



G.R.A.C.E. Transition Education Services Policies and Procedures

G.R.A.C.E. Mission Statement

**Getting students
Ready for
Advanced and competitive
Careers through transition
Employment training**

**DBA G.R.A.C.E. Transition Education Services LLC
Director
Lisa Trevino Rodriguez**

Subcontractors Conduct and Welfare

Standards of Conduct

All subcontractors are expected to work together in a cooperative spirit to serve the best interests of the company and to be courteous to students, one another, and the public.

Subcontractors are expected to observe the following standards of conduct:

- Recognize and respect the rights of students, parents, other employees, and members of the community.
- Maintain the highest level of confidentiality in all matters relating to students and coworkers.
- Report to work according to the assigned schedule.
- Notify their immediate supervisor in advance or as early as possible if they must be absent or late. Unauthorized absences, chronic absenteeism, tardiness, and failure to follow procedures for reporting an absence may be cause for disciplinary action.
- Know and comply with Company and TWC policies and procedures.
- Express concerns, complaints, or criticism through appropriate channels.
- Observe all safety rules and regulations and report injuries or unsafe conditions to a supervisor immediately.
- Use company time, funds, and property for authorized company business and activities only.

All subcontractors should perform their duties in accordance with state and federal law, company policies and procedures, and ethical standards. Violation of policies, regulations, or guidelines may result in disciplinary action, including termination.

GRACE TES and subcontractors will protect the confidentiality of all customers. All records will be stored and secured locked in a file cabinet or transporting file drawer with no access to none GRACE subcontractors and limited access to GRACE subcontractors.

Each subcontractor shall recognize and respect the rights of students, parents, other employees, and members of the community and shall work cooperatively with others to serve the best interests of the organization. A subcontractor wishing to express concern, complaints, or criticism shall do so through appropriate channels (see TWC number and email).

Professionalism

Contractors, their employees, and any subcontractors must perform in a professional manner and dress in business casual attire that is appropriate for the work activity and workplace:

when interacting with VR customers and staff; and when providing services and visiting VR offices.

A professional manner is defined as:

maintaining the confidentiality of all customer information in full compliance with state and federal regulations; obtaining a written confidentiality release when sharing information with others who are not VR staff or are not the customer's legal guardian; not misrepresenting oneself as a state of Texas employee; not misrepresenting the contractor as a state agency; reporting in a timely manner and to appropriate authorities the abuse or neglect of any customer or customer's family member; considering the negative impacts of action or inaction on the part of the individual or contractor to the health, safety, or welfare of any customer or customer's family member; avoiding relationships with customers or VR staff that would impair the contractor's objectivity in performing his or her duties or that would endanger confidentiality; not engaging in activities or relationships with customers that might be misconstrued by the customer; or not allowing a third party to be present when meeting with a customer at the customer's home or business, unless the customer has signed a release allowing the third party to be present or unless the third party is a potential employer.

Transporting Customers

GRACE subcontractors are not required to transport customers. Subcontractors transporting customers in motorized vehicles must meet the minimum liability requirements of the Texas Department of Insurance. Contractors must keep records of GRACE staff who have or may transport customers in vehicles. Do NOT transport customers if you do not have a current copy of your liability insurance on file at GRACE. Copies of the records must be maintained at the GRACE TES office to provide evidence of a valid drivers license, personal injury protection, and auto liability insurance and must be made available to TWC upon request.

Violations of Standards of Conduct

Each subcontractor shall comply with the standards of conduct set out in this policy and with any other policies, regulations, and guidelines that impose duties, requirements, or standards attendant to his or her status as an employee. Violation of any policies, regulations, or guidelines may result in disciplinary action, including termination of subcontracted employment.

Employees as Role Models

To serve as an appropriate role model for consumers, each subcontractor shall meet and, to the extent possible, shall exceed the standards of conduct required of consumers. Subcontractors are strictly prohibited from using foul or profane language.

