

## **Northwest Workforce Service Area Letter 106**

**Subject:** WIA Participant Individual Service Strategy

**Issuance Date:** 1 January 2004, Revised 1 July 2008

**Effective Date:** 1 January 2004

**Action:** Program provider staff needs to be aware of this policy concerning the development of a participant Individual Service Strategy (ISS) and the implementation of this strategy.

**Who:** Workforce Investment Board, Local Elected Official Board Members, Program Providers.

**Background:** The attached forms have been established and approved by the NWPIC to assist the program participant in development of an Individual Service Strategy leading to the unsubsidized employment of the participant or to the participant completing employment related goals thus enhancing their long term employability.

1. Pre-ISS Roadblocks to Employment
2. Individual Service Strategy
3. Progress Notes

### **Policy and Procedures**

All the forms must be completed and be in the client file at the Program Provider location. The WIA client Individual Service Strategy series are to be completed in three stages. Only forms authorized by the NWPIC/Workforce Investment Board are to be utilized in the development of the ISS.

1. The Pre-ISS Roadblocks to Employment (Attachment A) is to be completed by the participant upon entry into the program. This form identifies the clients views of his/her problems in finding employment and help to provide the case manager with an understanding of the client. The Pre-ISS Roadblocks to Employment is to be reviewed with the client and the case manager should annotate any additional information obtained as a result of a review of this form.
2. The Individual Service Strategy (Attachment B) is to be completed by the case manager and the client in accordance with the instructions provided in attachment 2. It is a compilation of assessment results and establishes the plan to assist the client reach immediate and long range training and employment goals. This form should be viewed as a living document that should always be current with any changes to the client individual service plan. Both the case manager and the client must sign this agreement to acknowledge their agreement to the services that are to be provided as well as the

time frame to complete these services.

3. The Progress Notes form (Attachment C) is to be utilized as a follow-up form recording the client's activities as they occur. Computer generated progress notes may be utilized in lieu of this form. The NWPIC has mandated contact with the client at a minimum of once every month, although more frequent contact should be the stated goal. Contact with the client may be accomplished through personal contact, letters, telephone calls, e-mail or through any combination of the above. The results of each contact must be documented in the client's progress notes and included in the client case file.

**Reference Section:**

Attachment A: NWPIC Roadblocks to Employment

Attachment B: NWPIC Individual Service Strategy and Instructions

Attachment C: NWPIC Progress Notes

**Cites/References:**

The Workforce Investment Act - Section 134

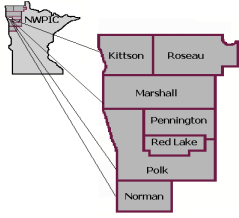
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# **ATTACHMENT A**

## **NWPIC**

### **ROADBLOCKS TO EMPLOYMENT**



# NORTHWEST PRIVATE INDUSTRY COUNCIL

## PRE-ISS ROADBLOCKS TO EMPLOYMENT

**NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**If you could choose a job today, what would you like to do?** \_\_\_\_\_

<p>1. Many people feel they aren't hired because they're too old or too young. Do you feel your <b>age</b> will be a problem in getting a job?</p> <p>YES                      NO                      N/A</p>	
<p>2. Most job applicants ask how many years of school you have completed. This is very important to many employers. Do you feel you need more <b>education or training</b> to get the job?</p> <p>YES                      NO                      N/A</p>	
<p>3. The employer wants an employee who can do the job and also get along well with other workers. Will your type of <b>personality and attitude</b> lessen your chances of being hired?</p> <p>YES                      NO                      N/A</p>	
<p>4. A person who has problems with the law, drinking, getting fired and other such things sometimes isn't able to get hired. Will your <b>reputation or past behavior</b> make it harder for you to get hired?</p> <p>YES                      NO                      N/A</p>	
<p>5. The first idea an employer gets of you is based on the way you look. Will your <b>appearance</b> (the way you dress, your personal grooming, etc.) make it harder for you to get a job?</p> <p>YES                      NO                      N/A</p>	

<p>6. <b>Family</b> problems, such as baby sitting and illness, could stop you from reaching your job goal. Will this be a problem for you?</p> <p>YES                      NO                      N/A</p>	
<p>7. Some people have a hard time finding a place to live, paying the rent, and other such <b>housing</b> problems. Will any of these be a problem for you?</p> <p>YES                      NO                      N/A</p>	
<p>8. Some <b>legal</b> problems, such as being on probation or going through a divorce may affect your chances of getting hired. Do you have any legal problems?</p> <p>YES                      NO                      N/A</p>	
<p>9. Some people don't spend their <b>money</b> wisely which causes problems. Do you need help in budgeting your money?</p> <p>YES                      NO                      N/A</p>	
<p>10. People who have disabilities, such as bad back, illnesses, nervousness, may find it hard to get the job they want. Would your <b>health</b> interfere in any way with your chances of being hired?</p> <p>YES                      NO                      N/A</p>	
<p>11. Employers are interested in the other jobs you've held and how you did on them. Could your past <b>work record</b> hurt your chances of reaching your job goal?</p> <p>YES                      NO                      N/A</p>	
<p>12. Employers look for people with the <b>skills</b> needed to do the job. Do you need more skills to get the job you want?</p> <p>YES                      NO                      N/A</p>	

