

Chapter 6 Case Outcome and Closure Policy

MVR Policy 6.1 Case Closure Following a Determination of Ineligibility

MVR Policy 6.2 Case Closure Following Employment Outcome

MVR Policy 6.3 Supported Employment Closure

MVR Policy 6.4 Post Employment Services

MVR Policy 6.5 Consumer/Counselor Initiated Case Closure

MVR Policy 6.1 Case Closure Following a Determination of Ineligibility

Applied Effective Date: 12/27/02

Last Edition Date: 01/08/2001

Federal Authority: 34 CFR 361.43 **Procedures for Ineligibility Determination.**

State Authority:

Policy Statement:

If an individual who applies for services is determined, based on the review of existing data and, to the extent necessary, assessment activities, not to be eligible for the services, or if an eligible individual receiving services under an Individualized Plan for Employment (IPE) is determined to be no longer eligible for the services:

1. The ineligibility determination involved shall be made only after providing an opportunity for full consultation with the individual or, as appropriate, the individual's representative;
2. The individual or, as appropriate, the individual's representative, shall be informed in writing (supplemented as necessary by other appropriate modes of communication consistent with the informed choice of the individual) of the ineligibility determination, including:
 - a. The reasons for the determination; and
 - b. A description of the means by which the individual may express, and seek a remedy for, any dissatisfaction with the determination, including the procedures for review by an impartial hearing officer;
 - c. The individual shall be provided with a description of services available from the consumer assistance program and information on how to contact that program; and
 - d. Any ineligibility determination that is based on a finding that the individual is incapable of benefiting in terms of an employment outcome shall be reviewed within 12 months; and thereafter, if such a review is requested by the individual or, if appropriate, by the individual's representative.

MVR Policy 6.2 Case Closure Following Employment Outcome

Applied Effective Date: 12/27/02

Last Edition Date: 01/08/2001

Federal Authority: 34 CFR 361.56 **Requirements for Closing the Record of Services of an Individual who has achieved an Employment Outcome.**

State Authority:

Policy Statement:

The following criteria must be met for an individual determined to have achieved an employment outcome:

1. IPE services contributed to the achievement of the employment outcome.
2. The outcome is consistent with the individual's strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice;
3. The individual has maintained the employment outcome for a period of at least 90 days and the individual and the counselor agree the outcome and performance of the individual is satisfactory;
4. For those individuals closed in competitive employment the work environment is integrated and the wage and benefits are customary for individuals without disabilities performing the same or similar work.
5. The individual shall receive information regarding their right to appeal the closure, the necessary information to initiate the appeal and information regarding the Client Assistance program.

MVR Policy 6.3 Supported Employment Closure

Applied Effective Date: 12/27/02

Last Edition Date: 01/08/2001

Federal Authority: 34 CFR 363.54-55 What Requirements must a State meet before it provides for the Transition of an Individual to Extended Services? What are the requirements for successfully rehabilitating a Person in Supported Employment?

State Authority:

Policy Statement:

In addition to meeting the closure requirements of Title I, the minimum criteria for closure before VR can transition a person into extended services are:

1. The individual must be stabilized;
2. The extended services must be immediately available to preclude any interruption in the provision of the ongoing support needed to maintain employment MVR.

MVR Policy 6.4 Post Employment Services

Applied Effective Date: 12/27/02

Last Edition Date: 01/08/2001

Federal Authority: 34 CFR 361.48 (o) Scope of Vocational Rehabilitation Services for Individuals with Disabilities & Definitions

State Authority:

Policy Statement:

After an individual has achieved a suitable employment outcome, the counselor will provide the post employment services necessary to assist the individual to maintain, regain, or advance in employment. Post employment services after a supported employment outcome may be provided by VR if such services are needed by the individual to maintain the supported employment placement and those services are unavailable from an extended service provider.

MVR Policy 6.5 Consumer/Counselor Initiated Case Closure

Applied Effective Date: 12/27/02

Last Edition Date: 01/08/2001

Federal Authority: 34 CFR 361.43 & Procedures for Ineligibility Determination and Closure without Eligibility Determination.

State Authority:

Policy Statement:

1. Individual Request for case closure when the individual requests case closure, the case file shall document the basis for the request and contain evidence of a letter written to the individual informing that person of the case closure, their right to reapply, and information regarding the Client Assistance Program and how to access their services.

2. Counselor Initiated Case Closure when the MVR agency initiates the case closure:

- a. The agency shall attempt to provide an opportunity for full consultation with the individual or, as appropriate, the individual's representative;
- b. The individual or, as appropriate, the individual's representative, shall be informed in writing (supplemented as necessary by other appropriate modes of communication consistent with the informed choice of the individual) of the ineligibility determination, including:

- i. The reasons for the closure; and
- ii. A description of the means by which the individual may express, and seek a remedy for, any dissatisfaction with the closure, including the procedures for review by an impartial hearing officer;
- iii. The individual shall be provided with a description of services available from the Client Assistance Program and information on how to contact that program.