

# EASTERN WASHINGTON PARTNERSHIP

## WORKFORCE DEVELOPMENT COUNCIL

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WDC Policy #: 273  
Effective Date: 7/1/16  
Revision Date: N/A

SUBJECT WIOA Individual Service Strategy

### PURPOSE

This policy provides guidance for establishing the Individual Service Strategy (ISS) plan for program participants. ISS plans are a required element of service delivery, and are foundational to successfully providing individualized training that effectively equips youth to enter the workforce.

### POLICY

Individual Service Strategy (ISS) plans are a collaboratively built document that details participant need for training, education and support service assistance. It details the goals that they have for their time in the program, and their anticipated need throughout, based on objective assessments completed. It should be updated when any changes occur, and reflect the dynamic needs of our youth as they meet the dynamic needs of the workforce.

The ISS will identify and document:

- The educational goal(s) of the participant
- The employment goal(s) of the participant including non-traditional employment goals, if applicable
- Appropriate achievement objectives for the participant
- Appropriate services to be delivered and justification for the services to be provided
- Any referral(s) to other services / programs and justification for such
- Services needed, but not available in the EWP service area

All services delivered to youth should be detailed in the ISS plan, along with justification and resources needed. All expenditures should be tied to goals in the ISS plan, demonstrate completion of performance metrics, and show the related participant level of need.