Weapons Prohibited

The organization prohibits the use, possession, or display of any firearm, illegal knife, club, or prohibited weapons on company property at all times. Furthermore, the same policy applies at all events and locations sponsored, hosted or attended by the organization.

Exceptions

No violation of this policy occurs when the use, possession, or display of an otherwise prohibited weapon takes place as part of a company-approved activity supervised by proper authorities.

Electronic Media

Electronic media includes all forms of social media, such as text messaging, instant messaging, electronic mail (e-mail), web logs (blogs), electronic forums (chat rooms), video-sharing websites, editorial comments posted on the Internet, and social network sites. Electronic media also includes all forms of telecommunication, such as landlines, cell phones, and web-based applications

Use with Students

In accordance with administrative regulations, a certified or licensed employee, or any other subcontractor designated in writing by the director, may use electronic media to communicate with consumers about matters within the scope of the subcontractor's professional responsibilities. All other subcontractors are prohibited from using electronic media to communicate directly with consumers.

The circumstances under which an employee may use text messaging to communicate with consumers; and other matters deemed appropriate by the Director. Each subcontractor shall comply with the company's requirements for records retention and destruction to the extent those requirements apply to electronic media.

Safety Requirements

Each subcontractor shall adhere to company and worksite safety rules and regulations and shall report unsafe conditions or practices to the appropriate Director.

Alcohol and Drugs

A subcontractor shall not manufacture, distribute, dispense, possess, use, or be under the influence of any of the following substances during working hours while on company property or at company-related activities during or outside of usual working hours:

1. Any controlled substance or dangerous drug as defined by law, including but not limited to marijuana, any narcotic drug, hallucinogen, stimulant, depressant, amphetamine, or barbiturate.
2. Alcohol or any alcoholic beverage.
3. Any abusable glue, aerosol paint, or any other chemical substance for inhalation.
4. Any other intoxicant or mood-changing, mind-altering, or behavior-altering drug.

An employee need not be legally intoxicated to be considered “under the influence” of a controlled substance.

Dress Code and Grooming

Subcontractor’s dress and grooming shall be clean, neat, in a manner appropriate for his or her assignment, and in accordance with any additional standards established by his or her worksite supervisor and approved by the Director.

Employee Welfare Freedom from Discrimination

Harassment and Retaliation

Note: This policy addresses discrimination, harassment, and retaliation involving company employees.

Definition

Solely for purposes of this policy, the term “employees” includes subcontractors, former employees, applicants for employment, and unpaid interns.

Statement of Nondiscrimination

The company prohibits discrimination, including harassment, against any employee on the basis of race, color, religion, gender, sexual orientation, national origin, age, disability, or any other basis prohibited by law. Retaliation against anyone involved in the complaint process is a violation of company policy.

Discrimination

Discrimination against an employee is defined as conduct directed at an employee on the basis of race, color, religion, gender, sexual orientation, national origin, age, disability, or any other basis prohibited by law, that adversely affects the employee’s employment.

Harassment

Prohibited harassment of an employee is defined as physical, verbal, or nonverbal conduct based on an employee's race, color, religion, gender, sexual orientation, national origin, age, disability, or any other basis prohibited by law, when the conduct is so severe, persistent, or pervasive that the conduct:

1. Has the purpose or effect of unreasonably interfering with the employee's work performance;
2. Creates an intimidating, threatening, hostile, or offensive work environment; or
3. Otherwise adversely affects the employee's performance, environment, or employment opportunities.

Prohibited Conduct

In this policy, the term "prohibited conduct" includes discrimination, harassment, and retaliation as defined by this policy, even if the behavior does not rise to the level of unlawful conduct.

Termination of Service Delivery

If a customer's behavior is a concern, subcontractors and GRACE Director must address the behavior before terminating a contractor-provided service 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 absenteeism;
- frequent unexcused tardiness; or
- lack of cooperation on assigned tasks.

