# Vocational Rehabilitation Services Manual A-600: Credential Attainment

Revised October 1, 2020

## A-604: Documenting Credential Attainment

Credential Attainment (CA) must be clearly documented in ReHabWorks (RHW) and in the paper case file for all VR customers who are enrolled in a training or education program that leads to a secondary school diploma or a recognized postsecondary credential.

This requirement applies to both current VR customers and VR customers whose cases were closed during the program year.

Once the customer successfully completes the training or education program and receives documentation of that achievement, VR staff:

* enters a CA in RHW; and
* files supporting documentation in the paper case file.

Examples of documentation to confirm CA may include:

* a copy of the credential such as:
  + a high school diploma;
  + an associate’s or bachelor’s degree;
  + an industry-recognized certificate or certification;
  + a certificate of completion of a Registered Apprenticeship; or
  + a license recognized by the state or federal government;
* a copy of school records such as grade reports or transcripts; or
* case notes documenting that the VR counselor obtained verification of the CA from the education or training provider.

Note: Staff must make at least three attempts to obtain documents that substantiate the credential attainment from third-party education and training providers before using case notes as the primary source documents. When filing documentation with notes from program staff, or case notes, staff must refer to either paper or electronic statements that identify, at a minimum, the following:

* A participant's status for a specific credential
* The date on which the information was obtained
* The staff member who obtained the information

Copies of supporting documentation should be obtained from the customer as soon as the credential is achieved but no later than the Joint Annual Review, when RHW is updated. Electronic documents are acceptable but must be printed and maintained in the customer's paper case file.

CA is captured in RHW through the Education History page on the Training Information page within the Semester/Grading Period sections on that page. These fields must be updated throughout the life of the case and at case closure to ensure accurate reporting to Rehabilitation Services Administration and other stakeholders. For more information, refer to the [ReHabWorks Users Guide B-300: Education History](https://intra.twc.texas.gov/intranet/manuals/rhwhelp/index.html).