

Fresno Regional Workforce Development Board

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Blake Konczal, Executive Director

OPERATIONAL DIRECTIVE

FRWDB OD # 10-21

Date Released: June 29, 2021

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: June 29, 2021

Subject: CalJOBS Closure/Exit and Follow-up Process

Applicable Program: All

Revision History: Initial Release

This Operational Directive (OD) supersedes: OD 15-18, Post Closure Process; OD 14-18, Follow-up Process and Information Bulletin 01-15, Closure and Exit Definitions.

Definitions

Closure: When WIOA participants have completed all planned activities, a Closure/Exit form is completed.

Soft Exit: The exit reason that occurs 90 days after the date of the last WIOA service. This will occur in the case where all activities have been closed regardless of whether a "closure" has been completed or not. This action is automatically generated by CalJOBS.

Hard Exit (Exclusionary): One of the following exit reasons:

1. Institutionalized
2. Health/Medical
3. Deceased
4. Reservist called to Active Duty
5. Relocated to a Mandated Residential Program

Hard Exits are not considered for performance measures and they take effect immediately (upon the exit date).

When a participant has been identified for hard exit, a Closure/Exit form is completed. A participant who is exited in this manner CANNOT re-enroll into WIOA for 90 days and a waiver request must be submitted.

Closure/Exit Process

The Closure process begins once all activities have been closed and a closure form has been completed. The closure form must be entered into CalJOBS within 15-days of the last date of service. The provider staff must maintain contact with the participant on a monthly basis for at least

one contact per month during the 90 days closure period to ensure the participant doesn't need any additional WIOA services. All participant contacts must be documented in a case note. Provider of services must complete an exit interview with each participant prior to the closure date to inform them that they are going to be closed out and exited out of WIOA services. This interview may be completed in person or virtually. At the time of the exit interview, the provider must provide each participant with the "Exit Packet" at the exit interview. The exit packet will include the following:

- Participant Exit Letter, Form# GEN-015, printed on Workforce Connection (WC) Letterhead,
- Available supportive services,
- Information on Imago, and
- Resource room information.

Provider staff must enter a case note documenting the interview was complete and that the participant was provided with the Exit Packet.

Documentation Requirement

- Case note the results of each contact.
- When contacting the participant, the provider staff must document any changes to contact information in CalJOBS.

Additional Services

If it is determined that the participant is in need of additional assistance that meets one of the Follow-up Service definitions after closure, follow-up services may be provided. A follow-up service must be input into the activities section of the current WIOA application to document the service was provided.

In the event it is determined that the participant is enrolled in any other program as identified in CalJOBS, or is in need of additional services that will restart the clock during the 90 post-closure period, to continue services, the provider must submit a Data Change Request form to delete the closure before the participant exits.

Follow-up Process

Follow-up is required for all participants, with the exception of those categorized as Hard Exits (Exclusionary).

Follow-ups are performed to capture outcome data that occurs during each of the post-exit quarters.

Each follow-up begins after the end of the applicable post exit quarter and must be completed 30 days after the end of the applicable post exit quarter.

Example for a participant exiting between January 1st and March 31st:

Exit Quarter		Follow-up Timeline			
Jan – Mar		1 st Quarter after Exit	2 nd Quarter after Exit	3 rd Quarter after Exit	4 th Quarter after exit
	Follow-up Periods	Apr – Jun	Jul-Sep	Oct-Dec	Jan-Mar
	Follow-up Dates	1 st follow-up due Jul 1-30	2 nd follow-up due Oct 1-30	3 rd follow-up due Jan 1-30	4 th follow-up due Apr 1-30

When performing follow-up with participants or employers, if it is determined that a participant is no longer working, providers of services staff are required to document the reason the participant is no longer working in the case notes.

In the event that a positive outcome is identified during the follow-up period and prior to the due date of that same follow-up period, it is permissible to input that information for the follow-up for that period. In no case should a follow-up activity be logged prior to the due date (early) if there is not a positive outcome.

Providers must ensure that exited participants receive appropriate services as identified and deemed necessary during the follow-up period. These services are to be documented in the case notes.

The final exit date may be different than the Closure Date if the participant has received any other WIOA services during the 90-day closure period.

It is the provider's responsibility to monitor the participant's final exit date to identify when to begin post exit follow-up.

Follow-up Guidelines

Once the participant has been exited from the WIOA program, the designated staff is to conduct regular follow-up contacts as follows:

- Quarter 1, Quarter 2, Quarter 3 and Quarter 4
 - The follow-up data must be input into CalJOBS within 30 days of the follow-up due date.
 - At least 3 different attempts to contact participants must be made within the 30-day period or until contact has been established.
 - These attempts must be documented and reflect that they are made on different days and times.
 - Any contact attempts during the follow-up period, prior to the due date will not be counted as a contact attempt.
 - In the event that a participant cannot be located, the results are to be case noted and entered in the follow-up section for each quarter.
- Complete the follow-up section in CalJOBS to show that the follow-up has been completed.
- When contacting the participant, the designated staff is to also document any changes in contact information.

After the Quarter 4 contact (or attempt) is made, the case file is to be closed and archived per Operational Directive 10-04, Record Retention for physical case files only.

Follow-up Contact Documentation

The Follow-Up Screen provides the contact information (address and prime phone) that is currently in CalJOBS. Any changes in contact information must be documented using the Edit Contact Information screen. Within the follow-up screen on CalJOBS is a hyperlink entitled "Contact Attempts." This screen is used to assist with documenting each contact. Provider staff is to use the Contact Attempts screen for this purpose. Each contact attempt and results must also be documented in case notes.

Please contact the FRWDB Adult Program Manager or Young Adult Program Coordinator with any questions.

Attachments:

- Things To Remember
- Follow-up Services

Form:

- GEN-015, Participant Exit Letter