



Policy No. 603	Subject: Status 30-0: Closed Before Plan Initiated
Section: Closure	Revised: 04/2019
Signature: Brandy McOmber, Resource Manager	Version: FINAL

1. SCOPE OF SERVICES

A case is closed in status 30-0 from [status 10-0](#) or [status 10-1](#) when it is determined that a suitable plan for employment cannot be developed and/or achieved, or that employment resulted without benefit derived from VR services. A case closed in this status must have:

- a. Received diagnostic and related services; and
- b. Been declared eligible. Closure from status 10-0 or status 10-1 occurs before an [Individualized Plan for Employment \(IPE\)](#) was developed.

2. AGENCY EXPECTATIONS

- a. Closure Summary Case Note: The IVRS counselor determines if case closure is appropriate and directs IVRS staff to process the closure. If the closure is due to being unable to locate the job candidate, IVRS must demonstrate that no less than three attempts were tried to engage the job candidate. In appropriate circumstances, the job candidate’s representative should be contacted to encourage the job candidate’s participation. When the decision is made that it is necessary to close the case, the IVRS staff should enter a case narrative which, to the extent that it has not been previously recorded in the case file, includes:
 - i. The reason the file is being closed and any attempts to remedy the situation;
 - ii. A description of the pre-IPE services provided to the job candidate and any benefits which the job candidate may have received from those services; and
 - iii. As appropriate, the closure summary case note also reflects efforts of IVRS staff to identify any other agency or services, including Independent Living services, which might be available and appropriate to the needs of the job candidate; and that the job candidate was advised and assisted in applying for those services.



- b. The job candidate must be notified of the closure and IVRS staff should send a closure letter. The notification of closure must include the job candidate's right to receive assistance from the Client Assistance Program (CAP). The closure letter must also provide information on the job candidate's right to mediation or appeal within 90 calendar days of the closure decision as well as their right to reapply for services.
- c. If the job candidate is being closed because of a move from the state, whenever feasible they will be given the name and address of the rehabilitation office nearest the new residence.

3. EXCEPTIONS

- a. None

4. APPLICABLE FORMS

- a. [IRSS Codes Pre-IPE Case Closure](#)

5. TRAINING

- a. [Status 30-0 Policy Training](#)