**Section 595.30 Non-Rehabilitation Closure**

A customer's case may be closed any time the counselor has determined that any of the following are present:

a) the customer is no longer interested in receiving services;

b) the customer cannot be located, is otherwise unavailable for services for an extended period of time, or has died;

c) the customer is determined ineligible. When ineligibility is determined, the counselor shall:

1) provide an opportunity for full consultation with the customer;

2) inform the customer, in writing and by other means if appropriate, of his or her ineligibility determination and the reasons for the determination, and inform the customer of his or her appeal rights (see Section 595.10);

3) refer the customer to other training or employment related programs that are part of the service delivery system under the Workforce Innovation and Opportunity Act (29 USC 3101 et seq.); and

4) review any ineligibility determinations made after a period of trial work that the customer is incapable of achieving an employment outcome, if requested by the customer, within 12 months and annually thereafter. This review need not be completed when:

A) the customer has refused a review;

B) the customer's whereabouts are unknown; or

C) the medical condition is rapidly progressing or terminal.

(Source: Amended at 42 Ill. Reg. 16237, effective August 8, 2018)