WDD YOUTH PROVIDER HANDBOOK

CHAPTER 7

Program Exit and Follow-up

Overview

Introduction   Chapter 7 contains information on WIOA for Youth Program Exit and Follow-up services and the process completed in CalJOBS.

The CalJOBS system is the federally recognized "system of record" for tracking and reporting California's Workforce Innovation and Opportunity Act (WIOA) Title I participants.

As the system of record, CalJOBS provides a unified and streamlined intake and case management system that enables co-enrollment across programs, and consistent recording of data elements for reporting to the Department of Labor (DOL).

References   This handbook chapter contains information regarding WIOA regulations, and State directives received from the United States Department of Labor (DOL) and/or Employment Development Department (EDD).

DOL		EDD	
Training and Employment Guidance Letters (TEGL):		Workforce Services Directives (WSD):	
• 10-16 • 14-18	• 21-16	• 17-07 • 19-03 • 19-06	• 20-10 • 22-03

In this section   This section contains the following topics:

Program Exits

Introduction	This section provides information about the program exits in the CalJOBS system.

Exit	An exit occurs when an individual is not expected to return to the Workforce Innovation and Opportunity Act (WIOA) program or when an individual is not receiving any services and is inactive for 90 days. Exit is often triggered by completion of training, successful transition into employment, or loss of contact—all of which should be documented in case notes with corresponding activity end dates.

The exit is initiated automatically by CalJOBS as soon as the 90-day Exit Clock has lapsed. The exit date is the last date of service not the last day of the Exit Clock.

Example: Exit Clock date is June 1st; last staff-assisted activity the youth received was March 1st; therefore, exit date in CalJOBS will show as March 1st.

In CalJOBS, when the exit is initiated automatically, the exit reason is listed as "Soft Exit",

Exit clock	The Exit clock refers to the 90 days in which an individual is not receiving any staff assisted services.

Any Self-service, information-only, follow-up, and supportive services do not extend the Exit Clock. A customer must receive a staff-assisted activity service to restart the clock in CalJOBS.

Note: Refer to the *CalJOBS Activity Codes Detailed Listing – Individual* on the Youth Portal to determine if an activity will re-start the clock. The list includes a column titled "Exit Clock"; this will indicate whether an activity restarts the Exit Clock. If the value is "yes" and a service activity code is added to an individual's program application in CalJOBS, the 90 day Exit Clock will be reset.

Exit report	Exit report is essential and Youth Providers should pull an exit report on a monthly basis from CalJOBS. Pulling the report will ensure Youth Providers assess his/her caseload each month and identify participants who need to be reached out to prior to exit. This should help Youth Providers to fully focus on the success plan for a participant.

Program Exits, Continued

Types of exits

The date of exit is the last date of service. There are four (4) different types of exits:

1. <u>Date of Exit – Participant</u>, occurs when the participant has not received program services for 90 calendar days and no additional services are scheduled. The program exit date is applied *retroactively* to the last service's actual end date. Follow-up services, self-services, information-only services or activities, and supportive services do not delay, postpone, or affect the date of exit.

2. <u>Date of Exit – Reportable Individual</u> are not considered participants in a program, and do not "exit." However, the date of exit for reporting purposes is determined as follows:
   – Individual does not become a participant.
   – Individual is served with only self-service and/or information-only services.
   – 90 days elapsed since being identified as a reportable individual, and the individual has not received additional self-service or information-only services or activity during the 90-day time frame.

   Note: Once the above criteria has been met, the date of exit is applied retroactively to the last day of receipt of self-service and/or information-only services or activities. This methodology is used to ensure reportable individuals do not remain in the system indefinitely.

3. <u>Common Exit</u> - Occurs when a participant is enrolled in multiple Department of Labor (DOL) administered programs, and the following:
   – Has not received services for at least 90 calendar days from any DOL-administered programs to which the common exit policy applies.
   – No future services are planned, with the exception of self-service, information-only activities, or follow-up services.

   Note: In CalJOBS, common exit takes into consideration enrollment and activities provided by the following programs: Title I Adult, Dislocated Worker, and Youth programs, Title III Wagner-Peyser, Jobs for Veterans State Grant (JVSG), National Dislocated Worker Grants (NDWG), Section 167 National Farmworker Jobs Program, and the Trade Adjustment Assistance (TAA) program. Follow up forms are only available in the system after a common exit has occurred but follow up services can be provided after an exit from a single core program.

4. <u>Exclusionary Exit</u> - Occurs when a participant is not included in one or more performance calculations because they exit the program and stop receiving services for one or more of the following reasons:
   – Has become incarcerated or becomes a resident at a facility providing 24-hour support, such as a hospital or treatment center.
   – Has received medical treatment that is expected to last longer than 90 days.
   – Becomes deceased.
   – Is a member of a military reserve unit and is called to activity duty for at least 90 days.
   – Is in foster care and exits the program due to moving outside the subrecipient's area (only applies to the Youth program).
   – Retirement.

