# Vocational Rehabilitation Services Manual C-400: Training Services

Revised June 29, 2020

## C-424: Vocational Rehabilitation Teacher

VR helps Texans who are blind or visually impaired to live as independently as possible and to acquire and maintain employment.

The vocational rehabilitation teacher (VRT):

* encourages the customer's emotional adjustment to blindness;
* teaches alternative and nonvisual techniques as well as prevocational and job readiness skills; and
* shows the customer how to apply these skills to a vocational goal to achieve an employment outcome and live an employment lifestyle.

The VRT may work with:

* employers;
* VR counselors and other VR staff members;
* families;
* educators;
* community providers; and
* others who are supportive of the customer's work and employment lifestyle goals.

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### C-424-5: Customer Referral Process

Referrals to a VRT are made by a VR counselor if it is determined that VRT services are required.

#### Referrals

Customers who are blind or visually impaired are referred to the VRT for services. All exceptions for not being referred to VRT for services must be documented in a case note by the VR counselor. Customers who are blind or visually impaired and who have severe functional limitations may be referred if VRT services are needed.

Customers who plan to receive surgery or treatment that is expected to improve their vision above legal blindness and that is more than 90 days in the future must not be referred to a VRT unless the customer demonstrates critical needs before surgery. The VR counselor must consider the VRT's availability before making the referral.

The VR counselor creates a service record for the referral for VRT services. The reason for the referral and the instructions for assessment and training are documented in the Specification Description section of the service record and, if necessary, discussed during the staffing session.

Once the first contact has been made by phone or in person, the VRT accepts the service record by updating it from "Requested" to "Assessment" status in RHW.

#### Creating Service Records

The VR counselor refers customers to the VRT by using a service record in RHW according to the following procedure:

1. The referring case manager creates a service record requesting VRT services.
2. The referral appears in the VRT's "Action List," and the service status is "Requested."
3. One service record per VRT per case is used to document customer services.
4. If a customer is being referred for tech screener services and the VRT already has a service record, an Action should be used to refer the customer for tech screener services. (Tech screeners are VRTs and rehabilitation assistants (RAs) who have received tech-screener training that has been provided or approved by the VRT program specialist.)
5. If the referral is not accepted, the VRT must document the reason in a case note and the status must be updated to "Not Accepted."

For more information about service records, see the [ReHabWorks Users Guide, Chapter 16: Case Service Record](https://intra.twc.texas.gov/intranet/manuals/rhwhelp/index.html).

#### The Vocational Rehabilitation Teacher Assessment and Training

For an overview of VRT assessment and training services, see [Teacher Assessment and Training Services Overview](http://intra.twc.state.tx.us/intranet/vrs/docs/Teacher%20Assessment%20and%20Training%20Services%20Overview.doc) on the [VR Teachers Toolkit](http://intra.twc.state.tx.us/intranet/vrs/html/teachers-toolkit.html) page.

#### VRT Assessment Process and Procedures

The VRT starts the assessment and identification of the customer's needs at the first contact with the customer. If the initial contact is by phone, the VRT completes the assessment in person with the customer. The VRT uses the [Employment Lifestyle Assessment Checklist](http://intra.twc.state.tx.us/intranet/vrs/docs/Employment%20Lifestyle%20Checklist%201-5-09.doc) on the [VR Teachers Toolkit](http://intra.twc.state.tx.us/intranet/vrs/html/teachers-toolkit.html) page to determine service needs from the six core service areas and records the findings in an assessment case note. When the assessment is completed, the VRT makes training recommendations. For more information on time frames, see [VRT Case Management–Best Practices Overview](http://intra.twc.state.tx.us/intranet/vrs/docs/VRT%20Case%20Management%20-%20Best%20Practices%20Overview.doc) on the [VR Teachers Toolkit](http://intra.twc.state.tx.us/intranet/vrs/html/teachers-toolkit.html) page.

