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

Revised February 3, 2020

## B-603: Successful Closures

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

The customer must have:

* received substantial VR services, as stated on the IPE or IPE amendment that have had an impact on the customer's employment outcome;
* achieved 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;
* maintained 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; and
* in every case, update in RHW the type of employment outcome when:
  + the customer becomes employed; and
  + the successful closure page is completed.

#### Types of Employment

The following table shows employment outcome types and RSA-911 definitions.

|  |  |
| --- | --- |
| **Type of Employment Outcome** | **RSA-911 Definition** |
| Competitive Integrated Employment | For the RSA-911 definition of competitive integrated employment, refer to [Competitive Integrated Employment (CIE) Overview](https://intra.twc.texas.gov/intranet/vrs/html/competitive-integrated-employment.html), [E-100: Glossary,](https://twc.texas.gov/files/jobseekers/vr-services-manual-glossary-twc.docx) or 34 CFR 361.5(c)(9). |
| Self-Employment | Refers to work for profit or fees including operating one's own business, farm, shop, or office. Self-employment includes sharecroppers, but not wage earners on farms. |
| Randolph-Sheppard Business Enterprise Program | Refers to entrepreneurial self-employment through the Randolph-Sheppard Vending Facilities Program in which individuals who are legally blind are operators/managers of vending facilities located on Federal, State, or private locations with management services and supervision provided by a State VR agency that serves as the State Licensing Agency for the Randolph-Sheppard program. |
| Supported Employment in Competitive Integrated Employment | Refers to “competitive integrated employment” as defined in above with ongoing support services for individuals with significant disabilities (supported employment). |
| Supported Employment on Short-term Basis | Refers to a supported employment outcome while working toward competitive integrated employment on a short-term basis. |

Note: The employment outcome may vary based on status of case in RHW. Refer to the [ReHabWorks Users Guide, Chapter 21: Closure](https://intra.twc.texas.gov/intranet/manuals/rhwhelp/index.html) for additional instructions for closing cases in RHW.

The customer must be:

* notified before their case is closed;
* informed about the availability of post-employment services; and
* provided a copy of "Can We Talk?"

For more information about customer notification, refer to [B-605: Customer Notification](https://twc.texas.gov/vr-services-manual/vrsm-b-600" \l "b605).

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

At closure, employment information, including verification of wages, must be verified and entered in RHW. There are several options that can be used to verify the customer's wages:

* Pay Stub,
* W-2,
* IRS 1099,
* Employer Verified, and
* Other (Specify).

Wage verification completed by a pay stub must be within four weeks of the closure date. A case note must be completed on the same date of the closure.

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

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

* Calling the customer's place of employment to verbally verify that the customer is currently employed by speaking either directly to the customer or a manager or supervisor;
* Observing the customer at his or her place of employment; or
* Obtaining a faxed or emailed statement from the customer's employer that verifies that the customer is employed (must be dated the same day as the closure).

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 place of employer, document the name of the individual who verified the customer's employment (for example, name of the manager or the customer's name if the VR counselor spoke to him or her directly).

If VR staff observed the customer at the place of employment, document the date and time of the observation.

If it is determined that it would be detrimental to the customer's employment for TWC-VR to contact his or her employer directly and observing the customer at work is not an option, the VR Supervisor can be consulted with for an alternative means to meet this requirement.

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

A customer may have more than one job, consecutively or concurrently, during the 90-day period and still meet the requirements for successful closure if each job is consistent with:

* the employment goal stated in the IPE; and
* the customer's unique strengths, resources, priorities, concerns, abilities, capabilities, career interests, and informed choice.

#### Consecutive Jobs

Employment is considered "consecutive" and does not require a new 90-day employment period if the:

* criteria for successful closure are met; and
* the customer:
  + changes jobs with no gap in employment;
  + is promoted by the same employer with no gap in employment; or
  + changes jobs with a gap in employment of fewer than eight weeks.

