



# WIOA

Professional Development



## WIOA TITLE IB PROGRAM EXITS: RULES ON EXITING YOUR PARTICIPANTS

February 23, 2022

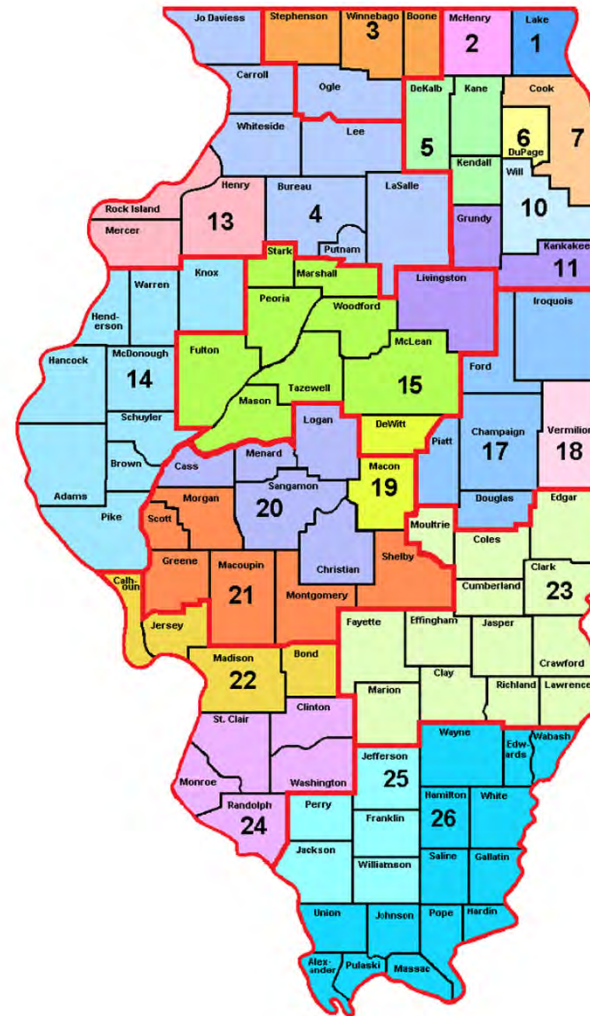


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# Where is Your Local Area?



# What is Your Role in the WIOA System?





# State Performance Management Team



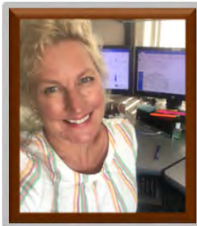
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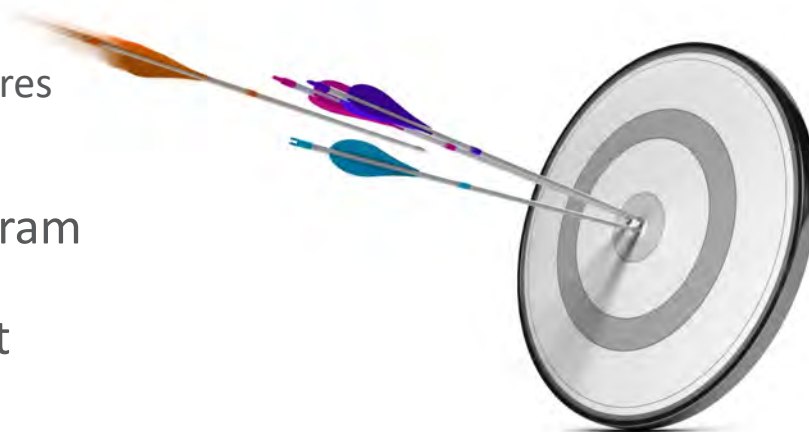


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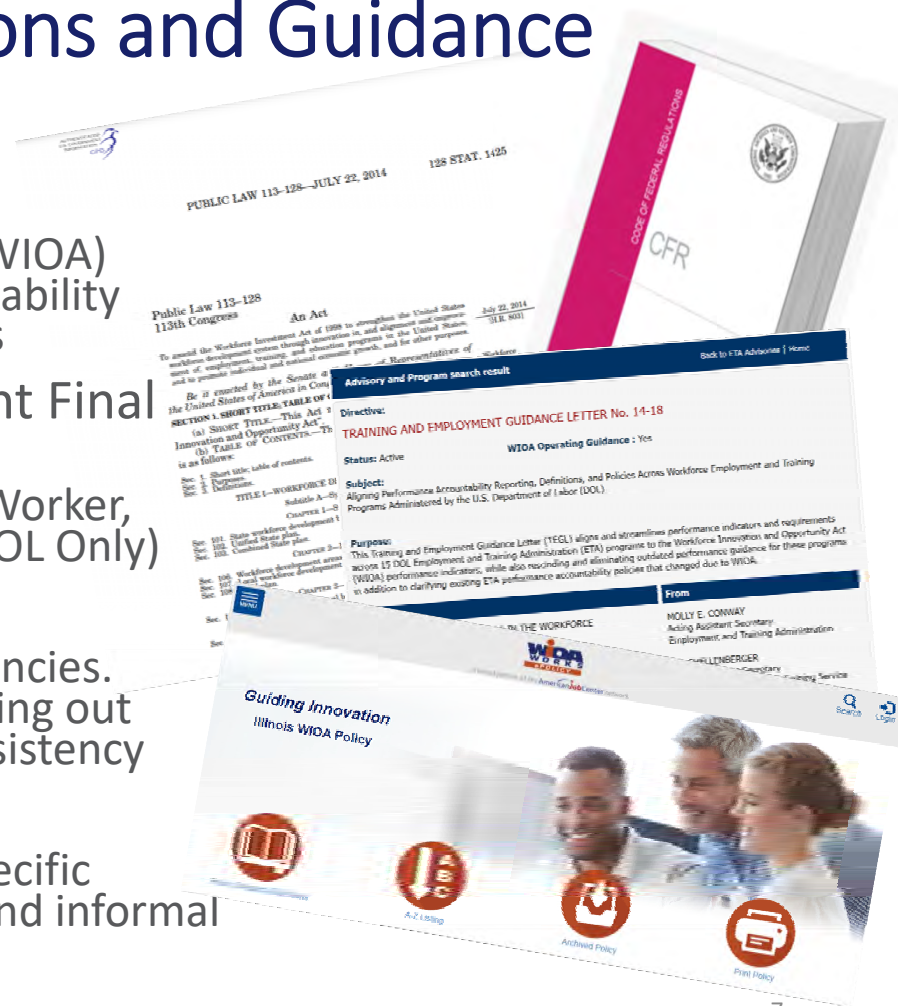
# Today's Objectives

