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

Revised July 1, 2021

## B-603: Successful Closures

…

### 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. For an optional template refer to the [TWC Employment and Wage Verification Letter - Template](https://intra.twc.texas.gov/intranet/vrs/html/policysupport.html).

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). For an optional template refer to the [TWC Employment and Wage Verification Letter - Template](https://intra.twc.texas.gov/intranet/vrs/html/policysupport.html).

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.

…