

THOUGHTS ON THE EXIT PROCESS

Exit from a particular *program* doesn't automatically mean Exit from **WIA** (Make sure the paperwork can reflect this!)

Contact information is critical and less likely to be valid the longer the time between the last service and date of attempted contact

- Verify and update
- Have several points of contact
- Do the forms have enough space?

Educate staff to ensure understanding of relationship between Exit and Outcomes ('Job' or 'Placement' does not equal Exit)

Should "Exit Meetings" be part of a One-Stop Center protocol?

Should there be incentives (client, staff) for employment, retention, or other outcomes?

Are follow-up services effectively utilized as a retention strategy?

EXIT MEETINGS

- ✓ Opportunity to congratulate, celebrate
 - ✓ Reconfirm exit decision
 - ✓ Identify need for follow-up services
 - ✓ Discuss post-exit services and promote first service
- ✓ Assess satisfaction with services and resolve any dissatisfaction
- ✓ Remind client about possibility of being contacted for a survey
 - ✓ Continue cultivating the relationship