

## Individual Employment Plan (IEP) & Individual Service Strategy (ISS) Policy #P-4-7.22

Re: Guidance on the development, implementation, and maintenance of an Individual Employment Plan (IEP) for a WIOA Adult/DW participant, and Individual Service Strategy for WIOA Youth and TANF YDP participants.

Reviewed for Updates: February 27, 2026

Revision Approved: N/A

Originated: September 26, 2022

Approved: November 11, 2024

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

Author: Saranne Miller



### **I. Policy:**

- A. The IEP/ISS is a separate document from the WIOA application, as is the ISS separate from TANF YDP participant registration.
- B. IEP/ISS creation can begin on the same day that the participant is determined eligible.
- C. Communicating with the participant about interests and goals for employment should begin at enrollment and is imperative for the development of an effective IEP/ISS conducive to the participant's goals.
- D. Case managers will gather information pertinent to the IEP/ISS development through discussions related to education, work experience, employment history, job skills, needs, and barriers.
  1. The IEP/ISS 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/ISS 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.
- E. The case manager will advise the participant in making informed choices and decisions relating to the elements of the IEP/ISS, which can include additional assessments, job search workshops, and/or skill-building for interviews or resumes.
- F. Assessment outcomes should be documented on the IEP/ISS.
  1. Allowable assessments include CareerScope, TORQ, TABE, O\*NET, and CASAS
  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/ISS can be completed.

### **II. Procedure:**

- A. The IEP/ISS 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/ISS.
- C. The IEP/ISS is signed by the case manager and participant; this authentication is required.
- D. A copy of the IEP/ISS is given to the participant.

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### **III. Maintenance:**

- A. The IEP/ISS is a living document, and is reviewed every time a service element is completed at which time the IEP/ISS updated.
1. The IEP/ISS is updated and signed every time a change is made to the participant's plan.
  2. The IEP/ISS 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 the IEP/ISS must be authenticated by the case manager and participant.
    - a. To authenticate the IEP/ISS, the IEP/ISS must be signed by the case manager and the participant every time it is updated.
  4. The IEP/ISS should be closed upon participant program exit.

### **IV. 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.

- V. **Summary of Changes:** This policy is reviewed every 180 days by the SCPa Works Policy Department for necessary changes, edits, updates, and revisions.

| Date of Change: | Changed by:                                                                                           | Summary of Change(s):                                                                  | Effective Date |
|-----------------|-------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|----------------|
| 07/14/2022      | Saranne Miller<br> | Reorganized content and added guidance on case notes, Section IV.                      | 11/11/2022     |
| 03/26/2023      | Saranne Miller<br> | Included signature requirement and IEP closure upon program exit.                      | 04/21/2023     |
| 01/14/2024      | Saranne Miller<br> | Reviewed for edits. No revision necessary. Re-formatted header page.                   | 01/14/2024     |
| 02.27.2026      | Saranne Miller<br> | Reviewed for updates. Added ISS in areas where it was missing. Approval not necessary. | 02.27.2026     |

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