# Vocational Rehabilitation Services Manual B-200: Processing Initial Contacts and Applications

Revised July 1, 2019

## B-203: Initial Contact

The first contact with a customer is a critical point in the VR process. The customer not only exchanges information with a VR staff but also forms an impression about the sincerity, concern, and professionalism of VR staff.

Initial contact is the first contact with a customer and may be made in person, by phone, in writing, or by email. If the customer has a legal guardian at the time of the initial contact, the legal guardian may make the initial contact on behalf of the customer, but the customer must be present and involved in the completion of the application for services. For information about working with legal guardians or representatives, see [A-200: Customer Rights and Legal Issues](https://twc.texas.gov/vr-services-manual/vrsm-a-200).

At initial contact, a case must be assigned to a VR counselor as a point of contact when the case has the population indicators “Pre-ETS (including potential Pre-ETS)” or “Recipient of Subminimum Wages form a 14c.” Entering a point of contact counselor does not assign the case to a caseload but does associate the case with the counselor who will be following up with them on their Potential Pre-ETS or 14c services.

Note: TWC-VR only serves individuals who are 14 years of age or older. For specific information about working with students and youth, see [C-1300: Transition Services for Students and Youth with Disabilities](https://twc.texas.gov/vr-services-manual/vrsm-c-1300). For specific information about working with potentially eligible students, see [C-1305-6: Providing Pre-Employment Transition Services, Working with Potentially Eligible Students](https://twc.texas.gov/vr-services-manual/vrsm-c-1300#c1305-6).

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### B-203-3: Closing an Initial Contact in RHW

An initial contact can be closed after VR staff have made a good faith effort to contact the customer. A good faith effort is defined as 3 or more attempts to contact the customer or contact listed in RHW. All attempts must be documented in RHW using the case note topic “Attempted to Contact”. Refer to E-300 Case Note Requirements for additional detail.

Any VR staff may contact or attempt to contact the customer. However, only a VR counselor can close a case after the initial contact has been entered in RHW. For more information, see B-602-1: Reasons for Closures.

When the case is closed, the customer must be informed that he or she can reapply for VR services at any time in the future and provided with or offered a copy of the "Can We Talk" appeals procedure brochure. See B-605: Customer Notification for notification requirements when closing a case.

For information about closing a case after an application is completed refer to B-605: Customer Notification.

## B-204: Application

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### B-204-7: PIN Procedures

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#### When VR Staff Members May Enter a PIN on Behalf of a Customer

A personal identification number (PIN) is the equivalent of a legal signature. VR staff must not enter it in ReHabWorks (RHW) without the direct consent and involvement of the customer.

The only circumstances under which VR staff members may enter a psuedo PIN in RHW on behalf of the customer are as follows:

* The customer completed a paper application when RHW was not available;
* The customer is not present when the PIN needs to be entered, but did agree to, let VR staff enter a psuedo PIN on their behalf; or
* The customer cannot physically enter a PIN.

For more information about setting and resetting a PIN in RHW, refer to the ReHabWorks User's Guide, Chapter 8: PINs.