

COMMONWEALTH OF KENTUCKY
DEPARTMENT OF WORKFORCE DEVELOPMENT

GUIDANCE NAME: Individual Employment Plan (IEP), Individual Service Strategy (ISS), & Customized Labor Market Information (LMI)
GUIDANCE NUMBER: 24-003
ISSUE DATE: November 1, 2024
EFFECTIVE DATE: November 1, 2024

APPLIES/OF INTEREST TO: Kentucky Career Center (KCC) Staff, Local Workforce Boards, and Local Workforce Development Area (LWDA) staff.

POINT OF CONTACT: Division of Technical Assistance at compliance.unit@ky.gov.

PURPOSE: This guidance describes the purpose and components of the required Individual Employment Plan (“IEP”) and Individual Service Strategies (“ISS”) in accordance with the Workforce Innovation and Opportunity Act (“WIOA”).

DEFINITIONS:

IEP: A document that shall identify a set of achievement objectives and a mix of services necessary for an individual to reach one or more employment goals. It is developed from a combination of assessments, career planning, and workforce information.

- IEP is unique to adult, dislocated workers, and employment service programs.
- An IEP can be developed from a single in-depth interview, evaluation, or assessment or the culmination of multiple interviews, evaluations, and assessments.
- The content of the IEP should be a roadmap describing the agreed-upon plan of action an individual will take to reach their career objectives.

ISS: A document that develops service strategies for youth. It shall identify career pathways that include education and employment goals (including, in appropriate circumstances, non-traditional employment), appropriate achievement objectives, and appropriate services for the participant taking into account the assessment conducted, except that a new service strategy for a participant is not required if the provider carrying out such a program determined it is appropriate to use a recent service strategy developed for the participant under another education or training program.

Career Planning: The term "career planning" means the provision of a client-centered approach in the delivery of services, designed to:

- Prepare and coordinate comprehensive employment plans (such as service strategies, individual employment plans, training plans, etc.) for individuals to ensure access to necessary workforce investment activities, using where feasible, computer-based technologies; and
 - Provide job, education, and career counseling, as appropriate, during a program participation and after job placement.
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PROCEDURAL GUIDANCE: As a foundational tool, the IEP not only identifies employment goals and objectives but also guides the development and documentation of a tailored strategy for career seekers to achieve those goals. It is a comprehensive document that plays a pivotal role in charting the course for each career seeker's journey toward meaningful employment. The IEP/ISS is completed prior to enrollment of career training services.

An IEP/ISS is composed of several different elements:

A. Labor Market Information (LMI)

- Local and country-wide labor trends, job openings, projected growth sectors, etc.
- As a part of the IEP/ISS, staff can use O*Net Online to provide the information needed for the LMI section under the IEP. See Attachment A: Using O*Net Online for LMI and Attachment B: Using Kentucky Center for Statistics (KYSTATS) for LMI.

B. Industry Sectors

- The IEP should tailor its strategies to align with specific sectors as outline in state plan and local/regional plans. By understanding industry-specific requirements and expectations, participants are better equipped for success.

C. Career Seeker Strengths

- What do the career seekers identify as their strengths? This section allows career seekers to identify any strengths that they want the Kentucky Career Center to know, as well as to allow them to participate in the process of creating the IEP.

D. Goals and Challenges

- A crucial component of the IEP is to clearly define the customer's career goals, revealing a concrete direction the career seekers want to follow.

E. Stressors and Challenges

- Similar to the registration, the IEP should also list any potential stressors and challenges a customer may face both personally and professionally. By addressing these concerns, the Kentucky Career Center can create a supportive environment for career seekers' journeys, stay informed on how to help, and tailor services for career seekers.

This IEP shall identify the following:

- The career seeker's career goals.
- Any barriers to employment faced by the career seeker.
- The career seeker must lack the marketable credentials needed for self-sufficient and sustainable employment in the local area. The documented lack of a suitable credential

and/or skills must be entered into the client's IEP or Need to Training Criteria section.

