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STATE INSTRUCTION NUMBER 18-06

To: Local Workforce Area Signatory Officials
Local Workforce Development Board Chairs
Local Workforce Area Administrators

Subject: Youth Objective Assessments and Individual Service Strategies

Issuance Date: January 8, 2019

Effective Date: Immediately

Purpose: To issue state policy for the development and effective use of Individual Service Strategies (ISS) and objective assessments for Workforce Innovation and Opportunity Act (WIOA) Title I Youth.

References:

- Workforce Innovation and Opportunity Act, Public Law 113-128, Sections 3 and 129
- 20 CFR 681.320 and 681.420
- Training and Employment Guidance Letter (TEGL) 21-16
- State Instruction 18-01, Individual Employment Plans
- The Case Management Toolkit: Preparing Youth for a Lifetime of Success, Employment and Training Administration, USDOL, Spring 2017

Background: Under WIOA, a youth is fully enrolled into the WIOA youth program after receiving an eligibility determination, completing an objective assessment, developing an ISS, and participating in a youth program element. The objective assessment is used to determine appropriate services and career pathways for an eligible youth and to develop the ISS. The development of an ISS is an individualized process that is created in partnership with the eligible youth and is tailored to meet individual goals and needs. An ISS is a living document that will be continually revised and used by staff from multiple programs, as appropriate.

WIOA places a strong emphasis on integration across multiple core and partner programs to ensure alignment in service delivery. In light of this, the primary purpose of an ISS is to outline the provision of services necessary for an eligible youth to achieve his or her employment goals, regardless of program affiliation.

Policy:

Objective Assessment

Local youth providers must ensure the completion of an objective assessment of each youth participant for the purpose of identifying appropriate services and career pathways. The objective assessment must be used to develop each youth participant's ISS and must assess academic levels, skill levels, and service needs of each participant, which includes a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes, supportive service needs, and developmental needs. **Objective assessments must consider a youth's strengths rather than just focusing on areas that need improvement.** The local youth program provider may choose not to complete a new assessment if the provider determines that a recent assessment conducted pursuant to another education or training program provides the information necessary for the objective assessment.

In assessing basic skills, local youth program providers are not required to use assessments approved for use in the Department of Education's National Reporting System (NRS), nor are they required to determine an individual's grade level equivalent or Educational Functioning Level (EFL), although use of those tools is permitted. Rather, local youth providers may use other formalized testing instruments designed to measure skills-related gains. Any formalized testing used must be valid, reliable, appropriate, fair, cost effective, well matched to the test administrator's qualifications, and easy to administer and interpret results. Less formal alternative assessment techniques such as observation, folder reviews, or interviews may be used. Local youth program providers may use previous basic skills assessment results if such previous assessments have been conducted within the past six months.

In contrast to the initial assessment described above, if measuring EFL gains after program enrollment under the measurable skill gains indicator, local youth program providers must use a NRS approved assessment for both the EFL pre-test and post-test to determine an individual's educational functioning level.

Individual Service Strategies

Local youth program providers must develop, and update as necessary, an ISS for each youth participant. The youth participant's objective assessment must be taken into account when developing the ISS. The ISS must be linked to one or more of the indicators of performance

described in WIOA §116 and all program elements provided to a youth participant must align with goals included in the ISS, regardless of whether the local youth service provider pays for all program elements or if partner resources are used to pay for program elements.

An effective ISS uses the SMART principle to create Specific, Measurable, Attainable, Relevant, and Time-driven goals and objectives.

- **Specific**: Specific goals are easy to read and clearly indicate what the participant intends to do. Specific objectives are the action steps outlining exactly what the participant should do in order to achieve the goal.
- **Measurable**: Measurable goals have benchmarks allowing participants to see progress towards successfully achieving the goal. Goals are measurable by the completion of objectives.
- **Attainable**: Specific goals and objectives are attainable if the participant can be realistically expected to complete the goal within the timeframe given.
- **Relevant**: Goals and objectives must be relevant to what the participant is trying to achieve. A relevant goal is based on the participant's work history, education, training, special skills, interests, and aptitudes.
- **Time-driven**: Each goal should be limited to a defined period of time and include a specific timeline for each step of the process. Goals are defined as short, intermediate, or long term:
 - Short Term—the goal can be achieved within six months;
 - Intermediate—the goal can be achieved within seven to twelve months; and
 - Long Term—the goal will require more than one year to be achieved.

An ISS must identify a career pathway, as defined in WIOA §3, and must include the following components:

- Career goals based on the participant's work history, education, training, special skills, interests, and aptitudes;
- Clearly defined action steps/objectives to be implemented by the participant to meet the employment goal; and
- Any barriers to employment, supportive service needs, and planned methods to address barriers.

Information provided in the ISS should justify each identified career service being provided to the participant, including potential training. An ISS must be developed prior to a participant pursuing any training activities, which should be linked to in-demand industry sectors and occupations. The agreed upon ISS must be signed by the participant and placed in the

participant's file or saved in SC Works Online Services (SCWOS). All participants must receive a copy of the agreed upon ISS.

