

INDIVIDUAL SERVICE STRATEGY POLICY

RochesterWorks! (RW) Requirements:

In our RochesterWorks' Youth Workforce Development system, the Navigator's key responsibility is minimizing effects of enrollment barriers for our WIOA enrolled out of school youth (OSY). Our goal is to enable active WIOA enrolled out of school youth (OSY) and youth receiving follow-up service (s), full participation in workforce development activities and opportunities for education (i.e. college, school) and/or employment to attain WIOA Youth Performance Indicators.

Completed Individual Service Strategy (ISS) is a requirement within 60 days of enrollment for all WIOA enrolled out of school youth (OSY). Once completed it needs to be added to their hard file. Youth are to be provided with a copy of their ISS once it is completed.

The Individual Service Strategy (ISS) is completed to assess youth starting points at the beginning of their WIOA relationship. It is a summary of their needs, assessments, and their educational and/or employment goals to name a few of the items covered here.

Thereafter, to capture any changes to a youth's educational and/or employment goals, with approval from NYSDOL, we utilize the dually signed (by youth and Navigator), OSOS Objectives and Services History as a continuation of the Individual Service Strategy (ISS) once a quarter and add it to the youth's hard file. It is a summary of all created achievement objectives and provided elements/services on OSOS for each youth. The dually signed (by youth and Navigator) **OSOS Objectives and Services History(s)/ISS serves as an accountability measure ensuring that discussion has taken place to capture agreed upon achievement objectives and provided elements/services to help youth attain their educational and/or employment goals. Navigators in their submitted Youth Tracking Report by the 5th of each month to RochesterWorks are required** to document once a quarter OSOS Objectives and Services History(s) completion (hard file).