and barriers to employment

Premium Facts

- A VR customer can have multiple premiums associated with a base rate when vocationally justified
- VR counselors are not required to authorize premium payments when a customer or provider qualifies for the premium
- Premiums are currently available for Employment Services such as
 - Job Placement
 - Supported Employment
 - Vocational Adjustment Training
- Note: Premiums are paid upon the completion of the service

Premiums Staff Qualifications

- Staff providing the direct service to the customer must meet the staff qualifications identified for the base service
- The staff person providing the direct service must also maintain all staff qualifications required for the premium
- VR does not issue any waivers or exceptions for staff qualifications related to specialty endorsements

Premiums Process

- Receive Service Authorization
- Provide base service with all required deliverables achieved
- Submit reports and invoices
- Counselor determines criteria for premium have been satisfied
- Counselor issues payment

Payment of Premiums

- Premium payments must be approved with service authorization
- Premiums Payments are paid only when
 - all outcomes for the service have been achieved
 - the criteria for the premium are achieved
- No partial payments are made for premiums

Premium Service Definitions and Fees

Autism Premium

- A Service Provider is eligible when:
 - the direct services provider has a current UNTWISE Autism Specialty Endorsement
 - the customer has been diagnosed with:
 - Autism Spectrum Disorder per the DSM V or
 - Social Communication Disorder per the DSM V
 - the counselor determines the customer requires intervention to remove any barrier(s) directly related to the diagnosis of Autism Spectrum Disorder or Social Communication Disorder

| Autism Premium Fees | Unit Rate |
|--|-----------------|
| Non-Bundled Employment Data Sheet, Application and Resume Training | \$35.00 |
| Non-Bundled Interview Training | \$28.00 |
| Bundled Job Placement-Basic—Benchmark C | \$450.00 |
| Bundled Job Placement-Enhanced—Benchmark C | \$600.00 |
| Supported Employment—Benchmark 1B | \$225.00 |
| Supported Employment—Benchmark 1B - prorated for Environmental Work Assessment | \$135.00 |
| Supported Employment—Benchmark 6 | \$1500.00 |
| Job Skills Training—Individual | \$7.50 per hour |

Deaf Premium

- A Service Provider is eligible when:
- the customer's primary mode of communication is via sign language
 - American Sign Language
 - Manually Coded English
 - Signed Exact English
 - Pidgin Signed English

- The staff person providing the base service qualified to communicate in the customer's primary mode and has proof of proficiency in one of the following:
 - Board for Evaluation of Interpreters (BEI)
 - Certification from the Registry of Interpreters for the Deaf (RID)
 - An SLPI rating of intermediate plus (SLPI information found at: rit.edu/ntid/slpi/)
- **Note:** Proof of proficiency such as certification must be submitted with each Service Authorization

| Deaf Service Premium | Unit Rate |
|--|------------------|
| Non-Bundled Employment Data Sheet, Application and Resume Training | \$177.00 |
| Non-Bundled Interview Training | \$142.00 |
| Bundled Job Placement-Basic—Benchmark C | \$1,065.00 |
| Bundled Job Placement-Enhanced—Benchmark C | \$1,420.00 |
| Supported Employment—Benchmark 1B | \$533.00 |
| Supported Employment—Benchmark 6 | \$3,550.00 |
| Job Skills Training—Individual | \$17.75 per hour |
| Job Skills Training—Group | \$ 8.50 per hour |

Criminal Background Premium

- VR must have documentation of criminal history in the customer case file:
 - a name-based Criminal Background Check (CBC)
 - conditions of probation or parole
 - fingerprint record indicating one of the following:
 - felony criminal conviction
 - guilty plea with deferred adjudication for a felony criminal offense
 - no-contest plea with deferred adjudication for a felony criminal offense

The VRC will determine when the felony interferes with the customer obtaining competitive integrated employment

Note: Contractor provided CBC will NOT qualify a customer for the premium

| Criminal Background Premium | Unit Rate |
|------------------------------------|-----------|
| Job Placement-Basic—Benchmark C | \$500.00 |
| Job Placement-Enhanced—Benchmark C | \$500.00 |
| Supported Employment—Benchmark 6 | \$500.00 |

Professional Placement Premium

- The service provider is eligible when:
 - They provided assistance to customer to obtain employment in a job that meets all the criteria outlined in the Job Placement Plan (DARS1845B) in Job Placement or Supported Employment (DARS1613B)
 - the position obtained requires at least a bachelor's degree

Note: The requirement of a bachelor's degree must be stated in the job description or job posting.

| Professional Placement Premium | Unit Rate |
|------------------------------------|-----------|
| Job Placement-Basic—Benchmark C | \$500.00 |
| Job Placement-Enhanced—Benchmark C | \$500.00 |
| Supported Employment—Benchmark 6 | \$500.00 |

Wage Premium

- The service provider is eligible when:
 - They provided assistance to customer to obtain employment in a job that meets all the criteria outlined in the Job Placement Plan (DARS1845B) in Job Placement or Supported Employment (DARS1613B)
 - the position obtained by the customer earn a gross wage of at least \$16 per hour
 - the customer is hired for a minimum of 20 hours per week

Note: Proof (such as itemized pay stub) of the customer's earnings and average hours worked per week must be submitted with the invoice.

| Wage Premium | Unit Rate |
|------------------------------------|-----------|
| Job Placement-Basic—Benchmark C | \$500.00 |
| Job Placement-Enhanced—Benchmark C | \$500.00 |
| Supported Employment—Benchmark 6 | \$500.00 |

Travel Premium

What is the Travel Premium-1

- The Travel Premium may be available for customers
 - who require contracted services to achieve a long-term goal of
 - competitive integrated employment
 - blind independent living
 - who live in underserved areas of the state

Note: Contractors are only eligible for the Travel Premium when no alternative option is available to address needs outlined in a customer's Individualized Plan for Employment (IPE) or Independent Living Plan (ILP)

What is an Underserved Area?

