# VR Standards for Providers Chapter 17: Basic Employment Services

This following sections in the VR-SFP have been revised. **These requirements will take effect June 29, 2020.**

## 17.4 Bundled Job Placement Services

### 17.4.1 Bundled Job Placement Services Service Description

Bundled Job Placement is a benchmark service that assists customers in preparing for and completing the job search process. Bundled Job Placement helps customers obtain a job that meets their needs as outlined in the [VR1845B, Bundled Job Placement Services Plan–Part B and Status Report](https://twc.texas.gov/forms/index.html).

Before assisting a customer in obtaining a job, the provider must train and assist the customer in all of the following areas:

* VR1850, Employment Data Sheet or equivalent;
* Résumés;
* Job applications;
* Job references and written correspondence;
* Interviews;
* Pre-employment testing;
* Job searching; and
* Job acceptance and preparing for the first day on the job.

Each area above is described under Benchmark A–Service Description. The training and assistance provided should align with the basic or enhanced service definition and the customer's scores on the Support Needs Assessment in [VR1845A, Bundled Job Placement Services Placement Plan–Part A](https://twc.texas.gov/forms/index.html).

All required elements described in the VR-SFP must be addressed in a curriculum that includes a module for each required area defined in the VR-SFP (For example: all areas listed above).  A manual must be maintained by the provider that includes the curriculum and supporting documentation such as activity materials/resources, lesson plans, and attendance records. When using a standardized published curriculum (not created by the provider), identify the source and keep a copy of the curriculum in the manual. TWC-VR can request to review a curricula manual at any time.

The job placement specialist must implement training activities to meet the customer's needs, including, but not limited to, literacy and disability needs. While all training must be individualized, it may be provided in an individual or group setting. When the service is provided in a group setting, a ratio of one job placement specialist to no more than six customers must be maintained.

The Employment Services provider must:

* maintain attendance records, documentation of completed lessons, and customer completed activities showing the required core curricula are being taught; and
* make the documentation available for review by VR staff members upon request.

Before a service authorization is issued, the VR counselor, customer, and job placement specialist must attend the job placement plan meeting. At the job placement plan meeting, VR staff will complete the following forms:

* [VR1845A, Bundled Job Placement Services Placement Plan–Part A](https://twc.texas.gov/forms/index.html); and
* [VR1845B, Bundled Job Placement Services Plan–Part B and Status Report](https://twc.texas.gov/forms/index.html).

The results of the Support Needs Assessment in the VR1845A determine whether a customer receives basic or enhanced Bundled Job Placement, as follows:

* for Basic Bundled Job Placement, a customer must score a total of 15 or less; or
* for Enhanced Bundled Job Placement, a customer must score a total of 16 or greater.

Basic Bundled Job Placement and Enhanced Bundled Job Placement contain the following three payment benchmarks in this outcome-based service:

* Benchmark A: Job Placement—After the completion of the 5th day/shift of paid employment, invoiced on or after the 6th day of paid employment
* Benchmark B: Job Placement—After completion of the 45th day of paid employment, invoiced on or after the 46th day of paid employment
* Benchmark C: Job Placement—After completion of the 90th day of paid employment, invoiced on or after the 91st day of paid employment

Benchmark outcome payments are made when the provider achieves the outcomes required for each benchmark. Each benchmark is paid only once for each customer between Active Status (customer has an IPE) and Closure Status of a VR case.

The customer's job must:

* be full-time or part-time based on customer choice;
* exist in a competitive, integrated work setting; and
* be permanent, not temporary.

If a business hires a customer in a temp-to-hire position, the job is acceptable if not considered short-term or project specific employment that will end upon completion of the project. A customer can be employed by a third party such as a temp agency when this is a prerequisite for continued employment after the probationary period ends. Pro re nata (PRN) or “as needed” employment is allowed, as long as the customer can achieve all employment conditions outlined on the VR1845B. VR will not accept seasonal employment placements, unless approved by the VR Director using the [VR3472, Contracted Service Modification Request](https://twc.texas.gov/forms/index.html) form. Seasonal employment pertains to labor performed at certain seasons or periods of the year and which may not be continuous or carried out throughout the year.

VR pays for job placement only if the customer is placed with an organization or business that is not owned, operated, controlled, or governed by the service provider providing the job placement service. Service providers that are state agencies, state universities, or facilities that are a part of a state university system are exempt from this requirement.

The job placement count begins on the first day worked by the customer for the employer or the day after the VR1845B is updated so all non-negotiable employment conditions, 50% of negotiable employment conditions, and an employment goal are achieved.

If a customer loses a job, is not working the required weekly hours or meeting non-negotiable employment conditions as outlined in the VR1845B, Bundled Job Placement Services Plan–Part B and Status Report, the customer's progression within the benchmark is frozen until:

* the customer becomes employed again;
* the customer begins working the required hours and is achieving all non-negotiable employment conditions; or
* the VR1845B, Bundled Job Placement Services Plan–Part B and Status Report, is amended.

Bundled Job Placement Services cannot be purchased with On-the-Job Training (OJT), Apprenticeship, or Supported Employment. Job Skills Training can be purchased with Bundled Job Placement Services when determined appropriate by the VR counselor.

A customer who has received or is receiving basic or enhanced Bundled Job Placement Services cannot be transferred into Non-bundled Job Placement Services.

When a customer's circumstances indicate that Bundled Employment Services need to be purchased after Non-bundled Job Placement Services or VAT Preparing for a Job Search Training service has been provided, a reduction of payment will be applied to the fee of the Bundled Employment Service.

Any request to change a Bundled Job Placement Service Description, Process and Procedure, or Outcomes Required for Payment must be documented and approved by the VR director using the [VR3472, Contracted Service Modification Request](https://twc.texas.gov/forms/index.html) form, before the change is implemented. Examples of when a VR3472 is necessary include:

* to purchase Bundled Job Placement services more than once;
* to purchase Supported Employment service after the purchase of any Bundled Job Placement Benchmark A-C; and
* to purchase Bundled Job Placement services after any Supported Employment benchmarks 2-6 have been purchased.

### 17.4.2 Bundled Job Placement—Benchmark A

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