**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. Thisaction 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. \*\*\**

**Date Participant** \_\_\_\_\_\_\_\_\_\_\_\_\_**Navigator Name:**  \_\_\_\_\_\_\_\_\_

***Assessment Goals Planned Activities Element(s)/Service(s)***

|  |  |  |  |
| --- | --- | --- | --- |
| **BASIC NEEDS (*Circle applicable.)***Food (PA or SNAP) Adequate Housing Appropriate clothing English Language Learner Legal- Adult/Juvenile (comment in hard file) Health Substance Abuse Childcare Transportation  |  |  | ***(Underline or circle those will use.)***Support Serv, OtherSupport Serv, ChildcareSupport Serv, DependentsSupport Serv, HousingSupport Serv, TransportationComp Guidance Financial Lit |
| **EDUCATION (*Circle applicable.)***Interest in HS Diploma/Equivalent Completed HS or attended college Interest in Vocational/College * Individual Training Grant
 |  |  | ***(Underline or circle those will use.)***Alternative TutoringEd Concurrently OccupationalTransition Mentoring  |
| **EMPLOYMENT HISTORY (*Circle answer.)***Interest in Internet job search Y/N Interviewed for a job before Y/NFollow up skills with potential employer? Y/NEmployed before? Y/N Volunteer Work/ Internship Job Shadowing/MilitaryPhone w/working voicemail? Y/NAppropriate email address? Y/NResume? Cover letter? Y/NMicrosoft Word, Excel, PowerPoint? Y/N |  |  | ***(Underline or circle those will use.)***LMI Year-Round Employment/InternshipsOther Work ExperienceSummer Employment/Internship On the Job Training (OJT)Entrepreneurial Apprentice |
| **Pre-TABE Testing/other NYSED approved assessment** ***(Circle answer.)*** Y/N**CareerZone Portfolio** ***(Circle answer.)***  Y/N  | *PRIOR* to completing ISS complete: * Pre-TABE Testing/other approved NYSED assessment
* CareerZone Portfolio
 | **Schedule academic/basic skill levels assessments.****Complete CareerZone Portfolio:**1 Interest Profiler (IP) \_\_List of Abilities \_\_\_ 1 Work Importance Profiler (WIP) \_\_2 Saved Occupations as favorites \_\_\_ 1 saved Budget \_\_ | ***(Underline or circle those will use.)***Objective Assessment LMIOccupational  |
| **OCCUPATIONAL GOALS/ INTERESTS (*Circle applicable.)***Career Interests Short term goals* Youth Employment Program (YEP) internship

Long term goals* Individual Training Grant
 |  |  | ***(Underline or circle those will use.)***Leadership LMIComp Guidance Ed Concurrently Entrepreneurial Pre- Apprentice Financial Lit Occupational Transition Alternative Year-Round Employment/Internships |

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

**[ ]  Placement in Education, Training, or Unsubsidized Employment (2nd Quarter after exit)**

*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)**

*Percentages of participants in education, or training activities, or in unsubsidized employment during fourth quarter after exit.*

**[ ]  Median Earnings (2nd Quarter after exit)**

*The Median earnings of participants who are in unsubsidized employment during the second quarter after exit from program.*

**[ ]  Credential Attainment**

*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.*

**[ ]  Measurable Skills Gain** *(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:**