

Youth DET Contract Policy 3 – Individual Service Strategy (Youth)

I. Purpose

This policy establishes the standard Individual Service Strategy (ISS) format (attached) and guidance for completion that will be used for all youth participants. The ISS serves as a document to assess and document participant interests, service needs, and progress along service delivery plan. It serves as a framework to drive one-on-one dialogue between the participant and contractor staff about the program and participant goals and expectations. WIOA section 129(c)(1)(B) requires that all participants have an ISS. The ISS must be directly linked to 1 or more of the WIOA indicators of performance and identifies career pathways that include education and employment goals, objectives, and services for the participant.

II. Policy

1. ISS's are to be jointly developed by the participant and contractor. All participants must have a complete ISS at the time of enrollment approval in Delaware Joblink.
2. ISS's are considered complete when the document is signed by both staff and participant and all sections, (except the Post Participation Plan) contain information to address every section and every sub-section. If there are no supportive service needs identified during the initial development of the ISS, a note should state "None at this time".
3. The attached ISS shall be the standard format used for all participants. Contractors may add items to this document and request another format be used. See section III. Modification. Generally, the items contained on the standard ISS are the minimum elements to be included in all ISS formats.
4. The ISS must be updated to include a Post Participation Plan no later than two weeks prior to completing the training. For In-School Youth Programs, this should be completed prior to graduation.
5. The ISS is a living document to be reviewed and updated as needed. It should reflect the service delivery strategy by the program and partner programs. It must be reviewed with the participant throughout the program and updated as the participant achieves and sets new goals and new services are identified as part of the path to success. Updates shall be documented on the original ISS and can be done electronically or written on the document. While the ISS documents the services planned to be provided, Delaware Joblink documents the services delivered. All services provided shall be entered and updated in Delaware JobLink. ISS is the plan and entry into Delaware Joblink is implementation of the plan.
6. All updates shall be documented right on the initial ISS document. Additional lines may be inserted, or the updates may be handwritten on document. Updates must include staff name who completed the update and date.
7. A copy of the ISS should be provided to the Participant as completed and updated.
8. Contractors will upload the ISS in Delaware Joblink using the Uploaded Documentation section in the Case Details screen on two occasions: 1) Initial ISS and 2) ISS at exit. The ISS at exit should reflect the updates that occurred while in the program. ISS should continue to be used during the post exit follow up phase. Contractors may keep a paper copy in the participant file and update this document throughout the program. Regardless, ISS shall be made available to

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DET or appropriate personnel in the current state during the monitoring visit. This will be implemented for all new enrollments and exits as of the date of the policy in October 2020.

III. **Modification**

A modification of this policy including ISS changes may be requested via email to your Contract Specialist. Approval will be accomplished consistent with the modification policy and clause found in the contract. Modifications must be requested every new contract period.

Youth Individual Service Strategy (ISS)

The following ISS shall represent a jointly developed plan to achieve educational and employment goals. This plan was jointly developed on ____ (date) ____ by:

Participant Name:

Staff Name:

Brief Assessment Overview		
<i>Identify Assessment Tool(s) used and the results, strengths, and/or challenges</i>		
Date	Assessment Tool	Results, Strengths and/or Challenges

Goals			
<i>Identify personal, educational, and occupational short- and long-term goals</i>			
Goal Type	Short-Term Goal <i>e.g. within next couple months</i>	Long-Term Goal <i>e.g. next year or more</i>	Performance Indicator(s) Goal is Linked To
Educational Goal (includes credentials)			
Occupational/Employment Goal			
Personal/Social Goal			

Program Elements Needed to Achieve Goal	
<i>Youth are required to have access to all fourteen WIOA Youth program elements. This section represents the initial plan for service delivery. Select elements based on needs identified. Youths needs and goals will change as they progress through the program and develop a rapport with program staff. Any element that becomes apparent as necessary to support the youth in achieving their goals should be provided and documented in Delaware Joblink. If this includes a new element that was not indicated on the ISS, the ISS should be updated to include it. Note: the ISS does not need to be updated every time a service is provided. Elements/Services provided with start, estimated end, and actual end dates shall be entered in Delaware JobLink.</i>	
See Definitions for Elements Defined	
Improving Educational Achievement	Successful Completion
<input type="checkbox"/> Tutoring: study skills training, and instruction leading to secondary school completion, including dropout prevention strategies <i>Date of first entry here:</i> <i>Action Steps/Referrals:</i> <i>Update (for each update start with the date):</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>Explain:</i>

