

3000 RECORD OF SERVICES CLOSURE

3001 Reasons for Closure. Records of services will be closed when the individual has achieved an employment outcome; declines services or refuses to participate; is not available for services; has been determined ineligible; does not meet the order of selection priority; fails to cooperate; received services but has not achieved an employment outcome; or has completed post-employment services.

3002 Participation of the Individual. The individual or, as appropriate, the individual's representative, will be given the opportunity for full consultation in ineligibility, "rehabilitated" closure decisions, and in instances where order of selection priority has not been met, unless the individual is not available for participation.

3003 Closure Without Eligibility Determination (Status 08)

3003.1 When Appropriate. An applicant's record of services may be closed prior to eligibility determination only if the applicant declines to participate in, or is unavailable to complete an assessment for determining eligibility and priority for services, and staff members have made a reasonable number of attempts to contact the applicant or, if appropriate, the applicant's representative to encourage the applicant's participation.

3003.2 Required Documentation.

- A. Documentation that at least two attempts were made to contact the applicant or, if appropriate, the applicant's representative, to notify the applicant of the pending closure, and to encourage participation of the applicant;
- B. Documentation of the reason for closure; and,
- C. Completion of appropriate coding.

3004 Closure Related to Order of Selection (Status 38)

3004.1 When Appropriate. An individual's case will be closed in Status 38 to indicate that services will not be provided for whatever reason from Status 04 (see Section 2500).

3004.2 Required Documentation

- A. Documentation of the reason for closure; and,
- B. Completion of appropriate coding.

3005 Ineligibility Closure

3005.1 When Appropriate. An individual's record of services will be closed if it is determined that the individual does not meet or no longer meets eligibility criteria (see Section 2500). If the reason for ineligibility is that the applicant is unable to benefit from services due to the severity of the disability, results of a trial work experience are required, showing clear and convincing evidence that the individual is incapable of benefiting from services in terms of an employment outcome and an assistive technology consultation is required.

3005.2 Required Documentation. The record of services will include the following documentation related to the determination of eligibility:

- A. Completed *Health Assessment Questionnaire*;
- B. Completed *Closure Notification*;
- C. As appropriate, medical records or a statement from a medical professional supporting the existence or lack of a disability;
- D. As appropriate, documentation that the individual does not require services to prepare for, enter, engage in, or retain gainful employment;
- E. Completion of appropriate coding as required;

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F. Information substantiating referral to other programs, if appropriate; and,

G. Statements supporting the review of the ineligibility decision in accordance with Section 2500.

3006 Rehabilitated Closure (Status 26). The need for post-employment services will be reassessed prior to the determination that the individual has achieved an employment outcome. While emphasis is placed on achievement of competitive employment, in selected circumstances consistent with informed choice of the individual and goals and services on the IPE, an employment outcome may be amended at closure.

3006.1 When Appropriate. The Rehabilitation Counselor will close an individual's record of services as "rehabilitated" when the individual:

- A. Was declared eligible for services;
- B. Received appropriate assessment and related services;
- C. Had a program for rehabilitation services formulated;
- D. Completed the program;
- E. Received vocational counseling and guidance;
- F. Has been determined to be suitably employed for a minimum of 90 days; and,
- G. Has received substantial services that contributed in an identifiably positive way toward achievement of an employment outcome.

3006.2 Supported Employment. In a supported employment case the Rehabilitation Counselor shall consider an individual to be successfully rehabilitated when:

- A. The individual meets the basic requirements for a successful

(Status 26) closure as previously outlined in this paragraph;

B. Placement is maintained for at least 90 days after making the transition to extended services; i.e., the ongoing support services being provided by the extended supported employment services provider are adequate to meet the individual's needs with respect to maintaining the supported employment placement;

C. The individual is working the agreed upon work hours identified in the IPE;

D. The job is stable and is expected to continue; and,

E. The individual is paid at minimum wage or is paid the prevailing wage.

3006.3 Required Documentation

A. A signed and dated *Closure Notification* that includes the reason for closure, information concerning the basis on which the individual has been determined to have achieved an employment outcome, and a statement regarding the need for post-employment services; or,

B. Documentation that the individual was notified in writing or through alternative modes of communication of the reason(s) for closure and information required on the *Closure Notification*, with a copy provided to the individual or the individual's representative; and,

C. A closure summary in *Actions/Details* at time of closure that documents the services provided to the individual and how those services substantially contributed toward an employment outcome consistent with the informed choice of the individual.

3007 Non-Rehabilitated Closure (Statuses 28 and 30)

3007.1 Closure After Eligibility Determined. When, following certification of eligibility for rehabilitation services, it has been determined that

a successful employment outcome cannot be achieved or that employment resulted without vocational rehabilitation services having contributed to that outcome, the record of services will be closed as “non-rehabilitated.”