Every effort will be made to inform the VR counselor or OIB worker before termination of a customer's services. When the VR counselor or OIB worker cannot be informed before termination, the VR counselor or OIB worker will be informed in writing within one work day after termination. GRACE will maintain documentation that the VR counselor or OIB worker was informed of termination.

GRACE TES will investigate the customer's behavior concern and determine if services will be terminated. VR counselor or OIB worker will be notified. Subcontractors cannot terminate services for a customer.

Reporting Procedures

A subcontractor who believes that he or she has experienced prohibited conduct or believes that another employee has experienced prohibited conduct should immediately report the alleged acts. The employee may report the alleged acts to the Director. Alternatively, the subcontractor may report the alleged acts to one of the company officials below.

Names: Lisa Trevino Rodriguez

Position: Pre-ETS Director (GRACE Transition Education Services)

Address 2202 E. Walnut Ave. Victoria, TX 77901

Telephone: (361) 433-1178 or (361)571-8352

Names: Antonio Rodriguez

Position: Assistant Director (GRACE Transition Education Services)

Address 2202 E. Walnut Ave. Victoria, TX 77901

Telephone: (361) 935-9849

Names: Mandy Garza

Position: Program Coordinator (GRACE Transition Education Services)

Address 2202 E. Walnut Ave. Victoria, TX 77901

Telephone: (361) 433-1178

Reporting Suspected Child Abuse

All subcontractors are required by state law to report any suspected child abuse or neglect, as defined by Texas Family Code §26.001, to a law enforcement agency, Child Protective Services, or appropriate state agency (e.g., state agency operating, licensing, certifying, or registering a facility) within 48 hours of the event that led to the suspicion.

Subcontractors are also required to make a report if they have cause to believe that an adult was a victim of abuse or neglect as a child and they determine in good faith that the disclosure of the information is necessary to protect the health and safety of another child or person with a disability.

Reports to Child Protective Services can be made to <http://www.txabusehotline.org> or to the Texas Abuse Hotline (800-252-5400). State law specifies that a subcontractor may not delegate to or rely on another person or administrator to make the report.

Under state law, any person reporting or assisting in the investigation of reported child abuse or neglect is immune from liability unless the report is made in bad faith or with malicious intent. In addition, the company is prohibited from retaliating against a subcontractor who, in good faith, reports child abuse or neglect or who participates in an investigation regarding an allegation of child abuse or neglect. A subcontractor's failure to report suspected child abuse may result in prosecution as a Class A misdemeanor. In addition, a subcontractor's failure to

report suspected child abuse may result in disciplinary procedures. Subcontractors who suspect that a consumer has been or may be abused or neglected should also report their concerns to the program director. This includes consumers with disabilities who are no longer minors.

Subcontractors are not required to report their concern to the program director before making a report to the appropriate agency.

Reporting the concern to a company representative does not relieve the employee of the requirement to report it to the appropriate state agency. In addition, subcontractors must cooperate with investigators of child abuse and neglect. Interference with a child abuse investigation by denying an interviewer's request to interview a consumer at work or requiring the presence of a parent against the desires of the duly authorized investigator is prohibited.

INCIDENT REPORTING

An incident is an unusual or unexpected event that compromises or may compromise the health or safety of individuals or the security of property.

GRACE TES must report incidents that involve VR customers, the contractor's employees, or subcontractors.

Examples of incidents include, but are not limited to:

- violence, including domestic violence;
- automobile accidents;
- physical or sexual assault;
- terrorist threats;
- serious medical emergencies, deaths, or suicides;
- breaches of confidential information (refer to [3.3.4 Confidentiality](#));
- theft or loss of property or mischievous or malicious destruction of property on loan from or purchased by VR;
- negative behaviors displayed by VR customers;
- fires or accidents involving hazardous materials;
- interruption of service that is due to an emergency or disaster;
- threat of harm to oneself or others by personal contact, letter, phone, or email; and
- abuse, neglect, or exploitation of an individual with a disability.

