



CHICAGO COOK
WORKFORCE PARTNERSHIP

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IEP/ISS Refresher Webinar

March 9, 2021

Tech Check



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Good Afternoon,

Please confirm that you can hear and see screen by introducing yourself in the chat box.

Your lines are muted. Please enter questions in the chat box and we will answer.

Presenters

Dora Randle
Regional Manager

Zaida Chaidez
Project Coordinator

Michael Balcsik
Director of Program Monitoring

Anne Hogan
Occupational Training Manager

Agenda



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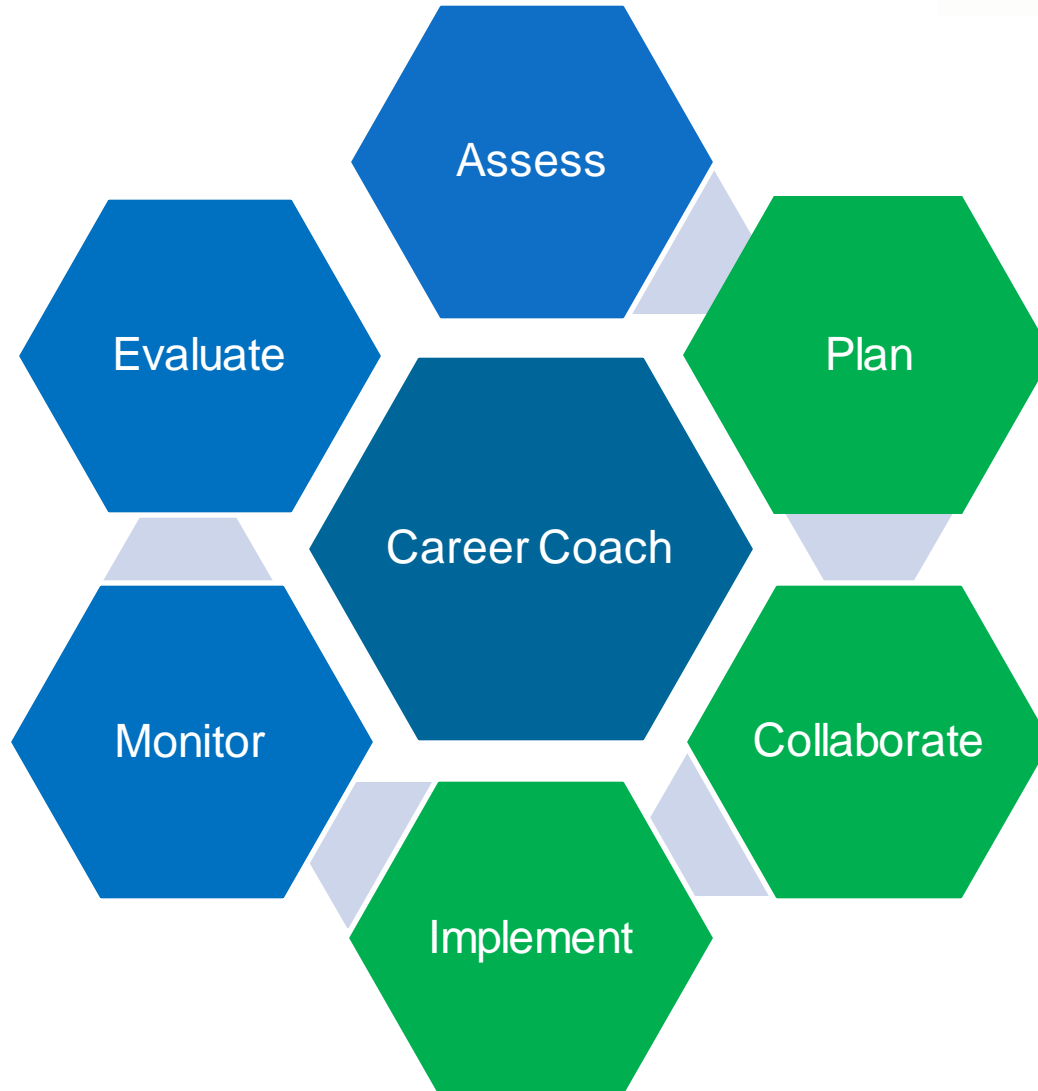
- Welcome & Meeting Logistics
- Purpose of Webinar
- What is an IEP/ISS?
- Key Elements
 - Objective Assessments (Re-Cap)
 - Career Exploration Resources (Re-Cap)
 - Goal Setting Suitability
 - Skills Inventory Worksheet
 - IEP/ISS Development
 - Activities/Services
 - Case Notes (Coming Soon)
- IEP/ISS Career Connect Demo
- Q&A

Re-Cap: Continuum of Career Coaching



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What is an IEP/ISS?