- Understanding the General Requirements for WIOA Title IB Program Exits:
  - ✓ What is the 90 Day Exit rule?
  - ✓ How do program exits impact performance measures and reporting?
- Gain knowledge to better enable programs to remain in compliance with WIOA Title IB program exit requirements
- Review requirements for provision of Post Exit Follow-Up services
- Apply your knowledge:
  - ✓ Determine when a program exit must occur by assessing real-life career planning and participant scenarios.



# Statute, Regulations and Guidance

- Statute
  - Workforce Innovation and Opportunity Act (WIOA) Section 116 establishes performance accountability requirements for the six core WIOA programs
- Regulations - WIOA-DOL only & WIOA Joint Final Rules
  - 20 CFR 676, 677, and 678 (Adult, Dislocated Worker, Youth, and Wagner-Peyser); 603, 651, 652 (DOL Only)
- Policy Guidance and Joint Issuances
  - Guidance is issued by each of the Federal agencies. “Joint issuances” is the identical content coming out under each Federal partner’s vehicle, for consistency
- State Policies and Guidance
  - Each Core Program issues additional State specific requirements and guidance through formal and informal communication with its grantees





# Performance Resources

- [Workforce Innovation and Opportunity Act: Public Law; Final Rules, Joint Rule and Labor Only](#)
- [Workforce Innovation and Opportunity Act Section 116\(c\)](#)
- [U.S. DOL Training and Employment Guidance Letter \(TEGL\) No. 10-16, Change 1, Performance Accountability Guidance for Workforce Innovation and Opportunity Act \(WIOA\) Title I, Title II, Title III, and Title IV Core Programs](#) (August 23, 2017)
- [TEGL No. 14-18, Aligning Performance Accountability Reporting, Definitions, and Policies Across Workforce Employment and Training Programs Administered by the U.S. Department of Labor \(DOL\)](#) (March 25, 2019)





# Additional Resources Available

- [WIOA Performance Indicators and Measures](#)
- [WorkforceGPS.org](#)
- [Performance Accountability - Guidance](#)
- [Welcome to Performance Reporting](#)
- [Chapter 3. Performance Accountability and Reporting](#)
  - [3.3 General Requirements for Program Exit](#)
- [Chapter 4. Service Delivery](#)
  - [4.2 Career Planning](#)
  - [4.3 Follow-Up Services](#)
- [Chapter 7. Program Services](#)
  - [7.1 Career Services](#)





# WIOA Six Core Programs

- **Title IB – Workforce Development Programs**  
*(Dept. of Commerce and Economic Opportunity - DCEO)*
  - Adult Program
  - Dislocated Worker Program
  - Youth Program
- Title II – Adult Education and Family Literacy Act Program (AEFLA)  
*(Illinois Community College Board – ICCB)*
- Title III – Wagner-Peyser Act Employment Services Program  
*(Dept. of Employment Security – IDES)*
- Title IV – Vocational Rehabilitation (VR) Act Program  
*(Dept. of Human Services – Division of Rehabilitation Services – DHS-DRS)*



# WIOA Title I Reporting

## IWDS Illinois Workforce Development System



- Illinois Workforce Development System is the official system of record for Illinois and all reporting to USDOL occurs through this system
- Career Connect is the system of record for providers and grantees associated with Chicago Cook Workforce Partnership grants
- Illinois Workforce Integration System (IWIS) is part of the Illinois workNet<sup>®</sup> system and is a sister system of record to IWDS that captures specific grant and program records such as for the Apprenticeship Illinois and Youth Career Pathway grants.



## Key Terms and Definitions

**Reportable Individual:** An individual who has taken action that demonstrates an intent to use program services and who meets specific reporting criteria of the program, including identifying information, only use the self-service system, and receive information-only services or activities.

**Participant:** A reportable individual who has received services, other than those described in 677.150(a)(3), after satisfying all applicable programmatic requirements for the provision of services, such as eligibility determination.

**Title IB Youth Participant:** A reportable individual who has satisfied all applicable program requirements for provision of services, including eligibility determination, an objective assessment, and development of an individual service strategy (ISS), and received at least 1 of the 14 WIOA Youth program elements.

