

Documentation

Documentation of program activities and eligibility criteria is extremely important in the delivery of WIOA services. Greater Nebraska (GN) utilizes NEworks and On Base (ECM) to document the client's eligibility, service strategy, funding, individual employment plan (IEP), etc. The documentation requirements of program activities is one of the more important issues that career planners must adhere to.

Without adequate documentation, audit findings may result in disallowed grant costs, which may require repayment to the federal grant office or will result in monitor findings which require a corrective action plan and subsequent corrective action. Efforts to resolve audit or monitor review findings require an exorbitant amount of staff time and other costs to correct the identified problems.

NEworks

NEworks is GN's management information system. NEworks is the system of record for GN with regard to Federal reporting. Career planners are required to create the WIOA application and provide ongoing case management services utilizing the NEworks system.

The following records and data are captured and stored exclusively in NEworks:

- WIOA application
- Eligibility determination
- Participant enrollments
- Exits and follow ups
- Case notes

Opening a WIOA Application

To create the WIOA application, expand Staff Profiles > expand Case Management Profile > select Programs > Create Title 1- Workforce Development (WIOA) Application > navigate through the application utilizing the enrollment checklist to complete the application.

Follow Section 3 Enrollment to complete the application.

Opening an NEworks Activity

There are seven tabs that must be completed when opening an NEworks activity. In the WIOA application, expand the *Activities / Enrollments/ Service tab* > select *Create Activity/ Enrollment/ Service* > navigate through the wizard to open the activity > select *Finish*.

If you need to exit the wizard while in the process of opening the activity, you may select *Exit Wizard* on the bottom left of the page to exit the activity without completing it. This will save the information you have already entered, but allow you to exit without completing the remaining tabs. Ensure you go back and complete the wizard to actually open the activity.

1. General Information

Customer Program Group- Select the program providing the service. For participants enrolled in only one program (Adult, DLW, Youth), this will always be the program they are enrolled in. For participants co-enrolled in the Adult, DLW, or Youth programs, you would select the program providing that specific service. Example: The DLW program is paying for the participant's training, you would select DLW. If the Adult program is providing the initial assessment, you would select Adult.

Office Location- Select your office location

Grant- If a discretionary grant is available and you are time charging to it (Example: TET), you may select that grant to provide the service. Otherwise, leave blank.

WIOA or Non-WIOA Partner Program- Leave box unchecked

Activity Code- Select the activity code for the activity you are providing (102, 300, 425). Activity codes are included with each activities description in this manual.

Projected Begin Date- Enter the date you expect the activity to begin. This can be the same date as the Actual Begin Date.

Note: Ensure you set a reminder to notify you on the Actual Begin Date. If you do not enter the actual begin date within 30 days of the start of the activity, the activity will system close.

Actual Begin Date- The first date of the activity. Example: If the participant is job searching, this is the day you begin assisting them with job searching. For training, this is the first day of their training.

Projected End Date- The date you expect the activity to end. For training activities, this would be the expected last day of training. For other activities, this date will vary based off the participant's individual need. The Projected End Date can be modified as needed.

Any Classes Attended through Distance Learning- Select yes or no

Participant has been issues an ITA and the ITA will pay for this service- ITAs are only issued for 300 and 416 activities. When opening a 300 or 416 activity select yes. Otherwise, select no.

Staff Information- This section will auto-populate based off the information in the application. At this time, you may add a case note to correspond with the activity or you can add the case note after you open the activity.

2. Service Provider

Provider- The agency providing the service. For most basic and individualized career services this will be Nebraska Department of Labor (NDOL), but these services can be provided by any partner program. For OST activities this will be the school the student is attending. For an OJT activity, this is the employer. Work Experience (WE) and Transitional

Job (TJ) activities provider will be NDOL. If the provider isn't included in the list, complete the Adding a Provider to NEworks process below.

Note: You can still open the activity without completing this tab. Ensure you complete the tab after the provider is added.

Service, Course or Contract- Select the corresponding Service, Course or Contract for the activity. Service, Course or Contract information is included with each NEworks activity code in this manual.

Provider Location- The service provider's location, providing this specific activity. For NDOL, select your office location. For employers/ partners with multiple locations, select the location the participant is attending/ working with.

Provider Contacts- The contact for the service. For NDOL, you will select yourself or WIOA, whichever is listed. For partner programs, there is typically one specific contact listed for each location. If no contact is listed, leave blank.