   Note: A participant who experiences one of the exclusionary exit reasons after they have exited the program and are in follow-up is still included in the performance indicators.

Closure Process for Outcomes

Introduction   A closure is the closing of a program and not the closing of an activity. Closure is a manual process completed by staff. This section provides information on the closure process the Youth Providers will complete when an individual case record needs to be closed due to employment or loss of contact.

Closure process   Closure process is the closing of an individual's case. Complete the closure process when a participant finds part-time or full-time employment. By completing a closure activity, CalJOBS allows staff to use the follow-up keys ("F" keys) to issue supportive services (i.e. gas cards, purchase of tools, clothing, etc.).

Closure is considered one of the following:

- Inactivity of 90 days (soft exit, no action required)
  – Loss of Contact
  – Customer no longer wants services
- Employment

All the customer's activities must be closed prior to Case Closure, and post-test scores with results must be posted prior to Case Closure.

Process   It is extremely important outcomes are completed and entered on a timely basis into CalJOBS as this affects the performance measures for WDD. Youth Provider will complete the steps outlined in the table below for the closure process.

Step	Action
1	• Go to the **WIOA application in CalJOBS,** • Expand the WIOA application to view all the options, and • Expand the Closure option.
2	• Click on the **Create Closure Link**.

3	Enter the following information on the **General Information Tab**:
	• Exit and Exit Reason – is pre-populated based on the last activity date.
	• Office location.
	• Agency Code.
	• Account closure/exit status.
	• Outcome Information – Youth; a selection of "None of the above or appropriate option" must be entered regardless if the individual is not a Youth.
	• Employment Information
	  – If yes is selected, click the "Add Employer" link to enter employment information. Complete the fields with the most accurate information.
	  – All fields must be completed.
	  – If employment is related to training, verify occupational code to training activity code, service page – Occupational Code
	  – Is this considered Training Related Employment box must be checked yes.
	
	  Example: Employed as a roofer, 238160 code not NAICS code (Offices of Real Estate Agent and Brokers – incorrect).

4	Click the **Save** button.
5	Complete case note using the **Closure Case Note template**.
6	Image all verification in case.

Closure Process for Exclusionary Individuals

Introduction   This section provides information on the closure process the Youth Providers will complete when an individual case record needs to be closed due to an exclusionary exit.

Exclusionary individual   An exclusionary individual is someone who the state determined meets one (1) of six (6) exclusions and are excluded from the performance measures at the time of exit. The six (6) options for an exclusionary individual:

- Institutionalized
- Deceased
- Reservist called to active duty
- Health/Medical
    – The participant is receiving medical treatment or providing care for a family member with a health/medical condition precluding entry into unsubsidized employment or continued participation in the program.
    – This does not include temporary conditions or situations expected to last for less than 90 days.
      Examples: long term illness or serious physical injury
- Foster Care and moved from one area by Foster Care system
- Retirement

Complete a case note for customers identified as an exclusionary individual and complete the outcomes in CalJOBS.

Exclusionary Exit   Management Information Services (MIS) Administrator will be responsible for entering the outcomes in CalJOBS when Youth Provider staff determines the individual's closure is due to an "exclusionary exit".

Youth Providers are required to scan the verification into CalJOBS prior to submitting a Help Desk ticket. The subject line on the Help Desk ticket should read "Exclusionary Exit Outcome".

Verification   Before MIS Administrator can enter outcomes to exclude an individual from the performance measures, Youth Provider staff must ensure verifications are scanned into CalJOBS:

- Institutionalized – Court documents
- Deceased
    – Death Certificate
    – Obituary/News article
    – Doctor statement
- Reservist called to active duty – DD214 form
- Health/Medical
    – In-patient paperwork
    – Doctor statement
- Foster Care – Foster Care documentation
- Retirement
    – Retirement documentation
    – Self-attestation

Closure Process for Exclusionary Individuals, Continued

Process   Youth Provider will complete the steps outlined in the table below for the closure process due to an exclusionary exit.

Step	Action
1	• Go to the **WIOA application in CalJOBS,** • Expand the WIOA application to view all the options, and • Expand the Closure option.
2	• Click on the **Create Closure Link**.
3	Enter the following information on the **General Information Tab**: • Exit and Exit Reason – is pre-populated based on the last activity date. • Office location. • Agency Code. • Account closure/exit status. • Outcome Information – Youth; a selection of "None of the above or appropriate option" must be entered regardless if the individual is not a Youth.
4	Click the **Save** button.
5	Complete case note using the **Closure Case Note template**.
6	• Image all verification in case, and • Submit a Help Desk ticket. The subject line on the Help Desk ticket should read "Exclusionary Exit Outcome".

Follow-up Services

Introduction

Follow-up Services are **mandatory** for Youth participants. The services provided to each Youth for a minimum of twelve (12) months **after program exit**. The Youth Provider coordinates the Follow-up Services for the Youth and maintains contact with the Youth a minimum of once per quarter in the first, second, third, and fourth quarter after exit.

