



AIVRTTAC

CASE CLOSURE TYPES

Applicant and participant case closures may occur at different times during an individual's involvement with the AIVRS project. It is the responsibility of the VR counselor to monitor applicant and participant progress throughout the VR process and determine when the case closure will take place. This could occur for any of the following reasons:

- The case is closed at referral or application, prior to an eligibility decision, because the applicant does not meet one or more of the six AIVRS eligibility criteria ([See six AIVRS Eligibility Criteria](#)).
- The applicant is found to be eligible, but the case is closed prior to the IPE implementation (due to lack of participation, applicant/participant moving out of service area, etc.).
- The case is closed if a participant has not achieved an employment outcome from the Order of Selection (see 371.21 for definition) and did not receive any services.
- The case is closed if a participant has not achieved an employment outcome during the implementation of an IPE.
- The case is closed after a participant has maintained employment for 90 consecutive days.
- The case is closed if a participant has successfully completed the post-employment services described in the IPE ([See PES tool](#)).
- The case is closed if a participant has not achieved post-employment services described in the IPE.

Closing a Case With a Successful Employment Outcome

When participants obtain employment, the VR counselor begins the case closure process. When a case is closed due to a successful employment outcome, the counselor documents the rehabilitation process leading to the employment outcome in the case note closure narrative, noting the following:

- how the provision of services under the IPE contributed to the achievement of the employment outcome;
- how the participant and VR counselor determined the employment outcome to be satisfactory and mutually agreed that the participant is performing well;
- if reassessment of post-employment services as listed in the amended IPE is/was needed; and

- what supporting documentation, if any, has been included in the case file to justify participant employment outcome.

Closing a Case Without a Successful Employment Outcome

As noted above, a case may be closed without the achievement of an employment outcome during the VR process if the applicant or participant

- is no longer eligible;
- declines to accept, participate in, or use VR services;
- is unavailable to meet with VR counselor and/or potential employers;
- is incarcerated;
- moves out of the AIVRS project service area;
- cannot be contacted or located;
- fails to cooperate; or
- is deceased.

If a case needs to be closed for one of the reasons listed above, prior to case closure the VR counselor will consult with the applicant or participant (and representative, as needed).

- In the event a VR counselor is unable to contact an applicant or participant, a certified letter should be sent documenting the attempt. If a response is not forthcoming, the case should be closed according to policy.
- An alternative to mailing a letter would be a home visit, which would either confirm closure or reestablish a new connection with the applicant or participant.
- If contact is not appropriate (e.g., the applicant or participant is deceased), the AIVRS counselor records the reason for lack of contact in a case note, closes services, and archives data files for three years.

During the meeting with an applicant or participant (and representative as needed), the VR counselor will explain the reason(s) for case closure; explain to the applicant or participant their rights and remedies according to the AIVRS project due process procedures; provide information about State Client Assistance Program (CAP) services; and provide CAP contact information. A case closure letter is remitted to the applicant or participant (and representative, if applicable) and a copy placed in the case file.

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