

**INDIVIDUAL SERVICE STRATEGY (ISS)/INDIVIDUAL EMPLOYMENT PLAN (IEP)  
(INITIAL/REVIEW/POST)  
ARIZONA@WORK-YUMA COUNTY PROCEDURES**

- **The Individual Employment plan (IEP)** is an individualized career service that is developed jointly by the participant and staff when it has been determined appropriately by staff.
- (Adult/DW)-Development of IEP for Adult/DW participants is considered an Individualized Career Service.
- **For the Title IB Adult and Dislocated Worker Program:** the IEP is a living document and must be updated every month to reflect progress, status, and whenever there is a change.
- **The development of the Individual Service Strategy (ISS)** is a requirement for all youth under WIOA Title 1B Youth Program as it is part of the Design Framework when serving youth participants.
- **For the Title IB Youth Program:** the ISS is a living document and must be updated every month to reflect progress, status, and whenever there is a change. Refer to the State WIOA Youth Program Data Entry & Documentation Procedural Guide.
- The ISS/IEP must coincide with program notes in AJC and services listed on the S&T of AJC.
- A copy of the Initial ISS/IEP is to be provided to the participant.

***Note: Please be advised that although ISS/IEP updates are required on a monthly basis, any changes to a participant's service and training plan must be documented in both the program notes and the ISS/IEP within three business days of the change. Adhering to this timeframe will ensure that all modifications are accurately recorded and will prevent details from being overlooked when the monthly ISS/IEP is due.***

**The ISS/IEP is generated through the Arizona Job Connection System (AJC) under the Employment Plan Tab listed on the Enrollment Details Page.**

Each section of the employment plan is described below indicating the required information to be documented.

AJC EMPLOYMENT PLAN SECTIONS	INFORMATION REQUIRED PER SECTION
<b><u>Occupational Assessment &amp; Career Research:</u></b>	Use this area to document assessments that have been provided to participant as well as any career research participant has conducted/completed or staff has provided. <ul style="list-style-type: none"> <li>● ONET Interest Profiler, My NEXT MOVE, Traitify Assessments, Test of Adult Basic Education (TABE)</li> </ul>

	<ul style="list-style-type: none"> <li>• Occupational Research Packet for identifying career choice</li> <li>• Information on Occupation In Demand</li> <li>• Information on training programs listed on ETPL</li> </ul>
<b><u>Justification for Employment Goal:</u></b>	<p>Use this area if it applies to document the reason for employment goal and the services that will be provided to achieve goal.</p> <ul style="list-style-type: none"> <li>• Work Experience/Internship/ OJT information</li> <li>• Lack of work history, skills, or experience in desired field</li> <li>• Job search assistance, job leads, job referrals, job club/workshops</li> </ul>
<b><u>Justification for Vocational Goal:</u></b>	<p>Use this area if it applies to document the reason for vocational goal and the services that will be provided to achieve goal.</p> <ul style="list-style-type: none"> <li>• Occupational classroom training (i.e. C.N.A., MA, Med. Bill. Cod, CDL, MOS, AWC Cert. Prog. etc...)</li> <li>• Adult Education &amp; Literacy/Secondary school services (i.e. raise basic skill levels, lacks G.E.D./High School Diploma)</li> </ul>
<b><u>Job Seeker Strengths:</u></b>	<p>Use this area to document participant's strengths such as their knowledge, proficiencies, skills, talents, abilities, and transferrable skills.</p> <ul style="list-style-type: none"> <li>• (i.e. high school diploma, G.E.D, college/technical degrees/certificates, etc.)</li> <li>• (i.e. soft skills such as dedicated, determined, honest, creative, disciplined, etc.)</li> <li>• Transferrable skills (i.e. strong communication skills, problem solving, team work, etc.)</li> </ul>
<b><u>Plan for Overcoming Identified Barriers:</u></b>	<p>Use this area if it applies to document resolution for any barriers identified during eligibility or during program participation.</p> <ul style="list-style-type: none"> <li>• Each identified barrier must have a resolution on how barrier will be addressed.</li> <li>• If identified barrier is no longer a barrier, it must be documented why this is no longer a barrier.</li> <li>• If participant has no barriers (Adult/DW Program), an option would be to address the lack of employment, or occupational skills.</li> </ul>
<b><u>Assistive Technology Needs for Achieving Goals:</u></b>	<p>Use this area if it applies when participant has been identified as having a disability and requesting accommodations.</p> <ul style="list-style-type: none"> <li>• (i.e. participant has disability, reasonable accommodation has been requested, see confidential file...)</li> </ul>

