OKLAHOMA
Employment Security Commission

Workforce System Technical Assistance

Individual Service Strategies in EmployOklahoma

Effective Date of Policy: 02/14/2025
Policy Number: WSTA #05-2025
Rescissions: N/A
Approved By: Trae Rahill, Chief Executive Officer

STAKEHOLDERS:

- Workforce Development Board Staff
- Service Provider Staff
- OESC Regional Managers

PURPOSE: The Oklahoma Employment Security Commission (OESC) as the Governor's chosen Workforce Innovation and Opportunity Act (WIOA) administrative entity provides this issuance as guidance for local workforce development boards on data mapping for ISS in EmployOklahoma.

MESSAGE: As part of the transition from OK Job Match to EmployOklahoma, the data for Individual Service Strategies (ISS) for all migrated Youth participants has been moved into the new ISS format. Due to the differences in the ISS layout, this document outlines where the migrated data will be located within the ISS in EmployOklahoma, as well as where to enter the data for enrollment beginning January 1, 2025.

Participants that were enrolled into the youth program prior to January 1, 2025, may have migrated data entered into the ISS according to the following chart.

Number	OKJM ISS Fields	EmployOklahoma ISS Fields
1		*Tutoring: study skills training and instruction leading to secondary school completion, including dropout prevention strategies*
2		*Alternative secondary school offerings*
3		*Activities that help youth prepare for transition to postsecondary education and training*
4		*Paid and unpaid work experience (summer employment, pre-apprenticeship programs,*

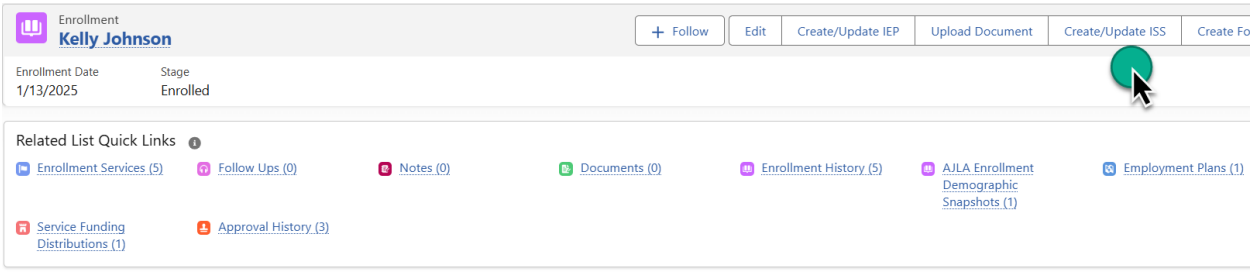
The Oklahoma Employment Security Commission is an equal opportunity employer/program.
Auxiliary aids and services are available upon request to individuals with disabilities.

		internships, job shadowing, OJT) with academic and occupational education
5	**Comprehensive Objective Assessment and Career Research**	*Labor market and employment information including career awareness, career counseling, and career exploration services*
6		*Education offered concurrently with workforce preparation and training for a specific occupation*
7	**Training Goals and Achievement Objectives**	*Occupational Skills Training*
8		*Entrepreneurial skills training*
9	**Supportive Services Needs**	*Supportive Services*
10		*Adult Mentoring*
11		*Comprehensive Guidance and Counseling (may include alcohol abuse counseling and referral)*
12	**Follow-Up Services Planned**	*Follow-Up*
13		*Leadership development opportunities/Opportunities to develop social behaviors, other soft skills, and leadership opportunities*
14		*Financial Literacy*
15	**Assistive Technology Needs for Achieving Goals** **Economic Need Statement and Planning**	*Potential Barriers to Goal Achievement:*
16	**Client Progress Review**	*Case Notes/ISS Review Updates*
17	**Employment Goals & Achievement Objectives**	*Employment Plan-Goals-Long Term-Occupational Employment* *Performance Indicators: Employment Rate-2nd Quarter and Employment Rate-4th Quarter*
18	**Job Seeker Strengths and Attributes**	*Employment Plan-Strength*
19	**Client Responsibilities and Agency Responsibilities**	*Employment Plan-Notes*
20	**Additional Notes**	*Employment Plan-Additional Notes*

21	**Performance Goals and Accountability Indicators**	*Employment Plan-Goals-Short Term-Educational/Performance Indicators: Measurable Skills Gain* *Employment Plan-Notes (some migrated over in the Job Seeker Progress review data)*

