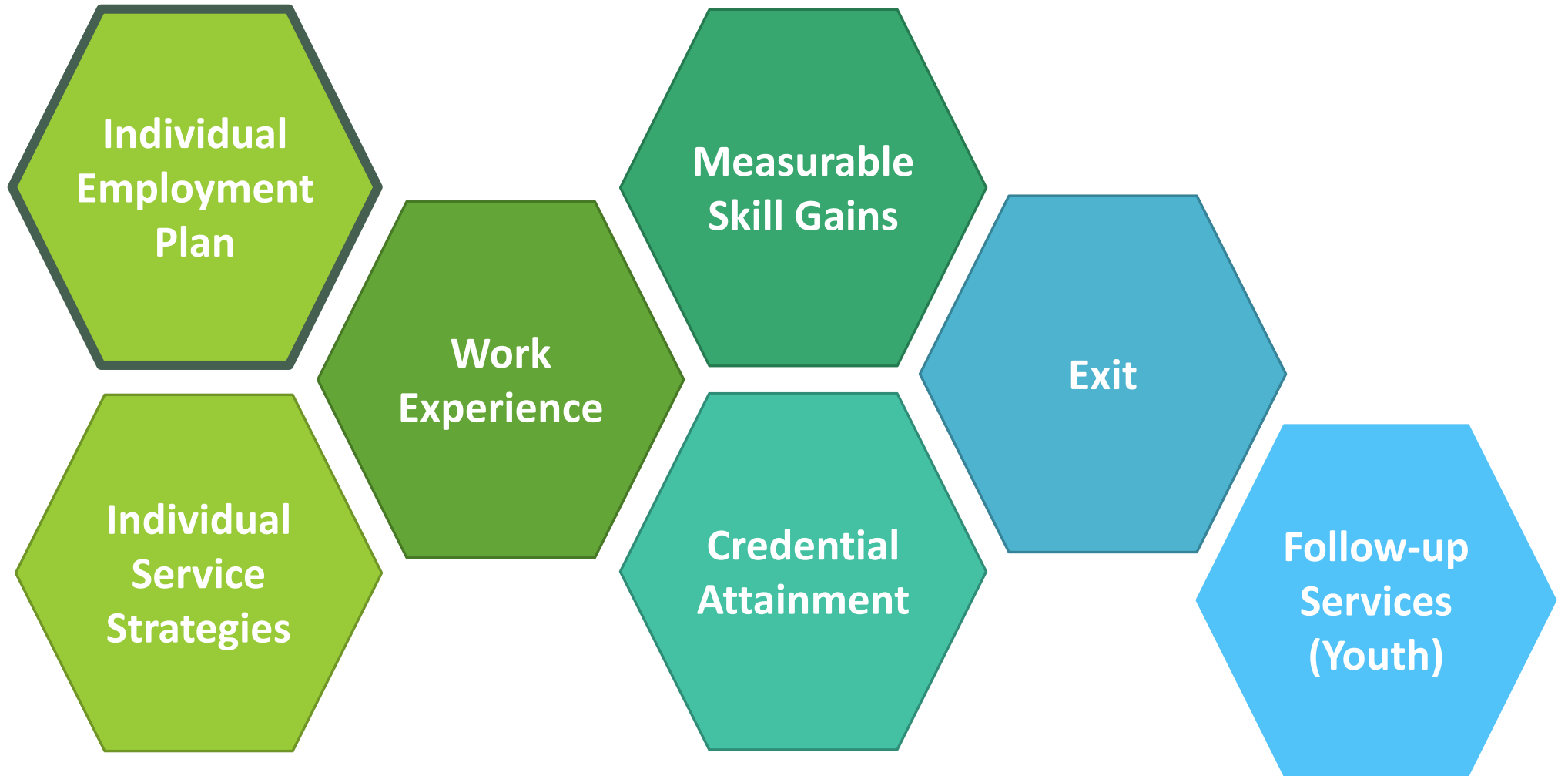




Individual Employment Plan (IEP) – WIOA Adult/DW

WIOA TITLE I TRAINING VIDEO SERIES – MARCH 2020





IEP: A Roadmap for Adult/Dislocated Worker Participants

The Individual Employment Plan (IEP) offers an ongoing strategy to identify employment goals and achievement objectives, develop an appropriate combination of services for the participant to achieve employment goals, and document services and achievement of goals .





