

3.3.2 INDIVIDUAL SERVICE STRATEGY (ISS)

An Individual Service Strategy (ISS) is required for all WIOA Title IB youth participants. It is both a form and a continual process. The ISS must be developed in partnership with the participant. The ISS is a comprehensive service plan, based on the results of the objective assessment, that describes the employability, academic, skill training (if applicable), and supportive service needs of the participant, as well as the service strategy developed to meet those needs and achieve the employment/education goal(s). The ISS ~~must~~^{shall} reflect the employability, training, and supportive service needs indicated by the objective assessment, as well as the expressed interests and desires of the participant. The LWDA must ensure that decisions are participant-centered; that is, intended to enhance the employability of the participant.

OWD can ensure that both the participant and the LWDA are accountable for their responsibilities by requiring ~~this the ISS~~^{the ISS} document to be ~~as current as possible~~^{reviewed at least quarterly and updated as needed}. A signed copy (signed by program staff and participant) must be provided to the participant and the original maintained in the participant's WorkSource Portal case file. Providers should ensure that the employment/education goal(s), action steps, and appropriate services are ~~kept current in the case notes and/or kept current on the ISS and~~^{kept current in the case notes} maintained in the participant's electronic case file in the WorkSource Portal. OWD requires documentation of the justification for the employment/education goal(s), action steps, and required services. Monitors will look for justification of the ISS during their reviews.

I. The ISS shall, at minimum, address the following basic elements:

A. Employment/Education Goal

- i. Every youth participant should have one employment/education goal, at minimum, outlined in the ISS. These goals may be short-term or long-term.
- ii. Each goal and the attainment of the goal must be fully documented, including the date the goal was set and the date the goal was attained. Goal attainment must be based on an individual assessment using widely accepted and recognized measurement or assessment techniques.
- iii. Each goal must require substantial improvement in the individual's skills. The attainment of any goal must be directly related to the WIOA services provided.

B. Training and Supportive Service Needs (if applicable)

- i. This portion of the ISS must describe the participant's training needs and supportive service needs. Training needs are to be identified in the areas of basic literacy skills, occupational skills and work readiness skills. These needs are identified by comparing the information obtained in the objective assessment process to the skills required by the participant's career, skill attainment, and employment goals.
- ii. Supportive service needs of each participant, as determined through the objective assessment, must be identified.
- iii. The documented needs of the participant, whether in skill training or supportive services, must include all skill deficiencies and barriers which may prevent the participant from attaining the

employability goal, regardless of whether those needs will be met through WIOA or non-WIOA resources.

C. Schedule of Activities and Services

i. All activities and services that are planned with the participant, in response to the needs identified, must be described. This schedule must include the training and supportive services provided through WIOA resources and all non-WIOA sources. A timeline that identifies the planned beginning and ending date of each activity and service, as well as the planned program completion date, must also be included.

D. Achievement Objectives

i. Achievement objectives or benchmarks to measure progress toward the ultimate attainment of the employability goal must be included in the ISS. Such objectives should establish interim standards of success throughout the period of program participation.

Examples of achievement objectives include completion of training activities, attainment of specified grade levels, completion of GED, elimination of employment barriers or other goals that are specific to the individual needs or barriers of a participant.

E. Follow-Up Services

i. The case manager must discuss the follow-up services that will track the progress of the youth after exit from the program and, based on the youth's needs, provide assistance to help the youth secure better jobs, career development and further education. Follow-up information should be collected and entered in the WorkSource Portal.

~~The ISS should be reviewed at least quarterly and updated as needed.~~

~~A signed copy (signed by program staff and participant) must be provided to the participant and the original maintained in the participant's WorkSource Portal case file.~~