**Section 557.25 Geographical Customer Assignment**

a) VR customers may choose to work with the DHS-DRS office that best meets their needs using the principle of informed choice. Specialty districts exist for certain types of disabilities and for certain universities. Customers will be provided with information that will assist them in making an informed choice. DHS-DRS does not pay for incidental travel to and from any DHS-DRS office.

b) If the customer's case is to be transferred to the DHS-DRS office in the new geographic area, the customer's case shall meet all of the following conditions:

1) The case record indicates VR services are currently being provided or there is a need for future VR services;

2) the customer has been informed of the transfer; and

3) after review by the receiving office, it is confirmed that the customer needs VR services.

c) If the case meets the conditions outlined in subsection (b), the transfer shall be approved by the receiving supervisor. If the case does not meet these conditions, it should be closed in the current caseload.

(Source: Section 557.20 renumbered to Section 557.25 and amended at 30 Ill. Reg. 7758, effective April 6, 2006)