# VR Services Manual E-300: Case Note Requirements

Revised June 29, 2020

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## Case Note Requirements

| **Case Note Topic** | **Staff Use** | **Documentation** | **VRSM Ref.** |
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| **…** | | | |
| Closure | VR counselor use only | A case note or series of case notes that describes:   * the reason the case was closed; * the circumstances that led to the decision to close the case * how the case meets the criteria required for closure ; and * the date and method the customer was offered/provided: * the “Can We Talk" brochure, and * the information to make informed choices. | B-600 |
| **…** | | | |
| Comprehensive Assessment | VR counselor use only | A case note that describes:   * Summary of records of disabilities and related impediments to employment; * Customer’s adjustment to disability; * Services recommended that will address specific functional limitations; * Assessment of rehabilitation technology needs; * Justification for selected employment goal; * Justification for services that are needed to achieve the employment goal (including documentation of best value for purchased goods and services); * Available resources and comparable benefits; * Independent living skills (including transportation and travel capabilities and resources); * Any relevant legal issues; * Description of customer involvement and informed choice in the selection of services, providers, and the employment goal; * Educational and vocational history and goals; * Justification for planned frequency of contact; * Justification for frequency of counseling and guidance (required after July 1, 2019); * Explanation of customer contribution to planned services (if required); and * Any other factors that may impact participation in services.   If a required topic is not assessed, document the reason in the case note for the comprehensive assessment.  When relevant, the case note may also include information about:   * a customer's work tolerance; * a customer's ability to acquire specific job skills; * a customer's patterns of work behavior; * the additional medical or psychological evaluations needed to determine the nature and scope of services; * the vocational and psychological assessment completed by the VR specialist; * functional assessments conducted in a trial work setting; and * any additional assessments needed to determine:   + the best job placement; or   + the support services to be provided through supported employment services.   **TIP**: If assessing and planning case notes were used to record detailed information that is part of the comprehensive assessment, it is appropriate to refer to those specific case notes by case note title and date rather than repeating the information in the comprehensive assessment case note.  **TIP**: The "Can We Talk" brochure, the information to make informed choices, and the appeals process must be provided and/or offered and documented at the time a service is denied. VR staff must document in RHW the date and method the information was provided and/or offered. | B-400 |
| **…** | | | |
| Diagnostic Interview | VR counselor use only | A case note or series of case notes that describes pertinent information garnered from the customer, the customer's family or representative, and any available records during the Diagnostic Interview meeting with the VR counselor.  The case note must include, from the customer’s perspective:   * a brief description of the disability, including relevant history and current treatment; * current functional limitations and their impact on employment, education, and independence; * relevant history of access to and current use of rehabilitation technology; * perception of problems or issues related to his or her disabilities and need for services; * educational and work history; * general knowledge, skills, and abilities; * available resources and comparable benefits (or the need to apply for benefits); and * SSI or SSDI status (including verification of benefits or a note about the need to verify benefits).   The case note must also include:   * the VR counselor’s observations of the customer through the interview as they relate to the customer's ability to participate in and benefit from VR services; and * a statement of the next actions needed to move the case through the VR process.   **TIP:** The "Can We Talk" brochure and the information to make informed choices must be provided and/or offered and documented at application. VR staff must document in RHW the date and method the information was provided and/or offered. | B-205 |
| **…** | | | |
| Extension of Time for Eligibility | VR counselor use only | A case note that describes   * the reasons that an extension of time is required, and * that the customer is in agreement with the extension of time.   If the customer does not agree to an EOT for determining eligibility for VR services, document the date and method the information for the right to appeal and the "Can We Talk" brochure was offered/provided to the customer.  **TIP:** When these details are included in the comments section of the EOT for Eligibility page in RHW, which creates a system generated case note, an additional case note is not required. | B-303-2 |
| Extension of Time for IPE | VR counselor use only | A case note that describes   * the reasons that an extension of time is required, and * that the customer is in agreement with the extension of time.   If the VR counselor and the customer cannot reach an agreement of the contents of the IPE within 90 days, the VR counselor must document the date and method the "Can We Talk" brochure was offered/provided.  **TIP:** When these details are included in the comments section of the EOT for Eligibility page in RHW, which creates a system generated case note, an additional case note is not required. | B-503-1 |
| IPE/ILP Amendment | VR counselor or IL staff use only | A case note that describes:   * review of all information captured in RHW under the following menus:   + Initial Contact;   + Application (including financial information and BLR requirements); and   + Plan; * review of each section of the existing plan or amendment; * progress in achieving the identified goals (including review of intermediate goals and educational goal); * the reason for the amendment; * the nature and scope of the changes; * justification for any additional services that are needed to achieve the employment goal (including documentation of best value for purchased goods and services) * a description of how informed customer choice was included in the development of the IPE/ILP Amendment ; and * the date and method the “Can We Talk" brochure was offered/provided.   **TIP**: This case note is also used to document post-employment services since an IPE amendment must be completed to provide post-employment services.  **REQUIRED**: The education history (including training information, and semester/grading period pages) under the Plan menu in RHW needs to be updated when the IPE is reviewed or updated to capture measurable skills gains and credential attainment for federal reporting.  **TIP:** When an IPE/ILP amendment is completed, this resets the date for the next joint annual review to be completed.  **REQUIRED:** When completing an IPE/ILP amendment, review all release forms and work authorization documents to ensure that they are current. | B-505-2 |
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| Job Ready | VR counselor or business team staff only | A case note is entered when it’s determined a customer is ready to begin looking for employment.  The case note will describe :   * customer’s employment interest (expand on the customer’s interest beyond the SOC code title); * whether the Job Ready Worksheet was completed and placed in the customer file (worksheet not required); * any assistive technology tools used for employment; * any geographical/transportation concerns; * if the customer is being referred to or will need assistance from an ESP; and * any work experience training. | A-406-5 |
| … | | | |
| Phase Adjustment | VR Counselor only | A case note or series of case notes that describes:   * the circumstances surrounding previous closures and the need for phase adjusting the case; * VR Supervisor Approval is required | B-206 |

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