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**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 properly closed, with supporting documentation uploaded to verify the dates. Each activity also includes a linked case note on the closure screen.
  2. IEP/ISS has 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:
     1. Date
     2. Formal closure reason (no longer in need of services, successfully completed program, etc.)
     3. Summary of what the participant accomplished during their time in the program (training, credential, MSG, employment, etc.)
     4. “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.
  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*

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)

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

FOLLOW-UP

Follow-up services must be provided to all participants for up to 12 months after exit. Follow-up may extend past 12 months for Youth participants. Follow-up must be entered into the follow-up tab of NCWorks Online along with case notes summarizing the services or outcomes. A F-code must also be recorded in the activities tab.

Contact attempts or the collection of documentation to support performance outcomes are important for tracking and reporting purposes, but they are not considered follow-up services. Follow-up services must provide direct support that assists the participant in retaining or advancing in employment or education. However, any credentials earned within 12 months after a participant’s exit from the program should still be documented and entered in NCWorks Online, as they are essential for meeting performance reporting requirements—particularly for the credential attainment rate.

Follow-up services for Adults and Dislocated Workers may include, but are not limited to:

* Additional career planning and 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 referral to supportive services available in the community; and
* Other services.

If the required follow-up services are refused by registered Adults and Dislocated Workers, proper documentation must be provided explaining the refusal.

Follow-up services for Youth may include, but are not limited to:

* Regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise;
* Assistance in securing better-paying jobs, career development, and further education;
* Work-related peer support groups; and
* Services necessary to ensure the success of youth participants in employment and/or postsecondary education.
* Leadership development;
* Supportive services;
* Adult mentoring;
* Financial literacy education;
* Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and
* Activities that help youth prepare for and transition to postsecondary education and training.

**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>

<https://www.commerce.nc.gov/media/7438/open>

20 CFR 681.490

20 CFR 681.520

20 CFR 681.570

20 CFR 681.580