

**WIOAB 06-21**

**DATE:** January 26, 2022  
**TO:** All WIOA Providers  
**FROM:** Danilo Cabrera, Program Operations Manager *Danilo Cabrera*  
**SUBJECT:** Youth Exit Questions in IdahoWorks

It has been brought to our attention that there is an issue with exit questions not appearing in IdahoWorks for youth in follow-up while in the 90-day soft exit phase.

When a career planner completes all services in the S&T plan, and then adds an in-progress youth follow-up service, the exit questions currently remain unavailable for 90-days until the actual exit date has taken effect. The in-progress follow-up service is not supposed to keep the exit questions from appearing, and AJL is working on resolving the issue. Regardless of whether career planners have the exit information immediately upon completion of services or continue to obtain it after completion, we understand the inability to data-enter that exit information can cause confusion.

Until AJL resolves this issue, there are two options to have exit questions appear in IdahoWorks within the 90-days soft exit phase while in follow-up.

1. If you have all your exit question information when participant services are completed.
  - Complete all in progress services in IdahoWorks
    - The exit questions will appear
  - Answer the exit questions
  - Open a youth follow-up service in the S&T plan
    - The exit questions will disappear, but the data entered will remain
  
2. If you obtain exit question information during the 90-day soft exit
  - Complete follow-up service
    - The exit questions will appear
  - Enter exit questions
  - Change follow-up service back to in progress
  - Delete the end date
    - The exit questions will disappear, but the data entered will remain

If you have any questions, please contact the WIOA/TAA Mailbox