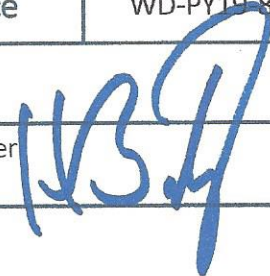
	<b>New Jersey Workforce Innovation Notice</b>		WD-PY19-8
	Issued By:	Workforce Development Division of Career Services	
	Approved By:	Hugh Bailey, Assistant Commissioner Workforce Development	
	Issued Date:	January 17, 2020	



1. **SUBJECT:** Individual Employment Plan (IEP)
  
2. **PURPOSE:** To provide guidance to Local Workforce Development Boards (WDBs) and One-Stop Career Centers (OSCCs) related to the requirements for the development of the Individual Employment Plan (IEP). This NJWIN also seeks to clarify instructions related to entering IEP-related activity into America's One-Stop Operating System (AOSOS).
 

NOTE: An IEP is required before a participant can receive: a training service; any of the three career services that involve a direct allocation of Workforce Innovation and Opportunity Act (WIOA) funds; a Trade Adjustment Assistance (TAA) enrollment; and/or a Trade Act-specific service or a waiver. The New Jersey Department of Labor and Workforce Development (NJDOLE) Division of Career Services monitors compliance of the IEP with United States Department of Labor (USDOL) regulations and the IEP requirements, described in this policy. All IEP activity must be entered into AOSOS.
  
3. **REFERENCE:** Workforce Innovation and Opportunity Act; Section 134 (c)(2)(A)(xii)(II); 20 CFR 680.170
  
4. **EFFECTIVE DATE:** This NJWIN is effective **immediately**.
  
5. **BACKGROUND:** The IEP is an individualized, meaningful service, jointly developed by the participant and Career Counselor. The IEP includes an ongoing strategy to identify employment goals, achievement objectives, and an appropriate combination of services for the participant to achieve these goals and objectives. IEPs are one of the most effective ways to serve individuals with barriers to employment, and to coordinate the various services, including training, they may need to overcome these barriers.
  
6. **POLICY:** The IEP is an individualized career service, under WIOA Section 134 (c)(2)(A)(xii)(II), that is developed jointly by the participant and Career Counselor when both agree a plan is necessary to achieve the participant's career goals.

The Career Counselor is required to update the IEP's strategies and activities as they occur, and to document referral and contact information for services obtained from partner

organizations. When reviewing the IEP, Career Counselors are to document a participant's progress, activities completed, benchmarks reached, and any other accomplishments.

Additionally, the IEP is to be:

- Developed in partnership with the participant;
- Used as a meaningful tool that can and will change over time, as necessary, to meet the needs of the individual;
- Used as a roadmap to achieve measurable and attainable short- and long-term goals; and
- Designed to reflect the individual's interests and incorporate career planning.

At a minimum, the IEP must contain:

- A short-term (training or employment) goal;
- A long-term (employment) goal that clearly documents the career pathway;
- Intermediate objectives that will be required to meet the goals listed;
- Required training components (remedial, pre-requisites, skills, On-the-Job Training, etc.); *and*
- Justification for short-term and long-term goals must:
  - Be based on assessment information, an interview with the participant, and skills obtained from previous employment;
  - Include an explanation of the skills gap any prescribed training the IEP is designed to overcome (a "skills gap" is the significant gap between the *skills required* by the employer, and the *current capabilities* of the applicant); and
  - Include barriers to employment and/or participant needs, and identify requisite supportive services if applicable.

The provision of services is to be a result of, and consistent with, the participant's assessment and IEP. Having a well-developed IEP and related documentation is required and is a fundamental part of case management. Once an IEP is developed and approved, it is to be used in the on-going process of monitoring and re-evaluating the participant's progress toward educational and occupational goals.

