

- Mandatory
- Informational
- Best Practice
- Other



## TECHNICAL ASSISTANCE

**Date:** 8/1/2018

**Contact:** [policy@dwd.in.gov](mailto:policy@dwd.in.gov)

**Department/Document Number:** Indiana Department of Workforce Development (DWD) Performance/TA 18.01

**Topic:** DWD Guidance – Completing Case Closures in Indiana Career Connect

**Effective Date:** Immediately

**Purpose:** The purpose of this communication is to provide guidance on completing case closures in Indiana Career Connect (ICC) in order to capture real-time employment data.

### ***Background***

Given the demand for and interest in DWD employment outcomes data, it is imperative that DWD be able to pull more real-time employment data. The *Job Connectedness* state performance metric will rely on ICC for employment outcomes. Therefore, it is critical that case managers enter employment outcomes in ICC as soon as the information becomes available. This will ensure timely reporting of employment outcomes due to the time delay of data reported federally.

### ***Closure Screen***

DWD is requiring that employment data be recorded at the time of case closure.

A benefit of completing closures is that the case manager will be notified of open activities which could aid in reducing the number of system closed completion statuses. If the exit date is determined by an activity that was system closed, there is a risk of data validation errors.

While Assisting an Individual: Staff Profiles → Case Management Profile → Program

Use this folder to manage application information for the selected Individual.

[ [Assist an individual](#) | [Staff Services](#) | [Individual Portfolio](#) ]

- My Individual Profiles
  - Personal Profile
    - General Information
    - Background
    - Activities
    - Memo
  - Search History Profile
  - Self Assessment Profile
  - Communications Profile
- My Individual Plans
  - Employment Plan Profile
    - Résumés
    - Job Applications
    - Online Application
    - Virtual Recruiter
    - Employment Goals
  - Training Plan Profile
    - Classroom Training
    - Online Training
  - Benefit Plan Profile
  - Financial Plan Profile
- Staff Profiles
  - General Profile
    - Summary
    - Case Notes
    - Activities
    - Documents (Staff)
  - Case Management Profile
    - Case Summary
    - Programs
    - Plan
    - Assessments
  - Report Profile

Scroll to WIOA and click the (+) to expand

WIOA #144522 - Case Exited

LWDB:	05 - Region 5	Application Date:	08/04/2015
Onestop:	49 - Franklin WorkOne	Participation Date:	08/04/2015
Open/Total Activities:	0 / 9	Closure Date:	06/13/2017
		Exit Date:	06/13/2017

Scroll to closure and click (+) to expand- Click Create Closure

Closure N/A

[Create Closure](#)

Complete closure screen and click Save

General Information

**Username:** 3657838

**Name:** TesterFive, Fund

**Last service date:** 01/26/2018

**Exit Date:**

**Exit Reason:**

**LWIA:** 01 Region 1

**\* Office Location:**

**Case closure date:** 01/26/2018

**\* Accountability Closure/Exit Status:**

Outcome Information

**School Status at Exit:**

[ [Verify](#) | [Scan](#) | [Upload](#) | [Link](#) ]

✓ Applicant statement or attestation

Employment Information

**\* Entered Employment:**

Employer Name	Job Title	Start Date	End Date	Non-Traditional	Training Related	Action
test	test	03/17/2018		No	No	<a href="#">Edit</a> <a href="#">Delete</a>

[ [Add Employer](#) ]

Staff Information

[ [Add a new Case Note](#) | [Show Filter Criteria](#) ]

ID	Create Date	Subject	Action
No data found.			

**Current Case Manager:** Case currently Not Assigned to a Case Manager

[Assign Case Manager](#)

[Assign Me](#)

[Remove Case Manager Assignment](#)

[Save](#) [Cancel](#) [Delete](#)

The closure screen must be completed for each program in which the client is being served. Detailed and verified information must be provided and supported with a case note.