



Policies and Procedures

SECTION: Program Operations	POLICY # OPS-05	PAGE 1 of 13
TITLE: WIOA Case Closure Policy	EFFECTIVE DATE: 11/20/2024	
SUPERCEDES: OPS 05 WIOA Case Closures	Dated: 03/01/2021	

DISTRIBUTION: CareerSource North Central Florida (CSNCFL) Staff and Service Providers

PURPOSE:

To establish local operating policy and procedures for closing WIOA cases.

POLICY:

Prior to any WIOA case closure, staff must complete the WIOA Closure Guide and Checklist for Career Navigators. Before submitting the Checklist to QA, Career Navigator will do a complete review of the WIOA Case in Employ Florida and ATLAS using the Florida Commerce Monitoring tool to ensure that case is ready for closure. This policy requires that an individual who is participating in any program covered by the common exit policy will not exit (and be counted in performance) until the individual is no longer being served by any program to which the policy applies.

Program performance measures, including four of the six WIOA Primary Indicators of Performance, as defined in TEGL 10-16, Change 1, are associated with the participant's exit; therefore, accurate documentation and reporting of exit dates, as well as the services which impact the participant's exit, is critical.

Every participating service provided to a participant, once recorded, establishes a new

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exit date and extends participation for 90 days. Self-service, information-only services or activities, and follow-up services do not delay, postpone or affect the date of exit. The management of participant services includes regular, direct contact with the participant on all aspects of their workforce development needs.

Direct contact is considered to have occurred when CSNCFL staff and the participant have exchanged information, or the participant has agreed to the service being provided by CSNCFL staff. CSNCFL staff should ensure that direct contact is made at a minimum of every 30 days with the participant to maintain the highest level of individual service. Determined on an individual basis and/or by local operating procedures, more frequent contact may be required. Indirect contact attempts, such as sending workshop flyers or job leads by mail or email or leaving telephone messages without receiving a response, do not constitute direct contact for the purpose of providing a service or keeping an activity open.

Direct contact may be performed in-person or remotely and may be conducted by mail, telephone, email, or other documented means of contact. Such contact should result in a participating service being provided to the participant. Contact where the participant does not engage will not be considered direct and must not result in a participating service being recorded in Employ Florida. An offer to provide a service or a scheduled appointment to provide a service must only be entered as a case note or non-participating service, as appropriate.

When staff have determined a participant no longer requires services because he/she has entered employment or education, become disabled or otherwise incapable of working, or the participant voluntarily opts out of service, the participant's case should be formally closed in Employ Florida. This will immediately stop the addition of any other program services and prompt staff to gather any employment data.

Case closure is a case management feature of Employ Florida and should not be confused with a participant exit, which is federally defined and structured. The decision to close the case should be documented accordingly by staff in case notes. While a participant's case may be closed because the participant entered employment or education, the participant may not be ready for exit and follow-up services. Ideally, each participant should remain a program participant long enough to be stable in a job or post-secondary education.

No case closure will be approved unless all steps have been followed and the case will impact performance positively. Cases will be managed to ensure no system exits occur. Activities will be entered in EF to continue to track engagement until a participant has achieved employment or other positive outcome.

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Step 1 on Checklist: Plan has been closed and Case noted. In Employ Florida, Career Navigator must close all WIOA activities and goals for IEP/ISS and then enter a closure date to close the plan.

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Plan Information

* Plan Start Date: 08/23/2019

LWDB/Region: CareerSource North Central Florida

Plan started in office location: CareerSource N Central Florida -4150 - Gainesville

Plan closed on: 12/16/2020 (mm/dd/yyyy) Today

When printing plan do you want to print services? ☐

When printing plan do you want to print Goals? ☐

☐ Render in WORD ☒ Render in PDF

Individual Signature

Step 2 on Checklist: Employment and/or credentials have been entered with correct dates and case notes. In Employ Florida under the WIOA applications, enter employment information for customer. Ensure dates match Verification documents scanned in customer file in ATLAS

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WIOA #1822826 - Complete

WIOA ID	Application Date	Closure Date
09 - CareerSource North Central Florida	08/23/2019	12/16/2020

Trade Adjustment Assistance (TAA) Apps: 0

Agency Defined Programs Apps: 0

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Credentials

Measurable Skills Gain	Educational Functioning Level for Measurable Skills Gain	Credentials	Postsecondary Program	Add Employment	Exit / Outcome	Follow-ups

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Add Employment

Add Employment	Follow-ups

Check that all dates for credentials are entered correctly in the credential section in Employ Florida, filed in customer file in ATLAS and case noted.

