



CAMO2COMMERCE POLICY & PROCEDURE

TITLE: Exit & Follow-Up
POLICY #: 561
REVISION: NA
EFFECTIVE DATE: 1-1-14
REVISION DATE: NA

APPLIES TO: WIA NEG funded Camo 2 Commerce Program

REVISION HISTORY

Revision	Date	Revision Description
Original	1/1/14	This policy include guidance specific to the C2C program regarding the exit of participant and follow-up services. This policy applies only to the C2C NEG program & will be rescinded upon completion of the program.

BACKGROUND:

This policy outlines staff responsibilities when exiting C2C NEG participants and the delivery of Follow-Up Services as required by WIA.

The Workforce Investment Act Section 134(d)(2)(k) authorizes follow-up services may be provided as appropriate for up to 12 months following the first day of employment.

Follow-up services may be provided in order to ensure job retention, wage gain and career progress and do not extend the participation period.

POLICY:

C2C participants shall be exited when they have either completed their Individual Service Strategy (ISS) in the SKIES Service Plan and are employed in a job that the C2C program operator expects may lead to self-sufficiency and job retention; or have had no services for 90 days. Participants exiting the program to unsubsidized employment may receive support services as a follow-up service for up to 12 months after exit. If a participant does not need or want follow-up services, this must be indicated in the case notes.

GUIDANCE

1. *When must a C2C participant be exited:*

A participant who has not received a qualifying service funded by the C2C NEG program for 90 consecutive days and is not scheduled to receive future services will be exited. The exit date is applied retroactively to the actual start date of the last qualifying SKIES service that was entered.

2. *What is a Planned Program Completion (Exit) Date:*

This is the date the C2C participant's enrollment in the C2C program ends. What we used to call an "exit" is now called "Planned Program Completion Date" in SKIES. This term is used due to the fact that a Common Exit Date may be different than the Planned Program Completion Date.

3. *What is a Common Exit Date:*
A Common Exit Date does not occur until a C2C participant has not had a qualifying service entered (by anyone) into SKIES for 90 days. When a participant is exited from the C2C program, it is possible that they could receive services from other service providers or at a WorkSource such as for a workshop or job referral.
4. *When are the Follow-up quarters (for determining federal performance):*
Once the Common Exit Date occurs, you can determine the exit quarter. For example, if a C2C participant exits on March 25, the exit quarter is January, February, March. The follow-up quarters will be the next 3 quarters: April, May, June, July, August, September, and October, November, December. Federal performance is based on these 3 quarters.
5. *When can a C2C participant be placed in a Hold- Gap in Services:*
Participants can be placed in hold status for up to 180 consecutive calendar days for reasons that temporarily prevent them from participating in program activities but they plan to resume participation after the situation is resolved. A gap in service may be due to but not limited to: delay before the start of training, health/medical situation, care for a family member, jury duty, incarceration or a temporary move from the area. Reasons for the gap in service must be documented in the case notes. An additional 180 days following the initial 180 day period may be granted in cases where, without the extension, the participant may be prevented from completing program services that lead to employment.
6. *Which participants may receive follow-up services:*
Follow-up Services may be provided to participants who have exited the C2C program to an unsubsidized job. Participants should be informed of the follow-up services that are available to them and that the services are based upon program funding. Follow-up services will be provided upon request from a participant for up to 12 months after the completion of the C2C NEG program.
7. *Can a C2C participant receive support services after exiting the C2C program:*
Yes. They may receive support services for the purpose of retaining employment, wage gain and career progress. Or, if they lose their job, support services may be provided for job search.
8. *What service is used in SKIES to provide support service after exit:*
The only SKIES service that may be used to enter support services after exit is called:

POST-PROGRAM SUPPORT SERVICES

The C2C program is not required to enter post-program support services into SKIES after exit. However, if the C2C program operator wants their staff to enter support services (as a follow up service) after exit, this service could be entered into Seeker Services or into a Follow-Up Plan in SKIES.

Note: Post-Program Support Service must be entered within 7 calendar days of service delivery and the service date should always reflect the date the service was provided. Follow-Up services do not extend the participation period of a participant.

9. *Can a C2C participant receive training services after exiting the C2C program:*
No, training is not an allowed service after exiting the program.

10. When must a Follow-Up Plan be opened in SKIES:

This policy only requires that a Follow-Up Plan in SKIES be opened under certain situations. However, a C2C program operator may require additional entries in Follow-Up Plans. Following is a list of situations for which this policy requires data entry into a Follow-Up Plan in SKIES:

- a. When a C2C participant is exited to Self-Employment the following must be entered in SKIES in order to receive credit for Entered Employment and Retention:
 - i. The Service Plan must have the box checked for Self-Employment
 - ii. The exit type must be Self-Employment
 - iii. One entry must be entered into the Follow-Up Plan in each of the follow-up quarters after verification that the participant is still self-employed. The following services must be used:
 1. Self-Employed Q1 after Exit
 2. Self-Employed Q2 after Exit
- b. Self-Employed Q3 after Exit
When a C2C participant has an excluded exit type but receives a participation service in SKIES from a different provider before reaching the Common Exit Date, staff need to determine whether or not the excluded exit is still appropriate. We have seen cases where such a participant has a service entered in SKIES for a workshop or a job referral. Staff will need to contact the participant to find out if the participant is still unable to participate and is just using WorkSource services to stay connected or if they are now able to participate (which would appear to be the case if a job referral was provided). Staff must confirm with the participant their current status. If they are still unable to participate, the following must be entered into the Follow-Up Plan in SKIES in order to maintain the excluded exit:
 - i. If in any of the follow-up quarters the participant has a qualifying service entered by another program, the excluded exit that was used for the exit type must be re-entered in the Follow-Up Plan. Use the follow-up services listed below and write a case note to document what the participant told you:
 1. Exit Exclusion - Health/Medical
 2. Exit Exclusion – Family Care
 3. Exit Exclusion – Institutionalized
 4. Exit Exclusion – Mandated to Residential Program
- c. When it is discovered after a C2C participant has already exited that they qualify for an excluded exit, the exclusion can be entered in the Follow-Up Plan. Enter the follow-up service with the appropriate exit exclusion type. Documentation for the exclusion should be kept in the separate locked file if it would identify a medical condition or disability.
- d. When it is discovered after a C2C participant has already exited that they have earned a credential or certificate, enter the follow-up service in the quarter that it was earned. The start date of the service should be the date that the credential was actually earned, or the date that the program discovered this information. Include the name of the credential earned and the school, and also make a case note for this entry.

DEFINITIONS

A. QUALIFYING SERVICE/PARTICIPATION SERVICE

A qualifying service, also known as a Participation Service, is a service that activates or extends a participant's active enrollment in the C2C program. Once a participant is enrolled in the C2C program, a qualifying service must be entered (on or after the enrollment date) into the SKIES Service Plan or Seeker Services for the individual to be recognized as enrolled by the state SKIES system. This is different from a follow-up service that does not affect or extend program participation.

B. FOLLOW-UP ACTIVITY AND FOLLOW-UP SERVICES

1. A follow-up activity includes contacts to the participant or others for the purpose of securing documentation for the case file in order to report a performance outcome. Follow-up activities can assist with the provision of follow-up services; however a follow-up activity is not a follow-up service and should not be noted as such nor does it warrant the entry of a follow-up service in SKIES.
2. Follow-up services occur following the participant's placement into unsubsidized employment and/program ext. Follow-up services are two-way exchanges between the service provider and either the participant (or their advocate), or the participant's employer. Services include regular contact with the participant or employer for:
 - a. Verification of employment
 - b. Assistance in securing better paying jobs
 - c. Additional career planning and counseling
 - d. Assistance with work-related problems
 - e. Peer support groups
 - f. Information about additional education or employment opportunities
 - g. Referral to other community services
3. Post-Program Support Service is a follow up service that can include assistance with:
 - a. Transportation including repair and insurance
 - b. Family care
 - c. Clothing
 - d. Tools or equipment for work
 - e. Food/meals
 - f. Housing
 - g. Health care including counseling
 - h. Financial or legal aid
 - i. Union dues
 - j. Professional licenses including driver's license, CDL, C.N.A. etc.

C. EXIT INFORMATION AND DEFINITIONS

Federal performance is based on a participant's situation during the 3 follow-up quarters. A program gets no credit for participant exit types but the exit type may be reflective of possible performance. Excluded exits remove the participant from all federal performance measures so that their record neither counts for or against the program.

1. Non-Positive Exits

- a. Retirement – A participant informs the program of their intention to retire and not seek any further employment
- b. Cannot Locate – A participant cannot be located. Case notes must verify efforts made to contact the participant.
- c. Other miscellaneous -- A participant can no longer continue in program activities, but no other method of exit applies.
- d. Lack of transportation – A participant is not able to continue in program activities due to no means of transportation, including public transportation between home and the location of training or employment and/or other program activities.

2. Positive Exits

- a. Unsubsidized Employment – The participant is employed full or part-time in a position that is not subsidized by the Workforce Investment Act or any other federally-funded workforce program.
- b. Entered Military Service – The participant enters or returns to any branch or active service.
- c. Entered a Qualified Apprenticeship – The participant has begun an apprenticeship program that is recognized by the Employment and Training Administration Bureau of Apprenticeship and Training or by a recognized State Apprenticeship Agency.
- d. Self-Employment – A participant begins an enterprise that is registered or licensed as a business with the State of Washington.

3. Excluded Exits (Participant is taken out of performance measures)

- a. Family Care – A participant is no longer able to continue program activities due to a responsibility for the care of one or more family members. Document with a statement from the participant.
- b. Health/Medical – A participant is no long able to continue program activities due to a health or medical reason that will last 90 days or more. Preferred documentation is note from a doctor but a participant statement is acceptable if that is not available.
- c. Institutionalized – A participant is institutionalized, for a minimum of 90 days, (incarcerated or hospitalized requiring 24-hour care). Documentation from penal or hospital system (booking, sentence).
- d. Deceased – A participant is deceased. Document with obituary or statement from a relative if that is not available.
- e. Reservist Called to Active Duty – A participant is called to active military duty. Military orders or participant statement.

EQUAL OPPORTUNITY

PacMtn is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to persons of disability.

VETERANS & ELIGIBLE SPOUSE PRIORITY FOR SERVICE

The Department of Labor (DOL) Training and Employment Guidance Letter (TEGL) No. 10-09 provides information regarding the implementation of Priority of Service for Veterans (effective 11/7/02) and Eligible Spouses in all Qualified Job Training Programs funded in whole or in part by the U.S. DOL at: http://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=2816

REFERENCES:

- TEGL 17-05
- State WIN 0031-Change 1

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