GRACE TES will report, within one business day, all incidences. Subcontractors will complete the written incident report. Reports will be made to VR counselor or OIB worker; assigned regional program specialist; and TWC contract manager.

Technology Resources (Responsible use of Technology Agreement)

GRACE Transition Education Services provides an array of technology resources for employee use to enhance the business environment, facilitate resource sharing and to promote communication. The company's technology resources, including its networks, computer systems, e-mail accounts, devices connected to its networks, and all company-owned devices used on or off company property, are primarily for administrative and instructional purposes.

Limited personal use is permitted if the use:

- Imposes no tangible cost to the company.
- Does not unduly burden the company's computer or network resources
- Has no adverse effect on job performance or on a student's academic performance

Electronic mail transmissions and other use of the technology resources are not confidential and can be monitored at any time to ensure appropriate use.

**** NOTE: Any electronic mail transmissions with personal information of consumers MUST be sent as an encrypted email message! ****

Subcontractors will use computers in conformity with laws of the United States and the State of Texas. Violations include, but are not limited to, the following:

- Criminal Acts - These include, but are not limited to, "hacking" or attempting to access computer systems without authorization, harassing email, cyberbullying, cyberstalking, child pornography, vandalism, and/or unauthorized tampering with computer systems.
- Libel Laws - Publicly defaming people through the published material on the internet, email, etc.
- Copyright Violations - Copying, selling or distributing copyrighted material without the express written permission of the author or publisher (users should assume that all materials available on the Internet are protected by copyright), engaging in plagiarism (using other's words or ideas as your own).

The use of the network is a privilege, not a right, and may be revoked if abused. Subcontractors are personally responsible for his/her actions when utilizing the company's computer resources. Network storage areas are the property of the company. The Network Administrator may review any storage area of the company network or email to maintain system integrity and to ensure that subcontractors are using the system responsibly. No one can claim a right to privacy or unrestricted speech in the use of the company's systems. Subcontractors are not permitted to download or install any software, shareware, or freeware onto the company's computers. Employees are not permitted to intrude into others' files. Subcontractors are not permitted to download and/or save copyrighted materials such music or movie files without copyright owner's written consent. Subcontractors are not permitted to transmit, retrieve or store materials that are discriminatory, harassing, obscene, pornographic, or inappropriate. Employees should not seek to access sites that are inappropriate for the business environment. The use of company online systems for personal gain, political lobbying or any other purpose which is illegal or against company policy or contrary to the company's best interest is not permitted.

Electronic mail (E-mail) is not private and subject to the Texas Open Records Act. All email is archived for a period of 5 years and may be obtained by anyone wishing to submit an open records request. Do not send messages that are abusive, threatening, harassing, obscene, sexually oriented, discriminatory, damaging, illegal, false, or contain profanity. Do not send chain letters, virus warnings, urban legends or other unsubstantiated scares. Do not use the system for commercial purposes, financial gain, political lobbying or any illegal purposes.

Do not open attachments without first checking the validity of the attachment with the sender. If the sender is unknown, don't open the attachment.

Subcontractors are required to abide by the provisions of the acceptable use agreement and administrative procedures. Failure to do so can result in suspension of access or termination of privileges and may lead to disciplinary and legal action. Employees with questions about computer use, and data management may contact Tony Rodriguez at (361) 935-9849.

Data Encryption

VR policy and federal law requires that all email messages that contain confidential information must be sent using the level of encryption required by publication 140-2 of the Federal Information Processing Standard (FIPS).

If a contractor is not equipped to use the FIPS 140-2 level of encryption, the contractor must ask a VR staff member who is equipped to send the email message. The same message can then be used to send encrypted information back to VR, when the directions are followed accurately.

If the contractor fails to use the FIPS 140-2 level of encryption, the contractor must report a breach of confidentiality to the assigned regional program specialist and TWC contract manager.

