

**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 Interim Youth Manual; DWD Policy 2017-03 Youth Eligibility, DWD Memo Interim Guidance on WIOA Title I Youth Program Elements

BACKGROUND: Every WIOA 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 remains open during participation until exit.

Every State JAG (not dually enrolled) shall have an IDP in E-NDMS.

CONTENT: The Individual Service Strategy (ISS) should be developed to include work readiness, basic skills, occupational skills/training, employment, other and 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 completes is determined eligible and receives an activity. Developing an ISS is considered a service and initiates participation if it is the first service provided after a youth is determined eligible. The ISS shall be developed in partnership (mutually agreed) with the participant. The ISS is the framework for justifying decisions concerning the appropriate service mix and sequence of services. The customer must receive a copy, signed by both the staff member who developed it 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, significant change in household status, newly identified or changed barriers that would change objectives or services, additional incentives, a legal name change, or other life changes that may affect goal attainment.

Note: All WIOA participants must have a signed copy of the ISS in their paper or scanned file. Additionally, State JAG students must have an IDP in e-NDMS and scanned into ICC. 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 in Indiana Career Connect (ICC)**
- ISS activity should be completed in ICC (excluding State JAG only participants).
 - It is an enter/exit activity. Should be entered and exited on the same day as the activity.
 - It should be entered each time a change is made to the ISS.

Effective: December 2017
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