The IEP or ISS should be reviewed at least every 90 days to evaluate the progress in meeting the achievement objectives outlined in the plan and must be updated to reflect any changes. Updates to the IEP or ISS and case notes should be used as instruments to record the progress of the IEP or ISS and any changes to the plan. For WIOA youth, the ISS must also contain a follow-up strategy after the individual's achievement objectives have been met.

- Eligibility to receive an individual employment plan for adult and dislocated workers: An IEP is an individualized career service that may be provided to any individual who has received a full Workforce Innovation Opportunity Act (WIOA) Title I eligibility determination. An individual employment plan is developed jointly by the individual and staff and must include the following:
 1. Identification of career goal(s),
 2. Appropriate achievement objectives to reach the identified goal(s),
 3. Appropriate combination of services for the individual to achieve the career goal(s),
 4. Information on eligible providers of work/internship experience or training services and
 5. Career pathways to attain career objective(s).
- Individual service strategy requirement for youth programs – An ISS is similar to an IEP but is an activity unique to WIOA youth-funded programs. Development of an ISS is required for an individual as a condition of eligibility for WIOA youth programs. An ISS must be completed to receive services under any WIOA youth-funded program element and must be developed based on needs identified in an objective assessment. An ISS must include:
 1. A direct link to one or more of the 14 program elements,
 2. Identification of career pathways that include education and career goals,
 3. Career planning and
 4. Prescribed achievement objectives and service strategy.

REFERENCES:

- TEGL 19-16, Attachment II
 - 20 CFR 681.320(3), 681.420(2)
 - 20 CFR 680.210(b)
 - 20 CFR 678.430(b)(2)
 - Workforce and Innovation Opportunity Act of 2014, Pub.L. 113-128, Title I and II, Sections 3, 129, and 134.
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Attachment A: Using O*Net Online For LMI

As part of creating an IEP, staff will need to provide customized LMI to career seekers during their one-on-one IEP session. LMI is a collection of data that provides statistical insights into the economic conditions of a specific region. It encompasses a range of information, including job openings, the number of individuals seeking specific positions, and earnings information for federally coded job titles. Using LMI, you will provide participants with information about what they should expect from the job they will apply for.

Staff use LMI to answer key questions related to a career seeker search, including the following:

- How much can I expect to earn in a specific job?
- How many openings are available for a specific job in my local area?
- What kind of training is necessary to secure that job?
- Will the profession I'm considering experience future growth or obsolescence in the coming years?
- What kind of tools would I be expected to use at this job?
- Are there any other jobs that might be similar to the jobs I'm applying to?

O*Net Online is a comprehensive LMI database that provides a wealth of information about various occupations across the country, including wages, work requirements, and more. O*Net Online is also free to any career seeker who wishes to use the resource. Follow the steps below in order to gather and record LMI data from O*Net Online:

1. Go to [O*Netonline.org](https://www.onetonline.org) on your web browser.
2. Type in the career seeker's desired occupation.
3. Find and click the entry that matches.
4. Review the page with the career seeker.
5. Find 'Wages & Employment Trends' (see example below).

Wages & Employment Trends

Median wages (2022) \$21.55 hourly, \$44,820 annual

State wages

Local wages

Employment (2022) 371,000 employees

Projected growth (2022-2032) ■■■■ Faster than average (5% to 8%)

Projected job openings (2022-2032) 55,100

State trends

Top industries (2022) [Health Care and Social Assistance](#)

Figure 1. Example of Wages and Employment Trends Screen

1. Type in the career seeker zip code into 'Local Wages' and press 'Go'
2. You will see the wages screen for local and state wages (see example below)



Figure 2. Example of Local Wages Screen

3. Write down the average annual and hourly wages in the location in which the career seekers reside (see: West Kentucky nonmetropolitan area)

4. Go back to the Wages and Employment Trends screen, find State Trends, click Select a State, Click Kentucky, and Press 'Go.' You will see the screen below:

Kentucky Employment Trends

31-9091.00 - [Dental Assistants](#)  Bright Outlook

View trends for state:

In Kentucky:

