This report is produced by Vicki Texeira, MIS Programmer for the San Joaquin County Employment & Economic Development Dept., in Stockton, CA. She prepares this report every couple of weeks for case managers and, in particular, prior to the finalization of the State's quarterly report.

# [SAMPLE] Report for Case Manager 4665 – SOON-TO-BE SOFT EXITS

| Client Name | Application Number | Case Number | Activity | Start Date | Est/End Date | Completion Code/Date | Soft Exit Date | Staff ID | SSN |
|---|---|---|---|---|---|---|---|---|---|
| NORMAN, JOHN | 1000176 | 6537952 | 11 Job Devel | 04/09/2001 | | 1 04/16/2001 | 07/15/2001 | 4665 | 123-45-6789 |
| NORMAN, JOHN | 1000176 | 6537952 | 31 Comp Assess | 04/10/2001 | | 1 04/10/2001 | 07/09/2001 | 4665 | 123-45-6789 |
| NORMAN, JOHN | 1000176 | 6537952 | 55 OJT | 04/16/2001 | 10/26/2001 | | 01/24/2002 | 4665 | 123-45-6789 |
| POLLEY, ESTHER | 1000198 | 6537955 | 12 Job Refer | 04/24/2001 | | 1 05/13/2001 | 08/11/2001 | 4665 | 333-44-5555 |
| POLLEY, ESTHER | 1000198 | 6537955 | 31 Comp Assess | 04/24/2001 | | 1 04/24/2001 | 07/23/2001 | 4665 | 333-44-5555 |
| POLLEY, ESTHER | 1000198 | 6537955 | 55 OJT | 05/13/2001 | 09/21/2001 | | 12/20/2001 | 4665 | 333-44-5555 |
| MARTIN, HENRY | 1000197 | 6537958 | 31 Comp Assess | 03/28/2001 | | 1 03/28/2001 | 06/26/2001 | 4665 | 123-44-1234 |
| MARTIN, HENRY | 1000197 | 6537958 | 32 Employ Plan | 03/28/2001 | | 1 03/28/2001 | 06/26/2001 | 4665 | 123-44-1234 |
| MARTIN, HENRY | 1000197 | 6537958 | 15 Other Core | 03/28/2001 | | 1 09/28/2001 | 12/27/2001 | 4665 | 123-44-1234 |
| MARTIN, HENRY | 1000197 | 6537958 | 60 Non WIA Trng | 04/16/2001 | | 3 09/28/2001 | 12/27/2001 | 4665 | 123-44-1234 |
| NORMALL, ABBY | 1000166 | 6537918 | 16 Non-WIA Core | 04/03/2001 | | 1 04/03/2001 | 07/02/2001 | 4665 | 001-22-3456 |
| NORMALL, ABBY | 1000166 | 6537918 | 31 Comp Assess | 04/03/2001 | | 1 04/04/2001 | 07/03/2001 | 4665 | 001-22-3456 |
| NORMALL, ABBY | 1000166 | 6537918 | 50 Adult Ed | 04/27/2001 | | 1 07/15/2001 | 10/15/2001 | 4665 | 001-22-3456 |
| NORMALL, ABBY | 1000166 | 6537918 | 54 Occ Skills Trng | 07/23/2001 | 12/20/2001 | | 03/20/2002 | 4665 | 001-22-3456 |
| STONE, MASON | 1000174 | 6537921 | 16 Non-WIA Core | 04/25/2001 | | 1 05/02/2001 | 07/31/2001 | 4665 | 999-88-7654 |
| STONE, MASON | 1000174 | 6537921 | 13 Job Search | 04/26/2001 | | 1 04/26/2001 | 07/25/2001 | 4665 | 999-88-7654 |
| STONE, MASON | 1000174 | 6537921 | 14 Job Clubs/Wrk | 04/26/2001 | | 1 05/25/2001 | 08/24/2001 | 4665 | 999-88-7654 |
| ALOTT, LANCE | 1000206 | 6537959 | 31 Comp Assess | 03/30/2001 | | 1 03/30/2001 | 06/28/2001 | 4665 | 145-00-8765 |
| ALOTT, LANCE | 1000206 | 6537959 | 11 Job Devel | 04/02/2001 | | 1 04/02/2001 | 07/03/2001 | 4665 | 145-00-8765 |
| ALOTT, LANCE | 1000206 | 6537959 | 55 OJT | 04/02/2001 | 10/12/2001 | | 01/11/2002 | 4665 | 145-00-8765 |

***Understanding What This Means:*** In the case of Abby Normall, she received non-WIA funded core services on 4/3/01, which were completed on the same day. She also received a comprehensive assessment on 4/3/01, which was completed the following day. Abby also started Adult Basic Education on 4/27/01, which was completed 7/15/01. Shortly thereafter, on 7/23/01, she began Occupational Skills Training. There is an estimated completion date for this activity of 12/20/01. If Abby does, in fact, complete this activity on 12/20, and no other services were added (and there is no "planned gap"), Abby Normall would be soft exited on 3/20/2002.

Consider: MIS staff learn that Abby actually completed her Occupational Skills Training component one month earlier – in November. This represents a problem because the soft exit will now come one month earlier than this report indicates. **This highlights the need for case managers to provide updated info to MIS staff in a timely manner.**

***The Columns:***

**Client Name** – Last name, followed by first name.

**Application Number** – This is usually pre-printed. It's generated by the state's reporting (MIS) system.

**Case Number** – This is an internal code used locally.

**Activity** – This column contains the activity code and the activity description.

**Start Date** – This is the start date of the particular activity. Each activity has a start date.

**Estimated End Date** – Each activity has an Estimated End Date. If the space for Estimated End Date is left blank, then there should be a Completion Date (next column). In other words, a participant is either in an activity that has an approximate end date, or the participant has completed the activity altogether. *It is based on the Estimated End Date that a soft exit may be determined.* In other words, a soft exit means that the individual hasn't received services for at least 90 days and none are scheduled. Therefore, we take the latest Estimated End Date and add 90 days. If no other activity is added to the service plan, or if the Estimated End Date does not change, then the individual will be soft exited at that point.

**Completed Date** – According to the state's reporting system, there are 3 "Completion Codes." 1 refers to "Completed." 2 refers to "Not Completed, Involuntary." 3 refers to "Not Completed, Voluntary." The code is then followed by the appropriate and corresponding date.

**Soft Exit Date** – This is key management information for the case manager. This column gives information on the 90th day from either the Estimated End Date or the Completion Date. This alerts the case manager that a soft exit will take place unless there is some 'intervention,' such as the start of another activity contained in the service plan.

**Staff ID** – This column provides the internal 4-digit identification number for this particular case manager. Although a numerical identifier is given here, the name of the case manager could be listed as well.

**SSN** – Social security number. (These are pseudo numbers; SSNs should never be disseminated.)

**Where is the detail on these clients? Where should anyone be able to go to get more information?**
**THE CASE FILE !**

**It is critical that the service plan and the participant record are consistent.**
**Communication between "program staff" and "MIS staff" is vital .**