# VR-SFP Chapter 14: Work Experience

Revised April 1, 2022

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# 14.4 Work Experience Training

## 14.4.1 Work Experience Training Service Description

Work Experience training services are provided by a Work Experience trainer when a customer needs:

* monitoring to ensure the customer is meeting expectations of the Work Experience site and has the supports and accommodations necessary to be successful; and/or
* more training and support than what is occurring at the Work Experience site.

Training provided by the Work Experience trainer can include:

* teaching skills;
* reinforcing skills;
* establishing and setting up accommodations and/or compensatory techniques to increase the customer's independence and ability to meet the Work Experience site's expectations; and
* monitoring to ensure the customer's and the employer's needs are being met.

All Work Experience Training is goal-focused, with the customer's goals and abilities documented on [VR1600, Work Experience Referral](https://twc.texas.gov/forms/index.html) and [VR1604, Work Experience Training Report](https://twc.texas.gov/forms/index.html).

Work Experience trainers can also work with employers to address topics such as disability education, accommodations and advocacy.

Work Experience trainers should not interrupt daily business operations.

Work Experience Training should be used for temporary work, seasonal work, internships, and volunteer opportunities. Work Experience Training should not support the customer in a job that will be used to successfully close the VR case, unless the work experience site offers the customer permanent employment.

Work Experience Training provides training tailored to the needs of the customer in either one to one or group setting at or away from the work experience site (includes working from home). Work Experience trainers may first complete a job analysis to identify the work experience duties, processes, employer culture, followed by developing a specific plan as to how they can best train the customer to meet the employer's expectations. Training should allow the customer to receive immediate feedback, assistance, and follow-up as they are learning skills such as, but not limited to, work experience responsibilities and interpersonal communication, behavior management, or use of transportation resources. Work Experience Training should be provided through the least intrusive method possible. The amount of Work Experience Training is gradually reduced, when applicable, when the customer becomes better adjusted and more independent and no longer needs training support or monitoring. Training can be performed in a relatively informal way or with specific structured interventions covering topics such as:

* identifying accommodations and supports the employee can use to be successful, such as work experience work aids and natural supports;
* providing on-site training that reinforces the employer's expectations and procedures;
* supporting the customer in acclimating to the work experience site's culture and etiquette;
* addressing interpersonal skills necessary to be accepted as a worker at the work experience site and in related community contacts;
* facilitating communication between co-workers and supervisors;
* identifying cost effective assistive technology or other aides that will help the employee perform work experience functions;
* training natural support working with the customer to foster success at the work experience site; and/or
* addressing travel training and other issues related to maintaining the work experience.

There are times when providing Work Experience Training onsite may not be possible and/or preferred. A customer with a disability may not wish to have an onsite Work Experience trainer, for example, because they do not want to draw attention from fellow coworkers or be the subject of a stigmatizing belief of coworkers. At times, a work experience site may not be able to accommodate onsite Work Experience Training due to security requirements. When these situations occur, and onsite Work Experience Training is not ideal, remote work experience training may be a good solution.

The first Work Experience Training session must be held in person, at or away from the worksite, to evaluate the customer's and employer's training needs and to set-up the necessary equipment and software necessary to facilitate the remote service delivery.

[VR1600, Work Experience Referral](https://twc.texas.gov/forms/index.html) or the service authorization must indicate whether the Work Experience Training can be done as a combination of remote and in-person training for a customer or if the training should all be done in person. The counselor, customer, provider, and the employer are all be involved in the decision to allow remote Work Experience Training at a worksite. The business must agree to allow use of the technology, internet and/or devices to be used by the customer at the work experience site. The use of the technology, internet and/or devices should not exclude or stigmatize the customer. If the referral indicates remote Work Experience Training is to be provided when the customer is at the work experience site and the business does not allow for use of technology, internet and/or devices, the Work Experience trainer must notify the VR counselor to discuss the delivery of the training and receive a service authorization or an updated referral indicating how services can be delivered.