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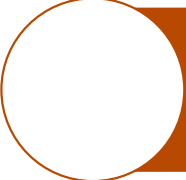
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**BP2**      ADD DEFINITION of FOR FOLLOW-UP  
Barry, Paula, 1/25/2022

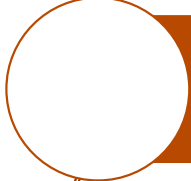
# Key Terms and Definitions




**Date of Program Exit:** The date of exit from the program is the last date of service. The date cannot be determined until 90 days have lapsed since the participant last received services and no future services are planned.<sup>1</sup>



**Common Exit:** Occurs when a participant, enrolled in multiple partner programs, has not received services from any DOL-administered program in which the participant is enrolled, to which the common exit policy applies, for at least 90 days, and no future services are planned.



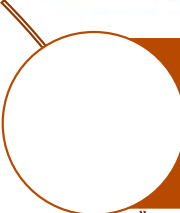
**Period of Participation:** For all indicators, except Measurable Skill Gains, a period of participation refers to the period of time beginning when an individual becomes a participant and ending on the participant's date of exit from the program.



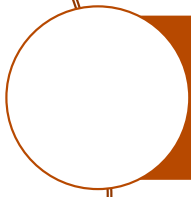
**Follow Up Services:** States and local areas must provide follow-up services for adults and dislocated worker participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment. Follow-up services do not extend the date of exit in performance reporting.

<sup>1</sup> WIOA Core Programs may have additional criteria or clarification to define Exit from their program.

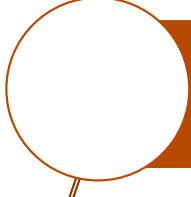
# Key Terms and Definitions




**Exiter:** someone who has been exited from WIOA; a former WIOA Title I Program participant; someone who ended participation (exited) and has a date of exit/exit record in a system of record.



**Exit-Based performance measures:** performance measure methodologies where tracking performance outcomes are based on the Exit Quarter; performance pools/denominators may only be determined by “exiters”.



**Exit Quarter:** Program Year (PY) Quarter in which the Exit date falls and in which the program exit is reported to DOL. The “Clock Starts” on performance outcome tracking.



**POST Exit and POST Exit Quarter:** Timeframes used to describe when and what a former WIOA participant, “Exiter”, is achieving after their participation in WIOA has ended and they are no longer receiving “active” services in the program. POST exit outcomes align with federal performance reporting.

<sup>1</sup> WIOA Core Programs may have additional criteria or clarification to define Exit from their program.

# General Requirements for Program Exit

- **Concept** - Exit occurs when a participant is no longer being served and leaves or “exits” the program. Exit from a WIOA Title I program is often triggered by a participant’s training completion, transition into employment or loss of contact.
- **Reporting** - WIOA Title I Program Exits are directly related to Performance Measure Reporting. IF a participant is not exited in accordance with policy, systems and programs are not able to report outcomes in accordance with WIOA.
  - An “exit record” is the mechanism used to document a participant’s program exit in a system of record.





# General Requirements for Program Exit



Program Exit  
Defined



PLEASE  
NOTE

- A WIOA Title IB program Exit must occur when a Participant has not received any active services funded by the program or a partner program for 90 consecutive calendar days, has no gap in service and is not scheduled for future services.
- At that point, the Date of Exit is applied retroactively to the last date of service. (This is the end date of the last active service recorded.)
  - ✓ An active program service is a service provided to a *Participant* that has taken place within the last ninety (90) consecutive days.
  - ✓ Active program services would not include determination of eligibility to participate in the program, self-service activities, follow-up services or documentation of case notes and fiscal records.

## 90 Days (No Service) Exit Rule



Program Exit  
Defined



PLEASE  
NOTE

- Once a participant has no active WIOA Title IB services for ninety (90) Days, has no gap in service planned, and no future services scheduled, Staff must enter the EXIT record in the system of record.
- Programs are reviewed for exit compliance. Programs may be cited when staff is not exiting participants in compliance with the “90 Day Exit Rule”.
- Significant staff involvement and enrollment in services indicates that a participant is being “actively” served by WIOA.
  - Leaving telephone messages or emails or entering case notes into system(s) of record are NOT considered active services to extend program participation and delay program exit.



## Exit Records – Operational Parameters

- Career Planners should not enter exit records in the system until 90 Days have passed with no active service provided.
- The exit record must be entered no more than one hundred twenty (120) days from the last date of active program service.
  - If a career planner does not enter the record by 120 Days after last active service, the system will “lock” the record and programs will not be allowed to record an exit in a system.
  - At this point, the participant record is not in compliance with program exit policy and programs must submit the participant and information to OET for review.



## Exit Records – Operational Parameters



Program Exit  
Defined



PLEASE  
NOTE

- A participant may be exited sooner than ninety (90) days (with no service) if it is *known* that they will not be receiving any additional active services funded by WIOA Title IB or a partner program.
- If an exit record has been entered and the participant receives a new active service funded by the program or a partner program within ninety (90) days of the previous service, then the exit record must be deleted so participation may continue, and new service may be recorded in the system.
  - In this case Career Planners must contact their manager who will contact OET to request removal of the Exit record from the system.
  - Career Planners must be very cautious when determining a participant may be exited prior to 90 days without a service to limit the potential for requesting remove of exit records.



