



Career Change Connection

**Customer Employment
Services**

Employment Services Provider Overview

An Employment Services Provider (ESP) is a community rehabilitation provider that provides work-oriented services to VR customers. These services can include the necessary assistance or training for the customer to conduct job searches, develop interview skills, and obtain competitive employment. Once employed, Job Skills Training may be necessary to ensure that you adjust to the workplace and learns the skills necessary to perform the job. Customers will still need to receive required training by the employer, as Job Skills Training is used to support the customer in achieving employer expectations, not replace required training.

Customers who receive VR Supported Employment Services, the ESP establishes extended or on-going supports. Extended supports ensure a customer has what is needed for long-term success on the job.

Responsibilities

We are an Employment Services Provider, sometimes referred to as a “provider” or a “Vendor”. Our responsibility is to provide Vocational Rehabilitation services for customers. The services should be consistent with customers’ unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. We will assist in your preparation and engagement with competitive integrated employment.

We will sometimes collaborate with your family, friends, counselors, case manager, your future employer and other people who function as natural supports for the customer.

Roles

The Employment Services Provider (ESP) staff assumes many roles while providing services to the customer. The following are examples of such roles:

- Planner
- Consultant
- Mentor
- Employment Agency

There is a business relationship between the Employment Service Provider and the customer, which involves understanding and respect. The business relationship should be friendly but the relationship should exist only in the boundaries of employment services provision. It is not appropriate for our staff to engage in social relationships with customers.

Employment Services Forms

TWC policy requires ESP's to document and submit all services provided from our agency. Signatures are required, due to COVID19 all documents will be signed using DocuSign. The following TWC Forms will need signatures at appropriate benchmark:

JOB PLACEMENT FORMS

❖ DARS1846

❖ DARS1845B

- BM A - 5 days after employment
- BM B - 45 days after employment
- BM C - 90 days after employment

SUPPORTED EMPLOYMENT FORMS

❖ DARS1613-1616B

- SEA
- SESP PART 1
- BM 2 - 5 days after employment
- BM 3 - 28 days after employment
- BM 4/5 - 56 days after employment
- BM 6 - 146 days after employment

Confidentiality and Data Encryption

All agency staff must keep customer and employee information confidential. We must provide physical safeguards for confidential records, such as locked cabinets or encrypted file storage, and ensure that the records are available only to authorized staff members as needed to provide goods or services. VR policy and federal law requires that all email messages that contain confidential information must be sent using encryption.

Incidents

Should an incident occur, please contact our agency or your VR counselor to ensure that the incident is recorded and reported appropriately.

Customers may report complaints or compliments about our agency to Vocational Rehabilitation Services: **1-800-628-5115**

Substance Abuse/Misuse

Any observation or other evidence of the use of alcohol or drugs by a customer must be reported immediately to the VR counselor.

Termination of Service Delivery

If a customer's behavior is a concern, the agency must address the behavior before terminating services because of the behavior. If behaviors are harmful to the customer or others, appropriate actions must be made to ensure that all parties remain safe.

Reasons for terminating services based on behavior may include:

- Behaviors dangerous to oneself or others
- Serious infraction of the provider's rules
- Frequent unexcused absences or tardiness
- Lack of cooperation on assigned tasks.

Reporting Process

- You may use the Customer Portal to give updates to the agency or you may call the office. It is mandatory that you use the customer portal weekly or call in weekly
- Please contact us if you receive a call, text, email or in person correspondence from any potential employer.

Office Hours

Monday 9am – 3pm

Tuesday 9am – 3pm

Wednesday 9am – 3pm

Thursday 9am – 3pm

Friday CLOSED

Please email or text in the event of an emergency.

Email: info@careercnnc.com

Text: (713) 364-2026

Customer Portal

The Customer Portal is a quick and efficient platform that allows us to better track your progress, important updates and documentation. If you are having issues with the portal, please contact us.

To access the portal you will receive an email inviting you to create a password for your account. Please create a password, be sure to **remember** your password or write it down.

Once you have created your password, you will then gain access to the Customer Portal. If you still do not have access to the portal, please contact us.