

TANF Policy 03 - Individual Service Strategy Procedure

An Individual Service Strategy will be used for all enrollments. Contractors may add items to this document but the items contained here must be completed and are the minimum elements to be included.

- Individual Service Strategies will be jointly developed between the client and the contractor staff.
- All enrollments will have a complete up to date Individual Service Strategy
- Individual Service Strategies will initially include a schedule of planned activities (in 4 week increments) and then be updated on a regular basis as needed. Contractors may request to use unique contractor forms to document a schedule of planned activities.
- All documentation of planned activities is required to be in compliance with TANF Policy 16- Contractor Documentation. The planned documentation for each planned activity must be discussed with the client. The client must also be provided in writing the acceptable verification documentation and when it must be submitted.

Contractors are permitted to maintain plans electronically as long as an original signed copy is available. Updates that are maintained electronically do not require a signed form as long as the case notes describe the process of the update

Contractors that wish to maintain Strategies in a different format may do so only after they have made a request to their contract manager containing the proposed format, approval has been granted and the requested format has been incorporated as an attachment to their contract.

Standards

- An ISS is considered complete when all sections completed and a copy has been forwarded to Bridge.
 - Personal Information
 - Budget
 - Work Strategy Plan
 - Bridge Assessment
- An ISS is considered current when last update comment is no older than 3 months.
- The ISS should be reviewed and updated whenever circumstances change, or at a minimum every six months the entire document should be reviewed and updated.