



# Spokane Area Workforce Development Council

808 W. Spokane Falls Blvd, Room 606  
Spokane, Washington 99201-3302  
Larry Lengyel, Director



Policy Directive No. C.2  
Effective Date: August 7, 2000

**SUBJECT:** Individual Service Strategy Policy

**REFERENCE:** Adult and Dislocated Workers- Sec. 134  
Youth – Sec. 129(c)  
Service Category Policy – Policy Directive C.3  
ITA Policy Memo, December 18, 2000  
August 7, 2000 Draft

**CANCELLATION:** August 7, 2000 Draft

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1. PURPOSE: To transmit ISS Policy.
2. BACKGROUND: Referred to as training plan, individual employment plan, retraining plan, and case file etc. the content of the Individual Service Strategy is the road map and compass demonstrating the WIA case manager and participants' agreed upon plan of action. Generally contained in a single document, in its broadest sense, it is the participant file documenting, recording and tracking the participant's time on the program and beyond. Performance standard outcomes including the framework for customer satisfaction surveys are established through a mutual understanding of plans and expectations.
3. POLICY: Required for Youth, Adult and Dislocated Worker programs, specific elements of each plan are dictated by unique program requirements and characteristics.

Individual formats can be developed as long as they contain the required elements.

YOUTH: Reference Section 129(c).

(c) Local Elements and Requirements\_

- (1) Program Design – Funds allocated to a local area for eligible youth under paragraph (2)(A) or (3), as appropriate, of section 128(b) shall be used to carry out, for eligible youth, programs that-
  - (A) Provide an objective assessment of the academic levels, skill levels, and service needs of each participant, which assessment shall include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs), supportive service needs, and developmental needs of such participant, except that a new

- assessment of a participant is not required if the provider carrying out such a program determines it is appropriate to use a recent assessment of the participant conducted pursuant to another education or training program;
- (B) Develop service strategies for each participant that shall identify an employment goal (including, in appropriate circumstances, nontraditional employment), appropriate achievement objectives, and appropriate services for the participant taking into account the assessment conducted pursuant to subparagraph (A), except that a new service strategy for a participant is not required if the provider carrying out such a program determines it is appropriate to use a recent service strategy developed for the participant under another education or training program; and
- (C) Provide -
- (i) preparation for postsecondary educational opportunities, in appropriate cases;
  - (ii) strong linkages between academic and occupational learning;
  - (iii) preparation for unsubsidized employment opportunities, in appropriate cases; and
  - (iv) effective connections to intermediaries with strong links to –
    - (I) the job market; and
    - (II) local and regional employers.
- (2) Program Elements – The programs described in paragraph (1) shall provide elements consisting of-
- (A) tutoring, study skills training, and instruction, leading to completion of secondary school, including dropout prevention strategies;
  - (B) alternative secondary school services, as appropriate;
  - (C) summer employment opportunities that are directly linked to academic and occupational learning;
  - (D) as appropriate, paid and unpaid work experiences, including internships and job shadowing;
  - (E) occupational skill training, as appropriate;
  - (F) leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social behaviors during non-school hours, as appropriate;
  - (G) supportive services;
  - (H) adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months;
  - (I) follow-up services for not less than 12 months after the completion of participation, as appropriate; and
  - (J) comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate.
- (3) Additional Requirements -
- (A) Information and Referrals – Each local board shall ensure that each participant or applicant who meets the minimum income criteria to be considered an eligible youth shall be provided-
    - (i) information on the full array of applicable or appropriate services that are available through the local board or other eligible providers or one-stop partners, including those receiving funds under this subtitle; and

