



GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT ON DISABILITY SERVICES

PROCEDURE	
Subject: Case Closure	Procedure No.: 2019-RSA-PROC001
Responsible Program or Office: Rehabilitation Services Administration	Effective Date: 2/25/2019
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Cross References, Related Policies and Procedures, and Related Documents: Case Closure Policy, Due Process Policy, 29 DCMR § 104.	

I. PURPOSE

The purpose of this procedure is to outline the steps in closing cases for persons served by D.C. Rehabilitation Services Administration (DCRSA).

II. APPLICABILITY

This procedure applies to all DCRSA staff and to all persons served by DCRSA or identified to the agency through referral or application.

III. PROCEDURES

A. Closure following unsuccessful attempts to contact - Prior to initiating the closure of a person's case due to lack of contact, the vocational rehabilitation (VR) specialist shall make at least two (2) attempts to contact the person using modes of communication consistent with the informed choice of the person in order to encourage participation. Attempts to contact the person shall be documented in case notes. After two unsuccessful attempts to make contact with the person, the VR specialist shall make a written attempt to contact the person with a letter notifying the person of the pending closure of his or her case if contact is not re-established (notice of pending case closure).

B. Status 08 case closures from Pre-Service Status - If a case in Status 00, 02, or 06 is closed, it shall be closed in Status 08.

1. Status 00 – To close a case from Status 00, DCRSA staff shall complete the following steps:

a. At least three (3) attempts shall be made to contact the person. If a mailing address has been provided then the third attempt to contact should be in the form of a written notice.

b. Written notification shall include:



- 1) Date(s), time(s) and manner (telephone, email, letter, etc) in which DCRSA staff tried to contact the prospective applicant; and
 - 2) The reason(s) for closing the case in Status 00.
2. **Status 02 – Ineligibility Closure** – To close a case from Status 02 for Ineligibility (for other reasons aside from severity of disability, otherwise see status 06 below), DCRSA staff shall complete the following steps:
- a. Use the Eligibility Determination Worksheet (EDW) in the electronic case management system to indicate the reason(s) for closure;
 - b. Send the RSA notice of pending case closure. This notice shall include the following:
 1. Proposed case closure date (ten (10) business days from date of letter);
 2. The reason(s) for the decision to close the record;
 3. The person’s due process rights in accordance with the DCRSA Due Process Policy, and the means by which the person may express and seek remedy for any concerns regarding the record closure, including the opportunity for an informal administrative review, or an impartial due process hearing, which may include mediation; and
 4. A description of the availability of the Client Assistance Program (CAP) and information on how to contact the CAP.
 - c. Refer the person to other agencies and programs, including, when appropriate, the independent living services program, disability support services offices of the college or university the person plans to attend, and programs that are part of the One-Stop service delivery system pursuant to 29 DCMR § 104;
 - d. Document in a case note the responses or views of the person or, as appropriate, the person’s representative, or the person’s lack of response to the notice of pending case closure;
 - e. Pay or cancel any outstanding authorizations;
 - f. Complete VR case closure information in the electronic case management system; and



g. Send written DCRSA notice of case closure including notice of the right to appeal the case closure, and a written description of services available from the District's CAP and information on how to contact that program.

3. Status 02 – Pre-Eligibility Closure – To close a case from Status 02 because the applicant is either unable or unwilling to complete the eligibility determination assessment, the VR Specialist shall complete the following steps:

- a. Make at least two (2) attempts to contact the applicant or, as appropriate, the applicant's representative using modes of communication consistent with the informed choice of the person in order to encourage the applicant's participation. Attempts to contact the applicant shall be documented in case notes; and
- b. After two unsuccessful attempts to make contact with the applicant, send a written notice of pending case closure. This notice shall include the following:
 1. Proposed case closure date (ten (10) business days from date of letter);
 2. All of the date(s), time(s) and manner (i.e., telephone, email letter, etc.) in which the DCRSA staff tried to contact the applicant;
 3. The person's due process rights in accordance with the Due Process Policy, and the means by which the person may express and seek remedy for any concerns regarding the record closure, including the opportunity for an informal administrative review, or an impartial due process hearing, which may include mediation;
 4. A description of the availability of the CAP and information on how to contact the CAP; and
 5. The reason(s) for closing the case in Status 08;
- c. Refer the person to other agencies and programs, including, when appropriate, the independent living services program, disability support services offices of the college or university the person plans to attend, and programs that are part of the One-Stop service delivery system pursuant to 29 DCMR § 104;
- d. Document in a case note the responses or views of the person or, as appropriate, the person's representative, or the person's failure to respond to the notice of pending case closure;