<input type="checkbox"/> Alternative secondary school offerings <i>Date of first entry here:</i> <i>Action Steps/Referrals:</i> <i>Update (for each update start with the date):</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>Explain:</i>
<input type="checkbox"/> Activities that help youth prepare for transition to postsecondary education and training <i>Date of first entry here:</i> <i>Action Steps/Referrals:</i> <i>Update (for each update start with the date):</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>Explain:</i>
Preparing for and Succeeding in Employment	Successful Completion
<input type="checkbox"/> Work experience (summer employment, pre-apprenticeship programs, internships, job shadowing, OJT) with Academic & occupational education <i>Date of first entry here:</i> <i>Action Steps/Referrals:</i> <i>Update (for each update start with the date):</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>Explain:</i>
<input type="checkbox"/> Labor market & employment information including career awareness, career counseling, and career exploration services <i>Date of first entry here:</i> <i>Action Steps/Referrals:</i> <i>Update (for each update start with the date):</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>Explain:</i>
<input type="checkbox"/> Education offered concurrently with workforce preparation and training for a specific occupation <i>Date of first entry here:</i> <i>Action Steps/Referrals:</i> <i>Update (for each update start with the date):</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>Explain:</i>
<input type="checkbox"/> Occupational skills training <i>Date of first entry here:</i> <i>Action Steps/Referrals:</i> <i>Update (for each update start with the date):</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>Explain:</i>
<input type="checkbox"/> Entrepreneurial skills training	<input type="checkbox"/> Yes <input type="checkbox"/> No

<p><i>Date of first entry here:</i></p> <p><i>Action Steps/Referrals:</i></p> <p><i>Update (for each update start with the date):</i></p>	<p><i>Explain:</i></p>
<p>Supporting Youth</p>	<p>Successful Completion</p>
<p><input type="checkbox"/> Supportive services</p> <p><i>Date of first entry here:</i></p> <p><i>Action Steps/Referrals:</i></p> <p><i>Update (for each update start with the date):</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><i>Explain:</i></p>
<p><input type="checkbox"/> Adult mentoring</p> <p><i>Date of first entry here:</i></p> <p><i>Action Steps/Referrals:</i></p> <p><i>Update (for each update start with the date):</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><i>Explain:</i></p>
<p><input type="checkbox"/> Comprehensive guidance & counseling (may include drug & alcohol abuse counseling & referral)</p> <p><i>Date of first entry here:</i></p> <p><i>Action Steps/Referrals:</i></p> <p><i>Update (for each update start with the date):</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><i>Explain:</i></p>
<p><input type="checkbox"/> Follow-up</p> <p><i>Date off first entry here:</i></p> <p><i>Action Steps/Referrals:</i></p> <p><i>Update (for each update start with the date):</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><i>Explain:</i></p>
<p>Developing the Potential of Young People as Citizens & Leaders</p>	<p>Successful Completion</p>
<p><input type="checkbox"/> Leadership development opportunities/ Opportunities to develop social behaviors, other soft skills, and leadership opportunities</p> <p><i>Date of first entry here:</i></p> <p><i>Action Steps/Referrals:</i></p> <p><i>Update (for each update start with the date):</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><i>Explain:</i></p>
<p><input type="checkbox"/> Financial literacy</p> <p><i>Date of first entry here:</i></p> <p><i>Action Steps/Referrals:</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><i>Explain:</i></p>

Update (for each update start with the date):

Potential Challenges to Goal Achievement:

Contact Plan

Plan for Contact During Participation (See Youth Minimum Standard of Contact Policy):

Plan for Contact Post Participation (See Youth Minimum Standard of Contact Policy):

Individual Service Strategy Updates, Successes, and Setbacks
Provide update on progress if not captured in Program Elements Section

Date	Update	Case Manager Initials

Youth and Case Manager Agreements:

For Youth - I agree to:

- ▶ Contact my Case Manager monthly or as often as necessary to update my progress on this plan. I understand that my case can be closed if I go 90 days without participating in a service.
- ▶ Let my Case Manager know of any problems which would cause changes to any activities or interfere with completing the plan.
- ▶ Seek, accept and maintain employment that meets my planned goal(s) as stated above.
- ▶ Contact my Case Manager when I become employed, and provide all necessary information pertaining to the job.
- ▶ Stay in contact with my Case Manager for up to a year after exiting the program to maintain and support meeting my goals.

For the Case Manager – I agree to:

- ▶ Assist with the appropriate career guidance, training and supportive services.
- ▶ Coordinate with other agencies and programs to help you obtain needed services.
- ▶ Monitor your participation and progress in the activities above.
- ▶ Assist you in your search for employment.

- ▶ Maintain contact with you for up to one year after you obtain employment for employment retention and career advancement purposes.

Youth Printed Name

Case Manager Printed Name

Youth Signature

Case Manager Signature

Date

Date