# Vocational Rehabilitation Services Manual D-300: Records Management

Revised February 8, 2021

## D-304: Transfer of Cases and Caseloads

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### D-304-2: Transfer of Open Cases

Within three business days of receiving a request to transfer an open case, the current VR counselor and RA team must:

* document the request for a transfer, including the reason that the case is being transferred and the office to which it is being transferred;
* update all demographic information in RHW;
* review and/or update the IPE, joint annual review (JAR), or IPE amendment (for the VR counselor only);
* review and/or update disability information in RHW (for the VR counselor only);
* close or update all service records;
* pay and/or close all service authorizations; and
* notify the VR Manager about the request for a case transfer.

Providers must be notified when service authorizations are closed without payment. The receiving unit issues a new service authorization when the case is received for ongoing services, when applicable.

#### Transferring within the Same Management Unit

A formal case review is not required for cases that are transferred within the same management unit; however, the VR Manager, VR Supervisor, or designee must transfer the case and enter a RHW case note to verify that the transfer has been completed. In units with two VR Supervisors, they should coordinate the transfer.

The VR counselor/RA team to which the case is assigned must contact the customer in a timely manner to schedule an appointment for the customer to meet with the assigned VR counselor to resume services.

#### Transferring to a Different Management Unit

Within five business days of receiving a request for a case transfer, the transferring VR Manager, VR Supervisor, or Unit Support Coordinator:

* completes a partial Compliance and Quality review of the Customer Eligibility, Application, and Diagnostic Interview, the Eligibility Decision, and the Level of Significance in TxROCS;
* prints a copy of the completed case review;
* using certified mail, sends the case file and the printed copy of completed case review to the receiving office;
* completes [VR1025, Case Transfer Letter](http://intra.twc.state.tx.us/intranet/gl/html/vocational_rehab_forms.html), notifying the customer that his or her file has been sent to the receiving office; and
* places a copy of the transfer letter in the customer's case file.

Within three business days of receiving the paper case file, the receiving VR Manager, VR Supervisor or designee:

* assigns the case to the receiving counselor in RHW;
* enters a case note verifying that the case was received and assigned; and
* notifies the VR counselor that the case was assigned.

#### Transferring a Transition Services Case

An individual who is a student with a disability and is working with a TVRC is transferred to a general VR caseload after he or she no longer meets the "student with a disability" definition and has demonstrated regular participation in planned services. Typically, students who are assigned to a VR counselor with a dual caseload (one that includes adults as well as students and youth) are not typically transferred to another caseload. Instead, they continue services with the same VR counselor until they are ready for closure of the case.

When a student no longer meets the "student with a disability" definition and is participating in his or her VR case, it is appropriate to transfer the case to a general VR counselor caseload. Refer to Transferring within the Same Management Unit or Transferring to a Different Management Unit above. The exception is when in individual no longer meets the "student with a disability" definition near the time when he or she is ready for successful closure. In that case, the TVRC may close them successfully.

Unless the student is moving to a new region, the student should have at least one joint contact with the TVRC and the receiving VR counselor before the transfer, to discuss pertinent issues and facilitate the process. The student's IPE must be followed, unless amended by the VR counselor and the student.

When there are questions related to transferring a student from transition services to general VR services, they are addressed by the VR Manager.

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### D-304-5: Transfer of a Case Using ReHabWorks

Once the paper case file is delivered to the receiving VR office, the receiving VR Manager, VR Supervisor, or designee must transfer the case in RHW. If the case is sent to TWC RMC, the management unit mailing the case must transfer the case in RHW. To transfer the case in RHW, staff:

* selects the "Paper File Transfer" from the "Case Management" navigation menu;
* when the "Paper File Transfer" page displays the office where the paper files reside, selects from one of the following two options:
  + sending the records to another office; or
  + sending the records to TWC RMC by:
    - selecting the "Division" in the drop-down list to select the location where the paper file will be sent (once populated, staff selects "New Office" from the drop-down list of offices for that division); and
    - selecting the check box for "Records Center" to send the paper file there; and
* saves and closes the page.

For more information, refer to the [ReHabWorks Users Guide, Chapter 9: Other Case Management, 9.3 Case Transfer](https://intra.twc.texas.gov/intranet/manuals/rhwhelp/index.html)

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