



Policy No. 608	Subject: Status 38-0: Closed from Status 04-0
Section: Closure	Revised: 04/2019
Signature: Brandy McOmber, Resource Manager	Version: FINAL

1. SCOPE OF SERVICES

A case is closed in status 38-0 from status 04-0 when the individual does not fall into one of the waiting list categories being served and has decided they no longer want to remain on the waiting list.

2. AGENCY EXPECTATIONS

- a. **Follow-Up:** IVRS staff follow up with the job candidate to determine if an appointment with the counselor is necessary. If the job candidate is no longer interested in pursuing services and wants to be removed from the waiting list, the information gathered should be discussed with the rehabilitation counselor who determines if the case closure is appropriate. A review of the eligibility decision should also occur at this time to assure the job candidate is in the correct waiting list category.

- b. **Closure Summary Case Note:** When the counselor has made a decision to close the case, the agency representative should enter a case narrative describing the reason the file is being closed and any attempts to remedy the situation.

- c. **Closure Notification:** A letter should be sent to the job candidate in a timely manner, notifying him/her of the closure. The letter should include: an indication that the job candidate may reapply at a later date, but his/her current place on the waiting list will not be retained; information on the Client Assistance Program (CAP); as well as information on the job candidate’s right for mediation or appeal within 90 calendar days of the closure decision.



3. EXCEPTIONS

- a. None.

4. APPLICABLE FORMS

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

5. TRAINING

- a. [Status 38-0 Policy Training](#)