
Type: Program Procedure

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Purpose

The purpose of this policy is to ensure that participants exiting the Pathways Home 3 program are appropriately transitioned out of active participation, and to define the follow-up procedures required to maintain post-exit support for up to twelve (12) months. This policy will also ensure that participant outcomes, including employment, earnings, and recidivism rates, are properly tracked and reported to comply with Department of Labor (DOL) guidelines.

Procedural Guidelines

Participant Exit Process

The participant exit process should ensure that the individual is appropriately transitioned from active participation and that all necessary documentation is completed.

A. Criteria for Exit:

- A participant may exit the program when one or more of the following conditions are met:
 1. **Completion of Services:** The participant has completed the planned program activities and has achieved the desired outcomes, such as employment or credential attainment.
 2. **Voluntary Exit:** The participant has voluntarily chosen to exit the program before completing all planned activities.
 3. **Involuntary Exit:** The participant is no longer able to participate due to incarceration, relocation outside the service area, or other extenuating circumstances.
 4. **Non-Engagement:** The participant has failed to engage with the program for more than 90 days without explanation, despite efforts to re-engage them.

B. Exit Procedures:

- **Responsibility:** Case managers are responsible for initiating and completing the exit process.
- **Steps:**
 1. **Review the Individual Development Plan (IDP):** Ensure that the IDP is up-to-date, and document any final services or milestones completed.

2. **Complete Exit Form:** Fill out the *Participant Exit Form* in GPMS, including:
 - The reason for exit.
 - Services provided leading up to the exit.
 - Achieved outcomes (e.g., credential attainment, employment status).
 3. **Collect Supporting Documentation:** Ensure that all necessary documentation (e.g., pay stubs, credentials) is collected and uploaded into the participant's file.
 4. **Record Exit in GPMS:** Enter the exit details into GPMS within ten (10) business days of the exit, ensuring that all data fields are completed accurately.
 5. **Conduct Exit Interview:** If possible, conduct an exit interview with the participant to review their progress, post-exit plans, and any upcoming follow-up activities.
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Follow-Up Services

Follow-up services are designed to support participants in maintaining employment, achieving additional outcomes (e.g., further education or training), and preventing recidivism. Case managers are required to provide follow-up services for a minimum of twelve (12) months post-exit.

A. Follow-Up Services Provided: Follow-up services should address the ongoing needs of participants and may include:

1. **Career Counseling:** Ongoing job search assistance, career planning, resume updates, and interview preparation.
2. **Crisis Management:** Assistance with housing stability, mental health services, and addressing any other reentry barriers.
3. **Referrals to Community Resources:** Providing referrals for supportive services (e.g., housing, childcare, substance abuse treatment) as needed.
4. **Job Retention Support:** Providing job coaching and advising to help participants maintain employment.
5. **Skill Advancement Opportunities:** Assistance with enrolling in additional training, certifications, or education programs to enhance career prospects.

B. Follow-Up Timeline:

- **First 6 Months Post-Exit:**
 - Case managers will contact participants monthly for the first six (6) months after exit to check in on their progress, offer services, and document outcomes.
- **Months 7–12 Post-Exit:**
 - Case managers will contact participants every other month for months seven (7) through twelve (12) after exit to provide support and track outcomes.
- **Crisis or Employment Change:**

- In the event of a crisis (e.g., job loss, housing instability) or if the participant secures new employment, more frequent follow-up may be necessary. The case manager will adjust the frequency of follow-up based on the participant's needs.

C. Documentation of Follow-Up Services:

- **Responsibility:** Case managers must document all follow-up interactions in the GPMS system to ensure compliance with performance reporting.
- **Steps:**
 1. **Document Follow-Up Contact:** Record the date of contact, the type of services provided, and the participant's current status (employment, education, housing).
 2. **Update Outcomes:** If there are changes in the participant's employment or educational status, update the GPMS to reflect the new information (e.g., new employer, change in job title, or wage increase).
 3. **Capture Outcomes at Required Intervals:** Ensure that the required follow-up outcomes are reported at 30, 60, and 90 days post-exit and then quarterly until twelve (12) months post-exit.

Tracking and Reporting Post-Exit Outcomes

Post-exit outcomes are a critical part of performance reporting for the Pathways Home 3 program. These outcomes include employment status, earnings, credential attainment, and recidivism.

A. Employment and Earnings:

- **Data Collection:**
 - Case managers should collect employment verification (e.g., pay stubs, self-attestation, or employer verification) within thirty (30) days of employment.
 - Update GPMS with verified employment details, including employer name, job title, wage information, and employment start date.
- **Reporting:**
 - Report employment and earnings at the following intervals: second quarter after exit, fourth quarter after exit, and as part of ongoing follow-up documentation.

B. Credential Attainment:

- **Data Collection:**
 - Ensure that participants who earned a recognized credential during the program or within one (1) year after exit have their credentials documented in the participant file and GPMS.
 - Acceptable credentials include diplomas, vocational certificates, and industry recognized certifications.
- **Reporting:**
 - Report credential attainment within the first year post-exit.

C. Recidivism Tracking:

- **Data Collection:**
 - Track whether participants are convicted of a new criminal offense within twelve (12) months of release. This data can be collected through self-attestation, WA State background checks, or coordination with the local justice system.
 - If a participant is not maintaining an active relationship with their case manager (e.g., failing to respond to outreach or attend scheduled meetings), a WA State background check will be conducted. Additionally, we will coordinate with Lewis County Jail and review jail rosters to verify whether the participant has reentered the correctional system.
 - Case managers will document and record any criminal offenses, arrests, or incarcerations discovered through these methods and update the Grantee Performance Management System (GPMS) accordingly.
- **Reporting:**
 - All recidivism data, whether self-reported or discovered through background checks and jail records, will be tracked and reported in compliance with DOL requirements. Any new offenses or changes in participant status will be recorded as part of the post-exit follow-up process.

Quality Assurance and Auditing

The Quality Assurance (QA) Manager will regularly audit participant files to ensure compliance with exit and follow-up procedures.

A. Audits:

- **Frequency:** Quarterly audits will be conducted to verify that all exits, and follow-up services are properly documented.
- **Scope:** Audits will include reviewing participant exit documentation, follow-up service records, and outcome tracking in GPMS.

B. Corrective Actions:

- If any discrepancies or missing documentation are identified during the audit, the QA Manager will notify the case manager, and corrective actions must be taken within five (5) business days.

Training

All case managers and program staff will receive training on the participant exit process and follow-up procedures. Training will cover:

- Data entry for exits and follow-up services in GPMS.

- Proper documentation for post-exit outcomes (employment, earnings, credential attainment, and recidivism).
- Compliance with DOL performance reporting requirements.

Quarterly refresher training will be provided to ensure staff remain up-to-date on any changes to exit and follow-up procedures.

References

- **TEGL 10-16, Change 3:** Guidance on WIOA Performance Accountability.
- **WIOA Section 116:** Performance Indicators for Workforce Programs.
- **GPMS User Manual:** Instructions for data entry and reporting.

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