If a customer loses a job before the end of the 90-day period, the customer's progression toward the 90-day period freezes. If the gap in employment is less than eight weeks, progression toward completion of the 90-day period resumes when the customer starts another job. To document consecutive jobs in RHW the VR counselor does the following:

1. Records each job on a new Employment Information page. All jobs will appear on the Employment List page.
2. For the current job, the VR staff selects "yes" for "Start 90-Day Clock" field.
3. VR staff enters the hire date for the first job in the "Start the Clock Date" and "Hire Date" fields.
4. Document in a case note:
   * that the hire date was predated;
   * why the hire date was predated; and
   * the correct hire date, weekly earnings, and weekly hours for each job.
5. On the Monthly Financial Information page, VR staff enters the net wages for the last job.
6. At closure, report the weekly earnings and weekly hours for the last job.

#### Concurrent Jobs

A customer may have more than one job at the same time during the minimum 90-day period. To document concurrent jobs in RHW, the VR counselor does the following:

1. Records each job on a separate Employment Information page.
2. When all jobs appear on the Employment List page, selects one job to be used for closure, typically the job with more hours or greater pay. For this job, selects "yes" for the "Start 90-Day Clock."
3. For other jobs, selects "no" for "Start 90-Day Clock"
4. Documents in a case note that the customer is working at concurrent jobs and why working two (or more) jobs is preferred to working one and how that will support a successful closure.
5. VR staff enters, on the Monthly Financial Information page, the total net wages for the concurrent jobs.

### B-603-4: VR Services During 90-Day Employment Stability Period

The 90-day employment stability period is a critical stage in the VR process. During this time, the VR counselor monitors the customer's stability on the job and ensures that he or she no longer needs VR services. The VR counselor can provide counseling and guidance services as needed for the entire 90-day stability period and this does not affect the anticipated closure date. However, if substantial VR services are necessary after the 90-day stability period has begun, the 90-day stability must start over.

### B-603-5: Additional Requirements for Self-employment Closures

If the customer is self-employed, the case record should also clearly document the length of business operation and the income level.

For more information about self-employment closures, see [C-1103-6: Closing a Self-Employment Case as Rehabilitated](https://twc.texas.gov/vr-services-manual/vrsm-c-1100#c1103-6).

### B-603-6: Additional Requirements for Supported Employment Closures

If the customer received supported employment services, the case record should clearly document that the customer's employment was maintained for a minimum of 90 days following completion of the Job Stability benchmark. For more information about Supported Employment closures, see C-1200: Supported Employment.

### B-603-7: Procedures Closing Successful Cases

Before closing a case as successfully rehabilitated, the VR counselor completes the following actions:

1. Confirms that the criteria for closure and the conditions for successful employment have been met.
2. Reviews the case:
   1. for technical compliance and data integrity, and makes needed corrections; and
   2. to determine:
      1. that SOC is appropriate; or
      2. whether an amendment to the IPE is needed;
3. Reviews any open service authorizations and associated financial actions needed;
4. Ensures that verification of wages is documented in a case note or in the case file (see [B-603-1: Verifying Wages for Closure](https://twc.texas.gov/vr-services-manual/vrsm-b-600" \l "b603-1));
5. Ensures that verification of employment is documented in a case note or in the case file (see [B-603-2: Verifying Employment for Closure](https://twc.texas.gov/vr-services-manual/vrsm-b-600" \l "b603-1));
6. Confirms that:
   1. substantial services were delivered; and
   2. 90 days have passed since the end of substantial services;
7. Ensures that agreements for extended services are still in place, where necessary; and
8. Contacts the customer to discuss closure and availability of post-employment services.
9. If post-employment services are needed, follow the procedures outlined in [B-607-2: Post-Employment Procedures](https://twc.texas.gov/vr-services-manual/vrsm-b-600#b607-2); or
10. If post-employment services are not needed, close the case in RHW and notify the customer according to the requirements in [B-605: Customer Notification](https://twc.texas.gov/vr-services-manual/vrsm-b-600#b605).