

VRIS UPDATE

Terminations and 15 Day Letter Effective 1/30/2008 Number 133

SUMMARY OF UPDATES

Terminations is a new program manual chapter. The chapter provides definitions for the QUEST Activities for the Milestones Self Termination and VR Termination. The QUEST Termination process requires the user to select the Milestone of Self Termination or VR Termination first, and then select the Activity (reason) from the respective Activity value list. It is important to consider the appropriate reason (activity) before beginning the termination process in order to select the appropriate Milestone of Self Termination or VR Termination and then the appropriate Activity (reason).

VRIS POSTING

The Terminations Chapter is posted to VRIS: Program Manual: Employment Program: Terminations.

The 15 Day Letter is posted to VRIS: Printed and Marketing Materials: Case Service Forms and Worksheets: Letter-15 Day Notice.

FORMS REVISED

The Discontinued Participation Letter is now called the 15 Day Letter. The primary purpose of this letter to inform a consumer of a pending decision to close their case for not keeping in contact. Since the consumer has not returned phone calls, responded to letters or e-mails, or kept appointments, this letter informs (fully consults) with the consumer about the pending decision. Previously, the consumer had 15 days to call to keep their case open. This revised letter has a greater expectation of the consumer to both **call** and **keep** an appointment within the 15 days.

There will be consumers who will call the 15th day which will probably be too late to also keep an appointment. Depending upon the circumstances with the consumer, an appointment can be scheduled after the 15th day and if the consumer no-shows or even cancels, the termination can occur with no further communication with the consumer. Then again, despite the call on the 15th day and depending upon the circumstances with the consumer, the decision may be made to just proceed with the termination on the 16th day. Good judgment is important.

If the consumer disagrees, remember to refer the consumer to the Client Assistance Program.

MONITORING REQUIREMENTS

Office Directors currently review 5 cases that are terminated, not eligible, or no longer eligible. Pay particular attention to the Termination Milestone and Activity to ensure that staff are

selecting the appropriate Milestone and Activity. The Activity (reason) is cross-walked to the RSA 911.

TEAM COMMUNICATION

- Have a discussion of the Program Manual Chapter in a Team Meeting.
- Staff Terminated Cases in Team or Sub-Team Meetings to facility staff understanding of the definitions.
- Staff may wish to print for ready access the Terminations Milestones and Activities Chart.

LEADERSHIP CONTACT

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