# Vocational Rehabilitation Services Manual D-200: Purchasing Goods and Services

Revised June 1, 2022

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## D-202: VR Staff Responsibilities

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### D-202-1: Documentation Requirements

RHW is an electronic case management system. It communicates with TWC's financial system to authorize and track payments for all customer goods and services.

Purchasing documentation is kept in both RHW and in the paper case file.

All documentation that supports the purchase of a good or service must be entered into RHW and filed in the customer's paper case file by VR staff before obligating VR funds.

VR funds are obligated at the time that a SA is generated in RHW.

#### IPE, IPE Amendment, and Case Notes

The only goods and services that may be purchased before the customer's IPE is completed are the goods and services that are necessary to:

* complete diagnostics;
* support the completion of diagnostics;
* assess eligibility; or
* develop the IPE.

Purchases made before the IPE is completed must be documented in a service justification case note. After the customer is determined eligible and an IPE is completed, substantial services (such as training, surgery, and vehicle modifications) may be purchased only if they are included in the customer's current IPE or in an IPE amendment in RHW.

Services that support substantial services (such as maintenance or ancillary services; for example, X-rays and lab work) can be documented in the original IPE, in an IPE amendment, or in a service justification case note.

Documentation of the service justification may also be included as part of another case note in RHW, such as in a Counseling and Guidance case note or a Joint Annual Review (JAR) case note.

If the case is in employment phase in RHW an IPE amendment is required. Refer to B-506: Post-Employment Services.

When there is no clear association between a purchased service and a service identified in the IPE or IPE amendment, the VR counselor must document the association clearly in an RHW case note.

For more information about content that must be included in specific case notes, refer to [VRSM E-300: Case Note Requirements](https://twc.texas.gov/files/partners/vrsm-e-300.docx) and content for specific services throughout this manual.

For more information about completing an IPE, JAR, or IPE amendment, refer to [B-400: Individualized Plan for Employment](https://twc.texas.gov/vr-services-manual/vrsm-b-400).

For more information on creating service records and SAs in RHW, refer to the [ReHabWorks User's Guide (RUG), E-200: Case Service Records](https://twcgov.sharepoint.com/sites/ws/vr/co/RHWUserGuide/RUG%20E-200%20Case%20Service%20Record-12102020.docx) and [RUG E-300: Case Service Authorizations](https://twcgov.sharepoint.com/sites/ws/vr/co/RHWUserGuide/RUG%20E-300%20Case%20Service%20Authorizations%20%2801122021%29.docx).

#### Paper Case File Documentation

All documents related to the purchasing process are legal records and must be kept in the customer's paper case file.

Purchasing-related documents include:

* bids;
* invoices;
* reports;
* printed SAs; and
* related correspondence.

Purchasing documentation must be:

* date-stamped on the day that it is received by the VR office; and
* filed in the customer's paper case file.

RHW does not store copies of SAs that are revised; therefore, the following applies:

* When the initial SA is generated, the VR staff must
	+ print a paper copy of the SA,
	+ have the issuer sign the SA, and
	+ file the SA in the customer's paper case file.
* If an SA is changed while it is still open, the VR staff
	+ print a paper copy of the revised SA,
	+ have the issuer sign the revised SA, and
	+ file the revised SA in the customer's paper case file.

The issuer may sign the SA using a digital signature. Refer to [Authorizing Services Remotely in ReHabWorks](https://intra.twc.texas.gov/intranet/vrs/docs/rehabworks-remote-service-authorization.docx) for step by step instructions for digital signatures.

All printed SA's remain in the customer's casefile, even if the SA is revised.

To ensure that the provider's file accurately reflects the purchasing activities in RHW, the VR staff sends a copy of the SA to the provider:

* when the SA is generated; and
* when an open SA is changed.

If an SA is closed because the service is no longer authorized, VR staff members must notify the provider no later than the same business day that the SA is closed.  Document the notification of the provider in a case note in RHW.

Note: Electronic copies of closed SAs are kept in RHW. Therefore, even if an SA is changed as a result of closing the SA, printed copies of closed SA's are not required in the paper case file.

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## D-205: Purchasing Threshold Requirements

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### D-205-1: Approval Requirements by Threshold

All purchases of goods or services must be authorized by the VR counselor and documented clearly in a case note or the customer's IPE and a service authorization must be issued. For more information, refer to [E-300: Case Note Requirements, Service Justification](https://twc.texas.gov/files/partners/vrsm-e-300.docx) and [B-500: Individualized Plan for Employment](https://twc.texas.gov/vr-services-manual/vrsm-b-500) and Post-Employment for more details.

The following approvals must be documented using an approval case note for the proposed purchase prior to issuing a service authorization for the purchase of a good or service:

* Greater than $5,000 to $15,000 – VR Manager approval required.
* Greater than $15,000 to $25,000 – Regional director or deputy regional director approval required.
* Greater than $25,000 – Regional director or deputy regional director, and VR Division Director approval required.

Refer to [D-205-4: Exceptions to Purchasing Threshold Requirements](https://twc.texas.gov/vr-services-manual/vrsm-d-200#d205-4) for a specific list of goods or services that are exempt from these threshold requirements.

For more information, including additional approval, consultation, and notification requirements, refer to [E-200: Summary Table of Approvals, Consultations, and Notifications](https://twc.texas.gov/files/partners/vrsm-e-200.docx).

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