Any remote Work Experience Training should be able to address the following when it is associated with a customer's Work Experience Training goal(s):

* meet the support and communication needs of the customer;
* be suitable for the customer's work experience environment;
* should fit within the customer's work environment (can include telework environments);
* allow for "normal" work site routines without disruption;
* allow for observation of interpersonal interactions (verbal and non-verbal) between customer, co-worker and supervisors; and
* allow for training, use of natural supports and foster the customer's acceptance at the work experience site.

Examples of Work Experience Training using technology and applications on smart devices, tablets, or similar devices include:

* programming smart devices for To-Do lists, reminder alerts, or to identify a sequence of steps in a process;
* use a video camera and microphone to model new tasks, observe task demonstration, or communicate feedback;
* use video calls to communicate with the customer to provide assistance with problem solving any unexpected situations that arise at work.

Remote Work Experience Training can be facilitated using a computer-based training platform that allows for face-to-face and/or real time interaction and use video telecommunication services and software such as Video Relay Services or FaceTime.

TWC-VR does not allow use of non-video telecommunication or text messages to customers for training purposes.

Any remote training must be in compliance with [VR-SFP 3.6.4.1 Remote Service Delivery](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-6-4) and [VR-SFP 3.3.4 Confidentiality](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s334).

Any request to change a Service Definition, Process and Procedure, or Outcomes Required for Payment must be documented and approved by the VR director, using the [VR3472, Contracted Service Modification Request](https://twc.texas.gov/forms/index.html), before the change is implemented.  The approved VR3472 must be maintained in the provider's customer case file.  For more information refer to [VR-SFP 3.6.4.2 Evaluation of Service Delivery](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-6-4). Remote services must follow [VR-SFP 3.6.4.1 Remote Service Delivery](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-6-4).

Work Experience Training occurs after Work Experience Placement services are secured, when necessary. Work Experience Training can be authorized when the customer has a Work Experience site:

* on his or her own;
* with the assistance of a teacher, friend, or family member;
* with the assistance of a Employment Services Provider through Work Experience Placement;
* through the Summer Earn and Learn program; or
* through other programs arranged by VR staff.

When necessary, the Work Experience trainer and the Work Experience specialist can simultaneously work with a customer for up to five hours.

VR cannot pay for a Work Experience Training longer than 12 weeks for each Work Experience Placement unless there is a vocational need and the additional training time is approved by a VR Supervisor.

## 14.4.2 Work Experience Training Process and Procedure

Work Experience training can be authorized for a customer based on the amount of assistance, supervision, and/or monitoring a customer needs to meet a Work Experience site's expectations. VR counselors determine when Work Experience training is needed and the number of hours to be included in the service authorization.

The VR counselor, with input from the customer, work site, and Work Experience trainer, identifies on the [VR1600, Work Experience Referral](https://twc.texas.gov/forms/index.html) or the service authorization comment line:

* the goals to be addressed with the customer; and
* how the Work Experience Training can be delivered (in person and/or a combination of remote and in-person training).

When additional goals are identified, the Work Experience trainer adds them to the [VR1604, Work Experience Training Report](https://twc.texas.gov/forms/index.html). An updated service authorization may identify the method (in person, combination) Work Experience Training is to be provided when the customer's circumstances are different than what was anticipated when the referral was completed.

The Work Experience trainer provides the training as identified on the referral, service authorization and by the goals on the VR1600 and VR1604. The Work Experience trainer records the customer's abilities and challenges as well as observations and recommendations related to the Work Experience training goals on the VR1604, Work Experience Training Report. Only one Work Experience trainer can document on the VR1604. When a service authorization approves a premium to be purchased with the Work Experience Training, the applicable requirements outlined in [VR-SFP Chapter 20: Premiums](https://twc.texas.gov/standards-manual/vr-sfp-chapter-20) must be followed.

The provider must submit a complete and accurate VR1604, Work Experience Training Report, with the invoice. Once the form and invoice have been approved by the VR counselor, the invoice is paid.

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