



## Better Together Services Desk Aid

The Better Together Desk Aid is a service comparison chart created to enhance and improve the coordination of referrals between Vocational Rehabilitation Services and Workforce Solutions. This desk aid is for staff information use only and not to be shared with customers.

### Alignment in Services

The intent of this section is to establish a way to distinguish overlapping services or show differences in services.

	Vocational Rehabilitation	Workforce Solutions
<b>Eligibility</b>	All customers must be determined eligible to receive services based on disability and impediment to employment. Once eligible, services are individualized.	<p>Staff must assess each customer for financial aid. If the customer is determined suitable, staff directs the customer to complete the intake form to collect eligibility information.</p> <p>Workforce Solutions has two levels of financial aid:  <u>Short term:</u> Has a job or job offer for employment that is expected to last 30 days or more; customers must meet eligibility for WIOA Adult or Dislocated Worker funds</p> <p><u>Substantial:</u> Ongoing, intensive support for work, work search, and education and training; customers must meet eligibility for at least one WIOA fund source</p> <p>See the <a href="#">WIOA Eligibility Chart</a> for specific eligibility criteria. Refer to the <a href="#">Financial Aid Limits by Type of Assistance</a> desk aid for a list of items we pay for and their corresponding limits.</p>
<b>Employment Services</b>	Employment services can include application training, interviewing skills, resume development, assistance with job search, etc. For those customers that require hands on assistance, contractors can assist with job skills training or job coaching. If appropriate, VR can provide supported employment, customized employment and self-employment services.	Workforce Solutions offers work search (job readiness/job search advice and seminars, help with resumes and interviewing skills), placement (referrals to open jobs), career counseling and advising, longer term career management, and access to financial assistance (education and training scholarships, childcare financial aid, transportation, and work support).

	Vocational Rehabilitation	Workforce Solutions
<b>Transportation</b>	<p>Specifically individualized to participate in VR services and for employment. May include Vehicle Modifications.</p> <p>Transportation Assistance includes, bus passes, MetroLift, transporter mileage, and taxi services</p>	<p>Assist individuals to continue working, accept a job offer/promotion, and attend training/education courses</p> <p>Transportation assistance includes bus passes, reloadable cash cards, and Uber/Lyft on a case-by-case basis</p>
<b>Clothing</b>	<p>Work related clothing, interviewing attire, safety boots – any items that are in excess of the normal living expenses of the customer and required for them to participate in services</p>	<p>Work uniforms, interview attire, shoes, boots/safety boots</p>
<b>Tools and Equipment</b>	<p>Tools required for employment include only those tools that are normally required for workers in the same or similar trade or profession. May be purchased for a customer to participate in a training program or entry into an employment situation.</p>	<p>Tools and equipment needed to work</p>
<b>Documents</b>	<p>VR can assist eligible individuals with State-issued driver’s license or ID card</p>	<p>Fees to obtain documents for job search, education, or work requirements, such as birth certificate, school records, and passport</p>
<b>Licenses</b>	<p>Occupational licenses and necessary exam &amp; registration fees required to achieve the identified vocational goal</p>	<p>Application or renewal fees for licenses, testing or certification fees, renewal fees for immigration documents, background checks, and TWIC</p>
<b>Health Care/Health Related items</b>	<p>Must be related to the impediment to employment</p>	<p>Health care/health-related items needed for job search, education, or work requirements, such as immunizations, physical exams, vision/corrective lenses, prescription safety glasses, and drug tests</p>
<b>Work Experience/Work-Based Learning</b>	<p>Work Experience: Designed to help customers gain <i>Work Experience</i> for adults or students with disabilities:</p> <ul style="list-style-type: none"> <li>• May be paid or unpaid</li> <li>• Length of time varies typically, 12 weeks or less.</li> <li>• Wages for students with disabilities is \$13 per hour.</li> </ul> <p>Wages for adults vary by the assignment, based on the professional experience and educational level of the customer up to \$20 per hour</p>	<p>Work-Based Learning: Designed to help customers gain work skills and experience;</p> <ul style="list-style-type: none"> <li>• May be paid or unpaid</li> <li>• Work-based Learning (WBL) is a paid work experience placement <ul style="list-style-type: none"> <li>○ Wages up to \$15.00 per hour</li> <li>○ Duration up to 16 weeks</li> </ul> </li> </ul> <p>Customers must be participating in SNAP E&amp;T or Choices program, or eligible for at least one WIOA fund source</p>



	<b>Vocational Rehabilitation</b>	<b>Workforce Solutions</b>
<b>On-the-Job Training (OJT)</b>	<p>A service in which the employer can be reimbursed a percentage of wages for the VR customer’s position to provide additional training on the job to overcome limited skills, limited work experience and a history of unemployment, legal issues or incarceration.</p>	<p>Offers basic and customized training for qualified candidates to area employers as a possible business solution</p> <ul style="list-style-type: none"> <li>Customers must be participating in SNAP E&amp;T or Choices program, or eligible for at least one WIOA fund source</li> </ul> <p>Staff can refer candidates to <a href="mailto:talent@wrksolutions.com">talent@wrksolutions.com</a></p>
<b>Child Care</b>	<p>Short term Child Care can be provided based on VR customers need in order to obtain, maintain or prepare for employment. Customers must apply for Workforce Solutions Child Care assistance first (comparable benefits)</p>	<p>Financial assistance for parents who are working, looking for work, and/or going to school. Subject to eligibility requirements and availability of funds.</p> <p>Staff can direct customers to the website: <a href="#">Financial Aid for Child Care</a>.</p>
<b>Education and Training</b>	<p>Training - for eligible VR customers based on vocational goal and capabilities.</p> <ul style="list-style-type: none"> <li>Support for Training/Retraining, Credential, License, Undergraduate/ Graduate</li> </ul> <p>May include Room &amp; Board for students that have a need to reside on campus.</p>	<p>Workforce Solutions offers scholarships for basic skills, career training, and career advancement training.</p> <p>Career and career advancement training programs must lead to an occupation on the <a href="#">high-skill, high-growth</a> occupations list or the statewide Eligible Training Providers List (ETPL).</p> <p>Staff can direct customers to our website: <a href="#">Training &amp; Education Scholarships</a>.</p>
<b>Vocational Counseling/Career Guidance</b>	<p>Vocational Counseling based on disability and impediments to employment</p> <ul style="list-style-type: none"> <li>This may also include SSI/SSDI supports – Work Incentives, Benefits Planning</li> </ul>	<p>Customers interested in career exploration and guidance can visit our website: <a href="#">Career Exploration</a>, or <a href="#">schedule</a> an appointment to speak with a Workforce Solutions professional.</p>

