# Vocational Rehabilitation Services Manual B-600: Closure and Post-Employment Services

Revised June 29, 2020

**B-602: Reasons for Closures**

In every case, the reason for closure must be evident to the reasonable reader. The case file must reflect circumstances leading to closure and the process followed at closure.

The following table shows reasons for and definitions of successful and unsuccessful closures. They are part of the current RSA-911 and, with few exceptions, mirror the reasons for closure drop-down menus in RHW.

| **Reason for Closure** | **RSA-911 Definition** | **VR Additional Closure Procedure** |
| --- | --- | --- |
| Not Available for Services - In an Institutional Setting Other Than a Prison or Jail | Individual entered an institution other than a prison or jail and will be unavailable to participate in a VR program for an indefinite or considerable period of time. This category of institutions includes hospitals, nursing homes, and residential treatment centers. | VR counselor provides information about community-based services where appropriate. |
| Health/Medical | Individual is receiving medical treatment that is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in the program. | VR counselor provides information about community-based services where appropriate. |
| Death of Individual |  | No notification is required. Contact with the family is required only if VR can reclaim equipment that was purchased. Be sensitive and minimize disruption to the family caused by reclaiming the equipment.  Consult with the state office program specialist for assistive and rehabilitation technology (PSART) about which items to reclaim. |
| Reserve Forces Called to Active Duty | Individual is a member of the National Guard or other reserve military unit of the armed forces and is called to active duty for at least 90 days. |  |
| Foster Care Youth: out of state placement | Individual is in the foster care system as defined in 45 CFR §1355.20(a) and has moved from the area as part of such a program or system (youth individuals only). |  |
| Ineligible – per section 511 | The individual applied for VR services per section 511 of the Rehabilitation Act and was determined ineligible because he or she did not wish to pursue competitive integrated employment.  The 14c population indicator must be selected in RHW to use this closure reason. | Refer to [A-309: Subminimum Wage Recipients](https://twc.texas.gov/vr-services-manual/vrsm-a-300#a309) for required processes and procedures. |
| Ineligible | After the individual was determined to be eligible, is later determined not to have met eligibility criteria. | VR counselor provides information about community-based services where appropriate. |
| Criminal Offender – Currently Incarcerated or Confined | Individual entered a correctional institution (for example, prison, jail, reformatory, work farm, detention center) or other institution designed for confinement or rehabilitation of criminal offenders (§225 of WIOA). | VR counselor advises the customer or his or her designated representative that he or she may reapply for services when they are released from incarceration. |
| No Disabling Condition | Individual is not eligible for VR services because no physical or mental impairment exists. | VR counselor provides information about community-based services where appropriate. |
| No Impediment to Employment | Individual is not eligible for VR services because his or her physical or mental impairment does not constitute a substantial impediment to employment. | VR counselor provides information about community-based services where appropriate. |
| Does Not Require VR Services | Individual does not require VR services to prepare for, enter, engage in, or retain gainful employment consistent with his or her strengths, resources, priorities, concerns, abilities, capabilities, and informed choice. | VR counselor provides information about community-based services where appropriate. |
| Disability Too Significant to Benefit from Services | Individual whose mental and/or physical disability and resulting functional limitations are so significant that the individual cannot benefit from VR services. Also use this code for eligible individuals who later acquire additional disabilities and/or functional limitations that are so significant that the individual cannot continue to benefit from VR services. | Refer to [B-604-1: Disability Too Significant to Benefit from Services](https://twc.texas.gov/vr-services-manual/vrsm-b-600#b604-1) for required processes and procedures.  Must have completed two or more trial work experiences prior to closure.  Requires follow-up one year after closure. |
| No Long-Term Source of Extended Services Available | Individual who would have benefited from the provision of VR and supported employment services but was determined ineligible because a long-term source of extended services is not available AND is not anticipated to be available. This code is used at the initial eligibility determination only. | VR counselor provides information about community-based services where appropriate. |
| Transferred to Another Agency | Individual needs services that are more appropriately obtained elsewhere. Transfer to another agency indicates that appropriate referral information is forwarded to the other agency so that agency may provide services more effectively. Include individuals transferred to other VR agencies. | VR counselor follows procedures in [B-300: Determining Eligibility](https://twc.texas.gov/vr-services-manual/vrsm-b-300).  VR counselor notifies the customer of the closure and the right to appeal. |
| Achieved Competitive Integrated Employment Outcome | Individual exited after an IPE in competitive and integrated employment or supported employment. |  |
| Extended Employment: Non-CIE | Individuals who received services and were placed in a nonintegrated or sheltered setting for a public or private nonprofit agency or organization that provides compensation in accordance with the Fair Labor Standards Act (34 CFR §361.5(c)(18)). | VR counselor conducts an annual review for two years after case closure and thereafter when requested by the customer or representative. VR counselor uses VR3120, Extended Employment Review; obtains an appropriate signature; and files the VR3120 in the paper case file.  Note: Use occupation code 699.999 for employment information "not for closure." |
| Extended Services Not Available | Individual has received VR services but requires long-term extended services for which no long-term source of funding is available. This code is used only for individuals who have received VR services. | VR counselor documents that the following were explored:   * Comparable benefits, natural supports, community services * Factors that made it impossible to arrange an agreement for extended support |
| Unable to Locate or Contact (after three or more documented attempts to contact) | Individual has relocated or left the state without a forwarding address, or when the individual has not responded to repeated attempts to contact the individual by mail, telephone, text, or email. | See [B-605: Customer Notification](https://twc.texas.gov/vr-services-manual/vrsm-b-600#b605) for additional details. |
| No Longer Interested in Receiving Services or Further Services | Individuals who actively choose not to participate or continue in their VR program at this time. Also use this code to indicate when an individual's actions make it impossible to begin or continue a VR program. Examples would include repeated failures to keep appointments for assessment, counseling, or other services. | VR counselor provides information about community-based services where appropriate. |
| Ineligible - Not legally able to work in the US at this time | If the customer's employment authorization documents expire while the customer is participating in VR services, the customer is no longer eligible for VR services and the case must be closed, unless the case is in employment status. | VR counselor must monitor status of documents and notify customer in advance if they will expire prior to completion of services.  Refer to [B-204-2: Customer Identification and Authorization for Employment](https://twc.texas.gov/vr-services-manual/vrsm-b-200#b204-2) for additional details. |
| Completed Pre-ETS Services, not Pursuing VR Application | Individual completed Pre-ETS services and chose not to apply for VR services. (This reason is only available for potentially eligible cases being closed before case assignment or before application) | VR counselor provides information about community-based services where appropriate. |
| All Other Reasons | This code is used for all other reasons not included in this table. | VR counselor documents the reason for closure. |

