

**CATTARAUGUS-ALLEGANY WORKFORCE DEVELOPMENT BOARD**

**TO: All One Stop Center Staff and Youth Providers**

**SUBJECT:** Youth Individual Service Strategy Policy

**ISSUANCE DATE: March 13, 2020**

**EFFECTIVE DATE: March 13, 2020**

**EXPIRATION DATE:** None

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**Purpose:** To clarify and provide guidance to program staff in the required elements of a complete Youth Individual Service Strategy(ISS) and the procedure for updating the ISS.

**Policy:** The WIOA Youth program requires every youth participant to have an ISS in their case file as per (20 CFR 664.405 (a) (2)). The ISS represents an individual plan for each young person and includes: 1) an employment goal; 2) appropriate achievement objectives, including educational goals; and 3) appropriate services that take into account what is learned from the objective assessment. Additionally, the ISS should be developed and modified in partnership with the participant, and should document achievements in measurable and attainable short-term and long-term goals that both reflect the young person’s interests and incorporate career pathway planning. The ISS should be signed by both the participant and case manager to document the agreed upon strategy.

The ISS is a detailed, unique, individual strategy for each participant that is the basis for the overall case management strategy. The ISS should be a living document, reviewed and updated on an ongoing basis. The case manager should use the ISS to update strategies and activities as they occur and/or as life changes require, and to document referral and contact information for services obtained from partner organizations. Once the case manager or counselor have developed the ISS with the participant based on the Objective Assessment, the case manager or counselor should enter services for both the Objective Assessment and the ISS in OSOS.

The Objective Assessment Service and ISS Development Service can be entered by going to the Services section of OSOS. Then going to the Services tab and hitting the New Service button at the bottom of the page. This then brings you to the Offering Search tab in the Provider Module. You will then hit the General Info tab and enter the Provider Name here which is either Allegany E&T or Cattaraugus One Stop. This will bring up a list of services provided by either Center, the services are in order alphabetically. The first entry will be to select the Objective Assessment (Youth) service. The next entry following the same procedure as above will be to select Development of ISS (Youth). Be sure to enter comments corresponding to each service entered.

When reviewing the ISS, case managers should document a participant’s progress, activities completed, benchmarks reached, and any other accomplishments.

**Reference Section:**

The 411 on WIOA Title I Youth Program Services

<https://www.labor.ny.gov/youth/PDFs/411-on-wioa-youth-program-services.pdf>

Objective Assessment (Youth)

Key Concepts: ✓ Assessments and review of youth’s: o Academic and basic skills o Strengths o Occupational skills o Work/volunteer/life experiences o Employability o Interests and aptitudes o Supportive service needs o Developmental needs ✓ Informs Individual Service Strategy (ISS) ✓ Purpose is to identify appropriate services

Example Services: ▪ Individual or group assessments ▪ Observations ▪ Gather input from other service providers, youth and family ▪ Documentation ▪ Career Zone/ Job Zone Career Assessments ▪ Academic assessments, if not available from partners

Reporting: ▪ Enter data in the Comp Assess Window ▪ Academic skills assessment results can be used if conducted within the past six months. ▪ Service Type does not create a WIOA Youth Program enrollment for performance ▪ Enter a SENSE Comment

Individual Service Strategy (ISS)

(Youth) Key Concepts: ✓ Created in partnership with the youth to ensure youth buy-in and commitment and identifies: o Results of objective assessment o Youth’s career interests o Career pathways with education and employment goals o Information linking to the indicators of performance o Summary of career planning o Specific, Measurable, Achievable, Realistic, and Timed (SMART), short and long-term goals of youth o Service needs and next steps o Strategies needed to help youth achieve their goals o Signatures of program staff and participant, documenting an agreed-upon strategy

Example Services: ▪ ISS developed individually, paying attention to individual’s specific needs ▪ Groups sessions, when appropriate and utilizing positive peer interactions to create individualized or tailored strategy based on youth’s needs and strengths

Reporting: ▪ Enter relevant data in the Comp Assess and Customer Detail Window ▪ Enter relevant Achievement Objectives Tab in the Services Window ▪ Must have both a youth and program staff/case manager signed copy in the case file ▪ This Service Type does not create a WIOA Youth Program enrollment for performance ▪ Enter a SENSE Comment, as appropriate