

## Individual Service Strategy: Revised 8/03/20

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: \_\_\_\_\_

<b>Assessment</b>	<b>Goals</b>	<b>Planned Activities</b>	<b>Element(s)/Service(s)</b>
<b>BASIC NEEDS</b> <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
<b>EDUCATION</b> <i>(Circle applicable.)</i> Interest in HS Diploma/Equivalent Completed HS or attended college Interest in Vocational/College • <b>Individual Training Grant</b>			<i>(Underline or circle those will use.)</i> Alternative Tutoring Ed Concurrently Occupational Transition Mentoring
<b>EMPLOYMENT HISTORY</b> <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> <b>Objective Assessment</b> LMI Year-Round Employment/Internships Other Work Experience Summer Employment/Internship On the Job Training (OJT) Entrepreneurial Apprentice

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

**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 (2<sup>nd</sup> 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 (4<sup>th</sup> Quarter after exit)**  
*Percentages of participants in education, or training activities, or in unsubsidized employment during fourth quarter after exit.*
- Median Earnings (2<sup>nd</sup> 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:** \_\_\_\_\_ **Provide youth with ISS copy.**