

## VIII. CLOSURE

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## VIII. CLOSURE

### **CASES CLOSED FROM STATUS 00/02 - CLOSED NOT REHABILITATED BEFORE/DURING EVALUATION (Status 08)**

ARS will not close the case record of a referral or applicant prior to making an eligibility determination unless the applicant declines to participate, or is unavailable to complete an assessment for determining eligibility and priority for services. ARS will make a reasonable number of attempts to contact the applicant (at least one in writing) or the applicant's representative to encourage the applicant's participation. 34 C.F.R. § 361.44

### **PROCEDURES – CLOSED NOT REHABILITATED BEFORE/DURING EVALUATION**

- Complete Certificate of Eligibility/Ineligibility. (See Forms Appendix E)
- The case management system will generate the status move after required data is keyed for Status 08.

**Note: An Annual Review is required on a case that has been closed as incapable of achieving an employment outcome due to the severity of disability. This review need not be conducted in situations, in which the individual has refused, no longer resides in the state, the individual's whereabouts are unknown, or the individual's medical condition is rapidly progressive or terminal. 34 C.F.R. § 361.43(e)**

### **CLOSED NOT REHABILITATED DURING/ AFTER EVALUATION (Status 08)**

An individual's record of services is closed from application or Trial Work Experience/Extended Evaluation when the VR eligibility conditions are not met or intervening reasons prevent eligibility determination. The ineligibility determination must be made based on clear and convincing evidence that the individual cannot benefit from services in terms of an employment outcome due to severity of disability. The counselor must include a formal certification statement indicating ineligibility for VR services in the individual's record of services.

A Certificate of Eligibility/Ineligibility will be dated and signed by the counselor. Ineligibility determination will be made only after full participation and an opportunity for consultation with the individual or, if appropriate, the individual's representative. In such cases, the counselor will notify the applicant in writing of the action taken, or by other appropriate modes of communication consistent with the informed choice of the individual, including the reasons for the ineligibility determination. When appropriate, referral will be made to other agencies and programs that are part of the One-Stop service delivery system under the Workforce Investment Act.

The individual may appeal the ineligibility determination. The counselor will provide the individual with information on the means by which an appeal can occur, including informal and formal due process procedures, such as administrative review, mediation and review by an impartial hearing officer. The counselor will also provide the individual

with information regarding services available from the Client Assistance Program and how to contact the Client Assistance Program. 34 C.F.R. § 361.41

## **PROCEDURES – CLOSED NOT REHABILITATED DURING/AFTER EVALUATION**

- Cancel or pay any outstanding encumbrance.
- Complete Certificate of Eligibility/Ineligibility if closed Status 08 from Status 02. (See Forms Appendix E)
- When appropriate, referral will be made to other agencies and programs that are part of the One-Stop service delivery system under the Workforce Investment Act.
- The case management system will generate the status move after required data is keyed for Status 08 Closure.

**Note: An Annual Review is required on a case that has been closed as incapable of achieving an employment outcome due to the severity of disability. This review need not be conducted in situations, in which the individual has refused it, no longer resides in the state, or the individual's whereabouts are unknown, or the individual's medical condition is rapidly progressive or terminal. 34 C.F.R. § 361.43(e)**

## **CLOSED REHABILITATED (Status 26)**

An individual's record of service will be closed as successfully rehabilitated when the individual has achieved an employment objective consistent with informed choice, substantiality of services has been documented in the case notes, and the following requirements have been met:

- 1) The individual has achieved the employment outcome described in the IPE.
- 2) The employment outcome is consistent with the individual's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.
- 3) The employment outcome is in the most integrated setting possible, consistent with the individual's informed choice.
- 4) The individual has maintained the employment outcome for a period of at least 90 days.
- 5) The individual and the VR counselor consider the employment outcome to be satisfactory.
- 6) The individual is informed through appropriate modes of communication of the availability of post-employment services. 34 C.F.R. § 361.56

### **Additional information is required and must be included in the closure document:**

- 1) Name and address of the employer
- 2) Type of work performed. (Occupation)
- 3) Gross weekly earning and hours worked per week
- 4) Medical insurance coverage at closure
- 5) Public assistance at closure
- 6) The individual is compensated at or above minimum wage.

