



## Operational Guidance 03-2024 – Objective Assessment and IEP/ISS

This guide is to provide guidance on completing the Objective Assessment for all participants, and the Individual Employment Plan (IEP) for Adult/Dislocated Workers or the Individual Service Strategy (ISS) for Youth participants. While comprehensive, please recognize that it may not encompass every aspect. It remains the responsibility of the program operator and staff to thoroughly review all relevant policies to ensure proper documentation and allowable expenditures.

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, including any anticipated incentives for youth.
- Career pathways to consider

The Objective Assessment guides the process to complete the IEP/ISS.

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, two to three objectives per goal
- **Employment goal** with supporting objectives, two to three objectives per goal
- **Supportive Services** as objectives, 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. For youth participants, anticipated incentives should also be included.
- If the individual is in traditional high school or is a high school drop-out, a **schooling goal** and related objectives are required.

Listed below are recommendations for consideration on what to include in the supportive services objectives:

- What supportive services will be needed to meet their program goals?
- What assessments have they taken or may need to take as it relates to their goal?
- What barriers to employment and/or training do they have and how do you plan to address them during their enrollment in the program? Childcare, transportation, tuition, books, supplies, etc.
- Potential needs to complete WEX/OJT: tools, uniforms, etc.

When writing goals use the SMART method:

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

Goals and objectives must be specific. Specific career paths must be included in the training and employment goals. If a specific career path is unknown, several should be selected based on the objective assessment and interest inventories, and objectives for career exploration strategies should be included for narrowing down the goal to one pathway.

The IEP/ISS must be updated every 90 days and jointly reviewed with the participant regularly. Record the associated activity (20A for A/DW and 41A for youth). The updated 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 linked case note recorded.

For youth participants – supportive services can be paid during the 12-month follow-up period, provided the supportive services are listed on the Objective Assessment and IEP/ISS prior to exit. For this reason, it is imperative that Career Advisors ensure both are updated to include any foreseeable needs during the exit process.

**Applicable Policies, TEGs, and other Documents:**

<https://www.dol.gov/sites/dolgov/files/ETA/advisories/TEGL/2022/TEGL%2009-22/TEGL%2009-22.pdf>

<https://www.dol.gov/sites/dolgov/files/ETA/advisories/TEGL/2022/TEGL%2021-22/TEGL%2021-22.pdf>

[https://www.dol.gov/sites/dolgov/files/ETA/advisories/TEGL/2017/TEGL\\_19-16.pdf](https://www.dol.gov/sites/dolgov/files/ETA/advisories/TEGL/2017/TEGL_19-16.pdf)

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

WIOA sec. 134(c)(2)(A)(xii)(II); WIOA § 680.170

<https://www.commerce.nc.gov/guidance-case-notes-and-exit-dates-ncworks-online-0/open>

<http://riverseastwdb.org/wp-content/uploads/2023/06/2021-09-ss.pdf> (Supportive Services policy)