# Exit Records – Operational Parameters

- The 90-day exit rule does not apply in instances where a participant has planned future services or a gap in service of greater than 90 days if it meets one of the following criteria:
  - There is a delay before the beginning of training,
  - A health/medical condition or providing care to a family member with a health/medical condition occurs, or
  - A temporary move from the local area prevents the participant from participating in services, including military service obligations.
- The planned gap in WIOA Title IB services may not last more than one hundred eighty (180) consecutive calendar days from the date of the most recent service.
- All planned gaps in service must be documented in the IEP or ISS and the system(s) of record and must include the reason for the gap and the anticipated return date to complete program services.

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Planned  
Future and  
Gaps in  
Services

## Common Exit



Common  
Exit Defined



PLEASE  
NOTE

- States may implement Common Exit policies indicating program exit should occur when all criteria of a program exit is met for multiple core programs.
- Illinois does NOT have a Common Exit policy, however, grantees should utilize the principals of the definition if a participant is enrolled in multiple Title IB programs, such as Youth and Adult.
  - ✓ Participants co-enrolled in Title IB and Trade Adjustment Act (Trade) programs should not be exited until the last active service from both programs has occurred.
  - ✓ Exit for Title IB co-enrolled participants should not occur until requirements for exit from each program have been met.



# Local Reporting Requirements

- Participant Engagement
  - Services/Activities/Case Notes to be recorded in appropriate system of record (within 10 days)
  - Program Exit submitted (in accordance with 90 day no service exit policy)
  - Outcomes recorded (supplemental employment, education/training or other) in appropriate system of record (within 10 days) of learning of the outcome
- Grant Recipients Report on Performance Indicators or Goals in accordance with Grant Agreements
  - All Services/Activities/Case Notes need to be recorded by the grantee to ensure accurate performance reporting
- Annual Eligible Training Provider Performance Information
- Annual Certification Report (ACR)
- Submission of Participant, Employer and other local Success Stories



# Local Reporting Requirements

Prior to entering an exit record, the following information must be reviewed for accuracy, and any deficiencies identified must be corrected:

- Ensure services provided to the participant has been recorded and close any open services by adding the end date and completion status;
- All supporting documentation has been obtained and is physically located in the file and/or *Case Notes* are entered;
- Employment or Job records, including ending old/past job records in work history;
- Each credential (Diploma/Degree/Certification) achieved has been added to the credential record and appropriate credentials selected in the exit record;
- All types of Measurable Skill Gains (MSGs) achieved are recorded;
- The exit record includes one School Status at Exit and one Exit Reason; and
- If the exit reason is an exclusion from the performance indicators as outlined in the Exclusions from Performance section of this policy, supporting documentation/validation is included in the file.
- Note a separate exit reason is required for each co-enrolled program.





# WIOA Title I Program Exit Reasons

## Exit Reasons in IWDS

- Attained Credential/Diploma/Certificate
- Attained GED, Equivalency School
- Attained High School Diploma
- Attending Post-Secondary School/College at Exit
- Attending Secondary/High School at Exit
- Cannot Locate
- Deceased
- Entered Registered Apprenticeship program
- Entered Supplement Employment
- Entered Unsubsidized Employment
- Foster Care
- Health/Medical
- Institutionalized/Incarcerated
- Other, Services Completed
- Other, Services Not Completed
- Reserve Forces, Called to Active Duty

Note: There may be other reasons depending on WIOA Title I Program, and system of record being used for reporting.

# WIOA Title I B Program Exit Compliance

## Exclusions from Performance Measures



- **Exclusions for All WIOA Titles<sup>1</sup> (Reported at EXIT)**
  - ✓ Incarceration or become resident of an institution
  - ✓ Medical treatment expected to last longer than 90 days
  - ✓ Participant is deceased
  - ✓ Member of the National Guard or other reserve military unit called to active duty for at least 90 days
- **Title IB Youth ONLY**
  - ✓ Participant is in Foster Care System and exits because of move from local area as part of program or system
- Participant will not be included in the performance calculation

<sup>1</sup> Other WIOA Core Programs may have additional Exclusions specific to their program and indicators of performance



# WIOA Title I B Program Exit Compliance

- WIOA Title I Exit Compliance: “90 Days (No Active Service) Exit Rule”:
- Reports and tools are available for tracking participants to ensure compliance with program exit policy.
- IPATS Dashboard –
  - Last Active Service Greater than 60, 90 or 110 Days.
  - Participants with Open Services for more than 6 months
  - More to come on IPATS Dashboard...
- IWDS Reporting Menu
  - “Days Since Last Active Service” Report
    - Days = 111

Customer Activity	
⚠ No Case Note in 30 Days ⓘ	4
* Last Active Service Greater than 60 days ago ⓘ	0
⚠ Last Active Service Greater than 90 days ago ⓘ	0
⚠ Last Active Service Greater than 110 days ago ⓘ	0
* Participants with Open Services for more than 6 Months ⓘ	37
⚠ Participants with Open Services for more than 18 Months ⓘ	0



# Exit Records – Operational Parameters

- 90 Days No Active Service Rule:
  - Employment verification (via IBIS, for example) is NOT an “active” service to participants.
  - Enter as case note – NOT same day episode.
  - Does not extend participation and exit date.
- Active service:
  - “Referred to Employment/Placement (STAFF Assisted)” (SAME-DAY):
  - Defined: Individualized assistance by a career planner who matches a participant with existing job openings which are related to the customer's prior job experience or with the training program the individual has completed.





