

# Rivers East Workforce Development Board

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**Rivers East**  
WORKFORCE DEVELOPMENT BOARD  
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## RIVERS EAST LA ISSUANCE 2021-22 CHANGE 1

**SUBJECT:** Program Exit, Follow-Up and Re-enrollment Procedures

**PURPOSE:** This issuance updates the policy and direction on exits, follow-up and re-enrollment requirements for WIOA Adult, Dislocated Worker and Youth programs

**ACTION:** All service providers should review for changes and implement accordingly. Direct all questions to the Local Area.

**EFFECTIVE DATE:** August 11, 2021

**REVISION DATE:** July 1, 2022

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Workforce Development Director

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## Program Exit, Follow UP & Re-enrollment Procedures

### ➤ Program Exit

An exit occurs once a participant has not received any services funded by WIOA/partner program for 90 consecutive days and is not scheduled for future services. The exit, also referred to as “system/soft exit” will occur automatically with the date of the exit applied retroactively to the last day in which the participant received a service. Exits are often triggered by completion of training, successful transition into employment, or loss of contact. A case note must be entered into NCWorks to document the last date of WIOA service provided with activity end dates reflecting/matching the service that was provided. The case note must also contain a formal closure reason (no longer in need of/able to benefit from services, lack of participation, or customer requests to longer participate). At the point of exit, participants will be included in performance calculations. Soft exit alerts should be set to monitor participant exits. In some cases, WIOA activities may be completed, but the participant continues to receive WP services which will extend the program exit.

Prior to a participant exiting, the career advisor must document the following:

- IEP/ISS (including all goals and objectives) has been closed properly.
- All Measurable Skill Gains and credentials earned during enrollment have been recorded and verification has been scanned into NCWorks
- Closure request and employment verification at exit have been completed, signed, and scanned into NCWorks along with a pay stub.

After the exit is posted in NCWorks, staff should complete the “create closure” section in NCWorks to capture the participants status at date of exit.

Should a participant need to be excluded from performance, an exclusion request should be forwarded to the local area staff for approval. Exclusions must be entered into the “create outcome” section of NCWorks along with case note documentation and supporting verification documents. The following are exclusions that may prevent the participant from receiving services and/or obtaining employment during enrollment or up to the fourth quarter after exit.

- Institutionalized- the participant is residing in an institution or facility that provides 24-hour support, such as a hospital or prison.
- Health/Medical- the participant is receiving medical treatment that precludes entry into unsubsidized employment or continued participation in the WIOA program(s). *\*This does not include temporary conditions expected to last less than 90 days\**
- Deceased- a participant who dies during participation in the WIOA program
- Reservist called to Active Duty- reservist called to active duty who chooses not to return to the WIOA program(s).
- Retirement
- In Foster Care and moved from area by foster care system (youth participants)- participant is in the foster care system and exits the program because he/she has been moved out of the local workforce area by the system.

### ➤ Adult/DW follow up

Follow up services are a career service and must be made available, as needed, for participants placed in unsubsidized employment for up to twelve months after the first day of employment. *\*Follow up begins*

***with employment, not necessarily at exit\**** While follow up services must be made available, not all participants who are placed into unsubsidized employment will need follow up services. After employment has been obtained and/or services ended, verbal/written contact by staff with a participant or employer to confirm the participant is still employed during the 90-day waiting period for exits to post in NCWorks should be recorded under the “P20 Adult/DW Follow Up After Employment” activity along with a case note. When follow up services are provided, they should assist participants with employment retention and may include:

- Additional career guidance/planning/counseling
- Contact with the participant’s employer, including assistance with work related problems that may arise
- Peer support groups
- Information about additional educational opportunities and referrals to supportive services that are available in the community
- Case management/administrative follow up
- Other services

The intensity of appropriate follow up services may vary among participants. Participants who have multiple employment barriers and limited work histories may need significant follow up services to ensure long term success in the labor market.

Follow up activities are available after exit. When provided, case notes should be keyed into the follow up activity in NCWorks.

***\*Funds cannot be spent on adult/dislocated workers after the exit has occurred. Any supportive services required after exit must be a referral to a community partner. \****

➤ **Youth follow up**

Follow up services for youth are critical services that are provided following exit to assist in ensuring youth are successful in employment and/or postsecondary education/training. After exit, all youth participants are ***required*** to receive twelve months of follow up services. The types and duration of services provided must be determined based on the needs of the individual. ***\*The type and intensity of follow up services may differ for each participant and must include more than a contact attempted or a contact made just to secure documentation/information. \****

Follow up services should continue to support participants as they move into adult roles and responsibilities. Staff should approach follow up services in a manner that will assist with successful transition and completion of performance outcomes. The delivery of follow up services are extremely important and may influence outcomes such as participant retention and earnings.

After IEP/ISS goals have been obtained, verbal/written contact by staff with a participants/employer to confirm the participant is still employed or in education during the 90-day waiting period for exits to post in NCWorks should be recorded under case notes. Supportive services provided during this period should be recorded in the “CSY Provided Support Service for Youth Pre-Exit” activity with supporting case notes and verification documentation.