Employment (2020)	3,470 employees
Projected employment (2030)	3,850 employees
Projected growth (2020-2030)	11%
Projected annual job openings (2020-2030)	460

In the United States:

Employment (2022)	371,000 employees
Projected employment (2032)	396,700 employees
Projected growth (2022-2032)	 7% Faster than average
Projected annual job openings (2022-2032)	55,100

1. Review the projected annual job openings in Kentucky (in this example, 460) and projected growth by percentage (in this example, 11%).
2. When you are back in the IEP with the participant, click IEP on the Active Workforce Case, go to LMI, press Edit, and click 'Yes' to 'Reviewed the current LMI?'
3. An example comment under the LMI header in the 'IEP' tab could look something like the following:
"Dental Assistants; Lexington-Fayette area avg. Annually 41,420, avg. July 19.92, projected. Growth annually of 460 is projected. growth percentage 11%"
4. Additionally, if applicable, you will click 'Yes' to "Does the LMI indicate marketable skills?" and "Based on the current labor market." If you press 'No,' you will be asked to explain.

TIP: As a requirement for the completion of the IEP, you are required to record the LMI pulled from O*Net Online in the comments section that reads, "Have you assisted the Citizen in reviewing the current LMI?" Please record the average annual wages, average hourly wages, the projected growth of a position in percentage, and the projected annual number of openings in the comment section.

Attachment B: Using KYSTATS For Labor Market Information

The Kentucky Center for Statistics (KYSTATS) collects and links data to evaluate education and workforce efforts in the Commonwealth and compiles its findings into user-friendly dashboards. The Occupational Outlook Dashboard and the Kentucky Future Skills Report are great resources for career seekers. The Occupational Outlook Dashboard shows long-term occupational projections for Kentucky and its Local Workforce Areas. The Kentucky Future Skills Report allows users to explore medium-term (five-year) demand by occupation, as well as the historic supply of credentialed workers. The instructions for accessing both dashboards are below.

Follow the steps below to view Occupational Outlook data from KYSTATS:

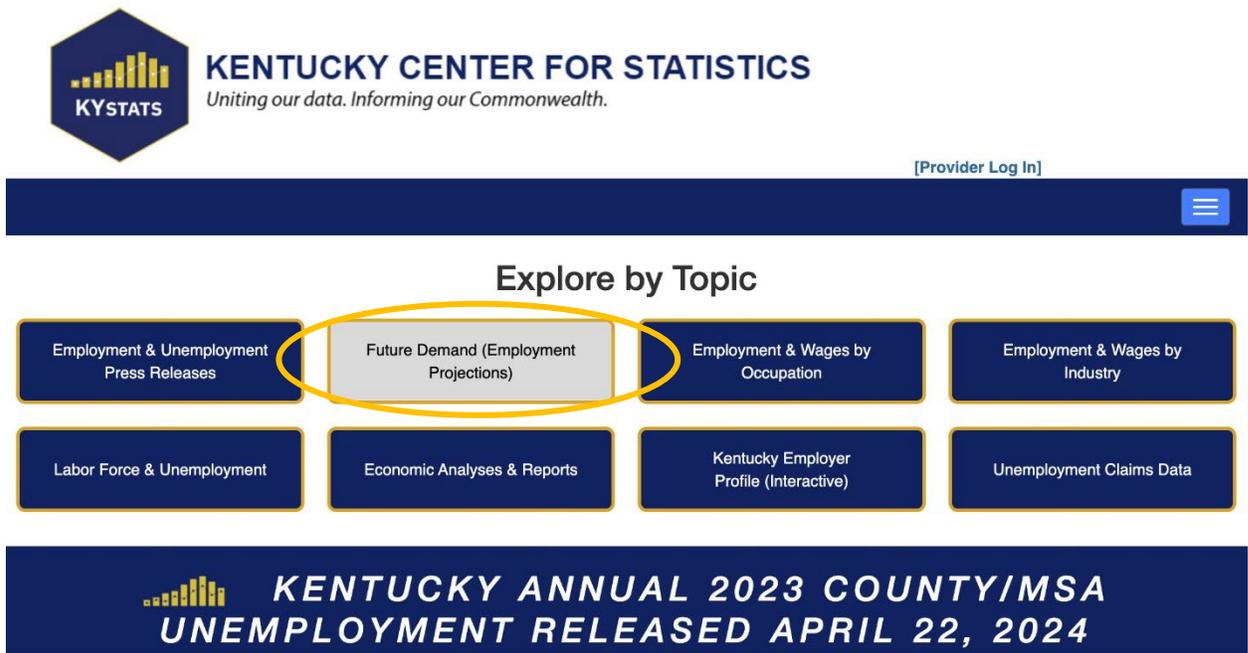
1. Go to <https://kystats.ky.gov/> on your web browser.

