

TITLE: Individual Service Strategy Policy # 3.2.2-R1

Type: Program Policy

Original Policy Date: 07/01/2016

Effective Revision Date: 04/24/2025

Status: Final

Supersedes: PacMtn Policy # 3.2.2

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.

Policy

Each participant enrolled in the WIOA Youth Program must work with staff to develop an Individual Service Strategy (ISS) that identifies career, education, training, and support service needs. The ISS will be updated as participant circumstances or goals change and must link to at least one of the 14 WIOA Youth Program Elements. Costs for services not identified in the ISS are not allowable. All services, including supportive services, must be documented in alignment with WSS Policy 1019-12, WIOA Policy 5602-5, and recorded in the participant record and case notes per WorkSource System guidance.

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.

Definitions

NA

References

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

TEGL 23-14

TEGL 08-15

TEGL 21-16, Change 1

TEGL 9-22

TEGL 03-04

WorkSource System Policy 1019 (Rev12) – Eligibility Policy and Handbook

WIOA Title I Policy 5602 (Rev5) – Supportive Services & NRPs

WIOA Title I Policy 5620 (Rev1) – Follow-Up Services

PacMtn Procedure #3.2.2-P, 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.

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