# PART E, CHAPTER 1: BUSINESS PROCEDURES AND APPENDICES

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

## OVERVIEW

Part E serves as the requirements for business procedures related to case record management. Part E includes information related to case record management, including case documentation, opening, phase adjusting, and transferring case records as well as RSA-911 reporting and data validation.

Part E also houses three appendices, which contain a comprehensive list of approvals and consultations, a list of VR acronyms, and a glossary of terms and definitions.

Questions related to Part E 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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| Date | Type | Change Description |
| --- | --- | --- |
| 9/3/2024 | New | VRSM Policy and Procedure Rewrite |