

The Seventh Planning District Consortium Workforce Development Board

Administrative Office

4000 Viking Dr, Suite A-1, Bossier City, LA 71111 | (318) 632-2022

Matt Wheeler, Chairman | **Candle Sattler**, Interim Director of Workforce Development

Title: Exit Policy for WIOA Participants

Purpose: To provide LWDA 70 Staff with policy guidance in making case closure/exit decisions for WIOA participants.

Policy: Case Closure/Exit Procedures for LWDA 70 WIOA Participants

Procedure: The following procedures will be adhered to by LWDA 70 staff in case managing WIOA participants.

American Job Center Locations



cdconline.org

Bienville Parish
2434 Manning St.
Ringgold, LA 71068
(318) 894-9173

Bossier Parish
4000 Viking Dr, Suite B-1
Bossier City, LA 71111
(318) 741-7363

Caddo Parish
125 E. Louisiana Ave.
Vivian, LA 71082
(318) 676-5721

Claiborne Parish
507 W. Main St.
Homer, LA 71040
(318) 927-3338

DeSoto Parish
142 Lake Rd.
Mansfield, LA 71052
(318) 871-2391

Lincoln Parish
307 N. Homer St, Suite 307
Ruston, LA 71270
(318) 261-6023

Natchitoches Parish
303 Bienville St.
Natchitoches, LA 71457
(318) 357-2414

Red River Parish
615 E. Carroll St., 3rd Floor
Coushatta, LA 71019
(318) 932-9570

Sabine Parish
1125 W. Mississippi Ave., Suite A
Many, LA 71449
(318) 256-2698

Webster Parish
902 Lee St.
Minden, LA 71055
(318) 371-3024



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Purpose

The United States Department of Labor's TEGL 17-05 states that activities such as "regular contact with the participant or employer to obtain information regarding the participant's employment status, educational progress, or need for additional services" do not constitute participant services or a justification for continuing or extending a participant's "active" status in the WIOA program. In general, the actual end date for any activity code in HiRE should be the date that the participant last received services related to that activity code. A participant should be exited from the WIOA program if they are no longer receiving services related to any of their activity codes entered in HiRE. In an effort to be in compliance with this DOL TEGL 17-05, LWDA 70 staff should enter case closures (WIOA program exits) in HiRE for participants under the following four circumstances:

Participant Successfully Completes Training and is in Unsubsidized Employment Participant's training or educational activity code should be closed out with the actual end date being the date that the participant received a diploma or other completion certificate from the training provider (i.e., the issue date appearing on the diploma or completion certificate).

Enter a case closure in HiRE for the participant including the participant's employment information.

The Exit date is a critical data validation item. If the Exit date is not accurate, not only will this item fail but all other data items related to the exit date may fail.

The Exit date is - the date on which the last service funded by the program or a partner program is received by the customer. Once a customer has not received any services funded by the program or a partner program for 90 consecutive calendar days and has no gap in services 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.

To validate, there must be a MATCH by:

Specific, detailed information that is stored in the state case management system or the case file that provides evidence that the data element being verified is correct (for the period of participation being reviewed).

Detailed case notes are necessary.

Participant Successfully Completes Training but is not in Unsubsidized Employment Participant's training or educational activity code should be closed out with the actual end date being the date that the participant received a diploma or other completion certificate from the training provider (i.e., the issue date appearing on the diploma or completion certificate).

Review the participant's IEP or ISS activity code to see if the projected end date allows sufficient time for the participant to complete the "obtain training related employment" goal or other goals specified in the IEP.

A case note must be entered in HiRE indicating that the participant has successfully completed their training or educational activity but is still seeking training related employment or has not yet completed other goals specified in the IEP. Also, the case note should indicate if the participant has been offered job search assistance services or other services available at the One-Stop Center. A case note should also be entered in HiRE in the event that the participant does return to the One-Stop Center for additional services.

