# **Vocational Rehabilitation Services Manual B-600: Closure**

Revised October 2, 2023

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## B-605: Customer Notification

Before closing the case, the VR counselor must inform the customer that his or her VR case is being closed. Notification may be provided in person, by phone, or in writing. The notification must include the reason that the case is being closed and the availability of Post-Employment Services, if applicable, and must be documented in a case note in RHW.

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 by letter or encrypted email at least 10 business days before closing the case, to allow time for the customer to contact the VR counselor if there are any concerns about closing the case. The VR counselor copies and pastes the email or letter notification that was sent in a case note with the topic "Attempt to Contact." For additional details, refer to [VRSM E-300: Case Note Requirements](https://twc.texas.gov/files/partners/vrsm-e-300-case-note-requirements-twc.docx).

If there is no response from the customer, 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 email or mail the letter to the customer at the time of closure as well as offer or provide a copy of the brochure titled "Can We Talk?," which outlines the VR appeals procedure if the customer disagrees with the closure. VR staff must document in RHW the date and method used to provide the notification.

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

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