- (ii) referral to appropriate training and educational programs that have the capacity to serve the participant or applicant either on a sequential or concurrent basis.
- (B) Applicants Not Meeting Enrollment Requirements - Each eligible provider of a program of youth activities shall ensure that an eligible applicant who does not meet the enrollment requirements of the particular program or who cannot be served shall be referred for further assessment, as necessary, and referred to appropriate programs in accordance with subparagraph (A) to meet the basic skills and training needs of the applicant.
- (4) Exceptions – Not more than 5 percent of participants assisted under this section in each local area may be individuals who do not meet the minimum income criteria to be considered eligible youth, if such individuals are within one or more of the following categories:
  - (A) Individuals who are school dropouts.
  - (B) Individuals who are basic skills deficient.
  - (C) Individuals with educational attainment that is one or more grade levels below the grade level appropriate to the age of the individuals.
  - (D) Individuals who are pregnant or parenting.
  - (E) Individuals with disabilities, including learning disabilities.
  - (F) Individuals who are homeless or runaway youth.
  - (G) Individuals who are offenders
  - (H) Other eligible youth who face serious barriers to employment as identified by the local board.

(See Barrier Enclosure and Operations Plan)

#### IMPLICATIONS FOR PERFORMANCE MEASURES:

Skill Attainment is an extremely important measure for younger youth. Assessment of a Basic Skill and/or Occupation Skill Barrier triggers programmatic responses. These are an example of the necessity for accurate and timely programmatic and MIS tracking as the 12-month attainment period may involve multiple goals.

#### ADULT & DISLOCATED WORKER:

Reference: Section 134

- Movement to Core-Intensive-Training Service Categories is guided by inability to obtain Employment at initial level. An individual must be determined to be in need of next level of services.

#### 3 – Intensive Services

##### (C) Type of Services

- (ii) “Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve the employment goals.”

#### 4 – Training Services

- (A) In General – Funds allocated to a local area for adults under paragraph (2)(A) or (3), as appropriate, of section 133(b), and funds allocated to a local area for dislocated workers under section 133(b)(2)(B) shall be used

to provide training services to adults and dislocated workers, respectively-

- (i) who have met the eligibility requirements for intensive services under paragraph (3)(A) and who are unable to obtain or retain employment through such services;
- (ii) who after an interview, evaluation, or assessment, and case management, have been determined by a one-stop operator or one-stop partner, as appropriate to be in need of training services and to have the skills and qualifications to successfully participate in the selected program of training services;
- (iii) who select programs of training services that are directly linked to the employment opportunities in the local area involved or in another area in which the adults or dislocated workers receiving such services are willing to relocate;
- (iv) who meet the requirements of subparagraph (B); and
- (v) who are determined to be eligible in accordance with the priority systems, if any, in effect under subparagraph (E).

**(B) QUALIFICATION -**

- (i) Requirement – Except as provided in clause (ii), provision of such training services shall be limited to individuals who -
  - (I) are unable to obtain other grant assistance for such services, including Federal Pell Grants established under title IV of the Higher Education Act of 1965 (20 U.S.C.1070 et seq.); or
  - (II) require assistance beyond the assistance made available under other grant assistance programs, including Federal Pell Grants.

**OTHER PURPOSES of ISS:**

- To recognize and monitor Priority for Services as required by WIA and the Local Operations Plan.
- To justify training which must be linked to occupations in demand in local area or areas where individual is willing to relocate. Operators may approve training for occupations determined by the local board to be in sectors of the economy that have a high potential for sustained demand or growth in the local area as documented by available labor market information (See Strategic Plan).

**ALL PROGRAMS:**

- ISS's document the need for and provision of supportive services.
- ISS's document the need for and eligibility for services from multiple WIA funded programs and/or other community partner programs.
- Includes recognition of the Quarterly System of Performance Measures and the importance of post exit follow-up.
- Includes by reference counseling notes, activity tracking forms, MIS forms, (and other elements in the file).
- The strategy should be reviewed periodically to evaluate the progress of each participant in meeting the objectives of the service strategy.
- The ISS (and counseling notes) shall be used as the basic instrument for the counselor to record the results of decisions made about the combination and sequence of services for the participant based on the assessment.