The screenshot displays the KYSTATS website homepage. At the top left is the KYSTATS logo, a blue shield with a yellow bar chart and the text 'KYSTATS'. To its right is the text 'KENTUCKY CENTER FOR STATISTICS' in a large, bold, blue font, with the tagline 'Uniting our data. Informing our Commonwealth.' below it. A navigation menu is located below the logo, containing links for 'About KYSTATS', 'Reports', 'Labor Market Information', 'Request Data', 'Blog', and 'Resources'. On the right side of the navigation bar, there is a '[Provider Log In]' link and a search box with the text 'Search' and a magnifying glass icon. The main content area features a large banner for the 'CIVILIAN LABOR FORCE REPORT' with the subtitle 'How many Kentuckians are working?' and a 'FULL REPORT' button. The banner includes various data visualizations such as line charts, bar charts, and a donut chart. Below the banner, there is a section for 'JULY 2024 COUNTY/MSA UNEMPLOYMENT RELEASED' and a 'Stay Connected' button with an envelope icon. The number '4' is visible in the bottom right corner of the banner area.

- Click "Labor Market Information" at the top.



- Click "Future Demand (Employment Projections)."



4. Click "Occupational Outlook."



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Future Demand (Employment Projections)

With funding and support from the United States Employment and Training Administration (ETA), KYSTATS produces estimates of how occupations are expected to change over time. This includes the number of job openings expected to be generated from economic growth, workers exiting the workforce, or workers transferring to new occupations. Estimates are produced for five and ten year horizons.

File	Contents
Occupational Outlook	This interactive dashboard explores 2021-2031 long-term occupational projections for Kentucky and its Local Workforce Areas, augmented with education and training requirement data.
Kentucky Future Skills Report	A dashboard designed to allow users to explore medium-term (five year) demand by occupation, as well as the historic supply of credentialed workers.
2022-2032 KY Occupational Outlook (Estimates)	Long-term occupational projections estimates at the statewide and Local Workforce Area levels.

5. Select a Workforce Area or Kentucky.



OCCUPATIONAL OUTLOOK (2021-2031)

The Occupational Outlook Dashboard is designed to offer insight into projected occupational employment in the state of Kentucky. Select any Local Workforce Area to filter summary estimates for 2021-2031 occupational projections. For a full list of specific occupations and their associated estimates, click 'Full Occupation Listing' to proceed. This dashboard is powered by the Kentucky Center for Statistics. Those using screen readers may need to click the enter key to select options in filters. This dashboard is best viewed on a desktop computer. If you have any questions regarding accessibility, please contact kystats@ky.gov. Follow us @KYSTATS on social media.

An alternative, accessible format in Excel is available for download here:

<https://bit.ly/OccOutData-24>

Technical documentation can be found in PDF form here:

<https://bit.ly/OccOutTechNotes24>

Overview
Full Occupation Listing

Select Local Workforce Area To Filter View

Kentucky

Kentucky

Bluegrass

Cumberlands

EKCEP

Green River

Kentuckiana Works

Lincoln Trail

Northern Kentucky

South Central

TENCO

West Kentucky



114,877

6. Click "Full Occupation Listing."

KYSTATS The Occupational Outlook Dashboard is designed to offer insight into projected occupational employment in the state of Kentucky. Select any Local Workforce Area to filter summary estimates for 2021-2031 occupational projections. For a full list of specific occupations and their associated estimates, click 'Full Occupation Listing' to proceed. This dashboard is powered by the Kentucky Center for Statistics. Those using screen readers may need to click the enter key to select options in filters. This dashboard is best viewed on a desktop computer. If you have any questions regarding accessibility, please contact kystats@ky.gov. Follow us @KYSTATS on social media.

