



**Department of Workforce Services
and
Arkansas Workforce Investment Board Issuance PY08-05**

From: Artee Williams, Director
Kenneth Ferguson, Executive Director

Date: August 22, 2008

Subject: WIA Exit Policy

1. Purpose: To issue WIA Exit policy
2. General Information: Department of Labor TEGL 17-05 dated February 17, 2006 defines exit as follows: "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. The exit date is the last date of service."

The key phrase is "the exit date is the last date of service". The exit date must be the date of the last partner funded or WIA funded service, excluding follow-up services. For example, this means that if occupational skills training ends on July 1, 2008 and that is the final service, then the client exit date must be that date.

Occupational skills training cannot be used to hold open a client record. The date that the classroom training is completed is the date that must be used as the service end date. It is unlikely that the date of graduation or the date of a credential would ever be the exact date of the end of training. Therefore, it is unlikely that the date of graduation or the date of a credential would be the same date entered into AJL for the training service end date.

It is not allowable to hold open any service, including occupational skills training, while you are waiting for the client to bring the credential to your office.

It is not allowable to hold open any service, including occupational skills training, while waiting for wages to show up in Arkansas' I-Wage.

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It is not allowable to hold open any service, including occupational skills training, case management or any type of counseling service if the only interaction regarding the client is general contact by phone or in person. Any activities that involve regular contact regarding the client, for example, to obtain information about the client's employment status, educational progress, or need for additional services cannot hold open a client record.

It is not allowable to hold open any service because you cannot locate a client. If you cannot locate the client, then the last service end date must be entered into AJL. This date must not be the date your attempts to contact the client ended, but rather the date the last service was last actually provided.

In each of these situations, if no service is being provided by WIA or a partner, then all WIA services and partner services must have an end date. On whatever date a service has ceased to be provided, that is the date that must be entered into AJL in the "actual end date" field for the service.

This is another example to further explain: Upon the end of occupational skills training, an end date must be entered for that service and additionally for other open services such as case management, counseling and individual employment plan if they are not actually being provided and for any other services that are not being provided. The 90 days that follow will be the time for "regular contacts" with the customer.

Remember, just because all WIA services have an end date, the customer will not exit in 90 days if they are receiving a partner service that is recorded in AJL. Receipt of a partner service will stop an exit from occurring. All partner services must be recorded in AJL.

Please refer to TEGl 17-05 for further information regarding exit.

3. Action Required: Please ensure that all appropriate staff are made aware of this policy.
4. Inquiries: Questions regarding this issuance may be directed to Sandy Monaco, 501 682-3131 or sandy.monaco@arkansas.gov
5. Expiration Date: Continuing