



Date: July 22, 2004

To: Workforce Development Board Directors

From: Connie Colussy, Director
Bureau of Workforce Programs

Subject: **Workforce Investment Act (WIA) Policy Update 04-10 Planned Gap in Service Policy**

Purpose

This policy update provides guidance to Workforce Development Boards (WDBs) regarding the reporting of a planned gap in service to prevent a soft exit for participants who cannot begin services within 90 days due to health/medical reasons or a delay in the start of a training activity.

Legislative/Regulatory References

- US DOL TEGL 7-99: Core and Customer Satisfaction Performance Measures for the Workforce Investment System

Background

The WIA states that “Participants who have a planned gap in service of greater than 90 days should not be considered exited if the gap in service is due to a delay before the beginning of training or a health/medical condition that prevents an individual from participating in services. Service providers should document any gap in service that occurs with a reason for such a gap in service.”

At present, Automated System Support for Employment and Training (ASSET) does not provide a mechanism for reporting planned gaps in service. Case managers compensate for this by extending planned service end dates or reporting participants in other services that will prevent soft exits from occurring. The purpose of this policy is to define the policy and process for using the planned gap in service. Following finalization of this policy, ASSET will be modified to allow for proper reporting.

Policy

A participant may have a planned gap in service reported in ASSET if:

1. The service cannot begin within 90 calendar days of the planned begin date, and
2. The gap in service is due to a delay before the beginning of training, or
3. A health/medical condition prevents an individual from participating in services.

A planned gap in service will prevent a soft exit from occurring. However, case managers should not use the planned gap in service to prevent a soft exit. Local Program Liaisons and other Division of Workforce Solutions staff will monitor this activity.

ASSET Reporting

A new service will be added under Manage Services for "Planned Gap in Service." For Adults and Dislocated Workers, the service will appear as a Core Self- or Informational Service. For Youth, the service will appear in the list of youth services.

The case manager must report the date the gap begins and the planned end date, as well as the reason for the service gap. The service gap reason must be documented in the Service Comments field on the service screen. Case note reporting is insufficient to meet this requirement.

If due to a delay before the beginning of training, the case manager must have documentation from the training provider to support the service. If the gap in service is due to a health/medical condition, the case manager must have a statement from the participant's health care provider that he or she is unable to participate in the program for the duration of the service gap.

Action Required

This policy will be implemented on August 2, 2004. Case managers are not required to revise existing participant records.