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

Revised October 2, 2023

## **A-208: Release of Customer Records and Information**

Unless specifically authorized by OGC, confidential customer information is released only when:

* authorized by the customer or customer's representative on a valid release;
* responding to a valid subpoena or other legal process;
* directly connected with the customer's rehabilitation; or
* needed in certain investigative and emergency circumstances.

After receiving a valid release, VR staff may provide the requested confidential information pursuant to A-209 without an Open Records request. However, VR staff must consider the exceptions for information that may not be released pursuant to A-209-2 when responding to the request.

If an Open Records request has been completed by OGC and returned to the VR counselor, the VR counselor must complete VR1514, Request from Open Records, certifying that the information was released per TWC policy. The form allows the VR counselor to identify information not provided to the requestor because it would be potentially harmful to the customer if released.

For more information on valid releases, refer to VRSM A-209: Valid Release Authorized by the Customer or a Representative.

For more information on retrieving closed case files, refer to VRSM D-303-1: Case Files.

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