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Overview **Full Occupation Listing**

Select Local Workforce Area To Filter View
 Bluegrass

Total Openings by Local Workforce Area

Breakout of Total Openings

Individuals leaving the workforce (Exits) or moving on to work in another occupation (Transfers) are both examples of events that can create job openings. Overall economic growth (Change) can also create openings.

The sum of Total Openings in the map will not sum to the total for the state due to suppression.

Educational Attainment

Educational Attainment Selection (All) **Attainment Percentage Wage Selection** \$40,180 (KY Median Wage All Occupations) **Cumulative Percentage of Openings Above Kentucky Median Wage**

Total Openings by Educational Attainment

Master's Degree or Higher	13,781
Bachelor's Degree	74,973

Attainment Percentage Earning More Than: \$40,180 (KY Median Wage All Occupations)

Master's Degree or Higher	96.6%
Bachelor's Degree	98.4%

Cumulative Percentage of Openings Above Kentucky Median Wage

All Attainment Levels	100.0%
Master's Degree or Higher	6.2%
Bachelor's Degree	34.8%

7. Enter the desired occupation into the keyword field.

KYSTATS OCCUPATIONAL OUTLOOK (2021-2031)

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Overview **Full Occupation Listing**

Local Workforce Area: Kentucky Typical Education Required: All Group: All **Keyword**

The three tables below provide the categories and definitions for education, experience, and training columns in the Occupation Table.

Typical Education		Typical Experience		Typical Training	
1	Doctoral or professional degree	1	5 years or more	1	Internship/residency
2	Master's degree			2	Apprenticeship
3	Bachelor's degree			3	Long-term on-the-job training
4	Associate degree				

8. Print and share the results with the career seeker.

Follow the steps below to view Occupational Profiles from KYSTATS:

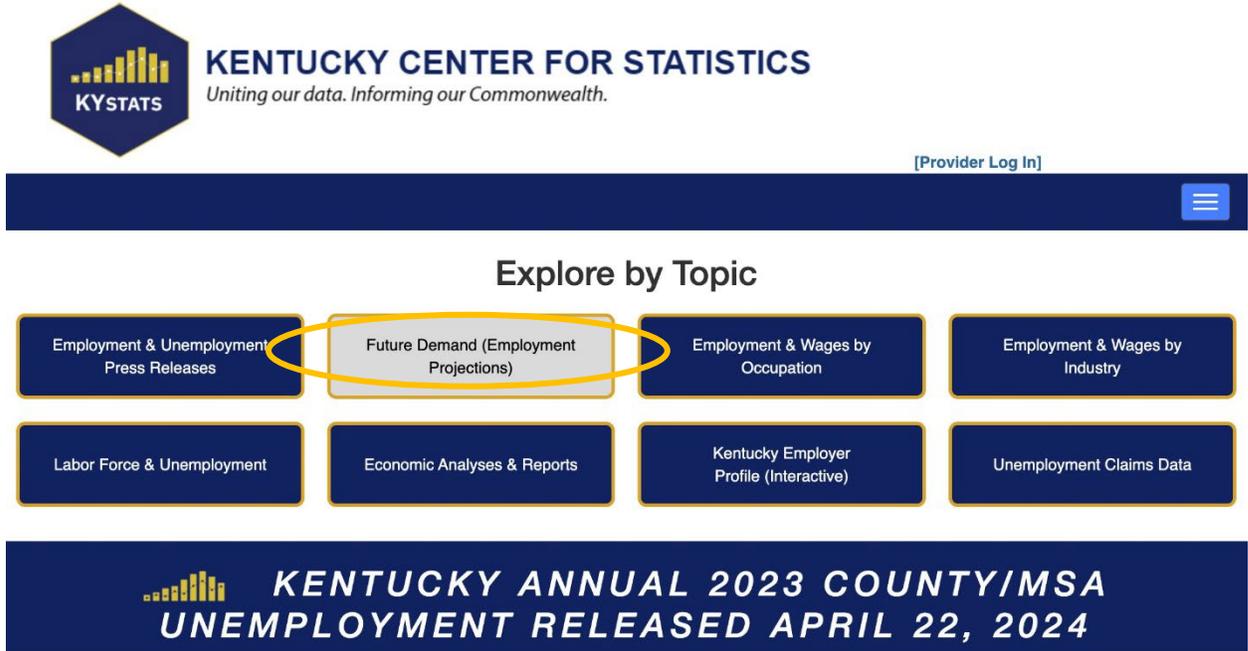
9. Go to <https://kystats.ky.gov/> on your web browser.



