# **Vocational Rehabilitation Services Manual C-1400: Supportive Goods and Services**

Revised June 1, 2022

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**C-1402: Transportation Services**

Transportation is a type of financial support that can be paid directly to an individual who has applied for and/or is receiving VR services or to a third party that will provide the transportation. Transportation payments may not be used to pay for any "normal living expenses."

VR pays transportation to the customer for the use of the customer's vehicle for transportation when this is the most economical and effective method.

VR uses the following categories of transportation:

* Recurring transportation paid to a public or private carrier,
* Nonrecurring transportation paid to a public or private carrier, and
* Airfare.

To be approved, all transportation expenditures must be clearly documented in the case file as necessary and reasonable under the circumstances prevailing at the time a decision is made.

Decision-making factors to consider include, but are not limited to:

* Customer's informed choice,
* Best value,
* Use of comparable benefits, and
* Required customer participation in cost of services (also referred to as BLR).

For more information refer to [D-203: Purchasing Decisions](https://twc.texas.gov/vr-services-manual/vrsm-d-200#d203).

If transportation assistance is anticipated at the time the Individualized Plan for Employment (IPE) is completed, it must be included on the customer's IPE. However, if the need for nonrecurring transportation is identified after the IPE has been completed, a service justification case note can be used to document this service unless the case is in employment phase in RHW. If the case is in employment phase in RHW an IPE amendment is required. All recurring transportation must be included on the IPE or IPE amendment.

Refer to [B-500: Individualized Plan for Employment](https://twc.texas.gov/vr-services-manual/vrsm-b-500) and Post-Employment for more information on IPEs.

Refer to [E-300: Case Notes Requirements](https://twc.texas.gov/files/partners/vrsm-e-300.docx) for more information on documentation.

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**C-1402-4: Nonrecurring Transportation**

Nonrecurring transportation is a onetime advance payment to the private carrier for transportation that is necessary for the customer to participate in a single VR assessment or IPE service.

Transportation costs that are more than $400 for a single service authorization (this excludes airfare) require VR Manager approval.

**Documentation of Nonrecurring Transportation**

Documentation for transportation must include:

* VR Manager approval (if required); and
* a service justification case note that includes:
  + calculations,
  + the source used to define "actual mileage," and
  + confirms the service for which transportation is required.

If the case is in employment phase in RHW an IPE amendment is also required.

**Documentation of Nonrecurring Bus Passes for Customers**

Documentation for transportation must include:

* a service justification case note or be included in the IPE or IPE amendment;
* the quantity of bus passes needed to support the VR service; and
* a case note that confirms the service for which transportation is required.

If the case is in employment phase in RHW an IPE amendment is required.

If the VR office issues bus passes, a case note must be issued in RHW identifying the date the customer picked up the bus pass. A copy of the [VR2014, Rehabilitation Equipment, Item, and Bus Pass Receipt](https://intra.twc.texas.gov/intranet/gl/html/vocational_rehab_forms.html) signed by the customer must be filed in the customer's paper case file. Refer to [C-1402-6: Local Bus Passes for VR Customers](https://twc.texas.gov/vr-services-manual/vrsm-c-1400#c1402-6) for more information.

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**C-1402-6: Local Bus Passes for VR Customers**

The management support team purchases local bus tickets, passes, tokens, and transfers in bulk for VR customers. Bus passes are distributed to VR customers that are directly related to and required for their participation in VR services. Once received in the VR office, the bus passes must be kept under lock and key.

When the need for bus passes are identified, the:

1. VR counselor must enter service justification case note in RHW justifying the need for transportation, unless the case is in employment phase in RHW. If the case is in employment phase in RHW an IPE amendment is required;
2. Customer/representative must be present and sign the [VR2014, Rehabilitation Equipment, Item, and Bus Pass Receipt](https://intra.twc.texas.gov/intranet/gl/html/vocational_rehab_forms.html) once they receive the bus pass;
3. Staff will request the bus pass from the management team or designee;
4. VR staff are required to enter the date, customer's name, and case ID number onto the VR2015, Office Bus Pass Log;
5. Management team or designee will also sign the VR2015, Office Bus Pass Log,
6. Once the VR2014, Rehabilitation Equipment, Item, and Bus Pass Receipt document has been completed, VR staff are required to place it in the customer's paper case file; and
7. The [VR2015, Office Bus Pass Log](https://intra.twc.texas.gov/intranet/gl/html/vocational_rehab_forms.html) must be kept with the management team.

Refer to [C-1402-3: Recurring Transportation](https://twc.texas.gov/vr-services-manual/vrsm-c-1400#c1402-3) and [C-1402-4 Nonrecurring Transportation](https://twc.texas.gov/vr-services-manual/vrsm-c-1400#c1402-4) for additional information.

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