DISABILITY RESOURCE AND ACCESS
Procedure 0004
Procedures for Closure and Follow Up

Purpose: The success of an organization is ultimately based on its performance. The volume of applications received and the number of cases opened and closed or just longevity alone will not suffice. The quality of service must be quantified in terms of outcomes. Continued funding of existing programs and the ability to obtain additional funding are dependent on detailed data. Case Closure and Follow Up procedures and definition, as applied to DRA services, are herewith established.

Procedure: The DRA will use the following definitions for Case Closure and Follow Up using the **FATE** acronym. These are defined as follows: **F**ailed (failed to complete, failed to follow up, fate unknown), **A**CHIEVED (complete program goals and/or service objectives), **T**RANSFERRED (transferred to further education), and **E**MPLOYED (entered employment or the military). All items, excluding failed, fall under the general category of student retention and are considered positive outcomes.

F/Failed: Student did not complete program of study as outlined in their individual service plan **but** did not transfer or become employed. This includes students who are taking specific courses (are not pursuing a specific degree program) who did not complete these courses as well as students who are pursuing a degree program who did not complete/obtain degree. This category also applied to cases where reason for closure is unknown. When cases are closed under this definition, "Failed to Complete" should be listed as the reason for closure. This code is also used when outcome is unknown. ***Note: Students should only be listed as "failed" if they did not complete or transfer!***

A/Achieved: Student achieved their goals (i.e. completed their program of study or selected classes) as outlined in their individual education/training plan and who did not transfer to further education or did not become employed. When cases are closed under this definition, "Achieved Goals" should be listed as reason for closure. Follow up may determine that (in the meantime) student became employed or transferred to higher education, in which case reason for closure should be changed accordingly.

T/Transferred: Student transferred to further education at a four-year college or university or continued at another two-year college, trade school, or post-secondary institution – regardless of whether they achieved/completed NPC goals. When cases are closed under this

definition, "Transferred to Another School" should be listed as reason for closure and school to which student transferred should be listed. Students who both transferred and became employed should be listed as "employed" under reason for closure.

E/Employed: Student entered employment (part-time or full-time) in an area related to their program of study or entered any branch of the military. Students obtaining employment before completing school will continue to be considered active. When case is closed, reason for closure will be listed as "Employed." Information on employer, job title and starting wage should be included with closure information. Students becoming employed in areas not related to training should be separately listed as "Employed-NTR."

Tracking Procedure: As case closure occurs, information as to student FATE should be recorded in *Access* – it is a required entry. Coordinators should maintain regular contact with students and obtain initial FATE information during the student's last school term. Student address, phone number, and/or e-mail addresses should be verified so that follow up, if necessary, can be performed. Information should, if possible, be obtained from the student during a specific case closure session.

If termination is for transfer or achievement, students should be referred to the Career Services for employment assistance.