- 7) The wage and level of benefits are not less than that customarily paid by the employer for the same or similar work performed by non-disabled individuals.
- 8) How did the services provided contribute substantially to the individual's achievement of the employment outcome consistent with informed choice.

**Note: An individual will not be closed "Rehabilitated" more than once in any fiscal year.**

## **PROCEDURES – CLOSED REHABILITATED – STATUS 26**

- Pay or cancel any outstanding encumbrance.
- The counselor must demonstrate through documentation in a summary case note that substantial services provided under the individual's IPE contributed to the achievement of the employment outcome.
- If there is a need for an IPE goal change, an amendment must be completed 90 days prior to closure.
- Case must be in Status 22 for 90 days.
- If the counselor has information concerning employment of the individual, but cannot obtain the individual's signature that is required on the closure amendment, the counselor may close the case by using the method described in the next bullet.
- A minimum of three written attempts (2 letters and one registered letter) must be made to contact the individual is required. (See Forms Section)
- The receipt verification (card) signed by the client must be attached to the ECF. (If the card is not signed by the client, the case cannot be closed "26.")
- Complete VR Case and Closure/Amendment Information Form. (See Forms Appendix E)
- The VR Case and Closure/Amendment Information Form will be generated in the case file and a copy will be given to the individual.
- If the individual received services at ACTI, the VR Case and Closure/Amendment Information Form will be available through the case management system for the Center Counselor's review.
- The case management system will generate the status move after required data is keyed for Status 26.
- The individual will complete the Consumer Satisfaction Survey form. This form can be given to the individual, mailed emailed or accessed online.

## **CLOSED NOT REHABILITATED (STATUS 28)**

Cases closed not rehabilitated in Status 28 can only be closed from Statuses 18 – 24. An individual's record of services will be closed as not rehabilitated when it is determined that suitable employment cannot be achieved or that employment resulted without benefit derived from VR services. The counselor will also provide the individual with information regarding services available from the Client Assistance Program and how to contact the Client Assistance Program.

## **PROCEDURES – CLOSED NOT REHABILITATED – (STATUS 28)**

- Pay or cancel any outstanding encumbrance.
- The counselor must document in the case notes the reason for closure.

- Complete the VR Case and Closure/Amendment Information Form. (See Forms Appendix E)
- The VR Case and Closure/Amendment Information Form will be generated in the case file and a copy will be given to the individual.
- If appropriate, the individual will be referred to other agencies, programs, WIA One Stop Partners.
- The case management system will generate the status move after required data is keyed for Status 28.
- The individual will complete the Consumer Satisfaction Survey form. This form can be given to the individual, mailed, emailed or accessed online.

## **CLOSED NOT REHABILITATED (STATUS 30)**

Cases closed not rehabilitated in Status 30 can only be closed from Status 10 or 12. An individual's record of services will be closed as not rehabilitated when it is determined that the vocational objective is not feasible, the counselor and individual cannot agree on a rehabilitation plan, progress toward rehabilitation cannot be made for one reason or another, the individual has moved to another state, or is no longer available for services. The counselor will also provide the individual with information regarding services available from the Client Assistance Program and how to contact the Client Assistance Program.

## **PROCEDURES – CLOSED NOT REHABILITATED – (STATUS 30)**

- Pay or cancel any outstanding encumbrance.
- The counselor must document in the case notes the reason for closure.
- Complete the VR Case and Closure/Amendment Information Form. (See Forms Appendix E)
- The VR Case and Closure/Amendment Information Form will be generated in the case file and a copy will be given to the individual.
- The individual will be referred to other agencies, programs, or WIA One Stop Partners.
- The case management system will generate the status move after required data is keyed for Status 30.

## **POST-EMPLOYMENT – (STATUS 32)**

Status 32 is used when the need for post-employment services has been identified. Post-employment services may be provided after the individual has been closed as Rehabilitated (26) and needs services to maintain employment. The case must be in active status for post-employment (32) before any services may be provided. Cases can only be placed in Status 32 after being closed in Status 26.

