

DATE: March 28, 2006
TO: All WIA Subrecipients
FROM: Leandra Burns, Employment and Training Administrator
SUBJECT: Guidance for Exiting WIA Participants

WIAB 11-05

- I.** In accordance with TEGL 17-05, WIA participant exit dates must conform to the definition of “exit” **effective immediately** for individuals being exited on or after the date of this WIAB. While the definitions must be adhered to, exits will be hard coded rather than generated automatically. That is to say, WIA case managers will be responsible for entering exit information in accordance with the new definition. Only in cases where this is not done will the exit be entered administratively.

Current Exit Definition: The current definition of “exit” as indicated in the Follow-Up and Performance Measures Technical Assistance Guide (TAG) is the last date of WIA funded or partner service received (except for follow-up services).

TEGL Exit Definition: Exit is defined as a participant that does not receive a service funded by the program or funded by a partner program for 90 consecutive calendar days and is not scheduled for future services (except for follow-up services).

- II.** The following provides guidance on how to apply the exit definition to future WIA participant exiters:

When should a participant be exited? A participant should be exited from the program when any one of the following is true:

- Program objectives and goals outlined in the Training Plan have been met
- Changing circumstances prevent completion of established goals and the case manager or participant determines there is no need for future WIA services, other than follow-up services
- The participant is not actively participating in an activity (including the break activity)
- The participant has voluntarily withdrawn or dropped out of the program or partner program.

Data entry in the WIA Management Information System (MIS) of exit information should take place within five working days from determination of the last expected service date (exit date).

Planned Gaps in Service greater than 90 days Participants who have a planned gap in service of greater than 90 days should not be considered as exited if the gap in service is due to one of the following:

- Delay before the beginning of training
- Health/medical condition or providing care for a family member with a health/medical condition
- Temporary move from the area that prevents the individual from participating in services, including National Guard or other related military service

If it is determined that immediately following the designated planned gap in service the participant will no longer be able to participate in the program, the exit date would be retroactive to the last date of service.

Administrative Exit Subrecipient staff are charged with ensuring participants do not exceed their activity's expected end date. When participants exceed their expected end date in an activity, the participant will be identified in a Data Quality Report. The case manager must then either update the expected end date or exit the participant as appropriate.

If 30 days or more have elapsed between the expected end date and the current date, the region's assigned Grants Manager will retroactively exit the participant from the program (administrative exit) to the expected end date.

If a participant is enrolled in more than one activity and one end date is exceeded, and the other is not, the participant will not be administratively exited; however, the case manager must update the appropriate activity's expected end date.

III. The attachment to this WIA Bulletin, though redundant in some instances, provides more in-depth information for the above, including examples. The attachment provides information concerning:

- What is considered to be a "service"
- What circumstances warrant an exit date to be applied retroactively
- How customer satisfaction is affected
- Specifics on follow-up services

IV. If you have questions, you may contact your assigned Grants Manager.

Attachment

“Exit” Policy

A. Definitions

The term ‘program exit’ is defined as a participant who does not receive a service funded by the program or funded by a partner program for 90 consecutive calendar days and is not scheduled for future services.

The term ‘exit date’ is defined as the last date on which the individual received a service funded by the program or a partner program.

Once a participant has not received any services funded by the program or a partner program for 90 consecutive calendar days and has no planned gap in service and is not scheduled for future services, the date of exit is applied retroactively to the last day on which the individual received a service funded by the program or a partner program.

B. What is considered to be a ‘service’?

A ‘service’ is a WIA-approved activity, and in some instances supportive services, funded or supported by WIA or a partner program, not including follow-up services or other activities not considered to be a service as provided in the paragraph below. A supportive service may be considered a ‘service’ if the expenditure is related to current activity participation or a training service and does not fall under a service that could be provided during follow-up.

The term ‘service’ does not include a determination of eligibility to participate in the program, self-directed job search that does not result in a referral to a job, services and activities specifically provided as follow-up services or regular contact with the participant or employer to only obtain information regarding his or her employment status, educational progress, need for additional services, or income support payments (except for trade readjustment allowances and other needs-related payments funded through the TAA program, Dislocated Worker program, or National Emergency Grant (NEG) program.)

C. When should a participant be exited?

A participant should be exited from the program when any one of the following is true:

- Program objectives and goals outlined in the Training Plan have been met
- Changing circumstances prevent completion of established goals and the case manager or participant determines there is no need for future WIA services, other than follow-up services
- The participant is not actively participating in an activity (including the break activity)
- The participant has voluntarily withdrawn or dropped out of the program or partner program

Data entry in the WIA Management Information System (MIS) of exit information should take place within five working days from determination of the last expected service date (exit date).

Example 1: A participant’s goal as documented in the Training Plan is to complete occupational skills training and to obtain employment. The participant is enrolled in occupational skills training and later successfully completes occupational skills training. The participant is then enrolled in the job search

activity, and obtains employment after a few weeks; however, the participant needs assistance with the purchase of gasoline to get to and from work for two weeks until the participant receives the first paycheck.

The participant's exit date should be the date of the invoice of the last planned supportive service payment. In the case where the provision of supportive services for gasoline was not planned and the participant was exited on the participant's first day on the job, supportive services for gasoline should be paid through follow-up.

