# Vocational Rehabilitation Services Manual B-100: Vocational Rehabilitation Process, Roles, and Responsibilities

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## B-103: Understanding the VR Process

At the first meeting with a customer and throughout the case, the most important message to convey is that employment is the purpose of the VR process and that VR services must demonstrate a link to this purpose. The VR counselor clearly explains that the expectation for partnership between the VR counselor and the customer is to achieve the goal of employment.

At each step of the process, the VR counselor takes the customer through a series of decisions about goals, services, and providers to achieve outcomes that the VR counselor and the customer have agreed upon.

#### Steps in the VR Process

Steps in the VR process include the following:

* [B-200: Processing Initial Contacts and Applications](https://twc.texas.gov/vr-services-manual/vrsm-b-200)
* [B-300: Determining Eligibility](https://twc.texas.gov/vr-services-manual/vrsm-b-300)
* [B-400: Completing the Comprehensive Assessment](https://twc.texas.gov/vr-services-manual/vrsm-b-400)
* [B-500: Developing the Individualized Plan for Employment](https://twc.texas.gov/vr-services-manual/vrsm-b-500) and Post-Employment
* [B-600: Closure](https://twc.texas.gov/vr-services-manual/vrsm-b-600)
* [Part C - Vocational Rehabilitation Services](https://twc.texas.gov/vr-services-manual/vrsm-toc#part-c)

For more information about each of these steps, refer to the appropriate section.

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