Sound Fiscal and Business Practices

Subcontractors must demonstrate business procedures and internal controls that prevent the following practices:

Abuse—practices that are inconsistent with sound fiscal or business practices and that result in unnecessary costs, such as intentional destruction, diversion, manipulation, misapplication, or misuse of public resources in both financial or nonfinancial settings

Fraud—any intentional conduct designed to deceive others, resulting in a loss to the victim and/or a gain or benefit to the actor

Misconduct—intentional wrongdoing or improper behavior or activity

Waste—the thoughtless or careless expenditure, consumption, mismanagement, misuse, or squander of public resources, such as incurring unnecessary costs because of inefficient or ineffective practices, systems, or controls

GRACE TES Administrative team will review each Service Authorization, Invoice for payment and progress reports to ensure compliance and to reduce the possibility of Abuse, Fraud, Misconduct and/or Waste. The GRACE TES Administrative team will conduct quarterly team audits to review files for compliance.

GRACE TES will have each customer complete a customer satisfaction survey at the end of each billable service. Satisfaction surveys will be tallied quarterly and findings will be reported to TWC. Any customer service survey containing a score of 2 or below will require a corrective action plan within 7 days of receiving the customer service survey. Customers refusing to complete a survey will have their name placed on a blank survey with REFUSED written on it.

Delivery Achievements

Self evaluation (post assessments) systems to measure effectiveness of services provided to customers. The system will measure achievements against pre-established goals (basic level achievement). Results of the self-evaluation will be communicated to customers and VR staff. Post assessments will be tallied to determine the percentage of customers advancement to basic level achievement.

Reporting Abuse, Fraud, Misconduct, and Waste

If abuse, fraud, misconduct, or waste is reported, GRACE TES will provide the assigned TWC contract manager or regional program specialist with:

- the name of the individual providing the information;
- the name of the individual submitting the information (if different from the individual providing the information);
- the name of an additional contact person;
- details about whether and when law enforcement was notified;
- the names of witnesses;
- the name of the individual or facility being reported; and
- detailed information about the abuse, fraud, misconduct, or waste.

All allegations of fraud, misconduct, and waste to TWC Fraud Reporting.

Referrals to VR by a Provider

A provider may refer an individual with a disability to VR for services. The provider must inform the individual that:

- the VR counselor or OIB worker determines eligibility for VR services; and
- the VR counselor or OIB worker works with eligible customers to do the following and provide them with the information required to make an informed choice:
 - Develop an individualized plan for employment for VR or an independent living plan
 - Choose the services necessary to meet the individual's goals and objectives
 - Choose the providers of any planned goods or services

Criminal History Background Checks

Subcontractors may be subject to a review of their criminal history record information at any time during employment. National criminal history checks based on an individual's fingerprints, photo, and other identification will be conducted on certain employees and entered into the Texas Department of Public Safety (DPS) Clearinghouse. This database provides the district and SBEC with access to an employee's current national criminal history and updates to the employee's subsequent criminal history.

Subcontractors Arrests and Convictions

A subcontractor must notify his or her director or immediate supervisor within three calendar days of any arrest, indictment, conviction, no contest or guilty plea, or other adjudication of any felony, and any of the other offenses listed below:

- Crimes involving school property
- Crimes involving attempt by fraudulent or unauthorized means to obtain or alter any certificate or permit that would entitle any person to hold or obtain a position as a subcontractor
- Crimes that occur wholly or in part on school property or at a company-sponsored activity or event
- Crimes involving moral turpitude

Moral turpitude includes the following:

- Dishonesty
- Fraud
- Deceit
- Theft
- Misrepresentation
- Deliberate violence
- Base, vile, or depraved acts that are intended to arouse or gratify the sexual desire of the actor
- Crimes involving any felony possession or conspiracy to possess, or any misdemeanor or felony transfer, sale, distribution, or conspiracy to transfer, sell, or distribute any controlled substance
- Felonies involving driving while intoxicated (DWI)

Drug Free Workplace Notice

The company prohibits the unlawful manufacture, distribution, dispensation, possession, or use of controlled substances, illegal drugs, inhalants, and alcohol in the workplace.

