



**Workforce
Development
Council**

Benton-Franklin Workforce Development Council Workforce Innovation and Opportunity Act (WIOA)

**Subject: Individual Service Strategy & Individual Employment
Plan Policy
Policy No: 2015-19
Effective Date: 05/30/2017**

1. Purpose:

The purpose of this policy is to provide guidance on the requirements of an Individual Service Strategy (ISS) for Youth or an Individual Employment Plan (IEP) for Adult and Dislocated Worker participants under Title I of the Workforce Innovation and Opportunity Act (WIOA).

2. Background:

The Workforce Innovation and Opportunity Act requires an ISS or an IEP be developed and available for each Youth, Adult and Dislocated Worker participant registered and qualified to receive WIOA individualized career and training services.

Operational Procedure

A. Policy

The Individual Service Strategy (ISS) and Individual Employment Plan (IEP) are similar documents; however the ISS is designed for Youth Program participants while the IEP is for Adult and Dislocated Worker Program participants. All participants will be entered into the state management information system, Efforts to Outcomes (ETO) where both the ISS and IEP are referred to as the Individual Participant Plan (IPP).

The ISS/IEP begins with an active interaction between the participant and WIOA program staff resulting in a mutually developed plan. The ISS/IEP and case notes shall be used to record the results of decisions made about the combination of services for the participant based on the assessment. The ISS/IEP are living documents and must be updated to reflect any progress toward educational or career goals, or when the participant's circumstances warrant a change.

B. Youth Individual Service Strategy

WIOA requires that all youth participants have an Individual Service Strategy based on an objective assessment that reflects the interests and needs of the participant. The ISS provides the participant with a plan for using the program successfully and gives program staff a guide for effectively helping the participant transition through the program.

Objective Assessment

The objective assessment is a tool used to gather information about the individual's academic levels, skill levels, and overall service needs. The objective assessment is then used by WIOA program staff to develop an ISS and identify career pathways to facilitate the accomplishment of the participant's educational, training and employment goals. Every objective assessment must include an evaluation of the following elements:

- **Basic skills** – The Comprehensive Adult Student Assessment System (CASAS) will be utilized to evaluate basic academic skills. All youth participants shall be assessed using CASAS.
- **Occupational skills** - Training that will provide the job skills required to work in a specific industry or occupation.
- **Prior work experience** - Job experience gained by previous employment, including paid or unpaid employment.
- **Employability** - Skills that are required to secure employment, and maintain employment. This includes job readiness skills.
- **Interests** - Work-related interests that can identify potential training and occupational goals. Interest inventories can be utilized to discover interests.

- **Aptitudes** - Talents and abilities utilized to identify potential training and occupational goals. Career and Aptitude Assessments can be utilized to discover aptitudes.
- **Supportive service needs** - Assistance provided to enable the youth to participate in WIOA Title I activities and remove potential barriers to successfully achieve their educational and employment goals.
- **Developmental needs** - Skills needed to develop employment and career potential.

Each element of the objective assessment shall be addressed to develop a comprehensive picture of the youth's individual circumstances and to ensure the program meets the youth's needs. A recent objective assessment administered by another entity can be used if it was conducted within 60 days of WIOA enrollment. Where appropriate, WIOA program staffs are encouraged to utilize standardized assessments to strengthen the quality of the youth's objective assessment.

Individual Service Strategy

The ISS is a plan designed to meet the youth's specific training and educational/employment goals. The youth's objective assessment is utilized when developing the ISS, and all youth needs and barriers that are identified on the objective assessment must be addressed on the ISS. It will serve as the basis for the entire case management service strategy and as a guide for delivery of appropriate services. For each participant, the ISS will identify and document:

- Appropriate career pathway;
- The educational goal(s);
- The employment goal(s), including, when appropriate, non-traditional employment goals;
- Objective assessment;
- Appropriate achievement objectives;
- Appropriate services, the sequence and mix of the services, and justification for the services to be provided;
- Any referral(s) to other services/programs.

C. Adult and Dislocated Worker Individual Employment Plan

The IEP is an ongoing strategy jointly developed by adult and dislocated worker participants and WIOA program staff that identifies the participant's employment goals, the appropriate achievement objectives, and the appropriate combination of services to achieve their employment goals. It is developed as a result of a comprehensive assessment and based on the participant's needs and must contain, at a minimum, the following elements:

- **Employment Goal** - The employment goal is determined as a result of a comprehensive assessment consisting of an interview, evaluation, and/or testing. Determination of the employment goal will ensure participants are being trained in demand occupations that lead to self-sufficient wages.
- **Needs and Barriers** - The comprehensive assessment identifies potential needs and barriers that hinder the participant from achieving the selected employment goal. Needs and barriers may include, but are not limited to, assistive technology needs, supportive service needs, and skills gaps (including job search skills, job readiness skills, and job retention skills) with appropriate justification for all services to be provided.
- **Training/Educational Goals** - The goal(s) outlines the participant's training and educational needs to assist them in attaining their employment goal through licensure, certification and/or skills development.

The IEP must focus on a career pathway that can provide a guide beyond initial employment. WIOA defines career pathways as a combination of rigorous and high quality education, training, and other services that:

- Aligns with the skill needs of industries in the economy of Washington State and the local or regional area economy;
- Prepares an individual to be successful in any of a full range of secondary or post-secondary education options, including apprenticeships;
- Includes counseling to support an individual in achieving the individual's education and career goals;
- Includes, as appropriate, education offered concurrently with an in the same context as workforce preparation activities and training for a specific occupation or occupation cluster;
- Organizes education, training, and other services to meet the particular needs of an individual in a manner that accelerates the educational and career advancement of the individual to the extent practicable;
- Enables an individual to attain a secondary school diploma or its recognized equivalent, and at least 1 recognized post-secondary credential; and
- Helps an individual enter or advance within a specific occupation or occupational cluster.

D. Additional Requirements for Youth, Adult and Dislocated Worker Plans

Program Elements and Action Steps

The ISS/IEP and case notes will document all services provided to the participant. WIOA program staff must clearly identify the required program elements and action steps that will facilitate the participant achieving the set goals and objectives. There must be a clear linkage between the selected program elements, established goals and the action steps.

Labor Market Information

Local labor market information will be taken into consideration in the development of the ISS/IEP. A list of occupations and skill sets that are in demand or decline in the Benton/Franklin region is posted on Washington State Employment Security Department [Demand/Decline Occupations List](#).

Confidential Information

Any information that describes an individual's medical condition or disability must be maintained in a separate file consistent with policies and procedures and reference made to the separate file.

Any information that describes an individual's criminal background must be maintained in a separate file apart from medical/disability related information and reference made to the separate file.

Internal Review Process

It is the WIOA Service Provider's responsibility to establish processes to review and approve all registration paperwork, including the ISS/IEP for completeness, accuracy, and internal consistency, as well as to ensure the plan in each participant's file and/or electronic file is current at all times.