	<ul style="list-style-type: none"> <li>In order for accommodation to be provided, participant must request the need of accommodation and complete the Reasonable Accommodation Request Form.</li> </ul>
<b><u>Job Seeker Responsibilities &amp; Agency Responsibilities:</u></b>	<p>Use this area to list participant’s program responsibilities and the agency’s responsibilities with participant.</p> <ul style="list-style-type: none"> <li>List client responsibilities (i.e. commit to program activities, contact assigned staff as necessary to update my progress, inform assigned staff of any changes that might interfere with services, etc.)</li> <li>List agency’s responsibilities (i.e. will monitor participation &amp; progress, coordinate with other agencies/programs as needed to provide services as needed, assist participant with appropriate career guidance, training, etc.)</li> <li>Use this area at time of exit when generating <b>Post ISS/IEP</b>.</li> </ul>
<b><u>Economic Need Statement and Planning:</u></b>	This area is not required to be completed.
<b><u>Required Supportive Services During Active Participation:</u></b>	<p>Use this area if it applies when participant has requested assistance, is in need of supportive services, and has been approved by designated staff.</p> <ul style="list-style-type: none"> <li>List type of supportive service, and the justification for providing supportive service to participant.</li> <li>List any information if participant is receiving supportive services from non-WIOA funds or partner program provider agency.</li> </ul>
<b><u>Post-Employment Needs:</u></b>	Use this area at time of exit when generating <b>Post ISS/IEP</b> to explain how the participant is being exited from the program such as employment/education status.
<b><u>Job Seeker Involvement Statement:</u></b>	This area is not required to be completed.
<b><u>Job Seeker Progress Review:</u></b>	<p>Use this area when the <b>monthly ISS/IEP Review</b> is due for completion <b>along with any other sections of the employment plan that may apply.</b></p> <ul style="list-style-type: none"> <li>List client’s program progress. (i.e. continues to attend GED Classes and part-time employment, etc.)</li> <li>Measurable Skill Gains outcomes</li> </ul>
<b><u>Additional Notes:</u></b>	<p>Use this area for the following.</p> <ul style="list-style-type: none"> <li>List services participant is beginning, ending, revising</li> </ul>

	<ul style="list-style-type: none"> <li>● List any partner program provider agency working with participant</li> <li>● List any changes to participant's name, address, phone number, email address</li> <li>● When participant is exiting the program. (<b><i>part of your Post ISS/IEP</i></b>)</li> </ul> <p><u>Note:</u> AJC Enrollment Details screen/Contact Info. Snapshot must also reflect current participant's name, address, phone number, email address.</p>
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### **Note**

- Career Planning Service and Development of Initial ISS/IEP are services that are both considered transactional services and must be recorded on the Service & Training Plan in AJC as completed the day the activities take place.
- The ISS/IEP Revision Reviews will not be scanned or uploaded into AJC.
- Review the ISS/IEP to ensure all information is correct.
- **A new** "Development of ISS or IEP Service" will be recorded in the participant's Service & Training Plan in the AJC system as a completed service (*transactional*), **only when the participant has had major career pathway and or significant life changes.** These significant/major changes must be recorded in the ISS/IEP under the correspondent areas that apply to the participant as well as case noted:
  - ❖ Justification for Employment Goal
  - ❖ Justification for Vocational Goal
  - ❖ Plan for Overcoming Identified Barriers
  - ❖ Assistive Technology Needs for Achieving Goals
  - ❖ Required Supportive Services During Active Participation
  - ❖ Post-Employment Needs

### **Printing**

- Once the Employment Plan is complete, click Save
- Click on Print
- Select the required sections of the Initial and or Post ISS/IEP
- Click on Print

### **Signatures & Dates on Initial & Post ISS/IEP**

- The Initial and Post ISS/IEP require signatures. Document must be signed and dated by participant and staff on the day the document is created and reviewed with participant.

- Signature lines are provided for the participant and staff to sign and date the document. The participant signs on the first signature line and date; and the staff signs on the second signature line and date.
- The signature dates on Initial ISS/IEP should match with the date of the *“Development of ISS or IEP”* service listed in the Service & Training Plan in AJC; as well with the program note that is created when developing the plan.
- The signature dates on Post ISS/IEP should match with the date of the service *“Development of ISS or IEP”* that is recorded to correspond to the Post ISS/IEP in the Service & Training Plan in AJC; as well with the program note that is created when developing the plan.
- The Post ISS/IEP can only be accepted without a signature if the participant is unavailable and all attempts have been exhausted. Comments on Post ISS/IEP will include *“reason for unavailable for signature”* (i.e. moved from area, lost contact/missing in action and/or incarcerated).

#### **Saving Document**

- Copy of signed Initial & Post ISS/IEP is required to be uploaded into AJC System.