

Individual Service Strategy: Revised 10/05/21

Complete within 60 days of enrollment. **Provide youth with copy.**

If an area does not apply to youth, mark N/A. Do not leave any area blank.

Once a quarter, complete the dually (youth and Navigator) signed Objectives and Services History/ISS.

Overview and Directions:

Individual Service Strategy (ISS):

The Individual Service Strategy (ISS) is a key required foundational document. It is an initial action plan completed by youth and Navigator together, beginning the youth's exciting journey of focusing, and outlining their educational and/or employment goals. The ISS is designed to help minimize barriers youth may be experiencing by highlighting and addressing supportive service assistance needs, i.e., transportation and childcare. It is a "roadmap/GPS" tool, to help a Navigator determine which elements/services will be using on OSOS to accurately reflect the youth's individual educational and/or employment goals, achievement objectives, planned activities element(s)/service(s), and supporting comments (SENSE Model) to assist youth including checking off potential Performance Indicator Measures a youth may count towards. **Navigator, on OSOS use "Youth- Development of ISS" when completing original ISS with youth and place it in the youth's hard file.**

Once a quarter, complete dually signed (youth and Navigator) Objectives and Services History/ISS. RochesterWorks (RW) recognizes youth may change their educational and/or employment goals from the initial ISS. To continue the ISS in an easy, effective, and efficient manner, RW instituted once a quarter, for a Navigator with a youth, to dually sign an OSOS Objectives and Services History/ISS. This action captures all achievement objectives and elements/services provided including any educational and/or employment goal changes as continuation of the ISS for youth without requiring the Navigator to go back to the original ISS to manually update it. Completion of a dually signed (youth and Navigator) Objectives and Services History/ISS once a quarter, serves as an accountability and verification measure attesting to the fact that discussion and agreement between youth and Navigator has taken place regarding achievement objectives set and elements/services provided. ***Navigator, on OSOS, use "Youth -Update ISS/Objectives and Services History", once a quarter, when completing and place in youth's hard file.***

New York State Department of Labor (NYSDOL) and United States Department of Labor/Education and Training Administration (USDOL/ETA) will use both, the ISS and Objectives and Services History/ISS, when monitoring to determine whether completed OSOS data entry accurately reflects a youth's educational and/or employment goals and meeting performance indicators. *Navigator, to create an enrollment in OSOS, use "Youth- Intake and Eligibility" service, "Youth - Objective assessment" service, and one WIOA Youth element, with corresponding achievement objective, and comment (SENSE Model) for each.* Navigator, for active status youth create 1 achievement objective, choose 1 element/service, and complete 1 supporting comment (SENSE Model) every 60 days. Once a youth is in follow up status use an allowable follow up WIOA Youth element(s) and comment (SENSE Model) only. ******Please utilize the OSOS Desk Guide to ensure correct data entry and documentation for Performance Indicators attainment. ******

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Date _____ Participant _____ Navigator Name: _____

Assessment	Goals	Planned Activities	Element(s)/Service(s)
BASIC NEEDS <i>(Circle applicable.)</i> Food (PA or SNAP) Adequate Housing Appropriate clothing English Language Learner Legal- Adult/Juvenile (comment in hard file) Health Substance Abuse Childcare Transportation			<i>(Underline or circle those will use.)</i> Support Serv, Other Support Serv, Childcare Support Serv, Dependents Support Serv, Housing Support Serv, Transportation Comp Guidance Financial Lit
EDUCATION <i>(Circle applicable.)</i> Interest in HS Diploma/Equivalent Completed HS or attended college Interest in Vocational/College • Individual Training Grant			<i>(Underline or circle those will use.)</i> Alternative Tutoring Ed Concurrently Occupational Transition Mentoring
EMPLOYMENT HISTORY <i>(Circle answer.)</i> Interest in Internet job search Y/N Interviewed for a job before Y/N Follow up skills with potential employer? Y/N Employed before? Y/N Volunteer Work/ Internship Job Shadowing/Military Phone w/working voicemail? Y/N Appropriate email address? Y/N Resume? Cover letter? Y/N Microsoft Word, Excel, PowerPoint? Y/N			<i>(Underline or circle those will use.)</i> Objective Assessment LMI Year-Round Employment/Internships Other Work Experience Summer Employment/Internship On the Job Training (OJT) Entrepreneurial Apprenticeship

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<p>Pre-TABE Testing/other NYSED approved assessment <i>(Circle answer.)</i> Y/N</p> <p>CareerZone Portfolio <i>(Circle answer.)</i> Y/N Required documentation in hard file.</p>	<p>PRIOR to completing ISS complete:</p> <ul style="list-style-type: none"> • Pre-TABE Testing/other approved NYSED assessment • CareerZone Portfolio 	<p>Schedule academic/basic skill levels assessments. Complete CareerZone Portfolio: Required documentation for each one below in hard file.</p> <p>1 Interest Profiler (IP) ___ List of Abilities ___ 1 Work Importance Profiler (WIP) ___ 2 Saved Occupations as favorites ___ 1 saved Budget ___</p>	<p><u>(Underline or circle those will use.)</u> Objective Assessment LMI Occupational</p>
<p>OCCUPATIONAL GOALS/ INTERESTS Identify Career Pathway including (Ed/Emplt Goals) Career Interests.</p> <p>ST Goals: Youth Employment Program (YEP) internship</p> <p>LT Goals: Individual Training Grant</p>			<p><u>(Underline or circle those will use.)</u> Leadership LMI Comp Guidance Ed Concurrently Entrepreneurial Pre-Apprentice Financial Lit Occupational Transition Alternative Year-Round Employment/Internships</p>

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WIOA Performance Indicators:

Keep the end in mind: Place "X" next to Youth Performance Indicator(s) youth may potentially count towards based on their ISS:

Placement in Education, Training, or Unsubsidized Employment (2nd Quarter after exit) 73.5%
Percentages of participants in education, or training activities, or in unsubsidized employment during second quarter after exit.

Placement in in Education, Training, or Unsubsidized Employment (4th Quarter after exit) 63.5%
Percentages of participants in education, or training activities, or in unsubsidized employment during fourth quarter after exit.

Median Earnings (2nd Quarter after exit) \$3,100
The Median earnings of participants who are in unsubsidized employment during the second quarter after exit from program.

Credential Attainment 51.0%
*Percentages of participants enrolled in an education or training program who attain a recognized postsecondary credential or a secondary school diploma or its recognized equivalent during participation or within one year after exit from program. **NOTE: If a youth attains a HS diploma or HS equivalent, then youth must also be employed or enrolled in education or a training program leading to a postsecondary credential to count for Credential Attainment.** The idea is that attaining HS or HSE Diploma is the start to either continuing with post-secondary education or attaining unsubsidized employment. Required: Hard copy documentation in youth's hard file.*

Measurable Skills Gain 50.5% *(Circle one of the options below.)*

- *1 Educational Functioning Level increase;*
- *Attainment of a secondary school diploma or its recognized equivalent;*
- *Secondary or postsecondary transcript or report card;*
- *Training milestones: completion of OJT or completion of one (1) year of an apprenticeship program or similar milestones*
- *Skills Progression: Passing knowledge-based exams required for specific occupation or progress in attaining technical or occupational skills*

Youth Participant Signature: _____ **Date:** _____

Navigator Signature: _____ **Date:** _____ **Provide youth with ISS copy.**