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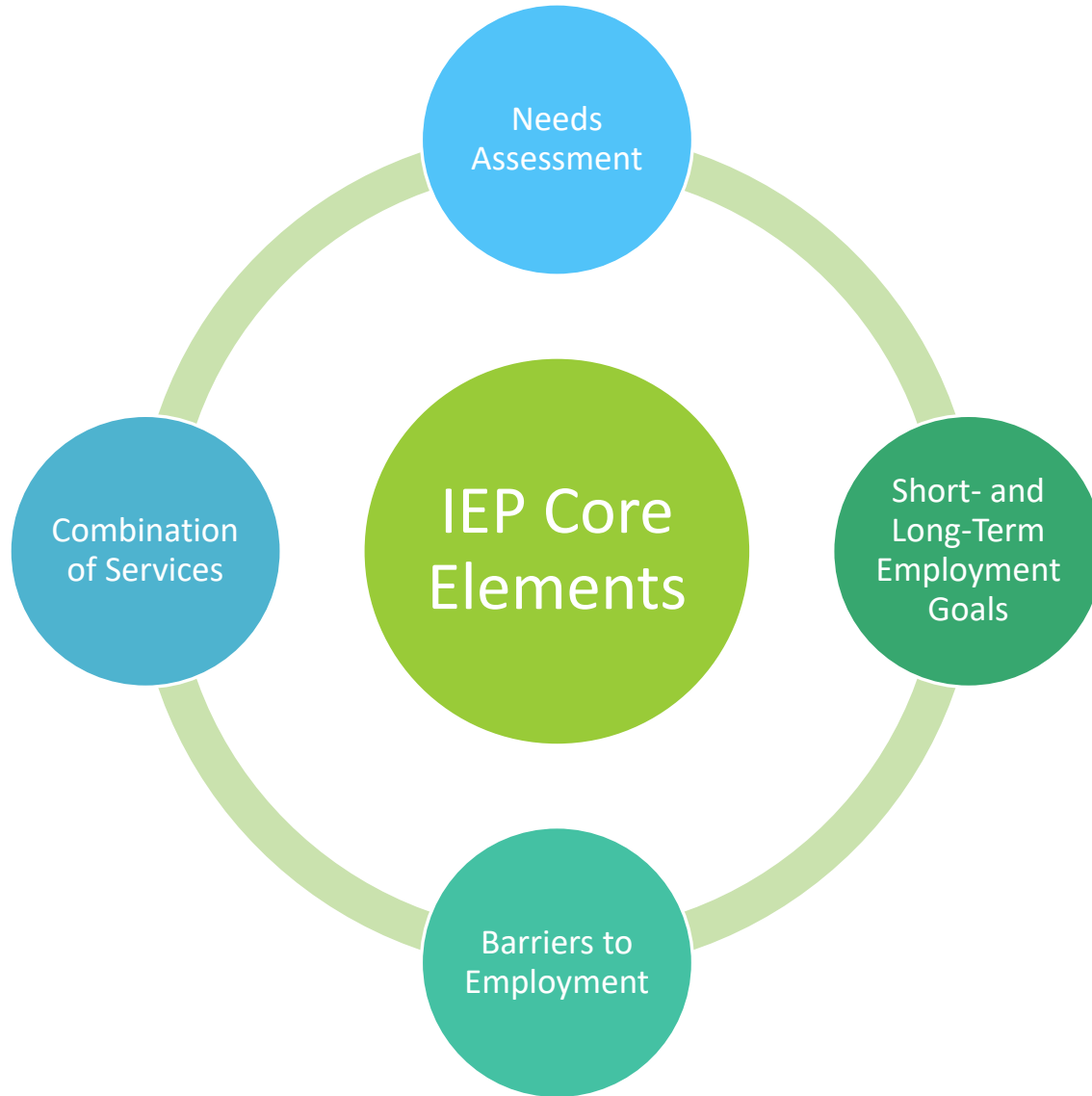
2019

WD-PY 19 #	Subject	Issue Date
19-1	WIOA Youth Program Follow-Up Services	10/09/19
19-2	One-Stop Partner Memorandum of Understanding (MOU) and One-Stop Operating Budget and Infrastructure Funding Agreement (IFA) Standardization	10/24/19
19-3	Monitoring Policy and Procedures for Workforce Development Programs	10/10/19
19-4	Procedures for Reporting Fraud, Program Abuse or Criminal Misconduct	10/16/19
19-5	One-Stop Career Center (OSCC) Testing and Intake Guidance	10/17/19
19-6	Workforce Innovation and Opportunity Act (WIOA) Eligibility and Self-Attestation	11/04/19
19-6.1	Workforce Innovation and Opportunity Act (WIOA) Eligibility and Self-Attestation Policy	01/13/20 Revised
19-7	WIOA Youth Individual Service Strategy	01/10/20
19-8	Individual Employment Plan (IEP)	01/17/20
19-9	Recording Case Notes	01/21/20

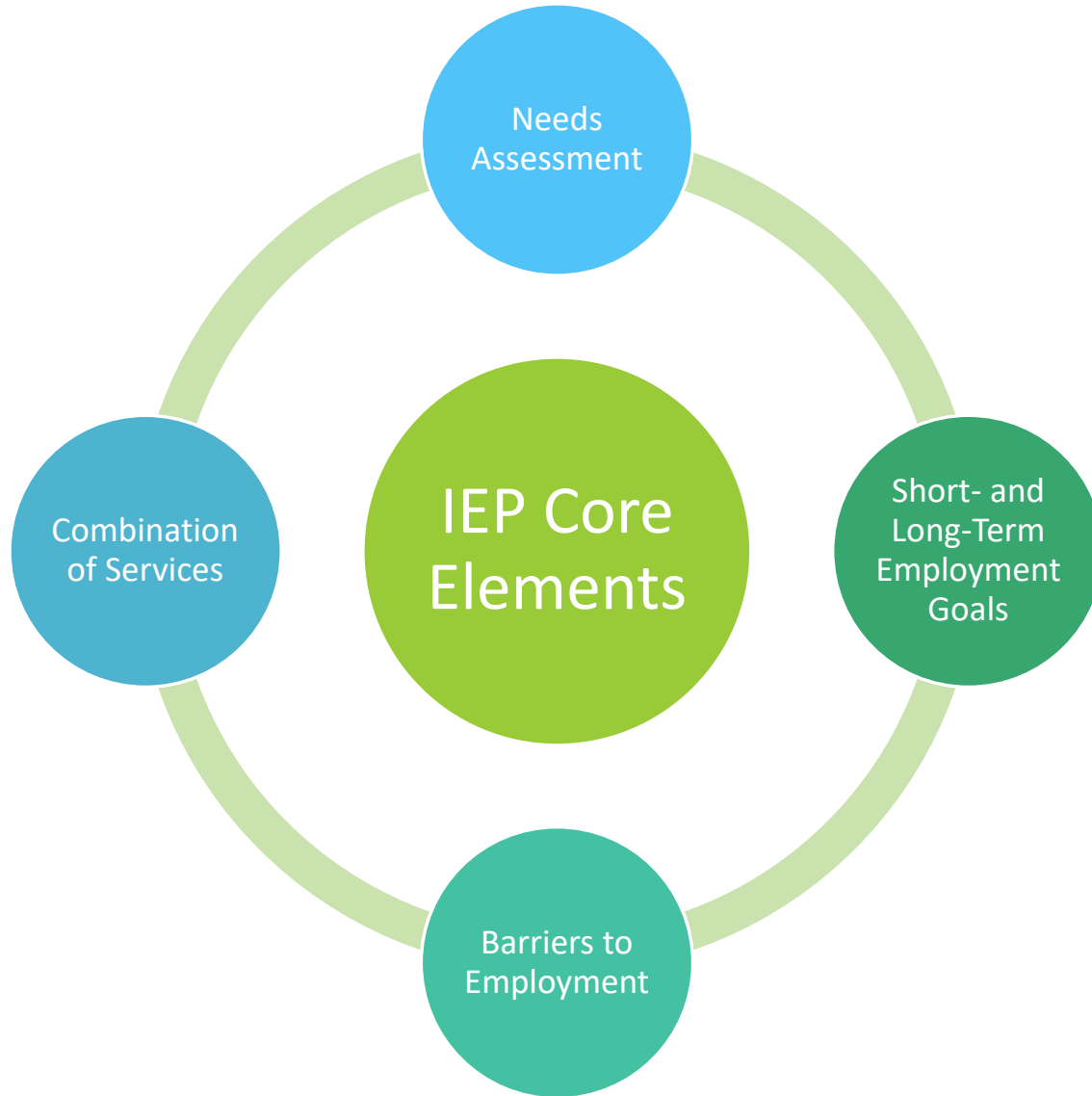
<https://www.nj.gov/labor/wioa/resources/>