**NOTE:** The IEP allows staff to present general information about the participant's training and/or employment goals; however, there must also be detailed Case Notes<sup>1</sup> with information about the goals, experience, current work status, skills gaps, education, etc. Modification of an IEP requires the agreement of the Career Counselor and the participant. If employment or career goals change (due to new skills or aptitude discovered during training), the IEP must be updated and amended. Case Notes must contain details documenting the changes and the reason for the change. Barriers and/or needs may prevent the participant from obtaining employment or participating in training. Appropriate actions may include solutions such as supportive services, need-based payments, workshops, referrals to partner agencies for assistance, etc. The IEP must document this information with details in the Case Notes.

---

<sup>1</sup> For additional information regarding Case Notes, please refer to NJWIN WD-PY19-9.



Further, the participant must receive a copy of the IEP, signed and dated by both the participant and career counselor.

## 7. PROCEDURE

ENTERING IEP ACTIVITY INTO AOSOS: There are two steps to entering IEP data into AOSOS:

- 1) Complete the IEP: *(See Figures A and B below)*
  - a. Access the customer record in AOSOS and proceed to the Employment Plan
  - b. Click on the Add button to create a new IEP.
  - c. Add the OSCC information using the dropdown arrow, as well as the date.
  - d. Fill in the participant's **Work Plan** (Reemployment Goal, Barriers, and Supportive Services, etc.). [NOTE: If the IEP is kept in the customer folder, you must note this in the comment section of the form.
  - e. Save the information.
  - f. Print out the employment plan and have the customer sign it. *(See Figure B)*
  - g. Provide a copy to the customer to reiterate their next steps.
  - h. Move to the activity tab and choose "Individual employment plan" activity. *(See Section 2, Figure C)*

Figure A

The screenshot shows the 'Employment Plan' form in the AOSOS system. The form is divided into several sections:

- Table:** A table with columns 'Record Id', 'Create Admin', and 'Creation Time'. It lists two records: 31827 (Novatin, Jacques, 10/10/2013) and 245385 (Novatin, Jacques, 11/25/2019). The second record is selected.
- Record Id:** 245385
- Demographics:** Last Name: OSOS, First Name: Youth, County: Mercer, One-Stop Office: A/CM Career Ctr Wildwood, Date: 11/20/2019.
- Work Plan:** Reemployment Career Goal: O\*Net Title (empty), O\*Net Title (empty). Barriers: Five dropdown menus, all empty. Support Services: Five dropdown menus, all empty.
- Comments:** Comments: See ISS in customer folder.
- Customer Actions (CA):** CA #1, CA #2, CA #3 (all empty).

Figure B

The screenshot shows a software interface with a light blue background. On the right side, there are several form sections:

- Training Goal:** Includes fields for Training Goal/Credential, School, Time Frame (customer is attending school), To, and Fund (dropdown).
- Job Search Support:** Includes fields for 1st Return Date, Return Date 1 Reported (dropdown), 2nd Return Date, Return Date 2 Reported (dropdown), and Comments.
- Customer Statement:** Contains a paragraph of text: "It is my responsibility to resolve my reemployment barriers. Failure to attend plan scheduled activities/meetings could jeopardize my future benefits and training opportunities. If I am interested in career planning and/or training assistance, I am aware that it is my responsibility to schedule a meeting with the appropriate program counselor." Below this are fields for Customer's Signature and Date, and Staff Signature and Date.
- Customer Outcomes:** Includes an Outcomes dropdown and a Comments field.

At the bottom of the form area, there are buttons: Add, Delete, Print List, Help, Print Record, and Audit. Below the form area is a navigation bar with buttons: Save, Start Match, Services, Comp Assess, Activity, I.A. Referrals, Correspond, [icon], Eject to Strch, Comments, Tag, Resume, Sched.

