

Phoenix Workforce Connection Youth Program

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BACKGROUND

The service provider and the participant are to develop an Individual Service Strategy (ISS) which identifies employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to reach the goals. The ISS should be based on the objective assessment and should reflect the expressed interests and needs of the participant. The goals identified must be mutually agreed upon between the youth program service provider and the participant to ensure positive performance. The ISS is a “living document” and is remained opened during participation until exit. However, the ISS can not be the only activity record open in Virtual OneStop (VOS).

POLICY

Comprehensive Individual Service Strategies (ISS) should be developed to include career, educational, and developmental goals, both short-term and long-term. ISS goals and strategies should be updated as short-term goals are achieved or the youth’s needs change. Career goals for younger youth are age appropriate and may identify a *career interest* that can be developed into a career goal. Goals may change as a youth ages and interests broaden as a result of participation in workforce development activities, which must be reflected in an ISS revision and documented in VOS case notes. Skill attainment goals should be established for all younger in-school and out-of-school youth needing basic skills, work readiness skills and/or occupational skills training, which is determined by objective assessment, presumptive need, occupational skills assessment and TABE.

The ISS is the basis for the entire case management strategy. The ISS shall be developed in partnership (mutually agreed) with the participant and reflect the needs indicated by the objective assessment and the expressed interests and desires of the participant. The ISS is the framework for justifying decisions concerning the appropriate service mix and sequence of services. A plan of action is developed as part of the ISS for the following:

- Identify academic competencies to be achieved, (i.e. preparation for post-secondary educational opportunities)
- Determine the type of occupational and basic skills training to be provided, (i.e. strong linkages between academic and occupational learning)
- Identify employment opportunities (including nontraditional employment in appropriate circumstances)
- Determine the provision of support services
- Preparation for unsubsidized employment
- Identify a minimum of one of the eleven required program elements
- Establish the achievement goals under the Arizona Skill Attainment System for Younger Youth (ages 14 through 18) in the areas of Basic, Work Readiness and Occupational Skills

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- Note: Goals on the ISS may not be set in VOS for skill attainment purposes until the youth is within one year of attainment.

The ISS should be reviewed and updated periodically to reflect the participant's progress in meeting the objectives of the ISS including progress in acquiring basic and occupational skills and the adequacy of the supportive services provided. The ISS is reviewed with the participant a minimum of once every 30 days and modifications are made when needed. If modifications are made, an ISS Revision must be developed and signed. The hard copy case file and VOS case notes are updated to reflect the redevelopment of the ISS.

The Individual Service Strategy (ISS) is reviewed with the participant a minimum of once every 30 days; therefore, the ISS activity in VOS can not be the **only** activity opened for more than 60 consecutive days. Engaging or reengaging the youth to decide on the next WIA activities to be achieved should not take more than 60 days. An open ISS activity over 60 consecutive days must be accompanied by one of the following activities:

- Basic Skills Training
- Alternative Secondary School
- Summer Employment
- Tutoring Study Skills
- Leadership Development
- Adult Mentoring
- Occupational Skills Training
- Comprehensive Counseling
- Job Search and Placement
- On-the-Job Training/Paid-Unpaid

The youth's ISS is the key tool used to track skill attainment and the successful completion of short and long-term goals, which will lead to positive performance outcomes. An effective ISS plays a critical role in ensuring that the participant stays engaged and is retained in the Phoenix Workforce Connection (PWC) Youth Program until completion of goals. Case notes must be entered in Virtual OneStop (VOS) relating to the ISS process, which includes but not limited to the development, redevelopment, implementation, and achievements made by the participant.

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INDIVIDUAL SERVICE STRATEGY DATA SHEET GUIDELINES FOR COMPLETION

Understanding the Purpose: The ISS is developed using the information provided from the Objective Assessment(s). The ISS will identify and justify the sequence of each service. The ISS will indicate any need for supportive services to assist with barriers to employment and education goals and training. The ISS reflects a continuum of services that will lead to an employment/education goal for Older Youth, and an employment/education and skills attainment goal for Younger Youth.

