Exit Checklist

CHICAGO COOK
WORKFORCE PARTNERSHIP
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Section 1:

The following must be completed *before* creating a Closure in Career Connect:

☐ The IEP/ISS Plan must be closed (see IEP/ISS procedure LINK: https://workforceboard.zendesk.com/hc/en-us/articles/360046803691).

☐ All services must be closed AND:
- ✓ Have an Actual Begin date
- ✓ Have an Actual End date
- ✓ Have a Provider listed

☐ Add any credential earned during the program to the WIOA Credential screen (see Credential Procedure LINK: https://workforceboard.zendesk.com/hc/en-us/articles/360001371732).

☐ Add any Measurable Skills Gains attained during the program to the WIOA Measurable Skills Gain screen (see Measurable Skills Gains Procedure LINK: https://workforceboard.zendesk.com/hc/en-us/articles/360003921472).

☐ Add any literacy/numeracy gains (test scores) to the Educational Functioning Level for Measurable Skills Gain screen (see Measurable Skills Gains Procedure LINK: https://workforceboard.zendesk.com/hc/en-us/articles/360003921472).

☐ Add any Unsubsidized Employment or OJT Employment entered during the program or at Closure to the WIOA Employment screen (see In Program Employment Tracking Procedure LINK: https://workforceboard.zendesk.com/hc/en-us/articles/115002565312).

Section 2:

If you are exiting your customer with employment you can skip this section and move to Section 3. If you are exiting the customer because they have not been active in the program, please ensure that you have done the following:

☐ Document all attempts to reach customer and/or document all attempts to reach customer's additional contacts.

☐ Check IBIS screen or The Work Number for any earnings
- ✓ If there are earnings reported, please verify employment for the customer with enough information to enter on the WIOA Employment screen in Career Connect.

☐ Search the IDOC or Cook County Sheriff's websites to see if customer is incarcerated. If so, print documentation for file and exit customer as Neutral.

☐ If discovered that customer has Health/Medical condition preventing them from work, please get documentation, place in file and exit customer as Neutral

☐ If discovered that customer is Deceased, please get documentation, place in file and exit customer as Neutral

Section 3:

Once items above have been completed then you can create the Closure for the participant (see Closure/Exit Procedure LINK: https://workforceboard.zendesk.com/hc/en-us/articles/360001375152).

Please Note: If your customer has gone over 120 days without a service you will not be able to select a Case Closure Exit reason. Please contact your Program Coordinator or Regional Manager for further guidance on how to Close/Exit any customers in this situation.