


MARICOPA COUNTY  HUMAN SERVICES DEPARTMENT Workforce Development Division	SECTION/REFERENCE 664.405 (2), 644.410 PL 105-220	PAGE 1 OF 2
	ORIGINAL ISSUE DATE February 2004	REVISION DATE August 2010
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SUBJECT: Individual Service Strategy (ISS) Plan		ADDENDA: Individual Service Strategy Plan ISS Revision Form

Background:

The service provider and the participant are to develop an Individual Service Strategy which identifies employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to reach the goals. The ISS should be based on the objective assessment and should reflect the expressed interests and needs of the participant. The goals identified must be mutually agreed upon between the youth program service provider and the participant to ensure positive performance. The ISS is a “living document” and is remained opened during participation. However, the ISS cannot be the only activity opened in Virtual One Stop (VOS).

Policy:

Comprehensive Individual Service Strategies (ISS) should be developed to include career, educational, and developmental goals, both short-term and long-term. ISS goals and strategies should be updated as short-term goals are achieved or the youth’s needs change. Career goals for younger youth are age appropriate and may identify a *career interest* that can be developed into a career goal. Goals may change as a youth ages and interests broaden as a result of participation in workforce development activities, which must be reflected in ISS revision and documented in VOS case notes. Skill attainment goals should be established for all younger in-school and out-of-school youth needing basic skills, work readiness skills and/or occupational skills training, which is determined by objective assessment, presumptive need, and TABE.

The ISS is the basis for the entire case management strategy. The ISS shall be developed in partnership (mutually agreed) with the participant and reflect the needs indicated by the objective assessment and the expressed interests and desires of the participant. The ISS is the framework for justifying decisions concerning the appropriate service mix and sequence of services. A plan of action is developed as part of the ISS for the following:

- Identify academic competencies to be achieved, (i.e. preparation for postsecondary educational opportunities)
- Determine the type of occupational and basic skills training to be provided, (i.e. strong linkages between academic and occupational learning)
- Identify employment opportunities (including nontraditional employment in appropriate circumstances)
- Determine the provision of support services
- Preparation for unsubsidized employment
- Identify a minimum of one of the ten required program elements
- Establish the achievement goals under the Arizona Skill Attainment System for Younger Youth (ages 14 through 18) in the areas of Basic, Work Readiness and Occupational Skills

Note: Goals on the ISS may not be set in VOS for skill attainment purposes until the youth is within one year of attainment.

The ISS should be reviewed and updated periodically to reflect the participant's progress in meeting the objectives of the ISS including progress in acquiring basic and occupational skills and the adequacy of the supportive services provided. The ISS is reviewed with the participant, at a minimum once every 30-45 days, and changes are made when needed. If significant modifications are made, an ISS revision form must be developed and signed. Significant modifications could include: establishing new goals, resolution of barriers, gap of service, referrals to other agencies, co-enrollments, etc... Minor changes are to be recorded on the initial ISS. They will be recorded in red ink and initialed and dated by the case manager and participant. Minor changes include: changes to start or end dates of activities/goals, changes of worksite/training location, etc... The hard copy case file and VOS case notes are updated to reflect the changes to the ISS.

An open ISS activity must be accompanied by one of the following activities:

- Basic Skills Training
- Alternative Secondary School
- Summer Employment
- Tutoring Study Skills
- Leadership Development
- Adult Mentoring
- Occupational Skills Training
- Comprehensive Counseling
- Job Search and Placement
- On-the-Job Training
- Paid / Unpaid Work Experience