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

Revised August 24, 2018

## B-206: Opening a Case

### B-206-1: Customer Has an Open VR Case

If the customer has an open VR case in a different supervisory unit, the VR counselor clarifies whether the customer is requesting a case transfer. If the customer wants to transfer the case, see B-100: Introduction to the VR Process.

If the customer wants to continue receiving services through the assigned supervisory unit, the VR counselor provides the customer with the contact information for:

* the assigned unit; and
* the assigned VR counselor.

The VR counselor documents the contact in RHW.

If the customer has a closed case, see Opening a New Case or Adjusting the Phase of a Previously Closed Case.

### B-206-2: Opening a New Case or Adjusting the Phase of a Previously Closed Case

When a customer has a VR case that was previously closed and is requesting services again, the VR counselor determines whether to:

* open a new case; or
* provide post-employment services; or
* adjust the phase of the case in RHW, only if the case was closed either successfully or unsuccessfully after IPE within the current quarter.

Note: Phase adjustments outside the quarter in which the case is closed are not allowed.

The customer's request to apply for additional services must not be delayed or denied a on the basis that the customer has received services from VR in the past.

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