



WIOA Adult, Dislocated Worker, and Youth Program Exit & Follow-up Services Policy

I. PURPOSE:

The Workforce Innovation and Opportunity Act (WIOA) provides for the provision of high-quality services for Adult, Dislocated Worker (DW) and Youth participants beginning with career exploration all the way through entering unsubsidized employment. This policy provides guidance on when to exit Adult, DW, and Youth participants from program services, the requirement for follow-up services and reporting of participant common performance measures.

II. REFERENCES:

- Workforce Innovation and Opportunity Act (WIOA)
- 20 CFR 678.430(c) and 20 CFR 680.150
- 20 CFR 681.580
- Workforce Solutions for North Central PA Board (NCWDB) Policies
- Training and Employment Guidance Letters No. 21-16, No. 19-16, No. 8-15, No. 10-16, No. 14-18, No. 16-16
- Commonwealth Workforce Development System (CWDS) Help Center documents:
 - Basics of Hard Exits Versus Soft Exits
 - Commonwealth Workforce Development System (CWDS) Services Desk Guide Desk/Guide to Workforce Services
 - Guide to CWDS Services for PA CareerLink® Staff
 - WIOA Title I Youth Placement In Education or Employment CWDS Data Entry Reference Guide Effective June 12, 2024.

III. DEFINITIONS

Common Measures Performance Indicators – Common Measures performance indicators is data that local areas and States have to report to the US Department of Labor.

Follow-up Services – two-way exchanges between the WIOA Title I service provider and the participant (or the participant’s advocate or employer) designed to provide support and guidance after program completion to ensure sustained employment, earning of post-secondary credentials, wage increases, and advancement of career goals. Follow-up services are above and beyond the act of contacting individuals for securing performance reporting documentation. Follow-up Services include a formal process that involves moving someone from individualized career services into follow-up services upon entering an Exit Program outcome transaction in CWDS.

Hard Exit – An Exit Program outcome transaction completed in CWDS.

Soft Exit – when a participant’s case closes after 90 days of inactivity, or no additional services are added. The Soft Exit automatically occurs in CWDS based on the End Date reflected on the last service provided. The Soft Exit occurs whether a Hard Exit was applied or not. When an Exit

Program outcome or other outcomes are not applied, the case will not satisfy WIOA performance and reporting requirements

IV. BACKGROUND:

The goal of WIOA Adult, DW, and Youth services is to increase the employment, job retention, earnings, and career advancement of U.S. workers by providing quality employment and training services to assist eligible individuals in finding and qualifying for meaningful employment, and to help employers find the skilled workers they need to compete and succeed in business. For youth this includes assistance with one or more barriers to employment, preparation for post-secondary education and employment opportunities, attainment of educational and/or skills training credentials, and employment with career/promotional opportunities.

Services must continuously build the participant's knowledge, skills, and abilities toward the provision of unsubsidized employment with family sustaining wages. Participants are not to continue in the program for multiple years without receiving robust services necessary to achieve the goals as identified on the Individual Employment Plan (IEP) or Individualized Service Strategy (ISS). While there is no minimum or maximum time for participation in WIOA programs, providers must link program participation to a participant's IEP/ISS and not the timing of service provider contracts or fiscal years.

The Exit Program is often triggered by completion of training, successful transition into employment, or loss of contact. The Exit Program outcome transaction should be applied in CWDS when it is immediately known that a Title I participant no longer needs services during participation.

WIOA requires follow-up services to be available for a period up to 12 months following Exit from Title I programs. Entering Hard Exit data inaccurately and untimely impacts follow-up services and Participant Individual Reporting Layout (or the PIRL) Reporting to the US Department of Labor.

Staff must ensure they are applying the Exit Program transaction, or Hard Exit, promptly to avoid Soft Exiting without an Exit Program outcome entered. Soft Exiting without an Exit Program outcome does not collect the data elements needed to accurately measure performance in the PIRL. Services and outcomes not entered accurately and timely in CWDS will have a negative impact on both Local Workforce Development Area and State performance and reporting.

V. POLICY:

1. Program Exit:

- a. Workforce Solutions for North Central PA recommends that a participant be exited from program services when one or more of the following occurs:
 - i. The participant is employed in unsubsidized employment and has been stable or is expected to be stable in their employment. This determination should be made in conjunction with the participant and career development staff.
 - ii. The participant has not used qualifying services for more than 90 days after entering unsubsidized employment.
 - iii. The participant is no longer actively engaged in services, does not have a scheduled service planned, is not responding to staff contact attempts (including postal mail), and is approaching the 90-day soft-exit date.
 - iv. The participant is no longer actively engaged in services, is not responding to staff contact attempts, and a period of 90 days has elapsed since the last qualifying services.
 - v. The participant has moved out of the area and is no longer able to engage in local WIOA

Adult, DW, or Youth programs.