	Vocational Rehabilitation	Workforce Solutions
<b>Treatment of Disability</b>	Treatment of Disability – can include surgeries, rehab technology, durable medical equipment, hearing aids, mental health treatment, substance abuse treatment medication, and any additional service that is required to reduce impediments to employment. Services are time limited.	Referral to comparable benefits (VR Services or other community-based organizations)
<b>Housing</b>	Referral to Comparable Benefits	Income Now Program for Homelessness or direct referral to other entities
<b>Youth Services</b>	Pre-ETS Services for students (in school) with disabilities ages 14-22. Career Exploration, Workplace Readiness, Work Based Learning, Counseling on Post Secondary opportunities, and Self Advocacy	Workforce Solutions offers youth services to assist young adults aged 14 to 24 who are seeking assistance in achieving academic and employment success.  We serve customers in our career offices and provide specialized services through the NextGen Youth Services program. NextGen service providers work with opportunity youth who are out-of-school, aged 16-24.
<b>Adult Education Services</b>	Adult education and literacy programs which include: <ul style="list-style-type: none"> <li>• Basic reading, writing, and math</li> <li>• Preparing to take a high school equivalency assessment</li> <li>• English as a second language</li> <li>• High school credit courses</li> </ul> Comparable services must be applied to the cost of all training services before VR funds are used.	Direct referral for Adult Education Literacy programs which include <ul style="list-style-type: none"> <li>• English Language Acquisition (ESL)</li> <li>• High School Equivalency (HSE or formerly GED)</li> <li>• Contextualized GED/Skills Training (traditional GED preparation with concurrent skills training offered to also prepare the learner with occupational skills toward improved employment opportunities)</li> </ul>
<b>Support for Veterans</b>	Veterans Criteria – must meet eligibility criteria, 1 day of service requirement; not contingent upon discharge status	Workforce Solutions career offices have dedicated staff who provide individualized career and training services to eligible veterans and spouses with significant barriers to employment (SBEs).  Eligible veterans and spouses receive priority of service when seeking Workforce Solutions services. Staff can refer customers to any career office.

**Making the Connection: How Do I Make a Referral?**

1. Know your office procedures for providing the customer a warm handoff.
  - a. What does that look like?
  - b. Who is the Vocational Rehabilitation (VR) Counselor of the Day?
  - c. Who can VR go to regarding Workforce Solutions services for a customer?
2. ATTENTION! Has your office created a standardize procedure to refer customers, whether in person or virtual?
  - a. If no, contact your Office manager and VR Manager/VR Supervisor
  - b. If yes, proceed with referral
3. Do you know about Start My VR?
  - a. [Vocational Rehabilitation Self-Referral](#)
  - b. [Older Independent Blind Self-Referral](#)
4. Workforce Solutions and Vocational Rehabilitation Staff Directory: [Workforce Solutions - Staff Resources \(wrksolutions.com\)](http://wrksolutions.com)
  - a. [VR Office Locator](#)
  - b. Workforce Solutions [Schedule an Appointment](#) or Workforce Solutions [Find a Career Office](#)

**VR is currently co-located in the majority of career offices. Refer to the table below for details on VR and Workforce Solutions Career Offices that are not co-located.**

**Workforce Solutions**

<b>WFS Astrodome</b> 9315 Stella Link Rd Houston, Texas 77025	<b>WFS Clear Lake</b> 1300-A Bay Area Blvd. Houston, Texas 77058	<b>WFS Columbus</b> 104 B Shult Drive Columbus, Texas 78934	<b>WFS Northeast</b> 4217 Tidwell Road, Suite A Houston, Texas 77093	<b>WFS Sealy</b> 2346 Highway 36 South Sealy, Texas 77474	<b>WFS Waller</b> 640 10TH Street Ste. D Hempstead, Texas 77445	<b>WFS Westheimer</b> 8373 Westheimer Houston, Texas 77063	<b>WFS Wharton</b> 2011 FM 102, Ste B Wharton, Texas 77488
---	---	---	--	---	---	---	--

**Vocational Rehabilitation Services**

<b>VR Office - Astrodome</b> 2636 South Loop West, Ste 525 Houston, TX 77054 713-349-1360	<b>VR Office - Clear Lake</b> 18333 Egret Bay Blvd, Ste 590, Houston, TX 77058 281-333-7980	<b>VR Office - Galveston</b> 4700 Broadway STE E100 GALVESTON, TX 77551 409-800-4250	<b>VR Office - Gulfgate</b> 2900 Woodridge, Suite 260 Houston, TX 77087 713-866-7750	<b>VR Office - Pasadena</b> 4111 Fairmont Parkway, Ste 104A Pasadena, TX 77504 281-454-2300	<b>VR Office - Richmond</b> 3311 Richmond Ave, Suite 175 Houston, TX 77098 713-866-7765
--	---	---	---	--	--