



# COUNTY OF LOS ANGELES WORKFORCE DEVELOPMENT, AGING AND COMMUNITY SERVICES



## WORKFORCE DEVELOPMENT PROGRAMS DIRECTIVE

DATE: February 21, 2020

NUMBER: WDP D19-05

### Workforce Innovation and Opportunity Act (WIOA) Youth Individual Services Strategy

**THIS DIRECTIVE SUPERCEDES LACOD-Y D13-04**

#### EXECUTIVE SUMMARY

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The purpose of this directive is to provide Los Angeles County America's Job Centers of California (AJCCs) guidance on WIOA Youth program Individual Service Strategy (ISS) policies and procedures.

#### REFERENCES

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- WIOA Section 129(c)(1)(B)
- WIOA Section 129(c)(1)(I)
- WIOA Final Rule (20 CFR 664.405)
- WIOA Final Rule (20 CFR 681.580)
- WSD17-07 WIOA Youth Program Requirements
- WSD19-03 Performance Guidance
- WSD19-06 CalJOBS Activity Codes
- WDP D19-21 Workforce Innovation and Opportunity Act (WIOA) Youth Program Requirements and Determining High Poverty Areas
- WIOA D16-09 WIOA Supportive Services Policy and Procedures

#### BACKGROUND

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Pursuant to WIOA Final Rule (20 CFR 664.405 (a)(2)), the WIOA Youth program requires each youth to have an Individual Service Strategy (ISS) developed as part of program enrollment. The ISS is an essential step to develop comprehensive and tailored service strategies based upon individual youth needs (WIOA Section 129(c)(1)). The ISS identifies attainable goals, appropriate achievement objectives, and the appropriate combination of

services for the participant. Furthermore, WIOA requires that the ISS be directly linked to one (1) or more of the performance indicators as described in WIOA Section 116(b)(2)(A)(ii).

## **POLICY AND PROCEDURES**

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### **POLICY**

WIOA Youth program participants are required to be provided an appraisal through the Objective Assessment Summary (OAS), in order to develop an ISS for the youth. The OAS provides an objective assessment of the academic levels, skill levels, and service needs of each participant, which 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, for the purpose of identifying appropriate services and career pathways for participants.

WIOA Section 129 (c)(1)(B) also states that a new assessment of a participant is not required if the participant conducted an assessment within the past six (6) months through another education or training program. Similarly, a new service strategy (ISS) 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.

### **PROCEDURES**

The OAS is completed one time only at the point of enrollment and represents the youth's first activity (CalJOBS activity code 412). The ISS is the second WIOA activity and serves as the basis for the overall individualized service plan for the youth (CalJOBS activity code 413). The ISS is developed jointly with the youth and considers the results of the OAS. Development of the ISS shall be completed within five (5) business days of enrolling the youth and completing the OAS.

Delivery of the first WIOA service may only occur after the OAS and ISS is developed and opened in CalJOBS. Beyond opening the OAS and ISS activity codes, the OAS and ISS must be completed under the "Plan" tab in CalJOBS and must be signed by the participant and staff using the electronic signature pad function and scanned into CalJOBS via the Document Imaging module. The OAS and ISS activity end dates must align with the closure of the OAS and ISS documents; additionally, the ISS end dates and completion dates must match.

As outlined in WIOA Section 129 (c)(1)(B), the ISS represents an individual plan for each youth and includes:

- 1) An employment goal (including nontraditional employment) as appropriate;
- 2) Suitable age appropriate achievement objectives, including educational goals;

- 3) Appropriate supportive services that are consistent with the youth's needs as determined from the objective assessment; and
- 4) Must be directly linked to one (1) or more performance indicators as described in WIOA Section 116(b)(2)(A)(ii).

The ISS is completed utilizing a combination of the WIOA Fourteen (14) Program Elements that an individual needs based off of the results of the OAS below:

1. Tutoring, study skills training, instruction, and dropout prevention
2. Alternative secondary school services or Dropout recovery services
3. Paid and unpaid work experience
4. Occupational skills training
5. Education offered concurrently with workforce preparation and training for a specific occupation
6. Leadership development opportunities
7. Supportive services
8. Adult mentoring
9. Follow-up services
10. Comprehensive guidance and counseling
11. Financial literacy education
12. Entrepreneurial skills training
13. Services that provide labor market information
14. Postsecondary preparation and transition activities

Delivery of the first WIOA service may only occur after the OAS and ISS is developed and opened in CalJOBS. The ISS activity end date and completion date must match.

The ISS is a living document that must be reviewed with the youth at least one (1) time per month and updated accordingly. Consistent and constant communication between the case manager and the youth will establish a solid rapport between them and will lend to the youth's increased success in attaining his or her goals. To ensure the youth's success in any given activity, survey the on-going need for supportive services, progress on goals, and other resources needed to mitigate potential challenges.

There is no maximum number of goals that a youth may be engaged in; however, the service plan needs to be attainable and manageable for the youth with both short-term and long-term goals. Participants are required to have at least three (3) activities to be considered "actively enrolled in a program." Those with less than three (3) activities may negatively impact performance. Youth may receive incentives for achieving agreed upon milestones and goals. A clear and articulated incentive policy must be made available to youth.

Case notes must document each interaction including the progress of the youth and on-going need for supportive services as substantiated in the ISS. Activities in CalJOBS are meant to document a new service and are now time sensitive. Refer to [WSD 19-06 CalJOBS Activity](#)

[Codes Detailed Listing-Individual](#) for more detail. For any updates to an ongoing service, AJCCs must enter a new Case Note documenting the update. Pay close attention to ensure completion dates and expected end dates are entered in a timely (within three (3) business days) and accurate manner.

The OAS and ISS must be signed by the participant and staff using the electronic signature pad function and scanned into CalJOBS via the Document Imaging module.

## **ACTION**

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AJCCs must ensure that the requirements described herein are communicated throughout the operations, management, administrative, and governance structures of the AJCC's organization and that this directive is appropriately maintained until further notice.

## **INQUIRIES**

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Inquiries regarding this directive and the policies and procedures described herein should be directed [youthatwork@wdacs.lacounty.gov](mailto:youthatwork@wdacs.lacounty.gov).



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