

Section 5 – Case Closure for Reasons Other Than Ineligibility

Guidance

Staff are required to make reasonable attempts to engage consumers in the vocational rehabilitation program. A case may be closed without an eligibility/ineligibility determination only after a reasonable number of attempts have proven to be unsuccessful in getting the consumer involved.

Legal Requirements

Reasons for which a case may be closed in Status 08, 28 or 30 for reasons other than an ineligibility determination are as follows:

- A. The consumer is not available to receive services. This may include situations where the consumer:
1. has moved or otherwise cannot be located or contacted;
 2. has refused services;
 3. has failed to cooperate in participation in services;
 4. has been institutionalized; or
 5. is deceased.

A case may be closed for reasons (a), (b), or (c) above only after a reasonable number of attempts to locate or engage the consumer or, if appropriate, their *representative** to encourage the consumer's participation.

At minimum, two documented attempts at contacting the consumers and/or their *representative** should be made. It is preferable that staff attempt to make direct contact with the consumer (e.g., by phone, in person, etc.) rather than by letter.

- B. Transportation is not available or feasible to obtain or maintain employment; or
- C. *Extended services** are not available to an individual who requires *supported employment services**.