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

Revised April 1, 2021

## B-604: Unsuccessful Closures

When a customer has applied for VR services, but does not complete these services to achieve a competitive and integrated employment outcome, the case is closed. These closures are referred to as "unsuccessful closures".

Refer to B-602: Reasons for Closures for more information about reasons for unsuccessful closures.

### B-604-1: Disability Too Significant to Benefit from Services

Closing a VR case with the reason, "Disability Too Significant to Benefit from Services", requires the completion of the following processes and procedures.

1. The customer has participated in Trial Work Services. For more information, refer to B-310: Trial Work.
2. The VR counselor reviews documentation from Trial Work Services that serves as clear and convincing evidence to confirm that the customer cannot benefit from VR services.
3. The VR counselor discusses the decision with the customer gives him or her a copy of the brochure "Can We Talk?"
4. The VR counselor documents in RHW the date and method a copy of the brochure "Can We Talk?" was provided to the customer;
5. The VR counselor completes the certification of ineligibility in RHW;
6. The VR counselor refers the customer to a local nonintegrated workplace when available;
7. The VR counselor prints the closure letter from RHW and provides this to the customer; and
8. The VR counselor documents each of these steps in a closure case note in RHW.

When "Disability Too Significant to Benefit from Services" is the reason for closure, anticipate an annual computer-generated alert to review the case for reconsideration of the customer's eligibility.

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