Note: The closure reasons will vary based on status of case in RHW. Refer to the [ReHabWorks Users Guide, Chapter 21: Closure](https://intra.twc.texas.gov/intranet/manuals/rhwhelp/index.html) for additional instructions for closing cases in RHW.

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## 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://www.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 documents in RHW the date and method a copy of the brochure "Can We Talk?" was provided to the customer;
6. The VR counselor completes the certification of ineligibility in RHW;
7. The VR counselor refers the customer to a local nonintegrated workplace when available;
8. The VR counselor prints the closure letter from RHW and provides this to the customer; and
9. 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.

## B-605: Customer Notification

The VR counselor must inform the customer that his or her VR case is being closed before closing the case. Notification can be provided in person, by phone, or in writing. The notification must include the reason the case is being closed and the availability of post-employment services, if applicable. The notice must also include offering or providing a copy of the brochure, "Can We Talk," which outlines the VR appeals procedure if the customer disagrees with the closure. The VR counselor must document in RHW the date and method the notification was provided.

If the customer has completed an application for VR services and the VR counselor is unable to contact the customer directly for any reason, then written notification must be sent as a certified letter at least 10 business days prior to closing the case, to allow time for the customer to contact the VR counselor if there are any concerns about closing the case. Document that the certified letter was mailed to the customer in a case note with the topic "attempt to contact" and file the receipt for the certified letter in the paper case file. Refer to [E-300: Case Note Requirements](https://www.twc.texas.gov/files/partners/vrsm-e-300.docx) for additional details.

If there is no response from the customer, or the certified letter is unable to be delivered to the address of record or an identified contact in RHW, then the case may be closed successfully or unsuccessfully.

After the closure has been processed in RHW, a closure letter is available in RHW. VR staff must print and mail the letter to the customer at the time of closure.

For information about closing a case before an application is completed refer to [B-203-3: Closing an Initial Contact in RHW](https://www.twc.texas.gov/vr-services-manual/vrsm-b-200#b203-3).

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## B-607: Post-Employment Services

As part of the VR process, each customer must be informed of:

* the purpose of post-employment services;
* his or her eligibility for such services; and
* his or her right to contact the VR counselor if any problem arises that jeopardizes his or her job.

Post-employment services are services to assist the customer in maintaining, regaining, or advancing in employment after a customer has been determined to be rehabilitated. The goal of post-employment services is to help the customer, in the career of his or her choice, reach a level of:

* self-sufficiency;
* job retention; and
* job stability.

A customer may be considered for post-employment services if the customer:

* is determined to be rehabilitated;
* needs help in maintaining employment;
* continues to have a disability;
* has an employment-related problem that does not entail a complex or comprehensive rehabilitation effort; and
* is requesting services within 12 months after the date of closure.

If complex or comprehensive VR services are needed, a new case must be opened. An option called “fast track” is available to complete the ReHabWorks application if the new case is opened within one year from when the previous case was closed, and the customer’s disability has not changed. Refer to B-204-1: Application Process for more information.

### B-607-1: Post-Employment and Comparable Services and Benefits

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