

MARYLAND WORKFORCE DEVELOPMENT SYSTEM

Maryland Workforce Issuance

Policy Issuance No. PI-WD-2014-10 **Policy** **Information** **Guidance**

Original **Change: #** Rescissions: none

To: Workforce Investment Board Chairs
Workforce Investment Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers

From: Julie Squire, Assistant Secretary, 
Department of Workforce Development and Adult Learning

Date: June 12, 2014

Effective Date: June 12, 2014

Expiration Date: Until rescinded

GWIB Approval Date: N/A

Authority: WIA section 129(c)(1)(B)

Subject: Develop policies and procedures for Individual Services Strategies for Youth in the state

Purpose: To provide policy on the development of an Individual Service Strategy for eligible youth.

Background: The US DOL and WIA law refers to the participant's Individual Service Strategy. WIA section 129(c)(1)(B), states that the program design framework component is an essential ingredient in helping local areas develop comprehensive service strategies for youth based upon their individual needs. It consists of intake, an objective assessment, individual service strategy development, and information and referrals for youth participants (WIA section 129(c)(1)) (29 U.S.C. 2854). Individual Service Strategy (ISS) means an individual plan for a participant, which shall include an employment goal (including, for women, consideration of nontraditional employment), appropriate achievement objectives, and the appropriate combination of services for the participant based on the objective assessment. In developing the ISS, the participant shall be apprised of the requirements for self-sufficiency and the occupational demands within the labor market.

Policy Every youth participant shall have an ISS developed jointly developed by the participant, and the case manager. The ISS is meant to be a guide for the participant and staff outlining the necessary and recommended steps including appropriate service mix and

sequence of services that enable a participant to reach goals. The participant must receive a copy of the plan that is signed by both the case manager and the participant.

In general, the ISS should:

- a) Identify employment goals, educational goals, needs and barriers, objective assessment results including testing information, and appropriate services. Both short and long term goals should be included.
- b) Be based on the objective assessment and reflect the expressed interests and needs of the participant.
- c) Be jointly developed with the participant, meaning the participant's input shall be taken into account and the participant shall have full knowledge of its contents. The goals must be mutually agreed upon.
- d) Be reviewed quarterly or more frequently with the participant to review progress and make any needed adjustments. It is a living document that should be added to or adjusted as the participant and case manager deem necessary. When reviewing the ISS, case managers should document a participant's progress, activities completed, benchmarks reached, and any other accomplishments.

The ISS must be updated to reflect changes in long-term or short-term goals, significant change in household status, newly identified or changed barriers that would change objectives or services, a legal name change, or other life changes that may affect goal attainment:

- Decisions concerning appropriate services shall be customer-centered, and ensure that the participant is not excluded from training or career options consistent with nondiscrimination and equal opportunity.
- The ISS shall be reviewed periodically to evaluate the progress of each participant in meeting the objectives of the service strategy, including an evaluation of the participant's progress in acquiring basic skills, and occupational skills, as appropriate, and the adequacy of the supportive services provided.

Action Required

By Local: All locals should create policy and provide guidance to staff on the policy.

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