It is LWDB 70's policy that no case closure should be entered in HiRE for a participant successfully completing their training or educational activity until the participant has met all goals in their IEP. Exceptions to this policy will be the following circumstances:

- 1) LWDA 70 staff is unable to make contact with the participant, or a member of the participant's household to ascertain their employment status or desire to receive additional services.
- 2) The participant states that they have decided not to seek employment. This should be indicated in a case note in HiRE including any reasons the participant gives for not wanting to seek employment or receive additional One-Stop Center Services.
- 3) The training provider has no employment information available for the participant.

If a participant meets any one of these three circumstances, LWDA 70 staff should consult with the Program Manager before a case closure is entered in HiRE.

Participant Drops from Training but is in Unsubsidized Employment

If a participant drops out from training or an educational activity, the corresponding activity code in HiRE should be closed out (unsuccessful completion) with the actual end date being the last day the participant attended classes. This date should be attainable from the participant or the training provider. If not, LWDA 70 staff should estimate a "drop date" based on the best information available.

If LWDA 70 staff is able to make contact with the participant an inquiry should be made as to their employment status. If the participant is employed (unsubsidized employment) a case closure should be entered in HiRE including the employment information.

Participant Drops from Training and is not in Unsubsidized Employment

If contact can be made with the participant, and they are not employed, a case closure should be entered in HiRE without employment information. If the participant eventually becomes employed after program exit, earnings may be reported by an employer during the 2nd and 4th post-exit quarters.

If LWDA 70 staff cannot make contact with the participant or a member of their household to ascertain their employment status, a case closure should be entered in HiRE without employment information.

Exceptions - Gap in Service and Global Exclusion Program Exits

In some circumstances, a participant may have legitimate, or justifiable, reasons for temporarily discontinuing their training activity. In these situations, use should be made of the 198, Gap in Service activity code available in HiRE. If use is made of the 198-activity code, it is essential that a case note be entered in HiRE explaining the participant's circumstances and, if possible, the specification of a date the participant is expected to return to training.

If a participant discontinues and is unable to return to training because of medical/health issues, incarceration, or extended National Guard or Reserve duty, a global exclusion program exit request can be made to the Louisiana Workforce Commission's MIS Unit through the submission of a HiRE OWD Technical Data Request form. This will remove the participant from applicable WIOA performance measures such as the attainment of a credential and post-exit employment (2nd and 4th post-exit quarters).

These case closure/exit procedures are intended to maximize, to the greatest exit possible, LWDA 70's achievement of the WIOA performance goals established by the United States Department of Labor and the Louisiana Workforce Commission.

In order for LWDA 70 staff to properly and timely exit participants, they are required to follow up with the participant every 30 days. The case worker should document a detailed description of contact attempts. In the event that the case worker attempts to contact the participant but is unable to reach them on that day, the case worker should do a follow up call every 5 days from that date until contact is made. If unable to reach on the second contact attempt via phone or primary method, then the case worker would make every effort to use alternative contact methods (i.e. social media, Facebook, alternative contacts, email, etc.) not to exceed 90 days. If after all contact attempts the case worker is unable to reach the participant, the case worker should close all open activities and create a closure with appropriate closure reason. Within 20 days of common exit, LWDA 70 staff will send a certified letter to the participant notifying them that their WIOA case will close if no contact is made within 10 days. If LWDA 70 staff does not receive any contact from the participant, they will proceed with the closure.

The procedures contained in this policy are meant to facilitate the participant case management responsibilities assigned to the LWDA 70 staff. Any deviation from the case closure/exit procedures outlined in this policy must be approved by the Workforce Development Board Director.

This policy shall remain in effect until revised or canceled by the Seventh Planning District Consortium Workforce Development Board.

Passed and Approved on this 4 Day of December 2020.



The Seventh Planning District Consortium Workforce Development Board
Title: Matt Wheeler, Chairperson

12/4/2020
Date