Plan Components



Plan Components



Plan Development and Use

Additional Requirements

- ✓ An IEP is the foundational tool for engaging participants in individualized career services and case management.
- ✓ An IEP should be jointly developed in partnership with the participant.
- ✓ An IEP should reflect the unique goals and needs of an individual participant.
- ✓ An IEP should be used in an ongoing process to monitor and re-evaluate progress towards goals.
- ✓ An IEP should be used to document strategies and activities as they occur, including documentation of referrals.
- ✓ An IEP should ground a connected and seamless experience for customers.



Assessment of Need



Interview and
Ongoing Case
Management with
Participant



Individual Assessment
Tools:

- Academic
- Career Interest
- Support Needs



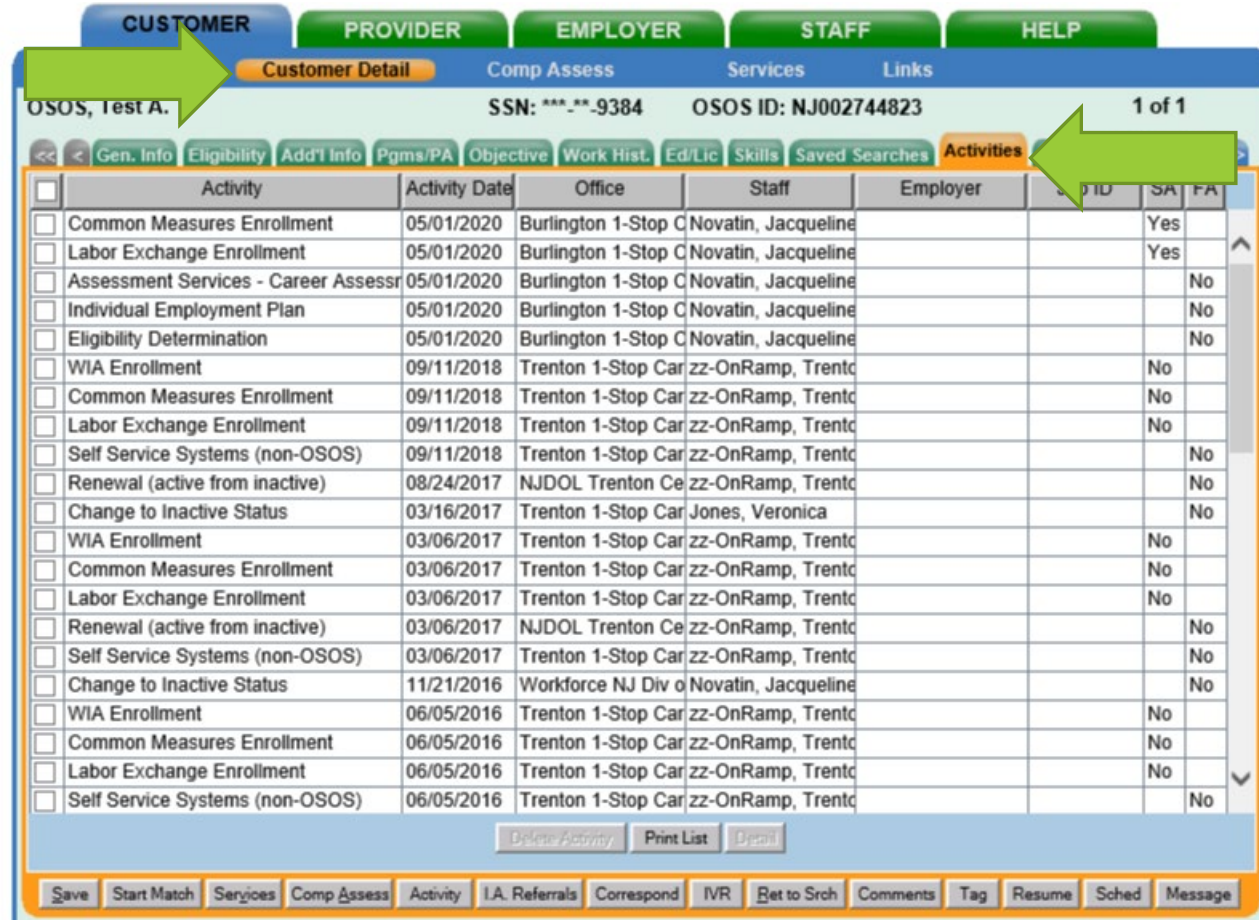
Documentation and
Review of Work
History

- Skills Obtained
- Skill Gaps



Assessment of Need → Customer Detail and Comp Assess

Step 1: All assessment activities should be captured in the **Activities** tab in Customer Detail



The screenshot shows the AOSOS Customer Detail screen. The 'CUSTOMER' tab is selected. The 'Customer Detail' sub-tab is active. The customer information is: OSOS, Test A., SSN: ***-**-9384, OSOS ID: NJ002744823. The 'Activities' tab is selected in the top navigation bar. The table below lists various activities with columns for Activity, Activity Date, Office, Staff, Employer, and a checkbox. The table is sorted by Activity Date in descending order.