- Within a 50 mile radius of the customer's location
 - there is no contracted provider for the required service
 - there is no qualified provider staff for the required service

What is the Travel Premium-2

- Travel Premium will be based on the distance traveled between
 - the city/town of the provider's physical location
 - the city/town of the customer's residence or the primary community location associated with the training/visit
 - directly back to (the city/town of) the provider's physical location

Note: When multiple customers are seen by the provider, the mid-point mileage for the trip will be the mileage of the furthest customer's city/town of the residence or the primary community location associated with the training/visit.

Travel Premium Facts

- travel distance(s) will be determined using lowest mileage route option city/town to city/town route on MapQuest
- duration of provided service(s) must be 2 hours or more in length, not including any travel time
- cannot use Travel Premium to transport customers
- must be authorized in advance with a Service Authorization, before the travel occurs
- DARS3433, Travel Premium Report must be completed and submitted with invoice



Travel Premium |

General Instructions |

Complete the Travel Premium form for each trip made. Type in all required information. Submit form only for customer that is being invoiced. Use Map Quest lowest mile option when calculating the roundtrip travel distance from the Contract's physical location to the furthest distance travel to provide services to a customer listed on the report returning to the Contractor's physical location. Collect the required signatures.

Customer Information for Case being Invoiced |

Customer's name: VRS case ID:

Service authorization (SA) number:

Contractor's Physical Location in Contract

Street: City/Town: Zip:

Travel Facts

Travel provided to one individual more than one individual

Record the following information for each customer served in the Travel Trip

| Date of Trip | Customer's case ID | Address of the residence(s) or the primary community location(s) associated with the training/visit | | Length of Training/Visit | | Purpose Training/Visit |
|----------------------|-------------------------|---|---------------------------|--------------------------|----------------------|------------------------|
| | | | | Start Time | End Time | |
| <input type="text"/> | 1. <input type="text"/> | City/Town: <input type="text"/> | Zip: <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | 2. <input type="text"/> | City/Town: <input type="text"/> | Zip: <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | 3. <input type="text"/> | City/Town: <input type="text"/> | Zip: <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | 4. <input type="text"/> | City/Town: <input type="text"/> | Zip: <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | 5. <input type="text"/> | City/Town: <input type="text"/> | Zip: <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

Comments, if any:

Mileage Calculation for Premium

Contractor's Departure City/Town: Furthest city/town Traveled to:

of round trip miles Traveled from Departure City/Town to Furthest City/Town using MapQuest lowest mile option:

Premium Amount associated with the round trip mileage:

Required Signatures

I, certify that:

- the above dates, times, and services are accurate; |
- I travel to the locations listed above on the form;
- I provided a minimum of 2 hours of service to each customer included in the Travel Report;
- I used MapQuest lowest mile option to calculate the round trip mileage record on this form;
- I handwrote my signature and the date below; and
- I documented the travel information as described in the Standards for Providers (SFP); and

Print or type name of person traveling to provide the service(s): Signature: Date form signed:

| Travel Service Premium | Unit Rate |
|---|-----------|
| Distance of Round Trip Travel 101-150 miles | \$33.89 |
| Distance of Round Trip Travel 151-200 miles | \$47.39 |
| Distance of Round Trip Travel 201-250 miles | \$67.65 |
| Distance of Round Trip Travel 251-300 miles | \$82.65 |
| Distance of Round Trip Travel 301-350 miles | \$107.42 |
| Distance of Round Trip Travel 351-400 miles | \$123.92 |
| Distance of Round Trip Travel 401-450 miles | \$157.44 |
| Distance of Round Trip Travel 451-500 miles | \$176.00 |

Exception to VR-SFP Travel Premium Policy

- Providers subject to the travel reimbursement methodology in Chapter 3.3.1 of the Blind Service Division (BSD) Standards Manual for Consumer Services Contract Providers as of August 31, 2017, may continue to be reimbursed for travel under 3.3.1 until further notice.
- Those providers may continue to submit requests for travel reimbursement using DARS2879, Service Providers Travel Log.
- Providers may not claim travel reimbursement using both the VR-SFP and the BSD Standards.
- Only this provision (3.3.1) of the BSD Standards will remain in effect after October 1, 2017, and only until such time as TWC completes additional review of VR-SFP 20.6.

Future Questions

Contact your assigned

- Quality Assurance Specialist or
- Regional Program Support Specialist

Or

Send email to the Standards for Providers mailbox at VR.Standards@twc.state.tx.us

Quality Assurance Specialist

- Region 1 Mike Lawson Mike.Lawson@twc.state.tx.us
- Region 2 Jesus Quiroga Jesus.Quiroga@twc.state.tx.us
- Region 3 and 4 Elizabeth Kapeller Elizabeth.Kapeller@twc.state.tx.us
- Region 5 Stephanie Jenkins Stephanie.Jenkins@twc.state.tx.us
- Region 6 Andrew Ramirez andrew.ramirez@twc.state.tx.us

Regional Program Support Specialist

- Region 1 and 2 Dennis Bilbrey Dennis.Bilbrey@twc.state.tx.us
- Region 3 and 4 Lisa Powell Lisa.Powell@twc.state.tx.us
- Region 5 Sandy Box- sandra.box@twc.state.tx.us
- Region 6 Gary Benner Gary.Benner@twc.state.tx.us

END