



CENTRAL REGION

## Central Virginia Workforce Development Board

<b>Workforce Innovation and Opportunity Act (WIOA) Program Policy #113</b>
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**Subject: Individual Employment Plan / Individual Service Strategy Policy**

Effective Date: **April 9, 2024** (To be voted on by CVWDB)

**Overview:**

**Individual Employment Plan/Individual Service Strategy (IEP/ISS)**

The Individual Employment Plan (IEP) /Individual Service Strategy (ISS) is required by the Workforce Innovation and Opportunities Act (WIOA) for every individual registered into WIOA. The IEP/ISS is an ongoing strategy jointly developed by the participant and the career navigator that identifies the participant's employment and educational goals, the appropriate achievement objectives, and the appropriate combination of services for the participant to achieve the employment and/or educational goals. The IEP/ISS is the central document that outlines the action steps needed to obtain the employment or educational goal. This document needs to be tailored to the individual customer and should not use a 'cookie cutter' approach.

The primary goal for participants is unsubsidized employment. All participants must have an Employment Goal. Any ITA or remedial training necessary to meet the employment goals should be included as objectives under the Employment Goal. A participant may have an Educational Goal that is in addition to the Employment Goal. For example, a dropout who wants to become a truck driver (which does not require a diploma) and complete the GED. The Employment Goal would be to gain employment as a truck driver. CDL Training completion and obtaining a CDL license would be objectives under the Employment Goal. A Training Goal would be added to obtain a GED.

The goals for youth are unsubsidized employment and/or post-secondary education (which includes advanced training).

Actions that should be addressed in the IEP/ISS include, but are not limited to addressing barriers, remediation of barriers and skills deficiencies (as determined by the TABE scores under 9.0 in either reading or math and English Language proficiency), ex- offender status, etc.

AN INDIVIDUAL CAN ONLY HAVE ONE IEP/ISS OPEN AT A TIME.

**Requirements before creating the IEP/ISS:**

*There are five steps that need to be completed.*

1. The WIOA Application must be completed (and the participant must be eligible).
2. The WIOA participation must be completed, and the career navigator must open the first service provided to the customer.
3. The Participant should have completed career exploration and identified a clear and specific goal.
4. The Participant's current skills should have been assessed through Basic Skills testing, interest and aptitudes testing, review of credentials and an analysis of work history.
5. Open and close the IEP/ISS Same Day service. The service start and end date should match the IEP/ISS creation date.

Printing the IEP/ISS: A completed IEP/ISS must be printed and signed by the participant and career navigator and a copy must be placed into the participant's online VaWC documents. The parent signature is not required for this document (Youth Program).

**IEP/ISS Update and Review:**

In an effort to review participants' changing needs and goals on a regular basis, a review of the Individual Employment Plan (IEP)/Individual Service Strategy (ISS) is necessary to address client needs and focus the plan in an appropriate direction. With this in mind, the Board requires IEP/ISS update/review.

**Review Process:**

A review and update of the IEP/ISS is required every ninety (90) days at a minimum for ALL programs (Adult, Dislocated Worker, and Youth) with the following stipulations:

1. The review will be documented in a VaWV Case Note with the subject line reading "90 Day Update/Review".
2. The Case Note will clearly state what change(s) are needed in the IEP/ISS.
3. If there are no changes/updates to the IEP/ISS clearly state this fact in the Case Note.
4. A corresponding objective and goal will be created in the Plan in VOS.

5. Original hard copy of the signed IEP/ISS must be retained in the client file for review and monitoring purposes if any changes to the IEP/ISS occurred.

**Result:**

A completed IEP/ISS is an agreement between both the participant and the career navigator and becomes a living document that can be modified as needed. Goals, Objectives, and Services must be updated throughout the customer's active participation in the WIOA program. This document becomes the roadmap to help the participant reach their goal.

All required activities and services must be available, but the provision of individualized career services and training services must be based on the employment and service needs of the individual as determined jointly by the individual and the case manager, and should be identified through an individual employment plan (IEP) or Individual service strategy (ISS). Permitted services may also be provided if the need is demonstrated, funding is available, and the service is permitted by local policy.  
[TEGL 19-16; TEGL 21-16]

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