⏹ Procedure for the completion and documentation of the Individual Employment Plan (IEP)

**RESOURCES:**

WIOA Guide

Board Policy

WD Letter 35-10, 06-13

**SERVICES:**

The Individual Employment Plan (IEP) is required by WIOA to document the determination of needs and document actions of all customers prior to service delivery.

The IEP is a strategy that outlines specific actions designed to accomplish the customer’s employment goals.

The IEP is a combination of career goals, interim goals, action steps and prescribed services based on information gathered from the customer’s initial and comprehensive objective assessments.

**COMPLIANCE REQUIREMENTS & MEASURES:**

QA Instrument has 90% YES responses.

**WORKFORCE SOLUTIONS EXPECTATIONS:**

The development of the IEP will stem from verbal assessment interviews, scores from assessment tools and verbal interview questions. It should reflect the expressed interests and needs of the customer. That consider the following:

• work experience; • skill set; • education (including previous training); • abilities; • barriers to employment; and • employment goals.

The IEP is developed in partnership with the customer, and should be driven by the customer’s needs and goals, and not program performance and goals.

The IEP is an on-going, “living” document and should be reviewed and updated as appropriate with the completion, addition of any goals or if participation in an activity will exceed the initial planned end date. Updates to the IEP should mirror the customer’s current program status and/or current service activities, and progress toward short- and long-term goals.

**WORK INSTRUCTIONS:**

The Individual Employment Plan (IEP) will be entering using the Assessment menu selection in TWIST under the Assessment tab. The IEP will be developed as follows:

1. **EMPLOYMENT GOAL:**
   * The overall goal must be listed as a *specific occupation*.
   * In some cases, the customer may not have a specific overall employment goal. When this occurs, staff may enter an overall goal that is a general career cluster until an employment goal is agreed upon. The staff and customer work together to explorer careers, for example, use of Texas Cares or ONET may be used to identify a career. Staff should enter counselor notes to reflect this process.
   * The ultimate goal may not be reached during the participant’s period of participation, but services provided will at minimum start the customer toward his/her goal in a related field and provide guidance to continue independent pursuit of long-term goals.
2. **INTERIM GOALS:**
   * Interim goals need to be attainable within a short period of time so that the customer can have a sense of accomplishment. They should consist of a timeframe, an outcome, and a measure of successful attainment. Therefore, simply participating in an activity is not an adequate goal.

* The Set Date for each Interim Goal should match the service activity-68 start date and TWIST counselor notes for service plans (IEP).
* The following Interim Goal titles will be utilized:
* Comprehensive Assessment (Individualized Career Services)
* Career Planning
* Training Services
* Job Search Services

\*Note: Follow-up action steps should be added to whichever serves as the *last* interim goal.

1. **ACTIONS:**

* Identify appropriate action steps/services (including supportive services)
  + Responsibilities outlined in the IEP should be shared between the customer and staff, and the IEP should specify who is responsible for each action step.
* Actions should be detailed step-by-step activities and training the participant will perform and or participate in.

Staff will enter the IEP in TWIST and print out a copy to be reviewed with the Customer.

After reviewing the IEP, the Customer and Staff will sign and date IEP. Staff will provide Customer with a signed copy of the IEP and place copy in the Customer’s working file.

Data Entry – IEP:

* Staff will enter the Individual Employment Plan (IEP) into TWIST under the Assessment menu selections under the Service Plan tab.
* Staff will enter the customer’s age appropriate employment goal in the Overall Goals section of the IEP.
* Staff will right-click and add to enter the first Interim Goal
  + Staff will enter set date as the date the day that activity towards completion of the goal begins.
* With Interim Goal highlighted – Staff will right-click and add under the Action(s) section of the IEP to enter actions set in completing the Interim Goal.
  + Staff will enter set date, planned end date (the estimated date of customer’s activity is set to end), and actual end date (date customer actually completed activity).
  + Staff will indicate the party responsible for the completion of each Action Step (i.e. Client, WIOA, Service Provider, etc.) under the Responsibility section.
  + ***Staff will repeat steps above for Interim Goal until all of the IEP has been completed.***

Staff will update the IEP as needed, to reflect the services a customer is currently receiving and any significant changes to their plan since the last review.

Data Entry-Service 68:

* The Staff will enter service component 68 (Employability Development Plan) once IEP has been constructed.
  + In the Service Tracking menu in TWIST under Services the Staff will right-click and add and select Service Component 2 – Assessment and Planning, Service 68 (Employability Development Plan).
  + Staff will complete required fields for TWIST service 68. See TWIST procedures.
    - Planned end date will automatically populate.
  + Staff will select a completion reason under the Completion Reason drop down and select the appropriate completion status.
    - 20 – Successful or 21- Unsuccessful
  + Staff will right-click under Fund Detail section and select 97-WIOA Customer under fund.
    - Start and end date will automatically populate.
  + Staff will select ok.
  + Staff will save.

Data Entry – Case note:

* The Staff will be responsible for entering a counselor note in TWIST documenting the completion of the development of the IEP in accordance with the *Customer Counselor Notes Procedure.*