

## Customer Service Plan Modification Transmittal Form

<b>To Be Completed by Region:</b> Region Number: Date Submitted: Effective Date:	<b>For State Use Only:</b> Date Received: Date Approved: Effective Date:
<p><b>Provide a brief description of the CSP changes below:</b></p> <p><b>The following is policy for exiting procedures and documenting follow-up services for the WIA Adult and Dislocated Worker Programs:</b></p> <p><b>Exit:</b> A participant who has not received a qualifying service funded by the program or funded by a partner program for 90 consecutive calendar days and is not scheduled to receive future services must be exited. <i>(A qualifying service is a service that extends the participant's WIA participation and includes core, intensive, training and program supportive services defined in the WIA Handbook.)</i></p> <p>I-Works determines a system-derived exit date when a participant has not received any qualifying services for 90 consecutive days and is not scheduled to receive future services. I-Works will exit the participant retroactively to the last date the individual received a qualifying service provided by any partner program.</p> <p>Case notes must document the date and reason for exit. The exit note should contain documentation supporting the level and intensity of follow-up services planned, including an explanation for the reason if no follow-up services are planned.</p> <p>There are three categories of exit:</p> <p><b>Positive Exits:</b> The following are considered positive exits for the WIA Adult and Dislocated Worker Programs:</p> <p>Unsubsidized Employment – The participant is employed full or part-time in a position that is not subsidized by WIA or any other federally-funded workforce program.</p> <p>Entered Military Service – The participant enters any branch or active service.</p> <p>Entered a Qualified Apprenticeship – The participant has begun an apprenticeship program that is recognized by the Employment and Training Administration Bureau of Apprenticeship and Training or by a recognized State Apprenticeship Agency.</p> <p>Self-Employment – A participant begins an enterprise that is registered or licensed as a business with the State of Iowa.</p> <p><b>Non-Positive Exits:</b> The following are considered non-positive, or negative, exits for the WIA Adult and Dislocated Worker Programs:</p> <p>Retirement – A participant informs the program of their intention to retire and not seek any further employment.</p> <p>Cannot Locate – A participant cannot be located.</p> <p>Other Miscellaneous – A participant can no longer continue in program activities, but no other</p>	

method of exit applies.

**Lack of Transportation** – A participant is not able to continue in program activities due to no means of transportation, including public transportation, between home and the location of training or employment and/or other program activities.

**Excluded Exits:** A participant will be removed from performance measures if exited due to any of the following reasons:

- **Family Care** – A participant is no longer able to continue program activities due to the responsibility for the care of one or more family members.
- **Health/Medical** – A participant is no longer able to continue program activities due to a health or medical reason for 90 days or more.
- **Institutionalized** – A participant is institutionalized (incarcerated or hospitalized requiring 24-hour care).
- **Deceased** – A participant is deceased.
- **Reservist Called to Active Duty** – A participant is called to active military duty.
- **Invalid Social Security Number** – Participant does not voluntarily disclose a valid social security number. (In this instance, a pseudo social security number is assigned to the participant in I-Works at enrollment. The participant will receive services but will not be included in the performance measures.)
- If a participant has been exited from the program and the case manager learns within three (3) quarters of the participant's exit date that the participant has entered any of the exclusion categories above (with the exception of the invalid social security number; the pseudo number is assigned at enrollment), the case manager may revise the reason for exit to the applicable exclusion status.
- Exclusions determined after the exit quarter must be recorded in case notes in I-Works and on the follow-up plan, if applicable, indicating the reason for the exclusion and the source from which the case manager learned of the exclusion status.

**Follow-up Services:** WIA [CFR 663.150(b)] requires follow-up services be made available as appropriate for WIA adults and dislocated workers for a minimum of 12 months following the first day of a positive exit. The intensity of, or need for follow-up services will vary depending on the needs of each participant and if services are planned should be documented in the exit case note located in I-WORKS. As such, a follow-up plan is not required for every WIA adult or dislocated worker exited from the program. Follow up may be discontinued upon a statement from the participant that they no longer are in need of nor want follow up services. This statement should be clearly documented in the case notes in I-Works.

The Program Follow-up Services is defined as two-way exchanges between the service provider and the participant, or the participant's employer. Follow-up services include, but are not limited to:

- Assistance in securing better paying jobs;
- Additional career planning and counseling;
- Assistance with work-related problems;
- Peer support groups;

- Information about additional educational or employment opportunities;
- Referral to other community services; and
- Post-program supportive services.

**Follow-up Activities** (TEGL 5-12): Follow-up activities refer to contacts or attempted contacts for the purpose of securing documentation for the case file in order to report a performance outcome. Follow-up activities can assist with the provision of follow-up services; however a follow-up activity is not a follow-up service and should not be recorded as such.

**Follow-up Plan:** The intensity of, or need for follow-up services will vary depending on the needs of each participant and if services are planned should be documented in the exit case note located in I-WORKS. As such, a follow-up plan is not required for every WIA adult or dislocated worker exited from the program.

However, a follow-up plan **is required** in the following circumstances:

- If the participant was exited due to unsubsidized employment and post-program services are planned;
- If post-program services are provided during the 12-months post-exit; and/or
- If the participant was attending post-secondary education when exited (to track credential attainment by the 3<sup>rd</sup> quarter post-exit).

Exclusion exits are allowed up to three (3) quarters following the exit quarter. The Workforce Investment Act Director is available to assist staff with appropriate follow-up plan development and maintenance.

#### **Regional Customer Service Plan Certification**

I certify that the attached has been reviewed and approved by the Regional Workforce Investment Board and the Chief Elected Officials Board, and that I am authorized to sign on behalf of the group I represent.

\_\_\_\_\_  
RWIB Chair Signature / Date

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CEO Chair Signature / Date