<p>13. <b>Transportation</b> is one of the main causes to missing a day of work or coming late. These are common reasons for being fired. Is transportation a problem for you?</p> <p>YES                      NO                      N/A</p>	
<p>14. Many people have the skills to get a job but don't want to <b>move to where the jobs are</b>. Would moving cause problems for you?</p> <p>YES                      NO                      N/A</p>	
<p>15. Some job hunters have skills, but there are not <b>openings</b> to match their skills. Is it going to be hard for you to reach your job goal because of this?</p> <p>YES                      NO                      N/A</p>	
<p>16. <b>Self-assessment</b> is important. To choose the next job goal you should be aware of your strong points and your weak points. Would you be interested in further counseling to find out more about your interests and/or skills?</p> <p>YES                      NO                      N/A</p>	
<p>17. It will take an <b>effort</b> on your part to get a job. Is there any reason you cannot put forth this effort?</p> <p>YES                      NO                      N/A</p>	
<p>18. The use of <b>alcohol and drugs</b>, now or in the past, may interfere with your getting and keeping a job. Is this a problem for you?</p> <p>YES                      NO                      N/A</p>	
<p>19. Do you feel that you have <b>other issues</b> not listed above?</p> <p>YES                      NO                      N/A</p>	

If you answered YES to any questions, please go back and explain why in the blank space next to that question.

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Signature

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Date

NWPIC 10-01-08

**ATTACHMENT B**

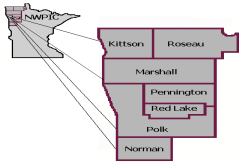
**NWPIC**

**INDIVIDUAL SERVICE STRATEGY**

**(ISS)**

**AND INSTRUCTIONS**

**FOR COMPLETING THE ISS**



# NORTHWEST PRIVATE INDUSTRY COUNCIL

## INDIVIDUAL SERVICE STRATEGY

**Name:** \_\_\_\_\_ **SS#:** \_\_\_\_\_ **Program:** \_\_\_\_\_

1.	Immediate Goal:			Education Transcript::	
	Long Range Goal:			Credits Completed:	GPA
2.	Basic Skills Test:		6.	Marketable Work Skills:	
	Date:	Results:		Assessment:	Yes      No
3.	Interest Inventory:		7.	Labor Market Information:	
	Date:	Results:		Placement:	Potential:
4.	Aptitude Test:			Wage:	Potential:
	Date:	Results:		Educational Requirements:	
				Skill Requirements:	

<b>Summary:</b>	
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## Northwest Private Industry Council

### Instructions for Completing the Individual Service Strategy

The clients' complete name and social security number are to be entered on the top line.

**Items 1 to 7:** These items are to be completed by the Case Manager and the information in this section should be shared with the client. This section calls for short responses as a recap of the information in other areas of the client record. All items identified by the Case Manager in the ISS should be retained in their entirety in other parts of the client record.

1. **Immediate Goal:** The clients' immediate or short-term employment and/or training goal is to be listed here.

**Long Range Goal:** This is the goal where the client would like to be at upon the completion of training or at a later stage in his/her life.

2. **Basic Skills Test:** This item should record the type of basic skills test used to test such skills as math and reading levels taken by the client within the past two years. CASAS and Slosson would be examples of basic skills tests. The date the test was given and a synopsis of the results of the test are to be included in this item.
3. **Interest Inventory:** This item should record the type of interest inventory taken by the client within the past two years. MCIS or USES would be examples of this type of assessment. The date the interest inventory was given and a synopsis of the results are to be included in this item.
4. **Aptitude Test:** This item should record the type of aptitude tests taken by the client within the past two years. Choices CT and the GATB would be examples of this type of test. The date the aptitude test was given and a synopsis of the results are to be included in this item.
5. **Education Transcript:** This item should show whether or not the client has completed any post-secondary education by responding with a yes or no. If the response is yes, the number of credits completed and the cumulative Grade Point Average should be listed. For high school students the most recent transcript should be used.
6. **Marketable Work Skills:** Either yes or no should be checked in this area to indicate whether or not the objective assessment indicates that the client has work skills that are marketable in today's economy.
7. **Labor Market Information:** This area should indicate where the labor market information was obtained. Examples of sources are ISEEK, Choices CT and MCIS. The items on placement potential, wage potential, education requirements and skill

requirements should each include a brief synopsis of the information found utilizing the source material.

**SUMMARY:** This should include a brief statement of the client's current situation and should include such information as age, family status, work history, educational history, welfare status and other related items clarifying their situation.

**NEEDS:** This area should be used to identify the needs of the client to accomplish their stated training and/or employment goals. The needs for training services and for support services should be identified in this area. Care should be taken to identify any barriers to successful completion of identified goals in this section.

**STEP:** This area calls for the listing of all steps needed to reach the client's stated training and/or educational goals. Space is provided to establish the time frame for the accomplishment of each step, who is responsible for the completion of each step, and the date the step is actually completed.

Each step is to be developed as a joint effort between the client and the Case Manager using the information derived from the objective assessment, the appropriate labor market information and the personal data gathered about the client.

This is a living document and steps can be added as necessary on an on-going basis to take into account the ever changing situation of the client reflecting the new realities needed to successfully accomplish the planned objectives.

Upon initial completion of the original document, the Individual Service Strategy (ISS) is to be signed and dated by both the client and the Case Manager. The client is to receive a copy of the ISS and the original is to be placed in the client record. Updates to the ISS should at a minimum be initialed and dated by the client in the client record. Substantial changes to the ISS should repeat the initial process but minor updates to the ISS should at a minimum be initialed and dated by the client in the client record.

# **ATTACHMENT C**

## **NWPIC PROGRESS NOTES**