- The ISS should contain a post employment service strategy given the nature of most WIA Performance Measures. (See attached Quarterly System chart, which should become a planning tool in ISS development and service provision. The Quarterly System chart should be used in conjunction with TEGL 7-99, which defines the required federal core measures).
4. ACTION REQUIRED: Distribute information to appropriate staff for planning and implementation of WIA programs.
  5. DISTRIBUTION: WIA Subagents

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John Baumhofer for Larry Lengyel, Director



## Youth Barriers

Basic Eligibility	5% Window
<p>664.200 Who is eligible for youth services?</p> <p>An eligible youth is defined, under WIA section 101(13), as an individual who:</p> <ul style="list-style-type: none"> <li>(a) Is age 14 through 21;</li> <li>(b) Is a low income individual, as defined in the WIA section 101(25); and</li> <li>(c) Is within one or more of the following categories: <ul style="list-style-type: none"> <li>(1) Deficient in basic literacy skills;</li> <li><b>(2) School dropout;</b></li> <li><b>(3) Homeless, runaway, or foster child;</b></li> <li><b>(4) Pregnant of parenting;</b></li> <li><b>(5) Offender; or</b></li> <li>(6) Is an individual (including a youth with a disability) who requires additional assistance to complete an educational program, or to secure and hold employment. (WIA sec 101(13).)</li> </ul> </li> </ul>	<p>664.220 Is there an exception to permit youth who are not low-income individuals to receive youth services?</p> <p>Yes. Up to five percent of youth participants served by youth programs in a local area may be individuals who do not meet the income criterion for eligible youth, provided that they are within one or more of the following categories:</p> <ul style="list-style-type: none"> <li><b>(a) School dropout;</b></li> <li>(b) Basic skills deficient, as defined in WIA section 101(4);</li> <li>(c) Are one or more grade levels below the grade level appropriate to the individual's age;</li> <li><b>(d) Pregnant or parenting;</b></li> <li>(e) Possess one or more disabilities, including learning disabilities;</li> <li><b>(f) Homeless or runaway;</b></li> <li><b>(g) Offender; or</b></li> <li>(h) Face serious barriers to employment as identified by the Local Board. (WIA sec. 129(c)(5).)</li> </ul>
<p>664.210 How is the "...requires additional assistance to complete an educational program, or to secure and hold employment" criterion in 664.200(c)(6) defined and documented?</p> <p>Definitions and eligibility documentation requirements regarding the "requires additional assistance to complete an educational program, or to secure and hold employment" criterion of 664.200(c)(6) may be established at the State or local level. In cases where the State Board establishes State policy on this criterion, the policy must be included in the State Plan. (WIA sec. 101(13)(c)(iv).)</p>	<p>Operations Plan Pages 27-28 At Risk Factors</p>
<p>State Plan – Delegates responsibility to Local Area</p>	<p>664.230 Are the eligibility barriers for eligible youth the same as the eligibility barriers for the five percent of youth participants who do not have to meet income eligibility requirements?</p> <p>No. The barriers listed in 664.200 and 664.220 are not the same. <u>Both lists of eligibility barriers include school dropout, homeless or runaway, pregnant or parenting, and offender, but each list contains barriers not included on the other list.</u></p>
<p>Local Operations Plan</p>	
<p>See Assessment and AT-Rick Factors</p>	

# WORKFORCE INVESTMENT ACT

## THE QUARTER SYSTEM

(As it relates to Performance Measures, TEGL 7-99)

									Retention Qtr
3 <sup>rd</sup> Qtr Pre- Program	2 <sup>nd</sup> Qtr Pre- Program	1 <sup>st</sup> Qtr Pre- Program	 Registration Quarter	Services	Services	 Exit Quarter	1 <sup>st</sup> Qtr After Exit	2 <sup>nd</sup> Qtr After Exit	3 <sup>rd</sup> Qtr After Exit
Pre-Program Earnings Qtrs							Entered Employment Qtr	Post-Program Earnings Qtrs	