The need for supportive services along with the confirmation that no other resources are available must be documented in the IEP/ISS, Objective Assessment, and case noted in NCWorks. Before exit, all IEP/ISS goals and objectives are closed, therefore all supportive services that will be provided after exit (during follow up) must be documented prior to the IEP/ISS being closed. IEPs can not be updated after exit.

After the exit is posted in NCWorks, activities should be recorded under the follow up activity with a supporting case note and verifying documentation. Examples of follow up services for youth are:

- Referral to community resources
- Tracking progress on the job
- Work related peer support group
- Assistance securing a better paying job
- Career development and further education planning
- Assistance with job/work related problems
- Adult mentoring
- Provided support services
- Financial literacy education and follow up
- Provide labor market and employment information during follow up

A follow up service should include more than just a contact attempt made for securing documentation for case files to report a performance outcome. Regular contact with the participant to ensure placement of employment or post-secondary education is successful may be a sufficient follow up service if the career advisor has assessed if anything beyond the regular contact is not needed and no additional services are required. If a career advisor communicates with a participant and learns he/she is not in need of additional services/assistance (transportation, childcare, appropriate work attire, support/mentoring to retain employment or stay in education, health/mental health services, or any other services that may assist in achieving goals outlined in his/her IEP/ISS) details of the conversation must be fully documented in the case file (include questions that led the career advisor to assess the youth not needing any additional assistance).

If a youth refuses to provide information or has relocated out of state with no intention of training following exit, follow up contact attempts may stop.

Any WIOA youth service is allowable as a follow up service if it is determined to be needed by the individual. ***\* The type of follow up services provided is based on the needs of the participant. \**** Supportive services or incentives tied to a goal in the youth's IEP/ISS may be allowable expenses after exit. ***\*The supportive service must be documented in the IEP/ISS prior to exit. IEPs cannot be updated after exit. \****

***It is inappropriate to limit youth follow up to activities such as:***

- ***Quarterly phone calls to check if the youth is still working or still in school***
- ***Mail/e-mail/social media surveys to check to see if the youth is still working or still in school***
- ***Letters to inquire about status***

At a minimum, quarterly follow up entries must be entered in NCWorks online. The frequency of follow up should be based on the need of the participant, all follow up services should be recorded and case noted in NCworks.

#### ➤ **Supplemental Data**

Some self-employment wages and entering/retention in the military is only captured for performance outcomes when keyed as supplemental data into NCWorks.

For youth program participants, supplemental data must be recorded in NCWorks for retention in education. Youth performance standards for 2<sup>nd</sup> and 4<sup>th</sup> quarter retention in education must have

supporting documentation scanned into NCWorks. The 2<sup>nd</sup> and 4<sup>th</sup> quarter after exit link under the follow up tab must also be completed. The follow up education information quarter dates must correlate/reflect a date in the follow up quarter. For example:

If a participant's exit date is 06/30/2021, the quarterly follow-up dates are:

- 1<sup>st</sup> quarter- 07/01/2021-09/30/2021
- 2<sup>nd</sup> quarter- 10/01/2021-12/31/2021
- 3<sup>rd</sup> quarter- 01/01/2022-03/31/2022
- 4<sup>th</sup> quarter- 04/01/2022-06/30/2022

The second quarter "date of education placement must be dated during the 2<sup>nd</sup> quarter (10/01/2021-12/31/2021). The same applies to 4<sup>th</sup> quarter (04/01/2022-06/30/2022) and any employment supplemental data.

### ➤ **Reenrollment**

While enrolled in the Title I WIOA program, participants qualify for one occupational skills training program or career ladder in a three-year period. The following exceptions apply:

- Person was served as an adult participant, exited the adult program, and now needs to return as a dislocated worker
- Person was served as a youth participant, exited the youth program, and now needs to return as an adult or dislocated worker
- Person lost previous employment, cannot return to previous occupation, and may be eligible for WEX/OJT
- *All other exceptions must be approved by the local area Workforce Development Director*

***\*All exceptions must be documented in case notes and include previous service dates, name of previous enrolled WIOA program, WIOA program applied for, and a detailed description of the exception reason. An approval email must be scanned into NCWorks for all exceptions approved by the local area Workforce Development Director. \****

Staff need to consider past and current circumstances when determining if reenrollment into the WIOA Title I program is appropriate. NCWorks should be reviewed prior to intake for all applicants interested in WIOA services to identify/assess past participation in WIOA Title I training services. Past case notes must be reviewed for details of participation. Some items to consider are:

- Was the participant cooperative and followed the participant agreement stipulations?
- Were goals, a credential, and employment previously obtained? If so, is new training needed/beneficial?
- If previous goals, a credential, and employment were obtained, what is the reason for changing career paths
- Has illness played a major in ending enrollment? Have circumstances changed?

If a youth is still in his/her follow up service period, there is no need to re-enroll the participant in the WIOA youth program following exit in order to receive any further services. Such services are considered to be follow up services, therefore you cannot be reenrolled until the one year follow up period has ended.

For additional clarification, contact local area staff.

