



GUIDING MARION COUNTY'S WORKFORCE

POLICY OF EMPLOYINDY

Policy Name	Individual Employment Plan (IEP) and Individual Service Strategy (ISS)
Policy Number	2017-010
Program Funding Stream	WIOA Adult, Dislocated Worker and Youth

REV	Description of Change	Author	Effective Date	Review Date
	Reissued and replaces policy number 2010-OP-002, ACP	Gus Linde	Upon Approval	12/31/16
	Reissued and replaced 2015-032 (ACP) and rescinds 2012-SD-003 (Youth - ISS)	Scott Johnson	Upon Approval	6/30/2018
	Clarifies timing of IEP into ICC	Olga Volokhova	5/15/2018	4/31/2019

1. Purpose

To establish that an individual employment plan (IEP) for adult and dislocated workers or individual service strategy (ISS) for youth, formerly known as an academic and career plan (ACP), be developed upon enrollment and provision of individualized services. To also establish required elements that must be addressed within the ISS/IEP.

2. Scope

This policy will establish the requirement of an ISS/IEP and guide service provider(s) in developing and maintaining ISS/IEP's for adult, dislocated worker, and youth participants who may have educational and employment skill assessments conducted and have determined to need individualized services in order to secure employment.

3. Summary of the Law, Rules, and Governing Policies

WIOA section 134(c)(2)(A)(xii)(II)¹ outlines that career services includes services, if determined appropriate in order for an individual to obtain or retain employment, include the development of an individual employment plan, to identify the employment goals, appropriate achievement

¹ 20 U.S.C. § 3174(c)(2)(A)(xii)(II)

objectives, and appropriate combination of services for the participant to achieve the employment goals, including providing information on eligible providers of training services from eligible training providers and career pathways to attain career objectives.

20 C.F.R. § 680.170 provides that the individual employment plan (IEP) is an individualized career service that is developed jointly by the participant and career planner when determined appropriate by the one-stop center or one-stop partner. The plan is an ongoing strategy to identify employment goals, achievement objectives, and an appropriate combination of services for the participant to achieve the employment goals.

WIOA Section 129(c)(1)(B)² requires the development of Individual Services (ISS) for each youth participant that:

- (1) are directly linked to one or more of the indicators of performance; and
- (2) shall identify:
 - a. career pathways that include education and employment goals (including, in appropriate circumstances, nontraditional employment),
 - b. appropriate achievement objectives, and
 - c. appropriate services for the participant taking into account the participant's skills assessment.

20 C.F.R. § 681.420(a)(2) indicates that ISS must identify career pathways that include education and employment goals, consider career planning and the results of the objective assessment, and prescribes achievement objectives and services for the participant.

20 C.F.R. § 681.420(h) states that an ISS is not required if the program provider determines that it is appropriate to use an individual service strategy that was developed under another education or training program.

4. Responsibilities

Service providers are responsible for developing an IEP or ISS detailing when and how the participant will accomplish their employment and training goals.

EmployIndy Career Services and Youth Departments are responsible for providing guidance, validation, and periodic review of this policy.

5. Policy Statement

The IEP or ISS is designed with the participant to identify employment goals, appropriate achievement objectives, and the appropriate combination of services for the participant based on an objective assessment. All elements of the IEP or ISS shall focus on career goals, education goals, and overcoming barriers to employment. The plan shall provide a framework including timeframes, resources, and incremental steps to achieve the overall goals.

All adults, dislocated workers, and youth shall have an IEP or ISS established. The IEP or ISS must be created collaboratively with the participant prior to receiving individualized services. The IEP or ISS shall be recorded in the approved case management system, signed and dated by case manager and participant, and evaluated and revised at least once every 30 days,

² 29 U.S.C. § 3164(c)(1)(B)

except that In-School Youth will be revised at least twice per school year. All evaluation and revisions shall be made collaboratively with the participant's consent.

The IEP/ISS shall contain the following components:

- Short-, mid-, and long-term goals identified collaboratively to achieve the participant's specific occupational goal;
- Objectives identified collaboratively as action steps to achieve each of the established goals;
- All goals and objectives shall address holistic case management including the elimination of barriers identified during assessment;
- All goals and objectives shall be measurable and attainable within the identified timeframe; and
- If the participant is basic skills deficient, a basic skills goal/objective shall be established.

The case manager shall also enter a case note providing more information around the development of the IEP or ISS. The case note shall include the following elements:

- A brief summary of assessment information;
- A summary of barriers to successful completion;
- For youth participants, the plan shall identify which of the 14 program elements are needed and which are declined;³
- A summary of all goals and objectives established with additional information focusing on activities and tools used for achievement;
- A summary of action steps to eliminate or minimize any barriers;
- A summary of next steps including follow-up on open goals, objectives, and an IEP or ISS review date.

All ISSs and IEPs shall have at least one open goal with at least one open objective for all participants with an active period of participation.

6. Exceptions

There are no exceptions to this policy.

7. Definitions

Basic skills deficient: The individual computes or solves problems, reads, writes, or speaks English below the ninth-grade level.

8. Related Policies and Documents

EmployIndy *Individual Training Accounts* Policy
[EmployIndy *Individual Training Account* Policy](https://employindy.org/wp-content/uploads/2017/08/1-3-2-Individual-Training-Accounts.pdf)⁴
[EmployIndy *Client Assessment* Policy](https://employindy.org/wp-content/uploads/2017/08/1-2-2-Client-Assessments.pdf)⁵

³ 20 C.F.R. § 681.460(b)

⁴ <https://employindy.org/wp-content/uploads/2017/08/1-3-2-Individual-Training-Accounts.pdf>

⁵ <https://employindy.org/wp-content/uploads/2017/08/1-2-2-Client-Assessments.pdf>

[EmployIndy Case Management Policy](#)⁶

⁶ <https://employindy.org/wp-content/uploads/2017/08/1-2-4-Case-Management.pdf>