

PROGRAM EXIT AND FOLLOW UP SERVICES
Southern 14 Workforce Investment Board, Inc. LWIA #26

This policy provides the requirements for program exits, as well as the definition of a service to ensure participants are being exited in a timely manner in the Illinois Workforce Development System (IWDS). Additional information included with this policy is clarification on program exits.

A. Program Exit Requirements

- 1) A program exit must occur when a participant has not received any active services funded by the program or a partner program for 90 consecutive calendar days, has no gap in service and is not scheduled for future services. To that end, the following should be considered:
 - a. A participant may be exited sooner than 90 days if it is known that they will not be receiving any additional active services funded by the program or a partner program.
 - 1) If an exit record has been entered into IWDS, and the participant receives a new active service funded by the program or a partner program within 90 days of the previous service, the exit record **MUST** be deleted from IWDS and the new service(s) added to the participant's existing application record.
 - b. An individual shall **NOT** have a new participant application entered for them if they:
 - 1) have received an active program service within 90 days; or
 - 2) have not had an exit record entered into IWDS (regardless of whether or not 90 days has passed since the last receipt of service).
 - c. A participant without an active program service record in IWDS is eligible for review and exit by OET staff twenty (20) days following ninety (90) days without a service.
- 2) The date of exit is applied retroactively from the current date to the last day on which the participant received an active program service funded by WIA, TAA or a partner program.
- 3) If a participant receives services from multiple programs, use the most recent service end date as the "date of exit".
- 4) Participants who have a planned gap in service of greater than 90 days must not be considered as exited, if the gap in service is due to one of the following circumstances:
 - a. A delay before the beginning of training:
 - b. A health/medical condition or providing care for a family member with a health/medical condition; or
 - c. A temporary move from the area that prevents the individual from participating in services, including military service.
- 5) The planned gap in service may not last more than 180 consecutive calendar days from the date of the most recent service. All planned gaps in service must be documented in IWDS

and include the reason for the gap and an anticipated return date to complete program services.

- 6) Once a participant has no open active service for 90 days, the exit record must be entered into IWDS no more than 110 days from the last date of active program service.
 - a. A report “Days Since Last Active Service” is available in IWDS for each LWIA to monitor participants last service date.
 - b. A participant without an active program service record in IWDS for more than 90 days is eligible for review and will be exited by OET staff after 110 days.
 - c. For those customers that are exited by OET staff, case management will provide notification via email as a reminder to continue conducting all follow-up activities and enter those services and associated case notes into IWDS.

B. Program Services Definitions (as defined by WIOA Policy Chapter 3 Section 3.1)

1) A program service is a WIOA -approved activity, and in some instances Supportive Services, funded or supported by WIOA, Trade, or a partner program, not including Follow-up services or other activities not considered a service as provided in 3 below.

a. Trade includes activities and services available through any of the three Trade programs: Trade Adjustment Assistance – TAA, Trade Globalization Adjustment Assistance Act of 2009 – TGAAA, and Trade Adjustment Assistance Extension Act of 2011 – TAAEA.

2) A supportive service may be considered a program service only if the Expenditure for it is related to a current staff-assisted service or training activity and does not fall under a service that could be provided during follow-up.

3) An active program service is defined as a service provided to a Participant that has taken place within the last 90 consecutive days.

a. Documentation of active program services, such as ongoing staff interaction and training activities, must initially be in the form of IWDS service activities. Additional documentation of these open active program activities should be in the form of Case Notes. The Case Note details must specify a two-way communication describing either what occurred or verifying attendance and training progress and how the service or activity is moving the participant toward his/her employability goal.

b. Documentation of Same-day Service requires that a service activity episode must be entered in IWDS each time the service is provided. See Exit Policy Services attachment for a further description and list of same-day services.

1) Documentation in the form of a case note without an update to the IWDS same-day service activity record will not cause the service to be treated as active and, therefore, will not impact exit date determination.

2) IWDS entry of same-day services. a) After an initial same-day service is entered into IWDS, case managers can use a one-click process to indicate additional episodes of this same service.

b) To accomplish this, the case manager must select the initial same-day service from the service list screen. That service information (with any update) will appear as usual on the Edit Services screen. For same-day services, this screen will also contain a ‘Record Additional Service Episode’ button.

c) Clicking the 'Record Additional Service Episode' button will display fields for the entry of an additional service date(s) and a text box to describe that day's activity. Once this data is added and saved, the text will be stored as part of the Customer's Case Notes for the additional activity date.

c. Documentation of supportive services may be in the form of fiscal records showing payment for a service or a Case Note in IWDS. Supportive services are never considered active program services.