Activity	Activity Date	Office	Staff	Employer	
☐ Common Measures Enrollment	05/01/2020	Burlington 1-Stop C	Novatin, Jacqueline		Yes
☐ Labor Exchange Enrollment	05/01/2020	Burlington 1-Stop C	Novatin, Jacqueline		Yes
☐ Assessment Services - Career Assess	05/01/2020	Burlington 1-Stop C	Novatin, Jacqueline		No
☐ Individual Employment Plan	05/01/2020	Burlington 1-Stop C	Novatin, Jacqueline		No
☐ Eligibility Determination	05/01/2020	Burlington 1-Stop C	Novatin, Jacqueline		No
☐ WIA Enrollment	09/11/2018	Trenton 1-Stop Car	zz-OnRamp, Trent		No
☐ Common Measures Enrollment	09/11/2018	Trenton 1-Stop Car	zz-OnRamp, Trent		No
☐ Labor Exchange Enrollment	09/11/2018	Trenton 1-Stop Car	zz-OnRamp, Trent		No
☐ Self Service Systems (non-OSOS)	09/11/2018	Trenton 1-Stop Car	zz-OnRamp, Trent		No
☐ Renewal (active from inactive)	08/24/2017	NJDOL Trenton Ce	zz-OnRamp, Trent		No
☐ Change to Inactive Status	03/16/2017	Trenton 1-Stop Car	Jones, Veronica		No
☐ WIA Enrollment	03/06/2017	Trenton 1-Stop Car	zz-OnRamp, Trent		No
☐ Common Measures Enrollment	03/06/2017	Trenton 1-Stop Car	zz-OnRamp, Trent		No
☐ Labor Exchange Enrollment	03/06/2017	Trenton 1-Stop Car	zz-OnRamp, Trent		No
☐ Renewal (active from inactive)	03/06/2017	NJDOL Trenton Ce	zz-OnRamp, Trent		No
☐ Self Service Systems (non-OSOS)	03/06/2017	Trenton 1-Stop Car	zz-OnRamp, Trent		No
☐ Change to Inactive Status	11/21/2016	Workforce NJ Div o	Novatin, Jacqueline		No
☐ WIA Enrollment	06/05/2016	Trenton 1-Stop Car	zz-OnRamp, Trent		No
☐ Common Measures Enrollment	06/05/2016	Trenton 1-Stop Car	zz-OnRamp, Trent		No
☐ Labor Exchange Enrollment	06/05/2016	Trenton 1-Stop Car	zz-OnRamp, Trent		No
☐ Self Service Systems (non-OSOS)	06/05/2016	Trenton 1-Stop Car	zz-OnRamp, Trent		No

Buttons at the bottom: Save, Start Match, Services, Comp Assess, Activity, I.A. Referrals, Correspond, IVR, Ret to Srch, Comments, Tag, Resume, Sched, Message.



Assessment of Need → Customer Detail and Comp Assess

Step 2: Academic test results should be captured in **Test tab** in Customer Details

The screenshot displays the AOSOS Customer Detail interface. At the top, there are tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these, a sub-header shows 'Customer Detail', 'Comp Assess', 'Services', and 'Links'. The main header area displays 'OSOS, routine.', 'SSN: ***-**-9384', 'OSOS ID: NJ002744823', and '1 of 1'. A navigation bar includes tabs for '<<', '<', 'Gen. Info', 'Eligibility', 'Add'l Info', 'Pgms/PA', 'Objective', 'Work Hist.', 'Ed/Lic', 'Skills', 'Saved Searches', and 'Tests' (highlighted with a green arrow). The 'Test Detail' section contains fields for 'Test Type', 'Office', 'Completed Date', and a 'Test Details' button. Below this is a table with columns 'Test Type' and 'Completed Date'. At the bottom, there are buttons for 'Add Test' and 'Delete Selection'. A footer bar contains various system functions: 'Save', 'Start Match', 'Services', 'Comp Assess', 'Activity', 'I.A. Referrals', 'Correspond', 'IVR', 'Ret to Srch', 'Comments', 'Tag', 'Resume', 'Sched', and 'Message'.

Test Type	Completed Date



Assessment of Need → Customer Detail and Comp Assess

Step 3: Occupational and service need assessment results should be captured across the **tabs** in **Comp Assess**

The screenshot displays the 'Comp Assess' interface for a customer named 'OSOS, Test A.' with SSN: ***-**-9384 and OSOS ID: NJ002744823. The interface includes a top navigation bar with tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below this is a sub-navigation bar with 'Customer Search', 'Customer Detail', 'Comp Assess' (highlighted with a green arrow), and 'Links'. The 'Comp Assess' section has a row of sub-tabs: Employment, Education, Financial, Family, Health, Treatments, Legal, Housing, Transportation, Comments, and Attachments. The 'Employment' sub-tab is selected and highlighted with a green arrow. The main content area is titled 'Monthly Financial Information' and contains two tables: 'Income' and 'Expense'. Both tables have columns for 'Source', 'Category', and 'Amount'. The 'Income' table has a subtotal of \$ 0.00, and the 'Expense' table has a subtotal of \$ 0.00. At the bottom, there is a 'Monthly Balance' of \$ 0.00. The interface also includes buttons for 'Add', 'Modify', and 'Delete' for both tables, and a bottom bar with buttons for 'Save', 'Customer Detail', 'Services', 'Activity', 'Correspond', 'WIOA Eligibility', 'Summary', and 'Comments'.



Assessment of Need → Customer Detail and Comp Assess

Step 4: Additional documentation of these assessments and their results should be captured in the **Comments tab in Comp Assess**

The screenshot displays the AOSOS system interface. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these, a green arrow points to the 'Comp Assess' tab. The main header area shows 'Customer Search' and 'Links'. The main content area displays 'OSOS, Test A.' with 'SSN: ***-**-9384' and 'OSOS ID: NJ002744823'. Below this, there are sub-tabs: Employment, Education, Financial, Family, Health, Treatments, Legal, Housing, Transportation, and Comments. A green arrow points to the 'Comments' sub-tab. The 'Comments' sub-tab is active, showing a table with columns: Created, Staff Assigned, and Comments. The table is currently empty. At the bottom of the interface, there are buttons: Save, Customer Detail, Services, Activity, Correspond, WIOA Eligibility, Summary, and Comments.



