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# **Closure/Exit Procedure**

#### **Overview**

All WIOA <u>enrolled</u> Adult, Dislocated Worker and Youth participants without an active service for 90 days <u>MUST</u> be exited from WIOA. Youth entered in Career Connect after 3/9/2023 who only receive non-enrolling services must be "exited" if they do not receive an enrolling service within 45 days of WIOA eligibility. (See the "Exiting a Non-Enrolled Youth" section below for special instructions on exiting these Youth.) Agencies must monitor their case load and run the Days Since Last Active Service report monthly to ensure timely exits of participants.

This procedure covers:

- Pre-closure/exit requirements
- Creating the Closure/Exit for <u>enrolled</u> Adults, Dislocated Workers, and Youth
- Exiting a Non-Enrolled Youth
- Exiting a participant who has not had a service for over 120-days
- Clousre/Exit reports including the Days Since Last Active Service report
- List of valid exit reasons

#### **UPATED!** Prior to Closure/Exit

Please make sure the following steps are complete **<u>BEFORE</u>** Creating a Closure in Career Connect. (We recommend using the Exit Checklist available for download at: <u>https://workforceboard.zendesk.com/hc/en-us/articles/360001375152</u>.)

- 1. Close the IEP/ISS Plan (see the <u>IEP/ISS procedure</u> for further guidance).
- 2. Make sure all services:
  - Are recorded
  - Have an actual begin date <u>and</u> an actual end date
  - Have a provider
  - For Adults/Dislocated Workers, no support services may be dated after the end date of the last active service. (Active services have a check mark in the EE (Extends Exit) column of the Service Activities summary screen.)
  - For Youth, no Cash Incentive services may be dated after the end date of the last active service. (Active services have a check mark in the EE (Extends Exit) column of the Service Activities summary screen.)
  - If needed, please make service corrections or submit corrections to the Help Desk <u>before</u> completing the Closure.
- 3. Add any credentials earned during the program to the WIOA Credential bar (see <u>Credential Procedure</u> for further guidance).
- Add any Measurable Skills Gains (MSG) attained during the to the WIOA Measurable Skills Gain bar or, for literacy/numeracy gains, to the Educational Functioning Level for Measurable Skills Gain bar. (See <u>Measurable</u> <u>Skills Gains Procedure</u> for further guidance.)

5. Add any unsubsidized or OJT Employment entered during the program or at Closure to the WIOA Employment bar (see <u>In Program Employment Tracking Procedure</u> for further guidance)

Create the Closure only **<u>after</u>** items above have been completed.

## UPDATED! Entering the Closure for Enrolled Adults, Dislocated Workers, and Youth

**Step 1:** Once you are "Assisting" the customer, go to *Staff Profiles > Case Management > Programs*. Then click on the (+) next to the WIOA Application to expand the section.

Manage Job Orders	_							
Manage Labor Exchange 🔶	Title I - Workforce Development (WIOA) Apps: 1							
Manage Activities	Create Title I - Workforce Developm	ent (WIOA) Application						
Manage Providers								
Manage Case Assignment 🔸								
Manage Follow-Up		(Source ID: 10008595) - Complete						
Manage Surveys	LWDB:	07 - Chicago Cook Workforce	Application Date	01/12/2018				
	0	Partnersnip	Participation Date:	01/12/2018				
⊟ Reports	Onestop:	(7002)	Closure Date:	N/A				
My Reports	Open/Total Activities:	0/2	Exit Date:	N/A				
Summary Reports								
Detailed Reports								
Custom Reports	Generic Program Apps: 0							
Ad-Hoc Query Wizard	Create Generic Application							
Federal Reports								
Live Data		Activity Status: 💽 = Open, 🥃 = Cle	osed, 🛐 = System Closed, 🕎 = Voided					

Step 2: Click on the Closure (+) to expand the section and click on "Create Closure".