Subcontractors who violate this prohibition shall be subject to disciplinary sanctions. Sanctions may include:

- Referral to drug and alcohol counseling or rehabilitation programs;
- Referral to employee assistance programs;
- Termination from employment with the company; and
- Referral to appropriate law enforcement officials for prosecution.

As a condition of employment, an employee shall:

- Abide by the terms of this notice; and
- Notify the Director, in writing, if the employee is convicted for a violation of a criminal drug statute occurring in the workplace.

[This notice complies with the requirements of the federal Drug-Free Workplace Act (41 U.S.C. 702).]

Conflict of Interest

Contractors and potential contractors must not offer, give, or agree to give TWC staff anything of value. anything of value includes prepared foods, gift baskets, promotional items, awards, gift cards, meals, or promises of future employment. If a violation occurs, corrective action is required and may include contract termination or disqualification from receiving a future contract with TWC. real or apparent conflicts of interest might occur when a former VR employee becomes an employee or a subcontractor of a TWC contractor.

A contractor, subcontractor must not:

hire, contract with, or accept as a volunteer any former employees of TWC, VR, or ILS-OIB sooner than 12 months after the separation date, if the former employee will provide contracted services as defined in the VR-SFP manual and/or Texas Government Code §572.069; or knowingly request or obtain confidential information from a state employee for the benefit of the contractor, personally or professionally.

The scenarios above do not comprise a complete list of real or apparent conflicts of interest. Failure to disclose a conflict of interest can result in contract termination, disqualification from receiving a future contract, and/or recoupment of payments.

Each contractor must have a current DARS3444, Conflict of Interest Certification, on file with their contract manager and regional program specialist.

Subcontractors are required to disclose in writing to the company any situation that creates a potential conflict of interest with proper discharge of assigned duties and responsibilities or creates a potential conflict of interest with the best interests of the company. This includes the following:

- A personal financial interest
- A business interest
- Any other obligation or relationship
- Non-school employment

Employees should contact their Director for additional information.

Endorsements

A subcontractor shall not recommend, endorse, or require students to purchase any product, material, or service in which the employee has a financial interest or that is sold by a company that employs or retains the company employee during non-school hours. No subcontractor shall require students to purchase a specific brand of school supplies if other brands are equal and suitable for the intended instructional purpose.

Sales

An employee shall not use his or her position with the company to attempt to sell products or services.

Name and Address Changes

It is important that employment records be kept up to date. Subcontractors must notify the GRACE office staff if there are any changes or corrections to their name, home address, contact telephone number, marital status, emergency contact, or beneficiary. The form to process a change in personal information can be obtained from the office staff.

Most company records, including personnel records, are public information and must be released upon request. In most cases, an employee's personal e-mail is confidential and may not be released without the employee's permission.

LESSON PLANS FOR TRAINING:

Lesson Plans for trainings will be due one week prior to services beginning. Lesson plans must be submitted, reviewed and approved by the Director prior to services being rendered. New lesson plan for your group training of 6 students will be required for each topic you are presenting. Lesson plans cannot exceed 4 hours of training per plan. For Example: If you are training a 20 hour course you will need to submit 5 lessons plans.... One lesson plan for each 4 hours of training.

PAYMENT FOR SERVICES RENDERED:

Upon completion of services to a consumer the sub-contractor will complete the progress report and obtain the appropriate signatures. **A subcontractor timesheet, the progress report, customer service satisfaction sheet, sign in sheets for each training session and receipts for meals provided to students must be turned in prior to submission for payment.** The Director will submit the progress report, service authorization and invoice for payment. The subcontractor will receive payment between 10-14 days after TWC/VR services has approved the progress report and invoice for payment. Any corrections needed to progress reports will be the responsibility of the subcontractor in addition to obtaining new signatures on the revised progress reports.