# WIOA Follow-Up Services



## Follow-Up Services

PLEASE  
NOTE

- **Follow-up services** are critical services to ensure success in employment and/or postsecondary education and training.
- Interactive, two-way communication between WIOA program and participant that occurs during the twelve (12) month period following program exit
  - Should occur as often as necessary
  - At minimum should occur at least once every thirty (30) days for the first three (3) months and then at least once each quarter for the remainder of the twelve (12) month period
  - “Section 677.150 (c)(1)(i) indicates that follow-up services do not extend the date of exit, and Section 116 of WIOA requires states to ensure data submitted and reported to the Department is valid and reliable.”

# Follow-Up Services Exceptions



## Follow-Up Services

### NEED TO KNOW

- When determining whether 90 days have elapsed since the participant last received services, grantees must not include the receipt by the participant of any self-service, information-only services or activities, or follow-up services, as these services do not delay, postpone, or affect the date of exit.
- Because the date of exit is retroactive to the last date of service, follow-up services may begin immediately following the anticipated last date of service if it is expected that the participant will not receive any future services other than follow-up services.
- Provision of follow-up services does not extend the date of exit.

# WIOA Follow-Up Services



## Follow-Up Services



PLEASE  
NOTE

- Leaving telephone messages or emails or entering case notes into system(s) of record are NOT considered follow-up services;
- Career planners must work in conjunction with the participant to identify which follow-up services are appropriate following an evaluation to determine need and level of intensity.
  - Follow up Services should not be provided for Adults, Dislocated Workers or Youth who are exited because of any of the “Other” Exit reasons listed as exclusions from reporting.
  - Career planners should be aware of communication and documents that point to Employment or Placements in education and training for participants since they are related to performance outcomes.





# WIOA Follow-Up Services

## Adult and Dislocated Workers

- Must be provided for up to twelve (12) months after the first date of unsubsidized employment
- Support for retaining employment, earn wage gains or advance in the occupation or workplace
- May be provided to individuals that do NOT obtain unsubsidized employment
- Documented in the Individual Employment Plan (IEP) and may include:
  - Counseling about the workplace
  - Assistance resolving work-related problems
  - Connecting individuals to peer support groups or community resources
  - Providing information on additional education or training opportunities
  - Self-Service
  - Information-Only
- Trade Act Participants receive Follow-Up Services as a condition of being co-enrolled as a WIOA Dislocated Worker

## Youth

- Must be provided for a minimum of twelve (12) months following program exit
- Assistance to enable continued life-long learning, achieve self-sufficiency, ensure job retention, earn wage gains, and/or continue postsecondary education and training
- Documented in the Individual Service Strategy (ISS) and may include:
  - Supportive Services
  - Adult Mentoring
  - Financial Literacy Education
  - Labor market and employment information including career awareness, career counseling, and career exploration
  - Activities to help youth prepare for and transition into postsecondary education and training
  - Self-Service
  - Information-Only

# Discontinuing Follow-Up Services



## Follow-Up Services



PLEASE  
NOTE

- **Adults and Dislocated Workers**
  - If after ninety (90) days, the participant is unresponsive to contact by career planner, cannot be located or refuses to provide information, follow-up services can be closed.
  - Case notes and the IEP must reflect this discontinuation.
- **Youth**
  - May be discontinued if the individual is unable to be located to continue services or requests to opt out of services at any time.
  - Clear case notes and the ISS must document these instances.
  - Local policies must be developed to outline when follow-up services are appropriate, when they should be provided and the process for discontinuing services.

# Follow-Up Services Exceptions



## Follow-Up Services

### NEED TO KNOW

- Follow-Up Services for WIOA Adults and Dislocated Workers must be made available after unsubsidized employment.
- Generally, Follow-Up Services would occur after Program Exit, but they are not required to occur Post-Exit.
- Generally, Career Services would not occur after Follow-Up Services have begun, but there may be instances where additional career services are needed Post-Employment.
- Program Exit may occur before 90-day period from last active service, if no future services other than follow-up services are anticipated.

# Exit-Based Performance Measures





# Follow-Up Services “Exit Based” Performance Measures

- Outcomes identified and documented in systems of record during Follow-Up with participants are directly related to performance measure reporting and success for the following programs and measures:
- **Adult and Dislocated Worker Measures:**
  - Employment Rate 2nd and 4th Quarter after Exit:
    - Outcomes - Supplemental Wage Information documented in both 2nd and 4th Quarters POST Exit.
  - Credential Attainment Rate:
    - Outcome – Credentials documented in Post-Exit Follow-Up
    - “Special Rule” - allows up to a year post exit to document Employment or Education/Training Outcomes for participants who only have HS Diploma/Equivalent at time of Exit.





# Follow-Up Services

## “Exit Based” Performance Measures

- **WIOA Title I YOUTH Measures:**
  - Employment and Education and Training Rate - 2<sup>nd</sup> and 4<sup>th</sup> Quarter after Exit:
    - Outcome -Supplemental Wage Information documented in both 2<sup>nd</sup> and 4<sup>th</sup> Quarters POST Exit.
    - Outcome - Entry into Secondary or Post-Secondary Training or Education in both 2<sup>nd</sup> and 4<sup>th</sup> Quarter POST Exit
  - Credential Attainment Rate: Allowed up to a Year Post-Exit to document Credentials.
    - Outcomes – credentials documented in post-exit follow-up
    - “Special Rule” - allows up to a year post exit to document Employment or Education/Training Outcomes for participants who only have HS Diploma/Equivalent at time of Exit.



