# Vocational Rehabilitation Services Manual B-200: Processing Initial Contacts and Applications

Revised October 1, 2019

## B-204: Application

If VR staff cannot meet with the customer to complete the application for services at the time of the initial contact, the customer is scheduled for an appointment for the earliest possible date, but no later than 30 days after the date of the initial contact.

The Diagnostic Interview is typically scheduled with the VR counselor at the same time the application for services is completed. For information on the Diagnostic Interview, refer to [B-205: Diagnostic Interview](https://twc.texas.gov/vr-services-manual/vrsm-b-200%22%20%5Cl%20%22b205).

A customer is not required to be physically present in the VR office at the time of application for services, but the individual must be present in Texas to apply for VR services. The customer or their representative can participate by phone or complete the application at an off-site location, such as in a school or at their home. However, an application is not complete until a signature is obtained from the customer or the customer's authorized representative on the application for services.

When scheduling an appointment to complete an application for services with a customer, the VR staff determines the customer's:

* language preference; and/or
* need for:
	+ a translator;
	+ sign-language interpreter services;
	+ reasonable accommodations;
	+ assignment to a specialty caseload; and
	+ other support services to facilitate the application and eligibility process.