Rationale: 1) the program goals as outlined in the Training Plan have been met, 2) the participant is no longer actively participating in the job search activity, and 3) no future services are scheduled or planned for the participant, other than follow-up.

Example 2: A participant's goal as documented in the Training Plan is to overcome a basic skills deficiency, to successfully complete welding training, and to obtain employment. The participant is enrolled in the basic skills activity, then subsequently successfully completes the activity. The participant is also enrolled in welding training, but before completion of training obtains training-related employment.

Program exit will not take place until the participant successfully completes training, or the participant or case manager determines completion of this goal will not be pursued due to changing circumstances.

Rationale: 1) the program goals as outlined in the Training Plan have not been met, and 2) the participant is actively participating in an activity (training).

D. Planned Gaps in Service greater than 90 days

Participants who have a planned gap in service of greater than 90 days should not be considered as exited if the gap in service is due to one of the following:

- Delay before the beginning of training
- Health/medical condition or providing care for a family member with a health/medical condition
- Temporary move from the area that prevents the individual from participating in services, including National Guard or other related military service

Participants must be enrolled in the Break Activity for the duration of planned gaps in service. File documentation must indicate the reason for the gap in service and include the reasonable and specific period of planned inactivity.

If it is determined that immediately following the designated planned gap in service the participant will no longer be able to participate in the program, the exit date would be retroactive to the last date of service.

E. In what circumstance would an exit date be applied retroactively?

The phrase "and is not scheduled for future services" does not apply to participants who voluntarily withdraw or drop out from the program. In these circumstances, once a participant has not received any services funded by the program or a partner program for 90 consecutive calendar days and has no

planned gap in service, the date of exit is applied retroactively to the last day on which the individual received a service funded by the program or a partner program.

Another instance might be when the case manager is having difficulty locating the participant.

F. Administrative Exit

Subrecipient staff are charged with ensuring participants do not exceed their activity's expected end date. When participants exceed their expected end date in an activity, the participant will be identified in a Data Quality Report. The case manager must then either update the expected end date or exit the participant as appropriate.

If 30 days or more have elapsed between the expected end date and the current date, the region's assigned Grants Manager will retroactively exit the participant from the program (administrative exit) to the expected end date.

If a participant is enrolled in more than one activity and one end date is exceeded, and the other is not, the participant will not be administratively exited; however, the case manager must update the appropriate activity's expected end date.

G. Customer Satisfaction

WIA exiters should be contacted for completion of the Customer Satisfaction Survey as soon as possible on or after the last expected service date. After the exit/post program screen has been entered in the WIA Management Information System, the customer satisfaction contractor will be provided appropriate exiter information the first of the month following the exit date. Exiters must be surveyed no later than 60 days after the exit date.

Case managers are encouraged to data enter exit information in the WIA Management Information System (MIS) as soon as the last expected service date (exit date) has been determined. Retroactive data entry of exit information may increase the chances of *not* getting customer satisfaction surveys completed, which adversely affects the performance measure.

H. Follow-up services

Adults and Dislocated Workers:

Specific information regarding follow-up may be found in the Follow-Up and Performance Measures Technical Assistance Guide (TAG).

In general, follow-up services must be made available, as appropriate, for a minimum of 12 months following the first day of unsubsidized employment. Follow-up services could include, but are not limited to, additional career planning and counseling; contact with the exiter's employer, including assistance with work-related problems that may arise; peer support groups; information about additional educational opportunities; and referral to supportive services available in the community.

The provision of supportive services must adhere to guidelines included in the Supportive Service-Insurance TAG and must include a determination of the exiter's need for supportive services to meet the exiter's employment goals.

During the follow-up period, if it becomes necessary to utilize WIA services beyond those available through the follow-up activity, then re-enrollment in WIA will be required. Follow-up services that may be provided without re-registering the participant in WIA include all of the services described as core and intensive services with the exception of work experience, internships and job shadowing. WIA services that will require re-enrollment in WIA are work experience, internships, job shadowing, and occupational training. Occupational training includes on-the-job training and classroom training. Also, services that entail ongoing WIA payment support require re-enrollment in WIA.

Youth:

All youth participants must receive some form of follow-up for a minimum of 12 months. Allowable follow-up services for youth depend upon the needs of the individual. Follow-up may include supportive services and leadership development. It may also include regular contact with the youth participant's employer, including assistance with work-related problems that arise. Additionally, follow-up may include work-related peer support groups, adult mentoring, assistance in securing better paying jobs, career development and further education (but not classroom training), and tracking the progress of the participant in employment after training.

Assistance for leadership development opportunities is encouraged and may include the following:

- exposure to postsecondary educational opportunities
- community and service learning projects
- peer-centered activities, including peer mentoring and tutoring
- organizational and team work training, including team leadership training
- training in decision-making, including determining priorities
- citizenship training, including life skills training such as parenting, work behavior training and budgeting resources
- employability, and
- positive behaviors

Follow-up services should be directed to ensure that the participant successfully meets their planned outcome goals and to ensure successful outcomes on the WIA performance measures. As with Adults and Dislocated Workers, a wide range of services may be provided during follow-up without re-enrolling the participant in WIA. WIA services that will require re-enrollment in WIA are work experience, internships, job shadowing, and occupational training. Occupational training includes on-the-job training and classroom training.