# Chapter 26: Benefits and Work Incentives Counseling Services

Revised June 26, 2023

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## 26.2 Staff Qualifications and Training

Before any benefits and work incentives counseling services are provided to customers, the benefits counselor’s director must:

* approve the VR3454, Benefits Counseling Provider Staff Information Form, completed by each staff member; and
* submit approved forms to the benefits counselor's TWC-assigned regional program support specialist or regional quality assurance specialist.

The VR3454, Benefits Counseling Provider Staff Information Form, must document the benefits counselor’s qualifications with evidence such as transcripts, diplomas, reference letters, credentials, and licenses.

The benefits counselor must meet one of the following qualifications, as determined by the program specialist for benefits and work incentives:

* Current full certification from [Virginia Commonwealth University's National Training and Data Center](https://vcu-ntdc.org/) (Counselors with provisional certification from Virginia Commonwealth University (VCU) as a community partner work incentives counselor (CPWIC) may not provide fee-for-service benefits and work incentives counseling services to VR customers unless they are working under the supervision of a currently certified CPWIC.)
* Current full work incentives practitioner credential certification from [Cornell University’s Yang-Tan Institute on Employment and Disability](https://www.ytionline.org/) (WIP-C™)
  + A copy of the credential and a list of all courses taken to maintain credentialed status for the individual’s current Cornell five-year certification period must be provided.
  + Staff members who complete Cornell University’s Work Incentives Planning and Utilization For Benefit Practitioners Certificate Series: Non-Credentialing Program may not provide fee-for-service benefits and work incentives counseling services to VR customers.

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