# VR Services Manual E-300: Case Note Requirements

Revised April 1, 2020

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| Assessing & Planning | Any VR staff | An optional case note that can be used to record information that will be used to create the comprehensive assessment case note or information that adds additional details that support the decisions that are made as the case is moved through the VR process.  A case note or series of case notes that shows how the assessing and planning activities:   * provided information on the customer's disability (including a review of existing records, when available, and a review of new assessments, when necessary); * resulted in the identification of the customer's strengths, resources, priorities, concerns, abilities, capabilities, and interests; * resulted in the identification of the customer's potential employment goals; * led to the making of decisions that support the goals, objectives, and services identified in the customer's IPE (including documentation of best value for purchased goods and services); * led to the customer's participation in informed choice; * led to the development of the plan for contacting the customer. | B-300  B-400 |
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| Comprehensive Assessment | VR counselor use only | A case note that describes:   * Summary of records of disabilities and related impediments to employment; * Customer’s adjustment to disability; * Services recommended that will address specific functional limitations; * Assessment of rehabilitation technology needs; * Justification for selected employment goal; * Justification for services that are needed to achieve the employment goal (including documentation of best value for purchased goods and services); * Available resources and comparable benefits; * Independent living skills (including transportation and travel capabilities and resources); * Any relevant legal issues; * Description of customer involvement and informed choice in the selection of services, providers, and the employment goal; * Educational and vocational history and goals; * Justification for planned frequency of contact; * Justification for frequency of counseling and guidance (required after July 1, 2019); * Explanation of customer contribution to planned services (if required); and * Any other factors that may impact participation in services.   If a required topic is not assessed, document the reason in the case note for the comprehensive assessment.  When relevant, the case note may also include information about:   * a customer's work tolerance; * a customer's ability to acquire specific job skills; * a customer's patterns of work behavior; * the additional medical or psychological evaluations needed to determine the nature and scope of services; * the vocational and psychological assessment completed by the VR specialist; * functional assessments conducted in a trial work setting; and * any additional assessments needed to determine:   + the best job placement; or   + the support services to be provided through supported employment services.   **TIP**: If assessing and planning case notes were used to record detailed information that is part of the comprehensive assessment, it is appropriate to refer to those specific case notes by case note title and date rather than repeating the information in the comprehensive assessment case note. | B-400 |
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| Counseling and guidance | VR counselor use only | A case note or series of case notes entered by the VR counselor that reflects the skillful application of counseling strategies and interventions. These case notes must include the:   * **issue** addressed through C&G that are related to the impediments to employment, IPE, and/or participation in VR services; * **strategies** for resolution of the issue to include description of decision-making processes involved; * **customer’s participation** in the resolution; * **customer’s reaction**; and * **actions required** of the customer or counselor.   **REQUIREMENT**: C&G must be provided on the same day the IPE is completed, and documented in RHW within 7 calendar days of the completion of the IPE as a C&G case note with the Add to Topic of “IPE Implemented.”  **TIP**: As with other case notes, the writing style and format of a C&G case note can be individualized by the VR counselor if the required content is included.  **TIP**: C&G frequency is **not** the same as basic frequency of contact or “FOC” on the IPE. C&G must be completed by a counselor; FOC can be maintained by any VR staff. FOC is evaluated in the IPE services section of a Compliance and Quality Case Review. However, C&G does count as a contact for the purpose of tracking FOC.  **TIP**: C&G must be entered using the case note title, “Counseling and Guidance.” When C&G is provided during other meetings, such as the joint annual review or IPE Amendment, document the C&G in an additional case note titled, “Counseling and Guidance.”  **TIP:** If an exception to counseling and guidance is required, select the case note title “Attempt to Contact” or “Contact,” as applicable. In the Add to Topic box, enter “Exception to Counseling and Guidance.” Explain why an exception is required in the case note. | B-504-12  C-102 |
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| IPE/ILP Amendment | VR counselor or IL staff use only | A case note that describes:   * review of all information captured in RHW under the following menus:   + Initial Contact;   + Application (including financial information and BLR requirements); and   + Plan; * review of each section of the existing plan or amendment; * progress in achieving the identified goals (including review of intermediate goals and educational goal); * the reason for the amendment; * the nature and scope of the changes; * justification for any additional services that are needed to achieve the employment goal (including documentation of best value for purchased goods and services); and * a description of how informed customer choice was included in the development of the IPE/ILP Amendment.   **TIP**: This case note is also used to document post-employment services since an IPE amendment must be completed to provide post-employment services.  **REQUIRED**: The education history (including training information, and semester/grading period pages) under the Plan menu in RHW needs to be updated when the IPE is reviewed or updated to capture measurable skills gains and credential attainment for federal reporting.  **TIP:** When an IPE/ILP amendment is completed, this resets the date for the next joint annual review to be completed.  **REQUIRED:** When completing an IPE/ILP amendment, review all release forms and work authorization documents to ensure that they are current. | B-505-2 |
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| Service Justification | VR counselor use only | A case note that describes:   * type of service, * goal of service, * specific provider, * begin and end dates of service, * justification for services (including documentation of best value for purchased goods and services), * information about available comparable benefits, and * information about how the customer exercised informed choice.   When services are provided for family members, the service justification note must also describe:   * why services are needed for a family member; * which family member or members need the services (name and Social Security number); * what services are needed; and * how the services are expected to contribute to the customer's employment.   **TIP**: A service justification is not required if comparable information has already been recorded in another case note or in the customer’s IPE. | D-202-1 |
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