

SUBJECT: **Program Exit**

REFERENCE: Workforce Investment Act of 1998; Federal Register/Vol. 65, No. 156/Friday, August 11, 2000; TEGL 17-05; and TEN 8-10.

BACKGROUND: Everyone who has a WIA Participation Date in NEworks shall be assigned a WIA Case Closure when they are finished receiving WIA-funded services and are not scheduled for future services. In NEworks, the WIA Case Closure interface is only available after each valid activity has an actual end date. The Case Closure is initially subject to change for 90 consecutive calendar days, at which time if no further services have been received, it becomes the official outcome/exit date. Every WIA participant receiving an exit date shall be counted in WIA performance with the exception of participants satisfying one of the following global exclusions, either at the time of exit or during the three-quarter measurement period following the exit quarter: institutionalized; deceased; health/medical; family care; relocated to a mandated program (youth only); reservists called to active duty who choose not to return to WIA; or invalid or missing social security number. When participants do not receive any WIA-funded or non-WIA funded partner services for 90 consecutive calendar days, then the soft exit process occurs with the participant being automatically terminated by NEworks. The exit date recorded is the last date of service.

POLICY: **Definitions**

Program Exit: The term program exit means a participant has not received a service funded by the program or funded by a partner program for 90 consecutive calendar days and is not scheduled for future services.

Date of Exit: Represents the last day on which the individual received a service funded by the program or a partner program. If the participant receives services from multiple programs, NEworks uses the last or most recent date of service as the “date of exit” for use in reporting on the measures in each program.

Services: Includes all tracked NEworks activities/services except holding, a determination of eligibility to participate in the program, services and activities specifically provided as follow-up services or regular contact with the participant or employer to only obtain information regarding his/her employment status, educational progress, need for additional services or income support payments. However, trade readjustment allowances and other needs-related payments funded through the Trade Adjustment Assistance program, WIA, or National Emergency Grants are elements of a training program that delay program exit because these allowances and payments are tied to continuous participation in skills training. Self-service only participation which occurs when individuals serve themselves by accessing workforce investment system information and activities in either a physical location or remotely via the use of electronic technologies also extends the period of participation.

### **Soft Exit Process**

In NEworks, the system automatically terminates a participant when they do not receive service from a WIA or partner-funded program for 90 consecutive calendar days and this is referred to as the “soft exit” process. It is recommended that the Local Area staff print a “Soon to Exit Cases” report on a regular basis that identifies the participants that are scheduled for “Soft Exits.”

### **Gap in Service**

Participants who have a gap in service of greater than 90 days may not be considered as exited if the gap in service is due to: a delay before the beginning of training; a health/medical condition or providing care for a family member with a health/medical condition that prevents an individual from participating in services; or a temporary move from the area that prevents the individual from participating in services, including National Guard or other related military service. A gap in service must be related to one of the three circumstances identified above and last no more than 180 consecutive calendar days from the date of the most recent service to allow time to address the barriers to continued participation. However, service providers may initiate a consecutive gap in service of up to an additional 180 days for the participant that follows the initial 180-day period to resolve the issues that prevent the participant from completing program services that lead to employment. Service providers must document any gap in service that occurs and indicate the reason

for the gap in service, including the participant's intent to return to complete the program. If the participant in gap status is not able to return to the program in the time allowed, then a Case Closure reflecting the last date of service is required.

### **Partner Programs**

To encourage service integration and recognize shared contributions toward performance outcomes, workforce programs can share accountability under the common measures when the participant has exited all services funded by the program or funded by a partner program. NEworks is designed to allow Local Area staff to track and report on training that WIA participants receive from partner programs. It is important that the partner training be coordinated with the individual's WIA Title I-B activities.