# Vocational Rehabilitation Services Manual A-200: Customer Rights and Legal Issues

Revised April 1, 2020

## A-202: Basic Customer Rights

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### A-202-5: Customers Requesting Amendments to Their Records

If a customer believes information in the customer’s record of services is inaccurate or misleading, the customer may request that Workforce Solution Vocational Rehabilitation Services (TWS-VRS) amend the information, as described in Texas Administrative Code §850.50. The agency will acknowledge receipt of the request and will notify the individual of final action taken. If the information is not amended, the request for an amendment must be documented in the record of services.

## A-203: Mediation

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## A-207: Confidentiality and Use of Customer Records and Information

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### A-207-2: Obtaining Customer Information

Customer information usually is obtained from:

* the customer;
* another individual; and/or
* various agencies and organizations.

To authorize release of customer information at the time of application, the applicant completes and signs the [VR5060, Permission to Collect Information](http://intra.twc.state.tx.us/intranet/gl/html/vocational_rehab_forms.html).

#### Release to Obtain Records from Other Agencies

Other agencies and organizations usually require written permission from the individual before releasing personal information (e.g., medical, psychiatric, psychological, and/or social history records) to Texas Workforce Solutions Vocational Rehabilitation Services (TWS-VRS).

When an agency or organization requires that the customer sign the agency's own release form before providing information to TWS-VRS, including requests for alcohol and drug abuse patient records:

* obtain the customer’s signature on the other agency's or organization's form, and
* return the signed form to the other agency or organization.

All applicants and recipients of services and, as appropriate, those individuals' representatives, must be informed of the confidentiality of personal information and the reasons for accessing this information. The requirements for the protection and use of confidential information are under 34 CFR §361.38.

Sometimes, the information source is subject to federal or state law limitations not always consistent with the legal limitations applicable to TWS-VRS. When an information source questions how TWS-VRS protects the confidentiality of customer information, the source may be provided with a copy of this chapter.

If the source has more stringent controls than TWS-VRS:

* accept the information;
* advise the source that a written statement must be clearly attached to the information, or that a stamp must be imprinted on all documents that
  + explains the restrictions on release,
  + identifies the person or organization imposing the restriction, and
  + identifies the source of the restriction (if the restriction is based on a statute or regulation, the written statement or stamp must clearly identify the statute or regulation);
* file the information and the written statement together so it will be clear that the statement goes with the information; and
* ensure that the imprinted stamp is affixed to all files and is clearly visible.

### A-207-3: Safeguarding Customer Records and Information

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