



**TITLE: WIOA Individual Service Strategy  
(ISS) Policy #: 7020**

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**Type:** Program Policy

**Date Established:** 07/01/2016

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**Date Posted to Website:** 07/07/2016

**Status:** Final

**Supersedes:** N/A

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## **Purpose**

This policy provides guidance for establishing the Individual Service Strategy (ISS) plan for program participants. ISS plans are a required element of service delivery, and are foundational to successfully providing individualized training that effectively equips youth to enter the workforce.

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## **Policy**

Each participant receiving services from the WIOA Youth Program through PacMtn will work with program staff to create an Individual Service Strategy (ISS) plan for their program participation. ISS plans will be updated when changes in situation or career plans occur, and will comprehensively detail training, education and support service needs for participants. Costs associated with needs that are not listed in the ISS plan are not allowable.

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## **Policy Guidelines**

Individual Service Strategy (ISS) plans are a collaboratively built document that details participant need for training, education and support service assistance. It details the goals that they have for their time in the program, and their anticipated need throughout, based on objective assessments completed. It should be updated when any changes occur, and reflect the dynamic needs of our youth as they meet the dynamic needs of the workforce.

The ISS will identify and document:

- The educational goal(s) of the participant
- The employment goal(s) of the participant including non-traditional employment goals, if applicable
- Appropriate achievement objectives for the participant
- Appropriate services to be delivered and justification for the services to be provided
- Any referral(s) to other services/programs and justification for such
- Services needed, but not available in the PacMtn service area

All services delivered to youth should be detailed in the ISS plan, along with justification and resources needed. All expenditures should be tied to goals in the ISS plan, demonstrate completion of performance metrics, and show the related participant level of need.

*Any discrepancies arising between PacMtn policy and or procedures with federal and state provisions due to current or future revisions will default to the current minimum federal and state regulations and guidance available. PacMtn policy and or procedures may set forth stricter requirements than provided by federal and state guidance, but in no case will PacMtn policy and or procedures not meet minimum federal and state policy.*

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## **References**

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Workforce Innovation and Opportunity Act of 2014

WIOA Final Rule; 20 CFR Parts 676,677, and 678; Federal Register, Vol. 81, No. 161, August 19, 2016

WIOA Final Rule; 20 CFR Parts 603, 651, 652, et al; Federal Register, Vol. 81, No. 161, August 19, 2016

Training and Employment Guidance Letters (TEGL's) 23-14 & 08-15

WorkSource System Policy 1019, Revision 4 & Attachment A- Eligibility Handbook

PacMtn Procedure #7020P, Individual Service Strategy

Compliance with the state's eligibility policy will be based on the version of the handbook in effect at the time of the action or activity that may be at issue.

**DATE APPROVED: July 1, 2016, 6/13/2019**

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