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

October 1, 2019

## B-603: Successful Closures

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

Verification of employment and case closure in RHW must be completed on the same day. 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 [VR1517-2, 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.