	C Eligibility Summary	
	Participation	09/12/2019
	C Activities / Enrollments / Services	1
	C Measurable Skills Gain	0
	C Educational Functioning Level for Measurable Skills Gain	0
	Credentials	0
	Partner Programs	0
	Add Employment	0
/		N/A
	Create Closure	
	🕻 Exit / Outcome	N/A
	G Follow-ups	0

**Step 3:** In the General Information section:

- Select your Office Location.
- The Closure Date will automatically set to the end date of the last active service.
- Select "Neither condition applies" for the Accountability Closure/Exit status.

Currently Managing		
JONES, AMARI	General Information	
Service Tracking: ON	Username:	255472
Release Individual	Name:	Jones, Amari
Assist a new Individual	Last service date:	01/31/2018
My Staff Workspace	Exit Date:	
My Staff Dashboard	Exit Reason:	
My Staff Resources	LWIA:	07 Chicago Cook Workforce Partnership
Directory of Services	* Office Location:	Metropolitan Family Services (7002)
Services for Workforce	Case closure date:	01/31/2018
Staff	* Accountability Closure/Exit Status:	None Selected
Manage Individuals	* Case Closure Exit Reason:	Invalid SSN or failed to disclose SSN Retirement
Manage Employers		Neither condition applies

**Step 4:** Choose the appropriate Case Closure Exit reason\*.

- A list is available in Appendix A below. Note that some reasons may only be used for Youth participants and are labeled as "YOUTH ONLY".
- Do <u>not</u> use the "YOUTH ONLY-No Enrolling Services" exit reason unless the Youth meets the criteria specified in the "Exiting a Non-Enrolled Youth" section below.
- If a Youth is both employed and enrolled in post-secondary education at Closure, select "YOUTH ONLY-Attending Post Secondary School / College at Exit (Pos)" as the Closure Reason. The employment will be counted by entering the job as explained below.

Menu		🖶 Home 🛛 🖓 My Dashboard 🕞 Sign Out 🔒 Services for Individuals		
		None Selected		
My Staff Workspace	Last service date:	Entered Unsubsidized Employment (Pos)		
		Entered Supplemental Employment (POS)		
My Staff Dashboard	Exit Date:	YOUTH ONLY - Attending Post Secondary School/College at Exit (Pos)		
My Staff Resources	Exit Dute:	Institutionalized/Incarcerated (Neutral)		
		Health/Medical (Neutral)		
My Staff Account	Exit Reason:	Deceased (Neutral)		
Directory of Services		Reservist called to Active Duty (Neutral)		
Directory of Services	LWIA:	YOUTH ONLY-Foster Care (Neutral)		
		Attained Credential/Diploma/Certificate (Neg)		
Services for Workforce	*Office Location:	Cannot Locate (Neg)		
Staff		Other, Services Completed (Neg)		
Manage Individuals	Construction of the	Batirement (Neg)		
	Case closure date:	VOLITH ONLY-Attained GED/Equivalency Diploma (Neg)		
Manage Employers		VOLITH ONLY-Attained High School Diploma (Neg)		
Manage Résumés	*Accountability Closure/Exit Status:	YOUTH ONLY - Attending Secondary (High School) at Exit (Neg)		
manage resultes		PARTNERSHIP USE ONLY: Transferred to Other I WIA		
Manage Job Orders	Case Closure Exit Reason:			
		None Selected		
Manage Labor Exchange				

**<u>\*Note</u>:** If your customer has gone over 120 days with out a service you will **not** be able to select a Case Closure Exit reason. See the 120-Day Exit Instructions below <u>and</u> contact your Regional Manager / Program Coordinator for further guidance on how to Close/Exit any customers in this situation.

**Step 5:** In the Outcome Information section, please select and verify the School Status at Exit. This is required for Youth participants, but should also be entered for Adult and Dislocated Workers if known.

