WIA YOUTH PROGRAM

Individual Service Strategy (ISS)
Individual Service Strategy (ISS)

- WIA requires every participant in the WIA youth program have an Individual Service Strategy (ISS) that identifies the following:
  - Employment goal (including, in appropriate circumstances, non-traditional employment)
  - Appropriate achievement objectives
  - Appropriate services taking into account the objective assessment that is administered
Individual Service Strategy

- The ISS is the basis for the entire case management strategy. It is developed in partnership with the youth, which is imperative, & reflects the needs indicated by the objective assessment & the expressed interests & desires of the youth.
Individual Service Strategy

- The ISS is a living document that changes over time and the goal is to follow the process of mutually developing, implementing, & revising this plan with the youth & should be viewed as an important part of the youth’s development process.

- This mutual planning process enable youth to develop individual ownership of the plan & learn, through the process, now to make choices & actions that will lead directly to specific outcomes.
Individual Service Strategy

Purpose of ISS

- Serves as planning tool
- Addresses all required youth goals
- Reflects achievement objectives
- Leads to academic & occupational success
Individual Service Strategy

ISS Characteristics

- Identification information
- Summary of assessment information
- Measurable short-term & long-term goals
- Start & end dates
- Services & other resources needed
- Organizations and/or individuals that will provide services & resources
- Tasks & responsibilities of the youth, case manager, family members and others
Individual Service Strategy

The ISS process should include:

- Regular Review with youth of both planned & accomplished goals, objectives, & actions
- Refinement of existing goals, objectives, & action plan
- Retooling, by changing directions as needed to reflect the youth’s changing goals & growing awareness of the opportunities & responsibilities of adult life
Individual Service Strategy

- The decision making process should include:
  - Establish action plan - How will the youth make decisions?
  - Identify alternatives - What are the choices?
  - Define problem - What is decision to be made?
  - Discover problem outcomes - What is likely to be the result of alternatives?
  - Eliminate alternatives systematically - Which alternatives will not fit youth’s values & situation? - Which have least possibility of success?
Individual Service Strategy

- The ISS should include:

  - Clear action statements that are tied to the goals set by the youth & case managers
  - Timetable for completion of goals
  - Identification of whom is responsible for providing, obtaining and/or contracting the services for the youth.
Individual Service Strategy

- Goal setting is a key component in the development of the ISS, & the youth’s, with whom, the case manager is working. Together, they will be actively involved in the goal setting process from the very beginning.

- The goal setting process has several steps, including:
  - Thorough review of the information obtained during the objective assessment
  - Youth & case manager work as partners & must feel ownership for the goals & responsibility to make sure goals are attained
Individual Service Strategy

- Goals must be:
  - SMART
  - (S)pecific
  - (M)easurable
  - (A)ttainable
  - (R)ealistic
  - (T)imely
Individual Service Strategy

- Tips for developing career management skills for youth
  - Describe career planning process
  - Describe career development competencies
  - Integrate assessment process into career planning process
  - Describe ways to facilitate career planning process
Individual Service Strategy

- Career planning process can be divided into three basic steps:
  - Know yourself
  - Know the market
  - Make the match
Individual Service Strategy

Questions to ask youth to help identify career goal

- What kind of jobs would you prefer not to do?
- What do you dislike about those jobs?
- What do you like doing?
- What are your hobbies?
- What jobs have you seen that interest you?
Individual Service Strategy

Questions (continued)

- Tell me your interest in banking?
- What brought about your interest in banking?
- What do you like & dislike about the job?
- What do you know about banking?
- List the most rewarding job you have seen
- List the best, most fun, worst job you had?
- Watch TV for an evening & list jobs you see
An education goal should be included in the ISS. The goal recognizes the important role education plays in preparing youth for a career. An education goal has two interrelated functions:

- Establish what type of education & training youth need to become self-sufficient
- Determine educational skills required by selected career pathways
Individual Service Strategy

Many youth are not prepared to handle the responsibilities associated with living mature, productive, self-sufficient lives. While this may be true of many youth whose career ambitions may be overshadowed by issues such as; homelessness, lack of transportation, anger, teen parenting, substance abuse, & other problems. Until these issues are identified, & the needed support services developed & implemented, the youth may not be able to think about larger career goals & objectives.
Individual Service Strategy

Skill attainment goals:

- One of the core indicators for youth performance is skill attainment. WIA requires that participants between 14 - 18 years old that receive services must have at least one skill attainment goal, but can have up to three goals that can be counted towards performance.

- Skill attainment goals for youth should be identified in the ISS & are based on the needs of the youth as identified during the initial assessment.
Individual Service Strategy

- Types of skill attainment goals include:
  - Basic skill attainment
  - Occupational skill attainment
  - Work readiness skill attainment
Individual Service Strategy

- When setting skill attainment goals there can be any combination of the three types of goals, for example;

- Three goals in the same category
- Two goals in one category & one in the another
- One goal in each category
Individual Service Strategy

- Basic skill goals are to reflect a measurable increase in basic education skills, including reading, math computation, comprehension, writing, speaking, listening, problem-solving, reasoning, & the capacity to use these skills.
Individual Service Strategy

- Occupational skill goal encompasses the proficiency to perform actual tasks, & technical functions required by certain occupational fields at entry, intermediate or advanced levels. Secondary occupational skills entail familiarity with & use of set-up procedures, safety measures, work-related terminology, record keeping & paperwork formats, tools, equipment & materials, & breakdown & clean-up routines
Individual Service Strategy

- Work readiness skills include:
  - World of work awareness
  - Labor market knowledge
  - Occupational information
  - Values clarification
  - Personal understanding
  - Career planning
  - Decision making
  - Job search techniques
Individual Service Strategy

- Work readiness (continued)
  - Daily living skills
  - Positive work habits
  - Attitude
  - Behaviors
  - Neat appearance
  - Regular attendance
  - Getting along with others
  - Reliability
  - Motivation