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[illegible][illegible]

The screenshot shows the 'Service Plan' form in the 'Employment Center - Case Manager' application. The form is for 'Wagner Pepper' and lists various services and activities. The 'Service/Activity Code' dropdown is open, showing a list of codes and descriptions. The 'Actual Service Date' field is highlighted in blue.

Service Plan

*** Customer Group:**

*** Service/Activity Code:**

Program Participation Association:

Scheduled Date:

Scheduled Time:

Actual Service Date:

*** Completion Code:**

RR Event:

UWOB / Region:

Office Location:

*** Position:**

Staff User ID - Created:

Staff User ID - Last Edited:

Service/Activity Code List:

- None Selected
- 222 - English as a Second Language (ESL)
- 226 - Reading and/or Math Testing
- 311 - WPI Enrolled in Job Corps
- 312 - WPI Enrolled in Federal Training
- 313 - WPI Enrolled in State and Local Training
- 314 - WPI Enrolled in Apprenticeship Training
- 401 - Outbound to Employment State
- 585 - Referred to volunteer Job
- 642 - FMSI Member Service
- 663 - Gold Card
- 613 - Computer Skills Workshop
- 154 - Social Networking Workshop
- 155 - Interviewing Skills Workshop
- 156 - Soft Skills Workshop
- 157 - Financial Management Workshop
- 68A - SBAC Base Re-Alignment
- 68V - Everett America Vets
- 681 - NWOB - Career Tra
- 720 - Ticket to Work

Employment Ontario - Programs List

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Measurable Skills Gain

Measurable Skills Gain	Count
<input type="checkbox"/> Educational Functioning Level for Measurable Skills Gain	0
<input type="checkbox"/> Credentials	1
<input type="checkbox"/> Partner Programs	0
<input type="checkbox"/> Add Employment	1
<input type="checkbox"/> Closure	N/A
<input type="checkbox"/> Exit / Outcome	N/A
<input type="checkbox"/> Follow-ups	0

[Coping Stress - Program Set](#)

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Credential Information

* Credential Received:

Other Credential:

Credential Verification: [Verify](#) | [Scan](#) | [Upload](#) | [Link](#)

* Date Credential Received: [mm/dd/yyyy](#) [Today](#)

Associate to Training/Activity record: [Search Activities/Services](#)

Staff Information

Create Date:

Created By:

Last Edit Date:

Last Edited By:

Activity	Provider	Service/Course	Actual Begin Date	Projected End Date	Actual End Date	Completion Status	Action
125 - Job Search/Placement Asslt, Inc. Career Counseling	CareerSource North Central Florida	Job Searching/Placement Assistance incl. Career Counseling	08/27/2019	12/01/2020	12/16/2020	Successful Completion	Select
185 - Support Service - Other	CareerSource North Central Florida	Support Services**/Other	08/27/2019	12/01/2020	06/30/2020	Successful Completion	Select
181 - Supportive Service - Transportation Assistance	CareerSource North Central Florida	Support Services-- Transportation	08/27/2019	12/01/2020	06/30/2020	Successful Completion	Select
300 - Occupational Skills Training - Approved Provider	North Florida Technical College	Commercial Vehicle Driving - CDL	08/27/2019	12/01/2020	06/09/2020	Successful Completion	Select
203 - Develop Service Strategies (BFF/ISS/EDP)	CareerSource North Central Florida	Individualized Plan Development (BFF/ISS/EDP)	08/27/2019	12/01/2020	12/16/2020	Successful Completion	Select
102 - Initial Assessment	CareerSource North Central Florida	Initial/Objective Assessment	08/27/2019	12/01/2020	06/09/2019	Successful Completion	Select

Step 5 on Checklist: Supporting documents for activities, credential(s) and employment verification(s) are filed correctly in ATLAS. Career Navigator will check that all documents in ATLAS are filed correctly.

Step 6 on Checklist: Support Services match activities in Employ Florida and ATLAS- Career Navigator will verify that all support service activities are entered in Employ Florida, case noted and scanned in ATLAS.

Step 7 on Checklist: All accounts in financial system are reconciled and closed out.

Step 8 on Checklist: Check the WIOA Application in EF confirming the verification documents match in both EF and the Atlas system.

