Operational Guidance 09-2024 – Program Exits and Closures

This guide is to provide guidance for closing and exiting a participant. While comprehensive, please recognize that it may not encompass every aspect. It remains the responsibility of the program operator and staff to thoroughly review all relevant policies to ensure proper documentation and allowable expenditures.

An exit occurs when a participant has not received any services for 90 consecutive days and is not scheduled for future services. An exit will occur automatically with the date of exit applied retroactively to the last day on which a service was received.

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

1. All activities have been closed properly and each activity has a linked case note on the closure screen
2. IEP/ISS have been closed properly, including all goals and objectives
3. The last activity provided was a staff assisted activity and the linked case note on the closure screen includes:
   i. Date
   ii. Formal closure reason (no longer in need of services, successfully completed program, etc.)
   iii. Summary of what the participant accomplished during their time in the program (training, credential, MSG, employment, etc.)
   iv. "Participant was made aware of follow-up"
4. All Measurable Skill Gains and credentials earned during enrollment have been recorded and verification has been scanned into NCWorks
5. Employment has been verified using the Employment Verification Form (and paystubs) or the Employer Verification Form
6. Participant has been made aware of follow up. (Follow up is required for youth.)
7. All means of contact attempted have been documented, *if applicable*
8. Drop out form scanned, and program activity matches last date of attendance listed on from, *if applicable*

A Closure Request should be completed and forwarded to the Program Manager or their designee for approval.

After the exit has posted in NCWorks, staff should complete the Create Closure tab in NCWorks to capture the participant's status.

Should a participant need to be excluded from performance, an exclusion request should be forwarded to the Local Area staff for approval prior to the exit posting in NCWorks. Exclusions must be documented in case notes, have verification scanned into NCWorks in the Create Outcome section.

Exclusions are:
- Institutionalized
- Health/Medical
- Deceased
- Reservist Called to Active Duty
- Retirement
- In foster care and moved from area by foster care system (Youth)

Applicable Policies, TEGLs, and other Documents:

http://riverseastwdb.org/wp-content/uploads/PY21PolicyUpdates/Activity-codes-Definitions.pdf

http://riverseastwdb.org/wp-content/uploads/2022/07/20220712151422805.pdf

https://www.dol.gov/sites/dolgov/files/ETA/advisories/TEGL/2022/TEGL%2010-16%20Change%202/TEGL%2010-16%20Change%202.pdf

https://www.commerce.nc.gov/guidance-case-notes-and-exit-dates-ncworks-online-0/open