

# Toolbox 2.0 Exit Functionality Guidance

Toolbox 2 incorporates the Common Measures exit philosophy outlined in TEGE 17-05.

## **EXIT LOGIC**

Toolbox's integrated system will now prevent a customer's record from exiting any Common Measures program (WIA, Trade Act, Labor Exchange and VETS) until the customer is no longer receiving countable services from any of the Common Measures programs. See below for details.

## **GENERAL EXIT FUNCTIONALITY** (see below for exceptions)

Program participation is extended through staff posting at least one core or intensive countable service (list attached) every 90 days. If the customer participates in the same service longer than 90 days, the open service must be closed and an identical service opened every 90 days; this does not apply to training services.

The system will not exit any of the Common Measures programs until 90 days after the last countable service. This includes both the Employment Plan services as well as the 9002 services which post on the Seeker Screen's Seeker Info tab in the "Services Provided" field. Nightly, the system checks for records with open countable service with begin dates more than 60 days old. The system also looks for records with no open countable services with service end dates within the last 60 days. It will task the appropriate counselor(s) with a notification that the customer will exit unless another countable service is posted within 30 days.

## **WIA Adult & Dislocated Worker-SPECIFIC GUIDANCE**

Adult and Dislocated Worker Core and Intensive services will only prevent a customer from exiting for 90 days.

WIA Adult & WIA Dislocated Worker-Training level services (300 series) will keep a record from exiting regardless of the begin date. A WIA Adult or WIA Dislocated Worker customer enrolled in a Training-level services (300 series) will not exit until 90 days after the posted end date for that service.

## **WIA Youth-SPECIFIC GUIDANCE**

WIA Youth-502-Alternative Secondary School, 504-Work Experience, and 505-Occupational Skills Training (Youth) services will keep a record from exiting regardless of the begin date. A WIA Youth customer enrolled in any of these services will not exit until 90 days after an end date is posted. WIA Youth customers will not exit until 90 days after the latest Test Date on the Basic Skills Tests tab. All other Youth services will only prevent exit for 90 days.

## **TRADE ACT-SPECIFIC GUIDANCE**

Trade Act customers enrolled in any of the following service will not exit until the end date of the service is posted **and** the Actual Completion date field on the Employment Plan-Progress tab/Training Program sub-tab is completed: Trade Occupational/Vocational Education Training, Trade Basic Skills/Remediation, Trade Pre-Requisite Training, Trade Apprenticeship, and Trade On-the-Job Training (OJT).

Trade Act customers enrolled in a Waiver will not exit until 90 days after the last Contact Date on the Waiver screen.

## **DRJP SPECIFIC GUIDANCE**

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DRJP customers enrolled in any of the following services will not exit until the end date of the service is posted: DRJP Adult Education and Literacy, DRJP Customized Training, DRJP Employment, DRJP Entrepreneurial Training, DRJP Job Readiness Training, DRJP Occupational Skills Training, DRJP On-the-Job Training, DRJP Private Sector Training Programs, and DRJP Workplace Training and Cooperative Education.

# TASKS

## Exit Warning Task

Nightly, the system checks for records with open countable services with begin dates 60 days old. An exit warning task is created when the customer has gone 60 days without a countable service.

## Exit Task Functionality

Nightly, the system checks for records with open countable services with begin dates more than 90 days old. The system also looks for records with no open countable services with service end dates within the last 90 days. If either condition is met, it will task the appropriate counselor(s) with a notification that the customer has exited.

There is a hierarchy in how the tasks functions for exit warning tasks and exit tasks.

1. Based on the primary counselor field, system determines if the primary counselor has the ability to enroll the customer into the program(s) in which the customer is enrolled. If the primary counselor has the ability to enroll the customer into the program(s) in which they are enrolled, then the system will send them the task; if not, then #2 occurs.
2. If the primary counselor does not have the access to enroll the customer into the program(s) in which the customer is enrolled, then the system determines if the secondary counselor has access to enroll the customer into the program(s) in which the customer is enrolled. If the secondary counselor has the ability to enroll the customer into the program(s) in which the customer is enrolled, then the system will send them the task; if not then #3 occurs.
3. If the secondary counselor does not have the access to enroll the customer into the program(s) in which the customer is enrolled, then the system determines who enrolled the customer into the program and then determines if that staff person is still active in Toolbox. If they are still active, the system will send them the task; if not, then #4 occurs.
4. If the counselor who enrolled the customer is not active in Toolbox, then the system will send the task to the local staff person designated by Technical Support. (Special privilege in reference table assigned to designated individual within the region.)

## Exit Warning Task Examples

### Example 1 (Perfect Scenario)

Joe Smith is enrolled in the WIA Adult program and it has been 60 days since he received a countable service. His primary counselor is Sally Sue and she only has the Welcome/Skills/Jobs hat title. Toolbox will send Sally Sue a Exit Warning task.

### Example 2 (Primary not able to enroll customer into the program in which they are enrolled)

Jim Smith is enrolled in the WIA Youth program by Sam Jones and it has been 60 days since he received a countable service. His primary counselor is Sally Doe who has the Welcome/Skills/Jobs and WIA Youth Specialist hats. When Sally was assigned as primary counselor, she was assigned under her Welcome/Skills/Jobs hat. Because Sam Jones enrolled Jim into the WIA Youth program, Toolbox will send Sam Jones the task.

