

**KENTUCKY OFFICE FOR REFUGEES
 WILSON FISH SERVICE PLAN: FY2016**

12. How do you determine when to close a RCA case? What is the program exit process?

An RCA case is closed either because clients' monthly income reaches 150% of the Federal Poverty Level, or if clients' fail to comply with the program requirements, or due to time eligibility. Prior to case closure the Sr.WF CM or Case Manager, notify client the intent to terminate the case and using form KYWF-13 and the case closure letter enclosed in this form client is notified; Fair Hearing Process is completed and FSSP Assessment and Plan is updated accordingly. Sr. WF CM and the assigned case manager inform clients of mainstream resources available and TAG program and necessary referrals are made. Copy of the intent is given in clients' language, copy of the same is placed in clients' file and WF coordinator notifies KOR of the case closure and necessary copies are sent to KOR.