

CASE CLOSURE

I. POLICY SUMMARY

The Vision Rehabilitation Specialist (VRS) shall close the client's case record of service when:

- The client and the VRS agree the client has successfully met his/her goals as identified on the plan.
- The client has attained increased independence in the goal(s) stated on the plan.

II. PROCEDURES FOR CLIENTS WHO HAVE MET THEIR GOALS

Once the client and the VRS have determined that all goals have been met and agree that services are no longer required the VRS will close all goals and close the case. If there are no open goals, the case should be closed.

- The VRS will document that the client no longer requires services and that the client agrees to close the case. If at such time the client feels they may need additional services:
 - The VRS will document the reason they are keeping the case open and follow-up with the client within 3 months to determine what services are still needed.
 - The VRS should keep an open goal if the case is still open to reflect they are still working on services with the client.
 - If the client feels that all services have been met and the VRS has confirmed with the client that there are no further services required follow the case closure policy as listed above.
- It should be made clear to the client when services have been completed that the client may request further services if his/her situation changes in the future.
- When the case is ready for closure, the case in AWARE ND is closed and a Vision Rehabilitation Services Program Satisfaction Survey is sent to the client and the VRS documents that a survey was sent.

III. PROCEDURES FOR CLIENTS WHO ARE NO LONGER AVAILABLE FOR SERVICES

There are circumstances that lead to the client no longer being available for services. These circumstances include the client:

- moves into a skilled nursing facility
- moves out of state
- passes away
- refuses services

- cannot be located

In these situations, complete the case closure.

IV. OPENING A NEW CASE VS. BACKING OUT A CLOSURE

At times, an individual whose case has been closed may request additional services. This could be the result of additional areas of need, change in vision, or change in level of support in the home environment. In most situations opening a new linked case will be required. In the rare circumstance a closure needs to be backed out to follow up on a previously provided service, the VRS should consult with the state office. An example of when a closure would be backed out would be when a client requests follow up for previously provided services and the case has been closed for less than two months.

If a case is closed and then reopened in the same fiscal year there is no need to send out another Vision Rehabilitation Services Program Satisfaction Survey.