



## **EASTERN WORKFORCE INVESTMENT BOARD, INC.**

*Proudly serving Adair, Cherokee, McIntosh, Muskogee, Okmulgee, Sequoyah and Wagoner Counties in Oklahoma*

### **INDIVIDUAL SERVICE STRATEGY (ISS) POLICY AND PROCEDURE**

*Effective February 20, 2007*

A Proud Member of



EWIB is an Equal Opportunity Employer/Program  
Auxiliary Aids and Services are Available upon Request to Individuals with Disabilities  
This policy and procedure was financed in whole or in part by funds from the U.S. Department of Labor as administered by the OESC.

## GUIDANCE

Since primary funding source for customer services is the Workforce Investment Act (WIA) Adult, Dislocated Worker and Youth formula grants, **The Workforce Investment Act of 1998 (P.L. 105.220)** and **810 20 CFR 652 Workforce Investment Act; Final Rules** will be used as the legislative and regulatory guidance for this document.

## BOARD ROLES AND RESPONSIBILITY:

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According to **§ 661.305 20 CFR 652** and **The Workforce Investment Act of 1998 § 117(d)**, the Local Board is responsible conducting oversight of the One-Stop system, youth activities and employment and training activities under title I of WIA, in partnership with the chief elected official. **20 CFR 663.145(a)** clearly states that *"WIA title I formula funds allocated to local areas for adults and dislocated workers must be used to provide core, intensive and training services through the One-Stop delivery system. Local Boards determine the most appropriate mix of these services, but all three types must be available for both adults and dislocated workers."* These responsibilities include: selecting eligible youth service providers based on the recommendations of the youth council, identifying eligible providers of adult and dislocated worker intensive services and training services, and maintaining a list of eligible providers with performance and cost information, as required in **20 CFR part 663, subpart E**; and developing a budget for the purpose of carrying out the duties of the Local Board, subject to the approval of the chief elected official.

To assist the Board in their role, Board Staff was hired. The main role of EWIB's Board Staff is to coordinate all activities related to WIA and other funding sources with the service providers as well as act on behalf of the Board and Local Elected Officials by ensuring customers are being served according to federal, state, and board-issued guidance. This is done by monitoring the progress of the service providers in meeting the programmatic goals and objectives set by the Board. Board Staff has direct oversight of obligations and expenditures used to provide supportive services and training to WIA customers. The staff is also responsible for ensuring the service providers are in compliance with all board, state and federal guidance and the Act.

As part of the technical support to the service providers, the Board Staff is responsible for all procedural issuances based on EWIB policies and conducting training regarding the programmatic changes as prescribed by state and federal mandates and guidance.

## POLICY

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The Individual Service Strategy (ISS) is a distinct plan designed specifically for the individual WIA Youth and based on the information obtained during the objective assessment. The ISS will serve as the basis for the entire case management service strategy and as a guide for delivery of appropriate services. The ISS will identify and document:

1. The educational goal(s) of the participant

2. The employment goal(s) of the participant (including, when appropriate, non-traditional employment goals)
3. Appropriate achievement objectives for the participant
4. Appropriate services, the sequence and mix of the services, and justification for the services to be provided
5. Any referral(s) to other services/programs and justification for such
6. Services needed, but not available in the Local Workforce Investment Area

The Individual Service Strategy should be recorded in Oklahoma Service Link (OSL) which is designed to ensure that all of the components of the ISS are documented and recorded appropriately. Any subsequent revisions to the ISS should also be recorded in OSL.

The ISS does not give legal or entitlement rights for services to participants.

As directed by Oklahoma Employment and Training Issuance #07-2006, services delivered to Youth may be flexible based on the participants needs; but the assessment and ISS will follow the logical order as follows:

- Determine Career Goal(s) – Identify career goal(s) and/or career pathways
- Assess Needs – Identify Basic Skills, Work Readiness Skill, Occupational Skills, and Supportive Service Needs
- Develop an ISS – Set goals, develop achievement objectives, assign services to address identified needs and attain positive outcomes
- Conduct Progress Reviews – Conduct periodic reviews of the participant and their plan to determine progress and any related problems that may arise
- Provide Follow-up Services – Assess needs and plan follow-up services

The tools used to guide the Assessment/ISS process is the Oklahoma Service Link (OSL) Employment Plan and Youth Goals section. Instructions for developing procedures for the required OSL fields are shown in OETI #7-2006 Change – 1, which shall be adopted and become a part of EWIB's ISS Policy and Procedures manual **(OETI # 7-2006 Change 1 Attachment – 1; and ISS Model Procedures – Change -1 Attachment – 2)**