Occupational Training Code- This is only required for training activities. Select the code that matches the occupation the individual is training for. Example: If the participant is attending school to become a Registered Nurse, select Registered Nurses, code 29-1141.

For WE and TJ activities, you will be required to enter Worksite Information including:

- Worksite Name
- Address
- Contact Name
- Email Address
- Hourly Wage
- Weekly Hours

Note: For basic and individualized career services, the NEworks system will automatically skip over the Enrollment Cost, Financial Aid, Enrollment Budget, and Budget Planning tabs. These are only required for funded activities.

3. Enrollment Cost

For OST activities, the enrollment cost will auto-populate the total training costs the school listed for that program. Career planners will manually adjust these totals to equal the maximum participant OST limit or enter estimates of the total OST cost for the participant. Example: If the participant only has one semester of classes WIOA will assist with, enter the estimated total for that one semester only.

This tab can be edited as needed for OST activities.

For OJT activities, the wage, duration, and wage reimbursement rate must match the OJT Training Plan.

Wage- The hourly wage the participant will be paid

Wage Type- Hourly

Duration- The hours listed on the OJT Training Plan

Wage Reimbursement Rate- 50% and check the Applicable box

Note: The duration may not match the hours listed on the OJT Length Determination Form, if the form indicated the total reimbursement amount to be over the max cap. Career planners will manually adjust the hours to match the actual hours WIOA will reimburse.

NEworks has a system cap of \$5000 or \$7000 depending on the reimbursement wage for OJTs. NEworks currently does not allow the duration field to include more than two decimal places. Some OJTs may require an email to the ndol.greaternebraska@nebraska.gov inbox requesting the cap be raised to enter the closest hours to the cap.

Example

<div style="border: 1px solid black; padding: 2px; width: fit-content;">\$ 5,000.04</div> <p><small>Available: \$0.00 Obligated: \$0.00</small></p> <p>Wage</p> <p>Wage Type</p> <p>Duration</p> <p>Wage Reimburse Rate</p>	<div style="border: 1px solid black; padding: 2px; width: fit-content;">\$ 14.50</div> <div style="border: 1px solid black; padding: 2px; width: fit-content; margin-top: 10px;">Hourly</div> <div style="border: 1px solid black; padding: 2px; width: fit-content; margin-top: 10px;">689.66</div> <p><small>Available: 0.00 Obligated: 0.00</small></p> <div style="border: 1px solid black; padding: 2px; width: fit-content; margin-top: 10px;">50</div> <div style="margin-left: 10px;"> <input checked="" type="checkbox"/> Applicable </div>
---	--

The actual duration to meet the \$5000 maximum reimbursement cap should be 689.655. NEworks will not allow three decimal places. Therefore, the activity has to be opened as 689.66 hours. Payments can include three decimal places and the remaining balance will be de-obligated when the final payment is sent. Case note why the Enrollment Cost tab was opened for over the maximum reimbursement cap and add a comment in the voucher indicating the actual reimbursement total.

For WE/ TJ activities, the wage and duration will match the OJT Worksite Agreement.

Wage- The hourly wage the participant will be paid (\$10 for WE, \$9 for TJ).

Wage Type- Hourly.

Duration- 500 hours for a new activity or the hours remaining to meet the 500 hour cap.

Wage Reimbursement Rate- Leave blank.

4. Financial Aid

For OST activities, select yes. For all other activities, select no.

All fields will auto-populate based off information entered on the previous tabs. Do not change or enter any further financial aid information. Financial aid is accounted for on the Cost of Attendance form (COA) and the financial aid document is uploaded to ECM.

5. Enrollment Budget

This tab will auto-populate based off information entered on the previous tabs. It provides an overview of the funded amount for the activity. No action is needed to complete this tab.

6. Budget Planning

The Budget Planning tab is where vouchers will be added and payments posted. Step by step procedures to *Add a Voucher* are included in Section 19 Bill Pay Guide.

A new voucher must be added for each SA created pertaining to the activity.

7. Closure Information

Last Activity Date- Leave blank until closing the activity

Completion Code- Leave blank until closing the activity

Select *Finish* to save the activity.

