



WS 23-02
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To: Career Offices
NextGen Youth Services

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Subject: Individual Employment Plans (IEP)

Purpose

To provide guidance on individual employment plans for Workforce Solutions' customers.

This issuance supersedes other guidance on entering employment plans in The Workforce Information System of Texas (TWIST).

Background

Workforce Solutions uses employment plans to develop a plan of action to help customers become self-sufficient or obtain a better job or career. The employment plan serves as a written agreement between Workforce Solutions and the customer and includes timelines and support services required for the customer to gain employment.

We always involve the customer in developing the employment plan and tailor the goals and actions to the customer's needs. The employment plan should include responsibilities for both the customer and Workforce Solutions staff and must be updated as the customer achieves goals and completes action steps.

Action

Ensure all staff are aware of the following information related to developing and entering employment plans for customers:

1. Developing an Employment Plan

At a minimum, employment plans should include:

- A specific employment goal;
- A strategy to address challenges to employment;

- A detailed step-by-step description of activities that the customer will perform and/or participate in;
- Time frames for the start and completion of each activity; and
- Specific dates on which Workforce Solutions staff will follow up with the customer to evaluate each activity, provide additional assistance, and make any necessary adjustments.

2. **When to Use Employment Plans**

An employment plan is required for customers in the following situations:

- Customers participating in Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) who move into any activity other than job search or employment;
- Customers participating in Temporary Assistance for Needy Families/Choices (TANF/Choices) who move into any activity other than job search or employment;
- Customers outreached for Reemployment Services and Eligibility Assessment services (RESEA); and
- Customers receiving substantial financial aid.

Workforce Solutions staff can also use an employment plan for any customer who may benefit from it.

3. **Data Entry**

Effective June 26, 2023, Workforce Solutions staff are required to enter individual employment plans for new customers receiving services under the following in WorkInTexas.com (WIT):

- SNAP E&T
- TANF/Choices
- Noncustodial Parent Choices (NCP)
- RESEA
- Trade Adjustment Assistance (TAA)
- Workforce Innovation and Opportunity Act (WIOA)

Workforce Solutions staff should review the [desk aid](#) for steps on completing an individual employment plan in WIT.

Notes:

The following customers are not required to have an employment plan in WIT:

- Customers receiving services under Adult Education and Literacy (AEL),
- Customers receiving services under Vocational Rehabilitation Services (VRS), and
- Customers who are not authorized to work in the U.S.

For customers who are not authorized to work in the U.S. and require an employment plan, Workforce Solutions staff must enter a TWIST Service Plan.

Workforce Solutions staff working with customers receiving service under TAA are still required to complete an Individual Employment Plan/Reemployment Plan (IEP/REP).

Workforce Solutions staff must enter service 68 – *Employability Development Plan* in TWIST Service Tracking and a corresponding TWIST Counselor Note when entering, updating, or closing an employment plan in WIT.

4. Current Customers

Workforce Solutions staff will have ninety (90) days to transfer employment plans from TWIST to WIT for current customers participating in any of the programs listed in number three (3) above.

If there are no changes to the employment plan, Workforce Solutions staff are not required to enter service 68 – they should document that the customer’s employment plan was transferred from TWIST to WIT in a TWIST Counselor Note.

Workforce Solutions staff must enter a service 68 – *Employability Development Plan* and a corresponding TWIST Counselor Note when entering, updating, or closing an employment plan in WIT for current customers.

5. Wagner-Peyser (W-P)

All customers must be enrolled in W-P and have a complete W-P application in WIT to have an employment plan in WIT.

Questions

Staff should first ask questions of their managers or supervisors. Direct questions for Board staff through workforcepolicy@wrksolutions.net.