- e. Pay or cancel any outstanding authorizations;
 - f. Complete VR case closure information in the electronic case management system; and
 - h. Send written DCRSA notice of case closure including notice of the right to appeal the case closure, and a written description of services available from the District's CAP and information on how to contact that program.
4. **Status 06 – Ineligibility Closure after Trial Work – To close a case from Status 06 due to the severity of the disability, the VR Specialist shall complete the following steps:**
- a. Use the EDW in the electronic case management system to indicate the reason(s) for closure;
 - b. Request supervisory review and approval for case closure;
 - c. Send written notice of pending case closure due to ineligibility. The notice shall include:
 - 1. Proposed case closure date (ten (10) business days from date of letter);
 - 2. The reason(s) for the decision to close the record;
 - 3. The person's due process rights in accordance with the Due Process Policy, and the means by which the person may express and seek remedy for any concerns regarding the record closure, including the opportunity for an informal administrative review, mediation or an impartial due process hearing; and,
 - 4. A description of the availability of the CAP and information on how to contact the CAP;
 - d. Document in the record of service the responses or views of the person or, as appropriate, the person's representative, or the person's failure to respond to the notice of pending case closure;
 - e. Pay or cancel any outstanding authorizations;
 - f. Complete VR case closure information in the electronic case management system;



- g. Send written DCRSA notice of case closure including notice of the right to appeal the case closure, and a written description of services available from the District's CAP and information on how to contact that program;
- h. Initiate a review of the ineligibility closure decision within twelve (12) months unless one of the following applies:
 - 1. The person refuses the review;
 - 2. The person is no longer present in the District of Columbia or cannot be located or contacted; or
 - 3. The person has a medical condition which is rapidly progressive or terminal.

C. Status 30 case closures from Pre-Service Status – If a case in Status 10 or 12 is closed, it shall be closed in Status 30. To close a case from Status 10 or Status 12, the VR Specialist shall complete the following steps:

- a. Document in the case notes the reason(s) for closure.
- b. Send written notice of pending case closure. The notice shall include:
 - 1. Proposed closure date (thirty (30) calendar days from date of letter);
 - 2. All of the date(s), time(s) and manner (i.e., telephone, email letter, etc.) in which the VR Specialist tried to contact the client;
 - 3. The person's due process rights in accordance with the Due Process Policy, and the means by which the person may express and seek remedy for any concerns regarding the record closure, including the opportunity for an informal administrative review, or an impartial due process hearing, which may include mediation;
 - 4. A description of the availability of the CAP and information on how to contact the CAP; and
 - 5. The reason(s) for closing the case in Status 30;
- c. Refer the person to other agencies and programs, including, when appropriate, the independent living services program, disability support services offices of the college or university the person plans to attend, and programs that are part



of the One-Stop service delivery system pursuant to 29 DCMR § 104;

- d. Document in the record of service the responses or views of the person or, as appropriate, the person's representative, or the person's failure to respond to the notice of pending case closure;
- e. Pay or cancel any outstanding authorizations;
- f. Complete VR case closure information in the electronic case management system; and
- g. Send written DCRSA notice of case closure including notice of the right to appeal the case closure, and a written description of services available from the District's CAP and information on how to contact that program.

D. Status 38 case closures from Pre-Service Status – To close a case from Status 04 (service delayed/order of selection) in Status 38 then VR Specialist shall complete the following steps:

- a. Document in the case notes the reason(s) for closure;
- b. Send written notice of pending case closure. The notice shall include:
 - 1. Proposed closure date (thirty (30) calendar days from date of letter);
 - 2. The reason(s) for the decision to close the record in Status 38;
 - 3. The person's due process rights in accordance with the Due Process Policy, and the means by which the person may express and seek remedy for any concerns regarding the record closure, including the opportunity for an informal administrative review, or an impartial due process hearing, which may include mediation; and
 - 4. A description of the availability of the CAP and information on how to contact the CAP;
- c. Document in the record of service the responses or views of the person or, as appropriate, the person's representative, or the person's failure to respond to the notice of pending case closure;
- d. Pay or cancel any outstanding authorizations;



- e. Complete VR case closure information in the electronic case management system; and
- f. Send written DCRSA notice of case closure including notice of the right to appeal the case closure, and a written description of services available from the District's CAP and information on how to contact that program.

