# VR Standards for Providers Chapter 3: Basic Standards

Revised October 15, 2020 to clarify content.

## 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.

When social distancing protocols are 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.

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## 3.11 Documentation and Record Keeping

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### 3.11.1 Documentation and Signatures

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

* Answer all questions related to the services or goods provided. If a question or section does not apply, enter "Not Applicable" or "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, leaving no blanks.
* Write the goal in clear, measurable terms, when goals are required.
* Collect required signatures from VR or OIB staff, customers, provider’s staff, and circle of supports (including customer representatives, if any), using encryption when required, through one of the following methods:
  + obtaining handwritten signatures;
  + obtaining digital signature(s) ensuring customer confidentiality on approved software options.

Examples of approved software to collect digital signatures include:

* + - Adobe and
    - DocuSign (when it is an option for a TWC-VR form)

Signatures can be collected on smart devices (i.e. tablets and phones).

* + sending a copy of the document to the customer when the customer has the equipment necessary to print, sign and return an electronic copy of the signed form (such as a photo or scanned copy).
* Make certain that all standards have been met before submitting any form and/or report with an invoice for payment.

When the provider has attempted to obtain signatures, and has recorded such attempts on the submitted documentation, VR or OIB staff can verify the customer's satisfaction and service delivery as described in the VR-SFP by contacting the customer. The provider must make at least three attempts on three different weeks after the service has been completed.

When forms are completed by a provider, the forms must be submitted by either US mail, hand delivery, fax, or encrypted email, unless otherwise noted.

Information must be accurate and complete. All instructions on the form and in the VR-SFP manual must be followed.