

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

Program Name: Vocational Rehabilitation (VR)

Policy Number: VR-5.1-v1

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CHAPTER 5: Closure

Section 5.1: Closure Criteria

I. Policy Statement

This policy outlines the criteria for closing VR cases. A client or applicant's VR case may be closed at any time in the VR process when further VR services are no longer necessary.

II. Authority

Authority for policies contained in this document includes the following:

- Workforce Innovation and Opportunity Act (WIOA), 29 U.S.C. § 3101 et seq.
- Title IV Amendments to the Rehabilitation Act of 1973, 29 U.S.C. § 701 et seq.
- State Vocational Rehabilitation Services Program, 34 C.F.R. §§:
 - Closure without eligibility determination 361.44
 - Requirements for closing the record of services of an individual who has achieved an employment outcome 361.56
- A.R.S. §§ 23-502 and 503
- Arizona Administrative Code, Title 6, Chapter 4, Eligibility, ineligibility, and certification R6-4-202 (I)(1)

III. Applicability

This applies to all open VR cases.

IV. Standards

- A. All closures must have relevant supporting documentation in the ECF.
- B. Case closures may be warranted in the following instances:
 1. Prior to eligibility/OOS determination,
 2. Due to ineligibility,
 3. For not meeting an employment outcome,

4. As a result of meeting employment outcome (also referred to as successful closure), and/or
 5. When the client has requested case closure at any time in the VR process.
- C. The following criteria for case closures prior to determining or redetermining eligibility/OOS must be met:
1. Medical records or documentation is unavailable, and/or
 2. The client is unavailable or unable to complete any necessary assessments for eligibility/OOS purposes.
- D. The following criteria for case closures under ineligibility must be met:
1. The client does not have a documented physical or mental impairment,
 2. The client's impairment does not result in a substantial impediment to employment,
 3. The client does not need VR services to achieve an employment outcome, and
 4. The client is determined to be unable to benefit from VR services in terms of an employment outcome due to the significance of their disability due to the results of a trial work experience.
- E. The client must be given the opportunity to participate in a consultation to review the results of the trial work experience.
- F. The client must be provided with referral information to other available programs that may address their training or employment- related needs in instances of an ineligibility determination.
- G. Criteria for case closures as not meeting an employment outcome are as follows:
1. The client fails to actively participate in VR services on a consistent basis,
 2. The client fails to make consistent progress toward achievement of the agreed upon intermediate objectives or specific employment outcome,
 3. The client requests closure prior to meeting an employment outcome, or
 4. The client has deceased (closure decision letter is not required to be mailed out, however must be opened in ECF start process).
- H. Criteria for all case closures as meeting an employment outcome are as follows:
1. The employment outcome is consistent with the IPE goal,
 2. The employment outcome is in a competitive and integrated setting and has been maintained for a reasonable period of time to demonstrate stability for not less than 90 days after the date of employment,

3. IPE services are complete, and the client no longer requires VR services to maintain employment,
 4. The counselor, client, and authorized representative if applicable, are satisfied with the employment outcome, and
 5. The client has been informed of the availability of Post- Employment Services (PES).
- I. Criteria for full-time, part-time or self-employment wages must meet the following for closure:
1. Meet State minimum wage standards.
 2. Be the customary wage paid by the employer for the same or similar work performed by other employees without disabilities that have similar training, experience, and skills and are situated in similar occupations at the same workplace.
- J. Prior to closure, clients must maintain employment retention not less than 90 days after one of the following:
1. Transitioning to the Extended Supported Employment (ESE) source in a Supported Employment IPE.
 2. Transition to another source of ESE for youths that received ESE from VR and are no longer eligible for VR funding.
 3. Upon achieving the agreed upon financial outcome as outlined in a Self-Employment IPE.
- K. Criteria for closing a Post-Employment Services (PES) case must be meet one the following below:
1. The client has achieved their VR objectives established during PES and has maintained, regained, or advanced in employment,
 2. The client's VR objectives are outside the scope and duration of PES and a eligibility and OOS determination should take place; or
 3. The client's condition or situation becomes such that PES is no longer an appropriate option for the client to maintain, regain, or advance in employment.
- L. The VR Counselor must send the applicable closure letter [Closure Decision (Not Eligible for VR), or Closure Decision (General)] that includes reason for closure, closure date and appeal rights for all case closures.
- M. The VR Counselor must close a case no sooner than 14 calendar days beginning on the date after the closure letter date and no later than 20 calendar days from the closure letter date when a request for appeal of the closure decision has not been received.

- N. The VR Counselor must:
 - 1. Contact the client prior to closing case and document all client contact attempts in the ECF,
 - 2. Complete the Closure Justification template and VR Case and Closure form in the ECF, and
 - 3. Ensure the ECF contains supporting documentation and criteria per G above.
- O. The Program Supervisor must approve closure decisions made by VR Counselors who do not meet Standard for Personnel as per Section 1.3 of this manual.

V. Procedure

- A. Refer to IV. K.—N. above.
- B. Refer to Standard Work, if available.
- C. Refer to Chapter 15 Appeals of this manual in instances when a client submits a request for appeal of the closure decision.
- D. VR Counselor must audit and reconcile services on the IPE (service categories) against open authorizations to match what the client has completed, did not complete, or did not use.

VI. Documentation Requirements

The client's electronic case file must include the following:

- A. Documentation supporting case closure,
- B. Closure Justification template,
- C. Closure decision letter with appeal rights,
- D. Case notes documenting the attempts to contact the client prior to case closure.