

Office of Economic and Workforce Development

Workforce Development Division

Individual Service Strategy (ISS) Guide and Definitions

Section I: Personal Information

Instruction: Fill out Participant Name, Participant Social Security Number, Agency Name, and Participant Phone Number

Section II: Assessment Information

Definition: Assessment activities assist participants in determining their skill level, interests, aptitudes, and abilities as they begin to define or redefine career goals. Assessment also identifies barriers to employment that are relevant to the individual participant and any supportive services identified during the assessment process.

All Providers must conduct a basic objective assessment of each participant's, unless the participant has been referred by another provider with a current assessment and a copy is placed in the file

**Optional:* Providers must additionally make a more in-depth technical assessment available to participants who are interested in receiving such service and/or as mandated by their funding eligibility. In-depth assessments also can help with making a participant *WIOA eligible*, if they test as basic skills deficient. All technical assessment types must be approved by OEWD; currently-approved assessment tools include ACT's job skills assessment system, WorkKeys, KeyTrain, National Career Readiness Certificate, CASAS and TABE.

Instruction: Upon completion of Assessment, enter Assessment Area, Assessment Tool, Score/Grade (if applicable), and Date of Assessment.

Assessment Area: Math, English, or General Assessment

Assessment Tool: Name of OEWD Approved Technical Assessment Tool or write in "Comprehensive Intake", if you are only using your organizational intake form. Your agency intake should be able to gather enough information to identify what barriers the individual may have, then what supportive services and programming the participant will need moving forward.

Score/Guide: Input only if using an OEWD approved Technical Assessment

Date Assessed: Date actual assessment occurred

Section III Supportive Service Needs

Definition: Services such as transportation, clothing, and workforce related expenses that are necessary to enable individuals to participate in activities and/or secure employment.

Instruction: Upon completion of Assessment, check any supportive services identified which the participant will need to be successful to complete employment or educational goals.

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Section IV – Credential Attainment/Measurable Skills Gain (EDUCATIONAL GOAL)

**Only complete this section if participant is an In-school Participant or has an Educational goal associated with their plan. If no Educational plan is needed, skip this section and proceed to Section V: Employment Goals. If Participant has both Educational Plan and Employment Plan, Sections IV and V both must be completed.*

Definition: Credential Attainment - Participants who attain a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within one year after exit from the program for WIOA Funded Participants.

Recognized Postsecondary Credential:

- *Consists of industry-recognized certificate or certification*
- *Associates or Bachelor's degree*
- *A certificate of completion of an apprenticeship, a license recognized by the State involved, or Federal government*

Secondary School Diploma or Recognized Equivalent:

- *Signifies the student as completed the requirements for a high school education*
- *High School Diploma*
- *G.E.D.*

Credential Attainment can also include: Obtaining certification of passing scores on a state-recognized high school equivalency test, Earning a secondary school diploma through a credit bearing secondary education program sanctioned by the State law, code or regulation, Obtaining certification of passing a state recognized competency based assessment, Completion of a specified number of college credits

Instruction: If a participant has an educational goal associated with his/her plan, you are required to report outcomes related to Credential Attainment and should enter info into this section. If participant is trying to gain a Credential, please choose between Post-Secondary/Industry Recognized or Secondary credential being attained during participating or within one year of exiting the program (definitions above). Then enter estimated date of completing this goal.

Definition: Measurable Skills Gain: Participants who are achieving measurable skill gains, defined in documented academic, technical, occupational, or other forms of progress towards a credential or employment. Measurable Skill Gain Goal must be attained within one year from date of enrollment and prior to exit. Measurable Skills Gain is only required to be an outcome for participants who are in an Educational Plan or Occupational Skills Training program. Occupational Skills Trainings are considered as programming that lead to an industry

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recognized certificate/diploma. Classroom based training for a specific occupation or industry, where tests are given to earn certificates/diploma should be measured. If Education or Occupational Skills Training is not in the participants plan, you do not need to fill out the section of the ISS and you will not be required to attain the Measurable Skills Gains outcomes.

Measurable Skills gains Include:

- *EFL Increase – Increases in educational functioning levels*
- *Transcripts or Report Cards – Transcripts or reports cards documenting credit hours*
- *Diploma – Attainment of secondary school diploma or equivalent*
- *OJT/Milestones – Satisfactory or better progress reports toward established milestones*
- *Benchmark Progress/Knowledge Based Exams – Benchmark progress that is documented, such as knowledge-based exams*

Instruction: To show progress towards a Credential, please indicate which activities will be tracked to prove Measureable Skills Gain. Remember, this section is only applicable to Participants that have Educational Goals associated with him/her. Check one or more of the categories:

- ***EFL (Educational Functioning Levels) Increase*** - Can be determined by Pre- and Post-tests
- ***Transcripts or Report Cards*** - Can be determined by semester report cards or transcripts
- ***Diploma*** - Can be determined by participant earning GED, High School Diploma, Associate Degree, or Bachelor's Degree;
- ***OJT/Milestones*** - Can be determined by satisfactory or better progress report, towards established milestones, such as completion of OJT or completion of one year of an apprenticeships program or similar milestones, from an employer or training provider
- ***Benchmark Progress/Knowledge Based Exams*** - Can be determined by successful passage of an exam that is required for a particular occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams. Then enter estimated date of completing this goal

Section V – Employment Goals

**Only complete this section if there is an Employment Goal associated with the Participant.*

Instruction: Enter what occupation you will be working with the participant to gain in Short Term, as well as Long Term. Enter Expected Entry Level Wage for both. Enter estimated number of months you think it will take to achieve employment goals. Enter plans to achieve overall employment goals.

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Section VI – Services to Be Provided

Definition: Youth Programs are required to provide access to at least one of the 14 WIOA Program Elements. These services can be provided in-house or can be referred to other agencies.

Instructions:

- 1) Identify the WIOA Element(s) which will be provided to Participant and check the box Assessed Need that coincides to the Element.
- 2) Provide information on how the participant will receive these services (i.e. Subsidized Employment, Paid/Unpaid Internship, G.E.D. Prep, Transportation Assistance, Mental Health Counseling etc.)
- 3) Name who will be delivering services in Services Provider Colum.
- 4) Input estimated Service Begin Date
- 5) Input estimated Service End Date
- 6) *Optional – Add Comments
- 7) Both Case Manager and Participant must sign and date document