

WIA Youth Program ICM Exit and Follow-up Guidance



Alaska Department of Labor
and Workforce Development

An exit from the WIA program occurs once a participant has not received any services that extend participation by the program or a partner program for 90 consecutive calendar days, has no planned inactivity, and is not scheduled for future services by the program or a partner program. The date of exit is applied retroactively to the last day on which the individual received a countable service from the program or a partner program.

Partner programs for common exit include WIA Youth, Adult and Dislocated Worker programs, Employment Services, Veteran's and Trade Adjustment Assistance. These programs are housed at the Job Centers and when a participant is co-enrolled with one of these partner programs, contact the job center case manager to determine the common exit date. If the participant receives services from multiple programs, ensure all partner services are listed in the referral section of ICM with the end date matching the date on which the individual received the partner program service.

To exit an individual in ICM, complete all services, record all partner referral activity and change the case status to Exit by clicking on the 'Exit Enrollment' button in the ribbon. ICM will list any outstanding issues if the case does not have all required information needed for an exit. ICM automatically determines the exit date by using the last date of program service or the end date of the partner referral, whichever is later.

Follow up services are required to be provided for 12 consecutive months after the participant obtains employment. The participant is to be contacted once per quarter to check on progress and to see if they are encountering difficulties that additional case management or support services will help remedy. The goal is to mitigate any circumstances that may cause the participant to lose their employment. Loss of employment affects performance measures. WIA Youth participants do not have the right to opt out of follow up services.

A follow up service is to be entered into ICM for each quarter that follow up is conducted. Case managers should enter in four follow up services, one for each quarter for the 12 month follow up period (after employment) into the ICM. These should be in 'scheduled' status and once the follow up is conducted the status should be changed to 'completed'.

Follow up can happen after a participant obtains employment and before exit as well as after exit during the remaining follow up period. There are different follow up service descriptions in ICM that should be used in these situations.

Once a participant has been exited and completed follow-up, then change the case status to CLOSED.