# Vocational Rehabilitation Services Manual C-500: Criss Cole Rehabilitation Center

Revised April 1, 2019

## C-503: CCRC Admissions Process

### C-503-1: CCRC Tour

Highly individualized tours are available to provide customers and their families with general information about CCRC and the programs provided. Customers have an opportunity to:

* participate in a tour of the physical facility;
* meet with staff for individual consultations and to get answers to specific questions;
* participate in CCRC classes; and
* meet with current CCRC customers.

Food and lodging are provided during the tour. Transportation to and from the airport or bus station is available upon request.

### C-503-2: Referrals to the Training Program

The following information outlines steps from the customer's initial referral to his or her arrival at CCRC. For current deadlines, see the [CCRC admissions calendar (PDF)](https://twc.texas.gov/files/jobseekers/criss-cole-admissions-calendar-large-print-twc.pdf). The VR counselor contacts the CCRC admissions coordinator for assistance or to review individual customer circumstances.

#### CCRC Referral Packet

In the CCRC Referral Packet, all customers must provide:

* documentation of their legal blindness with best correction from a medical eye professional, such as an optometrist, ophthalmologist, or low-vision specialist, or documentation of their combination of hearing loss and vision loss from a medical professional.
* general physical information from a medical professional within the past 12 months; and
* tuberculosis test results within the past 12 months.

Information from psychological reports is not required but can be helpful.

#### Special Circumstances Referral Information

Certain information is required for all customers. Additional information is required for customers with special circumstances.

If the customer is on parole or probation, he or she submits:

* the name, address, and phone number of the parole or probation officer; and
* court documents indicating conditions of parole or probation.

If the customer has had a substance or alcohol issue at any time in the past, he or she submits the Substance Abuse/Alcohol Abuse Contract.

If the customer has a mental health diagnosis, the VR counselor submits a mental health stability statement from the customer's mental health provider stating that the customer:

* is stable;
* can manage his or her mental health issues independently;
* can manage his or her prescribed medication independently; and
* can participate in an intensive rehabilitation training program.

If the customer has bloodborne pathogen-related illness, the VR counselor contacts the CCRC admissions coordinator before submitting any referral information to ensure protection of confidential information as mandated by federal law.

For additional information on protection of bloodborne pathogen-related illness information, see [A-200: Customer Rights and Legal Issues](https://twc.texas.gov/vr-services-manual/vrsm-a-200).

If a customer has diabetes, the diabetes education reports must be submitted documenting that the customer can independently manage his or her diabetes, to include testing, medication, identifying, and ordering.

If a customer has a hearing loss or deafness, then a current audiological report is needed.

Personal attendant services required by customers must be arranged before the customer's admission date and coordinated with the CCRC admissions coordinator.

If the customer does not have a permanent residence, the VR counselor submits written documentation from the residential provider or family member that includes:

* the customer's name;
* address;
* phone number; and
* a statement that the customer can return to this residence at any time.

If the customer has a guardian assigned by the court, the VR counselor submits:

* legal guardianship papers;
* [VR2050, CCRC Parent or Guardian Consent Form](http://intra.twc.state.tx.us/intranet/gl/html/vocational_rehab_forms.html); and
* [VR2051, CCRC Medical Authorization Form](http://intra.twc.state.tx.us/intranet/gl/html/vocational_rehab_forms.html).

If the customer is attending the College Prep Summer program and is under age 18, the VR counselor submits VR2050, CCRC Parent or Guardian Consent Form, and VR2051, CCRC Medical Authorization Form. (The referral process may occur before age 18, but the customer must have reached the age of 18 before starting the program.)

The VR counselor contacts the CCRC admissions coordinator with any questions regarding documentation requirements for customers with special circumstances.

The VR counselor sends all information to CCRC Admissions by email to [Judy.VanNice@twc.state.tx](mailto:Judy.VanNice@twc.state.tx), by fax to (512) 377-0317, or by mail to:

CCRC Admissions Office  
101 E. 15th Street, Suite 6804  
Austin, Texas 78778

The referring VR counselor updates the RHW population indicator to include CCRC and submits a referral through the Referral Services List located in the RHW CCRC menu. Once this referral has been saved, a case action will be generated to CCRC Admissions for their review.

CCRC Admissions acknowledges the referral request and subsequent statuses in RHW by:

* placing the referral in a Pending Status upon receiving initial RHW referral;
* placing the referral in an Accepted Status when all necessary referral information has been received for the CCRC Referral Packet;
* placing the referral in a Scheduled Status when a specific date for the service has been determined (the admissions coordinator mails an acceptance packet to the customer); and
* placing the referral in an Active Status for CCRC upon arrival; or
* placing the referral in a Not Accepted Status when the referral does not meet the admissions criteria, or when the referral declines, cancels or no shows on admissions date.

#### Computerized Criminal History Checks

CCRC requires that a computerized criminal history check (CCHC) be completed on all referrals. Once a customer is referred, CCRC admissions staff runs a CCHC, regardless of VR status.

CCHC reports contain criminal action occurring in the state of Texas. CCHC reports show either no criminal action or criminal action matching the name and date of birth submitted. CCHC reports are often incomplete and difficult to interpret. CCRC admissions staff members can consult with their supervisory chain and the TWC Office of General Counsel if they need help to interpret the results. They can send questions regarding CCHC reports to [ogc@twc.state.tx.us](mailto:ogc@twc.state.tx.us).

Staff must document results in the customer's electronic record in RHW. Staff must not document any details of the CCHC report in the case note; staff must include only the date the CCHC was requested, the date the CCHC was run, and the impact of the results on the customer's acceptance into CCRC. Staff must indicate on the case note whether the customer is not accepted or if there is some restriction on the customer's acceptance based on the CCHC.

For procedures on maintaining and storing a customer's CCHC, in addition to releasing customer records and information to the customer and other parties, see [A-200: Customer Rights and Legal Issues, A-206-4: Release of Customer Records and Information](https://twc.texas.gov/vr-services-manual/vrsm-a-200" \l "a206-4).

Transportation is coordinated by the referring VR counselor in the field and CCRC Admissions Department.

#### Active Status at the Criss Cole Rehabilitation Center

When a customer arrives for the CCRC Training Program, Admissions places the customer in Active Status for CCRC training. Upon Active Status the customer is assigned a VR counselor at CCRC who manages the case.

The VR counselor in the field office mails the complete customer paper file to the assigned VR counselor at CCRC within 15 days of the admission date. After the paper case file is delivered to the receiving office at CCRC, receiving staff must update the paper file location in RHW using the Paper File Transfer option in the Case Management menu of the customer.

Note: The customer’s case is not transferred to the assigned VR counselor at CCRC.

Upon completion of the customer’s CCRC training the VR counselor in the field resumes responsibility for the case management.

The VR counselor at CCRC mails the complete customer paper file to the assigned VR counselor in the field within 15 days of the completion date. After the paper case file is delivered to the receiving VR office in the field, receiving staff must update the paper file location in RHW using the Paper File Transfer option in the Case Management menu of the customer.

## C-504: CCRC General Program

The following outlines the sequence of services provided to customers from arrival through completion of training.

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