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- An individualized career service that is jointly developed by the Career Coach and the Participant
- An on-going service strategy plan to identify employment and/or educational goals
- A living document reviewed on a regular basis and updated whenever a change is made to the Participant's plan

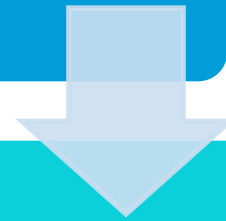
Key Elements



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Assessments



Career
Exploration



Goal Setting

Assessment

- The Objective Assessment Summary (OAS) must be completed before the IEP/ISS can be developed
- The OAS should be used to help tell a story by gathering appropriate information
- Barriers or deficiencies identified in the assessment **MUST** be addressed in the IEP/ISS
- A robust assessment case note **MUST** be entered in Career Connect

Career Exploration

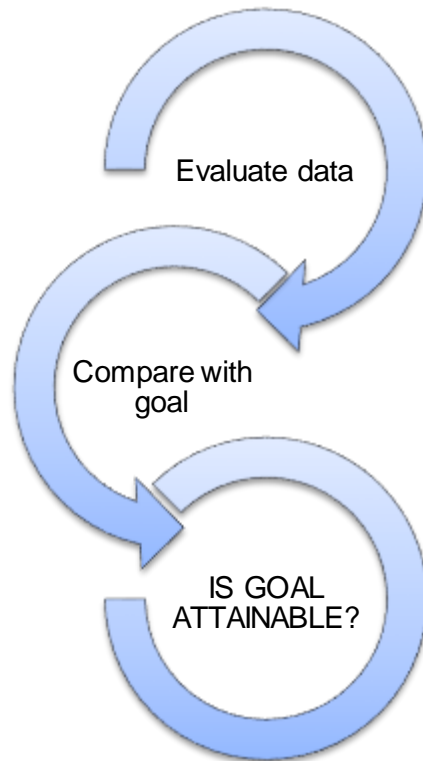


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- A self-assessment tool to learn about various occupations
- Identifies skills required for occupations, interests, educational requirements for a specific occupation
- Required for all Participants
- The results will help the Career Coach form a better assessment of the Participants interests and goals
- Must be completed before the IEP/ISS is formed

Goal Setting



- Evaluate the participant's assessment information and exploration outcomes and compare to the customer's workforce goal
- What are the requirements in today's market to meet the goal?
- A Career Coach may need to conduct additional research to ensure all requirements are present
- This process leads the Career Coach and Participant to understand what gaps or barriers will need to be faced and whether the goal is attainable

IEP/ISS Skills Inventory Worksheet (SIW)



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- Tool used to assist career coach and participant identify actions needed to access barriers to employment:
 - Employment Skills Gap
 - Basic Skills Assessment
 - Barriers Assessment
 - Supportive Service Needs

- Actions identified will be recorded in the IEP/ISS in the Objectives Tab



Key Elements



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IEP/ISS Development



Objective (Action
Steps)