WORKER COMPENSATION:

G.R.A.C.E Transition Education Services does not participate in Workers Compensation for sub-contractors or consumers paid for a work experience.

G.R.A.C.E. Transition Education Services Orientation of Services Offered

Pre-Employment Transition Services (Pre-ETS) provided to transitioning individuals ages 14-22 that are currently enrolled in high school and qualify for services as a student with Section 504 or Special Education Services.

The ultimate goals of the pre-employment program is to aide students to find and retain employment. Through classroom training, field trips, guest speakers and work based learning students will be ready and experienced to transition to adult life at post secondary education or full-time employment.

Employment Services offered include Environmental Work Assessment, Job Placement, Job Skills Training, Vocational Adjustment Training, Work Experience Training, Work Experience Placement and Monitoring.

GRACE Expectations for Consumers

1. Conduct yourself in a professional manner. Be enthusiastic, friendly and professional in appearance. Dress in the manner indicated in the work site dress code.
2. Be on time for your scheduled training or work experience assignment. If you need to call in please notify your Pre-ETS trainer as soon as possible. Be prepared to reschedule your training when you call.
3. Maintain good communication with fellow consumers, trainers and work site co-workers.
4. Maintain confidentiality: what you hear in training about others stays in training.
5. Perform duties (classroom or worksite) as assigned.
6. Follow all policies and procedures including GRACE, VISD and worksite. Follow all rules for safety.
7. Stay organized and keep a documentation folder that will hold your certificates earned in training, FAFSA, college applications and letters.
8. Attend all required training. You have committed to the GRACE TES program and are committed to completing the training program including work experience training hours.

GRACE Pre-Transition Education Services Orientation Checklist

Please initial each line.

Consumer initials:

Authorized Representative:

(if applicable)

- _____ - Consumer has signed consent for release of information. _____
- _____ - Consumer acknowledges the review of services offered by GRACE TES. _____
- _____ - Consumer acknowledges the review of the 5 areas of training offered. _____
- _____ - Consumer acknowledges that the TWC/VR Counselor determines the services for which the consumer will receive. _____
- _____ - Consumer acknowledges that the participation in GRACE TES does not guarantee consumers aid employment and/or chosen place of employment. _____
- _____ - Consumer acknowledges that work experience may include paid or non-paid work experience as preparation for future gainful employment. _____
- _____ - Consumer acknowledges the review of consumer expectations, rules and expected outcomes of services. _____
- _____ - GRACE TES has developed and will adhere to policies and procedures to protect customers, customer interests, visitors, and the contractor's staff. Customers and/or authorized representatives acknowledge that they have reviewed and received GRACE policies and procedures. _____

Consumer Signature Date

Authorized Representative Signature (if applicable)

TWC
(Formerly DARS)
Toll-Free Number
Contact TWC for
Vocational Rehabilitation Inquiries

CALL: 800-628-5115

Email:

