# HCA Exit Policy

# Negative Exits - Exit the client after 90 days of no contact or non-participation.

# If the client demonstrated unusually egregious behavior, staff will meet to discuss if exit should be permanent. If a permanent exit, staff will send an email to the client informing them that they are exited from the program.

# At exit, staff will email client to let them know that program services are still available, but the client must contact the navigator to re-start services.

Staff will attempt to contact client within 2 weeks of the 6 month post-exit date (2 weeks prior to 2 weeks post-exit date). Staff will attempt to contact client via email, regular mail, and phone calls and document attempts in file; they must conduct 3 solid attempts to contact the client. If staff is able to contact client, they will ascertain if the client is currently employed or in school and ask the client if they want to re-engage in the program. Regardless of ability to contact the client, staff will complete and submit a status form with the follow-up information. If staff has not been able to contact the client, they will check not confirmed on the status form. If the client is not re-engaged, hard exit the file.

# Positive Exits - Soft exit the client once they have completed training and found a

# job in a healthcare (or non-healthcare) position and not currently pursuing further healthcare training (nor has plans to attend healthcare training in the near future). This exit must occur after 90 days of no further HCA activity (healthcare training or job search assistance).

Staff will attempt to contact client within 2 weeks of the 6 month post-exit date (2 weeks prior to 2 weeks post-exit date). Staff will attempt to contact client via email, regular mail, and phone calls and document attempts in file; they must conduct 3 solid attempts to contact the client. If staff is able to contact client, they will ascertain if the client is currently employed or in school and ask the client if they want to re-engage in the program. Regardless of ability to contact the client, staff will complete and submit a status form with the follow-up information. If staff has not been able to contact the client, they will check not confirmed on the status form. If the client is not re-engaged, hard exit the file.

\*Keep copies of post-exit emails and communication in the files

\*\*If an email is undeliverable, call the client to inform them of the program service options