— Menu		🔿 Home 🖓 My Dashboard 🕞 Sign Out 💄 Sa	ervices for Individuals	Quick Search
Manage Job Orders	* Case Closure Exit Reason:	None Selected	<b>▼</b>	
Manage Labor Exchange 🔸				
Manage Activities				
Manage Providers	Outcome Information			
Manage Case Assignment 🕨	School Status at Evit			
Manage Follow-Up	School Status at Exit.	None Selected		
Manage Surveys		In-school, High School or less		
Reports		In-school, Alternative School In-school, post High School Not attending school, or H.S. Dropout		
My Reports	Employment Information	Not attending school, H.S. Graduate		
Summary Reports		<u>.</u>		
Detailed Reports	* Entered Employment:	None Selected 👻		
Custom Reports				
Ad-Hoc Query Wizard	No employers available.			
Federal Reports				
Live Data		[Add F	Employer ]	
Customer Relationship     Management	Staff Information			
Create a Marketing Lead				
• ···	Add a new Case Note   Show Filter Crit	ena j		

**Step 6:** For Youth, staff must also select at "Youth Placement at Exit" to record any non-unsubsidized employment placements. (Skip this step for Adult/DW.)

- If a Youth was placed in post-secondary education, advanced training, military service, or a qualified apprenticeship, record it here along with the date of the placement and the documentation used to verify the placement.
- If this is not applicable, select "None of the Above". (No date or verification is required.)

# **Outcome Information**



**Step 7:** The question "Entered Employment" must be answered regardless of the exit reason for the participant.

🗮 Menu		👫 Home 🔗 My Dashboard 🕞 Sign Out ,	Services for Individuals	Quick Search 🔎
Manage Labor Exchange 🔶		[ <u>Verify</u>   <u>Scan   Upload</u>   <u>Link</u> ]		
Manage Activities				
Manage Providers	* Youth Placement at Exit:	None Selected	$\checkmark$	
Manage Case Assignment 🕨	Placement Date:	(mm/dd/yyyy) 📷 ]	oday	
Manage Follow-Up		[ <u>Verify</u>   <u>Scan</u>   <u>Upload</u>   <u>Link</u> ]		
Manage Surveys				
Reports My Reports	* Entered Employment:	None Selected		
Summary Reports		Yes Yes, Recall Employer No		
Detailed Reports	No employers available.			
Custom Reports		LA	dd Employer 1	
Ad-Hoc Query Wizard	Staff Information			
Federal Reports	Add a new Case Note   Show Filter Cri	iteria ]		
Live Data	ID	Create Date	Subject	Action
Customer Relationship	No data found.			
Management	Current Case Manager	Case currently Not Accioned to	a Case Manager	~

**Step 8:** If the participant is exiting with employment set "Entered Employment" to "Yes" and then click the Add Employer link to add the Closure/Exit employment. (If the participant is not working at exit, skip to the next step.)

- The job at Closure must be completed and verified.
- The job start date must be **before** the closure date or in the same calendar quarter as the closure. Remember, the Closure date automatically sets to the end date of the last active WIOA service.

Manage Case Assignment 🕨	* Youth Placement at Exit:	None of the above	
Manage Follow-Up	Placement Date:	(mm/dd/yyyy) 👿 <u>Today</u>	
Manage Surveys		[ Verify   Scan   Upload   Link ]	
Reports			
My Reports	Employment Information		
Summary Reports	* Entered Employment:	Yes 🗸	
Detailed Reports			
Custom Reports	No employers available.		
Ad-Hoc Query Wizard		[ Add Employer ]	
Federal Reports			
Live Data 🔸	Staff Information		
Customer Relationship     Management	ID Create Date	Subject	Action
Create a Marketing Lead		Edit	Edit   🖂
Contacts List Marketing Leads	Current Case Manager:	Case currently Not Assigned to a Case Manager Assign Case Manager Assign Me	

To select a job that has already been added to the Employment bar, click on the Search Individual Employment History and you can select the employment at Closure. You can also add a new job here. This screen works just like any other screen that allows you to add employment. This employment must be Verified.

