

## **Other closure actions**

### **Failure to cooperate**

It is essential for clients to keep scheduled appointments and to make progress, as defined on their IPEs, toward employment. Cases will be closed for failure to cooperate under the following circumstances:

- When a client has missed two scheduled appointments without advance notice for any VR-related purpose, the counselor will send a letter to the client. Scheduled appointments are defined as any meetings with counselors, CDC appointments, supported education meetings, therapy/medical appointments arranged by RS, meetings with job placement staff, or employment interviews. The letter will schedule an appointment for the client to meet with the counselor to discuss case progress. Every effort will be made to schedule these appointments at a time that coordinates with the client's schedule. Clients will be given the opportunity in the letter to contact their counselor in advance to reschedule. However, failure to reschedule or keep the appointment will result in case closure. This letter will also serve as the notice of closure action and include appeal rights.
- When the client has failed to complete IPE goals and responsibilities, and the counselor has made repeated attempts to resolve barriers and encourage participation.

### **Other reasons for closure actions**

The record of services of an applicant or client of VR services may also be closed if he or she:

- Will be unavailable for the period of time needed to complete an assessment for determining eligibility or for completion of the IPE.
- Has declined VR services because of the priority or waiting list in Order of Selection.
- Cannot be located after RS has made repeated efforts to locate. Generally, RS should make three to five attempts to locate the individual. Various methods, such as phone and mail, should be used. Counselors may be flexible in using this guideline based on their knowledge of the circumstances or situation.
- Has refused VR services and RS has made repeated efforts to encourage participation.
- Has been determined ineligible. The client or client's representative will be given the opportunity for full consultation in ineligibility decisions.
- Has completed planned services but has not achieved an employment outcome and additional VR services are either unnecessary or inappropriate.
- Has completed post-employment services.
- Is no longer present in the state.

- Will be unavailable, because of medical services, for an extended period of time, or has been institutionalized.
- Transportation is not feasible or available.
- Unfavorable medical prognosis.
- Has died.

### **Documentation and correspondence regarding case closures**

The counselor shall document the reason for closing the case. The client should be notified in writing of the action taken, reasons for the action taken, appeal rights and Client Assistance Program. This closure letter will serve as the IPE amendment for cases closed after the IPE has been signed. Written notification should be provided in the appropriate mode of communication.

### **Exception to written notification requirements**

Written notification is not required when the client has declined services because of an Order of Selection waiting list, cannot be located, has refused services, is no longer present in the state, or has died.