# Vocational Rehabilitation Services Manual C-100: Counseling and Guidance

Revised July 1, 2022

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## C-104: Documentation Requirement

C&G services must be documented in a case note or series of case notes with the topic heading "Counseling and Guidance" in RHW. The documentation must be done in a timely manner to ensure that an accurate and complete record of services is maintained. The number and frequency of C&G sessions are tracked as a federal reporting requirement.

These case notes must include:

* topics related to the impediments to employment, IPE, and/or participation in VR services;
* strategies for resolution of the issues to include description of decision-making processes involved;
* the customer's participation in the resolution;
* the customer's reaction; and
* actions required of the customer or VR counselor.

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