

## Phoenix Workforce Connection Youth Program

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### **BACKGROUND**

The term “exit” is being used in the Workforce Investment Act to determine when to count an individual for performance measurement. Each individual becomes part of an exit cohort, a group who is determined to be “exiters” within a particular quarter.

### **POLICY**

The term program “Exit” means a participant does not receive a service funded by the program or funded by a partner program for 90 consecutive calendar days and is not scheduled for future services.

There are two types of Program Exit:

- Once a participant has not received any services funded by the program or a partner program for 90 consecutive calendar days and has no planned gap in service, the date of exit is applied retroactively to the last day on which the individual received a service funded by the program or a partner program, which is determined by the last actual end date in VOS activity records and case notes.
- A participant should be exited from the PWC Youth Program when the services identified in the Individual Service Strategy (ISS) are completed. Additional partner services or funded PWC Youth Program services that are included or added to the ISS can extend the date of an exit.

A participant may be placed into a gap in service when a situation arises that will temporarily prevent program participation for greater than 90 consecutive calendar days. This allows participants time to address barriers to continued participation. A gap in service must be related to one of the three circumstances identified below:

- Delay before the beginning of training
- Health/medical condition or providing care for a family member with a health/medical condition
- Temporary move from the area that prevent the individual from participating in service.

A gap in service may be extended an additional 90 consecutive calendar days for a total of 180 days to resolve the issues that prevent the participant from completing program services. The additional gap in service must be related to one of the two circumstances identified below:

- Health/medical condition or providing care for a family member with a health/medical condition
- Temporary move from the area that prevent the individual from participating in service.

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- In the Virtual One-Stop (VOS), the extension would be accomplished by ending the initial gap – (001) and creating another gap in service that would be not more than 90 consecutive calendar days. A delay in the beginning of training is not an appropriate reason to extend a gap in service for an additional 90 days. If this occurs, other training options should be explored with a different training provider.
- The VOS system does not recognize a gap in service as an activity or service. Therefore, participants must also be enrolled in the original scheduled activity at the time the gap in service became necessary for the VOS system to automatically close the case on the 91<sup>st</sup> day. The end date of the activity must match the end date of the gap in service for an automatic exit. If the participant requires additional services, the activity must be keyed into VOS prior to the 91<sup>st</sup> day so an automatic exit does not occur.

Follow-up, case management, and support services do not qualify as VOS activities that extend the exit date. There are several actions that staff must take to prevent continued exit date extensions.

- Do not enter a supportive service activity record into VOS beyond the last date of service or planned exit date.
- Enter a case note entry into VOS to reflect any supportive service justification and expenditures that occur beyond the planned exit date.
- Complete the Case Closure Screen on individuals who have completed program activities and attained goals, credentials & employment. Do not enter any program activities into VOS after Case Closure screen has been completed.

For situations where a Wagner-Peyser program activity has extended a WIA program participant exit date:

- Do not enter any additional program activities into VOS.
- Ensure continued contact with the WIA program participant to ensure employment retention. A Wagner-Peyser activity indicates the participant is still conducting a job search and may not be employed or is not satisfied with an existing job.
- If additional services, such as supportive services are required for employment retention, enter the justification into the case notes and do not enter a supportive service program activity into VOS.

Participants in the following categories, either at the time of exit or during the first three-quarters following exit, will be excluded from performance. A manual exit must be created for a youth in this situation prior to the 90 day system generated exit. **Written documentation is required.**

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- Institutionalized – The participant is residing in an institution or facility providing 24-hour support, such as a prison or hospital, and is expected to remain in that institution for at least 90 days or more.
- Health/Medical or Family Care – The participant is receiving medical treatment or providing care for a family member that precludes entry into unsubsidized employment or continue participation in the program.
- Deceased – Self explanatory
- Reservist Called to Active Duty – The participant is a reservist who is called to active duty for at least 90 days or more.
- Relocated to a Mandated Residential Program – The participant is in the foster care system or any other mandated residential program and has moved from the area as part of such a program.