

Operational Policy NO. OP-422

Subject: Youth Services Exit Policy

Effective: PY12-10/15/2012

BACKGROUND:

Per USDOL Training and Employment Guidance Letter (TEGL)-17-05, Common Measures Policy for the Employment and Training Administration's (ETA) Performance Accountability System and Related Performance Issues, the term program exit means a participant has not received a service funded by the program or funded by a partner program for 90 consecutive calendar days, and is not scheduled for future services.

POLICY:

Upon completion of a WIA funded or partner service, WIA youth staff will have 90 days to re-engage the participant in another service. If staff is unable to contact the participant or engage them in any WIA funded or partner service within the 90 days, the participant will be exited from the program and transitioned into follow-up. All WIA youth staff will adhere to the steps below during this 90 day process:

Step One: Within 30 days, WIA youth staff are to contact the participant by phone, text or email to assess additional services needed. If participant cannot be reached, an attempt with a listed alternate contact will be made by phone. Messages should be left in cases when available. If participant's phone number has been disconnected, a letter and/ or email will be sent to the participant requesting updated contact information.

Step Two: Within the next 30 days, if WIA youth staff have not heard back from the participant, a second attempt to contact the participant by phone, text or email will be done to assess additional services needed. If participant cannot be reached, a letter will be mailed to participants last known address allowing 30 days to contact WIA staff for additional services or file will be exited.

Step Three: At the end of the last 30 days (90 days total), if the participant has failed to respond to voice messages, emails, texts or letters, the participant file will be exited from the program and transitioned into follow-up services. Copies of all attempts will be filed in the participants file.

APPLICABILITY:

All WCCNM contracted service providers.

INQUIRIES:

WIA Manager 505-247-1750