

<b>Policy # 26</b>	
<b>SUBJECT:</b>	Case Closure and Exit Policy
<b>DATE ISSUED:</b>	February 3, 2025
<b>DATE EFFECTIVE:</b>	
<b>REVISION DATE:</b>	

**SUMMARY:**

The purpose of this policy is to provide the minimum requirements for the common exit of program participants for the Workforce Innovation and Opportunity Act (WIOA) and procedural guidance for the associated processes.

This policy requires that an individual who is participating in any program covered by the common exit policy will not exit (and be counted in performance) until the individual is no longer being served by any program to which the policy applies. Follow-up services must be made available to Adult and Dislocated Worker participants placed in unsubsidized employment for a minimum of twelve (12) months following the participant’s first date of employment.

20 CFR § 681.580 describes Youth follow-up services provided as “critical services provided following a youth’s exit from the program to help ensure the youth is successful in employment and/or post-secondary education and training.” Follow-up services may begin immediately following the last expected date of service in the fourteen (14) Youth Elements, and no future services are scheduled.

Program performance measures, including four of the six WIOA Primary Indicators of Performance, as defined in TEGL 10-16, Change 1, are associated with the participant’s exit; therefore, accurate documentation and reporting of exit dates, as well as the services which impact the participant’s exit, is critical.

**POLICY:**

When a participant no longer requires services and case management due to entered employment or education; becomes disabled or otherwise incapable of working; or the participant voluntarily opts out of service, the participant’s case should be formally closed. Case closure is a case management process and is not terminology used in the WIOA law. Case closure should not be confused with Exit, which is federally defined and structured. The decision to close the case should be documented accordingly in the MACC with corresponding case notes. Career Planners must monitor their case load and make sure all applicable services and measures have been completed before creating a closure in MACC.

**PROGRAM EXITS:**

A participant will automatically exit the program when they have not received the WIOA services for ninety (90) consecutive days. The exit date is the last date of service with no other services planned. The only way to prevent a system exit is to provide a service before the 90th day after the last service. This service must be appropriate for the participant.

Once a participant has not received any services funded by the program, or a partner program, for ninety (90) consecutive calendar days, has no gap in service, 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.

**ADULT, DISLOCATED WORKER AND YOUTH PROGRAM FOLLOW-UP:**

Follow-up services must be made available to all participants enrolled in the Adult and Dislocated Worker programs for a minimum of twelve (12) months after the first day of unsubsidized employment. Follow-up services do not extend the date of exit.

Examples of WIOA Adult and Dislocated follow-up services include:

- Additional career planning and counseling about the workplace.
- Peer support groups and job clubs;
- Information about additional educational opportunities and career pathways
- Referral to supportive services available in the community (Adults and Dislocated Workers may not receive fundable supportive services per WIOA)

WIOA Youth Program follow-up services must

- Be provided to all participants enrolled in the youth program for a minimum of twelve (12) months after the last date of services within the fourteen (14) Youth Elements.
- Include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise.
- Be offered to all youth if it aligns with their individual service strategies

WIOA Youth follow-up services also may include:

- Supportive services
- Adult mentoring
- Financial literacy education
- Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and
- Activities that help youth prepare for and transition to postsecondary education and training.

Examples of follow-up activities that do not extend the period of participation, or delay program exit, may include but are not limited to:

- Career development and further education planning and counseling
- Assistance with work-related problems
- Work related peer support group
- Assistance securing a better paying job
- Informational mailings and referrals to supportive services available in the community

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

All customers who have received individualized career or training services will not be eligible to apply for additional individualized career or training services for twenty-four (24) months after their last WIOA program exit date. Any person requesting additional individualized career or training services after the twenty-four (24) months exit period will be subject to the following conditions:

**PROGRAM EXIT:**

- Proof of the previous WIOA program successful credential attainment and
- Positive employment and retention outcomes from previous exit date (minimum 1 year) and
- Requested services directly relate to or enhance previously approved individualized career or training services and aligns with that career pathway

**EXITS DUE TO “SYSTEM CLOSED” ACTIVITIES**

Files should not close due to “system closed” activities. If this occurs, the staff must immediately notify the Program Director so that steps can be taken to correct the file and ensure that PIRL elements are accurately captured.

Exclusion Exit- The following criteria are exempt if these occur during participation

Proof of previous documentation of exclusion from performance outcomes:

- The participant exits the program because he or she has become incarcerated in a correctional institution or has become a resident of an institution or facility providing 24-hour support such as a hospital or treatment center during the course of receiving services as a participant.
- The participant exits the program because of medical treatment and that treatment is expected to last longer than ninety (90) days and precludes entry into unsubsidized employment or continued participation in the program.
- The participant is deceased.

- 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 ninety (90) days.
- 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.

Approval for receipt of additional WIOA program individualized career or training services requested prior to the twenty-four (24) months' time frame must provide the following documentation below and are subject to the approval of the Program Director or approved staff.

**Extenuating Circumstances Beyond Exclusion Reasons**

Customers who are requesting individualized career or training services prior to the twenty-four (24) months' time frame and do not meet the above exclusions must submit a letter detailing why they are requesting additional individualized career or training and the circumstances that prevented the successful completion of prior individualized career or training services and/or the need for additional individualized career or training services.

A response to submitted requests will be provided within ten (10) business days.