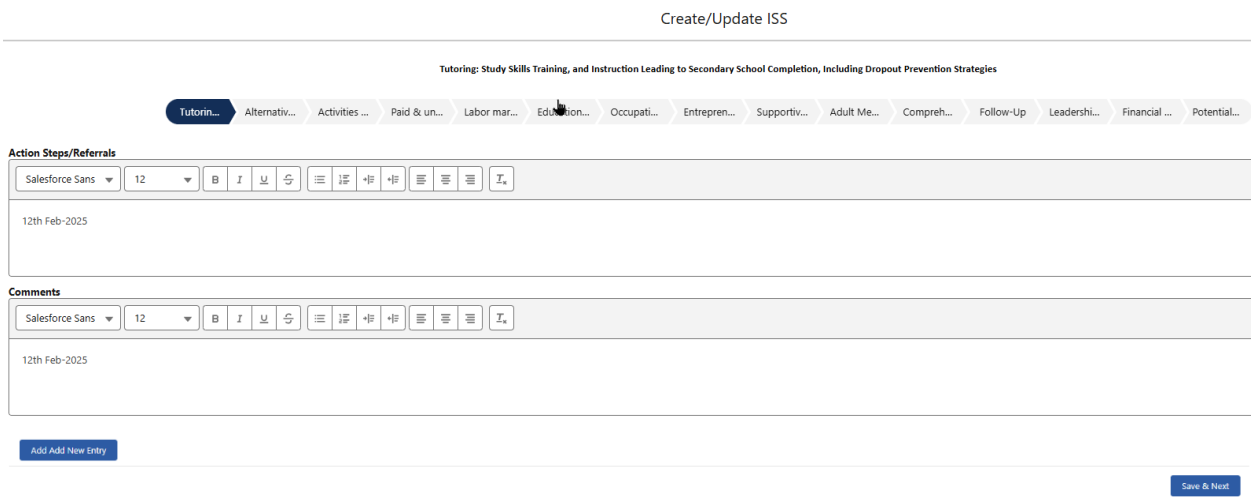
All enrollments after January 1, 2025, must enter data according to the following guidance.

To create or update an ISS, navigate to the Enrollment, and click on the “Create/Update ISS” button.

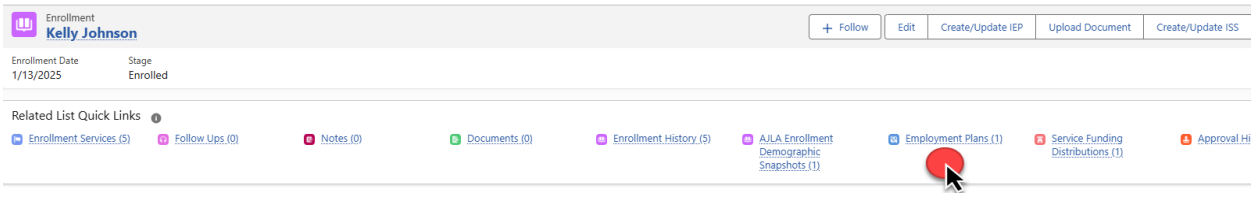


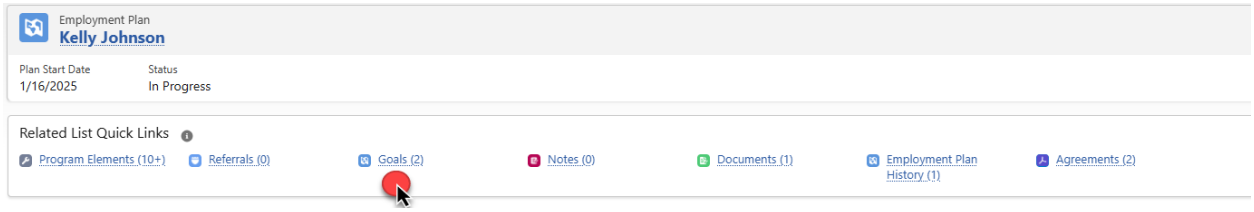
Each section represents one of the 14 youth elements. Actions Steps/Referrals or Comments should be added for each section according to the individual needs of the youth participant and the services planned and/or provided for the individual youth. For the initial ISS complete the Actions Steps/Referral or Comments section. To update an existing ISS element, click “Add New Entry” to insert a new action step/referral or comment. Click “Save & Next” to save the entry and move to the next element. Once completed click “Save & Finish”.

NOTE: The follow-up section of the ISS must be updated after the Jobseeker has exited from the youth program with any follow-up service information. No other section of the ISS can be updated after a jobseeker has exited the program.

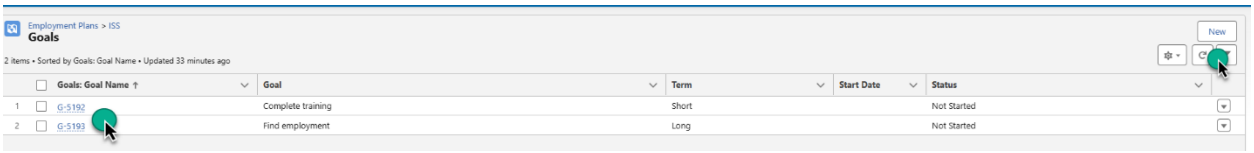


Once an ISS has been created a new record will be generated in the employment plan object in the enrollments “Related List Quick Links” section.
To create and update ISS goals, navigate to the Employment plan object in the Enrollment and click on goals.

