Date: 8/1/2018  
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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
Scroll to WIOA and click the (+) to expand

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

Complete closure screen and click Save
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.