

**Region 4 Workforce Board
WIOA Young Adult/JAG ISS (ISY/OSY)**

PURPOSE: An Individual Service Strategy (ISS) is an individual plan for a youth which includes an employment goal, appropriate achievement objectives and the appropriate combination of services for the participant based on the objective assessment. The ISS is used as the basic instrument for a local area to document appropriateness of decisions made about the mix and combination of services, including referrals to programs for specific activities. Case Managers will utilize the ISS in Indiana Career Connect for students co-enrolled in WIOA or the Individual Development Plan (IDP) in E-NDMS for those students only enrolled in State JAG.

REFERENCES: WIOA section 129(A); DWD Memorandum on Youth Eligibility and Data Validation, DWD Policy 2017-03 Youth Eligibility, DWD Memo Interim Guidance on WIOA Title I Youth Program Elements

BACKGROUND: Every WIOA and JAG youth participant shall have an Individual Service Strategy (ISS) jointly developed by the participant and Case Manager. The Individual Service Strategy (ISS) 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 completed in ICC and should reflect the expressed interests and needs of the participant. The goals identified must be mutually agreed upon between the youth program case manager and the participant to ensure positive performance. The ISS is a "living document" and the actual plan remains open during participation until exit. The ISS Development activity in ICC should be opened and exited on the same day.

CONTENT: The Individual Service Strategy (ISS) should be developed to include work readiness, basic skills, occupational skills/training, employment, and other 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. The 14 youth program elements must be made available to every participant. See Region 4 WDB Youth Program Elements Policy.

- A. **Developing an ISS and Participation** - Participation in WIOA begins when a youth:
- a. is determined eligible,
 - b. receives an ISS activity,
 - c. receives an objective assessment activity and
 - d. receives one of activities related to the 14 elements.

The ISS shall be developed in partnership (mutually agreed) with the participant. The ISS is the framework for justifying decisions concerning the appropriate activity mix and sequence of activities. The customer must receive a copy, signed by both the staff member and customer.

- B. **Definitions** – An ISS is a specific plan developed for each youth that is based on the objective assessment and identifies an employment goal (including, in appropriate circumstances, nontraditional employment), an educational goal, appropriate achievement objectives, and appropriate services for the youth.

The ISS is used as the basic instrument for the local area to document appropriateness of decisions made about the mix and combination of services, including referrals to other programs for specified activities.

In general the ISS/IDP should:

- Identify employment goals, educational goals, needs and barriers, objective assessment results including testing information, and appropriate services for the youth. Both short and long-term goals should be included.
- Be based on the objective assessment and reflect the expressed interests and needs of the participant.

- Be jointly developed with the participant; meaning the participant's input shall be taken into account and the participant shall have full knowledge of its contents. The goals must be mutually agreed upon. Student must sign ISS and if under 18, parent must also sign.
- Be reviewed quarterly or more frequently with the participant to review progress and make any needed adjustments. It is a living document that should be added to or adjusted as the participant and case manager deem necessary.
- Incentives must be included within the ISS objectives.
- When reviewing the ISS, case managers should document a participant's progress, activities completed, benchmarks reached, and any other accomplishments.
- The ISS must be updated to reflect changes in long-term or short term goals, newly identified or changed barriers that would change objectives or services, additional incentives, or other life changes that may affect goal attainment.

Note: All participants must have a signed copy of the ISS in their paper or scanned file. Must have student signature and if under 18, must have parent's signature.

- C. **Update the ISS** – Review the ISS at least every 90 days. In addition, review the ISS whenever there are significant changes in the youth's circumstances or when you or other program staff sees the need for change. Be sure to involve the youth in any modification of the ISS.

If significant modifications are made, the newly revised copy should be signed and provided to the participant. This includes adding an incentive to a goal/objective. If student is under 18, must have parent's signature, add a line to the ISS for additional signature.

Once an ISS is developed and approved, it can be used in the ongoing process of monitoring and reevaluating the youth's progress toward his or her employment and educational goals.

- D. ISS Activity entered into Indiana Career Connect (ICC)
- a. ISS activity should be completed in ICC
 - b. It is an enter/exit activity. Should be entered and exited on the same day as the activity. Development of an ISS is an enter/exit activity and should be entered and exited on the same day as the activity. Exceptions may occur that would cause the ISS to be open for a short period of time. (note: select provider of service that you are employed by i.e. JobWorks, DWD)
 - c. The ISS activity should be entered each time a change is made and a case note entered reflecting the change. If significant change is made, a newly signed copy must be completed.

Effective: July 2018