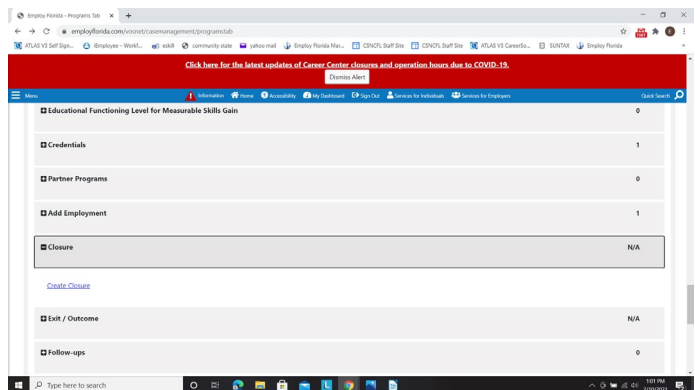
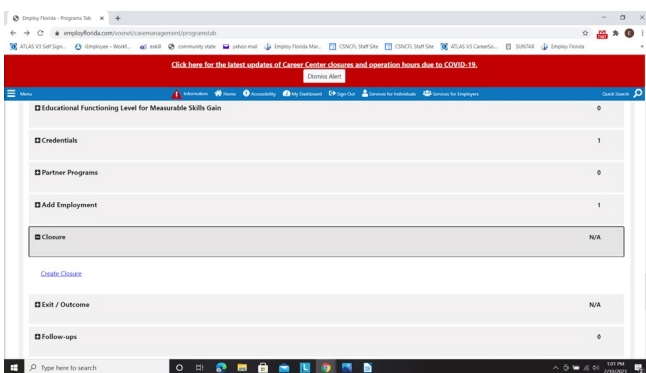
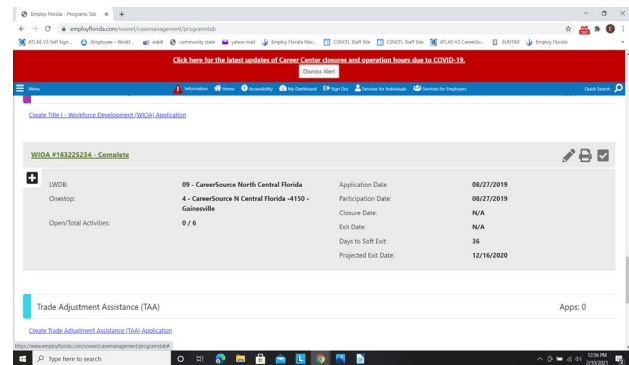
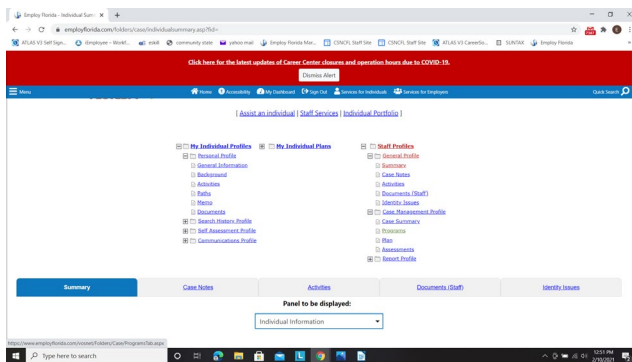
Once Steps 1-8 on Closure Guide and Checklist are complete, Career Navigator will sign and date the checklist and submit to the Program Manager. Program Manager will review case for closure, once approved, Program Manager will sign and date checklist and submit to QA for approval. Upon QA Approval, checklist will be submitted to CSNCFL CEO for final approval.

Once Final Approvals for case closure have been made, Career Navigator will proceed with case closure with final steps of Closure Guide and Checklist.

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Step 9 on Checklist: All activities are closed and case notes have been made explaining why each activity is closed.

Step 10-11 on Checklist: Create a case closure in Employ Florida to include a detailed closure case note to be entered in Employ Florida. The WIOA Closure Guide and Checklist must be then filed in Participant's case file in ATLAS.



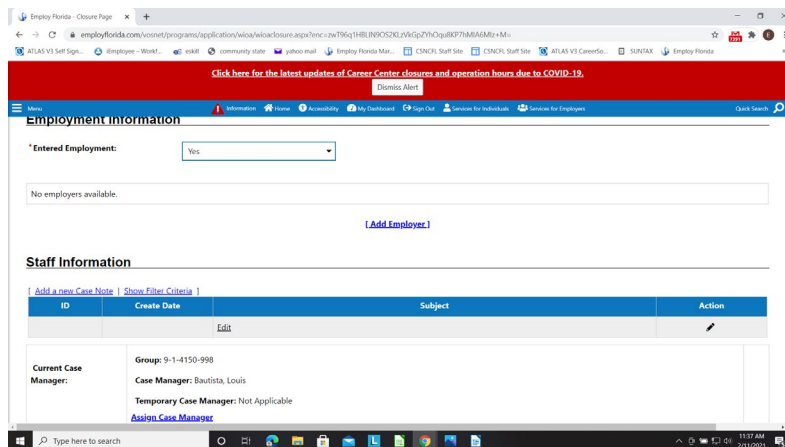
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Once the Create Closure screen is opened the following information is selected:

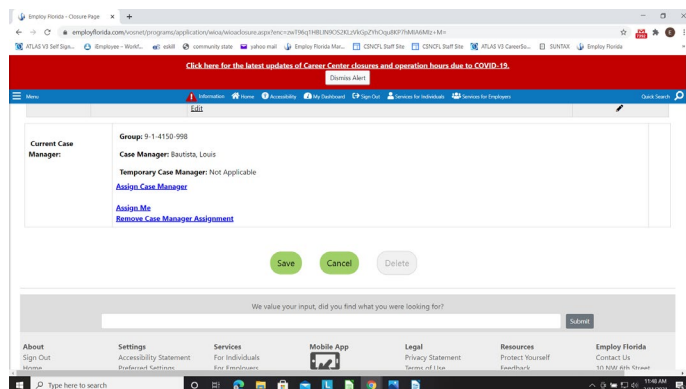
- Select your office location
- The Closure date will automatically set to the last service date
- Select “Neither condition applies” for the Accountability Closure/Exit Status
- Choose the appropriate closure reason

- In the Outcome Information Section enter the “school status at exit” from the drop-down box and the employment status from the “Entered Employment” drop down box AND if employed, enter the Employer name by clicking on the “Add Employer” hyperlink.
- If you are closing a WIOA Youth case you will have a drop-down menu also for the Youth Placement at Exit as well. Each of these you will also verify and click the circle for the method in which you verified this information.

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- **Staff Information Section-** Click on “add a new case note” to the case note of the closure. The case note should include: Closure reason, closure date, the WIOA participants program outcomes, (negative or positive outcome with a description of the reason for the negative or positive outcomes) After the case note has been entered, select the save button at the bottom of the page.



Manual Exit

Manual (hard) exits are not allowed unless the participant falls into one of the WIOA Title I global exclusion scenarios. Otherwise, participants must be soft exited from the system to be closed out after 90 days of receiving no staff-assisted services.

Participants may be excluded from the Primary Indicators of Performance

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Measures, at the time of closure, for any of the following global exclusions that precludes the participant from entering employment or participating in services:

- **Institutionalized:** The participant exits the program because he or she has become incarcerated in a correctional institution or has become a resident of an institution or facility providing 24-hour support such as a hospital or treatment center while receiving services as a participant.
- **Health/Medical:** The participant exits the program because of a medical treatment and that treatment is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in the program.
- **Deceased:** The participant is deceased.
- **Reservist called to Active Duty:** The participant exits the program because the participant is a member of the National Guard or other reserve military unit of the armed forces and is called to active duty for at least 90 days.
- **Foster Care (WIOA Youth Only):** The participant is in the foster care system, as defined in 45 CFR 1355.20(a) and exits the program because the participant has moved from the local workforce development area as part of such a program or system.

Note: If a participant is exited due to a global exclusion and it is due to a medical reason or disability, staff must collect information in a separate file and not disclose in case notes the details pertaining to the reason for exit. The exclusionary/neutral exit reasons that could disclose medical or disability-related information are:

- a. Health/medical issues; and
- b. Residing in an institution or facility providing 24-hour support, such as prison or hospital.

CSNCFL staff will submit requests to create a manual closure through global exclusion using the exit checklist. CSNCFL staff should state the reason for the request on the checklist in order to receive approval from the approving authority to create a closure and exclusion on behalf of CSNCFL.

If the approval to create the closure and exclusion is granted, then the requesting staff member is solely responsible for ensuring that all the necessary and required documentation has been secured and uploaded to Employ Florida for verification purposes. The approving authority must review all the necessary documentation before the hard exit and exclusion is created.

Definitions

Common Exit - Occurs when a participant has not received services (excluding self-service, information-only service or activities, or follow-up services) from any program covered by the common exit policy for at least 90 days, and no future services are planned. The common exit date for all programs in which the participant is enrolled will be the end date of the last participating service the participant received.

Non-Participating Service - A service that does not commence or extend program participation. Supportive services, self-service, information-only services, administrative, follow-up services, and locally defined services are non-participation services. (Exception: for WIOA Youth, supportive services are a participation service).

Participant - An individual who is determined eligible to participate in the program and receives a service funded by the program in either a physical location (CareerSource Florida Network Career Center or affiliate site) or remotely through electronic technologies.

Participation Date - The first day, following a determination of eligibility, (if required), that the individual begins receiving a staff-assisted participating service funded by the program.

Participating Service - A program-funded, staff-assisted service provided to an eligible applicant, other than supportive services, self-service, information-only services, administrative, local defined, or follow-up services. (Exception: for WIOA Youth, supportive services are a participating service).

Reportable Individual - A jobseeker who engages with the workforce system on an initial level through non-participation services and may not have met program requirements for eligibility or participation.

OFFICIAL SIGNATURE

Phyllis Marty
Chief Executive Officer

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