# WIOA Program Exit Scenario – 1



- Heidi is a Title IB Adult participant who completed the following services and activities.
  - Eligibility determination – May 14, 2021
  - Initial assessment – May 14, 2021
  - Development of an Individual Employment Plan (IEP) – May 14, 2021
  - Enrolled in Occupational Skills Training – June 8, 2021
  - Received transportation assistance – June 15, 17, 22 and 24; July 6, 8, 13, 15, 20, 22, and 29, and August 3 and 5, 2021
  - Completed Occupational Skills Training - October 5, 2021
  - Staff-assisted Employment Referral and Placement – December 1, 2021
  - Received Transportation Assistance – January 5, 2022
  - Job interview – January 5, 2022
  - Payment of Cash Incentive – January 14, 2022
  - Began employment – February 1, 2022
- **As of today's date, what is the most accurate statement that can be made of the following**
  - a. Heidi should be exited from the Title IB Adult program on October 5, 2021
  - b. Heidi should be exited from the Title IB Adult program on December 1, 2021
  - c. Heidi should be exited from the Title IB Adult program on January 5, 2022
  - d. Heidi should be exited from Title IB Adult program on February 1, 2022
  - e. Heidi's program exit date is not yet known

## WIOA Program Exit Scenario – 2 Explanation

- The correct answer is that a program exit date cannot yet be determined for Heidi, because 90 days has not elapsed since the last active service.
- The last known and appropriate career, training or supportive service for Heidi was transportation assistance on January 5, 2022. At that point the “exit clock” has started and unless she receives another active career service between January 5 and 90 days after that (April 5, 2022), she should be exited in the appropriate system of record within 10 days of April 5 with the program exit date being January 5, 2022.
- Provision of supportive services for Title IB Adult (and Dislocated Worker) participants can occur prior to program exit, but not after, and program exit cannot necessarily be determined by training completion, and verification of or employment start date is not an active service that would affect the program exit date. However, staff–assisted referral or placement, is an active service.
- Payment of a Cash Incentive is not an active service, so this would not be an appropriate date for determining program exits.



## WIOA Program Exit Scenario – 2



- Jordan enrolled in the Title IB Dislocated Worker program on March 16, 2021. The following services and activities occurred on the identified dates.
  - Eligibility determination – March 16, 2021
  - Initial assessment – March 16, 2021
  - Development of an Individual Employment Plan (IEP) – March 18, 2021
  - Information on filing Unemployment Insurance – March 18, 2021
  - Job search assistance – March 19, 2021
  - Labor market information – March 19, 2021
  - Began receiving Unemployment assistance – April 1, 2021
  - Information on supportive services – April 7, 2021
  - Job search assistance – April 14, 2021
  - Job interviews – May 28, 2021, June 8, 2021, June 12, 2021, and July 1, 2021
  - Employment offer – July 13, 2021
  - Began employment – August 1, 2021
  - Career planner check-in with participant employee – September 1, 2021
  - Employment counseling with Title IB career planner – September 23, 2021

- **What is the date to be used for Jordan's program exit?**

a. March 18, 2021    b. April 1, 2021    c. April 14, 2021    d. July 1, 2021    e. July 13, 2021    f. September 23, 2021

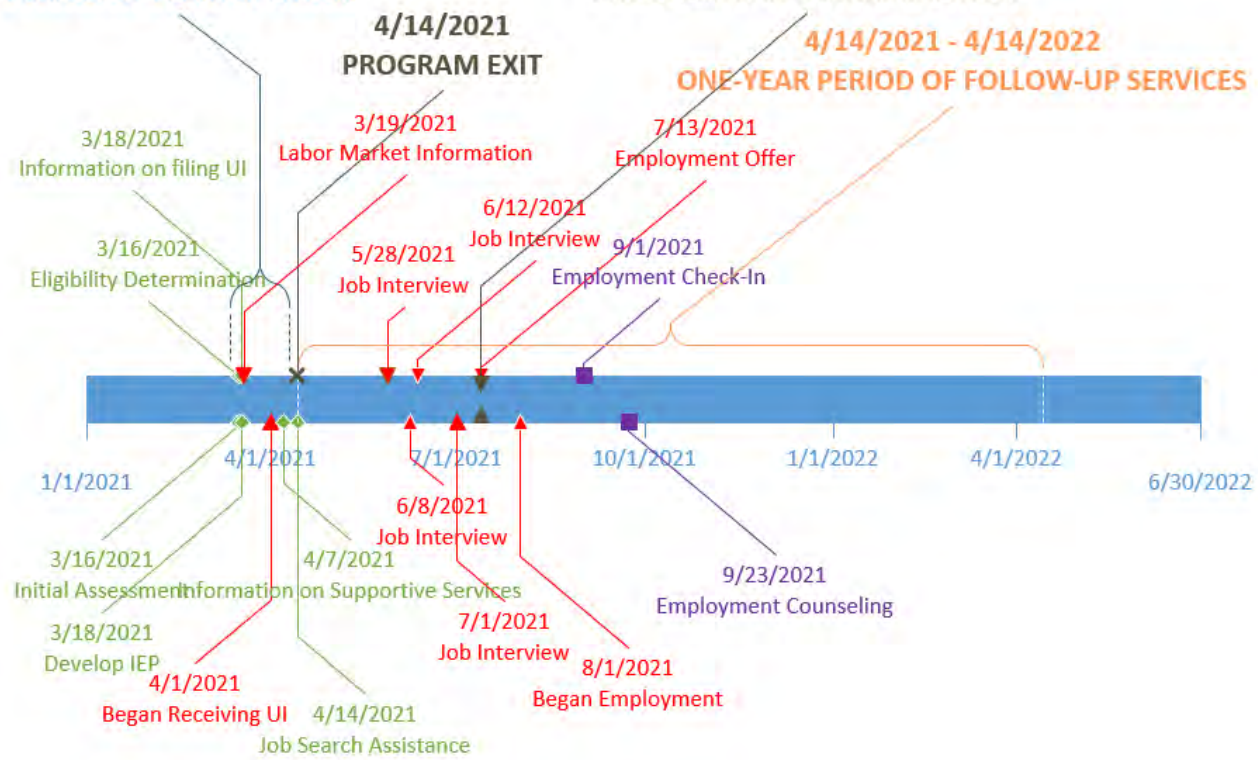
## WIOA Program Exit Scenario – 2 Explanation

