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

Revised February 1, 2023

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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.

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