

**WIOAP 01-19 Change 1**

**DATE:** February 16, 2023  
**TO:** All WIOA Subrecipients  
**FROM:** Danilo Cabrera, Bureau Chief *Danilo Cabrera*  
**SUBJECT:** Individual Service Strategy Policy

This WIOAP updates WIOAP 01-19, the state's Individual Service Strategy Policy (ISS), and the ISS implementation process. All other information in WIOAP 01-19 not referenced below remains unchanged.

**POLICY UPDATES:**

**Part 1 – ISS Signatures:** To ensure the state complies with federal program requirements, participant signatures must be obtained on all initial and updated ISS documents, and verification of signature must be uploaded into IdahoWorks.

The participant's signature may be obtained in either of the following means:

- Electronic signature
  - Email from the participant noting their approval of initial or updated ISS.
  - Other electronic signatures, such as Adobe Sign.
- Wet signature
  - An actual handwritten signature from the participant.

Career planners must enter an enrollment note documenting the change to the ISS within three (3) business days of the update or amendment and upload the signed and/or approving document into IdahoWorks.

**Part 2 – ISS Monthly Reviews:**

Again, to comply with federal requirements, career planners must conduct monthly reviews of the ISS and indicate in a participant's enrollment notes the result of these reviews. Below are several examples of possible entries.

- No changes to ISS made
  - "Participant's ISS was reviewed, and no changes were needed."
- Amendments to the ISS
  - "Participants ISS was reviewed, and the following was amended."
- Outcome Progress achieved
  - "Participant's ISS was reviewed, and the following goals were achieved."

Please direct any inquiries to the WIOA/TAA Mailbox.