- The correct answer is c.) Jordan's Program Exit date would be April 14, 2021, as this was the LAST active career service received, assuming it was with significant staff assistance and not a self-service. (This could be a point of discussion with many of the services in this individual's list of services received).
- Eligibility determination, initial assessment, development of an IEP, information on UI, job search assistance and information on supportive services are all career services that extend participation with the last being the April 14 job search assistance.
- Employment counseling is a follow-up service that does not extend participation. The assumption here was this occurred during employment to assist in them sustaining/retaining employment. Again, the information provided may not be sufficient to support this interpretation.
- Filing and collecting UI claims , labor market information, job interviews and employment dates are NOT WIOA services.
- Depending on the extent of the outreach between career planner and individual following employment, a follow-up service may have occurred, but it would not extend participation or delay program exit regardless.

# WIOA Program Exit Scenario – 2 Jordan's TIMELINE

**3/16/2021 - 4/14/2021**  
PERIOD OF PARTICIPATION

**7/13/2021**  
PROGRAM EXIT DETERMINATION



- ◆ *Staff-Assisted Career Services*
- ▲ *Self- or Informational Only Services / Not a WIOA Service*
- *Follow-Up Services*
- ✕ *Program Exit Date*



## WIOA Program Exit Scenario – 3



- Camille is an Out-of-School Youth participant enrolled in WIOA Alternative school and Leadership Development services.
- She completed her Alternative School program successfully, earning her GED, on 12/15/2021 and the Leadership Development activities ended on 1/15/2022. At an in-person meeting that took place on the same day Camille finished the Leadership activities to update her Individual Service Strategy (ISS); Camille indicated she had a temporary job at a day-care and after school program (HS or Equivalency required) assisting Youth with their homework. The job starts on 2/1/2022 and she will work there until moving to Arizona in April of 2021. She has been accepted into a Community College in AZ and will work part-time so she would no longer be needing any services or support from the program.
- The Career Planner followed up with Camille, on a monthly basis, via phone calls and text messages after that meeting to make sure she is no longer in need of services, status of move, etc. The calls were documented in case notes only.
- Camille finally texted her Career Planner on April 15th, 2021, saying that she “made it to Arizona, enrolled in summer school at a Community College and got a part-time Job at the bookstore on campus”. She also sent her documentation/pay stub of her employment before she left for AZ from the Day Care.
- The Career planner entered the employment, attempts at contact Camille and the final response in standard case notes in the system.

## WIOA Program Exit Scenario – 3a

When should the Career Planner enter the program exit record in the system of record for Camille?

- a. On January 15, 2022, the day of last in-person meeting.
- b. On March 30, 2022 since this is the last day of the quarter.
- c. No sooner than April 15 and not later than May 14th, 2022. 90 days after last service but before 30-day review time.
- d. On December 15th, 2022, one year after earning her GED to document a potential post-secondary credential she may have earned while in school in Arizona.

## WIOA Program Exit – 3a Explanation

- The correct answer is c.) “No sooner than April 15 and no later than May 14, 2022. A program exit cannot be determined until 90 days after the last career service and must be entered into the system of record within 30 days of the end of the 90-day period.
- The 30 day period allows the career planner and/or case manager to review the participant’s file and enter the appropriate date of program exit before the system “locks” the exit record.
- In instances where the exit record becomes locked for inactivity or error, the career planner must contact their manager to request the exit record be unlocked. The manager then contacts Office of Employment and Training (OET) staff to address the exit record.



## WIOA Program Exit Scenario – 3b

When the exit record is entered, what will the Date of Program Exit be?

- a. 01/15/2022
- b. 12/15/2021
- c. 04/15/2022
- d. 02/01/2022
- e. None of the above, exit date cannot be determined.



## WIOA Program Exit – 3b Explanation

- The correct answer is a.) 01/15/2022.
- The end date cannot be determined until 04/15/2022 which is 90 days after the last career service Camille received which was Leadership Development on 01/15/2022.
- Once the 90 days has been reached since the last career service and no new services are planned or gaps in service identified, the date of exit can be determined.

## WIOA Program Exit Scenario – 3c

What is the best exit reason for Camille that the career planner/case manager should select when entering the exit record?