A. *Status 28 (Closed Other Reasons After IPE Initiated)*. Cases closed into this category must meet criteria A, B, and C in paragraph 3006.1, with at least one of the services provided for by the IPE initiated, but for some reason, one or more of criteria D, E, F, and G in paragraph 3006.1 were not met. There is no movement from this status. Prior to closing a case in Status 28 for any reason other than death or institutionalization, the case must be staffed with the district’s Placement Team to determine if all attempts have been exhausted to locate individuals who have relocated and to determine if there are any viable actions that may be taken to assist in a positive employment outcome as an alternative to Status 28 closure. If the expected reason for closure is due to either the refusal of services or failure to cooperate, the individual must be provided advance notice of the pending closure along with the reason for the closure and offered a reasonable opportunity to remedy the problem.

B. *Status 30 (Closed Other Reasons Before IPE Initiated)*. Cases placed into Status 30 are those that, although accepted for vocational rehabilitation services, did not progress to the point that services were actually initiated under an IPE. There is no movement from this status.

3007.2 Required Documentation

A. Information which demonstrates that the individual was notified in writing or by alternative modes of communication of the reason for closure; advised of rights, including the right to an appeal hearing; and given a description of the Client Assistance Program (CAP) and information regarding access to CAP;

B. Information which demonstrates that the individual was notified in writing or alternative modes of communication of the reason(s) for closure, and information required on the *Closure Notification*, with a copy provided to the individual or the individual’s representative; and,

C. Closure information required for appropriate coding.

3008 Record of Services Closure for Post-Employment Services (Statuses 46, 48, and 50)

3008.1 Determination. The decision to terminate post-employment services will be made on an individual basis in consultation with the individual receiving such services. Factors to be considered in closing a post-employment record of services include the following:

A. *Status 46 (Post Employment Services Terminated with Employment Maintained).* This status denotes that post-employment services have been terminated because the services were successful in assisting the individual in maintaining employment. There is no movement from this status.

B. *Status 48 (Post Employment Services Terminated with Employment Not Maintained).* This status denotes that the post-employment services have been terminated and these services were not successful in assisting the individual in maintaining employment. There is no movement from this status.

C. *Status 50 (Post Employment Services Terminated with Case Reopened).* This status denotes that the post-employment services have been terminated and these services were not successful in assisting the individual in maintaining employment and a new case will be opened. The case will be reopened whenever a new disabling condition or vocational situation not related to the original rehabilitation effort emerges while the case is in Status 32 and the condition or situation is seen to require a complex or comprehensive rehabilitation effort. If the individual elects to do so, a new application will be taken and a new determination of eligibility will be made.

3008.2 Successful Outcome

A. Satisfactory solution to the precipitating problem requiring post-employment services;

B. Attainment of sufficient independence to function without continuing post-employment services, or a Rehabilitation Counselor's professional judgment to discontinue services; and,

C. Employment continues at a suitable level in relation to the individual's skills and the particular locality and labor market, or can be realized by the individual's own initiative.

3008.3 Unsuccessful Outcome. The individual's condition or situation suggests that post-employment services cannot maintain the individual's employment. Consideration should be given to reopening the record of services for rehabilitation or referral to community providers for services to address the issues impeding performance in employment.

3008.4 Required Documentation. The record of services will include:

A. Documentation reflecting the participation of the individual in the development of the amendment for post-employment services and in the closure decision;

B. Documentation of the reason for closure; and,

C. Completion of appropriate coding as required.

3009 Annual Review of Extended Employment

3009.1 Timeline and Content of Review. After an individual's record of services is closed in extended employment, the Rehabilitation Counselor must conduct an annual review for two years (and thereafter if requested by the individual or, if appropriate, the individual's representative) to reevaluate the status of each individual regarding his/her interests, priorities, and needs with respect to competitive employment or training for competitive employment. Documentation of the review results will include:

A. Results of the Rehabilitation Counselor's efforts to assist the individual in engaging in competitive employment, including identifying and providing vocational rehabilitation services, reasonable accommodations, and other necessary support services; and,

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B. A signed statement from the individual, or as appropriate, the individual's representative, acknowledging that the review and reevaluation have been conducted with input from the individual.

3009.2 Review Procedure. A list of the names of individuals who have been closed in extended employment and who are scheduled for review will be computer generated and forwarded to the Rehabilitation Counselor prior to the annual review date.

3010 Reopening Closed Records of Services. The record will be reopened as a new referral and an assessment for determining eligibility and priority of services will be completed when an individual whose record of services was closed needs comprehensive services. It is not necessary to re-determine eligibility when post-employment services are needed to assist an individual whose record of services has been closed in Status 26 to maintain employment.