# VRSM B-600: Closure and Post-Closure Services

August 27, 2018

## B-603: Successful Closures

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### B-603-1: Verifying Employment for Closure

There are several options that can be used to verify the customer's employment:

* Calling the customer's place of employment to verbally verify that the customer is currently employed by speaking either directly to the customer or a manager or supervisor;
* Observing the customer at his or her place of employment; or
* Obtaining a faxed or emailed statement from the customer's employer that verifies that the customer is employed (must be dated the same day as the closure).

When contacting the place of employment to verify the customer's employment, VR staff must not disclose any details regarding the customer's disability or the nature of his or her VR services unless the customer has signed a specific consent for this information to be disclosed. Use the [DARS1517-2, Authorization for Release of Confidential Customer Records and Information](http://intra.twc.state.tx.us/intranet/gl/html/vocational_rehab_forms.html) form to document consent for disclosure, when appropriate.

#### Required Documentation

The closure documentation must include the:

* method used to verify the customer's employment; and
* name of the VR staff member who verified employment.

If direct contact was made with the place of employer, document the name of the individual who verified the customer's employment (for example, name of the manager or the customer's name if the VR counselor spoke to him or her directly).

If VR staff observed the customer at the place of employment, document the date and time of the observation.

If it is determined that it would be detrimental to the customer's employment for TWC-VR to contact his or her employer directly, and observing the customer at work is not an option, the VR Supervisor can be consulted with for an alternative means to meet this requirement.

Employment information, including verification of wages, should have been verified at the time the customer's employment information was entered in RHW. Wages do not have to be reverified at the time of closure if there has been no change since the original verification.

The RHW employment information screen will require unit management verification when VR staff enter wages greater than $40 per hour on the employment screen.