Assessment of Need → Customer Detail and Comp Assess

Step 4: Additional documentation of these assessments and their results should be captured in the **Comments tab in Comp Assess**

Note: Confidential information should be captured in Counseling Statements.

The screenshot displays the AOSOS system interface. At the top, there are tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these, a green arrow points to the 'Comp Assess' tab. The main header shows 'OSOS, Test A.' with SSN: ***-**-8999 and OSOS ID: NJ006318177. A secondary set of tabs includes Treatments, Legal, Housing, Transportation, Comments, Attachments, Case Load, Eligibility Document, and Counseling Statement. A green arrow points to the 'Comments' tab. The 'Counseling Statement' section contains a table with columns for Date of Counsel, Staff, and Staff, and a large text area for the statement. The bottom of the screen features a navigation bar with buttons for Save, Customer Detail, Services, Activity, Correspond, WICA Eligibility, Summary, and Comments.



Short- and Long-Term Goals



Achievement Objectives

What are the specific progress points that will indicate the participant is on-track to meeting goals?

(Note: These achievement objectives should demonstrate progress towards goals)



Short-Term Goal

What are short-term goals that the participant hopes to achieve in the near term?

(Note: These short-term goals should align with long-term career goals)



Long-Term Goal

What is the long-term career goal that the participant hopes to achieve?

(Note: This goal will take time and planning to achieve)



Short- and Long-Term Goals → Services and Comp Assess

Step 1: Document specific details related to goals and achievement objectives:

- Achievement Objectives tab in Services
- Employment and Education tabs in Comp Assess

CUSTOMER **PROVIDER** **EMPLOYER** **STAFF** **HELP**

Customer Search Customer Detail Comp Assess **Services**

OSOS, Test A. SSN: ***-**-9384 OSOS ID: NJ00274482

Achievement Objectives Services Service History Enrollments Outcomes Empl. Outcomes Trng. Outcomes Comments A > >>

Employment Objective To gain employment in the computer field.

Goal Justification

Achievement Objectives

- Achievement Objective GED classes
 - Type of Goal Basic Skills Goal Attainment Attained
 - Planned Start Date 05/01/2012 Planned End Date 09/08/2012
 - Actual Start Date 05/01/2012 Actual End Date 06/01/2012
 - Evaluation Date 01/01/2012
 - Closure Reason
 - Outcome / Status

Achievement Objective	Type	Attainment
☐ GED classes	Basic Skills	Attained
☐ To Gain Employment	Basic Skills	Set, but attainment pending

New Objective Delete Objective Print

Save Customer Detail Comp Assess Comments Check Labor Market Information



Short- and Long-Term Goals → Services and Comp Assess

Step 2: Document any additional details in the **Comments** tab in **Comp Assess**.

The screenshot displays the AOSOS system interface. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these, a secondary set of tabs includes Customer Search, Comp Assess (highlighted with a green arrow), Services, and Links. The main content area shows 'OSOS, Test A.' with SSN: *** ** -9384 and OSOS ID: NJ002744823. A row of sub-tabs includes Employment, Education, Financial, Family, Health, Treatments, Legal, Housing, Transportation, and Comments (highlighted with a green arrow). The Comments tab is currently active, showing a large text area for documentation. At the bottom, there are buttons for Edit Comment, Delete Comment, Print Comments, and Show Full Comments. The footer contains a row of buttons: Save, Customer Detail, Services, Activity, Correspond, WIOA Eligibility, Summary, and Comments.



Barriers to Employment

Skills Gaps: Academic, occupational, and other work readiness skills

Personal Life Circumstances: Life situations that pose barriers to engagement in employment

Technology: Lack of technology; digital literacy needs



Barriers to Employment → Comp Assess

Step 1: Barriers should be captured across the tabs in Comp Assess

The screenshot displays the 'Comp Assess' form for a customer named 'OSOS, Test A.' with SSN: ***-**-9384 and OSOS ID: NJ002744823. The form has a top navigation bar with tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below this is a sub-navigation bar with links: Customer Search, Customer Detail, Comp Assess (highlighted with a green arrow), and Links. A second row of tabs includes Employment, Education, Financial, Family, Health, Treatments, Legal, Housing, Transportation, Comments, and Attachments. A green arrow points to the 'Employment' tab. The main content area is titled 'Monthly Financial Information' and is divided into two sections: 'Income' and 'Expense'. Each section has a table with columns for Source, Category, and Amount. Below the tables are 'Add', 'Modify', and 'Delete' buttons. At the bottom of each section are subtotal fields: 'Income Subtotal \$ 0.00' and 'Expense Subtotal \$ 0.00'. A 'Monthly Balance \$ 0.00' field is also present. The bottom of the form has a footer bar with buttons: Save, Customer Detail, Services, Activity, Correspond, WIOA Eligibility, Summary, and Comments.

