

Closure

I. Purpose

This policy outlines the criteria for closing Vocational Rehabilitation (VR) cases. A participant's VR case may be closed when further VR services are no longer necessary or feasible.

II. Employed Status

A participant is moved into employed status when a stable date is entered in the employment record when:

- All training and restoration services identified on the IPE have been provided or the participant is connected to appropriate alternative resources,
- All support needs have been addressed and necessary modifications or accommodations have been made,
- The meeting to transfer funding to Extended Services has been held and the date of transfer has been established. (for Customized Employment (CE) and Supported Employment (SE) cases).

III. Rehabilitated or Successful Closures

To close a case successfully, you must ensure:

- The participant has maintained employment for a minimum of 90 days from the first day the participant is moved to Employed Status when:
- The employment outcome is consistent with the Individualized Plan for Employment (IPE) goal.
- The outcome meets the definition of competitive and integrated employment.
- The participant is being paid the customary wage paid by the employer for the same or similar work performed by other employees without disabilities that have similar training, experience, and skills and who are situated in similar occupations at the same workplace.
- The job presents opportunities for advancement for participants with disabilities that are similar to those available to employees without disabilities in similar positions.
- The participant is satisfied with the type of work.
- The participant is satisfied with the overall number of hours worked per week.
- The participant is working as independently as possible.
- The counselor, participant, and authorized representative if applicable, agree the participant is performing well in employment, no longer requires VR services to maintain employment and are satisfied with the employment outcome.
- There are no outstanding authorizations.
- The participant was provided with appeals and Client Assistance Program (CAP) information.

Required documentation:

There is documentation to support the participant's satisfaction with the job. Satisfaction would not necessarily mean the participant is totally 'happy' throughout the rehabilitation process, but the final outcome is one they are satisfied with and agree to the case being closed.

There must be documentation which reflects the participant was involved with the decision to close the case.

The documentation clearly demonstrates how VR services contributed to the achievement of the employment outcome 'Substantial' vocational rehabilitation services are those services, which, provided in the context of the counseling relationship, collectively and significantly contribute to the achievement of an employment outcome identified on the IPE.

There must be documentation for job verification. Documents accepted by VR are as follows:

- Pay stub identifying the pay rate, or
- Documentation from the employer that includes the participant's start date and participant's pay rate, or
- Completed SFN 1821 Employment Verification form signed by the participant, with detailed case notes in the case service record. It must include the date verification was received, the name of the person providing verification, and the reason the participant did not provide formal documentation, or,
- Financial worksheets showing profit/loss/income for participants under a self-employment IPE.

For participants who have received supported employment, customized employment or other applicable services from a Community Rehabilitation Provider, there must be documentation that ninety days after the participant was moved into employed status and has remained successfully employed, the outcome and premium payments may be issued to the provider and the case closed successfully rehabilitated.

IV. Closed Other than Rehabilitated

There may be numerous reasons a case file is closed even though an employment outcome has not been met.

- The participant will be unavailable for service for reasons such institutionalization or medical treatment for a substantial period of time,
- The participant fails to actively participate in VR services on a consistent basis,
- The participant fails to make consistent progress toward achievement of the agreed upon intermediate objectives or specific employment outcome,
- The participant requests closure to meeting an employment outcome,
- The participant has died,
- The participant was found ineligible. (See below)

Prior to closing the case, ensure:

- There is documentation in the case notes that the participant has requested their case be closed, or

- The counselor has clearly documented numerous attempts to reach the participant without success, or
- The participant has refused or failed to cooperate.
- There are no outstanding authorizations and
- The participant was provided with appeals and Client Assistance Program (CAP) information.

V. Ineligibility

A participant is found ineligible if:

- The participant does not have a disability which constitutes a substantial impediment to employment, or
- The participant does not require VR services to obtain, maintain or advance in employment, or
- After trial work, it has been determined that they will not benefit from VR services due to the severity of their disability, or
- The participant does not want to work in competitive integrated employment,
- The participant is pursuing sub-minimum wage.

The participant is determined ineligible, the ineligibility date is entered into AWARE, and the case will be closed.

The participant must be provided with referral information to other available programs that may address their training or employment-related needs in instances of an ineligibility determination.

VI. Closure Letter

The VR Counselor must send the applicable closure letter that includes the reason for closure, the closure date, and appeal rights for all case closures. If the participant is deceased, the closure letter does not need to be sent.

Authority: 34 C.F.R. §§ 361.44/361.47(a)(9)/ 361.56/ RSA-PD-19-03