



# LOS ANGELES COUNTY WIA BULLETIN

**NUMBER: IB-DWA-00-008  
SNB-004**

**SUBJECT: INDIVIDUAL EMPLOYMENT PLAN  
(IEP) FOR ADULT PROGRAMS**

**DATE: 6/7/01**

**EFFECTIVE DATE: Immediately**

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**TO: ALL ONE-STOP CAREER CENTERS**

The purpose of this Bulletin is to notify all WIA One-Stop Career Centers of the County of Los Angeles Individual Employment Plan (IEP) for the Adult, Dislocated Worker and Special Needs Services.

The IEP is used to provide intensive services to unemployed workers unable to obtain employment through core services, and to employed workers who need additional assistance to obtain or retain employment. This initial assessment provides preliminary information about the individual's skill levels, aptitudes, interests, and supportive service needs.

The Individual Employment Plan (IEP) is an ongoing strategy jointly developed by the customer and the case manager that identifies the customer's employment goals, the appropriate achievement objectives and combination of services to achieve their individual employment goals.

Attached to this Bulletin are the IEP Policies and Procedures for Los Angeles County Workforce Investment Area and IEP forms.

If you have any questions, please contact Ollie Tate at (213) 738-3623.

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KENNETH KESSLER,  
Acting Chief Deputy

Attachments

## **COUNTY OF LOS ANGELES INDIVIDUAL EMPLOYMENT PLAN POLICY AND PROCEDURES**

### **DEFINITION**

Pursuant to the Workforce investment Act, the Individual Employment Plan (IEP) is an ongoing strategy jointly developed by the customer and the case manager that identifies the customer's employment goals, the appropriate achievement objectives, and the appropriate combination of services for the customer to achieve the employment goals.

The IEP must identify employment goals and take into consideration assessment results for each customer. The IEP must also include benchmarks to evaluate progress regularly.

Completion of the IEP is a joint effort between the case manager and the customer. Each IEP is a reflection of the particular customer's goals and objectives and each IEP is unique.

### **LEGAL REFERENCES**

Requirements for the IEP are given in the DOL regulations (20 CFR 663-245)

### **MANDATORY USE OF THE IEP**

ALL ADULT, DISLOCATED WORKER AND SPECIAL NEEDS CUSTOMERS who have been determined to need additional assistance to obtain or retain employment through core services.

### **REQUIREMENTS OF THE IEP**

The IEP is the repository of all test scores, significant findings, and results relevant to the customer. The IEP should be updated on a regular basis by the case manager and reviewed periodically with the customer to update goals and objectives and the strategies to achieve these, as well as, deal with emergent needs.

The IEP is a combination of three kinds of data: (1) data about the customer, (2) data about the local labor market, and (3) data about community resources that can assist the customer meet his/her employment goals.

Each customer's IEP "service strategy" should be focused to bring all of these elements together in a way that best meets the customer's needs and goals.

A customer's IEP should show the agency's involvement with the customer. Documentation should be as extensive as possible in order to represent each customer's circumstances and justify the IEP service strategy.

The Case Manager and the customer should develop the IEP together. The customer should be made aware of the limitations regarding what the service provider can do for him or her.

Completion of the Certification and Release Authorization is mandatory. The customer can agree or not to authorize the release of information in the IEP.

The physical space provided to any given item on the IEP form is not intended to be an indication of the importance that a case manager should give it. Case managers should try to be as comprehensive as possible in developing and attaching IEP Evaluation Notes and other information deemed necessary as part of the IEP.

### **IEP COMPONENTS**

The IEP consists of four parts that will provide an evaluation of the customer's progress in meeting the objectives of the IEP service strategy, and an evaluation of the progress in reaching these goals and objectives.

- (1) Customer Background** ▾ To be completed by the customer and the case manager.
- (2) Personal Strengths and Skills Inventory** ▾ To be completed by the case manager after the objective assessment is administered to the customer.
- (3) Goals and Service Plan** ▾ To be completed by the case manager and the customer to determine strategy to meet the needs and interests documented as a result of the objective assessment.
- (4) Progress Notes** ▾ To be completed by the Case Manager to evaluate the progress of the customer during the program and after the program ends.