# Vocational Rehabilitation Services Manual D-100: Case Service Budget

Revised July 1, 2021

## D-105: Tracking

VR Program Operations regularly monitors VR administrative and service-delivery budgets.

Multiple systems and applications are used for monitoring specific budgets, such as staff travel. The systems used include WRAPS, RHW, Work Incentives Seminar Events (WISE), and Access applications.

Each quarter, operations monitoring and performance reviews are conducted as explained in [Guidance Memorandum (GM) 19-06](https://intra.twc.texas.gov/intranet/vrs/docs/GM19-06-ompr.docx). Monitoring reviews are conducted with each region on-site or by web conference. The review process establishes a consistent, documented method for VR to effectively and proactively monitor administrative and customer services budgets, purchasing, performance, inventory, and full-time equivalent positions (FTEs). The process includes the identification of risks, tasks, tolerances, time frames, and the roles and responsibilities of VR staff at the state office, regional offices, and field offices.

Each VR Manager works with the regional management team to develop a budget management strategy for the field headquarters. This strategy must follow the guidance issued by the TWC state office regarding the management and reporting of VR budgets. The VR manager may delegate the authority to perform budget-related tasks to the field headquarters level.

The VR Manager is responsible for managing the field headquarters budget, ensuring timely and appropriate encumbrance of funds, and reviewing high-cost cases, to ensure that providing appropriate VR services remains the focus.

### D-105-1: Caseload Carrying Staff Responsibility

Caseload carrying staff are responsible for ensuring good stewardship of funds for individual customer's needs. Caseload-carrying staff are also responsible for identifying and ensuring that their customers utilize available comparable benefits, to the greatest degree possible, as required by WIOA (34 CFR §361.53).

For more information about best-value purchasing practices and the use of comparable benefits, refer to [D-203: Purchasing Decisions](https://twc.texas.gov/vr-services-manual/vrsm-d-200#d203).

Management tools such as ad hoc queries, RHW, WISE reports, and case reviews are used to maintain accountability at all levels and ensure that purchases are vocationally relevant, comparable benefits are appropriately used, and fiscal responsibility remains a critical part of the VR process. For more information, refer to D-300: Quality Assurance.

All TWC-VR staff are responsible for ensuring good stewardship of funds, compliance with purchasing processes and procedures, and use of best-value purchasing practices.

All purchasing activities are subject to internal and/or external review, audit, and investigation at any time. As public servants who are responsible for assisting Texans and serving Texas taxpayers, all VR staff are expected to maintain the highest level of ethical conduct. For more information, refer to [D-200: Purchasing Goods and Services](https://twc.texas.gov/vr-services-manual/vrsm-d-200).

## D-106: Allocating and Distributing the Budget in ReHabWorks

The electronic case management system, RHW, is used to manage the funds with which VR and OIB services are provided to VRD customers.

For information on accessing and using functions in RHW that are related to the case service budget, refer to the [ReHabWorks Users Guide, Chapter 15: Budget](https://intra.twc.texas.gov/intranet/manuals/rhwhelp/index.html).

For more information on allocating and distributing budgets in RHW, refer to the [ReHabWorks Users Guide, Chapter 15: Budget](https://intra.twc.texas.gov/intranet/manuals/rhwhelp/index.html).

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