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## **Individual Employment Plan/Individual Service Strategy Policy**

This policy establishes the requirement for WIOA Title I program services contractor to develop an Individual Employment Plan (IEP) for eligible Adult/Dislocated Worker participants or an Individual Service Strategy (ISS) for eligible Youth participants served through the Northwest PA workforce development area's PA CareerLink® delivery system.

The Workforce Innovation and Opportunity Act (WIOA) requires Adult, Dislocated Worker, and Youth participants to develop an IEP or ISS. The IEP/ISS both identify the employment goals, achievement objectives, and the appropriate combination of services to achieve the goals. The ISS for youth participants also offers educational and individual development goals. A new service strategy for a participant is not required if the provider determines it is appropriate to use a recent service strategy developed for the participant under another education or training program.

The WIOA Title I program service contractor's staff must develop the appropriate individual employment plan or individual service strategy with the participant, ensuring that both the participant and WIOA Title I staff sign (authenticate) the document. Staff must ensure that the IEP/ISS identifies appropriate career goals, objectives (action steps needed to reach the goal), barriers (for those receiving supportive services), and assessment results. Staff must also ensure that the IEP/ISS reflects regular progress updates and/or plan changes. These changes must also be authenticated (signed) in CWDS by the participant and staff member.

All IEP/ISS strategies must be created and edited in CWDS, the state system of record, to comply with federal and state regulations, statutes, and policies.

All data must be entered into and authenticated (signed) in CWDS 2.0 IEP/ISS screens within 30 days of the creation of the plan and any updates, including plan closures. It is a proper PII handling procedure to promptly enter information into CWDS 2.0.

The IEPs/ISSs will be reviewed during program monitoring to ensure the abovementioned items are included.

### **REFERENCES**

WIOA Section 134(c)(2)(A)(xii)(II)  
WIOA Section 129 (c)(1)(B)  
20 CFR 678.430(2)  
20 CRF 681.320(3)

## HISTORY

Name	Date	Rev. Level	Description of Change	Effective Date
Debra O'Neil	01/23/2015	A	Policy approved under new LWIB per state recommendation	2/25/2015
Deb O'Neil	03/15/2017	B	Update language for WIOA	06/09/2017
Susan Richmond	5/26/2022	C	Update language based on new state guidance	07/08/2022
Susan Richmond	2/21/2025	D	Updated language for clarity	05/16/2025