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

Revised December 3, 2018

## B-204: Application

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### B-204-2: Customer Identification and Authorization for Employment

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#### Expired Documents

Expired documents are not accepted.

If the documents are not expired, but will expire prior to completion of IPE services, VR staff:

* tells the customer that unexpired documents are required by an employer and
* monitors status of documents to ensure that the documents do not expire.

If identity or work authorization documents expire while the customer is participating in VR services the customer is no longer eligible for VR services and the case must be closed.

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## B-206: Opening a Case

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**B-206-3: Opening a New Case for a Previous Unsuccessful Closure**

A new case may be opened for a customer who has received services from VR in the past. Follow the policies and procedures outlined in B-202: Initial Contact to process the case in the same way as for any other customer requesting services:

As a part of the diagnostic interview and the comprehensive assessment, the VR counselor:

* reviews the circumstances related to the previous unsuccessful closure by reading the documentation for that previous case,
* when necessary, obtains a copy of the previous case file; and
* documents in ReHabWorks the reasons for opening a new case.

If a customer has had two or more cases closed unsuccessfully after being found eligible for services, prior to developing the customer’s IPE, the VR counselor:

* consults with the VR Supervisor to develop strategies to improve the potential for a successful outcome for the customer; and
* documents the consultation in ReHabWorks.

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