Updating an NEworks Activity

Once an activity is open particular sections can be edited without completing a record correction. To edit an activity expand the *Activities/ Enrollments/ Services* tab in the WIOA application > Select the *Activity* > Select *Edit Activity* > Select the tab that needs edited. There are two ways to exit the wizard after editing the activity:

- Complete the edits > Select *Next* > Select *Exit Wizard* on the bottom left of the page; or

- Complete the edits > Select *Next* until you reach the Closure Information tab > Select *Finish*.

The Projected End Date, can be edited up to 30 days after the current Projected End Date listed. Example: The Projected End Date is 5/30/2019. The date can be edited or the activity closed until 6/30/2019 before a system closure will occur.

A new voucher can be created in the Budget Planning tab any time while the activity is open. Payments can be made to the voucher while the activity is open and after the activity is closed as long as the voucher is in Active- Approved status.

The Enrollment Cost tab can be edited any time while the activity is open.

Closing an NEworks Activity

Every activity opened must be closed within 30 days of the Projected End Date. To close an activity expand the *Activities/ Enrollments/ Services* tab in the WIOA application > Select *Close* > Complete the Closure tab > Select *Finish*.

Last Activity Date- The last date the service was provided. Example: For an OST activity this would be the day the student completes their OST. For a job searching activity, this would be the day the participant begins their employment.

Completion Code- Select the appropriate code (successful completion, unsuccessful completion, void, dropped out of activity, unknown status).

School Status on Last Day of Service (WE only)- Select the appropriate school status.

Case notes- Career planners may add the corresponding case note at this time or after they close the activity.

Adding a Provider to NEworks

To add a new provider to NEworks you must email the request to ndol.networkshelp@nebraska.gov. Ensure to include all elements listed in the example below.

Example

Participant's Name	John Doe
State ID	482934
Activity	301- On-the-Job Training
Provider	T & S Trucking LLC
FEIN	20-2229805
Service, Course or Contract	On-the-Job Training
Address	85 Hwy 92, Stapleton, NE 69163

Contact	Troy Billings
Phone	308-539-0445
Email	hilltophounds@hotmail.com
Title	Owner
SOC Code	53-3032.00

On Base/ ECM

On Base/ Enterprise Content Management (ECM) is the content management system used to store and retrieve participant documentation. Career planners are required to create a participant information sheet, and scan and save all verification documents during the application process. Throughout the individual's participation, any documentation received from the participant (i.e. grades, class schedule, etc.) or created (i.e. bill pay packets, COA, etc.) for the participant must be scanned and saved to ECM. All source documentation is stored exclusively in ECM.

E-forms and record corrections (RC) are created and submitted/ saved in ECM as well.

The ECM How-to-guide is located on NEworks and walks through how to use ECM. Log into your NEworks account > on the left hand menu bar select *Staff Online Resources* > scroll down to *Learning Resources- ECM: How-to-guide, Quick Reference Guide, Crosswalk*.

Scanned Image Legibility

Any and all documentation that is scanned is required to be legible in view and printed form. Illegible images must be removed and the document must be rescanned until a legible image has been captured.

Case Notes

Case notes:

- Explanation of services provided, present the current situation of an individual, identify any barriers, etc.
- Provide sequential tracking and reporting of customer contact and progress that builds their story.
- Link services to the individual's deficiencies and barriers that are presented.

The subject of the case note should be the service name provided or brief description of the contact if a service wasn't provided.

Examples

If you are case noting monthly contact, you would label the subject line, *Monthly Contact*.

If you are case noting submission of a bill pay packet, you would label the subject line, *Bill Pay Packet*.

Case notes should include:

Objective Information

- Behaviors reported by the participant or partner agency
- Record statements made by customer
- Record factual observations
- Record assessment results
- Consider who, what, when, where, why and how
- Should not include “I think”
- Must not include opinions

Assessment

Substantiate conclusions and judgements based on objective information listed above and justify services.

Examples

Orientation (case note title): Participant reported starting new medications and not sleeping well at night. Participant appeared disengaged during orientation and seemed to have a difficult time staying awake.

Supportive Service (case note title): Joe started a new job on Thursday. His tire blew out the following Monday on his way home from work. Joe asked if Title I could assist in paying for a new tire. The expected cost is \$195.00. In order for Joe to maintain employment and considering he needs his upcoming paycheck for living expenses, I received approval to provide this supportive service.

