**VR Standards for Providers Chapter 3: Basic Standards**

Revised April 1, 2019

**3.11 Documentation and Record Keeping**

Upon request, the contractor must make available to VR or ILS-OIB staff (such as assigned monitors, regional program specialists, and contract managers) any documents, papers, and records that are directly pertinent to the goods or services provided to VR customers.

Examples include:

* invoices;
* service authorizations;
* any documentation (such as forms, training materials, or attendance records) that is required in the chapter of the VR-SFP manual that relates to the services referred to in the contract;
* company financials;
* insurance certificates;
* staff information sheets; and
* any documentation required under the contract.

A contractor must not share with a customer documents received from TWC-VR. When a customer requests such documents, the contractor must refer the customer to the customer’s VR counselor.

A contractor may share with a customer documents that relate to the services provided by the contractor and that have been signed by the customer or legal guardian.