Income			Expense				
	Source	Category	Amount		Source	Category	Amount
☐				☐			

Income Subtotal \$ 0.00

Expense Subtotal \$ 0.00

Monthly Balance \$ 0.00



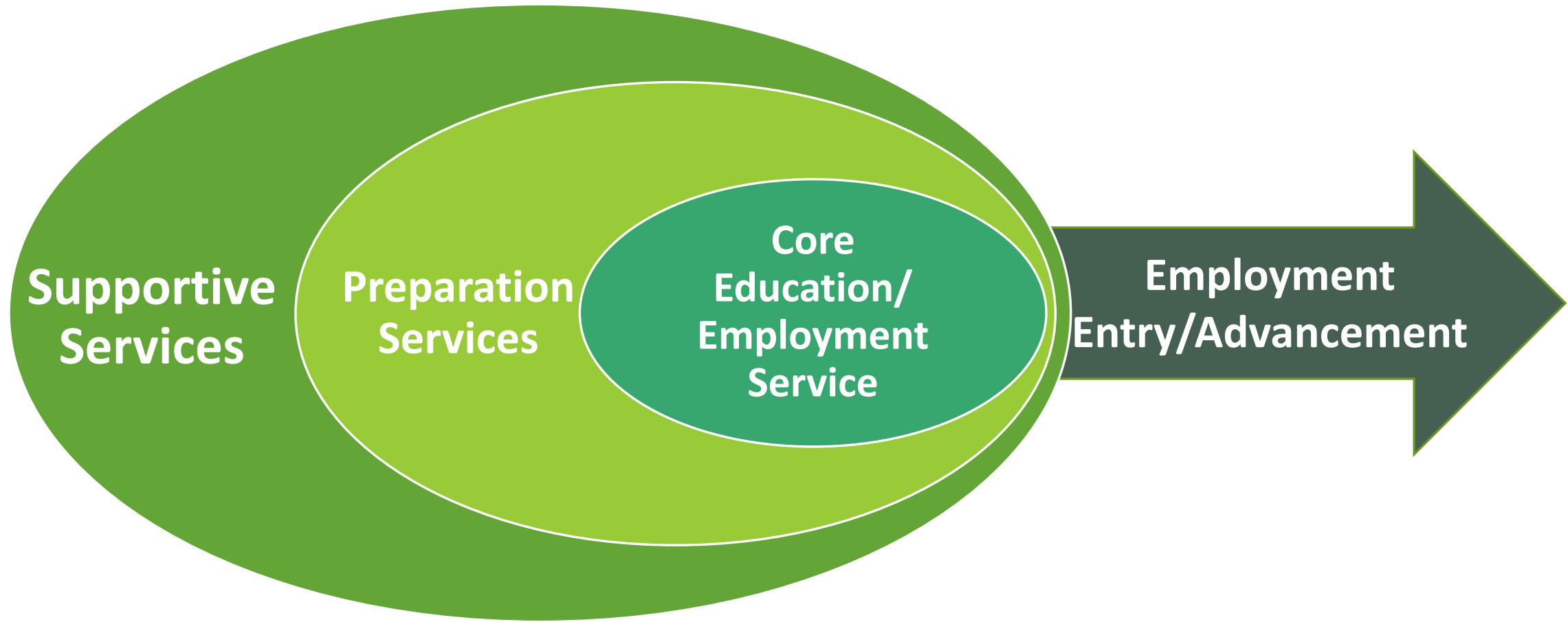
Barriers to Employment → Comp Assess

Step 2: Additional documentation of barriers should be captured in the **Comments tab in Comp Assess**

The screenshot displays the AOSOS system interface. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these, a green arrow points to the 'Comp Assess' tab. The 'Comp Assess' tab is active, showing a customer search bar with 'OSOS, Youth R.' and fields for SSN (***-**-9384) and OSOS ID (NJ002744823). Below the search bar, there are sub-tabs: Employment, Education, Financial, Family, Health, Treatments, Legal, Housing, Transportation, Comments, and A*. A green arrow points to the 'Comments' sub-tab. The 'Comments' sub-tab is active, showing a table with columns: Created, Staff Assigned, and Comments. The table is currently empty. At the bottom of the interface, there are buttons for 'Save', 'Customer Detail', 'Services', 'Activity', 'Correspond', 'WIOA Eligibility', 'Summary', and 'Comments'. There are also buttons for 'Edit Comment', 'Delete Comment', 'Print Comments', and 'Show Full Comments'.



Combination of Services



Combination of Services → Services



Planned and Actual WIOA Services → Services

Step 1: Designate and fund specific services that align with education, employment, and supportive services a participant is receiving in the **Services** tab in **Services**.

CUSTOMER **PROVIDER** **EMPLOYER** **STAFF** **HELP**

Customer Search Customer Detail Comp Assess **Services**

OSOS, Test A. SSN: ***-**-9384 OSOS ID: NJ00274482

Services Service History Enrollments Outcomes Empl. Outcomes Trng. Outcomes Comments A > >>

Service Name CDL
Service Desc. Prerequisites: NA
Service ID 216711
Service Type Occupational Skills Training
Provider Name 160 Driving Academy - Rock Gate Capital, LLC - L
Location Name Rock Gate Capital, LLC - Monmouth
Provider ID 133344 Offering ID 260947
Plan. Start Date Plan. End Date 09/05/2020
Actual Start Date 08/20/2020 Actual End Date
Completed Successfully
Next Contact Date
Program Service Type Non-ITA Training
Part Time Learn. Distance Learn.

Funding

Level	Source	Obligated	Actual	Oblig #

Total Funding Add Edit Delete
Petition #
RR Event #
Incumbent Worker Training

Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type
☐ Sample One-Stop	Transportation	05/05/2020		Youth Services
☐ SS/IO Provider	SS/IO Provider Service	09/11/2018	09/11/2018	Basic Career Services

Options Print List New Service Delete Service Authorization IPA Service Summary Payments Tracking