- a. Other, Services Completed
- b. Entered Unsubsidized Employment
- c. Attained GED, Equivalency School
- d. Cannot Locate
- e. Attending Post-Secondary School/College at Exit

## WIOA Program Exit – 3c Explanation

- The correct answer is b.) Entered Unsubsidized Employment.
- There are multiple exit reasons that apply to Camille's outcomes in the WIOA Title I Youth program. The best answer would be related to her goals developed in her Individual Service Strategy (ISS).
- LWIAs would document her Exit as Entered Unsubsidized Employment in this case since employment at Exit can be verified at the time 90 days has passed since the last active service.
- Program Exit Date is tied to the last active service, whereas Reason for Exit is tied to the most recent reason for exiting the program within the exit quarter and matches the details of the ISS.

## WIOA Program Exit Scenario – 3d

Are Follow-Up Services required for Camille?

- a. No, she was moving out of state.
- b. Yes, follow-up services are required for ALL WIOA Title I Youth.
- c. No, if Camille declines.
- d. Yes, because she was employed at Exit.

## WIOA Program Exit – 3d Explanation

- The correct answer is b.) Yes, follow-up services are required for ALL WIOA Title I Youth.
- Follow-up services must be made available for a period of twelve-months following program exit for all Title I Youth.
- However, there are two exceptions to follow-up services being made available for an entire year:
  - The Youth participant is **unable to be located or contacted** after at least two quarters of attempts following program exit, and
  - The Youth participant **opts out** of follow-up services.
- Career planners/case managers must clearly document in the participant's file all attempts to contact and reasons for discontinuing follow-up services, and should not encourage such decisions by participants.
- Attempts to contact employers or education or training providers should be made in order to determine performance outcomes.
- These requirements may be unique to the Youth program so career planners should ensure they are knowledgeable of all of the follow-up services requirements for all WIOA programs.

## WIOA Program Exit Scenario – 3e

Knowing Camille's correct date of Exit/Exit Quarter during post exit follow up, in what months/POST Exit Quarters, will the Career Planner need to document Camille's post exit enrollment in post-secondary education to positively impact the Youth Employment and/or Education Rate performance measures 2<sup>nd</sup> and 4<sup>th</sup> Quarter after Exit?

- a. Enter outcomes in any month from the exit date up until one calendar Year after Exit.
- b. None, the Exit Reason Entered Unsubsidized Employment will include Camille as a positive in employment outcomes.
- c. April through June of 2022 and January through March of 2023.
- d. Every conversation with Camille should be documented as a post-exit outcome if she verbally confirms she is enrolled in college courses.



## WIOA Program Exit – 3e Explanation

- The correct answer is c.) April through June of 2022 and January through March of 2023. These are the 2<sup>nd</sup> and 4<sup>th</sup> Post Exit Quarters based on Camille's exit date/exit quarter.
- Although Camille's post exit outcome, WHEN written documentation is provided, should be recorded in every quarter, and in Follow-Up case notes, the months that fall into the 2<sup>nd</sup> and 4<sup>th</sup> POST Exit quarters are what is tracked for performance reporting.

**EXIT Quarter = 1/15/22 (1/1 – 3/31/22)**

1<sup>st</sup> POST Exit Quarter: 4/1 – 6/30 2022)

2<sup>nd</sup> POST Exit Quarter: 7/1/ - 9/30/2022

3<sup>rd</sup> POST Exit Quarter: 10/1- 12/31/2022

4<sup>th</sup> POST Exit Quarter: 1/1 -3/31/2023

## WIOA Program Exit Scenario – 3f

In May, July and December of 2022 and February of 2023, Camille stated and provided documentation that she was still going to school full time and working part time. She is going for her RN AAS degree and will not complete it until June of 2023. Based on Camille's conversation and documentation with her career planner, which Exit Based Performance Measures Outcomes may be impacted during POST EXIT follow-up?

- a. Youth Employment or Education/Training Measures 2nd and 4th Quarter Post Exit.
- b. Youth Median Earnings 2nd Quarter after Exit.
- c. Youth Credential Attainment Rate.
- d. Youth Measurable Skill Gains
- e. All of the above measures.
- f. Camille will only be a positive in a.) b.) and c.)



## WIOA Program Exit – 3f Survey Explanation

- The correct answer is e.) Camille will be included in and counted as a positive in all performance measures.
- She met both criteria to be a positive in the Youth Employment or Education rates as well as her employment status met the Special rule for the Credential Attainment Rate since she was employed within on calendar year after exit.
- The fact that she was employed would indicate she had wages which would be included in the Median Earnings measure.
- While not specifically outlined, the assumption is that during her education and/or employment periods she met at least one type of MSG in each of the program years.



# What's Next in WIOA Performance Technical Assistance?



- **April 6, 2022**  
WIOA Performance Measures - Best Practices Virtual Roundtable
- **Calendar Year 2022**  
Career Planning, Title I Services Matrix, Illinois Performance and Transparency System (IPATS), Effectiveness in Serving Employers, Local Negotiations for PY2022/2023, Performance Reporting, Annual Statewide Performance Report
- **Recap of Prior Performance Technical Assistance**

WIOA Performance 101	October 27, 2021
Local Performance Outcomes	November 3, 2021
Measurable Skill Gains	November 17, 2021
Credential Attainment	December 1, 2021
Employment-Related Measures	December 15, 2021
WIOA Title IB Youth Performance	January 19, 2021
Demand Occupation Training List Updates	February 16, 2022

Recorded Sessions: [Illinois workNet Videos and Training Materials](#)

**To Subscribe to receive Workforce Weekly Professional Development Announcements:**  
<https://icsps.forms-db.com/view.php?id=149615>

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**thank you**