




Title:	Vocational Rehabilitation Case Closure
Policy #:	80-VR-02
Legal Reference:	34 CFR 361.5, 361.43, 361.44, 361.47, 361.55, 361.56; and OAC 3304-2-61
Date:	May 8, 2017
Approved:	Kevin L. Miller, Executive Director 
Origin:	Bureau of Vocational Rehabilitation and Bureau of Services for the Visually Impaired
Supersedes:	80-VR-02 (04/07/14)
History:	VRP-0300 (04/03/07 and versions prior to 4/03/07) and any other guidance issued for case closure
Review/ Implementation	Begin Review – 11/08/18 Implement revisions By – 05/08/19

I. AUTHORITY

This policy is issued in compliance with Ohio Revised Code (ORC) §3304.15 which establishes the power and authority of the Opportunities for Ohioans with Disabilities (OOD) and its executive director to develop all necessary rules and policy in furtherance of its statutory duties.

II. PURPOSE

The purpose of this policy is to provide direction for closing a vocational rehabilitation case in accordance with Section 102 of the Workforce Innovation and Opportunities Act and appropriate federal (i.e. Code of Federal Regulations [CFR]) and state law (i.e. Ohio Revised Code [ORC], Ohio Administrative Code [OAC]), Governor directives and executive orders, other governing agency (e.g. DAS, OBM) policy or guidance, and/or Executive Director expectations.

III. APPLICABILITY

This policy applies to VR Staff and VR Contractors who serve applicants and eligible individuals.

IV. DEFINITIONS

Refer to “Vocational Rehabilitation Definitions” (80-VR-99.A).

V. POLICY

A. General

1. OOD shall provide information to individuals and, if applicable, his/her parent or legal guardian throughout the Vocational Rehabilitation (VR) process as required by law (e.g. rights and duties). This information shall be provided, in writing, and when appropriate, in the individual’s native language or through an appropriate mode of communication.

3. AWARE shall be updated with pertinent conversations, recommendations, justifications, approvals, and/or other actions taken in relation to this procedure. If supervisory or management approval is required during the VR process, the supervisor or manager shall document approval in AWARE. If written approval is received from a supervisor or manager it shall be added to AWARE.
4. The decision to close a case is a non-delegable function that can only be performed by Qualified Rehabilitation Personnel (QRP) and shall be completed in a timely manner.
5. Transition Services” (80-VR-11-12 to be converted to 80-VR-20 and 80-VR-20-01) shall be followed for additional guidance and direction regarding case closure for students with a disability who are in a secondary educational institution.

B. Case Closure with Employment Outcome

1. A case shall be closed with an employment outcome once the requirements listed below have been met.
 - a. The employment outcome reached is as described in the independent plan for employment (IPE) and is consistent with the individual’s strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.
 - b. The employment has been verified.
 - c. The employment meets the definition of competitive integrated employment.
 - i. Employment is performed on a full-time or part-time basis, in line with the employee’s ability and stated preferences.
 - ii. Employment is compensated:
 - a) at or above minimum wage;
 - b) at the same rate that the employer pays other workers who do not have disabilities for the same or similar work; and
 - c) at the same rate that the employer pays other workers who are similarly situated in similar occupations by the same employer and have similar training and skills.
 - iii. The individual is eligible for the same level of benefits provided to other employees who do not have disabilities.
 - iv. Employment is in a setting typically found in the community.
 - v. Employment offers the same level of interaction with other employees or persons without disabilities to the same extent that employees without disabilities interact with these persons.
 - vi. Employment offers the same opportunities for advancement as employees without disabilities in the same or similar positions.
 - d. Services provided on the IPE must have contributed to the achievement of the individual’s employment outcome.

- e. The individual has maintained stable employment for an appropriate period of time, (which may not be less than 90 days) necessary to ensure the stability of the employment outcome.
 - i. At the end of the appropriate period of time, there is agreement between the individual and the VR Staff or VR Contractor that the employment is satisfactory and the individual is performing well.
- f. The individual is informed of the availability of post-employment services.

C. Case Closure without Employment Outcome

1. A case may be closed without an employment outcome due to a decision made by OOD (e.g. individual was no longer interested in services, individual unavailable to participate in services) or based on an OOD decision (e.g. an individual is considered ineligible for VR services).
2. When closing a case without an employment outcome, one of the following closure codes shall be selected to document the reason for closure (see "Case Closure Codes Listing" [80-VR-02.A]).

a. Closure codes pertaining to a Non-OOD Decision (unavailability):

- i. institutionalized;
- ii. incarceration;
- iii. health/medical;
- iv. death of the individual;
- v. reserve forces called to active duty;
- vi. foster care;
- vii. transferred to another agency;
- viii. disengaged;
- ix. transportation not available;
- x. extended employment;
- xi. extended employment and sub-minimum wage
- xii. extended services not available; or
- xiii. no longer interested in receiving services or future services.

b. Closure codes pertaining to a decision made by OOD to discontinue VR services:

- i. ineligible - disability too severe/unable to benefit from services;
- ii. ineligible - no disabling condition;
- iii. ineligible - no impediment to employment;
- iv. ineligible - does not require VR services;
- v. ineligible - post eligibility decision
- vi. no long term sources of extended services expected (ineligible); or
- vii. unable to make progress.

3. Consultation Prior to Case Closure

- a. Once there is a consideration to close a case without an employment outcome, an attempt to contact the individual to discuss the case shall be made.

- b. At a minimum, an individual considered ineligible for VR services shall be provided the opportunity for a full consultation prior to case closure. The opportunity for full consultation if applicable, shall also extend to his/her parent, legal guardian.
- c. The contact attempts and offer of consultation, if applicable, shall be documented in AWARE.

D. Case Closure Responsibilities

1. All required data (e.g. personal data, education level, and employment status) shall be collected and entered into AWARE.
2. VR Staff or VR Contractor should contact all applicable providers to inform them that the case has been closed to prevent further services being provided and then billed.
3. VR Staff and VR Contractors shall perform all necessary steps, as detailed in the subsequently issued procedure, to close an individual's case.

E. Post-Closure Responsibilities

1. Once a case has been closed VR Staff and VR Contractors shall:
 - a. send the appropriate written notification of case closure with included appeal rights; and
 - b. ensure that all outstanding invoices shall be or have been processed for payment, all authorizations shall be or have been cancelled (i.e. closed) after entry of a final payment(s) and all payments have been released (refer to "Submission, Review, and Payment of Case Services Invoices" [40-FIN-02-02]).

F. Violation

An employee who violates this policy may be subject to discipline up to and including removal.

FORMS AND ATTACHMENTS

- 80-VR-02.A – Case Closure Codes Listing

RESOURCES

- 80-VR-99.A Vocational Rehabilitation Definitions
- 80-VR-11-12 Transition Services (to be converted to 80-VR-20 and 80-VR-20-01)
- 80-VR-02-02 Extended Employment
- 40-FIN-02-02 Submission, Review and Payment of Case Services Invoices
- OOD AWARE Manual

REVIEW

It is the responsibility of the Deputy Director, or designee, to annually review this policy, on or before, the date listed in the header and if applicable, make any necessary revisions. The Deputy Director or designee shall document the annual review as required in OOD Policy 10-ADM-01 "Policy and Procedure Development, Review, Dissemination and Acknowledgement".