

Individual Employment Plan Policy #P-4-7.22

Re: Guidance on the development, implementation, and maintenance of an Individual Employment Plan (IEP) for a WIOA participant.

Most Recently Updated: February 23, 2026
Updates Approved: Approval is not required at this time.

Originated: September 26, 2022
Originally Approved: November 11, 2022

References: WIOA Final Rule Section 129(c)(1)(B)
WIOA Final Rule Section 134(b)(2)(A)(xii)(II)
20 CFR §681.420
20 CFR §678.430

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I. Policy:

- A. The Workforce Innovation and Opportunity Act (WIOA) requires Adult and Dislocated Worker participants to develop an Individual Employment Plan (IEP). The IEP identifies the employment goals, achievement objectives, and the appropriate combination of services to achieve the goals.
- B. The IEP is a separate document from the WIOA application.
- C. IEP creation can begin on the same day that the participant is determined WIOA-eligible.
- D. Communicating with the participant about interests and goals for employment should begin at enrollment and is imperative for the development of an effective IEP in alignment with the participant's goals.
- E. Case managers will gather information pertinent to the IEP development through discussions related to education, work experience, employment history, job skills, needs, and barriers.
 1. The IEP will contain steps that the participant will take to address barriers and obstacles to achieving the ultimate goal.
 2. It is the responsibility of the case manager to identify on the IEP any appropriate services needed by the participant to achieve his/her objectives, to whom the participant is referred, and estimated start and end dates of each service.
- F. The case manager will advise the participant in making informed choices and decisions relating to the elements of the IEP, which can include additional assessments, job search workshops, and/or skill-building for interviews or resumes.
- G. Assessment outcomes should be documented on the IEP.
 1. Required assessments include Career Scope, TORQ, TABE, O*NET.
 2. Following the completion of the assessments, the case manager will review the results with the participant, at which point the WIS02 service code should be entered into CWDS, and the IEP can be completed.

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II. Procedure:

- A. The IEP is developed jointly in CWDS by the participant and case manager.
- B. Understanding a participant's skill level and abilities impact details that are included in the IEP.
- C. The IEP is printed and signed by the case manager and participant.
- D. A copy of the IEP is given to the participant.

III. Maintenance:

- A. The IEP is a living document, and is reviewed every time a service element is completed at which time the IEP is updated.
 1. The IEP is updated and signed every time a change is made to the participant's plan.
 2. The IEP is reviewed by the case manager regularly to evaluate the participant's progress and address additional needs or necessary changes.
 3. The case manager and the participant must collaborate on the changes and sign the IEP every time it is updated.
 4. The IEP must be signed every time it is updated.
 5. The IEP should be closed upon participant program exit.

IV. IEP Authentication

- A. The WIOA Title I program vendor staff must develop the appropriate individual employment plan alongside or with the participant, ensuring that both the participant and WIOA Title I staff sign, or authenticate, the document.
- B. Staff must ensure that the IEP identifies appropriate career goals, objectives, and action steps needed to reach the goal, barriers for those receiving supportive services, and assessment results.
- C. Staff must ensure that the IEP reflects regular progress updates and plan changes.
- D. Initial creation of, and changes made to, the IEP must be authenticated, or signed, in CWDS by the participant and the vendor staff member.
- E. All IEP strategies must be created and edited in CWDS, the state system of record, to comply with federal and state regulations, statutes, and policies.
- F. All data must be entered into and authenticated (signed) in CWDS 2.0 IEP screens within 30 days of the creation of the plan and any updates, including plan closures.
- G. It is a proper PII handling procedure to promptly enter information into CWDS 2.0.

V. Case Notes:

- A. Case notes must be included as a part of the incentive process.
- B. Each case note must include:
 1. A case note title that tells the reader to what the case note refers.
 2. Metrics to include dates, dollar amounts, measurements, percentages, an amount of time, a number of people involved, a score, a quantified goal, and any additional numeric values that are related or in any way to the incentive.
 3. A step-by-step story that thoroughly explains every detail of the circumstances, events, and interactions that explain exactly why or how the participant is eligible for the incentive.
 - a. This portion of the case note needs to explain what the participant did to achieve the goal, and how the case manager supported the participant throughout the process.
 4. A list of specific "next steps" to be taken by the participant and the case manager to continue to with results-driven program progress.
 - a. The next steps must include a goal, a process to achieve the goal, and a deadline to indicate when the goal will be achieved.
 - b. Include future follow-up dates that will match future case note dates that will detail exactly what happened during the follow-up engagement.





VI. Summary of Changes: This policy is reviewed every 180 days by the SCPa Works Policy Department for SCPa Works Individual Employment Plan Policy #P-4-7.22 ~ SCWDB Approved November 11, 2022

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necessary changes, edits, updates, and revisions.

Date of Change:	Changed by:	Summary of Change(s):	Effective Date
07/14/2022	Saranne Miller 	Reorganized content and added guidance on case notes, Section IV.	11/11/2022
03/26/2023	Saranne Miller 	Included signature requirement and IEP closure upon program exit.	04/21/2023
01/14/2024	Saranne Miller 	Reviewed for edits. No revision necessary. Re-formatted header page.	01/14/2024
02/23/2026	Saranne Miller 	Reviewed for updates. No changes were made. Board approval not necessary.	02.23.2026

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