

Rockland BOCES Youth Connections Program

131 Midland Avenue North Nyack, NY 10960

(845) 348-3500 Fax (845) 348-3559

www.rocklandboces.org

Individual Service Strategy Policy

Individual Service Strategies (ISSs) are established under the Workforce Innovation Opportunity Act [WIOA; Section 129 (c)(1)(B)] to:

“Develop service strategies for each participant that are directly linked to 1 or more of the indicators of performance described in section 116(b)(2)(A)(ii), and that shall identify career pathways that include education and employment goals (including in appropriated circumstances, nontraditional employment), appropriated achievement objectives, and appropriated services for the participant taking into account the assessment conducted pursuant to subparagraph (A), except that a new service strategy from a participant is not required if the provider carrying out such a program determines it is appropriate to use a recent service strategy developed for the participants under another education or training program.”

Development of an ISS: All active youth participants must complete an objective assessment to evaluate for service needs within (1) month from the date of enrollment. All active youth participants must have an ISS in place within (3) months from the date of enrollment.

Youth participants must meet with a Youth Connections Case Manager to complete an objective assessment. In the objective assessment meeting, the youth participant and Case Manager will review the following:

- Participant’s future goals, interests, strengths, and assets; educational history; work history; family/living status; and overall well being
- Participant’s Career Zone portfolio, including a review of the “Saved Occupations” and “Budgeting” sections

After the objective assessment, youth participants must meet with a Youth Connections Case Manager to develop an ISS as a collaborative process. The ISS must include the following information:

- Basic participant information, including eligibility requirements
- Short-term and long-term employment and educational goals
- Immediate needs, including supportive service needs
- Activities leading to the attainment of a secondary school diploma or its recognized equivalent, or a recognized postsecondary credential; preparation for postsecondary educational and training opportunities; strong linkages between academic instruction and occupational education that lead to the attainment of recognized postsecondary credentials; preparation for unsubsidized employment opportunities; effective connections to employers in in-demand industry sectors and occupations of the local and regional labor markets

- Activities that are aligned directly to program elements, including the tentative start and end dates of these activities
- Action plans that include a link to the participant's establish goals, action steps, relation to program elements, tentative start date, completion date; action plans must be updated on a regular basis as the needs of the participant changes

The ISS must be developed in collaboration with the participant. Both parties must sign off on the ISS after its creation. The ISS is a "living document" and should be updated throughout the participant's enrollment in the WIOA youth program as the needs of the participant change, goals are met, and activities are amended.