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	_	Use this form to create or edit a new	Employer.	~	^
Menu Menu					Quick Search 🔎
Manage Case Assignment 🕨	Placen				
Manage Follow-Up		Add/Edit Employer			
Manage Surveys		Employer Information			
Reports	Employ	Search Individual Employm	nent History Select from Internal Job Order/Placement		
My Reports	* Entere	Verify Employer Name:	[ Verify   Scan   Upload   Link ]		
Summary Reports					
Detailed Reports	No emp	Employer FEIN:			
Custom Panarta		Address Line 1:			
Custom Reports		Address Line 2:			
Ad-Hoc Query Wizard	Staff In	City:			
Federal Reports	[ Add a r	State/Province:	None Selected		
Live Data	I	County/Parish:			Action
		Zipcode:			
<ul> <li>Customer Relationship</li> <li>Management</li> </ul>		Find Zip Code:	[ USPS ]		FOIL   🕅
Create a Madutina Load	Current	Country:	None Selected		
Create a Marketing Lead		Industry Code (NAICS):	Search for NAICS Code	$\checkmark$	
Contacts List				⊕ 100% ▼	
Marketing Leads					4-26 PM
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**Step 9:** Click on "Add a new Case Note" to case note the Closure/Exit. The case note should include:

- Exit reason
- Exit Date
- A summary of the customer's outcomes (for example, completed training, certifications earned, employment, or other goals achieved).
- If the outcome is negative the note should explain why the customer did not complete services and why the agency decided to exit him/her.
- For neutral exits indicate how and when the agency learned about the situation that necessitated a neutral exiter.

# Staff Information

[ Add a new Case Note   Show Filter Criteria ]					
ID	Create Date	Subject			
2993306	11/06/2019	Exited - Youth in Post-Secondary			
		M ◀ Page 1 ▼ of 1 ▶ M			

**Step 10:** Once the case note has been entered and saved, click on "SAVE" in the Closure screen to complete and save the Closure. Creating the Closure automatically Exits the customer from WIOA as long as the Closure is completed within 120 days of the last active service end date\*.

After saving, you can go back into the Closure screen and click the "Print Preview" button at the bottom to print the Closure information and save it in the customer's paper file.

Menu		🚮 Home	🚯 My Dashboard 🛛 🕞 S	ign Out 🛛 🔒 Services for I	Individuals		Quick Search
Summary Reports	* Entered Employment:	Ye	25		~		
Detailed Reports							
Custom Reports	Employer Name	Job Title	Start Date	End Date	Non-Traditional	Training Related	Action
Ad-Hoc Query Wizard	Target	Stock Clerk	02/06/2018		No	No	Edit Delete
Federal Reports				Add Employe	<u>r 1</u>		
Live Data >	Staff Information						
<ul> <li>Customer Relationship</li> <li>Management</li> </ul>	[ Add a new Case Note   Shore ID Creater	w Filter Criteria ] Ite Date		s	iubject		Action
Create a Marketing Lead		Edit					Edit I 🗔
Contacts List							
Marketing Leads	Current Case Manager:		Case currently Not As	signed to a Case Mana	ager		
Work items			Assign Me				
Appointments	1		Kemove Case Manag	er Assignment			
Online Surveys							
Communications		(					
Messages		(	Save Ca	ncel Dele	te Print Preview	N	

Now the participant has been Closed/Exited and a Closure and Exit/Outcome date will appear\*.

← → ↓ https://stagingta3.ge	cosolinc.com/150/vos17000031 🔎 🛥 🖒 🕑 CareerConnect - Programs × 🙋 CareerConnect - Search for a S	
File Edit View Favorites Tool	ls Help	
	This is the STAGING site	^
Menu	of Home 🛛 🖓 My Dashboard 🕞 Sign Out 🐣 Services for Individuals	Quick Search 🔎
Create a Marketing Lead		
Contacts List	Eligibility Summary	
Marketing Leads	Participation	01/12/2018
Work items	Activities / Enrollments / Services	2
Appointments	🗉 Measurable Skills Gain	0
Online Surveys	Partner Programs	0
Communications	🗄 Literacy & Numeracy	o
Messages		
Correspondence	Credentials	0
Alerts +	🗄 Add Employment	1
Email Log	🗄 Closure	01/31/2018
Templates	Exit / Outcome	01/31/2018
Job Order Skill Sets	T Follow use	0
Job Order Templates	- 10101-462	, i i i i i i i i i i i i i i i i i i i
Communication Templates		~
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**\*Note:** If you complete the Closure, and the Exit/Outcome date does not display, see the 120-Day Exit instructions below <u>and</u> contact your Program Coordinator or Regional Manager immediately, as the customer is not fully exited.

