# Vocational Rehabilitation Services Manual B-300: Determining Eligibility

Revised June 29, 2020

### B-303-2: Extension of Time for Determining Eligibility

If the VR counselor cannot determine eligibility by the 60th day after the date the customer signs the application for services, the VR counselor must:

1. inform the customer of the exceptional and unforeseen circumstances (beyond VR control) that are delaying eligibility determination;
2. obtain agreement from the customer that an extension of time (EOT) to determine eligibility is necessary;
3. document in the comments section of the EOT for Eligibility page in RHW
   * the reasons that an extension of time is required, and
   * that the customer is in agreement with the extension of time;
4. complete the EOT for Eligibility page in RHW.

If the customer does not agree to an EOT for determining eligibility for VR services, document the customer's decision in a case note and explain to the customer that eligibility for VR services cannot be determined at this time with the information available. Inform the customer that the case will be closed as ineligible, inform the customer of the right to appeal the decision and provide the "Can We Talk" brochure. Proceed to close the case. VR staff must document in RHW the date and method the information was provided to the customer.

If the VR counselor cannot contact the customer to obtain agreement to complete the EOT for eligibility by the 60th day, the VR counselor should consult with the VR Supervisor for guidance on how to proceed with the case. If it is determined that the case should be closed, refer to [VRSM B-600: Closure and Post-Employment Services](https://twc.texas.gov/vr-services-manual/vrsm-b-600) and B-312: Closing a Case Ineligible or before Eligibility Determination for information about closing the case.

**EOT for Eligibility Approval Requirements**

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## B-309: Establishing the Level of Significance

The level of significance refers to the combination of the functional capacity threshold of the individual combined with the level of Vocational Rehabilitation (VR) services needed to help a customer reach a competitive integrated employment outcome.

To be considered as having a significant disability, a VR customer must have serious limitations in one or more functional areas and require multiple VR services over an extended period. Having a most significant disability means that the VR customer must:

* have serious limitations in three or more functional areas (for example, mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills); and
* require multiple VR services over an extended period.

If an individual is an SSI or SSDI recipient, then he or she is presumed eligible and is considered significant or most significant.

The VR counselor must document the reason for the decision in a case note. The VR counselor may document the level of significance as a stand-alone case note or as part of the eligibility case note.

### B-309-1: Level of Significance Table

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### B-309-2: Updating the Level of Significance

After the initial level of significance is set in ReHabWorks (RHW), the level of significance of a case may be changed if the change is based on additional information that is gathered during the comprehensive assessment.

When the change to the customer’s level of function (not level of significance) is a direct result of VR services, such as physical restoration, rehabilitation technology, or medical devices, the level of significance of the case should **not** be changed from the level of significance that was designated before the provision of VR services.

However, if a case was originally designated as "significant" or "most significant," VR Supervisor approval is required to change the level of significance to "not significant."

For more information about selecting and updating the level of significance in RHW, refer to the [ReHabWorks (RHW) Users Guide Chapter 13: Eligibility, 13.1 Level of Significance](https://intra.twc.texas.gov/intranet/manuals/rhwhelp/index.html).

### B-309-3: Required Level of Significance for Certain Cases

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