Customers@twc.state.tx.us

Toll-Free number is for TWC
applicant and Consumer use

If the alleged abuse, neglect, or exploitation occurs in...	...then the contractor that has cause to believe abuse, neglect, or exploitation has occurred, reports the information to the following:
<ul style="list-style-type: none"> • a child care operation licensed by the Texas Department of Family and Protective Services, including a residential child care operation; • a state-licensed facility or community center that provides services for mental health, intellectual disabilities, or related conditions; • an adult foster home that has three or fewer customers and is not licensed by the Texas Department of Aging and Disability Services (DADS); • an unlicensed room and board facility; • a school; or • an individual's own home 	<p>Texas Department of Family and Protective Services Statewide Intake Program P.O. Box 149030 Austin, Texas 78714-9030</p> <p>Voice 1-800-252-5400 Fax (512) 832-2090</p> <p>Texas Abuse Hotline</p>
<ul style="list-style-type: none"> • an assisted-living care facility licensed by DADS; • a nursing home, adult day care; • a private intermediate care facility for individuals with intellectual disabilities; or • an adult foster care facility 	<p>Texas Department of Aging and Disability Services Complaints Management and Investigations P.O. Box 149030, Mail Code E-340 Austin, Texas 78714-9030</p> <p>1-800-458-9858</p>
<p>a Texas Department of State Health Services licensed substance abuse facility or program</p>	<p>Texas Department of State Health Services Substance Abuse Compliance Group Investigations 1100 W. 49th Street Austin, Texas 78756 Mail Code 2823</p> <p>1-800-832-9623</p>
<p>the Criss Cole Rehabilitation Center at:</p> <p>Texas Workforce Commission 4800 N. Lamar Blvd. Austin, Texas 78756</p>	<p>Report incident to the incident report mailbox for TWC Risk and Security Management at IncidentReports.RSM@twc.state.tx.us</p> <p>The Criss Cole Rehabilitation Center Policy Manual has additional reporting requirements.</p>

a hospital licensed by the Texas Department of State Health Services

Texas Department of State Health Services
Facility Licensing Group
1100 W. 49th Street
Austin, TX 78756

Complaint Hotline 1-888-973-0022

GRACE TES has developed and will adhere to policies and procedures to protect customers, customer interests, visitors, and the contractor's staff.

Customers and/or authorized representatives acknowledge that they have reviewed the following written GRACE policies and procedures on the following:

- Confidentiality: providing physical safeguards, providing authorized access and reporting a breach of confidentiality
- Customer expectations and responsibilities
- Customer grievances
- Provided customers with the VR toll-free telephone number (1-800-628-5115) and explaining that the number is for applicants and customers to use to report complaints or compliments about the contractor
- promoting employment of qualified individuals with disabilities;
 - maintaining professionalism;
 - avoiding conflict of interest;
 - maintaining confidentiality;
 - using data encryption;
 - following sound fiscal and business practices;
 - reporting abuse, fraud, misconduct, and waste;
 - referring customers to VR
- Customer Satisfaction Surveys
- GRACE Self Evaluation – Delivery Achievement
- Terminating a customer's services
- Reporting of allegations or incidents of abuse, exploitation, or neglect that involve individuals with disabilities
- Reporting observations or evidence that a customer is using alcohol or drugs
- Reporting unusual or unexpected incidents that compromise or may compromise the health or safety of individuals or the security of property used by the contractor's employees or VR customers and visitors including:
 - how to obtain emergency medical services for customers; and
 - how and when to report incidents.

Pre-ETS Trainer Signature _____ Date _____

GRACE TES Representative Signature _____ Date _____

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- Confidentiality: providing physical safeguards, providing authorized access and reporting a breach of confidentiality
- Customer expectations and responsibilities
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- Provided customers with the VR toll-free telephone number (1-800-628-5115) and explaining that the number is for applicants and customers to use to report complaints or compliments about the contractor
- promoting employment of qualified individuals with disabilities;
 - maintaining professionalism;
 - avoiding conflict of interest;
 - maintaining confidentiality;
 - using data encryption;
 - following sound fiscal and business practices;
 - reporting abuse, fraud, misconduct, and waste;
 - referring customers to VR
- Customer Satisfaction Surveys
- GRACE Self Evaluation – Delivery Achievement
- Terminating a customer's services
- Reporting of allegations or incidents of abuse, exploitation, or neglect that involve individuals with disabilities
- Reporting observations or evidence that a customer is using alcohol or drugs
- Reporting unusual or unexpected incidents that compromise or may compromise the health or safety of individuals or the security of property used by the contractor's employees or VR customers and visitors including:
 - how to obtain emergency medical services for customers; and
 - how and when to report incidents.

Pre- ETS Trainer Signature _____ Date _____

GRACE TES Representative Signature _____ Date _____