

WIOA POLICY 4.2 CAREER PLANNER QUICK REFERENCE

KEY TIMEFRAMES & REQUIREMENTS THROUGHOUT THE CUSTOMER JOURNEY

Use this guide to ensure timely service delivery, accurate documentation, and compliance in IWDS 2.0.

THE CUSTOMER JOURNEY – 8 PHASES



KEY TIMEFRAMES AT A GLANCE



CRITICAL ALERTS



180-DAY AUTO-DELETE

After 180 days without any system-recorded activity, IWDS 2.0 automatically deletes inactive customer records.



GAP IN SERVICES RULE

A gap in services exists when there is 180 or more consecutive days between two system-recorded qualifying services.



91ST-DAY AUTO-EXIT

After 90 consecutive days without an active qualifying service and no valid pause/future service, IWDS 2.0 exits the customer on the 91st day.



1. TIMELY APPLICATION FOLLOW-UP
Assign & contact AJC Staff Member within 2 business days / 5 business days



2. ELIGIBILITY & DOCUMENTATION
Documentation verified Signatures complete



TOP 5 COMPLIANCE CHECKS

3. ASSESSMENT & CAREER PLANNING
GSA ≤ 30 calendar days of the eligibility certification



4. SERVICES & CASE NOTES
Document in IWDS 2.0 ≤ 5 business days



5. ACTIVE PARTICIPATION & PROGRESS
30-day contact Qualifying service ≤ 90 days



REMEMBER

- Provide customer-centered, strength-based services.
- Document all contacts, services, and outcomes in IWDS 2.0.
- Meet required timeframes – they impact performance!
- When in doubt, ask your supervisor or refer to Policy 4.2.



Employment Rate
2nd Quarter
After Exit



Employment Rate
4th Quarter
After Exit



Median Earnings
2nd Quarter
After Exit



Credential Attainment
During participation
or within 1 year
after exit



Measurable Skill Gains
During program year
(exit not based)

PERFORMANCE MEASURES



NEED HELP? NO WRONG DOOR!

- If you don't know the answer, connect them to someone who does.
- Ensure every customer leaves with the right next step.
- One system. One team. One goal – Customer success.