

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, how 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 Startegy

- ➔ **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

Self-assessment

Explore options

Career decision

making

➔

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

Individual Service Strategy

- ➔ **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