



## INDIVIDUAL SERVICE STRATEGY POLICY #: 3029 Revision 2

Original Policy Date: 5/28/2014  
Effective Revision Date: 2/15/2018

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### **Purpose:**

To communicate the requirement for each youth enrolled in the Workforce Innovation and Opportunity Act (WIOA) Title 1-B must have an Individual Service Strategy developed and maintained.

### **Background:**

WIOA requires that all youth participants have an Individual Service Strategy (ISS) which identifies the participant's educational goals, employment goals including, when appropriate, non-traditional employment, suitable achievement objectives, needs assessment for supportive service and the appropriate mix of services, taking into account the information documented in the Objective Assessment.

The Objective Assessment can be an evaluation summarized by utilizing several different service provider tools. It must include the youth's academic and occupational skill levels, as well as the service needs, for the purpose of identifying appropriate services and career pathways. The ISS could include but is not limited to, provider questionnaire, program application, an applicant interview, recently given assessments from another education or workforce program, or background information. The determination of the objective assessment must be summarized in a case note and must be used in developing the ISS.

The WIOA Youth Program must be structured around the coordinated delivery of individual and tailored care for each youth from a menu of the 14 program elements. Ensuring all 14 program elements will be offered and available to every participant.

### **Policy:**

An ISS must be developed at the start of their WIOA youth program participation and a hard copy must be kept in the participant file. The ISS should be considered a continual process and must be developed in partnership with the participant, and should be recorded in case notes and documented in services accordingly. The strategy should be reviewed and updated as needed to evaluate the progress of each participant goals and objectives. Any subsequent revisions must be recorded in case notes and updated on the hard copy ISS in the participant file.

The ISS and case notes shall be used as the basic instrument to record the results of decisions made about the combination and sequence of services for the participant based on the assessment. It should also contain a post-employment strategy given that most WIOA performance indicators are counted post-exit. The ISS must directly link to one or more of the performance indicators.

The ISS does not give legal or entitlement rights for services to participants.

## Individual Service Strategy

The ISS is a distinct plan designed specifically for the WIOA Youth Program participants and is based on the information obtained during the objective assessment. The ISS will serve as the basis for the entire case management service strategy and as a guide for delivery of appropriate services. For each participant, the ISS will identify and document:

1. Appropriate career pathway;
2. The educational goal(s);
3. The employment goal(s), including, when appropriate, non-traditional employment goals;
4. Objective assessment of current academic and skills levels, basic and occupational skills, prior work experience, employability, interests & aptitudes, developmental, financial, social, and supportive service needs. Assessments must also consider a youth's strengths rather than just focusing on areas that need improvement;
5. Appropriate achievement objectives;
6. Appropriate services, the sequence and mix of the services, and justification for the services to be provided;
7. Any referral(s) to other services/programs;
8. Services needed, but may not available from the program operator; and

The ISS will document the services provided to the individual. If changes in the employment goals and/or services occur, the ISS must be updated accordingly.

Any information that describes an individual's medical condition or disability must be maintained in a separate file consistent with policies and procedures and reference made to the separate file.

Local labor market information will be taken into consideration in the development of the ISS.

It is the WIOA Youth Service Provider responsibility to establish processes to review and approve all paperwork, including the Objective Assessment and Individual Service Strategy, for completeness, accuracy, and internal consistency, as well as to ensure the plan in each participant's hard file and electronic file is current at all times.

### **Definitions:**

Individual Service Strategy (ISS) – a service plan based on the youth's need, educational and employment goals.

Career Pathway – a well-articulated sequence of quality education, training offerings and supportive services that enable educationally underprepared youth and adults to advance over time to successively higher levels of education and employment in a given industry sector or occupation.

### **References:**

- [TEGL 21-16](#)
- [Workforce Innovation and Opportunity Act of 2014](#)
- [WIOA Notice of Proposed Rule Making: Notice of Proposed Rulemaking on Title I and Title III programs](#)

**Supersedes:**

- WSW ISS Policy #3029 Rev 1 revision date 4/27/2016
- SWWDC Policy #3029 last revision date 5/28/2014

**Website:**

<http://workforcesw.org/providers#policies>