

**WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)
YOUTH PROGRAM
INDIVIDUAL SERVICE STRATEGY PROCEDURE**

I. Purpose:

The purpose of this document is to put forward guidance and instruction for the development and completion of the NCCC WIOA Youth Program Individual Service Strategy (ISS). Included are changes to the requirements of the ISS that will take place as of July 1, 2015 with the start of the WIOA program.

II. Background:

NCCC's WIOA youth program design must include an ongoing service strategy jointly developed by the participant and the case manager for each participant enrolled into a WIOA youth program.

The WIOA and the Federal Register require that the individual service strategy must:

1. Be linked to one or more of the current performance indicators;
2. Identify career pathways that include education and employment goals for the participants (noting if the goals are considered non-traditional);
3. Include appropriate services and achievement objectives and the consideration of the objective assessment results to meet the goal.
4. Additional requirements are the identification of possible barriers, supportive service needs; and
5. Address financial aid information if training is being offered.

The WIOA also expands the components of the youth objective assessment.

III. Reference:

WIOA Section 129(c)(1)(A-C)
Federal Regulations, Section 681.420(a)(1&2)
NCCC WIA Contract for Service Provision and One Stop Operation

IV. Individual Service Strategy Instructions:

An ISS must be completed on all participants in the youth program. The ISS should be comprehensive, updated as needed and clearly outline all steps in the planned services to an enrolled participant.

It is required that the standardized WIOA Youth Program ISS template is used. The name of your program should be inserted on the first line of the template. Local program may add sections to the template, but these must be listed after section 7.

INDIVIDUAL SERVICE STRATEGY INSTRUCTIONS

Instructions for completing this form are as follows:

1. Participant Name:	Insert the name of participant.
2. Staff Name:	Insert the name of staff completing the document.
3. Employment/Education Goal:	The WIOA requires the participant plan include career pathway that identify the education and employment goal of the participant. This area will be unique to each youth participant.
4. Objective Assessment Summary/ Challenges/Supportive Service Needs:	<p>The WIOA requires an assessment of the academic levels, skills levels and service needs of each participant and shall include a review of:</p> <ul style="list-style-type: none"> ○ Basic Skills level – insert grade level from a standardize test. ○ Prior work experience and/or occupational skills and/or employability summarization. ○ Interests and aptitudes (including for non-traditional employment) summarization. ○ Possible challenges to succeed (mark all that apply); list under other if a challenge is not listed. NOTE: all identified challenges must be addressed on this form under Supportive Service or Section 6. ○ Supportive Service Needs – List plan support under this section.
5. Planned Current Indicator(s) Of Performance For Participant:	List all planned performance attainment for the participant.
6. Career Pathway(s) And Services And Outcomes:	The Planned Services column is to list the action taken for the career pathway plan. Be clear on what the service is, who will offer, name of worksite, school, etc. At the conclusion of the action list the outcome under that column.
7. Financial Aid Information:	This section is only for participants enrolled in training. Complete as needed.