



<b>Policy No.</b> 600	<b>Subject:</b> Status 08-0: Closed Before Accepted into Service
<b>Section:</b> Closure	<b>Revised:</b> 04/2019
<b>Signature:</b> Brandy McOmber, Resource Manager	<b>Version:</b> FINAL

**1. SCOPE OF SERVICES**

A case is closed in status 08-0 when the applicant chooses not to pursue IVRS services, when the applicant is unable to be located, or when the IVRS counselor determines the applicant is ineligible for services. As a reminder, high school students who are closed as ineligible for services are no longer considered Potentially Eligible. Social Security beneficiaries are considered automatically eligible and therefore would not be closed in status 08-0 for reasons of ineligibility.

**2. AGENCY EXPECTATIONS**

IVRS will not close a case prior to determination of eligibility unless the applicant declines to participate in, or is unavailable to complete, an assessment for determining eligibility and priority of service. IVRS staff must demonstrate that no less than three attempts were tried to engage the applicant. In appropriate circumstances, the applicant’s representative should be contacted to encourage the applicant’s participation.

Before an applicant is closed as “unable to locate” or “refusing services”, IVRS staff should also attempt to contact the applicant through the long-term contacts listed on the application.

Whenever possible, a meeting should be held with the applicant to discuss the reason for possible closure and exchange any possible additional information. IVRS staff should engage the individual by learning about their thoughts and goals, and offer ideas on how IVRS might be able to assist them.



For cases of ineligibility:

- a. Cases are found ineligible when the IVRS counselor cannot document that the individual has a physical or mental impairment that results in a substantial impediment to employment, and that the individual requires IVRS services to prepare for, enter, engage in, retain or advance in employment. The IVRS counselor makes the determination of ineligibility after providing an opportunity for full consultation with the applicant and, as appropriate, the applicant's representative. This consultation includes sharing the information that has been received and is on file, what the information means in relationship to eligibility, and offer the individual an opportunity to produce other information. A decision should be made within 60 days from the date the IPE-1 was signed, unless an approved extension is on file.
- b. The IVRS counselor informs the individual in writing of the ineligibility decision including the reasons for that determination, supplemented as necessary by other appropriate modes of communication consistent with informed choice of the individual. The individual is informed that they can always reapply at a later date should something change that causes them to need services.

For all closures:

- a. The IVRS counselor informs the applicant about their right to seek remedy for any dissatisfaction, including mediation, appeal, and/or review of the information by administration. The applicant is informed they can always reapply at a later date.
- b. The IVRS staff will advise the applicant of services available through the Client Assistance Program (CAP) and how to contact the program.
- c. The IVRS staff will refer the applicant to other programs (as applicable) that are part of the Workforce Service Delivery System that can address the applicant's training and/or employment-related needs.
- d. A closure case note summary must be entered that explains the reason for the closure. The case note must describe the attempts that the IVRS counselor made in connecting with the applicant as well as learning new or additional information that might impact the closure decision.

### **3. EXCEPTIONS**

- a. None



**4. APPLICABLE FORMS**

- a. [IRSS Codes for Pre-IPE Case Closure](#)
- b. [Extension of Eligibility](#)

**5. TRAINING**

- a. [Status 08-0 Policy Training](#)