Check In (case note title): Cindy came in and brought the receipts for her background check in the amount of \$42.25 and application fee in the amount of \$100.00. The background check and application fee are required in order for her to take her LPN boards in June after her May graduation. The background check was dated on 4/29/15 and she took the NCLEX on 4/7/15.

Adult Priority (case note title): Sue is assigned first priority as she is a low-income Veteran.

Adult Priority (case note title): Joe is assigned second priority as he meets category two specifications. He is currently a recipient of public assistance.

Plan of Action (case note title): Connie has minimal experience and is lacking the skills needed to find employment as an administrative assistant. She is no longer able to work physically demanding jobs due to health problems. Her assessments compliment the administrative field. Her selected program is an ETPL approved program. Discussed the OST requirements and assistance available. Connie will provide me a copy of her class schedule and financial aid information.

Initial Assessment/ Orientation (case note title): Conducted an initial assessment and determined that the WIOA Program could be of benefit to Ryan. Met with Ryan and conducted a

full WIOA appointment. Ryan is currently employed but will become underemployed once he starts school in a couple of weeks as he will be working part time rather than full time. Ryan lives with his girlfriend and son and therefore a household of three. Ryan will soon become underemployed and he has barriers to employment due to lack of skills. During the appointment we completed the orientation, the budget, the WIOA application, discussed improvements to his resume, completed ECM documents, reviewed Labor Market Information and training providers as well as other services offered by NDOL. Ryan and I will meet again once he is able to locate the last few remaining required documents.

Partner Program (case note title): Donna is co-enrolled with TET. TET will be paying for Donna's OJT at McMillan Plumbing. WIOA will provide any necessary supportive services.

Paper Forms (case note title): Today, I used paper forms in place of E-forms as the enrollment was completed out of office.

DON- Individualized Career Services (case note title): Conducted an objective assessment summary on Jessica and the results will be utilized in the development of an IEP strategy. Jessica completed the initial assessment and it has been determined that Jessica is in need of individualized career services based on the following information: Jessica is currently not working and has been unemployed since her layoff on February 12, 2019. Her highest level of education is a high school diploma. She is homeless and currently residing at the shelter.

Reverse Referral (case note title): Teresa Piccolo from MPCC referred Nichole to the WIOA program. Teresa is the Bridge Program Coordinator and thought Nichole could benefit from WIOA services if she qualified. Nichole has worked in the past 6 months and recently became unemployed. She made the decision to enroll in the Medical Office program and Bridge Program to gain the skills to become employed in sustainable employment.

Reverse Referral (case note title): Joe has worked odd jobs the past 6 months and recently became unemployed. He made the decision to obtain electrical skills as an apprentice with Streeter Electric in order to gain the skills to become employed in an H3 career. Streeter Electric referred Joe to the WIOA program as they thought he could benefit from WIOA services if he qualified.

Activity 103 (case note title): Discussed WIOA performance measures for Adults and DLWs.

Activity 107 (case note title): Provided LMI data to this client. Showed them how to navigate the LMI portion of NEworks so they can obtain the information on their own.

Best Practices

- Should be timely, accurate, and legible.
- Revise the employment plan including any pertinent information to the corresponding IEP/ISS objective.

Objective Assessment Summary

Objective Assessment Summary

An objective assessment summary (OAS) will be conducted on each participant upon enrollment in WIOA, to provide preliminary information regarding the individual's basic skills, abilities, aptitudes, interests, experience, supportive service needs, and program sustainability.

The information collected by the objective assessment will be utilized to establish objective and attainable employment goals and strategies and to determine if the participant has the ability, aptitude, or motivation to enter and successfully complete a program of training.

Additional comprehensive and specialized assessments of skill levels and service needs may be made to include use of other specialized assessment tools, and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals. The information collected through the objective and other assessments will be used by the career planner and participant to develop employment plans and establish employment goals.

Required Action

The OAS is required to be completed within 10 days of participation. Career planners must open the OAS on the same day the DON- Individualized Career Services is case noted then open the corresponding NEworks activity following the Opening an NEworks Activity procedures in Section 4 Documentation. The NEworks activity must be closed the day the participant signs the OAS. All objective assessment questions must be addressed. Indicate in the comment boxes where the participant is determined to not be work ready. The OAS must be printed, signed, and uploaded to ECM under Assessments.

If a prior objective assessment was completed in its entirety within the last six months, you may use it. If it is not complete, accurate, or opened later than six months you must complete a new OAS.

