

A Message to Texas Workforce Solutions-Vocational Rehabilitation Services Customers



As we work together with our Texas Workforce Solutions partners to address the serious health and safety implications caused by the spread of COVID-19, we want you to know that the Texas Workforce Commission's Vocational Rehabilitation (VR) program is committed to continuing to serve our customers.

Impact to Vocational Rehabilitation Services

The health and safety of our customers, providers, staff and communities is our top priority, so we are implementing measures to ensure that we fully cooperate with the guidance on mitigation strategies, including social distancing, issued by federal, state and local authorities.

Vocational Rehabilitation staff are practicing [CDC guidelines](#) regarding hand washing, good respiratory etiquette, cleaning surfaces, and social distancing. Social distancing means that staff are refraining from physical contact (such as hand shaking) with each other and customers and maintaining at least six feet between themselves and the nearest person. We also must cancel or postpone gatherings of 10 or more people, including some of our group training activities for students.

Office closures: Some of our offices, including those where we are co-located in a Texas Workforce Solutions Office, are closed for in-person access by the public. Others are limiting the hours in which they are open for public access or are open by appointment only.

Please call first before visiting an office. We remain committed to being available to you through email and telephone to maintain continuity of your VR services.

- Contact us by phone or email to see if we can serve your needs remotely rather than coming into our offices. Access the directory of Vocational Rehabilitation offices [here](#) or the directory of Workforce Board offices [here](#) or contact your VR Counselor.
- If you do need to come into the office, please contact us first if possible and know that we are implementing social distancing in all customer in-person interactions.
- If you have been in contact with someone who has been diagnosed with COVID-19; or
- If you have concerns that you may have been in contact with an individual who has been diagnosed with COVID-19 or;

- If you have been feeling unwell, we ask that you please work with us remotely by calling or emailing your local office or VR Counselor for services.
- **Stay home if you can!** By staying home whenever possible, each of us is doing our part to help slow the spread of the virus and limit potential exposure to our first responders, healthcare professionals and others whose job it is to take care of us. Please see a recent Public Service Announcement from the Texas Department of State Health Services featuring Matthew McConaughey on the [Importance Of Social Distancing](#).

VR staff who visit customers in their homes, such as Vocational Rehabilitation Teachers and staff who work in the Independent Living Services for Older Individuals Who Are Blind Program, have been advised to suspend home visits and engage with customers by phone or by use of teleconferencing methods to the degree possible.

For our customers who are recipients of SSI or SSDI benefits, effective March 17, all local Social Security offices are closed to the public for in-person service until further notice. However, SSA is still able to provide critical services which are listed at the following website: www.ssa.gov/coronavirus/ We encourage you to review this website for all information pertaining to SSA field operations and available services.

COVID-19 Resources

TWC has developed a webpage with resources and information on actions taken by the commission in response to COVID-19. This page will be continuously updated with answers to questions about operating your business during this time. Please visit our page for [employers](#) or [workers/job seekers](#).

In an effort to provide you information as quickly as possible, we are developing an email list around COVID 19. Please sign up to receive Govdelivery emails [here](#) for future updates.

For the latest information on the coronavirus pandemic, including symptoms, how to protect yourself, and travel advisories, visit the [CDC's COVID-19 website](http://www.cdc.gov/coronavirus/2019-nCoV/index.html) found at www.cdc.gov/coronavirus/2019-nCoV/index.html . Included in this website is CDC Guidance for Businesses and Employers: www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html.

For state information you may review the Texas Department of State Health Services website: <https://www.dshs.texas.gov/coronavirus/>

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Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities.
The Texas Workforce Commission accepts calls made through any relay service provider.