# Vocational Rehabilitation Services Manual B-300: Determining Eligibility

Revised October 1, 2018

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## B-304: First Eligibility Criterion: Presence of an Impairment

The first eligibility criterion is that the customer must have a physical or mental impairment.

### B-304-1: Establishing the Presence of an Impairment

For impairments that the customer reports are unchanged for several years, use available medical and other reports (even if they are several years old) to determine the presence of an impairment and completion of the comprehensive assessment.

If the existing records are insufficient or there are no available medical records or other documentation to substantiate the presence of an impairment, the VR counselor can authorize the purchase of additional examinations or evaluations to determine if the customer is eligible for VR services. See [D-200: Purchasing Goods and Services](https://twc.texas.gov/vr-services-manual/vrsm-d-200) for purchasing requirements.

#### Requesting Records

When existing records are needed to determine the presence of an impairment, the records must be requested by VR within five business days of the completion of the customer's application for services.

**Scheduling Additional Assessments**

If it is determined that additional assessments are required to determine eligibility either at time of application or when existing records are reviewed, the VR counselor documents the need for these assessments in a case note. VR staff then contacts the provider within five business days to coordinate the appointment for the assessment. The date of the assessment should be as soon as possible to ensure timely movement of the case through the VR process, but it can occur after this 5-day period.