

Department Director Approval: _____

Date: _____

SUBJECT: YOUTH INDIVIDUAL SERVICE STRATEGIES GUIDELINES

REVISION: December 17, 2015

PURPOSE: To establish guidelines for the Pima County Local Workforce Development Area (LWDA) Workforce Innovation and Opportunity Act (WIOA) Youth Program development of Individual Service Strategies

REFERENCES:

WIOA, WIOA draft regulations, Arizona Department of Economic Security WIOA Guideline Manual, Training and Employment Guidance Letter (TEGL) No. 23-14

BACKGROUND:

WIOA prescribes a broader vision for youth integrated service delivery systems that provide solutions and supports to young people with considerable barriers to success in educational and career development. Notably, WIOA greatly expands service delivery to out-of-school youth by increasing required expenditures of youth formula funds for out-of-school youth from 30 percent under the Workforce Investment Act (WIA) to 75 percent. WIOA also enlarges the scope of services to youth by calling for additional program elements and sub-elements not previously required under WIA: contextual education programs combined with workforce preparation and occupational components; financial literacy; entrepreneurial training; labor market information services pertaining to in-demand local occupations; and transitional services to post-secondary education. Further, WIOA institutes changes in performance measures relative to youth participant outcomes, eliminating the literacy/numeracy measure, adding a measure of skills gains completed toward occupational or educational goals, and revising other measures in terms of the follow up quarter in which outcomes are collected. In light of these changes, local guidelines for the development and maintenance of youth Individual Service Strategies (ISS) are herein revised. This document sets forth guidelines for developing ISS for youth participants under WIOA.

GUIDELINES:

The Pima County WIOA Youth ISS is comprehensive and consists of three sections:

1. Basic client information, assessment scores, interview, narrative detail, notes;
2. ISS Tool with dimensions corresponding to each of the 14 WIOA youth services elements and sub-elements;

3. Follow up section to track activities and outcomes related to progress and to youth performance measures.

The ISS guides youth specialists in adopting a holistic approach to identifying youth participant needs, strengths, aptitudes and goals at a point in time to determine which services and supports are needed, as well as to monitor progress and outcomes. Therefore it is essential that the ISS be the first step undertaken as a joint effort between the youth specialist and participant.

- Parts (1) and (2) of the ISS are to be completed together at the first appointment.
- Review each dimension on the ISS Tool (2) to determine which of the 14 WIOA elements (or combination of elements) appropriately match participant needs. Use the “Recommended Services” column corresponding to each element to review all available service options for each need and initiate referrals to services as appropriate. Some elements correspond to and may yield a measurable skills gain and are indicated as a reminder. Enter the corresponding services in Arizona Job Connection (AJC) and in the Participant Tracking System (PTS).
- Ensure that both parties sign and date when complete.
- Utilize the monthly activity report in Part (3) to monitor and enter information regarding participant progress by entering the date and updated information or status. Then use the follow-up after exit section of Part (3) to enter monthly follow-up information, including job placement, earnings, measurable skills gains and credentials for 12 months. Additionally, this information will be entered in the AJC After Exit screens.