The counselor and individual must agree on the services planned to maintain the individual in employment. The purpose of this status is to avoid the necessity of reopening a case in order to provide a minor service that can be provided quickly, expeditiously, at a minimum cost and with little counselor effort.

For example, these may include minor repair to prosthesis or a small amount of retraining in the use of prosthesis, weekly or biweekly counseling and guidance or a

spinal cord injured individual who suffers from an acute kidney infection and needs immediate medical treatment.

If the counselor is aware of the need for Post-Employment services at the time of the 26 Closure, all planned and anticipated services must be documented in the ECF. If a need for post-employment services is determined several weeks after the 26 Closure, an IPE amendment must be completed.

**Post-employment services are expected to be a minor, one-time service and not provided in excess of 18 months. 34 C.F.R. §361.5(b)(42)**

## **PROCEDURES – POST-EMPLOYMENT (STATUS 32)**

- The counselor must document in the case notes the need for Post-Employment.
- If Post-Employment services are to be identified after the 26 Closure, and documented in the ECF. (See Forms Appendix E) Reopen the case directly into Status 32 by keying in the Social Security Number.
- The VR Case and Closure/Amendment Information Form will be generated in the case file and a copy will be given to the individual.
- A case note entry must document progress.

## **CLOSED FROM POST-EMPLOYMENT (STATUS 34)**

Decisions to terminate post-employment services should be made in consultation with the individual and documented in the amended IPE. The counselor will work with the individual to achieve a satisfactory level where post-employment support is no longer necessary. It also requires the counselor's professional judgment as to the individual's employment stability.

In making these decisions, the following factors should be considered:

- 1) satisfactory resolution of the problem requiring post-employment services;
- 2) the individual's attainment of sufficient independence to function without continuing post-employment services, or a counselor's professional judgment to discontinue services;
- 3) employment appears secure as determined by suitable work performance, job satisfaction, and acceptance in the employment setting with respect to employee benefits, and opportunities for job development and advancement;
- 4) employment continues at a suitable level in relation to the individual's potential and the locality and labor market, or potential can be realized by the individual's initiative.

## **PROCEDURES – CLOSED FROM POST-EMPLOYMENT (STATUS 34)**

- Pay or cancel any outstanding encumbrances.
- The counselor must document in the case notes the reason for closure and result of post-employment services.
- The case management system will generate the status move after required data is keyed for Status 34.

## **CLOSED FROM POST-EMPLOYMENT TO BE REOPENED (STATUS 36)**

The counselor will close an individual's case in Status 36 when the counselor determines to reopen the individual's record of services to provide necessary VR services.

### **PROCEDURES – CLOSED FROM POST-EMPLOYMENT TO BE REOPENED (STATUS 36)**

- Pay or cancel any outstanding encumbrances.
- The counselor must document in the case notes the reason for closure.
- The case management system will generate the status move after required data is keyed for Status 36.
- Initiate a new Application (RS-4) and follow procedures for a new referral.

## **CLOSED FROM SERVICE DELAYED/ORDER OF SELECTION (STATUS 38)**

This status is used to identify individuals eligible for VR who will not advance to Status 12 and whose names are being removed from the Service Delayed/Order of Selection list (Status 04).

### **PROCEDURES CLOSED FROM SERVICE DELAYED/ORDER OF SELECTION**

- Pay or cancel any outstanding encumbrances.
- The counselor must document in the case notes the reason for closure.
- The case management system will generate the status move after required data is keyed for Status 38.

## **CLOSED FROM POST-EMPLOYMENT (STATUS 39)**

An individual will be closed from post-employment when the individual cannot maintain employment.

### **PROCEDURES – CLOSED FROM POST-EMPLOYMENT (STATUS 39)**

- Pay or cancel any outstanding encumbrances.
- The counselor must document in the case narrative the reason for closure.
- The case management system will generate the status move after required data is keyed for Status 39.