



# Workforce Issuance

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☐ Policy ☒ Information

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**To:** Chief Elected Officials  
MassHire Workforce Board Chairs  
MassHire Workforce Board Directors  
Title I Administrators  
MassHire Career Center Directors  
Title I Fiscal Officers  
MDCS Operations Managers

**cc:** WIOA State Partners

**From:** Alice Sweeney, Director  
MassHire Department of Career Services

**Date:** September 17, 2019

**Subject:** **WorkforceGPS Webinar - Conversation about Youth Individual Service Strategies**

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**Purpose:** To notify MassHire Workforce Boards, MassHire Career Center Operators and other workforce partners of a webinar – [Conversation about Youth Individual Service Strategies](#) available through US DOL/ETA WorkforceGPS.

**Background:** [WorkforceGPS](#) is a free, online technical assistance website created to help build the capacity of America's public workforce investment system. Sponsored by the Employment and Training Administration of the U.S. Department of Labor, it was developed specifically for workforce professionals, educators, and business leaders.

During the April 29, 2019 "A WIOA Youth Program Technical Assistance Conversation," there was 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. 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 will provide an overview of the ISS Tool and how to use it as well as discuss how to best use the ISS process to build relationships with Youth. This event will be an exchange of information, tips and tools.

The webinar is scheduled for **Friday, September 27<sup>th</sup> from 1:00 – 2:00**. Registration for this event is limited and seating is on a first-come, first-served basis.

**Action**

**Requested:** Please share with management, staff and partners as appropriate.

**Effective:** Immediately