# Vocational Rehabilitation Services Manual B-600: Closure and Post-Employment Services

Revised February 8, 2021

## B-603: Successful Closures

To close a VR case successfully, the VR counselor must ensure that the following requirements are met.

The customer must:

* receive substantial VR services, as stated on the IPE or IPE amendment that have had an impact on the customer's employment outcome;
* achieve the employment outcome that is:
  + described in the current IPE or IPE amendment (the first two digits of the SOC must match); and
  + consistent with the customer's unique strengths, resources, priorities, concerns, abilities, capabilities, career interests, and informed choice;
* maintain the employment outcome for at least 90 days after substantial services have been completed; and
* be employed at closure.

The VR counselor and customer must:

* consider the employment outcome to be satisfactory;
* agree that the customer is performing well on the job;
* in every case, update in ReHabWorks (RHW) the type of employment outcome when:
* the customer becomes employed; and
* the successful closure page is completed.
* in every case, obtain documentation of the customer’s start date of employment. This includes employment that was obtained before receiving VR services if VR assisted with maintaining this employment. There are several options that may be used to verify the customer's start date of employment:
* A pay stub that identifies the customer’s start date;
* Automated database systems (for example, The Work Number) indicating the customer’s start date;
* Self-employment worksheets indicating the customer’s start date; or
* Email, fax, or letter verification received from the customer’s employer indicating the customer’s start date.

After three attempts to obtain one of the primary source documents listed above, the VR counselor may pursue alternate methods to verify the customer’s start date of employment. If an alternate method is used, the VR counselor must enter a detailed case note in RHW that includes the date on which the verification was received as well as justification for the customer not providing formal documentation. The following may be used for verifying the customer’s start date of employment:

* Contacting the customer's place of employment to verbally verify the customer’s start date of employment by speaking to the human resources (HR) representative, manager, or supervisor. If the customer’s superior or HR representative is not available, verify the start date by speaking directly to the customer at the place of employment;
* Contacting the customer;
* Contacting the customer’s guardian or representative, if applicable; or
* Receiving Employment Service Provider (ESP) written documentation or reports.

When contacting the place of employment to verify the customer's start date of employment, VR staff must not disclose any details regarding the customer's disability or the nature of his or her VR services unless the customer has signed a specific consent form for this information to be disclosed. Use the [VR1517-2, Authorization for Release of Confidential Customer Records and Information](http://intra.twc.state.tx.us/intranet/gl/html/vocational_rehab_forms.html) form to document consent for disclosure, when appropriate.

#### Types of Employment

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### B-603-1: Verifying Wages for Closure

Under 34 CFR § 361.47(a)(9), VR agencies must maintain documentation verifying that an individual who obtains employment is compensated at or above minimum wage and that the individual’s wage and level of benefits are not less than that customarily paid by the employer for the same or similar work performed by individuals without disabilities.

Supporting documentation that verifies the customer’s wages must be in the customer’s case file. The following supporting documents may be used to verify wages:

* Unemployment Insurance (UI) wage match, federal employment records, or military employment records that verify the hourly wage rate (not aggregated for the quarter);
* A pay stub indicating the individual’s hourly wage rate or annual salary;
* Income earned from commission in sales or other similar positions as evidenced by a pay stub or documentation from employer;
* Automated database systems (for example, The Work Number);
* One-stop operating systems’ administrative records, such as current records of eligibility for programs with income-based eligibility (for example, Temporary Assistance for Needy Families (TANF) or Supplemental Nutrition Assistance Program (SNAP));
* Self-employment worksheets; or
* Dated email, fax, or letter received from the customer’s employer verifying the customer’s wages.

After three attempts to obtain one of the primary source documents listed above, the VR counselor may pursue alternate methods to verify the customer’s wages. If an alternate method is used, the VR counselor must enter a detailed case note in RHW, including the date that the verification was received as well as justification for the customer not providing formal documentation. The following can be used for verifying wages:

* Contacting the customer's place of employment to verbally verify the customer’s wages by speaking to the HR representative, manager, or supervisor. If the customer’s superior or HR representative is not available, verify the wages by speaking directly to the customer at the place of employment;
* Contacting the customer;
* Contacting the customer’s guardian, if applicable; or
* Receiving Employment Service Provider (ESP) written documentation or reports.

When contacting the place of employment to verify the customer's wages, VR staff must not disclose any details regarding the customer's disability or the nature of his or her VR services unless the customer has signed a specific consent for this information to be disclosed. Use the [VR1517-2, Authorization for Release of Confidential Customer Records and Information](http://intra.twc.state.tx.us/intranet/gl/html/vocational_rehab_forms.html) form to document consent for disclosure, when appropriate.

### B-603-2: Verifying Employment for Closure

Verification of employment and case closure in RHW must be completed on the same day. The following are options that may be used to verify the customer's employment:

* Unemployment Insurance (UI) wage match, federal employment records, or military employment records that verify the hourly wage rate (not aggregated for the quarter);
* A pay stub indicating the individual’s hourly wage rate or annual salary;
* Income earned from commission in sales or other similar positions as evidenced by a pay stub or documentation from employer;
* Automated database systems (for example, The Work Number);
* One-stop operating systems’ administrative records, such as current records of eligibility for programs with income-based eligibility (for example, TANF or SNAP);
* Self-employment worksheets; or
* Dated email, fax, or letter received from customer’s employer verifying that the customer is employed (must be dated the same day as the closure).

After three attempts to obtain employment verification with the methods listed above, the VR counselor may enter a detailed case note in RHW including the date verification was received as well as justification for customer not providing formal documentation. The following may be used to verify employment:

* Contacting the customer’s place of employment to verbally verify the customer is currently employed by speaking to the HR representative, manager, or superior. If the customer’s superior or HR representative is not available, verify the customer is currently employed by speaking directly to the customer at the place of employment;
* Contacting the customer;
* Contacting the customer’s guardian or representative, if applicable; or
* Receiving Employment Service Provider (ESP) written documentation or reports.

When contacting the place of employment to verify the customer's employment, VR staff must not disclose any details regarding the customer's disability or the nature of his or her VR services unless the customer has signed a specific consent for this information to be disclosed. Use the [VR1517-2, Authorization for Release of Confidential Customer Records and Information](http://intra.twc.state.tx.us/intranet/gl/html/vocational_rehab_forms.html) form to document consent for disclosure, when appropriate.

#### Required Documentation

The closure documentation must include the:

* method used to verify the customer's employment; and
* name of the VR staff member who verified employment.

If direct contact was made with the customer’s place of employment, document the name of the individual who verified the customer's employment (for example, the name of the manager or the customer's name if the VR counselor spoke to him or her directly).

The RHW employment information screen will require unit management verification when VR staff enter wages greater than $40 per hour on the employment screen.

### B-603-3: More Than One Employment in the 90-Day Period

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## B-605: Customer Notification

The VR counselor must inform the customer that his or her VR case is being closed before closing the case. 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. The notice must also include a copy of the RHW-generated closure letter 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. The VR counselor must document in RHW the date and method used to provide the notification.

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 prior to closing the case, to allow time for the customer to contact the VR counselor if there are any concerns about closing the case. Copy and paste the email or letter notification that was sent in a case note with the topic "Attempt To Contact." Refer to [VRSM E-300: Case Note Requirements](https://www.twc.texas.gov/files/partners/vrsm-e-300.docx) for additional details.

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 print and mail the letter to the customer at the time of closure.

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

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