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

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## B-605: Customer Notification

The VR counselor must inform the customer that his or her VR case is being closed before closing the case. Notification can be provided in person, by phone, or in writing. The notification must include the reason the case is being closed and the availability of post-employment services, if applicable. The notice must also include offering or providing a copy of the brochure, "Can We Talk," which outlines the VR appeals procedure if the customer disagrees with the closure.

If the customer has completed an application for VR services and the VR counselor is unable to contact the customer directly for any reason, then written notification must be sent by letter or encrypted email at least 10 business days prior to closing the case, to allow time for the customer to contact the VR counselor if there are any concerns about closing the case. Copy and paste the email or letter notification that was sent in a case note with the topic "Attempt To Contact" Refer to [E-300: Case Note Requirements](https://twc.texas.gov/files/partners/vrsm-e-300.docx) for additional details.

If there is no response from the customer then the case may be closed successfully or unsuccessfully.

After the closure has been processed in RHW, a closure letter is available in RHW. VR staff must print and mail the letter to the customer at the time of closure.

For information about closing a case before an application is completed refer to [B-203-3: Closing an Initial Contact in RHW](https://twc.texas.gov/vr-services-manual/vrsm-b-200#b203-3).

## B-606: Reopening a Closed Case

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