**EXPLANATION-**While Sally has a WIA Youth hat, she was assigned as primary counselor under her Welcome/Skills/Jobs hat. Welcome/Skills/Jobs hat is not able to enroll a participant in the WIA Youth

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program. Because of this, the system referenced the counselor who enrolled the customer into WIA Youth to determine if they were still an active case manager. Sam was still an active case manager so Sam received the task.

**Example 3 (Primary not able to enroll customer into the program in which they are enrolled and the enrollment counselor no longer active in Toolbox)**

Jim Seeker is enrolled in the WIA Youth program and it has been 60 days since he received a countable service. His primary counselor is Susan Doe who has the Welcome/Skills/Jobs and WIA Youth Specialist hats. When Susan was assigned as primary counselor, she was assigned under her Welcome/Skills/Jobs hat. John Jones enrolled Jim Seeker into the WIA Youth program but he is no longer an active case manager. Jennifer Tester is the individual in the region designated to receive tasks if all other rules fail. Because Susan did not have the WIA Youth Specialist hat when she was assigned Jim's primary counselor, and because John is not longer an active case manager, Jennifer receives the task.

**EXPLANATION-**While Susan Doe has a WIA Youth hat, she was assigned as primary under her Welcome/Skills/Jobs hat. Welcome/Skills/Jobs hats are not able to enroll a participant in the WIA Youth program. Because of this, the system referenced the counselor who enrolled the customer to determine if they were still an active case manager. John was not an active case manager so Jennifer received the task.

## COUNTABLE and NON-COUNTABLE SERVICES

Only the Employment Plan and 9002 services listed as Countable will extend program participation and keep a record from exiting. Non-Countable Employment Plan and 9002 services are required for reporting purposes, but do not extend program participation and do not prevent an record from exiting.

**NOTE: Services that are bold and italicized are Training level services (i.e services that will prevent a customer from exiting until the service is ended).**

### EMPLOYMENT PLAN COUNTABLE SERVICES (listed by Objective)

OBJECTIVE	COUNTABLE SERVICE NAME
➤ Assessment	201 Comprehensive Assessment
➤ Assessment	202 WIA Full Development of an Individ Emp Plan
➤ Assessment	205 WIA Case Management
➤ Assessment	405 WIA Planned Gap
➤ Basic Education	206 WIA Short Term Pre-Vocational Services
➤ <b><i>Basic Education</i></b>	<b><i>Basic Skills/Remediation</i></b>
➤ <b><i>Basic Education</i></b>	<b><i>Trade Basic Skills/Remediation</i></b>
➤ <b><i>Basic Education</i></b>	<b><i>Trade Pre-Requisite Training</i></b>
➤ DRJP	DRJP Adult Education and Literacy
➤ DRJP	DRJP After Temp Empl Supportive Service 2
➤ DRJP	DRJP Comprehensive Assessment
➤ DRJP	DRJP Customized Screening and Referral
➤ <b><i>DRJP</i></b>	<b><i>DRJP Customized Training</i></b>
➤ <b><i>DRJP</i></b>	<b><i>DRJP Employment</i></b>
➤ <b><i>DRJP</i></b>	<b><i>DRJP Entrepreneurial Training</i></b>
➤ DRJP	DRJP Full Development of an Individ Emp Plan
➤ DRJP	DRJP Group Counseling
➤ DRJP	DRJP Individual Counseling
➤ DRJP	DRJP Internships
➤ <b><i>DRJP</i></b>	<b><i>DRJP Job Readiness Training</i></b>
➤ DRJP	DRJP Needs-Related Payments
➤ <b><i>DRJP</i></b>	<b><i>DRJP Occupational Skills Training</i></b>
➤ <b><i>DRJP</i></b>	<b><i>DRJP On-the-Job Training</i></b>
➤ <b><i>DRJP</i></b>	<b><i>DRJP Private Sector Training Programs</i></b>
➤ DRJP	DRJP Safety Course
➤ DRJP	DRJP Short Term Pre-Vocational Services
➤ DRJP	DRJP Supportive Services
➤ <b><i>DRJP</i></b>	<b><i>DRJP Workplace Training and Cooperative Education</i></b>





- Workshop-Career & Skills Assessment
- Workshop-Career Advancement and Enhancement
- Workshop-Educational and Personal Skills Upgrade
- Workshop-Job Search
- Career Guidance
- DVOP IEP
- DVOP Interview Prep
- DVOP Resume Prep
- Federal Bonding
- Job Development
- Job Search Activity
- MO Connections
- Non WIA Training
- ONET
- Optimal Resume
- Provide LMI Information
- Referred to WIA Services-Manual
- Resume Assistance
- RJS Assessment
- RJS Job Search Review
- RJS LMI Career Information
- RJS Orientation
- Workkeys Test

## **EMPLOYMENT PLAN NON-COUNTABLE SERVICES**

### **OBJECTIVE**

- Assessment
- Follow Up
- Follow Up
  
- Treatment
  
- REA-Reemployment and Eligibility Assessments  
Plan Dev
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Reemployment Services
- REA-Reemployment and Eligibility Assessments

### **NON-COUNTABLE SERVICE**

- 205 WIA Case Management
- 509 WIA Youth Follow-up Services
- 509R Youth Follow-Up
  
- Treatment Support Activity
  
- REA-Eligibility Review and Work Search
  
- REA-Individual Employment Plan
- REA-Labor Market Information
- REA-Orientation/Referral to
  
- REA-Work Search Verification

## **9002 NON-COUNTABLE SERVICES**

- JOBS Self Registration

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- Membership
- UI Weekly Claim
- Staff-Entered Record
- WIA Follow Up