

OCTOBER 11, 2019

TO: All Western Piedmont Workforce Development Area (WPWDA) Service Providers

SUBJECT: Exit Procedures Policy

EFFECTIVE DATE: Immediately

EXPIRATION DATE: Indefinite

CONTACT: Workforce Development Program Administrator



Wendy Johnson
Workforce Development Director

EXIT PROCEDURES POLICY

PURPOSE: To provide information regarding the Workforce Development Area's (WPWDA) Exit Policy. *To rescind WPWDA policy statement dated May 9, 2018.*

BACKGROUND: The Workforce Innovation and Opportunity Act (WIOA) was signed into law on July 22, 2014. The performance measures outcome for WIOA are unknown at exit. Some of the Performance Measures outcome include Employment at 2nd Quarter following exit, Median Earnings for 2nd Quarter following exit and Employment at 4th Quarter following exit. There is also a provision that participants have up to a year following exit to receive a credential. With the majority of the performance measures coming after the exit, the WPWDA has decided that transitional services (formerly referred to as Follow-Up) are required and must be provided to all Adults, Dislocated Workers and Youth (required under WIOA) enrolled in WIOA intensive and training services.

PROCEDURE: Adult/Dislocated Worker and Youth Career Coaches will provide transitional services to participants for at least one year from the date of their last intensive/training service. These include core activities such as; workshops, resume preparation, job search/placement, etc.

Once a participant is no longer receiving training or intensive services funded through WIOA, the Career Coach will:

- Close training activity & add final Career Guidance and Counseling or Individual Counseling activity with exit information.
- Close out the overall IEP
- Enter Measureable Skills Gain
- Enter Credential(s)

When choosing dates for activity closure, some examples are listed below:

- Occupational Skills Training (300) – Date that participant graduates, is awarded certificate of completion or the last day class was attended.
- OJT (301) - Date training is completed or participant drops out of activity or is terminated.
- WEX (426) – Date training is completed or participant drops out of activity.

If a participant has 90 days with no contact and/or services, then the Program Administrator may be contacted for review and further guidance if needed.

For Adult participants, during the year following the date of employment, the goal for the participant and Career Coach should be employment and/or wage progression.

For Youth participants, during the year following the last intensive and/or training service, the goal for the participant and Career Coach should be employment and/or wage progression.

When a participant completes, they should know that the requirement for contact is now every 60 days. The participant will share job/wage information, discuss any issues or concerns with the job, share opportunities for advancement, etc. and the Career Coach will offer advice and assistance. These contacts should continue to be documented in the case notes section of NCWorks.gov.

For Adult participants, if an "F" or "P" activity is provided, the activity will be recorded in the activity section of the Programs tab.

F - Activity for Adult include:

- F-20 – Adult Follow-up Services Post Exit

P – Activity for Adult include:

- P-20 – Adult Follow-up Services Pre-Exit

For Youth participants, if an "F" activity is provided, the activity will be recorded in the activity section of the Programs tab.

F - Activities for Youth include:

- F01 – Referral to Community Resources
- F03 – Tracking Progress on the Job
- F04 - Work Related Peer Support Group
- F05 – Assistance Securing a Better Job
- F06 – Career Development and Further Education Planning
- F07 – Assistance with Job/Work Related Problems
- F08 – Adult Mentoring
- F11 – Provided Support Service
- F18 – Financial Literacy Education during Follow-up
- F19 – Provide Labor Market and Employment Information during Follow-up

At the end of the transition period (one year following soft exit), the Career Coach should case note that the participant has completed the transition period and has successfully maintained their employment, changed jobs for wage progression and advancement, has not found their ideal job yet and will continue to utilize the NCWorks Career Center for job search and career advancement, etc. At this point, the participant can be released from the Career Coach's caseload.