The OAS is located on *NEworks, Staff Profiles > Case Management Profile > Plan > Objective Assessment Summary*.

NEworks Code & Service, Course or Contract Name	
203	Comprehensive and Specialized Assessments

Developing an Individual Employment Plan (IEP)/ Individual Service Strategy (ISS)

The individual employment plan is a service strategy developed to assist adults and dislocated workers who are determined eligible to meet their employment goals. The adult and DLW plan is referred to as the Individual Employment Plan (IEP). For youth the plan is called the Individual Service Strategy (ISS).

The plan is jointly developed between the participant and career planner and must identify the individual services the client will require to enable him or her to become successfully employed. It will describe appropriate achievement goals and objectives so career planners are able to measure the client's progress. This effort will assist in making decisions toward successful client employment.

An individual employment plan is a living document that is comprised of goals and objectives that correspond to the WIOA activities in NEworks. Any progress attained should be included in the objective with the date the progress or communication was made.

Example

The career planner opened a supportive service objective for the participant to purchase a CDL permit. The career planner would document when the SA was sent to the vendor or the client was aware they could test for their permit. After the participant passed the test, the career planner would document the date the participant passed and purchased the permit. The career planner would also document when the client provided a copy of the receipt or will provide a copy.

Employment Plan Elements

Goal: List the participant's selected employment goal.

Examples

- To obtain full time employment as a Medical Assistant.
- To obtain full time employment as an Automotive Technician.

Objective: The objective tab is made up of any services provided to the participant and steps the participant must take to meet their employment goal.

Examples

- The participant's goal is to complete training and obtain employment as a nurse. Open an objective to complete their education, any supportive services provided, updating their resume, etc.
- The participant is job searching. Open a job search objective, any supportive services provided, job readiness services, etc.

Best Practices

- Engage participant during every step of the process when building the plan to get the commitment and ownership of the participant. She or he must make the decisions for their life.
- Help the participant believe they can change and things can get better.
- Help participant identify what they want to accomplish (goal setting).

- The plan states what the participant shall do and what the career planner shall do.
- Identify the skills that need to be developed so that the participant is able to not only obtain employment, but also keep the job.
- Make participant aware of help and resources that are available. Be sure and consider partner resources.
- Any service provided to or steps the participant takes toward their employment goal should coincide with an IEP objective.
- Utilize the SMART (Specific, Measurable, Attainable, Relevant, Trackable) method to create specific, concrete goals and objectives.

Examples

Aaron will complete his Associate's Degree at Weber State University by May of 2014. He will provide a copy of his mid-term and end of semester grades within two weeks following the completion of each. Aaron must maintain a 2.0 GPA. Upon completing his degree, Aaron will provide a copy of his Associate's Degree to his employment counselor within two weeks of receipt. Aaron will provide receipts for all book and supply purchases within 30 days of purchase.

Jan needs steel-toe boots in order to complete her OJT. Jan will purchase boots and provide a receipt within 30 days of purchase.

Opening the IEP/ISS

Expand *Staff Profiles* > expand *Case Management Profile* > select *Plan* > select *Create Individual Employment Plan/ Service Strategy*. There are three tabs that must be completed to open a new IEP/ISS.

1. Plan

Majority of the information will auto populate from the participant's NEworks account.

Plan Start Date- The day you are opening the plan

LWDB/Region- Your region

Plan Started in Office Location- Your office

Plan Closed on- Leave blank

When printing plan do you want to print services?- Leave unchecked

Select *Save* > select *Next*

2. Goals

Select *Add New Goal*

LWDB/Region- Your region

Office- Your office

Program Affiliation- Title I- Workforce Development (WIOA)

Type of Goal- Select the type of goal

Term of Goal- Select the term that best fits (short-term- 6 months or less, intermediate-term- 6 months- 18 months, long-term- 18 months or longer)

Description of Goal- Include a short description of the goal

Examples: Complete Truck Driving Program, June Housing Assistance

Date Established- The day you are opening the goal

Estimated Completion Date- When you expect the goal to be completed (this date can be edited)

Actual Completion Date- Leave blank

Completion Status- Open

Reason Closed- None selected

Goal Details- Include a short description of the goal. This is where you will include any steps or contact related to the goal. It is best to include the goals in chronological order.

