



TECHNICAL ASSISTANCE MEMO #3
REVISION 1

DATE: DECEMBER 7, 2007
EFFECTIVE DATE FOR REVISION 1: NOVEMBER 14, 2017
TO: ALL WSW SERVICE PROVIDERS
FROM: AMY GIMLIN, WSW DATA AND COMPLIANCE MANAGER
RE: DOCUMENTING GLOBAL EXCLUSION

A global exclusion is an exit outcome case managers can use if something that is out of our control happens to the participant. By using the specified exit outcome they are excluded from all performance measures. A global exclusion can be used up to the 3rd quarter after exit.

Global exclusions include:

- Institutionalized
- Health/Medical
- Family Care
- Deceased
- Reserve Forces Called to Active Duty
- Relocated to a Mandated Program (youth only)
- Invalid, Missing, or refused to provide Social Security Number

In order to use one of the above exclusions, there must be documented proof of the exclusion uploaded to ETO and it must be noted in the case notes. If the exclusion occurs while the participant is in the current stage of the program, the case manager would exit that participant using the appropriate exit outcome. If the exclusion occurs after exit, but prior to 3rd quarter after exit the case manager would document the exclusion in the follow up plan of ETO.

Follow up touchpoints include:

- Exit Exclusion – Institutionalized
- Exit Exclusion – Health/Medical
- Exit Exclusion – Family Care
- Exit Exclusion – Deceased
- Exit Exclusion – Returned to Active Duty
- Exit Exclusion – Mandated to a Residential Program
- Exit Exclusion – Invalid SSN

The follow up service activity will overwrite the previously reported exit outcome. Confirm the appropriate supporting documentation is uploaded to ETO and write a case note.