2) After completing the IEP, click the Activity button: (See Figure C)

- i. Search for the activity by typing in keywords at the bottom of the screen (*employment plan*);
- j. Select the activity that applies;
- k. Enter the correct activity date; and
- l. Click the OK button at the bottom right corner of the screen to save the record [NOTE: Anytime an activity is entered, the date of the activity must match the date on the updated IEP plan. Also, when an update is made to the employment plan; the activity must be taken again with the date of the update.]. See Figure D



Figure C

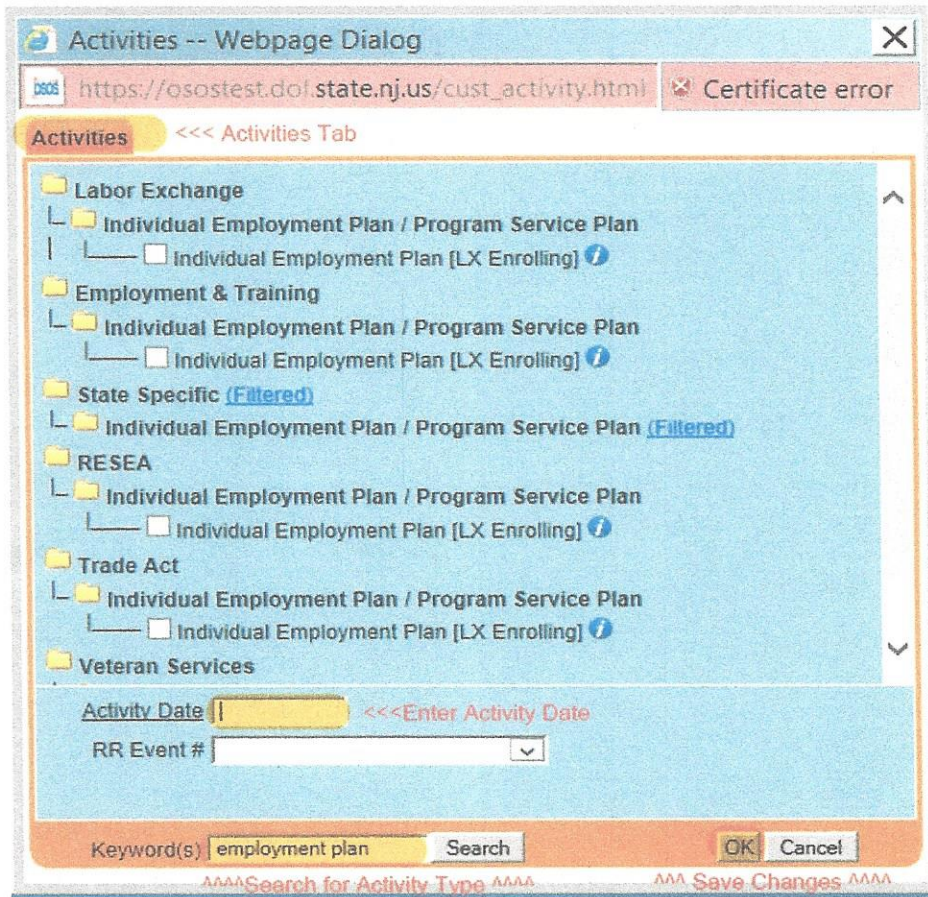


Figure D

	Gen. Info	Eligibility	Add'l Info	Pgms/PA	Objective	Work Hist.	Ed/Lic	Skills	Saved S
<input type="checkbox"/>	Activity	Activity Date	Office	Staff					
<input type="checkbox"/>	Common Measures Enrollment	01/07/2020	Burlington 1-Stop C	Novatin, Jacqueline					
<input type="checkbox"/>	Labor Exchange Enrollment	01/07/2020	Burlington 1-Stop C	Novatin, Jacqueline					
<input checked="" type="checkbox"/>	Individual Employment Plan	01/07/2020	Burlington 1-Stop C	Novatin, Jacqueline					

8. **REQUIRED ACTION:** All staff responsible for providing services to WIOA program participants must be provided with this policy and trained on its proper implementation.
9. **QUESTIONS:** For any questions regarding this guidance, please contact the Division of Career Services at [DCSPolicy@dol.nj.gov](mailto:DCSPolicy@dol.nj.gov).