# Idaho Division of Vocational Rehabilitation
# Closure Policy Document

| Policy Name: Closure | | |
|---|---|---|
| Effective Date: 11/01/2026 | Revision Date: | Retirement Date: |
| Review Schedule: Annual | Revision Number: | |

## 1.0 POLICY STATEMENT

The purpose of this policy is to establish requirements and procedures for closing cases with the Idaho Division of Vocational Rehabilitation (IDVR) in a consistent and timely manner. Case closures may occur following a successful employment outcome, at the participant's request, upon completion of services, or when VR services are no longer feasible or appropriate. This policy outlines the circumstances under which a VR case may be closed and ensures that each closure is completed in compliance with applicable requirements while supporting the individual's rights and informed choice.

## 2.0 LEGAL AUTHORITY

34 CFR § 361.43, 34 CFR § 361.44, 34 CFR § 361.47, 34 CFR § 361.56
IDAPA 47.01.01.205
Idaho Division of Human Resources Respectful Workplace Policy

## 3.0 SCOPE/APPLICABILITY

This policy applies to all IDVR personnel responsible for determining, documenting, or processing case closures for participants at any stage of engagement with the VR program, including potentially eligible students with disabilities, applicants, eligible individuals, ineligible individuals, and all closure types.

## 4.0 STANDARD

**4.1 Reasons for case closure:** IDVR cases shall be closed, as appropriate, when it is determined that the individual is not eligible or is no longer eligible, is unavailable for diagnostic or planned services, declines services or chooses not to participate, has achieved an employment outcome, does not wish to remain on the waitlist for services, or is non-compliant with the Idaho Division of Human Resources (IDHR) Respectful Workplace Policy.

**4.2 General requirements for case closures:** Written notification of the closure decision and any required supplemental documents must be provided with all case closures. Supplemental documents must include:

4.2.1 The reason for case closure;

4.2.2 The appeals process; and
4.2.3 Contact information for the Client Assistance Program (CAP).

**4.3 Closure due to Ineligibility:** This type of closure occurs when the individual has no disability or substantial impediment to employment, does not require VR services to achieve a competitive integrated employment (CIE) outcome, or declines employment in an integrated setting. Ineligibility determinations require:

4.3.1 An opportunity for the individual or their representative to discuss the closure decision;
4.3.2 Information about the Client Assistance Program;
4.3.3 Referral information for one-stop service delivery programs or independent living programs and extended employment providers;
4.3.4 Review of the ineligibility determination within twelve (12) months, if requested.

**4.4 Closure due to unavailability:** A case may be closed when an individual is unavailable for an extended period to participate in required services, including assessments needed to determine eligibility for services and/or VR needs, or to participate in planned VR services.

4.4.1 Reasons an individual may be considered unavailable include:
4.4.1.1 Unable to Locate or Contact
4.4.1.2 Entered Correctional Facility
4.4.1.3 Reserve Forces Call to Active Duty
4.4.1.4 Transfer to Another Agency
4.4.1.5 Death
4.4.1.6 Any other circumstance where the individual is unable to participate despite outreach attempts.

4.4.2 Prior to closing a case due to unavailability to participate in VR services, IDVR must document reasonable contact attempts. Reasonable attempts include multiple efforts using a minimum of three contact methods in varied methods such as phone calls, electronic communication, letters, or other appropriate communication channels, made over twenty-one (21) days to allow the individual an opportunity to respond.

4.4.3 Prior to closing a case due to lack of participation or contact, IDVR may send an Intent to Close letter after reasonable, documented attempts, as described in Section 4.4.2, to engage the individual have been unsuccessful. This notice provides the individual with an opportunity to respond and re-establish participation before the case is closed. In instances where an Intent to Close letter is not appropriate, the participant will receive a closure letter as described in Section 4.2.

**4.5 Declines to participate:** A VR case may be closed when there is sufficient evidence in the case record demonstrating that the individual refuses to participate in VR services. The refusal may relate to assessments necessary for determining eligibility or rehabilitation needs, or participation in services outlined in the IPE. An individual is declining participation when they are reachable and able to engage in services yet choose not to do so or consistently refuse necessary services. This includes circumstances where the person communicates that they do not wish to continue or otherwise demonstrates an unwillingness to participate.

4.5.1 Reasons an individual may decline to participate:

4.5.1.1 No longer interested in receiving services;

4.5.1.2 Health or medical reasons;

4.5.1.3 Non-compliance with the IDHR Respectful Workplace Policy; or

4.5.1.4 If an individual requests case closure or declines to remain on a waitlist for services, IDVR will proceed with case closure in accordance with their informed choice.

4.5.2 If the individual's refusal to participate is not clearly expressed, IDVR should make reasonable attempts to contact the individual to clarify intent before proceeding with case closure.

**4.6 Closure with an Employment Outcome:** A case may be closed with an employment outcome when all the following conditions are met:

4.6.1 The employment outcome on the Individualized Plan for Employment (IPE) aligns with the individual's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice;

4.6.2 IPE services contributed to the employment outcome;

4.6.3 The employment outcome is in an integrated setting, and the participant is compensated at or above minimum wage;

4.6.4 The individual has been informed of the availability of post-employment services and if determined they are needed, they must be provided in accordance with an approved IPE and prior to case closure;

4.6.5 Employment has been maintained for at least 90 days, demonstrating that the employment is stable and VR services are no longer required; and

4.6.6 Both the participant and the QRP consider the employment outcome satisfactory, and the individual is performing successfully in employment.

**4.7 Closure with Supported Employment Outcome:** A case may be closed with a supported employment outcome when the following conditions are met:

4.7.1 The participant has achieved the employment goal identified on the IPE;

4.7.2 Supported employment services have been completed;

4.7.3 The employment outcome is in competitive integrated employment (CIE) and is consistent with the participant's strengths, abilities, interests, and informed choice;
4.7.4 Long-term support services are available and the participant has transitioned to long term support services necessary to maintain employment;
4.7.5 The participant has been informed of the availability of post-employment services, and if determined they are needed, they must be provided in accordance with an approved IPE and prior to case closure;
4.7.6 The participant has maintained CIE for a minimum of ninety (90) days following the transition to long-term supports and has maintained stability in the work setting during this period;
4.7.7 The participant or their representative and the QRP consider the employment outcome satisfactory and the individual is performing well; and
4.7.8 The participant meets all applicable closure requirements under 34 CFR § 361.56.