- vi. The participant has disclosed a health or medical condition, or other life impacting changes, preventing them from engaging in services and there is a mutual decision to exit the participant from the WIOA Adult, DW, or Youth program.
- vii. The participant has requested exit from the program.
- b. Exit case notes should include the reason for exit. If exited to unsubsidized employment, details such as employer name, address, contact, job title, full or part time status, benefits available, start date, and wage must be included. Case notes should include information on training providers/education, program, credential to be obtained, and dates if applicable.
- c. If a participant returns to the service provider requesting additional career, individualized, or training services within 90 days of completing the WIOA Title I program, the service provider may reopen them by removing the exit.

NOTE: All services provided, including workshops must be entered as a service code in CWDS and the service date match the applicable case note before exit. Services should not be entered only as means to exit without a detailed case note explaining why the participant could not be exited back to the last service.

2. Follow-up Services:

- a. Workforce Solutions for North Central PA requires that follow-up services for WIOA Adult, DW, and Youth participants include at a minimum quarterly contact with each participant for a full 12 months following the program exit date. Follow-up services provide added support to Adults/DW and help ensure youth participants are successful in employment and/or postsecondary education and training after program exit. Follow-up services do not extend the date of program or common measures exit for WIOA performance and reporting.
- b. Exclusions reasons to exit do not require follow-up services. These are “institutionalized, health/medical, deceased, reserved forces called to active duty, and foster care.” Staff **must** document the exit reason in the case note and state that it is an exclusion from follow-up services requirements.
- c. All participants must be made aware of the follow-up services available to them and offered opportunities to receive the services.
- d. The provider will have procedures in place to contact participants for follow-up purposes; as well as provide for any needed services or supports toward employment, education or retention of employment or education.
- e. Contact attempts will not be considered as a follow-up service. Therefore, staff must continue to attempt contact with the participant until actual contact has been made utilizing all means available (text, phone call, email, postal mail).
- f. Contacts made for securing documentation in order to report a performance outcome will not be considered a follow-up service.
- g. Participants may choose to opt out of follow-up services at any point and this must be thoroughly documented in the CWDS case notes.
- h. Follow-up services may be provided immediately following the last date an individual receives a WIOA Title I career, individualized, or training service.
- i. The types and the duration of follow-up services must be determined based on the needs of the individual, be documented in the IEP/ISS and be made available for a minimum of 12-months after the individual completes their WIOA Title I program.
- j. Follow-up services may include regular contact with a participant’s employer, including assisting in addressing work-related problems that arise.
- k. Follow-up services must be recorded in CWDS at the time service is provided. Case notes documenting the provision of follow-up services and outcomes of those services must be

recorded. Case notes must be entered as soon as the information is obtained and/or when services are provided.

- l. WIOA Title I service providers must facilitate follow-up services and report performance outcomes as described in this policy, unless State or Federal law, policy, guidance, or rule-making is more stringent.
- m. The types of services provided, and the duration of services must be determined based on the needs of the individual and therefore, the type and intensity of follow-up services may differ for each participant.
- n. Workforce Solutions will follow the “Commonwealth Workforce Development System (CWDS) Services Desk Guide” to determine services which may be provided and documented in the system.

3. Common Measures Performance Indicators (Participant Exit):

- a. All participants must have a hard exit if they do not receive services within 90 days of the last recorded service in CWDS. The hard exit is crucial when reporting post-exit outcomes.
- b. Exclusions from exit are not included in performance measures. Therefore, any such exclusion which occurs must be included in CWDS as information is received so as not to have an adverse effect on reporting.
- c. The WIOA performance measures for participants are:
 - i. Entered Employment Rate 2nd Quarter After Common Measures Exit (Youth includes percentage of those in education or training as well);
 - ii. Entered Employment Rate 4th Quarter After Common Measures Exit (Youth includes percentage of those in education or training as well);
 - iii. Median Earnings 2nd Quarter After Common Measures Exit;
 - iv. Credential Attainment During Participation or Within One Year After Common Measures Exit;
 - v. Measurable Skills Gain (performance measure during participation period in program)
- d. The provider will have procedures in place to record common measures in the CWDS system, whether part of the follow-up contact process or obtained by other means.
- e. Staff must record the Youth Placement in Secondary or Postsecondary Education, Advanced Training, Registered Apprenticeship, Military Service or Unsubsidized Employment 2nd & 4th Quarters after Program Exit within CWDS as indicated in the “WIOA Title I Youth Placement in Education or Employment CWDS Data Entry Reference Guide,” Effective June 12, 2024.
- f. After Exit Performance measures must be included in the participant case notes, including the 2nd Quarter and 4th Quarter Employment Rate, and Credential Attainment.

VI. RECISSIONS:

None

VII. EXPIRATION:

Ongoing

VIII. INQUIRIES:

Questions shall be directed to:

Pamela Streich, Executive Director at pstreich@ncwdb.org; or
Donna Hottel, Strategic Planning and Project Manager at dhottel@ncwdb.org

Workforce Solutions for North Central PA
425 Old Kersey Road
Kersey, PA 15846
(814) 245-1835

IX. POLICY HISTORY:

Name	Date	Description of Change	Effective Date
Pam Streich, Tonya Mauk & Donna Hottel	07/22/2024	Policy Issue Date	07/22/2024

**Auxiliary aids and services are available upon request to individuals with disabilities.
Equal Opportunity Employer/Program**