

## Case Closure/ Re-entry

### Case Closure

Once a participant obtains sustainable employment, reaches their maximum 30 months in the program (Adult and DLW participants only), or are no longer in contact with their career planner, case closure must be completed.

Everyone who has a WIOA participation date in NEworks will be assigned a WIOA case closure date. Ninety days after case closure, if the participant has not received a staff assisted service from any program, the participant will move into performance.

### Required Action

Career planners will complete the closure on the last day the participant received WIOA services. There is no need to delay case closure due to voucher payments. As long as the voucher is in Active-Approved status payments can be entered. Follow the Closing an NEworks Activity procedures in Section 4 Documentation to close any open activities. Close the IEP/ISS following the Closing an IEP/ISS procedures in Section 4 Documentation. Complete the Case Closure tab in the WIOA application following the below procedures.

Complete a thorough file review and ensure all documents have been properly uploaded to ECM. Ensure any measurable skill gains or credential attainments have been entered in the NEworks application.

In the WIOA application, expand the *Closure* tab > select *Create Closure* > enter the case closure information:

**Office Location-** Select your office location

**Accountability Closure/ Exit Status-** Select a status, typically this will be, neither condition applies

**School Status at Exit-** Select participant's current school status

**Entered Employment-** Select yes or no

If yes is selected, required employment information includes:

### Employer Information

- Employer name
- Primary employer contact name
- Primary employer contact phone

### Job Information

- Job title
- Occupation
- Is this a green job

- Hours worked per week
- Hourly wage
- Job start date
- Reason for leaving
- Primary employer
- Receiving fringe benefits
- Receiving health care benefits
- Job covered by unemployment compensation
- Is this entrepreneurial and/or self-employment
- Is this a registered apprenticeship
- Is this active military service
- Is this considered non-traditional employment
- Is this considered training related employment

select Save.

## Exit

In rare instances, it is acceptable to Exit a participant from performance. This should be rare and the participant must meet one of the following:

**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 during the course of receiving services as a participant.

**Health/Medical-** The participant exits the program because of 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.

**Reservists Called to Active Duty-** The participant exits the program because they are 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-** 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 area as part of such a program or system (Youth only).

If a participant meets one of the above categories at closure, you will complete the exit tab in NWorks instead of the case closure tab. This will exclude the individual from performance.

## Required Action

To complete the Exit tab, career planners must complete a thorough file review and ensure all documents have been properly uploaded to ECM. Ensure any measurable skill gains or credential attainments have been entered in the NEworks application. Close the IEP following the Closing an IEP/ISS procedures in Section 4 Documentation, any open activities following the Closing an NEworks Activity procedures in Section 4 Documentation, and complete the *Exit/Outcome* tab.

In the WIOA application, expand the *Exit/ Outcome tab* > select *Create Exit/Outcome* > enter the exit information:

**LWIA/Region-** This will auto populate to your region

**Office Location-** Select your office location

**Staff Position-** This will auto populate to Staff

**Exit Date-** The date the participant is being exited from the program

**Exit Reason-** Select the reason

select Save.

Documentation must be obtained and scanned into ECM verifying the exit reason. Acceptable documentation will vary, but may include verification from newspaper articles, online, death certificate, self-attestation, etc.

## Participant Re-entry

Enrollment of a former Nebraska WIOA participant must be approved by the administrative entity before registration. Email the re-enrollment request to [ndol.greaternebraska@nebraska.gov](mailto:ndol.greaternebraska@nebraska.gov). Include the following information:

- Client's name and state ID
- Justification for the request including:
  - How long the participant was in the program previously
  - If they earned a credential or obtained employment
  - How much funding was used to assist them in meeting their employment goal
  - Plan of action (OJT, job search, etc.)

## Re-enrollment into Program Services during the Follow Up Period

If an individual who is in the follow-up period is in need of services above and beyond those offered through the follow-up period, re-enrollment into the program is acceptable with required administrative approval (Follow the above re-enrollment process). Follow-up for performance purposes for their previous participation period is still required. The individual must meet eligibility and follow all requirements of a new participant for the new participation period. These will be seen as two separate files for federal reporting.

## Out of State WIOA Client

Clients who previously participated in the WIOA program in another state are not governed by this policy. If the client has had their case closed by their former state's WIOA program they are treated as a new client for consideration for the Nebraska WIOA program and are not subject to the re-entry policy. If the client is still enrolled in their former state's WIOA program, their case must be closed by that state before Nebraska can serve them.