Example: **1/1/18:** John will begin his OJT with Bob's Trucking on 1/15/2019. He will demonstrate good work habits and follow all company policies and procedures.

1/12/18: Jan called to let me know she purchased her boots for \$112. She said she will drop off the receipt next week.

Select *Save* > select *Next*

3. Objectives

Select *Add New Objective*

Goal- Select the corresponding goal

LWDB-Region- Your region

Office Location- Your office

Program Affiliation- Title 1- Workforce Development (WIOA)

Objective- Include a short description of the objective

Date Established- The day you are opening the goal

Review Date- When you expect the objective to be completed (this date can be edited)

Actual Completion Date- Leave blank

Completion Status- Open

Reason Closed- None selected

Objective Details- Include a short description of the objective. This is where you will include any steps or contact related to the objective. It is best to include the objectives in chronological order.

Example: **1/1/18:** Jan needs steel-toe boots in order to complete her OJT. Jan will purchase boots and provide a receipt within 30 days of purchase.

1/12/18: Jan called to let me know she purchased her boots for \$112. She said she will drop off the receipt next week.

Select *Save* > select *Next*

4. Services

This tab provides an overview of the activities logged in the participant's file. No action is needed to complete this page.

Select *Finish*

Editing the IEP/ISS

Career planners will edit the IEP/ISS each time they have progress/ information to add to a goal or objective.

Expand *Staff Profiles* > expand *Case Management Profile* > select *Plan* > select *Edit* > select the tab you need to edit > select *Edit* beside the specific goal or objective to edit > enter the information > select *Save* > *Exit Wizard*.

Closing the IEP/ISS

Prior to creating case closure, the IEP/ISS needs closed. To close the plan you will work backwards, beginning with the objectives tab.

1. Objectives

Expand *Staff Profiles* > expand *Case Management Profile* > select *Plan* > select *Edit* > Select the Objectives tab > select *Edit* > majority of the fields were completed when you opened/ edited the plan > enter the *Actual Completion Date* > select *Closed* as the *Completion Status* > select the *Reason Closed* as either *Successful* or *Unsuccessful* > select *Save*.

Follow this process for all open objectives. If the participant is actively participating in another program with open objectives in the plan, only close the WIOA objectives.

2. Goals

Select the Goals tab > select *Edit* > majority of the fields were completed when you opened/ edited the plan > enter the *Actual Completion Date* > select *Closed* as the *Completion Status* > select the *Reason Closed* as either *Successful* or *Unsuccessful* > select *Save*.

Follow this process for all open goals. If the participant is actively participating in another program with open goals in the plan, only close the WIOA goals.

3. Plan

Select the *Plan* tab > enter the *Plan Closed On date* > select *Next* > *Exit Wizard*.

If the participant is actively participating in another program with open goals and objectives in the plan, you will not complete the Plan tab. The IEP/ISS will be left open, but all goals and objectives for WIOA will be closed.

Required Action

Opening the NEworks Activity & IEP

An IEP must be developed for each participant. The IEP is required to be completed within 10 days of participation. Career planners must open the IEP and corresponding NEworks activity after or at the same time the OAS is opened.

If a prior IEP was completed in its entirety within the last six months, you may use it. If it is not complete, accurate, or opened later than six months you must complete a new IEP.

The IEP is located on NEworks, expand *Staff Profiles* > expand *Case Management Profile* > select *Plan* > *Individual Employment Plan/ Service Strategy*.

Any service or steps toward the participant’s employment goals should be included in the IEP. Any activity the WIOA program is supporting/ funding must be included in the plan.

NEworks Code & Service, Course or Contract Name		
205 (Adult & DLW)	Development of IEP/ISS	Assessment/ IEP
413 (Youth)	Individual Service Strategy	Objective Assessment/Develop Service Strategies (ISS)

Closing the NEworks Activity & IEP

The NEworks activity must be closed the day the participant signs the IEP/ISS. Keep in mind, the IEP is a living document and will remain open until case closure is completed for the participant. The IEP must be printed, signed, and uploaded to ECM indexed under *Individual Employment Plan* within 10 days of participation or prior to opening a training activity. The ISS must be printed, signed, and uploaded to ECM indexed under *Individual Service Strategy* within 10 days of participation or prior to opening a training activity. Follow the Closing an NEworks Activity and Closing the IEP/ISS procedures above.