

Program Year 2015 (Issued March 2016)

Program Exit

Exit occurs after participants receive no services for 90 days in either WIOA, WP, or TAA programs (referred to as “system exit” or “soft exit”). Exit will occur automatically based on actual end dates of keyed services/activities. Case notes should support the last date of WIOA services provided with activity end dates that accurately reflect the actual last service provided. In some cases, WIOA activities may be completed but the participant continues to receive WP services, which will extend program exit.

Exit is often triggered by completion of training, successful transition into employment, or loss of contact—all of which should be documented in case notes with corresponding activity end dates. *At the point of exit, participants will then be included in all performance calculations. See Performance Indicators section.*

After exit has occurred, staff should complete the Create Closure section in NCWorks to capture the participant’s status at date of exit.

[Create Closure](#)

[Edit WIOA Case Closure for WIOA Program](#)

In the rare event that a participant needs to be excluded from performance, *an exclusion request should be made to WDB staff for approval*. Exclusions must be documented in case notes and keyed in the “Create Outcome” section. The following may warrant an exclusion if it prevents the participant from participating in services and/or employment for at least 90 days, during enrollment or up till the 3rd quarter after exit:

- Institutionalized (prison/hospital)
- Health/Medical
- Death
- Reservist called to active duty
- Family care
- Relocated to a mandated program (foster care)

Note: If after exit it is realized that a WIOA activity was not properly keyed during active enrollment, a request can be made to WDB staff for a “Program Service Insert” so that it is properly recorded. Inserting an activity does not change the exit date.

Setting the WIOA Soft Exit alert will assist staff in monitoring upcoming exits.

Adult/Dislocated Worker Follow-up Services

While not required, appropriate follow-up services for adults and dislocated workers must be made available if determined to be needed for an individual to retain employment for a minimum of 12 months after the first day of unsubsidized employment (680.150). When provided, follow-up services should assist participants with employment retention and may include:

- Guidance on success in the workplace and career progression
- Provide a continuing link between the participant and the workforce system
- Guidance on skill development/further education
- Financial literacy and budgeting assistance

Please note that follow-up begins with employment (when needed), not necessarily exit. To avoid unnecessarily extending exit after employed, staff should make use of case notes only and close activities appropriately. Verbal or written contact by staff with a participant or employer merely to confirm the participant is still employed is not necessary unless supplemental employment information is needed for performance outcome documentation or done as part of retention efforts/services. *Supplemental data is pulled from the quarterly follow-up employment fields. **Entering and retention in the military** is only captured when keyed as supplemental data each quarter.*

The following “F” activities are available *after exit* and when provided, should be keyed in NCWorks.gov with a case note. (In the future, new services may be added to NCWorks for “after employment” that would not extend exit.)

Activity Code	Activity Title	Provider Type
F01	Referral to Community Resources***	PS - Office Services
F03	Tracking Progress on the Job***	PS - Office Services
F04	Work Related Peer Support Group***	PS - Other
F05	Assistance securing better paying job***	PS - Office Services
F06	Career development and further education planning***	PS - Office Services
F07	Assistance with Job/Work Related Problems***	PS - Office Services

Note: Funds may not be expended on adults/dislocated workers *after exit* has occurred.

Note: It is no longer necessary to label items or print screens from NCWorks for data validation purposes.

Re-enrollment

A participant can be re-enrolled in WIOA programs 90 days after exit. New eligibility must be completed. Staff should consider past and current circumstances when determining if re-enrollment is appropriate.

Youth Follow-up Services

After *exit* from all programs, all youth participants are **required** to receive 12 months of follow-up services (681.580). The frequency and type of follow-up provided should be based on the need of the young adult during the 12 month period after exit. These services should continue to support the participant as they move forward in adult roles and responsibilities. Staff should approach follow-up services in a manner that will assist with successful transition and completion of program goals for successful performance outcomes. *The delivery of follow-up services becomes increasingly important and may influence outcomes such as retention and earnings of participants.*

While some young adults will need more intensive or frequent follow-up services than others (especially if newly employed), **quarterly follow-up is a minimum expectation for each youth**. Each follow-up service and attempt should be documented in NCWorks.gov through adding “F” activities and case notes as appropriate.

Examples of follow-up services that should be provided when appropriate include:

Guidance on soft skills and employment retention	
Referrals to community resources	
Additional job search assistance	
Guidance on handling life situations that have occurred	
Promotion of center services and additional education if needed	
Leadership development activities	
Supportive services (generally limited)	
Other services that assist in completing WIOA goals	

Note: WIOA services may be provided and WIOA funds (such as supportive services and training) may be expended on youth during follow-up services given it is part of their follow-up plan and supports completion of WIOA goals. *Paid work experience is not permitted during the follow-up period.*

In the event staff are unable to make contact with the participant, efforts can also be made by mailings, emails, and/or social media and should be documented.

NCWorks lists the following “F” activities and when provided, should be keyed in NCWorks.gov with a case note. After exit occurs, only follow-up “F” activities may be keyed by staff.

F01	Referral to Community Resources***	PS - Office Services
F03	Tracking Progress on the Job***	PS - Office Services
F04	Work Related Peer Support Group***	PS - Other
F05	Assistance securing better paying job***	PS - Office Services
F06	Career development and further education planning***	PS - Office Services
F07	Assistance with Job/Work Related Problems***	PS - Office Services
F08	Adult Mentoring***	PS - Other
F09	Tutoring***	PS - Training Non-ITA
F10	Leadership Development***	PS - Training Non-ITA
F11	SS - Other Supportive Services***	SS - Other
F12	SS-Transportation***	SS - Transportation
F13	SS- Purchase work related uniforms/attire***	SS - Other
F14	SS-Purchase work related tools***	SS - Other
F15	SS-Housing Assistance***	SS - Shelter
F16	SS-Utilities***	SS - Other
F17	SS-Dependent Care***	SS - Child Care

At the end of each quarter during the follow-up year, staff should complete the corresponding first through fourth quarter after exit field. If the participant has earned a credential or entered advanced training/military *after* exit, this should be answered in the corresponding quarterly section in which it occurred (which may positively impact performance outcomes).

