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

Revised February 22, 2022

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## **B-603: Successful Closures**

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### **B-603-3: Verifying Employment for Closure**

The customer must be employed at the time of the case closure. Supporting documentation that verifies the customer’s employment must be in the customer’s case file before the case closure in RHW and must include the method used to verify the customer's employment. Documentation must be as current as possible, but no older than 14 calendar days. The documentation must reflect 90 days of employment after all substantial services have been completed.

Example: If requesting the Work Number, the “current as of” date must be within 14 days of the date of closure and the “current as of date” must reflect 90 days of employment after the hire date or substantial services completed date (90-day clock), whichever is later.

For additional examples, refer to the [VRSM FAQ document](https://intra.twc.texas.gov/intranet/vrs/docs/vrsm-faq.docx).

VR staff must first attempt to obtain one of the following primary source documents to verify employment:

* Unemployment Insurance (UI) wage match for out of state employers, federal employment records, or military employment records that verify the hourly wage rate (not aggregated for the quarter);
* A pay stub indicating the individual's hourly wage rate or annual salary;
* Income earned from commission in sales or other similar positions as evidenced by a pay stub or documentation from employer;
* Automated database systems (for example, The Work Number);
* One-stop operating systems' administrative records, such as current records of eligibility for programs with income-based eligibility (for example, TANF or SNAP);
* Self-employment worksheets;
* A dated email, fax, or letter completed by the customer's employer verifying that the customer is employed (For an optional template, refer to the [TWC Employment and Wage Verification Letter- Template)](https://intra.twc.texas.gov/intranet/vrs/docs/employment-verification-template.pdf); or
* Employment Service Provider (ESP) written documentation or reports. The documentation must include documentation of 90 days of employment after the completion of substantial services and must be signed by both the customer and provider.

After three attempts to obtain one of the primary source documents listed above, VR staff may pursue alternate methods to verify the customer's employment. For more information, refer to [B-603-4: Alternative Methods to Obtaining Primary Source Documentation.](https://twc.texas.gov/vr-services-manual/vrsm-b-600#b603-4)

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### **B-603-5: More Than One Employment in the 90-Day Period**

A customer may have more than one job, consecutively or concurrently, during the 90-day period and still meet the requirements for successful closure if each job is consistent with:

* the employment goal stated in the IPE; and
* the customer's unique strengths, resources, priorities, concerns, abilities, capabilities, career interests, and informed choice.

**Consecutive Jobs**

Employment is considered "consecutive" and does not require a new 90-day employment period if the:

* criteria for successful closure are met; and
* the customer:
  + changes jobs with no gap in employment;
  + is promoted by the same employer with no gap in employment; or
  + changes jobs with a gap in employment of fewer than eight weeks.

If a customer loses a job before the end of the 90-day period, the customer's progression toward the 90-day period freezes. If the gap in employment is fewer than eight weeks, progression toward completion of the 90-day period resumes when the customer starts another job. Before closing the case, the VR counselor determines whether the remaining count of the 90 days is enough to determine whether the customer is stable on the job, given the customer’s individualized circumstances, and documents this in a RHW case note. The VR counselor may consult with the VR supervisor for guidance, if needed.

Note: If the customer is working with an ESP for job placement, the ESP is able to bill for Benchmark C in accordance with [VR-SFP 17.4.4 Bundled Job Placement—Benchmark C](https://twc.texas.gov/standards-manual/vr-sfp-chapter-17#s1744). If the gap between placements is eight weeks or more, the 90-day period for VR successful closure starts over. To document consecutive jobs in RHW the VR counselor does the following:

1. Records each job on a new Employment Information page. All jobs will appear on the Employment List page.
2. For the current job, selects "yes" for Start 90-Day Clock field.
3. Enters the hire date for the first job in the Hire Date field.
4. Enters the hire date or the substantial services completed date, whichever is later, for the first job in the Substantial Services Completed Date (90-day clock) field.
5. Documents in a case note:
   * that the hire date was predated;
   * why the hire date was predated; and
   * the correct hire date, weekly earnings, and weekly hours for each job.
6. On the Monthly Financial Information page, enters the net wages for the last job.
7. At closure, reports the weekly earnings and weekly hours for the last job.

**Concurrent Jobs**

A customer may have more than one job at the same time during the minimum 90-day period. To document concurrent jobs in RHW, the VR counselor does the following:

1. Records each job on a separate Employment Information page.
2. When all jobs appear on the Employment List page, selects one job to be used for closure, typically the job with more hours or greater pay. For this job, VR staff selects "yes" for the Start 90-Day Clock field.
3. For other jobs, selects "no" for Start 90-Day Clock field.
4. Enters the hire date or the substantial services completed date, whichever is later, in the Substantial Services Completed Date (90-day clock) field for the job that is selected as “yes” for the Start 90-Day Clock.
5. Documents in a case note that the customer is working at concurrent jobs and why working two (or more) jobs is preferred to working one and how that will support a successful closure.
6. Enters, on the Monthly Financial Information page, the total net wages for the concurrent jobs.

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