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

Revised February 1, 2018

## A-202: Basic Rights

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### A-202-3: Allegations of Abuse, Neglect, or Exploitation

[Texas Family Code §261.101](http://www.statutes.legis.state.tx.us/SOTWDocs/FA/htm/FA.261.htm#261.101) requires a professional individual who has cause to believe that a child's physical or mental health or welfare has been adversely affected by abuse or neglect by any individual to immediately (within 48 hours) report the suspected abuse.

[Texas Human Resources Code §48.051](http://www.statutes.legis.state.tx.us/SOTWDocs/HR/htm/HR.48.htm#48.051) requires a professional individual to make a report if there is cause to believe that a person age 65 or older or a person with a disability is being abused, neglected, or exploited.

To report allegations of abuse, neglect, or exploitation, the individual who has cause to believe that abuse, neglect, or exploitation has occurred immediately:

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## A-206: Confidentiality and Use of Customer Records and Information

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### A-206-4: Release of Customer Records and Information

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#### Release of Customer Records Pursuant to a Subpoena

TWC releases customer information to a federal or state court, an administrative hearing officer, or a judge when presented with a subpoena, a court order, or a summons. Valid subpoenas are binding upon TWC, with or without the customer's consent.

If the employee receives a subpoena, the VR counselor immediately contacts OGC directly. The employee notifies his or her immediate supervisor if he or she receives any subpoena, court order, or other summons.

#### Release to Workforce Solutions Offices

TWS staff employed by the local Workforce Solutions Offices are not VR staff. Therefore, when sharing information about a customer with Workforce Solutions Office staff, a [VR1517-2, Authorization for Release of Confidential Customer Records and Information](http://intra.twc.state.tx.us/intranet/gl/html/vocational_rehab_forms.html) is required.

#### Release for Media Purposes

TWC requires written consent from the customer to release, disseminate, and/or use the customer’s information—including written or recorded information, photographs, and film or videotape—for print, broadcast, or electronic publication, including social media use. The TWC Media Release form is used to meet this requirement and is located on the [TWC Communications Department webpage](https://intra.twc.texas.gov/intranet/comm/html/index.html). It is available in both English and Spanish. The signed Media Release Form is kept in the customer’s paper case file.

When circumstances arise that involve use of customer information in a media format, VR staff must consult with the unit management team and coordinate with [TWC Communications Department](https://intra.twc.texas.gov/intranet/comm/html/index.html).

For additional information about media and external communications, refer to the TWC Communication Department webpage and the [TWC External Relations Manual](https://intra.twc.texas.gov/intranet/comm/docs/external-relations-manual-twc.pdf).

Note: A Media Release Form is not required to provide VR services to a customer or for a customer to participate in public events associated with VR services and supports. Signing a TWC Media Release Form is only required if customer information will be shared as described in this section.

### A-206-5: Accessing Customer Records in ReHabWorks (RHW)

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