[Create a Follow Up](#)

Quarter End Date	Date Complete	Status	Follow Up Type
9/30/2015		Required	First Quarter After Exit
12/31/2015		Required	Second Quarter After Exit
3/31/2016		Required	Third Quarter After Exit
6/30/2016		Required	Fourth Quarter After Exit

- Complete the Follow-up Employment Information section **if needed for Supplemental Data (to capture non reported wages/military)**. Selecting “yes” will prompt additional questions related to employment. (Note that reportable wages by employers are pulled from the wage system for performance)

Follow-up Employment Information

- * Have you worked this quarter? Yes No
- Use primary employer from previous quarter? Yes

No employers available.

- Complete the Youth Placement Information section if the youth entered or remains in post-secondary education, advanced training, apprenticeship, or military during the quarter.

Youth Placement Information

- Exit Placement: Not Applicable
- Previous Placement: Not Applicable
- * Current Placement:
- Date Of Placement:  [Today](#)
- [[Verify](#) | [Scan](#) | [Upload](#) | [Link](#) | [View](#)]

- Complete the Diploma/Certificate information section if the youth obtained a credential during the follow-up quarter.

Diploma/Certificate

Enrollment Diploma/Certificate:

No diploma or certificate records found.

Exit Case Closure Diploma/Certificate: Information Not Available

Exit Case Closure Diploma/Certificate Date:

A diploma, GED/high school equivalency diploma or certificate recorded here may not count in WIOA reporting or performance measures. There is no record that the individual has been enrolled in education or training that leads to a credential during WIOA participation.

* Attained Diploma, GED/High School Equivalency Diploma or Certificate (not previously recorded):

Date Attained Diploma/Certificate:  Today

[\[Verify \]](#) [\[Scan \]](#) [\[Upload \]](#) [\[Link \]](#) [\[View \]](#)

Staff are responsible for tracking youth in follow-up and being aware of upcoming exits that may occur.

To assist with tracking and completing necessary follow-ups, use the Manage Follow-up tab and complete necessary search fields to produce participant list or use Detailed Reports/Enrolled Individuals/by Exit Date.

Note: It is no longer necessary to label items or print screens from NCWorks for data validation purposes.

Re-enrollment

A participant can be re-enrolled in WIOA programs 90 days after exit. New eligibility must be completed. Staff should consider past and current circumstances when determining if re-enrollment is appropriate.

Performance Indicators

After exit from all programs, participants will be included in the WIOA established common performance measures (which apply across the four core programs authorized by the Act). Common performance measures include:

1. Entered Employment Rate
2. Retention Rate
3. Median Earnings
4. Credential Rate
5. In Program Skills Gain
6. Effectiveness in Serving Employers

Given that most measures are calculated after exit, it is important for staff to understand how follow-up/exit services may impact the regions performance outcomes. With all measures, case notes should support the data keyed.

For example, **credential attainment** for participants, can be earned up to one year after exit. Credentials earned after exit, must be keyed into the corresponding follow-up quarter it is earned in order for credit to be received (with verification scanned into NCWorks documents).

Measures related to **entered employment, employment retention, and earnings** have data that is pulled from a separate wage system at the 2nd and 4th quarter after exit. While this data is not keyed by staff (it is reported by employers), staff should be providing the necessary basic services to ensure that participants continue to be employed after exit in order to positively impact performance outcomes for the region.

For youth **retention in education/training**, staff must complete the corresponding quarterly follow-up box for the 2nd and 4th quarters if the participant remains in training in order to positively impact this measure. Staff should consider what follow-up services may be needed to assist youth with retention in education and/or employment.

In program skills gains is the only measure captured during active enrollment. More information related to how this is defined/calculated will be provided in the future.

Note: While participants should exit when services are complete, staff should consider how the exit date, the planned start date of employment/military/education and quarterly timeframes in order to maximize positive performance outcomes when possible.

- Performance calculations under WIOA measures will begin July 2016.

See Table 1 below for additional information.

**Table 1
State WIOA Performance Indicators**

Category	Measure	Description
Adults/ Dislocated Workers	Entered Employment Rate	The percentage of participants who are in unsubsidized employment during the 2 nd quarter after exit.
	Employment Retention Rate	The percentage of participants who are in unsubsidized employment during the 4 th quarter after exit.
	Median Earnings	The median earnings of participants who are in unsubsidized employment during the 2 nd quarter after exit.
	Credential Rate	The percentage of participants who obtain a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent, during participation or within 1 year after exit.
	In-Program Skills Gain	The percentage of participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measureable skill gains toward such a credential or employment.
Youth	Placement in Employment /Education/Training	The percentage of participants who are in education or training services, or in unsubsidized employment during the 2 nd quarter after exit.
	Retention in Employment/ Education/Training	The percentage of participants who are in education or training services, or in unsubsidized employment during the 4 th quarter after exit.
	Median Earnings	The median earnings of participants who are in unsubsidized employment during the 2 nd quarter after exit.
	Credential Rate	The percentage of participants who obtain a recognized postsecondary credential during participation or within 1 year after exit, or a secondary school diploma or its recognized equivalent, during participation or within 1 year after exit while also retained in employment/education.
	In-Program Skills Gain	The percentage of participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measureable skill gains toward such a credential or employment.
Employers	Indicators of effectiveness	To Be Determined