

Technical Assistance (TA) Guide – IEP/ISS Development and OA

This TA Guide is to provide guidance when completing the Individual Employment Plan (IEP) for Adult/Dislocated Workers and the Individual Service Strategy (ISS) for youth participants as well as the Objective Assessment. This TA guide is not intended to be all inclusive but rather a guide to our service providers.

Each IEP/ISS should be individualized and developed based on the status and circumstances of the individual participant. The IEP/ISS must have the following components:

* Training goal with supporting objectives
* Employment goal with supporting objectives
* Supportive Service objective, when applicable for each related goal. This objective should list, in detail, the supportive services the participant “may” need as the work to obtain their training and/or employment goal.

Goals and objectives must be specific. For example, when stating the employment goal, Career Advisors should list the chosen career path(s) for the participant along with specific objectives to meet the goal.

Listed below are recommendations on what to include in the supporting objectives:

* What assessments have they taken or will take
* What barriers to employment and/or training do they have and how do you plan to address them during their enrollment in the program
* WEX and/or OJT – only if it was in their plan when you enrolled them; remember not all participants will need nor be candidates for WEX/OJT
* What supportive services will be needed to meet their program goals

A good rule when writing goals is to use the SMART method:

* Specific
* Measurable
* Attainable
* Relevant (and) Realistic
* Time-Driven

We require that the IEP/ISS be reviewed and/or updated every 90 days. If no changes are made, Career Advisors case note and do not record the associated activity (20A for A/DW and 41A for youth). However, if any change is made, the IEP/ISS must be signed by the participant and the Career Advisor, scanned into the Documents tab and the associated activity recorded. The activity should be open and closed on the same day and a case note recorded.

We should not see the “same” IEP/ISS for multiple participants, as this is the individualized plan for “each” participant. Be sure that if you are copying and pasting, you are updating/changing the information for “each” participant.

The Objective Assessment is completed on the Plan tab and does not have to be signed and scanned into NCWorks. However, it must be kept updated and reviewed on a regular basis. At minimum, the OA should include:

* Assessments
* Barriers
* Services Sought: this is required by State Supportive Services policy and should reflect all services provided to the participant.

Additional resources that may be helpful:

<https://youth.workforcegps.org/resources/2021/02/09/11/50/Strategies-and-Considerations-A-Brief-on-Youth-Assessments>

As a reminder, for youth participants – supportive services can be paid during the 12-month follow-up period, provided the supportive services are listed on the IEP/ISS and OA prior to exit. It will be imperative that Career Advisors ensure both are updated during the exit process.

Applicable policies:

* Supportive Services
* On-the-Job Training
* Individual Training Account
* NCWorks Service Activity Codes, Case Notes and Exit Dates
* Program Exit, Follow up and Reenrollment
* Adult and DW Work Experience
* Youth Work Experience
* Youth Incentive
* Youth Requires Additional Assistance