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| **PART V. Case Management****Section A. Rehabilitation Planning** |
| **CHAPTER 7. CASE CLOSURES** |
| **Objectives** | After completion of this training, VR&E staff is expected to:• Define the procedures for closing cases as rehabilitated and discontinued.* Know when and how to use MRG reason codes for case closures.
* Distinguish the appropriate adverse actions and due process for case closures.
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| **Contents** | **Closing a Case in Rehabilitated Status** a. Justification for Closure in Rehabilitated Status b. Suitable Employment Determination c. Rehabilitation Closure Without Achieving All Independent Living  (IL) Goals d. Utilizing Third Party Employment Information When Closing a Case  in Rehabilitated Status e. Closure Statement f. Other Required Documentation g. Concurrence for Closure h. CWINRS and Benefits Delivery Network (BDN) Update i. Required Notification Letters **Closing a Case in Discontinued Status** a. VAF 28-0853, Checklist for Proposed Discontinuance b. Placement in Discontinued Status c. Special Review of Proposed Discontinuance Action d. Justification for Discontinuance Closure e. Concurrence for Closure f. CWINRS and BDN Update g. Notification of Discontinuance Decision **Closing a Case Using Maximum Rehabilitation Gain (MRG)** a. General b. When to Use MRG c. Criteria for MRG d. MRG Categories e. MRG Documentation f. Vocational Rehabilitation and Employment (VR&E) Staff  Responsibilities g. Procedural Guidance h. MRG Decision Tree i. Achievement of a Vocational Goal Is Not Currently Reasonably  Feasible j. Closure Statement k. Closure Actions l. Overturning Maximum Rehabilitation Gain (MRG) Closures **Closing a Deceased Veteran’s Case** a. Sources to Verify a Veteran’s Death b. Termination of Benefits c. Overpayment of Subsistence Allowance **Closing a Self-Employment Case** 1. VAF 28-0962, Checklist for Proposed Self-Employment
2. Rehabilitation

b. Proposed Rehabilitation Denied **Adverse Action and Due Process** |
| **Appendices** | Appendix O. VA FormsAppendix AR. MRG Letters |
| **Exercises** | 1. What are the procedures for declaring a Veteran rehabilitated and closing the case?
2. Discuss the procedures for closing a case as Discontinued.
3. What are the requirements and the procedures for closing cases using MRG codes?
4. What are the methods for closing a case when notification of a Veteran’s death is received?
5. Describe the procedures for rehabilitating self-employment cases.
6. What are the procedures for adverse action and providing appropriate due process?
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| **Rescissions** | Refer to VR&E Letter 28-24-14, Release of M28R, Part V, titled Case Management, which was released on November 5, 2013, or to the KMP in Policies & Guidance under the column ‘Rescinded’. |