# Vocational Rehabilitation Services Manual C-200: Technology Services

Revised August 24, 2018

## C-204: Vehicle Modification Services

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### C-204-8: Determining the Required Documentation for Modifications

The DARS3417, Vehicle Modification, Express Waiver of Right to TWC-VRS Equipment, requests that the lien holder expressly disclaims, in writing, any interest in the installed equipment.

If the lien holder agrees and later reclaims the vehicle for any reason, VR may:

* remove the installed equipment; and
* repay the lien holder for any vehicle damage caused by the installation of VR equipment.

If the lien holder will not sign the waiver of rights, the VR counselor contacts the program specialist for assistive and rehabilitation technology (PSART); The PSART will review the documentation and provide guidance on next steps based on input from Office of General Counsel.

The customer and mobility provider must sign DARS3417, Vehicle Modification, Express Waiver of Right to VR Equipment.

DARS3419, Vehicle Modification Mutual Agreement, requests the customer to waive any claim or right to the vehicle modification equipment. The customer agrees not to sell, mortgage, or otherwise dispose of the equipment.

[DARS3409, Customer Vehicle Modification Agreement](https://twc.texas.gov/forms/DARS3409.docx), has the customer acknowledge his or her role in the VME process and his or her responsibility to maintain the equipment by adhering to the periodic maintenance or adjustments needed on a periodic basis (every six months).

The customer must sign DARS3409 and DARS3419 before proceeding with the vehicle modification.

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### C-204-11: Helping the Customer with Payments for a Modified Vehicle

VR may help make the customer's vehicle payments on modified vehicles, up to the full monthly payment, for up to six consecutive months. The VR counselor authorizes this assistance only when:

* the customer's financial circumstances create a temporary inability to make the payments;
* the customer's current modified vehicle is being replaced with another vehicle;
* the customer cannot pay for both vehicles at the same time; or
* the customer cannot sell the current vehicle until modifications on the replacement vehicle are completed.

Note: All payments are made directly to the customer.

The regional director must approve vehicle payment assistance.

## C-205: Jobsite and Home Modification Services

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### C-205-3: Procedure for Purchasing a Jobsite Modification

VR uses the following procedure when purchasing a modification to the customer's jobsite.

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| **Service Description** | **Procedure** |
| The services include:   * evaluating the work site to design or redesign a workstation to prevent injury or re-injury; * providing training in ergonomic positioning and movement; and * recommending technology, furniture, or positioning that prevents injury or improves functioning at work. | The VR counselor consults with the state office PSART to ensure that the most practical modification equipment is used.  If the modification costs more than $700, the VR counselor obtains a written agreement from the employer, using the format and language in DARS3404, Employer Job Site Modification Agreement, before beginning the modification.  If the modification costs more than $1,000:   * the VR counselor authorizes the purchase of a lien examination service from either a title insurance company or other source such as a law office; and * if no lien is found, the VR counselor files a copy of the results in the case file.   If there is a lien:   * provide a copy of the TWC-VR–employer agreement to the lien holder; and * request that the lien holder expressly disclaim in writing any interest in the equipment installed at the jobsite by TWC-VR using DARS3426, Residence or Job Site Modification, Express Waiver of Right to TWC-VRS Equipment. * Provide one copy of signed DARS3404, Employer Job Site Modification Agreement, to the employer. * File the original signed DARS3404 in the case file.   If the lien holder will not sign the waiver of rights, the VR counselor contacts the program specialist for assistive and rehabilitation technology (PSART);  The PSART will review the documentation and provide guidance on next steps based on input from Office of General Counsel. |

### C-205-4: Procedure for Purchasing a Home Modification

VR uses the following procedure when purchasing a modification to the customer's home.

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| **Service Description** | **Procedure** |
| Creating or enhancing access to the house or apartment or making residential features more accessible (that is, those features critical to participation in job preparation services or necessary for the customer's employment).  It may include construction of ramps, adaptive equipment such as stair glides and lifts, and household equipment. | The VR counselor consults with the state office PSART to ensure that the most practical modification equipment is used.  When equipment such as a porch or ramp is attached (for example, bolted or nailed) to the property, the VR counselor obtains a written agreement from the property owner using the format and language in DARS3403, Customer Residence Modification Agreement before beginning the modification.  If the modification costs more than $700 the VR counselor must clearly justify that the modification supports the customer's planned employment outcome before authorizing the purchase.  If the modification costs more than $1,000:   * the VR counselor also obtains the VR Manager's approval; and * purchases a lien examination from either a title insurance company or other source such as a law office.   If there is a lien:   * provide a copy of DARS3403, Customer Residence Modification Agreement to the lien holder for review and * request that the lien holder expressly disclaim in writing any interest in the equipment installed in the residence or jobsite by VR, using DARS3426, Residence or Job Site Modification, Express Waiver of Right to TWC-VRS Equipment. * provide one copy of signed DARS3403, Customer Residence Modification Agreement to the property owner. * provide one copy of signed DARS3403, Customer Residence Modification Agreement to the property owner. * keep the original signed DARS3403, Customer Residence Modification Agreement in the case file.   If the lien holder will not sign the waiver of rights, the VR counselor contacts the program specialist for assistive and rehabilitation technology (PSART); The PSART will review the documentation and provide guidance on next steps based on input from Office of General Counsel. |