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

Revised June 1, 2022

**B-203: Initial Contact**

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**B-203-4: Adjusting the Phase of an Initial Contact with Case Assignment to Initial Contact without Case Assignment**

To request and complete a phase adjustment from an Initial Contact with Case Assignment back to an Initial Contact without Case Assignment, follow the procedure below.

The VR Counselor does the following:

1. Reviews the case and gathers information from the customer to ensure that a phase adjustment is appropriate
2. Selects the Phase Adjustment Request tab from the case in RHW
3. Selects the Save tab to set the approval status to pending and to generate an action for the VR Supervisor in RHW
4. Documents the justification for the phase adjustment in a case note that will automatically open in RHW when the phase adjustment request is saved

The VR Supervisor does the following:

1. Reviews and approves or denies the phase adjustment request in RHW by selecting the Phase Adjustment Approval tab from the case in RHW
2. Documents the approval or non-approval of the decision for the phase adjustment in a case note in RHW
3. Notifies the VR counselor that the phase adjustment was approved or denied

Note: This is only available if the adjustment is within the program year quarter. If outside the quarter, but within the program year, email [VR RHW Support](mailto:vr.rhwsupport@twc.texas.gov) to phase adjust the case with VR Supervisor approval.

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**B-206: Opening a Case**

**B-206-1: Customer Has an Open VR Case**

If the customer has an open VR case in a different supervisory unit, the VR counselor clarifies whether the customer is requesting a case transfer. If the customer wants to transfer the case, see [B-100: Introduction to the VR Process](https://twc.texas.gov/vr-services-manual/vrsm-b-100).

If the customer wants to continue receiving services through the assigned supervisory unit, the VR counselor provides the customer with the contact information for:

* the assigned unit; and
* the assigned VR counselor.

The VR counselor documents the contact in RHW.

If the customer has a closed case, see B-206-2: Opening a New Case or Adjusting the Phase of a Previously Closed Case, below.

**Phase Adjusting the Phase of an Open Case**

Any phase adjustment of an open case after an application has been completed with the exception of moving a case from employment back to active services requires approval by the Deputy Division Director for Field Services.

### B-206-2: Opening a New Case or Adjusting the Phase of a Previously Closed Case

When a customer has a Vocational Rehabilitation (VR) case that was previously closed and is requesting services again, the VR counselor determines whether to:

* open a new case;
* adjust the phase of the case to provide post-employment services within the program year quarter a case was closed; or
* adjust the phase of the case in ReHabWorks (RHW) within the program year quarter the case was closed, only if the case was closed:
  + successfully or unsuccessfully after Individualized Plan for Employment (IPE); or
  + before case assignment.

For more information on program year, refer to the calendar on the [VR RHW Support Resources page](https://twcgov.sharepoint.com/sites/ws/vr/VRSRHWSupp/Forms/AllItems.aspx?RootFolder=%2Fsites%2Fws%2Fvr%2FVRSRHWSupp%2FVR%20RHW%20Support%20Resources&FolderCTID=0x012000D35B10C490647A42A5D8ABD54BA20AE5).

The customer's request to apply for additional services must not be delayed or denied a on the basis that the customer has received services from VR in the past.

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### B-206-4: Opening a New Case for a Previous Successful Closure

When a customer requests additional services from VR after the customer's case has been closed successfully, consider first what level of services the customer requires.

If the customer requires only limited services to maintain, regain, or advance in employment, phase adjust the case if it is within the program year quarter of the successful closure.

Open a new case if the:

* customer requires more complex and comprehensive services, or
* successful closure is outside of the program year quarter in which the case was closed.

See [B-202: Initial Contact](https://twc.texas.gov/vr-services-manual/vrsm-b-200#b202) and [B-203: Application](https://twc.texas.gov/vr-services-manual/vrsm-b-200#b203) to process the case in the same way as for any other customer for services.

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

* reviews the circumstances related to the previously successful closure by reading the documentation on the previous case; and
* documents in RHW the reasons for opening a new case.

### B-206-5: Adjusting the Phase of a Previously Closed Case

A phase adjustment is a RHW process that changes a closed case.

Phase adjustments must be used only when the:

* case closed before case assignment;
* case closed either successfully or unsuccessfully after IPE; or
* case closed before application (potentially eligible cases only); and
* date the case was phase adjusted is within the current program year.

#### Closure before Case Assignment Is Returned to Initial Contact without Case Assignment

To request and complete a phase adjustment from a closed status before Case Assignment back to an Initial Contact without Case Assignment, follow the procedure below.

