**Section 595.20 Closure Prior to Determination of Eligibility**

A case may be closed, prior to making an eligibility determination, if the customer declines to participate or is unable to complete an assessment for determining eligibility and priority for services. DHS-DRS shall make a reasonable number of attempts to contact the customer to encourage participation.

(Source: Amended at 36 Ill. Reg. 12113, effective July 10, 2012)