



Division of Vocational Rehabilitation

Area Provider Meeting Call:
May 2026

House Keeping

- Participant microphones have been disabled.
- Please use the **chat** during our Q&A portion.
- Today's session is being recorded.



Agenda

- Welcome & Introductions
- VR Updates
- Case Notes
- Reminders
- Labor Market Trends
- Q&A
- Closing Remarks

VR Updates



What are Case Notes?



A Case Note is a concise, factual, chronological written record that documents significant interactions, observations, decisions, and actions taken in a participant's case, explaining what occurred, why it matters, and what happens next.

When to Case Note



- Case Notes are required after any significant event in the case that should be brought to VR staff's attention
- Any time a billable event occurs
- When a service specifies a minimum amount of monthly Case Notes

What Belongs in a Case Note

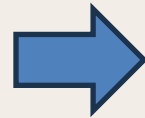
The dates and
details of activities
performed

Information
about who
interacted with
the participant
and how

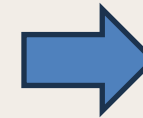
Any concerns or
requests for more
support

Case Noting in the Vendor Portal

In the Aware Vendor Portal, select an open authorization (case notes can only be entered on Open Authorization).



On the open authorization page click on the “new Case note” button.



In the Summary field, enter a few words describing the case note.



In the Description field, enter the full case note itself.



Upload attachments to the case note if the documents to be attached are relevant to the case note and overall case history.

You can also view the “creating a case note” video found on www.rehabworks.com



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VOCATIONAL
REHABILITATION

The BEST Case Notes

- Provide who, what, when, where, why and how.
- Give the counselor the tools necessary to help the customer advance.
- Avoid acronyms unless they are commonly understood.
- Refer to the author in third person.
- Are factual and free of slang, casual, or unprofessional language.
- Use person-first language.

Final Note

If it isn't documented, it didn't happen!

Reminder

Case IDs & email
encryption

Labor Market Trends

- [https://floridajobs.org/economic-data/occupational-employment-statistics-\(oes\)/oes-top-10-industries](https://floridajobs.org/economic-data/occupational-employment-statistics-(oes)/oes-top-10-industries)



Question & Answer Break

Area Provider Liaisons

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Name & Title		Email Address	
Terry Austin Provider Liaison, Area 1	terry.austin@vr.fldoe.org	Tammy Maness Provider Liaison, Area 5	tammy.maness@vr.fldoe.org
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Or contact: VRHQFieldProviderRelations@vr.fldoe.org

Thank You

To locate the forms and resources discussed today,
please visit RehabWorks.org

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