# Vocational Rehabilitation Services Manual D-300: Records Management

Revised June 26, 2023

## **D-302: Case Notes**

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### **D-302-1: Overview of Case Notes**

The management of the TWC VR program is largely reflected in the case file documentation of each customer. One key to program success is the VR staff's ability to demonstrate accurate and timely decisions that:

* comply with the law;
* are made in partnership with the customer; and
* lead to the delivery of substantial services for the eligible customer, ultimately resulting in competitive integrated employment.

Case file documentation includes:

* information contained in ReHabWorks (RHW);
* information contained in the paper case file;
* information contained in the virtual case file; and
* case notes.

The VR staff uses case notes to compile information resulting from interactions with the customer, the customer's family or representative, referral sources, service providers, and others. Case notes should establish a sound record of program effectiveness and efficiency by:

* conveying compliance with federal and state laws regarding:
  + use of funds; and
  + decisions in service delivery;
* documenting the VR counselor's decision making and application of the VR process;
* providing a clear and concise explanation of the customer's progression through the rehabilitation process;
* explaining any causes for delay, planned interventions, and the result of interventions;
* documenting how services were seamlessly provided to the customer during absence(s) of the VR counselor of record; and
* recording counseling and guidance provided.

Note: All customer correspondence via SARA (Semi-Autonomous Research Assistant) creates a system-generated case note. SARA case notes are automatically entered into RHW and cannot be modified.

**D-302-2: Required ReHabWorks Case Notes**

For information about required ReHabWorks (RHW) case notes, refer to the [E-300: Case Note Requirements table (Word)](https://twc.texas.gov/files/partners/vrsm-e-300-case-note-requirements-twc.docx).

**D-302-3: What Not to Include in Case Notes**

VR staff must be aware that case notes are legal documents and are subject to internal and external audit and review, subpoena for legal action or appeals, and review by the customer or others with a valid release of information. Content that is included in case notes must be based on facts that are relevant to the VR case. Do not include unnecessary comments which are not relevant to the customer’s disability or VR needs.

In addition to complying with the policies and procedures below, VR staff must ensure that the customer's information remains confidential. For additional information about customer confidentiality requirements, refer to [A-207: Confidentiality and Use of Customer Records and Information](https://twc.texas.gov/vr-services-manual/vrsm-a-200" \l "a207).

Do not include the following in a case note:

* Information duplicated in other sections of RHW or on other forms or reports in thecase file unless:
  + the information is significant to that case note (if so, summarize the information.); or
  + the case note is a summary, such as in:
    - a diagnostic interview;
    - a comprehensive assessment; or
    - a case note from elsewhere;
* Information that is not directly related to the identified disability;
* Information that is not relevant to VR services; or
* Details of a customer's Computerized Criminal History (CCH).

When there is potentially sensitive information that is relevant to the identified disability or VR services, VR staff should consult with the VR Supervisor prior to including this information in a case note in RHW to ensure that it is appropriate to do so.

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