The VR counselor does the following:

1. Reviews the case and gathers information from the customer to ensure that a phase adjustment is appropriate
2. Selects the Phase Adjustment Request tab from the case in RHW
3. Selects the Save tab to set the approval status to pending and to generate an action for the VR Supervisor in RHW
4. Documents the justification for the phase adjustment in a case note that will automatically open in RHW when the phase adjustment request is saved

The VR Supervisor does the following:

1. Reviews and approves or denies the phase adjustment request in RHW by selecting the Phase Adjustment Approval tab from the case in RHW
2. Documents the approval or non-approval of the decision for the phase adjustment in a case note in RHW
3. Notifies the VR counselor that the phase adjustment was approved or denied

Note: This is only available if the adjustment is within the program year quarter the case was closed.

#### Closure after IPE Is Returned to Active Status

To request and complete a phase adjustment from a closed status after IPE back to an active status, follow the procedure below.

The VR counselor does the following:

1. Reviews the case and gathers information from the customer to ensure that a phase adjustment is appropriate
2. Selects the Phase Adjustment Request tab from the case in RHW
3. Selects the Save tab to set the approval status to pending and to generate an action for the VR Supervisor in RHW
4. Documents the justification for the phase adjustment in a case note that will automatically open in RHW when the phase adjustment request is saved

The VR Supervisor does the following:

1. Reviews and approves or denies the phase adjustment request in RHW by selecting the Phase Adjustment Approval tab from the case in RHW
2. Documents the approval or non-approval of the decision for the phase adjustment in a case note in RHW
3. Notifies the VR counselor that the phase adjustment was approved or denied

Note: This is only available if the adjustment is within the program year quarter the case was closed.

#### Unsuccessful Closure Changed to a Successful Closure after IPE

If a customer whose case was closed as an unsuccessful closure became employed during the same program year quarter in which the case was closed, the VR counselor must first complete the phase adjustment process outlined above.

To change an unsuccessful closure after IPE to a successful closure, follow the procedure below.

The VR counselor does the following:

1. Reviews the case to ensure that all criteria for Successful Closure are met (see [B-600: Closure](https://twc.texas.gov/vr-services-manual/vrsm-b-600))
2. Updates the employment information in RHW (see [B-600: Closure](https://twc.texas.gov/vr-services-manual/vrsm-b-600))
3. Selects the Phase Adjustment Request tab from the case in RHW
4. Selects the Save tab to set the approval status to pending and to generate an action for the VR Supervisor in RHW
5. Documents the justification for the phase adjustment in a case note that will automatically open in RHW when the phase adjustment request is saved

The VR Supervisor does the following:

1. Reviews and approves or denies the phase adjustment request in RHW by selecting the Phase Adjustment Approval tab from the case in RHW
2. Documents the approval or non-approval of the decision for the phase adjustment in a case note in RHW
3. Notifies the VR counselor that the phase adjustment was approved or denied

Note: This is only available if the adjustment is within the program year quarter the case was closed.

If the phase adjustment is approved, the VR counselor closes the case as a successful closure in RHW.

#### Successful Closure Changed to Unsuccessful Closure after IPE

If a case was closed as a successful closure but did not meet the criteria for a successful closure, the VR counselor must first complete the phase adjustment process above.

To change a successful closure after IPE to an unsuccessful closure, follow the procedure below.

The VR counselor does the following:

1. Reviews the case to ensure that all criteria for Unsuccessful Closure are met (see [B-600: Closure](https://twc.texas.gov/vr-services-manual/vrsm-b-600))
2. Selects the Phase Adjustment Request tab from the case in RHW
3. Selects the Save tab to set the approval status to pending and to generate an action for the VR Supervisor in RHW
4. Documents the justification for the phase adjustment in a case note that will automatically open in RHW when the phase adjustment request is saved

The VR Supervisor reviews and approves or denies the phase adjustment request in RHW by selecting the Phase Adjustment Approval tab from the case in RHW.

Note: This is only available if the adjustment is within the program year quarter the case was closed.

If the change is approved, the VR counselor closes the case as an unsuccessful closure in RHW.

#### Closure Before Application Is Returned to Initial Contact with Case Assignment (Potentially Eligible Cases Only)

To request and complete a phase adjustment from a closed status before after Application back to an Initial Contact with Case Assignment for potentially eligible cases, follow the procedure below.

The VR counselor does the following:

1. Reviews the case and gathers information from the customer to ensure that a phase adjustment is appropriate
2. Selects the Phase Adjustment Request tab from the case in RHW
3. Selects the Save tab to set the approval status to pending and to generate an action for the VR Supervisor in RHW
4. Documents the justification for the phase adjustment in a case note that will automatically open in RHW when the phase adjustment request is saved

The VR Supervisor does the following:

1. Reviews and approves or denies the phase adjustment request in RHW by selecting the Phase Adjustment Approval tab from the case in RHW
2. Documents the approval or non-approval of the decision for the phase adjustment in a case note in RHW
3. Notifies the VR counselor that the phase adjustment was approved or denied

Note: This is only available if the adjustment is within the program year quarter. If outside the quarter, but within the program year, email VR RHW Support to phase adjust the case with VR Supervisor approval. If the phase adjustment request is outside of the program year, approval by the Deputy Division Director for Field Services is required.

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