

## **1. Background**

Individual Employment Plans (IEPs) and Individual Service Strategies (ISSs) are career services defined under the Workforce Innovation and Opportunity Act (WIOA). IEPs are individualized career services utilized for WIOA Title I adult, WIOA Title I dislocated worker, and WIOA Title III employment service (Wagner-Peyser) programs. ISSs are youth services utilized by WIOA Title I youth programs only.

## **2. Definitions**

- **Career Planning:** The term “career planning” means the provision of a client-centered approach in the delivery of services, designed to:
  - a. Prepare and coordinate comprehensive employment plans (such as service strategies, individual employment plans, training plans, etc.) for individuals to ensure access to necessary workforce investment activities, using, where feasible, computer-based technologies; and
  - b. Provide job, education, and career counseling, as appropriate, during program participation and after job placement.
- **Individual Employment Plan (IEP) and Individual Service Strategy (ISS):** Individual employment plans and Individual Service Strategies are plans that identify a set of achievement objectives and a mix of services necessary for an individual to reach one or more employment goals and are developed from a combination of assessments, career planning, and workforce information. IEPs are unique to adult, dislocated worker, and employment service programs. ISSs are unique to youth programs.

## **3. Policy**

An IEP or ISS is a plan that identifies a set of achievement objectives and a mix of services necessary for an individual to reach one or more employment goals. This plan can be the result of a single interview, evaluation, or assessment, or the culmination of multiple interviews, evaluations, and/or assessments. The content of the IEP or ISS should be a roadmap and compass demonstrating the agreed upon plan of actions an individual will take to reach their goals.

The IEP or ISS should be reviewed periodically to evaluate the progress of each participant in meeting the achievement objectives outlined in the plan and must be updated to reflect any changes.

Updates to the IEP or ISS and case notes may be used as the instruments to record the progress of the IEP or ISS and any changes to the plan. For WIOA youth, the ISS must also contain a follow-up strategy after the individual's achievement objectives have been met.

- a. **Eligibility to receive an individual employment plan for adult, dislocated worker, and employment service (Wagner-Peyser) programs** – An IEP is an individualized career service that may be provided to any individual who has received a full WIOA Title I eligibility determination (see SAWDC Policy WS815 – Attachment A). Being determined eligible for a WIOA adult or dislocated worker funded program is not required to receive this service. Those who undergo an eligibility determination but are not eligible for a WIOA Adult or Dislocated Worker program may be provided this service through the employment service program. An individual employment plan is developed jointly by the individual and career planner and must include:
  - i. Identification of employment goal(s),
  - ii. Appropriate achievement objectives to reach identified goal(s),
  - iii. Appropriate combination of services for the individual to achieve the employment goal(s),
  - iv. Information on eligible providers of work / internship experience or training services, and
  - v. Career pathways to attain career objective(s).

- b. IEP requirement for work / internship experience (WEX) and training services** – If an individual is determined to be eligible for and in need of training services, WIOA requires that career planning occur that identifies a program of training services that is directly linked to employment opportunities before any training services can be delivered. For most training services, the Spokane Workforce Council (SWC) requires that this career planning occur through the development of an IEP. If an individual is determined eligible for and in need of a work / internship experience, the SWC also requires an IEP to be developed prior to an individual receiving a WEX.

The SWC does not require an IEP for the following training services when funded through Adult or Dislocated Worker programs: on-the-job training (OJT), incumbent worker training (IWT), customized training (CT), and increased capacity training (ICT). Each of these services still require career planning to occur, but it can be done as a part of the training contract and does not have to be part of an individual employment plan.

**Note:** Development of an IEP or other forms of career planning is not a requirement for an individual to receive basic career services, non-WEX individualized career services, supportive services, and follow-up services.

- c. Individual service strategy requirement for youth programs** – An ISS is similar to an IEP, but is an activity unique to WIOA youth-funded programs. Development of an ISS is required for an individual as a condition of eligibility for WIOA youth programs. An ISS must be completed to receive services under any WIOA youth-funded program element and must be developed based on needs identified in an objective assessment. An ISS must include:
- i. A direct link to one or more indicators of performance,
  - ii. Identification of career pathways that include education and employment goals,
  - iii. Career planning, and
  - iv. Prescribed achievement objectives and service strategy.

#### **4. Action Required**

Providers of WIOA Title I and Title III services, such as the local one-stop center or other entities designated by the SWC, must distribute this policy broadly throughout the system to ensure WorkSource System staff are familiar with its content and requirements.

#### **5. References**

- SAWDC Policy WS815, Attachment A
- TEGL 19-16, Attachment II
- Federal Register – 20 CFR 681.320(3), 681.420(2)
- Federal Register – 20 CFR 680.210(b)
- Federal Register – 20 CFR 678.430(b)(2)
- WIOA Sections 134(c)(2)(A)(xii)(II) and 134(c)(3)(A)(I)
- WIOA Section 129(c)(1)(B)
- WIOA Section 3(8)

#### **6. Supersedes**

SAWDC WIOA Title I Policy #412

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