Follow-up services

Follow-up Services are critical services following a Youth's exit from the program to help ensure he/she is successful in employment and/or postsecondary education and training. Follow-up Services may include, but not limited to:

- Adult mentoring,
- Financial literacy education,
- Labor market and employment information about in-demand industry, sectors/occupations available in the local area,
- Work-related peer support groups,
- Regular contact with a Youth's employer to resolve work-related problems that may arise,
- Assistance in securing better paying jobs,
- Transition to postsecondary education and training,
- Tutoring,
- Career development,
- Leadership development opportunities, and
- Supportive services leading to employment retention.

The Youth Provider is responsible for establishing a process showing due diligence that efforts were made to maintain communication and/or re-engage participants who are not responsive to the case manager's follow-up efforts.

Documentation

Documentation is required to verify activities contributing to Workforce Innovation and Opportunity Act (WIOA) performance measures. The Youth Service Provider is responsible for:

- Entering Follow-up Services activity codes in CalJOBS,
- Obtaining all Follow-up Services verification,
- Uploading information/reports/documentation into CalJOBS,
- Completing the Follow-up section in CalJOBS, and
- Completing a detailed case note.

Frequency of Follow-up Services

Youth participants in follow-up services must be contacted on a quarterly basis or monthly if necessary. The intensity of appropriate follow-up services will vary among participants. Participants who have multiple barriers and limited work histories may be in need of significant follow-up services to ensure long-term success in the labor market. Other participants may identify an area of weakness in the training provided by WIOA prior to placement that will affect his/her ability to progress further in their occupation or to retain employment.

Follow-up Services, Continued

Data element validation

Data validation is a series of quality assurance activities established to verify the accuracy, validity, and reliability of data entered in CalJOBS and reported to the Department of Labor (DOL). To ensure data entered is accurate, Youth Provider staff are required to collect and maintain the applicable source documents for each program participant at the date of program entry, during the period of participation, and after program exit.

Employment Development Department (EDD) released new data validation requirements for Follow-up Services in relation to some of the performance indicators. The data elements related to the performance indicators are as follows:

- Data elements 1600-1608 – Employment Rate – 2nd and 4th Quarter after exit
- Data elements 1800-1805, 1811 and 1813 – Credential Attainment
- Data elements 1806-1810 – Measurable Skill Gains

Youth Provider staff will refer to the two (2) data validation lists to ensure the correct documentation is obtained and where to enter the information in CalJOBS:

- WIOA Source Documentation List
- WIOA Source – CalJOBS Data Element Entry Location

The lists are available on the **Youth Portal>CalJOBS Training & Resources.**

Base wage vs supplemental information

The data validation documentation is based on two (2) definitions, base wage or supplemental wage.

- Base wage – The data reported by the Tax Branch as matched through the Accounting and Compliance Enterprise System (ACES). No documentation will be required to be obtained.

- Supplemental wage – The data staff enters in CalJOBS under the closure form and in the Follow-up sections. Documentation will be required to be obtained.

Youth Provider staff will follow the Supplemental wage documentation when completing the quarterly Follow-up contact with customers.

Note: Refer to the WIOA Source Documentation List for appropriate documentation to be collected when using the Supplemental wage.

Follow-up Services, Continued

Exception   Follow-up services must be provided to all participants for a minimum of 12 months, with the following exceptions:

- Non-reportable youth who exit:
  - The participant exits the program because he/she has become incarcerated in a correctional institution,
  - The participant has become a resident of an institution or facility providing 24-hour support (i.e., hospital or treatment center) while receiving services as a participant,
  - The participant is deceased,
  - The participant exits the program because of medical treatment, and treatment is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in the program,
  - The participant exits the program because the participant is a member of the National Guard or other reserve military unit of the armed forces, and is called to active duty for at least 90 days, or
  - The participant is in the foster care system as defined in 45 CFR 1355. 20(a), and exits the program because the participant has moved from the local workforce area as part of such a program or system.

- Youth participant declines to receive follow-up services. The youth may opt out of receiving follow-up at any point during the program or during the follow-up period. Opting out must be documented in youth's case file in CalJOBS.

- Youth participant who cannot be located. Follow-up services must include more than only a contact attempted or made. If after several attempted failed contacts are made, a comment must be documented indicating the number of failed contacts attempts and efforts made to encourage youth to reach out to the youth program.

Follow-up deadlines   Youth Providers will complete the quarterly follow-up status based on the "required by" date listed in CalJOBS.

Example: If CalJOBS follow-up shows 6/30 as the "required by date", the Youth Providers must complete all actions related to follow-up services during that quarter. Also, enter the follow-up contacts in CalJOBS.

Required By	Date Complete	Status	Follow Up Type
06/30/2022		Required	1st Quarter After Exit
09/30/2022		Required	2nd Quarter After Exit
12/31/2022		Required	3rd Quarter After Exit
03/31/2023		Required	4th Quarter After Exit