

# Executive Summary

## Conversation about Youth Individual Service Strategies

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- During our April 29, 2019 "A WIOA Youth Program Technical Assistance Conversation," we heard an overwhelming request for assistance with the Individual Service Strategy (ISS). Although there is no mandated Workforce Innovation and Opportunity Act (WIOA) Youth ISS template required, the Employment and Training Administration (ETA) has created a sample ISS template that may be used for WIOA Youth program case management.

### DESCRIPTION

- This template was developed based on 39 ISS submissions from across the country and compiles key elements, common themes and best practices from the various submissions. This webinar:
  - ▶ Provides an overview of the ISS Tool and how to use it;
  - ▶ Discusses how to best use the ISS process to build relationships with Youth.
  - ▶ Exchanges information, tips and tools.

## Run of Show

Introduction	0:00
Objectives	1:23
How did we get here?	4:15
Walkthrough of Template	11:10
How should the template be used?	24:55
Do you use the ISS process to begin building a relationship with youth?	37:24
How would you describe your ISS process?	38:50
What is in your ISS that you like and that helps you make a plan with a young person?	46:11
What are challenges faced with completing/updating your ISS?	54:32
What are your ISS Best practices?	57:26
Links & Resources	1:00:04
What's Next	1:03:53
Q & A	1:04:00
Closing	1:04:29