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

Revised June 26, 2023

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## B-203: Initial Contact

The first contact with a customer is a critical point in the VR process. The customer not only exchanges information with a VR staff but also forms an impression about the sincerity, concern, and professionalism of VR staff.

Initial contact is the first contact with a customer and may be made in person, by phone, in writing, or by email. If the customer has a legal guardian at the time of the initial contact, the legal guardian may make the initial contact on behalf of the customer, but the customer must be present and involved in the completion of the application for services. For information about working with legal guardians or representatives, see [A-200: Customer Rights and Legal Issues](https://twc.texas.gov/vr-services-manual/vrsm-a-200).

At initial contact, a case must be assigned to a VR counselor as a point of contact when the case has the population indicator “Recipient of Subminimum Wages form a 14c.” Entering a point of contact counselor does not assign the case to a caseload but does associate the case with the counselor who will be following up with them on their 14c services.

Note: TWC-VR only serves individuals who are 14 years of age or older. For specific information about working with students and youth, see [C-1300: Transition Services for Students and Youth with Disabilities](https://twc.texas.gov/vr-services-manual/vrsm-c-1300). For specific information about working with potentially eligible students, see [C-1305-6: Providing Pre-Employment Transition Services, Working with Potentially Eligible Students](https://twc.texas.gov/vr-services-manual/vrsm-c-1300#c1305-6).

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