If there is a significant change to the ISS, the amended ISS must be signed by the participant and placed in the participant's file or saved in SCWOS. Significant changes include, but are not limited to, a change in training or significant change of the participant's employment goal. Alternatively, additional objectives to the same employment goal that are in line with what the participant has already agreed to in the original ISS is not considered a significant change and does not require a renewed participant signature.

Upon completion or amendment of an ISS, youth activity code 413: Developing Service Strategies must be entered in SCWOS with a corresponding case note. At a minimum, the case note must include the following elements, as applicable:

- The participant's occupational goal;
- The labor market outlook for the participant's occupational goal;
- A summary of the participant's existing skills, which may include transferable and occupational skills, including those gained from hobbies or volunteer work;
- A summary of the participant's skill gaps, remedial education, and supportive service needs, if applicable; and
- Justification for referrals to any partner programs or services.

The ISS must be reviewed periodically to evaluate the progress of each participant in meeting the identified objectives and must be updated to reflect any changes. Staff must update the ISS on an ongoing basis and document, among other items, the services provided and participant's progress, activities completed, benchmarks reached, and any other accomplishments. Staff must ensure that this information is documented regardless of whether the local youth service provider or a partner organization is providing a program element.

Staff should set alerts for all ISS goals and objectives under "My Staff Resources" in SCWOS. These alerts will notify staff when any objective or goal is nearing the estimated review or completion date. The participant should be contacted and the objectives and/or goal must be updated accordingly by the review or estimated date of completion. To ensure each ISS is being reviewed and updated in accordance with this policy, supervisory staff should monitor alert settings for case managers. Running the "Staff Alerts" report under "Detailed Reports" in SCWOS is one tool available for supervisory staff to review staff alert settings.

IEP Alerts			
	Alert Description	Days	Notify
<input checked="" type="checkbox"/>	IEP Goals Alert This alert will notify you when any IEP goal is nearing the Estimated Date of Completion.	15 days prior None Selected 1 day prior 5 days prior	<input checked="" type="radio"/> On the day only <input type="radio"/> Everyday after
<input checked="" type="checkbox"/>	IEP Objectives Alert This alert will notify you when any IEP Objective is nearing the Review Date of Completion.	15 days prior 30 days prior	<input checked="" type="radio"/> On the day only <input type="radio"/> Everyday after
<input checked="" type="checkbox"/>	IEP Objectives Nearing Review Date of Completion for Case Managers This alert will notify you when any IEP Objective is nearing the Review Date of Completion.	None Selected	<input checked="" type="radio"/> On the day only <input type="radio"/> Everyday after
<input checked="" type="checkbox"/>	IEP Goals Nearing Estimated Completion Date for Case Managers This alert will notify you when any IEP Goal is nearing the Estimated Date of Completion.	None Selected	<input checked="" type="radio"/> On the day only <input type="radio"/> Everyday after

Note: Alerts in SCWOS are termed as “IEP Alerts”; however, these alerts are also for ISS review.

To avoid duplicative goals by partner programs for co-enrolled participants, multiple programs should be selected under “Program Affiliation(s)” when adding to the ISS, as appropriate. Objectives to the goals are program specific, but must be updated rather than duplicated. Co-enrollment may result in different goals and objectives in the ISS, but only one ISS can be open per participant.

Goals and Objectives Established:

Goal #	Program Affiliation(s)	Type Of Goal	Term Of Goal	Date Established	Estimated Completion Date	Actual Completion Date	Status
1	WIOA, WP	Employment	Intermediate Term	2/17/2018	10/30/2018		Open
Goal Description: Obtain full-time, sustainable employment in welding							

As a participant completes goals and objectives affiliated with a program, those goals and objectives must be closed in the ISS. The plan itself must be closed by the last case manager assigned to the participant upon exit from the remaining program in which the participant is enrolled. A new ISS should be opened upon program reentry, as appropriate.

Follow-Up Services

All youth participants must be offered an opportunity to receive follow-up services that align with the youth participant’s ISS. Furthermore, follow-up services must be provided to all participants for a minimum of 12 months unless the participant declines to receive the follow-up services or cannot be located or contacted. Follow-up services may be provided beyond 12

months at the discretion of the State or Local Workforce Development Board. The types of services provided and the duration of services must be determined based on the needs of the individual and therefore, the type and intensity of follow-up services may differ for each participant. Follow-up services must include more than a contact attempted or made solely for securing documentation in order to report a performance outcome.

Action: Program Managers are responsible for ensuring each ISS is developed and managed in accordance with this policy.

Inquiries: Questions may be directed to Policies and Procedures at PolnPro@dew.sc.gov.

A handwritten signature in blue ink that reads "Susan M. Boone". The signature is written in a cursive style and is positioned above a horizontal line.

Susan M. Boone, Chief Legal Officer
SC Department of Employment and Workforce