# PART A, CHAPTER 1: VOCATIONAL REHABILITATION INTRODUCTION

| Policy Number | Effective Date |
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| Part A, Chapter 1 | 09/03/2024 |

## OVERVIEW

Part A serves as an overview of the Vocational Rehabilitation Services program, administered by the Texas Workforce Commission Vocational Rehabilitation Division (TWC-VR), including the Legal Authority and purpose of the program; populations served; customer rights; citizenship and authorized identification; voter registration; appeals and due process; protection, use, and release of personal information; access and accommodations; ethical conduct; incident reporting; subrogation; services to business; and performance accountability.

Questions related to Part A policies and procedures can be emailed to the Policy Planning and Statewide Initiatives Team (PPSI) at [vrsm.support@twc.texas.gov](mailto:vrsm.support@twc.texas.gov).

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