



**BUFFALO AND ERIE COUNTY
WORKFORCE INVESTMENT BOARD, INC.**

LOCAL POLICY BULLETIN

BECWIB BULLETIN # 3-19 DATE: January 14, 2019

TO: Lavon Stephens, Administrative Director, WDC, Inc.
FROM: Heather Gresham, Executive Director, WIB, Inc.
SUBJECT: WIOA Youth Individual Service Strategy Policy

EFFECTIVE DATE: IMMEDIATELY

Purpose

This policy provides guidance for establishing the Individual Service Strategy (ISS) plan for program participants. ISS plans are a required element of service delivery, and are foundational to successfully providing individualized training that effectively equips youth to enter the workforce.

Policy

Each participant receiving services through a WIOA Youth Program will work with program staff to create an Individual Service Strategy (ISS) plan for their program participation. ISS plans will be updated when changes in situation or career plans occur, and will comprehensively detail training, education and support service needs for participants. Costs associated with needs that are not listed in the ISS plan are not allowable.

Policy Guidelines

Individual Service Strategy (ISS) plans are a collaboratively built document that details participant need for training, education and support service assistance. It details the goals that they have for their time in the program, and their anticipated need throughout, based on objective assessments completed. It should be updated when any changes occur and reflect the dynamic needs of our youth as they meet the dynamic need of the workforce.

The ISS will identify and document:

- The educational goal (s) of the participant
- The employment goal (s) of the participant including non-traditional employment goals, if applicable

- Appropriate achievement objectives for the participant
- Appropriate services to be delivered and justification for the services to be provided
- Any referral (s) to other services/programs and justification for such
- Services needed, but not available in the local service area

All services delivered to youth should be detailed in the ISS plan, along with justification and resources needed. All expenditures should be tied to goals in the ISS plan, demonstrated completion of performance metrics, and show the related participant level of need.

:ATS/bhs

C: Ken Colon, Jeff Conrad, Kate DeCarlo, Makeda Holley, Katya Kroll-Haeick, Deborah Miller, Tom Mormile, Denise Raymond, Karen Simmons, Demone Smith, and WIB staff