# Vocational Rehabilitation Services Manual A-500: Measurable Skill Gains

Revised on October 1, 2021

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## A-505: Documenting Measurable Skill Gains

Measurable skill gains (MSGs) must be clearly documented in ReHabWorks (RHW) and in the case file.

MSGs are captured in RHW from the Education History page, the Training Information page, and the Semester/Grading Period page. These pages must be updated after the customer completes each semester or grading period to ensure accurate reporting to the Rehabilitation Services Administration and other stakeholders.

An MSG is captured in RHW when VR staff enters an end date for the semester or grading period in the RHW Semester/Grading Period page. The end date in RHW must match the end date on the supporting documentation. If there is no end date on supporting documentation (for example, the screenshot of final grades has no end date), then the final day of the semester/grading period noted on the training institution’s academic calendar is used as the end date in RHW. A copy of the calendar must be included with the supporting documentation in the case file. For more information, refer to [ReHabWorks Users Guide B-300: Education History](https://intra.twc.texas.gov/intranet/manuals/rhwhelp/index.html).

VR staff must also document MSGs in RHW case notes to provide specific details about the customer’s progress and the reason for the update to the Education History page. This may be captured in the system-generated case note from the comments entered by VR staff when the pages are updated.

VR counselors explain the customer’s responsibilities when developing an individualized plan for employment (IPE). Customers who participate in secondary and post-secondary training programs that support their IPE educational and employment goals are responsible for providing supporting documentation at the end of the semester or grading period. Counselors are encouraged to schedule check-in meetings with customers shortly after each semester or grading period. These meetings are used to ensure that the required supporting documentation is included in the case file and in RHW; they may also serve as an opportunity for counseling and guidance.

Copies of supporting documentation, such as grade reports, transcripts, certificates, and diplomas, must be obtained from the customer as soon as the documentation becomes available at the end of the semester or grading period. Staff must attempt to contact the customer to obtain the required documents for the type of MSG within eight weeks of the end of the semester or grading period, but no later than the start of the next semester or grading period. Electronic documents are acceptable and must be maintained in the customer's case file. Multiple documents to show proof of the MSG are preferred but not required.

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