

## CM-13 Planned Gap in Service (PGIS)

### Updates:

7/1/06: Updated based on [DWD Policy 06-08](#)

10/2004: First posted

**Background:** A planned gap in service will prevent an automated (formerly referred to as “soft”) exit from occurring. Participants are not considered exited if there is a gap in service of greater than 90 days and the gap in service is because:

- The service cannot begin within 90 calendar days of the planned begin date, and
- The gap in service is due to a delay before the beginning of training, or
- A health/medical condition or providing care for a family member prevents an individual from participating in services.

**Policy:** Career Planners should not use the PGIS to prevent exits for participants who are not receiving services.

A PGIS must:

- Not be used to prevent exits for participants who are not receiving services
- Be greater than 90 days and less than 180 consecutive days from the actual end date of the most recent service the participant received
- Be thoroughly documented (i.e. letter from doctor; letter from training provider regarding delay in start of class; letter from participant explaining the reason for a move along with the expected date of return; copy of notification from the armed forces branch requiring move, etc.). Failure to properly document the gap in service may result in adjustments to performance measures and incentive awards.

If the issue causing the PGIS is not resolved by the end of the first PGIS, a second gap in service can be initiated for up to an additional 180 consecutive calendar days (360 days total). Documentation for the second PGIS must be placed in the participants file and recorded in ASSET, Manage Services.