

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. 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.

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 **18** months following the first day of employment, but 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.

Follow-up services must be provided to all youth participants for not less than **18** months after program completion. Services may exceed **18** months at the local board's discretion. 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;
- d) Assistance in securing better paying jobs, career development and further education;
- e) Work-related peer support groups;
- f) Adult mentoring; and
- g) Tracking the progress of the youth in employment after training.