The ISS is a client centered partnership agreement that documents the expressed interests and assessed needs of the participant. The ISS is intended to be a flexible, living document to guide/record the evolving plans and circumstances of the participant, and to document discussions and decision-making performed interactively with the participant. The ISS is a case management tool and not a formal contract. The following information is a guide to completing the ISS form.

ALL SECTIONS MUST BE COMPLETED.

SECTION 1 – PARTICIPANT IDENTIFICATION:

Print or type **all** requested personal participant information. The “Contact” should be the legal guardian for Younger Youth (ages 14 through 17). If the legal guardian is not engaged, the contact should ensure communication between the youth provider and participant.

SECTION 2 – WIA PARTNER/OTHER PROGRAM PARTICIPATION: IN-SCHOOL

Check the appropriate areas

SECTION 3 – ASSESSMENT

All participants will take the Test of Adult Basic Education (TABE) Tests (reading, math and language). Scores will be recorded in the VOS and on the ISS. Basic Skills Deficient is at or below the 8th grade (i.e. 8.9 or lower).

Interests/Aptitudes from Assessment

- This section provides an opportunity to determine the hobbies and interests of the participant. An emphasis on identifying future career interests to set employment/training goals should be a primary focus of the evaluation.
- The results of standardized interest inventory tests such as the STRONG Interest Inventory and other vocational assessments available through the Internet or software programs should be indicated in this section.

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Current Job Skills

- List "marketable skills" gained through prior education/training/work experience
Include results of data entry, typing and other skills-based tests in this section

SECTION 4 – BARRIERS TO EMPLOYMENT

Use this section to help set realistic service strategies, identify barriers to achievement of goals, and identify performance outcomes.

- Supportive services are defined in WIA Public Law (P.L.) 105-220 – August 7, 1998, and may include:
 - Transportation
 - Child care
 - Dependent care
 - Housing
 - Related payments that are necessary to enable an individual to participate in activities authorized under Workforce Investment Act.

SECTION 5 – SERVICE STRATEGY SUMMARY

This section will document the service strategy goals and activities to complete the goals. This section documents strategy as they occur, i.e. real time.

- A short narrative is requested to summarize the service mix to support the ISS career goals developed and agreed upon by the youth program service provider and the participant.

Training Outline

Goals are set after a thorough review of all the information gained from a comprehensive objective assessment process.

- A well-developed strategy should be represented in this section to reflect education and employment steps necessary to achieve long term career goals.
- ***Younger, In-School-Youth short-term educational goals*** are to remain in school and continue to progress to the next level of education, which include skill attainment.
- ***Younger/Older Out-of-School youth short-term educational goals*** are to re-enter school or begin classes to secure a General Education Diploma (GED) or high school diploma.
- ***Primary educational goals*** after completion of secondary school are to continue in post secondary vocational or college education.
- ***Short-term employment goals*** may include Work Experience (WEX) activities to improve work readiness skills or part time jobs to provide financial aid while enrolled and participating in school or training.

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- ***Career interests and goals*** determined from participant skills, abilities and interests should be reflected in the documentation of intermediate and long-term employment goals.

SECTION 6 – EXPLANATION OF SERVICE MIX

- A short narrative is requested to summarize the explanation of the service mix to support the ISS career goals developed and agreed upon by the youth program service provider and the participant.

SECTION 7 – PARTICIPANT AGREEMENT/SIGNATURE

- All required names, signatures and dates ***must*** appear in this section.
- An original signed and dated copy is to be retained in the file.
- Copy of ISS is given to the participant.

SECTION 8 – MONTHLY REVIEW AND REVISION

- This section will track dates of when the ISS was reviewed with the participant, which must be reviewed once every 30-45 days. All revision must be documented in the case file and VOS in case notes and program activities.

ADDENDUMS

Blank Individual Service Strategy (ISS)
ISS Revision