E. Case Closures from Active Status – Active cases in Status 18-22 will be closed in Status 26 if the person achieved a successful employment outcome or in Status 28 if the person did not achieve a successful employment outcome.

1. Status 28 – To close a case in Status 28, the VR Specialist shall complete the following steps:

- a. Document in the case notes the reason(s) for closure;
- b. Request supervisory review and approval for closure;
- c. Send written notice of pending case closure. The notice shall include:
 - 1. Proposed closure date (thirty (30) calendar days from date of letter);
 - 2. The reason(s) for the decision to close the record in Status 28;
 - 3. The person's due process rights in accordance with the Due Process Policy, and the means by which the person may express and seek remedy for any concerns regarding the record closure, including the opportunity for an informal administrative review, or an impartial due process hearing, which may include mediation; and
 - 4. A description of the availability of the CAP and information on how to contact the CAP;
- d. Pay or cancel any outstanding authorizations;
- e. Refer the person to other agencies and programs, including, when appropriate, the independent living services program, disability support services offices of the college or university the person plans to attend, and programs that are part of the One-Stop service delivery system pursuant to 29 DCMR § 104;
- f. Document in the record of service the responses or views of the person or, as appropriate, the person's representative, or the person's failure to respond to the notice of pending case closure;



- g. Complete VR case closure information in the electronic case management system; and
 - h. Send written DCRSA notice of case closure including notice of the right to appeal the case closure, and a written description of services available from the District's CAP and information on how to contact that program.
2. **Status 26** – To close a case in Status 26, the VR Specialist shall complete the following steps:
- a. Document in the case notes the reason(s) for closure, i.e, the person is competitively employed in an integrated setting, earning at least minimum wage in accordance with the jurisdiction in which he/she is employed;
 - b. Request supervisory review and approval for closure;
 - c. Send written notice of pending case closure. The notice shall include:
 - 1. Proposed closure date (thirty (30) calendar days from date of letter);
 - 2. The reason(s) for the decision to close the record in Status 26;
 - 3. The person's due process rights in accordance with the Due Process Policy, and the means by which the person may express and seek remedy for any concerns regarding the record closure, including the opportunity for an informal administrative review, or an impartial due process hearing, which may include mediation; and
 - 4. A description of the availability of the CAP and information on how to contact the CAP;
 - d. Pay or cancel any outstanding authorizations;
 - e. Document in the record of service the responses or views of the person or, as appropriate, the person's representative, or the person's failure to respond to the notice of pending case closure;
 - f. Complete VR case closure information in the electronic case management system; and
 - g. Send written DCRSA notice of case closure including notice of the right to



appeal the case closure, and a written description of services available from the District's CAP and information on how to contact that program.

F. Case Closures from Post Employment Status – Extended service cases in Status 31 (Youth only) will be closed in Status 35. Other Post Employment cases will be closed in Status 34, 36, or 39 in accordance with the Case Closure Policy.

1. **Status 34, 35, and 39** – To close a case in Status 34, 35 (Youth only), or 39 the VR Specialist shall complete the following steps:
 - a. Document in the case notes the reason(s) for closure and result of post-employment services;
 - b. Send written notice of pending case closure. The notice shall include:
 1. Proposed closure date (thirty (30) calendar days from date of letter);
 2. The reason(s) for the decision to close the record;
 3. The person's due process rights in accordance with the Due Process Policy, and the means by which the person may express and seek remedy for any concerns regarding the record closure, including the opportunity for an informal administrative review, or an impartial due process hearing, which may include mediation; and
 4. A description of the availability of the CAP and information on how to contact the CAP;
 - c. Pay or cancel any outstanding authorizations;
 - d. Document in the record of service the responses or views of the person or, as appropriate, the person's representative, or the person's failure to respond to the notice of pending case closure;
 - e. Complete VR case closure information in the electronic case management system; and
 - f. Send written DCRSA notice of case closure including notice of the right to appeal the case closure, and a written description of services available from the District's CAP and information on how to contact that program.



2. **Status 36** – To close a case in Status 36 to be reopened in Status 02, the VR Specialist shall complete the following steps:
 - a. Document in the case notes the reason(s) for closure;
 - b. Complete VR Case Closure Information in the electronic case management system; and
 - c. Send written DCRSA notice of case closure, current case status. Notice shall include notice of the right to appeal the case closure, in accordance with the Due Process Policy, and a written description of services available from the District’s CAP and information on how to contact the CAP.