

Closure Tip Sheet
 (Updated February 2013)
 (Reviewed May 2014)

Purpose:

To provide staff with tips to help ensure they meet all the case closure requirements and provide all the required elements in the closure letter.

Tips:

Prior to closing a case the consumer needs to be provided the opportunity for full consultation.

Multiple attempts / multiple methods of contact need to be made, including the consumer's preferred mode of contact, and documented in IRIS. This means contacting the consumer in his/her preferred mode of contact and at least one additional attempt using another method.

A consumer, whose case is closed for any reason except death or no known address, shall be notified, in writing, along with their appeal rights. Notification shall be supplemented, as necessary, by other appropriate modes of communication consistent with the informed choice of the consumer

A copy of the closure letter must be attached in IRIS and indicate which enclosures were sent.

Required Items in Closure Letters	
Non-Rehabilitated Closures	Rehabilitated Closures
<ul style="list-style-type: none"> • Explanation of why the case is being closed. • Appeal process & CAP Info • <i>If SSI/SSDI recipient:</i> <ul style="list-style-type: none"> ○ Consumer name, address ○ Counselor signature ○ Statement: This letter may be used as documentation that your case with Wisconsin DVR was closed on (enter closure date) in status (enter status) and that your ticket is available to assign to an Employment Network (EN). The last four digits of your SS # are: (enter last four digits of SSN). 	<ul style="list-style-type: none"> • Explanation of why the case is being closed. • Availability of Post-Employment • Appeal process & CAP Info • <i>If SSI/SSDI recipient:</i> <ul style="list-style-type: none"> ○ Consumer name, address ○ Counselor signature ○ Statement: This letter may be used as documentation that your case with Wisconsin DVR was closed on (enter closure date) in status (enter status) and that your ticket is available to assign to an Employment Network (EN). The last four digits of your SS # are: (enter last four digits of SSN).
Enclosures	
<ul style="list-style-type: none"> • Appeal Rights Publication (DVR-15989-P) • <i>If SSI/SSDI recipient:</i> the appropriate <i>Your Free Ticket to Work Letter</i> 	

Form Closure Letters – Refer to [DVR Forms Webpage](#):

- Non-Rehabilitated Closure Letter
- Non-Rehabilitated SSI/SSDI Closure Letter
- Rehabilitated Closure Letter
- Rehabilitated SSI/SSDI Closure Letter