10. Click "Labor Market Information" at the top.



11. Click "Future Demand (Employment Projections)."



KYSTATS
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Explore by Topic

- Employment & Unemployment Press Releases
- Future Demand (Employment Projections)**
- Employment & Wages by Occupation
- Employment & Wages by Industry
- Labor Force & Unemployment
- Economic Analyses & Reports
- Kentucky Employer Profile (Interactive)
- Unemployment Claims Data

KENTUCKY ANNUAL 2023 COUNTY/MSA UNEMPLOYMENT RELEASED APRIL 22, 2024

12. Click "Kentucky Future Skills Report."



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Future Demand (Employment Projections)

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2022-2032 KY Occupational Outlook (Estimates)	Long-term occupational projections estimates at the statewide and Local Workforce Area levels.

13. Click "Occupational Profiles."

KENTUCKY FUTURE SKILLS REPORT

This dashboard is powered by the Kentucky Center for Statistics. Those using screen readers may need to click the enter key to select options in filters. This dashboard is best viewed on a desktop computer. If you have any questions regarding accessibility, please contact kystats@ky.gov. Follow us @KYSTATS on social media.

An alternative, accessible format in Excel is available for download here: <https://bit.ly/KFSR-PAF-2024>

Technical documentation can be found in PDF form here: <https://bit.ly/KFSR-TechNotes-2024>

Five-Year Historic Supply (2017-2021) by Local Workforce Area (LWA)

Historic supply refers to credentials or credentialed people between the above timeframe. *Credentials* are the total number of credentials issued within each area and credential category. Some people may have earned more than one. *Credentialed People* are unique counts of individuals earning a specific credential and are only counted once in each region or credential category.

Select Credentials or People with Credentials to filter the dashboard: People with Credentials

Select an Area to filter the dashboard: Kentucky

14. Select a Specific Occupation.
 a. Select a region, if applicable.

KENTUCKY FUTURE SKILLS REPORT

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An alternative, accessible format in Excel is available for download here: <https://bit.ly/KFSR-PAF-2024>

Technical documentation can be found in PDF form here: <https://bit.ly/KFSR-TechNotes-2024>

Five-Year (2022-2027) Future Demand - Occupational Profiles

This dashboard allows users to dive deeper into projection metrics for specific occupations. Visit <https://kystats.ky.gov/KYLM> to download labor market information.

Select an occupation group (optional): (All)

Select a specific occupation: **Actors**

Select a region: Kentucky

Key Metrics for Actors in the Kentucky Area

Demand: 45

Percent Change

Typical Entry

- Accountants and Auditors
- Actors
- Actuaries
- Adhesive Bonding Machine Operators and Tenders
- Administrative Law Judges, Adjudicators, and Hearing Officers
- Administrative Services Managers
- Adult Basic Education, Adult Secondary Education, and English as a Second Language Instructors
- Advertising and Promotions Managers
- Advertising Sales Agents
- Aerospace Engineers
- Agents and Business Managers of Artists, Performers, and Athletes
- Agricultural Equipment Operators
- Agricultural Inspectors
- Agricultural Sciences Teachers, Postsecondary
- Agricultural Technicians

15. Print and share the results with the career seeker.