The assessment provides information about:

* the customer's emotional adjustment to blindness and his or her acceptance of alternative techniques;
* the customer's current level of employment lifestyle skills;
* the customer's ability to learn skills and benefit from training;
* specific training needs and issues;
* the customer's employment lifestyle goal;
* the potential effect of VRT services on achieving a vocational outcome; and
* the customer's interest in touring or attending CCRC.

#### As**sessment Focus and Employment Outcome Process**

Although the VRT does not determine the customer's employment outcome, the assessment must be focused on an employment outcome. If the assessment occurs before an employment outcome is known, the assessment must focus on the customer's:

* emotional adjustment to blindness;
* employment lifestyle skills;
* employment lifestyle in general; and
* vocational skills such as ability statement, personal data sheet, strategy for disclosure of disability, soft skills, and job search skills.

Bulk rehabilitation VRT supplies (C-407: Rehabilitation Teacher Supplies) may be provided during assessment for evaluative purposes. When VRT supplies are provided during assessment, the documentation should describe in detail what skill or ability is being assessed and how the provided item, device, or equipment aided in the assessment.

Teaching equipment and supplies that must be purchased by the VR counselor cannot be purchased or provided before the Active phase.

For more information, see D-200: Purchasing Goods and Services.

#### Employment Lifestyle Assessment Checklist Process

The [Employment Lifestyle Assessment Checklist](http://intra.twc.state.tx.us/intranet/vrs/docs/Employment%20Lifestyle%20Checklist%201-5-09.doc) (on the [VR Teachers Toolkit](http://intra.twc.state.tx.us/intranet/vrs/html/teachers-toolkit.html) page) is a guide and is not put into a case note. Items on the checklist that are relevant to the customer's training needs are noted in assessment case notes, but some items on the checklist may not be relevant. The checklist does not have to be retained after the assessment is completed. For instructions on using the Employment Lifestyle Assessment Checklist, see [Checklist Instructions](http://intra.twc.state.tx.us/intranet/vrs/docs/Checklist%20Instructions.doc).

#### Assessment Documentation

The VRT writes an assessment case note titled "VRT Assessment Srvs" for each assessment contact. Case notes are written in narrative form using the six core areas as headings. If no training needs are identified in a core area, the absence of training needs should be stated rather than omitted from the assessment. For examples of assessment case notes, see [Case Note Examples](http://intra.twc.state.tx.us/intranet/vrs/html/teachers-toolkit.html#casenoteexamples).

#### Recommending Training Services Before VRT Assessment Completion

If the need becomes apparent, the VRT may recommend VRT services at any time before the VRT assessment is completed. This allows the VR counselor to move forward in developing the customer's plan by adding VRT services to the IPE.

To recommend VRT services before the VRT assessment is complete, the VRT:

* writes the recommendation in a "VRT Assessment Srvs" case note and communicates this action in writing to the VR counselor through email, at a staffing session, or by other means; and
* completes the assessment in a timely manner.

When the assessment is complete, the VRT documents training recommendations in a "VRT Training Recommendations" case note.

#### VRT Training Recommendations Process

When the assessment is completed, the VRT enters a separate case note of training recommendations at that time.

#### VRT Training Recommendations Documentation

When making VRT training recommendations, the VRT

* uses a single VRT Training Recommendations case note;
* writes recommendations of training goals that are based on and support the customer's anticipated employment outcome;
* writes recommendations in a list or bulleted format using all six core areas as headings;
* writes a recommendation if the customer expresses an interest in touring or attending CCRC;
* provides an estimated time frame for completing VRT services;
* lists the equipment that will be provided;
* updates the service record from "Assessment" to "Active" status if the IPE has been implemented (Otherwise, the service record stays in "Assessment" status; VRT training should not occur before the IPE is developed, and further VRT services should not occur until IPE development.); and
* notes later changes in routine VRT Training Srvs case notes.

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