Program
Activities/Case Notes

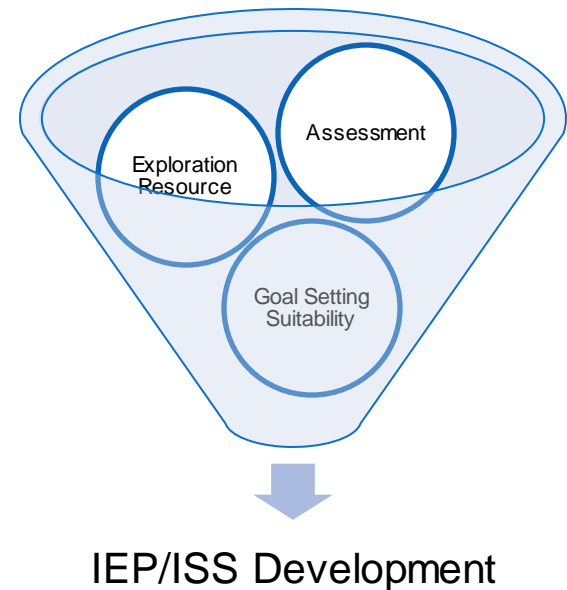
IEP/ISS Development



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- If goal is attainable, the steps or objectives of the IEP/ISS are developed
- **IMPORTANT** – Justify the objective in a narrative directly in the comment box of the IEP/ISS
- Once agreed upon, the IEP/ISS is signed and a copy is given to the participant and placed in the file



Objective (Action Steps)



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General Information:

Plan ID: 6375
User ID: 260597
Name: Smith,Pat
Plan was started on: 10/18/2019
Plan was started in office location: South Suburban College (7155)
Plan closed on:

Goals and Objectives Established:

Goal # /Goal ID	Program Affiliation (s)	Type of Goal	Term of Goal	Date Established	Estimated Date of Completion	Actual Completion Date	Status
1/9336	WIOA	Employment	Long Term	10/18/2019	12/31/2019		Open

Goal Description: To obtain Employment as a Truck Driver.

Comments:

Objectives to Goal #1

Objective	Date Established	Review Date	Program	Staff	Status
Support Service-Transportation Assistance	10/18/2019	12/02/2019	WIOA	Chevali, Kristen	Open

Comments: Justification: Customer requires bus fare assistance, currently not working and will need to get back and forth to training.

Attend Job Readiness Workshop	10/18/2019	10/25/2019	WIOA	Chevali, Kristen	Open
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Comments: Justification: Customer's resume needs updating and customer needs tips and practice on interviewing and on-line job search for current market.

Activities/Services

- A service to represent the assessment and exploration resource needs to be opened
- The following services can be opened to show an assessment and a exploration resource was administered:
 - **Career Planning-** Provision of individualized counseling to clients to assist them in determining whether or not their existing skills are in demand in the local economy. If marketable skills are found to exist, the client should be directed to activities which assist him/her in obtaining job search skills or locating potential employment opportunities. If marketable skills do not exist, the client should receive information about skills which are in demand, the training needed to obtain employment in these occupations, and training assistance which can be provided by the WIOA program
 - **Workforce/LMI/Targeted Occupational Profile-** Workforce Information includes The Partnership's Targeted Occupational Profiles (TOPS) as well as providing information on state and local labor market conditions; industries, occupations, and characteristics of the workforce; area business identified skills needs; employer wage and the benefit trends; short- and long-term industry and occupational projections; dynamics information such as workforce availability; business turnover rates; job creation; and job identification of high growth and high demand industries.
- **IEP/ISS Development Service MUST be opened on the date the plan is established**

Case Notes



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- Each activity/service requires a case note and needs to connect back to the IEP/ISS objective. The case note must include details regarding the participant's progression in the open activity.
- A case note should have the opened activity/service in the subject line.
- Review the IEP/ISS and Case Note Procedures for sample case notes

IEP/ISS Procedures



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- Step by Step Instructions in developing and managing IEP/ISS
- Sample Scenarios
- Suggested Assessments
- 14 Youth Elements
- Pre-Defined Objectives

Career Connect Demo



Up Next....

- Case Note Guide Training on March 11, 2021



Please Note: This Webinar is from 2:00 to 3:30 pm



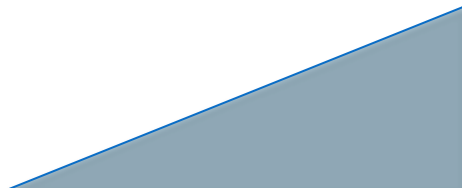
Registration links are available on the Helpdesk: <https://workforceboard.zendesk.com/hc/en-us/articles/360056398132-WIOA-Case-Management-Training-Series-Registrations>

Questions and Answers



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Thank
you!