



Workforce Issuance

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☒ **Policy** ☐ **Information**

To: Chief Elected Officials
MassHire Workforce Board Chairs
MassHire Workforce Board Directors
MassHire Career Center Directors
MassHire Fiscal Officers
MDCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
MassHire Department of Career Services

Date: October 20, 2020

Subject: WIOA Participation and Exits

Purpose: To provide MassHire Workforce Boards, MassHire Career Center Operators and other local workforce partners with guidance on requirements for WIOA participation and exits.

Background: Participation in the Workforce Innovation and Opportunity Act (WIOA) improves access to employment, education, training, and support services necessary to succeed in the labor market and matches employers with skilled workers in order to compete in a global economy.

WIOA participation and exit for Job Seekers and Youth are recorded in the Massachusetts One Stop Employment System (MOSES) and demonstrate alignment with MassHire WIOA performance goals.

Staff knowledge of key terms and definitions for WIOA participation and exit is important for accurate and timely data entry in MOSES. Valid data entry provides the necessary information to managers and other stakeholders regarding the effectiveness of current programs and helps facilitate the planning of future programs.

Definitions:

Auto Exit: An auto exit occurs once a participant: (1) has not received any services funded by the program or partner program for 90 consecutive days, (2) has no gap in service, i.e., the participant does not have a delay in starting training, and (3) is not scheduled for future services. The date of exit is applied retroactively to the last day on which the individual received a service funded by the program or partner program.

Examples of activities that **do not** extend the period of participation or delay program exit include **follow-up services** and any other required administrative case load management activities that involve regular contact with the participant or employer to **obtain information** regarding the participant's employment status, educational progress, or need for additional services.

Note: Title III only participants are not included in the auto-exit function in MOSES.

Date of Participation: Date of Participation is the first day, following a determination of eligibility, (if required), that the individual begins receiving a service funded by the program

Employment And Training Activity: The term "employment and training activity" means an activity described in WIOA section 134 that is carried out for an adult, dislocated worker or youth.

Exit: The term "program exit" means a participant does not receive 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 services.

Exit Date: The last date WIOA Title I or partner services, **excluding follow-up services** were received by the participant; once a participant has not received services funded by the program or a partner program for 90 consecutive calendar days, has no gap in service, and is not scheduled for future services. The date of exit is applied retroactively to the last day on which the individual received a service funded by the program or partner program. If the participant receives services from multiple programs, the last or most recent date of service becomes the "date of exit" for reporting and for performance measurement for each program.

Exit Quarter: Represents the calendar quarter in which the date of exit is recorded or the individual.

Gap in Service: A participant should not be considered as exited if there is a gap in service of greater than 90 days due to the delay before the beginning of training.

Last Expected Service: Occurs when the participant completes the activities outlined in their Individual Employment Plan (IEP) or Individual Service Strategy (ISS) and there are no additional services expected other than supportive or follow-up services. Last expected service may also occur in situations where the participant voluntarily or involuntarily discontinues their participation in services outlined in the service plan.

Reportable Individual: Individuals engaged with MassHire on an initial level but do not meet program requirements for eligibility or for participation in a WIOA Title I funded program. They are individuals who provide identifying information and;

- Only use self-service; or
- Only receive information-only services or activities.

Reportable individuals do not have performance goals and cannot be used to impose sanctions on the state.

Reportable Individuals will be reported in MassHire's annual PIRL report but do not impact annual performance for any program.

Participant - Adult and Dislocated Worker - A participant in the Adult or Dislocated Worker program is an individual who has received WIOA services other than self-service or information-only activities, after satisfying all applicable programmatic requirements for the provision of services, such as eligibility determination.

Participant - Youth - For the Workforce Innovation and Opportunity Act (WIOA) Title I Youth program, a participant is an individual who has satisfied all applicable program requirements for the provision of services, including eligibility determination, an objective assessment, and development of an individual service strategy, and received at least 1 of the 14 WIOA Youth program elements identified in sec. 129(c)(2) of WIOA.

Policy: All information pertaining to WIOA participants, including activities, beginning and ending dates, status, as well as participant notes must be documented in MOSES.

Participation in WIOA

Participation occurs in WIOA when an individual is determined eligible to participate in a WIOA Title I or Title III funded program and receives a service.

Participants are included in performance outcomes. Performance indicators are based on participant experience upon exit from or, as applicable, during participation in a program.

WIOA Exit

Any participant that is not engaged in services should be assessed for exiting.

A program exit must occur when a participant has not received any WIOA, or partner funded services for 90 consecutive calendar days, has no planned gap in services, and is not scheduled for future services. The date of the exit is the last day on which the participant received a WIOA, or partner funded service.

As appropriate, staff will attempt to re-engage participants that do not complete program or training enrollment. Re-engagement efforts resulting in staff-assisted services (Blue/Bold) such as *Career Counseling* or *Case Conferencing with Partner Agencies* continue participation in WIOA services. When participant re-engagement efforts are unsuccessful and staff-assisted services do not occur for a 90 day period then the participant will auto exit.

Staff will not delay an exit by entering Blue/Bold services unless it is demonstrated and documented that the participant has unmet needs and is **actively** being served. MOSES case notes must provide a description of the staff-assisted services provided to the participant.

The date of exit cannot be determined until 90 days have elapsed since the participant last received a reportable service (Blue/Bold Services) and no services are planned for the future. The exit date is applied retroactively to the last service date.

Self-service, information-only services or activities, and follow-up services will not delay, extend, or affect the date of exit.

Action

Required: Please ensure all appropriate managers and staff are familiar with and have a full understanding of the requirements within this policy.

Effective: Immediately

Inquiries: Please email all inquiries in regard to this policy to PolicyQA@massmail.state.ma.us.