

New Jersey

Workforce Innovation Notice 7-15

TO: Workforce Development Boards
One-Stop Operators
Employment Service Managers

FROM: John Bicica, Chief
Office of WIOA Technical Assistance and Capacity Building

DATE: November 2, 2015

Purpose

To provide the policies and procedures regarding customer exit and recording of services in America's One-Stop Operating System.

Background

The United States Department of Labor, through Training and Employment Guidance Letter (TEGL) 17-05 has provided guidance regarding timely and accurate recording of services and program exits.

References: TEGL 17-05

Action Required

Staff are not to manually exit participants from WIOA programs, except if one of the following exclusions applies (Institutionalized, Health/Medical, Family Care, Deceased, Reservist Called to Active Duty, Ineligible, Retirement or Invalid Social Security Number). To record a manual exclusion exit in America's One-Stop Operating System (AOSOS), staff must enter the appropriate code in AOSOS, and the system will automatically generate the exit date. Proper use of the exclusion exit reasons will ensure such participants are properly excluded from performance measure calculations. Once a participant has not received any funded services or staff-assisted activity for 90 consecutive calendar days and is not scheduled for future services, a soft exit will occur in AOSOS. The 90-day exit is automatically generated by AOSOS after a participant goes 90 days with no service, where the system automatically records the exit date in the participant's AOSOS record. The exit date is set equal to the end date of the last service received by the participant. Only same-day services in which the customer actively participated can be used to keep a customer active. From the date a same-day service is entered in AOSOS, the customer can be considered active for 90 days. Each separate same-day service must be accompanied by case notes describing the delivery of that service.

Youth workers must schedule follow-up services to begin in the quarter after the last expected date of service. If providing follow-up services to adult/dislocated worker customers, the services may be scheduled to begin after the last expected date of service.

Services After Training-Upon completion of training, participants can be referred to placement services, either through the training provider or the Job Center. These are the only post-training services that can be used to extend participation. Again, only same day services in which the customer actively participated (an e-mail or phone call does not meet the standard) can be used. The list of applicable services follows:

- Job Referral and Placement
- Individual Job Development
- Referral to Jersey Job Club
- Staff Assisted participation in Jersey Job Club
- Case Management (services related to job and career counseling) - Also, see section below for case management services that do *not* apply.
- Job Coaching

According to TEGL 17-05, the following activities *cannot* be used to keep a customer active:

- Determination of Eligibility.
- Services and activities specifically provided as follow-up services such as regular contact with the customer to obtain information regarding his or her employment status, educational progress, need for additional services, or income support payments.
- Case management services and any other required administrative case load management activities that involve regular contact with the participant.
- Income Maintenance or support payments (e.g. Unemployment Insurance, Temporary Assistance for Needy Families, other cash assistance)

Participants may be put into “hold” status only if there is a delay before the beginning of training; the participant has a health/medical condition or is providing care for a family member with a health/medical condition; or if there is a temporary move from the area that prevents participation in services, including National Guard or other related military service. According to TEGL 17-05, the reason for “hold” status needs to be documented in AOSOS and the participant’s file. “Hold” status is valid for 90 days. The full TEGL can be accessed here: <http://wdr.doleta.gov/directives/attach/TEGL17-05.pdf>

Planned End Dates

When setting the planned end date for an Adult or Dislocated Worker customer’s training service, this date **must** be based on the duration of the training according to the individual training account agreement. The length of training in the agreement cannot exceed the maximum duration of training provided for the program in the Eligible Training Provider List. This information is found in the “Calendar Length of Program” under Basic Program Costs and Information. For example, if a program lists 4-11 weeks in the “Calendar Length of Program,” the Planned Exit Date must be no more than 11 weeks from the Planned Start Date. Any modification to the Planned End Date must be accompanied with an explanation in the “Comments” tab, and appropriate documentation, as necessary.

Timely Data Entry

Timely and accurate data entry is critical for both WIOA and Wagner-Peyser programs. Entry of services **must** be recorded in AOSOS within 14 business days of the date that the service was provided. For youth who receive services through a contracted provider, the data entry **must** be done within 14 days of receipt of a report of services from the provider. Providers must ensure that a report of all services received by each WIOA-funded youth is submitted to local area staff on a regular basis (as services are provided).

Oversight

Exiting-Labor and Workforce Development (LWD) staff will conduct a monthly review of a report of customer exits. Exits that were not recorded for one of the allowable exclusions will be noted and the local area will be subject to the procedures regarding violations listed below.

Services-LWD staff will on a monthly basis, review several reports including a report that lists all customers still active 90 days following the planned end dates. Records that demonstrate non-compliance with this policy (for example, customers are “enrolled” in an activity following the completion of training with no indication of actual service) will be noted and the local area will be subject to the procedures regarding violations provided below.

Timely Data Entry/Planned End Dates-LWD staff will review AOSOS records and reports to ensure that services are entered on a timely basis, and that planned end dates are in compliance with the state policy. Non-compliance will be noted and the local area will be subject to the procedures regarding violations provided below.

These report reviews will begin December 1, 2015

Procedures Regarding Violation of Policy

First Violation: LWD staff will require the submission of a corrective action plan to immediately address the non-compliance.

Second Violation: LWD staff will provide on-site technical assistance to local area staff.

Third Violation: LWD will disallow any WIOA-related costs associated with customers whose AOSOS records demonstrate violation of these requirements.

Authority

New Jersey Department of Labor and Workforce Development	X
State Employment And Training Commission	

Questions

For questions regarding this guidance, contact John Bicica, Chief, Office of WIOA Technical Assistance and Capacity Building at john.bicica@dol.nj.gov