



## Local Operating Procedure

<b>SECTION:</b> Operations/Case Management	<b>PROCEDURE#:</b> LOP04	<b>PAGE 1 of 3</b>
<b>TITLE:</b> WIOA Youth Individual Service Strategy Procedure	<b>EFFECTIVE DATE:</b> July 1, 2025 <b>Revises version dated:</b> March 17, 2022	

**DISTRIBUTION:** CareerSource North Central Florida Staff

**PURPOSE:** To establish guidance and instruction for CareerSource North Central Florida (CSNCFL) staff with the development and completion of the WIOA Youth Program Individual Service Strategy (ISS) and the Objective Assessment Summary (OAS).

**REFERENCE:** CSNCFL adheres to WIOA Sec. 129 (c) (1) (B) and (c) (2); 20 CFR 681.460; 20 CFR 681.430, 440, 540 and 600, and 20 CFR 680.770-840, WIOA Sec. 134(c)(3)(A), and Administrative Policy 009 when creating the WIOA Youth Individual Service Strategy.

**POLICY:** CareerSource Florida Policy requires that a WIOA Youth participant will be assessed when they have been determined eligible for services and prior to receiving services an Individual Service Strategy (ISS) must be developed. Also, an Objective Assessment Summary must be created in Employ Florida which includes an assessment of the academic level, occupational skill level, support service needs and strengths of the participant.

### Background

WIOA requires that all youth participants have an Individual Service Strategy (ISS) which identifies the participant's educational goals, employment goals including, when appropriate, non-traditional employment, suitable achievement objectives, needs assessment for supportive service and the appropriate mix of services, considering the information documented in the Objective Assessment. The Objective Assessment can be an evaluation summarized by utilizing several different service provider tools. It must include the youth's academic and occupational skill levels, as well as the service needs, for the purpose of identifying appropriate services and career pathways. The ISS could include but is not limited to, provider questionnaire, program application, an applicant interview, recently given assessments from another education or workforce program, or background information. The determination of the objective assessment must be summarized in a case note and must be used in developing the ISS. The WIOA Youth Program must be structured around the coordinated delivery of individual and tailored care for each youth from a menu of the 14 program elements, ensuring all 14 program elements will be offered and available to every participant. This assessment process will also ensure placement

of the participant into the correct activity.

## **Procedure**

### **a. Individual Service Strategy (ISS)**

The Individual Service Strategy (ISS) is a planning tool which addresses goals and strategies, reflects achievement objectives, and leads to academic and occupational success. A quality ISS provides a framework for identifying individual goals, strategies, and supportive services needed to enhance the youths' capabilities while guiding their ongoing development.

The ISS must be created jointly by the WIOA Youth participant and the CSNCFL staff and must include at least one (1) of the 14 WIOA Youth Program elements. The ISS must also directly link to one or more of the WIOA Youth performance indicators as identified in TEGL 10-16, Change 1 and must list the activities and services the youth will be engaged in during participation in the WIOA Youth Program.

The ISS plan must be successfully completed, signed & dated by youth and CSNCFL staff within 30 days from the date of youths' program participation. The activity code associated with the ISS must be entered in Employ Florida and successfully closed out upon successful completion of the ISS. For ISS plans that are developed for youth 17 years old and under must also include the legal guardian/parent signature.

A case note that describes the newly created or updated ISS must be entered in Employ Florida. The activity code associated with the ISS must also be entered in Employ Florida and successfully closed out every time the ISS is updated with the Youth participant.

An ISS should include identifying information as follows:

- Appropriate Career Pathway
- summary of assessment information
- measurable short- and long-term goals
- supportive services, and other resources needed
- paid or unpaid work experiences with an academic occupational educational component
- organizations/training providers and/or individuals that will provide services and resources
- It should include clear action statements that are tied to the goals set by the WIOA Youth participant and CSNCFL staff
- specific time for completion of goals
- regular review with Youth of both planned and accomplished goals
- refinement of existing goals
- objectives and changing directions as needed

The ISS plans must be updated as activities are completed, benchmarks reached, goals achieved and/or the youths' needs are changed. Placement into Work Based Learning, Paid or Unpaid work experience, or employment must also be documented in the ISS and the corresponding activity entered into Employ Florida.

All newly created ISS plans and ISS plan updates must be documented in Employ Florida with the associated activity code and with a case note entry that describes the ISS plan. All

ISS plans will be maintained in the WIOA Youths' Atlas file.

For instructions on how to create an ISS plan for the WIOA Youth participant in Employ Florida, refer to the Employ Florida VOS Staff Services User Guide Section 4: Individuals – Case Management - page 4-77 through 4-83.

**b. Objective Assessment Summary (OAS)**

The Objective Assessment Summary (OAS), which is a documented evaluation of the academic and occupational skills, career interests, personal needs, and developmental needs of the participant, is a crucial tool that helps staff and participants make informed decisions. The OAS must include a review of prior work experience; aptitudes for both traditional and nontraditional careers; academic history; basic skills; work readiness, and barriers to employment. Staff must document any formal or informal assessment and/or testing used to gauge an individual's current knowledge, skills and abilities.

The OAS wizard in Employ Florida must be fully completed by staff for program participants. Should there be instances where the system is not available (i.e. system disruptions/outages), LWDBs may use other assessment tools, given the chosen assessment tool contains the same information as the system-generated OAS. Additionally, staff must update the system as soon as it is available but no later than 15 days from the date the service was provided.

When a participant completes the background wizard and/or resume' builder, some of the participant's information will automatically populate into the OAS. As a result, limited information will need to be inputted to complete the OAS. Staff must review the results of the OAS with the participant to make certain the information was accurately documented.

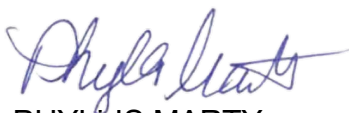
Participants enrolled in or receiving services from a partner program may already have a previously completed OAS in Employ Florida. A new OAS is not required if the OAS was completed within the last six months. If the participant has an open OAS, then staff must work with the partner program and update the OAS to incorporate new components.

**Definitions**

Individual Service Strategy (ISS) – a service plan based on the youth's need, educational and employment goals.

Career Pathway – a well-articulated sequence of quality education, training offerings and supportive services that enable educationally underprepared youth and adults to advance over time to successively higher levels of education and employment in a given industry sector or occupation.

OFFICIAL SIGNATURE



PHYLLIS MARTY  
Chief Executive Officer