**Step 11:** Once <u>both</u> the Closure <u>and</u> Exit records are completed, open up a Follow-up service if you will be providing follow-up services, in accordance with the <u>Follow-up Policy</u>. To add a Follow-up service, go to the WIOA Activities / Enrollments / Services bar and click "Create Activity/Enrollment/Service".

Select one of the available Follow-up (F-code) services. The service Actual Start Date should be the day after the Closure/Exit Date. The service should remain open for the duration of the follow-up period, up to 12 months after Employment start (Adult/DW) or 12 months after Exit (Youth).

Enrollment Information	
Grant:	None Selected 🔻
WIOA or Non-WIOA Partner Program:	Yes, service is a WIOA or Non-WIOA Partner Program.
* Service Activity Level:	Academic Learning Services (Youth) 🔻
Activity Code:	F11 Other Follow Up Service, not classified (490) [Select Activity Code ]
Projected Begin Date:	Today
Actual Begin Date:	02/01/2018 Today
* Projected End Date:	02/01/2019 Today
Any classes attended through Distance Learning:	○ Yes <sup>®</sup> No
Participant has been issued an ITA and the ITA will pay for this service:	No

## **NEW! Exiting a Non-Enrolled Youth**

Youth added in Career Connect <u>after 3/9/2023</u> who only receive non-enrolling activities (468, 469 & 470) must be exited if they do not receive an enrolling service (one of the 14 Youth Elements) <u>within 45 days of the WIOA Eligibility</u> <u>date</u>. Although they are not enrolled, exiting is required to remove them from your agency's caseload.

Youth without any Enrolling services will have all blank circles in the PE (Triggers Program Entry) column of the WIOA Service Activity Summary screen (as show below). In reports, they will not have any Youth Element services (services with a "YE #" in the service name). They will also show up on the "Days Since Last Active Service" report as long as all the non-enrolling services are closed.



In this scenario, you must create the Closure as described in the previous section and use the Closure/Exit reason of "YOUTH ONLY-No Enrolling Services". Please contact the Help Desk or your Program Coordinator / Regional Manager if you are unsure whether to use this exit reason.

#### **NEW! 120-Day Exits**

Agencies must run the Days Since Last Active Service report monthly to manage their case loads and ensure that Participants are exited if they do not receive an active service for 90+ days. (See **Exit Reports** section below.) If a participant goes 120+ days without an active service, Career Connect will lock the Closure Exit Reason on the Closure screen and will not automatically create the Exit with the Closure. **These exits must be submitted to The Partnership & the State for review and exit in accordance with the procedures below**. Agencies who regularly have participants on the "120-Day" list may be subject to additional monitoring that could lead to disciplinary actions.

To request the exit of a participant who has gone without a service for 120+ Days:

- 1. Complete the steps in the **Prior to Closure/Exit** section above.
- 2. Complete the Career Connect Closure screen you will not be allowed to select an exit reason, but you must complete all other required fields.
- 3. Complete the **120 Day Exit Agency Request Form** available for download at: <u>https://workforceboard.zendesk.com/hc/en-us/articles/360001375152</u>:
  - Submit one form for all participants over 120 days who need to be exited.
  - If you select one of the Employment exit reasons, you must include the job on the Closure screen and the job start date must be prior to the Closure date or in the same calendar quarter as the Closure date. If these requirements are not met, The Partnership will change the exit reason to a negative exit reason. (You can make it up in performance if the participant is working in the 2<sup>nd</sup> and/or 4<sup>th</sup> quarter after exit.)

# **UPDATED!** Closure/Exit Reports

The following Career Connect reports can help you manage your case load, determine who needs to be exited, and see your Closure/Exit outcomes. Instructions for running each of these reports can be found in WIOA Case Management tab of the Reports Guide available at: <u>https://workforceboard.zendesk.com/hc/en-us/articles/6503046470541</u>.

