# VR-SFP Chapter 3: Basic Standards

Revisions effective May 28, 2021

## 3.6 Customer Safeguards

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### 3.6.4 Evaluation of Service Delivery

Service delivery includes meetings and delivery of services prescribed in the VR-SFP Manual. All staff qualifications and requirements outlined in the services description, process and procedures, and outcomes for payment must be followed in the delivery of services for VR or ILS-OIB customers. Each chapter will indicate how the service can be conducted. When the service chapter allows for remote service delivery, requirements in 3.6.4.1 Remote Service Delivery must be followed.

When services need to be provided and guidelines cannot be followed in the service delivery as prescribed in the VR-SFP, the VR director must approve a [VR3472, Contracted Service Modification Request](https://twc.texas.gov/forms/index.html) before the service is provided.

When the Centers for Disease Control and Prevention (CDC), federal, state, and/or local governments issue health and safety protocols, such as social distancing, providers must provide services to VR or ILS-OIB customers following these guidelines.

#### New as of May 18, 2021

On May 18, 2021, EO-36 was issued by the Governor Greg Abbott relating to the prohibition of governmental entities and officials from mandating face coverings or restricting activities in response to the COVID-19 disaster. EO-36 is in effect immediately.

EO-36 also provides that no jurisdiction may impose a penalty of any kind for failure to wear a face covering or failure to mandate that customers or employees wear face coverings, except that a legally authorized official may act to enforce trespassing laws and remove violators at the request of a business establishment or other property owner. EO-36 does not otherwise supersede Executive Orders [GA-10](https://lrl.texas.gov/scanned/govdocs/Greg%20Abbott/2020/GA-10.pdf), [GA-13](https://lrl.texas.gov/scanned/govdocs/Greg%20Abbott/2020/GA-13.pdf), [GA-34](https://open.texas.gov/uploads/files/organization/opentexas/EO-GA-34-opening-Texas-response-to-COVID-disaster-IMAGE-03-02-2021.pdf), or [GA-35](https://lrl.texas.gov/scanned/govdocs/Greg%20Abbott/2021/GA-35.pdf).

EO-36 still allows the following:

* In providing or obtaining services, every person (including individuals, businesses, and other legal entities) is strongly encouraged to use good-faith efforts and available resources to follow the Texas Department of Health Services (DSHS) health recommendations.
* County judges may institute local orders, including mask-wearing, in counties that are part of a Trauma Service Region that has had seven consecutive days in which the number of COVID-19 hospitalized patients as a percentage of total hospital capacity exceeds 15 percent.
* Nothing in the executive order precludes businesses or other establishments from requiring employees or customers to follow additional hygiene measures, including the wearing of a face covering.

Finally, nothing in EO-36 precludes VR providers from requiring mask-wearing by their employees and their customers, including VR customers.

The COVID-19 temporary exceptions to the VRSM and VR SFP will remain in place until the valid through date. Regarding social distancing protocols which remain in place, refer to the chapter associated with the service to determine how services may be provided.

For more information refer to 3.6.4.2 Evaluation of Service Delivery.