Save Customer Detail Comp Assess Comments Check Labor Market Information



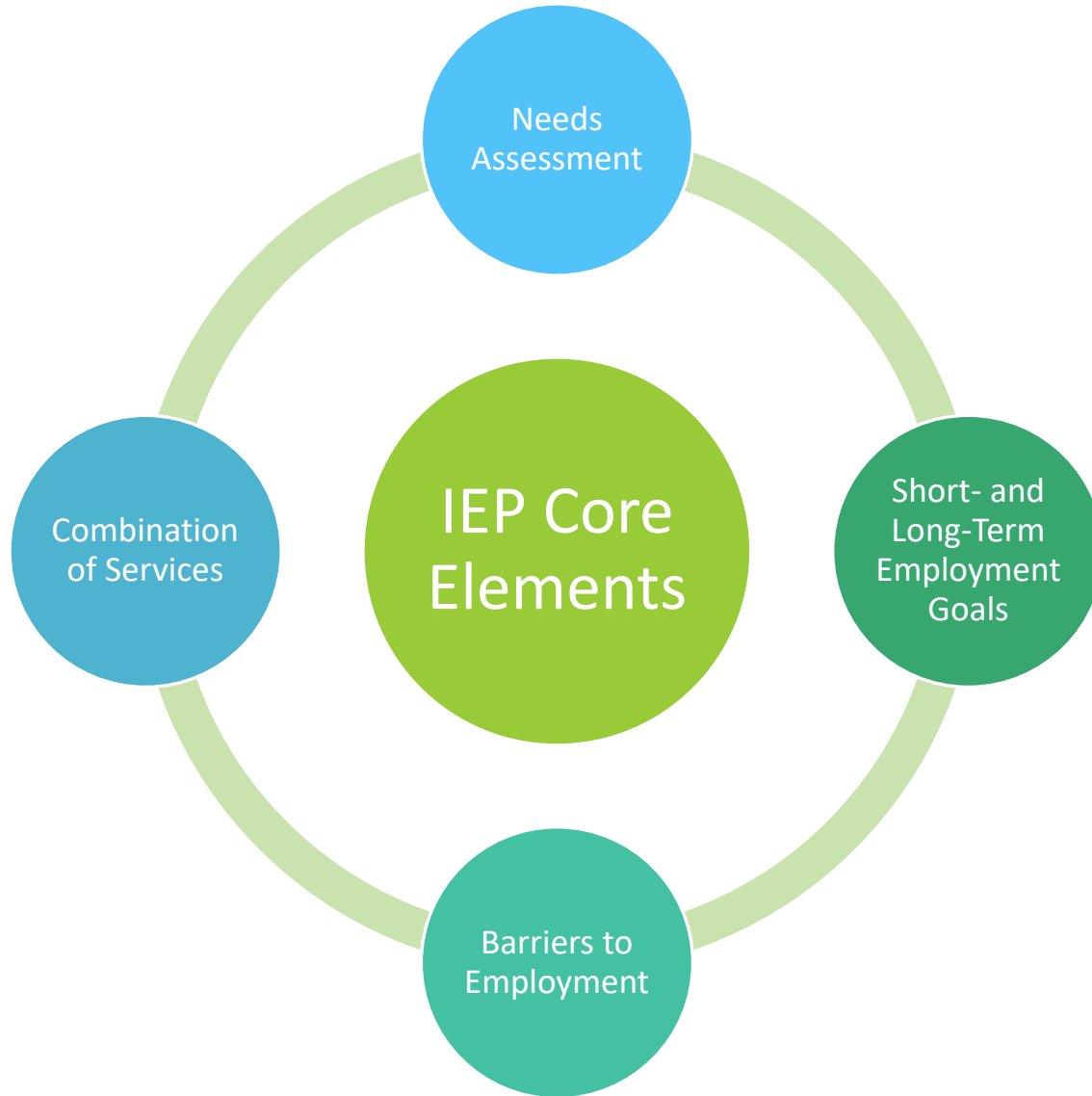
Combination of Services → Services

Step 2: Document specific details related to education, employment, and supportive service experiences in the **Comments tab in Services**.

The screenshot displays the AOSOS web application interface. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these, a sub-navigation bar includes Customer Search, Customer Detail, Services (highlighted with an orange arrow), and Links. The main content area shows a customer profile for 'Test A.' with SSN: ***-**-9384 and OSOS ID: NJ002744823. A secondary navigation bar contains Achievement Objectives, Services, Service History, Enrollments, Outcomes, Empl. Outcomes, Trng. Outcomes, and Comments (highlighted with an orange arrow). The 'Comments' tab is active, showing a table with columns: Created, Staff Assigned, and Comments. The table body is empty. At the bottom of the interface, there are buttons for Edit Comment, Delete Comment, Print Comments, and Show Full Comments. A footer bar contains buttons for Save, Customer Detail, Comp Assess, Comments, and Check Labor Market Information.



Plan Components



Plan Development and Use

Additional Requirements

- ✓ An IEP is the foundational tool for engaging participants in individualized career services and case management.
- ✓ An IEP should be jointly developed in partnership with the participant.
- ✓ An IEP should reflect the unique goals and needs of an individual participant.
- ✓ An IEP should be used in an ongoing process to monitor and re-evaluate progress towards goals.
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Plan Development and Use

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- ✓ **An IEP should ground a connected and seamless experience for customers.**



Plan Development and Use

Step 1: An IEP activity should be designated every time there is engagement around the IEP in the **Activities** tab in **Customer Detail**.

Customer Detail | Comp Assess | Services | Links

OSOS, Test A | SSN: ***-**-9384 | OSOS ID: NJ002744823 | 1 of 1

Gen. Info | Eligibility | Add'l Info | Pgms/PA | Objective | Work Hist. | Ed/Lic | Skills | Saved Searches | **Activities**

