

CWP Policy and Procedure Manual

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A. Purpose

The Individual Service Strategy (ISS) is a written action plan that guides a participant's progress towards a chosen career pathway. The ISS includes the participant's goals and objectives and the services linked to program participation and performance. In accordance with WIOA Sec. 129(c)(1)(B), this policy details the requirements for developing, reviewing and tracking Individual Service Strategies for WIOA youth participants.

B. Definitions

Objective Assessment: The objective assessment is a review of a participant's basic skills, occupational skills, prior work experience, employability, interests, aptitudes, supportive service needs and developmental needs. It is used to determine a participant's academic levels, skill levels and service needs for the purpose of identifying appropriate services and career pathways to inform the development of the participant's service strategies. Per WIOA Sec. 129(c)(1)(A), programs must provide an objective assessment of each participant. See section 5-30 Assessment of this manual for more details on assessments for youth in WIOA-funded programs.

Life Domain Profile: The CWP Life Domain Profile is a tool that provides a snapshot of the participant's circumstances across multiple life domains. This tool is applied during the intake process concurrent with the program eligibility determination process, and at regular intervals throughout program enrollment. The Life Domain Profile is designed to capture changes across a variety of quality of life and self-sufficiency indicators. See section 5-30 Assessment of this manual for more details on the Life Domain Profile.

WIOA Performance Indicators: Per WIOA Sec. 116(b)(A)(ii) WIOA, youth programs have six performance indicators.

1. The percentage of program participants who are in education or training activities, or in unsubsidized employment, during the second quarter after exit from the program
2. The percentage of program participants who are in education or training activities, or in unsubsidized employment, during the fourth quarter after exit from the program
3. The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program
4. The percentage of program participants who obtain a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent, during participation in or within 1 year after exit from the program
5. The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains toward such a credential or employment

WIOA Youth Service Elements: There are fourteen (14) WIOA youth service elements that programs must make available to participants, as needed (per WIOA Sec. 129(c)(2)).

1. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate
2. Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential

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3. Alternative secondary school services, or dropout recovery services, as appropriate
4. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services
5. Activities that help youth prepare for and transition to postsecondary education and training.
6. Paid and unpaid work experiences that have as a component academic and occupational education, which may include:
 - a. Employment opportunities available throughout the school year
 - b. Pre-apprenticeship programs
 - c. Internships and job shadowing and
 - d. On-the-job training opportunities
7. Occupational skill training, which shall include priority consideration for training programs that lead to recognized, stackable credentials that are aligned with in-demand industry sectors or occupations in the North Central region, as defined by CWP
8. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster
9. Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate
10. Supportive services
11. Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months
12. Follow-up services for not less than 12 months after the completion of participation, as appropriate
13. Financial literacy education
14. Entrepreneurial skills training

C. Procedures

1. ISS Development

Program staff are to use the following steps in developing the ISS.

- a. Prior to ISS development, participants must be determined eligible to receive WIOA-funded services and complete an objective assessment and the CWP Life Domain Profile.
- b. Program staff discusses the results of the objective assessment and the Life Domain Profile with the participant and use the results to inform the development of the ISS.
- c. The program staff works with the participant to develop the participant's ISS. The ISS includes the following elements:
 - i. **Career goals and objectives:** Based on the results of assessments and the CWP Life Domain Profile, program staff assist participants in identifying their career goals and objectives. Participants must have one goal set for each performance indicator. Each goal has three (3) objectives.
 - ii. **Career pathways:** Program staff assist participants in identifying an appropriate career pathway to achieving their career goals and objectives. If a participant chooses a career pathway that is not supported by the provider's available program tracks or services, the provider refers the participant to other, more appropriate programs.

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- iii. **Barrier identification:** In order to ensure participants successfully participate in their career pathways and attainment of their goals and objectives, the participants barriers to reaching their goals are identified and addressed. Barriers are discovered during the assessment process and during program participation.
 - iv. **Supportive services and referrals:** Supportive services and referrals needed to address the barriers are provided and documented in the ISS. If it is determined that a participant requires a supportive service, the program staff refers that participant to the appropriate organization/services.
 - v. **WIOA program elements:** The fourteen (14) WIOA youth service elements described in section B of this policy must be made available, as needed, to assist participants to successfully reach their goals and objectives. The WIOA program elements are incorporated into the ISS based on the participant's goals, career pathway and barriers.
 - vi. **Incentives.** Incentives payments to participants are allowed for recognition and achievement and must be tied to program goals on the participant's ISS. The provision of an incentive for attaining one or more program goals must be documented in the participant's ISS. Incentives can be either non-cash or cash incentives and must be awarded in a consistent and fair manner to each participant receiving the incentive (per § 681.650). Incentives may not include entertainment such as movie or sporting event tickets (per 2 CFR Part 200 & § 681.640).
- d. The participant's ISS must link to at least one or more performance indicators (See section B of this policy for description of performance indicators) and include an identified career pathway with education and employment goals, objectives and appropriate services.
2. ISS Review
- The program staff are to use the following steps when reviewing and updating the ISS to ensure it remains current and effective in assisting participants reach their individual career goals.
- a. No less than every ninety (90) days, the program staff and participant discuss the participant's progress toward meeting goals and objectives.
 - b. The participant's Life Domain Profile is reviewed and updated as the participant's circumstances change. The results of the updated Life Domain Profile are addressed in the ISS, as necessary.
 - c. Informal ISS reviews may occur monthly, at the discretion of program staff.
 - d. The goals, objectives and services are updated by program staff with the participant's knowledge and agreement.
 - e. Planned services should evolve with changing needs, goals and objectives. As objectives are met and goals are accomplished, new goals are set. As new barriers to reaching goals are identified, new supportive services and/or referrals for services are made.
 - f. As new goals, objectives and services are added to the ISS, a new review time period is established.
 - g. The program staff creates a case note documenting the discussion with the participant regarding the update or change to the ISS.
 - h. All formal updates to the ISS must be recorded in the data system within two (2) business days.
3. ISS Closure
- The ISS stays open until the participant exits the program. Once the participant exits the program, the program staff close the goals and activities in the ISS.