4) The term active program service does not include:

- a. Determination of eligibility to participate in the program;
- b. Self-directed job search that does not result in a referral to a job;
- c. Services and activities specifically provided as follow-up services such as regular contact with the participant or employer only to 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); or
- d. Fiscal records showing payment for support services.

C. Follow Up Services

Activity which is designed to provide continuing support to adults and dislocated workers who entered employment and to all youth who have exited the program.

Adult and Dislocated Worker Follow-up Services:

The goal of follow-up services for adults and dislocated workers who enter employment at exit is to ensure job retention, wage gains and career progress. Follow-up services must be made available for a minimum of **12** months following the first day of employment; Follow-up should be as often as necessary throughout the required twelve (12) months. At a minimum, it should occur every thirty (30) days for the first three (3) months and then must occur once a quarter for the remainder of the twelve (12) month period. This aligns with quarterly post-exit reporting requirements. Provision of such services are dependent on the needs of the customer as reflected in the individual's employment development plan.

Follow-up services may include, but are not limited to additional career planning and counseling, contact with the customer's employer including assistance with work related problems, peer support groups, information about additional educational opportunities and referral to supportive services available in the community. Participants enrolled in follow up services must include quarterly meaningful communication, defined as a two-way exchanges between case manager and the individual being served. All contacts must be recorded in IWDS and may include in person conversations, telephone or email.

Follow-up services may be ceased if the participant declines to receive the services or if the participant cannot be located or contacted. The participant is deemed to be unable to be located if the case manager is unsuccessful in making two-way contact three consecutive months. Case managers must utilize a variety of methods to make contact (including registered mail with return receipt) and document attempts to contact participant and report

methods used to make contact in the participant's case notes. Case notes and documentation must be review by case manager's supervisor prior to ceasing follow-up services.

Youth Follow-Up Services:

20 CFR 681.580 describes follow-up services as "critical services provided following a youth's exit from the program to help ensure the youth is successful in employment and or postsecondary education and training. Follow-up services may begin immediately following the last expected date of services in the Youth program, when no future services are scheduled. Follow-up services do not cause the exit date to change and do not trigger re-enrollment in the program. For follow-up purposes the exit date is determined when the participant has not received services in the Youth program for 90 days and no additional services are scheduled. At that point, the date of exit is applied retroactively to the last date of service. Once 90 day of no service, other than follow-up service, self-services or information-only services and activities have elapsed and the participant has an official exit date applied retroactively to the last day of service, the program continues to provide follow-up services for the remaining 275 days of the 12-month follow-up requirement. The 12-month follow-up requirement is completed upon one year form the date of exit.

Participants enrolled in follow up services must include quarterly meaningful communication, defined as a two-way exchanges between case manager and the individual being served. All contacts must be recorded in IWDS and may include in person conversations, telephone or email.

Follow-up services must be provided to all youth participants for not less than 12 months after program completion. Follow-up services must include two-way communication - more than only contact attempted or contact made only for securing documentation in order to report performance outcome. Follow-up services may be ceased if the participant declines to receive the services or if the participant cannot be located or contacted. The participant is deemed to be unable to be located if the case manager is unsuccessful in making two-way contact three consecutive months. Case managers must utilize a variety of methods to make contact (including registered mail with return receipt) and document attempts to contact participant with methods used to make contact in the participants case notes. Case notes and documentation must be review by case manager's supervisor prior to ceasing follow-up services.

The appropriate set of follow-up services is dependent on the needs of the individual participant. The scope of services may be less intensive for youth who only participated in the summer youth employment program.

Services for youth may include:

- a) Leadership development;
- b) Supportive services;

- c) Regular contact with the youth's employer including assistance in addressing work-related problems that may arise;
- d) Assistance in securing better paying jobs, career development and further education;
- e) Work-related peer support groups;
- f) Adult mentoring;
- g) Tracking the progress of the youth in employment after training;
- h) Financial literacy education;
- i) Services that provide labor market and employment information about in-demand industry sectors or occupations – including career awareness, career counseling and career exploration services.
- j) Activities that help youth prepare for the transition to postsecondary education and training.

Provisions of these services must occur after the exit date in order to be considered as follow-up services. Above services provided after exit date should be coded as follow-up and documented in case notes as being provided as follow-up service post exit in IWDS.