

28. Individual Service Strategy

Introduction: Effective July 1, 2008, the following Individual Service Strategy (Strategies) format will be used for all adult and youth enrollments. This will replace all current ISS documents used by contractors. The new ISS may reference sections of a previously completed strategy as long as all are available in the contractors participant file. Contractors may add additional items to this document but the items contained here are the minimum elements to be included and must be completed. Individual Service Strategies will be jointly developed by the participant and contractor. All participants must have a complete up to date Individual Service Strategy within two weeks of enrollment.

Contractors are permitted to maintain plans electronically as long as an original signed copy is available. Updates that are maintained electronically do not require a signed form as long as the case notes describe the process of the update

Contractors that wish to maintain Strategies in a different format may do so only after they have made a request to and have received approval from their contract manager. The request must contain the proposed format. The requested format when approved will be incorporated as an attachment into the contract.

Document Format:

Individual Service Strategy

Participant Name: _____

Participant Social Security Number _____

1. Participants Goal Statements:

➤ Clients long term employment goal
➤ Clients long term educational/training goal

2. Assessment

➤ Education Status (grade level or highest grade completed) ____ Credits earned: ____ Other:
➤ Skills/Abilities
➤ Honors/Activities/interests
➤ Work/Volunteer Experience

3. Testing

Test Name	Raw Score	Grade Equivalent	Date Taken	Comments

4. Short term career goal: (statement should include job title, pay per hour and anticipated hours per week)

For the near future, my employment goal is _____

Objective	Action Step(s)	Est. completion Date	Date Completed

5. Short term educational goal: (statement should describe the credential/diploma to be attained.)

For the near future, my educational goal is _____

Objective	Action Step(s)	Est. completion Date	Date Completed

6. Short term occupational goal: (statement should identify the occupational training and the expected result of this training)

For the near future, my occupational is _____

Objective	Action Step(s)	Est. completion Date	Date Completed

7. Client Contact Plan during Participation

Phase	Description of the Planned Level of Contact (Intensity & Duration)	Staff Initial & Date	Client Initial & Date
Phase I			
Phase II			
Phase III			

8. Rationale/Update of plan

Comments	Staff initial/date	Participant initial/date

9. Post Participation Plan - Describe the plan for Follow-up services to be provided. This section should describe both the activities used and any transition in the types and intensity of services (Participant initial date preferred but not required)

Activities, Duration & Intensity	Staff initial/date	Participant initial/date

10. Post Participation Plan Justification – Explain why the follow-up activities were chosen and what behaviors the services are expected to impact. (Participant initial date preferred but not required)

Justification	Staff initial/date	Participant initial/date

Definitions:

Completeness – a Strategy is considered complete when sections 1, 2, 7 & 8 are complete and entries have been made in sections 3 – 6. In the case of individuals that have been exited, sections 9 & 10 replace section 7.

Current – A Strategy is considered current when the rationale or last update comment is no older than 3 months.

Jointly Developed – A Strategy developed by a participant with the professional assistance of contractor staff that is agreed to and initialed by both parties.

Intensity & Duration – In terms of client contact refers to the type of contact (face to face, phone, classroom etc.), frequency (daily, weekly, monthly), and duration (period described).

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