Report Title (Matches the Report Title in the Guide)	Report Description	Important Instructions
Days Since Last Active Service	<ul> <li>Report indicates the number of days since an active service was entered for each active participant.</li> <li>Report includes cases that have a Closure but are not exited – see 120-Day Exit Procedures above.</li> <li>Any participant with no services for 90+ days must be exited (unless they are on hold or co-enrolled in IWDS LWIA 90)</li> <li>Any participant with no services for 120+ days must be exited in accordance with the 120-Day Exit Procedures above.</li> </ul>	<ul> <li>The "Exclude Activities Excluded from Soft Exit" filter must be set to "Yes"</li> <li>Participants with open same-day services, will <u>not</u> show up on this report. See the "Open Same Day Services" report instructions in the guide and close any same-day services before running this Days Since Last Active Service report.</li> <li>Participants on hold or co-enrolled in IWDS will show up in this report. Use the On-line Characteristics report to find those customers.</li> <li>If a participant has a Closure date in this report, they are closed, but <u>not exited</u>. Submit this participant on the 120-Day Exit list immediately.</li> </ul>
Case Closure	Report provides the information from the Case Closure screen.	
Exit Summary Report	Provides a summary of number of exiters by exit reason.	This report is helpful for tallying positive and total exits for your monthly reports to The Partnership.
Exited Cases Report	List of exiters, including Exit Date & exit reason	If a case is closed, but not exited, the participant will not show up on this report. See the 120-Day Exit Procedures above.

## **UPDATED!** APPENDIX A – Exit Reasons

#### Valid WIOA Title I Exit Reasons as of 3/10/2022

	EXIT REASON	DESCRIPTION
Positive Exit Reasons		
•	Entered Unsubsidized Employment (Pos)	Use when a participant has entered unsubsidized employment prior to the Closure/Exit date or in the same calendar quarter as the Closure/Exit Date. The job must be added on the Closure screen.
•	Entered Supplemental Employment (Pos)	Use this exit reason for participants placed in employment that will not be included in wage data. For example, independent contractors our out-of-state placements. This exit reason can remind you to track and add supplemental employment data in follow-up. The job must be added on the Closure screen.
•	NEW! Military Service/Employment (Pos)	Use this exit reason if the participant is placed in military service / employment at exit. The job must be added on the Closure screen.
•	YOUTH ONLY – Attending Post Secondary School/College at Exit (Pos)	This exit reason is only valid for <b><u>enrolled</u></b> Youth participants. Use this for Youth who are attending post-secondary school or college at exit.
		If a Youth is attending school <u>and</u> employed at exit, use this exit reason, and add the unsubsidized employment to the Closure to document both the employment and education outcomes. Make sure to set the Youth School Status at Exit to "Attending, Post High School" and the Youth Placement at Exit to "Entered post-secondary Education" as well.
Ne	utral Exit Reasons	
• • • •	Institutionalized / Incarcerated (Neutral) Health/Medical (Neutral) Deceased (Neutral) Reservist called to Active Duty (Neutral) YOUTH ONLY – Foster Care (Neutral)	These exit reasons must be documented in the case notes. Participants exited with one of these exit reasons are removed from WIOA performance.
•	NEW! YOUTH ONLY – No Enrolling Services (Neutral)	This exit reason is only for Youth enrolled after 3/9/2023 who had non-enrolling services as explained in the "Exiting a non-enrolling Youth" above. Since the Youth was never enrolled, this exit just removes the participant from the case load.
Negative Exit Reasons		
•	Attained Credential/Diploma/Certificate (Neg) Cannot Locate (Neg) Other, Services Completed (Neg)	Participants who have not had an active WIOA service for 90 days, and do not meet the criteria for a positive or neutral exit must be exited negatively using the most applicable negative exit reason.
•	Other, Services Completed (Neg) Other, Services Not Completed (Neg) Retirement (Neg)	Note that several negative exit reasons are only valid for Youth participants.
•	Diploma (Neg) YOUTH ONLY – Attained GED/Equivalency Diploma (Neg) YOUTH ONLY – Attained High School Diploma (Neg) YOUTH ONLY – Attending Secondary (High School) at Exit (Neg)	If a negatively exited participant is working in the 2 <sup>nd</sup> and/or 4 <sup>th</sup> quarter after exit, the participant will be picked up as a positive in the WIOA employment performance measures.