# Vocational Rehabilitation Services Manual C-1000: Employment Services

Revised June 29, 2020

## Introduction

Employment services are an essential part of a customer's individualized plan for employment (IPE). The employment services on a customer's IPE must be consistent with the customer's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

Employment services:

* train and prepare a customer for the job search;
* help customers gain positions that meet their individual needs; and
* assist customers with job skills training, when needed, to keep a job.

A customer's job placement must match the needs of the customer and the business. The customer's job placement must be in a work environment that is:

* integrated;
* competitive; and
* full-time or the most hours the customer can work.

In the case where, without a provider, a business hires a customer in a seasonal, temp-to-hire, or PRN position, the job is acceptable as long as the customer will be considered for continued employment after the probationary period ends.

For provider placements, VR3472, Contracted Service Modification Request, must be completed for seasonal employment placements. See SFP 17.4.1 Bundled Job Placement Services Service Description and SFP 18.1 Supported Employment Overview for more information.

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## ****C-1007: Job Placement Services****

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### C-1007-4: On-the-Job Training

On-the-job training (OJT) is a way to help individuals build skills and reestablish employment when they have limited skills, limited work history, and a history of unemployment, legal issues, or incarceration. OJT can be used as a hiring incentive with employers while helping customers to overcome employment barriers. The US Department of Labor offers the [Federal Bonding Program](http://bonds4jobs.com/), which can provide fidelity bonding for the first six months of employment for hard-to-place customers with a history of incarceration.

OJT is a service for which VR pays an employer to train a VR customer who has been hired as an employee of the business earning the same rate of pay and benefits as other individuals without disabilities hired into the same or similar position. The employer trains the customer in the skills necessary to perform both essential and nonessential job duties. The specifications of the training are established using the [VR OJT Worksheet](http://intra.twc.state.tx.us/intranet/vrs/docs/OJTWorkSheet.docx) and entered into a "Service Authorization" in RHW.

OJT is:

* individualized to the customer's and the employer's needs;
* training for a VR customer who is hired as an employee of the business earning the same rate of pay and benefits as other individuals without disabilities hired into the same of similar position;
* when the customer meets the minimum requirements for a position, but requires formal and/or informal training activities at the employer's work site to acquire the skills necessary for a specific position or occupation; and
* a commitment from the employer to retain the customer as an employee after successful completion of the OJT, if the customer competently performs essential functions of the position or industry.

OJT is a substantial service, as defined in [B-600: Closure and Post-Employment Services](https://twc.texas.gov/vr-services-manual/vrsm-b-600). Time spent in OJT cannot be counted toward the 90 days of employment required for a successful closure. The start date of employment entered into RHW must be after the date of OJT completion.

#### Local Workforce Development Board Funding

On-the-job training (OJT) can also be funded through the Workforce Innovation and Opportunity Act (WIOA) if a customer is jointly served by VR and a Local Workforce Development Board (Board) that offers OJT programs. Using WIOA-funded OJT is a comparable benefit and should be documented as such in RHW. However, not all Boards in Texas offer OJT.

OJT opportunities may be developed using the same business development techniques used in regular job placement. OJT is a service that employers can access to offset any additional training costs they may incur from hiring a customer. For further information, see C-400: Training Services.

The length of OJT depends on the skills to be learned and the customer's learning ability. If the training is longer than three months, VR Supervisor approval is required and approval must be documented in RHW in a case note. The VR Supervisor will consider the following as possible justifications to increase the length of OJT so that a customer can secure successful long-term employment:

* Customer's disability as it relates to the length of time necessary to safely learn and demonstrate the essential and nonessential skills competently
* Certifications, licenses, or class completions required by the OJT
* Requirements of the employer's management, labor boards, and/or unions that must be met

Note: This list is not inclusive. Contact the regional program specialist assigned, as necessary, to discuss the appropriateness of extending OJT beyond three months.

The following VR services cannot be purchased when a customer is receiving OJT services:

* Job Skills Training
* Bundled Job Placement services
* Supported Employment services

#### OJT Processes and Procedures

When the VR counselor and customer determine that OJT is appropriate, the VR counselor prepares the customer before approaching employers. The VR counselor ensures that the customer is job ready as discussed in C-1005: Job Readiness.

The VR counselor identifies an employer that will hire the customer and participate in the OJT program.

VR staff must inform the employer of what TWC expects from participants in the VR OJT program.

Once the employer agrees to provide OJT for a VR customer, the VR counselor and VR staff do the following:

* Assist the employer in establishing itself as a vendor for VR.
* Complete the VR [OJT Worksheet](http://intra.twc.state.tx.us/intranet/vrs/docs/OJTWorkSheet.docx), with the customer and the employer's representative, recording all required information on the form. As the form is being completed, the VR counselor, customer, and employer negotiate the stipulations of the OJT. It is the responsibility of the VR counselor to ensure the VR OJT Worksheet is accurately completed.
* Ensure that the information collected on the VR OJT Worksheet is entered into the service authorizations completely and accurately. Ensure that the service authorization establishes the specifications, expectations, goals, and cost of OJT, and lists the outcomes and documentation required for payment.
* Review the service authorization with the employer to ensure the business understands all the specifications outlined, including, but not limited to, the goals of the customer's training, the invoice process, the documentation requirement, and the fees paid for service.
* Ensure the employer completes [VR3316, On-the-Job Training Progress Report](https://twc.texas.gov/forms/index.html). VR3316 must be submitted each time the employer invoices VR for payment of the customer's OJT, or at a minimum of once every 30 days of the OJT. Due dates for VR3316 are included in the service authorization.
* Visit the business site, as arranged and stated on the service authorization, to evaluate the success of the OJT. A summary of each business site visit must be documented in a case note in RHW.
* As necessary, the VR counselor updates the VR OJT Worksheet, completes a new form, and enters the new information into a service authorization.

#### Purchasing On-the-Job Training

VR may pay OJT fees to an employer for:

* a training expense that is more than the non-OJT training cost for a new employee in the same or similar position; and
* any wasted product produced during the training that is not put into the business's product inventory.

OJT employer payments are based on a sliding scale and the business's size at the work site where the training takes place:

* 1-50 employees—up to 80 percent of cost
* 51-250 employees—up to 60 percent of cost
* 251 employees or more—up to 30 percent of cost

If necessary, a VR Supervisor can approve a higher percentage of reimbursement, but the total reimbursement for the OJT cannot be greater than $5,000. This dollar amount is not subject to any level of management override, per requirements in Texas Government Code §2155.132.

Examples of when paying a higher percentage is acceptable include when there is:

* a documented high cost for materials that cannot be put into the employer's product inventory but are needed to train the OJT customer; or
* an extreme cost associated with the trainer needed for the OJT customer because of the skill level, certification, or licensure required for the trainer.

The VR Supervisor is required to document the approval and justifying reason for a higher percentage of reimbursement in a case note in RHW.

The VR counselor must negotiate a payment schedule that progressively decreases throughout the training period as the customer's skills increase.

#### Outcomes Required for Payment

* The employer must submit [VR3316, On the Job Training Progress Report](https://twc.texas.gov/forms/index.html), with an invoice. VR3316 must be completed by the employer's representative and document in descriptive terms all the form's requested information.
* VR staff must verify that the customer received OJT as specified in the service authorization.
* Invoice and VR3316, On the Job Training Progress Report, must be submitted a minimum of once every 30 days of OJT. Due dates must be included in the service authorization specifications.

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