



1001 North 23rd Street
Post Office Box 94094
Baton Rouge, LA 70804-9094

(O) 225-342-3001
(F) 225-342-2051
www.laworks.net

John Bel Edwards, Governor
Ava Dejoie, Secretary

**Office of Workforce Development
Assistant Secretary**

February 12, 2021

MIS Letter of Instruction (MLI) No. 01-21

Memorandum for: Workforce Development Board (WDB) Directors
Local Area Coordinators (LAC)
Local Management Information Services (MIS) Staff
Case Management Staff

From: Tavares Walker *J. Walker 2/11/2021*
Assistant Secretary, Office of Workforce Development

Eric Hatfield
Manager, Management of Information Systems (MIS)

Subject: Future Planned Services

- I. **Purpose:** To provide guidance and define procedures for recording Future Planned Services in HiRE.
- II. **Background:** Historically a "Gap in Service" was used in rare circumstances, involving training or Work Experience services, to prevent a participant's unintended exit from occurring and may be utilized in allowable circumstances related to training, health, and military service.

While the concept of a "planned gap in service" (a gap of 90 days without services with no scheduled services) was allowable for the title I programs under the Workforce Investment Act of 1998 for circumstances such as health or medical issues where a participant could not receive services for more than 90 days and be served upon their return without having a specific service scheduled, this is no longer the case under WIOA.

- III. **Operations:** The Gap in Service (198 activity code) will be retired and unavailable for staff use. Staff will now have the option to schedule out future planned services using the Projected Begin Date function when adding an activity in HiRE.

Future planned services may only delay exit when they are scheduled to accommodate start dates for training, educational, or other services provided by common exit programs that begin more than 90 days after the last date of service. If no future services are scheduled following 90 days of no service, then the participant is exited from the program.

Below are the 3 allowable circumstances in which staff can use a future planned service:

- Delay before the beginning of training or testing leading to credential;
- Health/Medical condition of the participant, or a participant's need to provide care for a family member with a health/medical condition, where the medical condition is expected to last more than 90 days; or
- Temporary move from the participant's home area that prevents participation, including Reserve/National Guard or other related military service

Unlike Gap in Service, future planned services will not utilize a specific activity/service code in HiRE. Rather, staff will enter the activity/service code the participant is scheduled to receive and enter the appropriate projected begin and projected end date while leaving the actual begin date field blank.

Staff must enter a case note including one of the three circumstances listed above and detailing why the participant is receiving a future planned service.

**Note: The projected begin date cannot be more than 180 days from the create date of the activity code.*

Example: Jane Smith is to enter Occupational Skills training on January 1st but was informed there is a delay due to the training being available and she can begin training on April 1st. Upon learning of this, staff would enter the WIOA 300 with a projected begin date of April 1st. This will “hold” open the application and prevent the participant from soft exiting since future services will now be scheduled.

IV. Inquiries: Questions regarding this instruction should be directed to

OWD_MIS@lwc.la.gov

V. Attachments:

- Attachment I: Future Planned Services Desk Reference

**Attachment I: Future Planned Services
Desk Reference**

Locate the Application and Select Activities/Enrollments/Services>Create Activity/Enrollment/Service

▣ Activities / Enrollments / Services

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[Create Activity / Enrollment / Service](#)

Select the applicable activity code and enter the projected begin date in which the service is expected to begin and the projected end date in which the service is expected to end.

**Actual Begin Date is to be left blank until the service is provided.*

WIOA or Non-WIOA Partner Program: Yes, service is a WIOA or Non-WIOA Partner Program.

* Activity Code:
[Select Activity Code]

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Projected Begin Date: (mm/dd/yyyy)

Actual Begin Date: (mm/dd/yyyy)

* Projected End Date: (mm/dd/yyyy)

Any classes attended through [Distance Learning](#): Yes No

Continue through the Activity Code Wizard until all other required information is added. On the Closure Information Tab, HiRE will indicate the activity has no actual start date. Select Finish to save the activity code entry.

NOTE: This activity has no actual start date.

Last Activity Date:

Completion Code:

Case Notes: [[Add a new Case Note](#) | [Show Filter Criteria](#)]

ID	Create Date	Subject	Action
No data found.			

The Future Planned Service will display with only a Projected Begin and Projected End Date.

** Once the service actually begins staff are to add the Actual Begin Date to the activity code.*

PE	EE	Status	Activity / Provider	Actions	Funding / Grant	Projected Begin Date	Actual Begin Date	Projected End Date	Actual End Date
			300 - Occupational Skills Training - ETPL MIS ETPL TEST PROVIDER		Adult	03/20/2021	N/A	07/20/2021	Close

This Desk Reference is only to be used when entering Future Planned Services for one of the allowable reasons listed above in MLI 01-21 Future Planned Services.