☐	Activity	Activity Date	Office	Staff	Employer	Y/N	Y/N	Y/N
☐	Common Measures Enrollment	06/07/2012	Mercer County One	Novatin, Jacqueline			Yes	
☐	Common Measures Enrollment	08/19/2011	Trenton 1-Stop Car	Administrator, SelfS			No	
☐	Common Measures Enrollment	01/08/2009	Workforce NJ Div o	zz-Forsythe, David			Yes	
☐	Common Measures Enrollment	04/15/2008	Workforce NJ Div o	Novatin, Jacqueline			Yes	
☐	Eligibility Determination	05/01/2020	Burlington 1-Stop C	Novatin, Jacqueline			No	
☐	GA - 28 Day Completion	06/12/2012	Elizabeth 1-Stop C	Novatin, Jacqueline			No	
☐	GA - 28 Day Initiated	06/11/2012	Elizabeth 1-Stop C	Novatin, Jacqueline			No	
☐	GA - Final Report of Non-Compliance	06/12/2012	Workforce NJ Div o	Novatin, Jacqueline			No	
☐	GA - Final Report of Non-Compliance	06/12/2012	Workforce NJ Div o	Novatin, Jacqueline			No	
☐	GA - Non-Compliance Event	06/12/2012	Union Co Div Socia	Bynes-James, Cynt			No	
☐	Individual Employment Plan	05/01/2020	Burlington 1-Stop C	Novatin, Jacqueline			No	
☐	Labor Exchange Enrollment	05/01/2020	Burlington 1-Stop C	Novatin, Jacqueline			Yes	
☐	Labor Exchange Enrollment	09/11/2018	Trenton 1-Stop Car	zz-OnRamp, Trent			No	
☐	Labor Exchange Enrollment	03/06/2017	Trenton 1-Stop Car	zz-OnRamp, Trent			No	
☐	Labor Exchange Enrollment	06/05/2016	Trenton 1-Stop Car	zz-OnRamp, Trent			No	
☐	Labor Exchange Enrollment	06/07/2012	Mercer County One	Novatin, Jacqueline			Yes	
☐	Labor Exchange Enrollment	08/19/2011	Trenton 1-Stop Car	Administrator, SelfS			No	
☐	Labor Exchange Enrollment	01/08/2009	Workforce NJ Div o	zz-Forsythe, David			Yes	
☐	Labor Exchange Enrollment	04/15/2008	Workforce NJ Div o	Novatin, Jacqueline			Yes	
☐	Labor Exchange Registration	11/08/2006	Workforce NJ Div o	Novatin, Jacqueline			No	
☐	Not Hired	10/28/2012	NJDOL Trenton Ce	Administrator, Batc			No	

Delete Activity | Print List | Detail

Save | Start Match | Services | Comp Assess | **Activity** | I.A. Referrals | Correspond | IVR | Ret to Srch | Comments | Tag | Resume | Sched | Message



Plan Development and Use

Step 2: Details about IEP points of engagement should be documented in **Comments in Services.**

The screenshot displays the AOSOS web application interface. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these, a secondary set of tabs includes Customer Search, Customer Detail, Services (highlighted in orange), and Links. The main content area shows details for 'OSOS, Test A.' with fields for SSN (masked as ***-**-9384) and OSOS ID (NJ002744823). A horizontal menu below the header contains tabs for Achievement Objectives, Services, Service History, Enrollments, Outcomes, Empl. Outcomes, Trng. Outcomes, and Comments (highlighted in orange). A large, empty light blue rectangular area occupies the center of the screen, intended for entering comments. At the bottom of this area are buttons for Edit Comment, Delete Comment, Print Comments, and Show Full Comments. The footer of the application contains a row of buttons: Save, Customer Detail, Comp Assess, Comments, and Check Labor Market Information. Two green arrows are overlaid on the image: one pointing from the 'Services' tab in the top navigation bar to the 'Comments' tab in the sub-navigation bar, and another pointing from the right side of the screen to the 'Comments' tab.



Plan Development and Use

Step 3: The paper IEP should be uploaded each time it is updated as an Attachment in the **Attachments tab** in **Comp Assess**.

The screenshot shows the AOSOS system interface. At the top, there are tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are links for Customer Search, Comp Assess, Services, and Links. The 'Comp Assess' tab is selected. Under 'Comp Assess', there are sub-tabs for Employment, Education, Financial, Family, Health, Treatments, Legal, Housing, Transportation, Comments, and Attachments. The 'Attachments' sub-tab is selected. The 'Attachment Type' dropdown is set to 'IEP/ISS'. The 'Upload Attachment' button is visible. Below the form is a table with one row showing an attachment dated 02/22/2021, type IEP/ISS, and staff Singer Quast, Sarah.

Date Added	Attachment	Type	Source	Staff
02/22/2021		IEP/ISS		Singer Quast, Sarah



Plan Development and Use

Step 4: Elements of the IEP may also be recorded and documented in the **Employment Plan** tab in Customer Detail

The screenshot displays the AOSOS Customer Detail page. At the top, there are tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these, a sub-menu shows Customer Detail, Comp Assess, Services, and Links. The main header area displays 'OSOS, Test A', 'SSN:', and 'OSOS ID: NJ006785998'. A green arrow points to the 'CUSTOMER' tab, and another points to the 'Employment Plan' tab in the sub-menu. The Employment Plan tab is active, showing a table with columns for Record Id, Create Admin, and Creation Time. To the right of the table are sections for Demographics (Last Name: OSOS, First Name: Test, County: Monmouth, One-Stop Office, Date) and Work Plan (Reemployment Career Goal, O*Net Title, Barriers). At the bottom, there are buttons for Add, Delete, Print List, Help, Print Record, and Audit. A footer bar contains various navigation links like Save, Start Match, Services, Comp Assess, Activity, I.A. Referrals, Correspond, IVR, Ret to Sch, Comments, Tag, Resume, Sched, and Message.



Plan Development and Use

Step 4: Elements of the IEP may also be recorded and documented in the **Employment Plan** tab in Customer Detail

The screenshot shows the AOSOS Customer Detail page. The top navigation bar includes tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. The CUSTOMER tab is active, showing sub-tabs for Customer Search, Customer Detail, Comp Assess, Services, and Links. The Customer Detail sub-tab is selected, displaying the customer's name (OSOS, Test A.), SSN, and OSOS ID (NJ006785998). The Employment Plan tab is selected, showing a table with columns for Record Id, Create Admin, and Creation Time. To the right of the table are sections for Return Date 2 Reported, Comments, Customer Statement, Customer's Signature, Staff Signature, Customer Outcomes, and Outcomes. At the bottom are buttons for Add, Delete, Print List, Help, Print Record, and Audit.



Additional Resources

NJDOL Policy

NJ Workforce Innovation notices including WD-PY19-8 that outlines specific IEP policy can be found here:

<https://www.nj.gov/labor/wioa/resources/>

AOSOS Training Videos

Specific tutorials about entering Activities and Comments, the tabs in Customer Detail, and the tabs in Comp Assess can be found here:

<https://towork.dol.state.nj.us/aosotrainingmaterials/layouts/15/start.aspx#/>

