**Vocational Rehabilitation Services Manual** **B-600: Closure and Post-Closure Services**

Revised August 24, 2018

## B-604: Unsuccessful Closures

When a customer has applied for VR services, but does not complete these services to achieve a competitive and integrated employment outcome, the case is closed. These closures are referred to as "unsuccessful closures".

Refer to [B-602: Reasons for Closures](https://twc.texas.gov/vr-services-manual/vrsm-b-600#b602) for more information about reasons for unsuccessful closures.

### B-604-1: Disability Too Significant to Benefit from Services

Closing a VR case with the reason, "Disability Too Significant to Benefit from Services", requires the completion of the following processes and procedures.

1. The customer has participated in Trial Work Services. For more information, refer to B-310: Trial Work.
2. The VR counselor reviews documentation from Trial Work Services that serves as clear and convincing evidence to confirm that the customer cannot benefit from VR services.
3. The VR counselor obtains approval from the VR Supervisor to close the case as disability too significant to benefit from services.
4. The VR counselor discusses the decision with the customer gives him or her a copy of the brochure "Can We Talk?"
5. The VR counselor completes the certification of ineligibility in RHW;
6. The VR counselor refers the customer to a local nonintegrated workplace when available;
7. The VR counselor prints the closure letter from RHW and provides this to the customer; and
8. The VR counselor documents each of these steps in a closure case note in RHW.

When "Disability Too Significant to Benefit from Services" is the reason for closure, anticipate an annual computer-generated alert to review the case for reconsideration of the customer's eligibility.

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## B-606: Reopening a Closed Case

Consideration should be given to opening a new case if:

* the customer requires complex or comprehensive services;
* the customer's problem regarding employment addresses a substantial impediment to employment that is new and distinct from that condition addressed in the original IPE;
* the customer has a new vocational goal that would require extensive additional training; or
* provision of post-closure services will exceed 12 months.

If the customer requires only limited services to maintain, regain, or advance in employment (when the lack of advancement is due to the disability), use post-closure services. See B-504: Amending the IPE.

If the customer requires more complex and comprehensive services, open a new case. See B-202: Initial Contact and B-203: Application to open the case in the same way as for any other applicant for services.

If the customer will be reapplying for services, the office that will be serving the customer can request the paper case file; , the closed case file must be mailed to the receiving office within three days of the request to ensure timely processing of the case.

For more information on paper case files and records management, see D-300: Records Management.