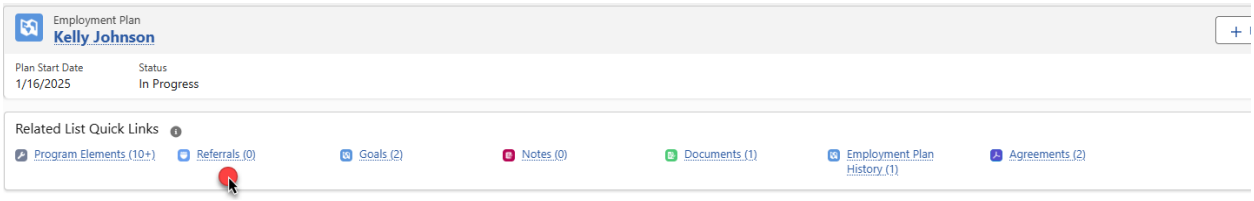




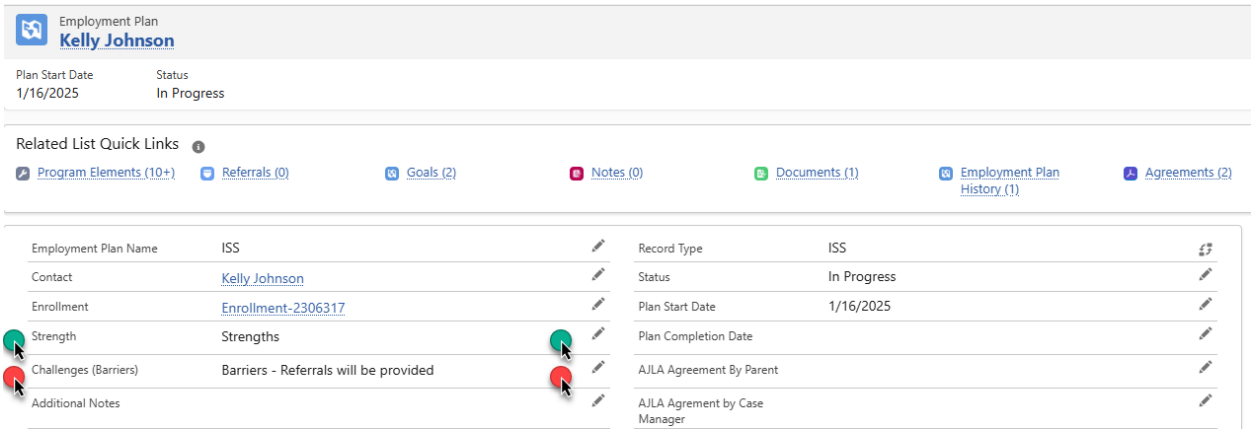
To add a new goal, select “New” in the upper right corner of the page enter the necessary details and save the goal. To update an existing goal, select the Goal name. Each ISS must have at least one short-term goal and one long-term goal. Each goal must be tied to at least one performance measure.

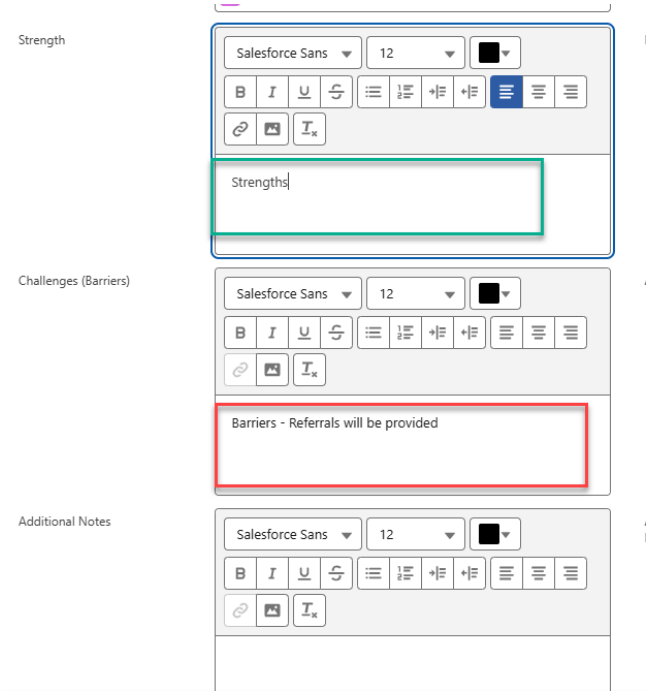


To create a Referral, navigate to the Referrals object in the Employment plan. Select “New” in the upper right corner of the page and enter the necessary details and a referral record will be created.

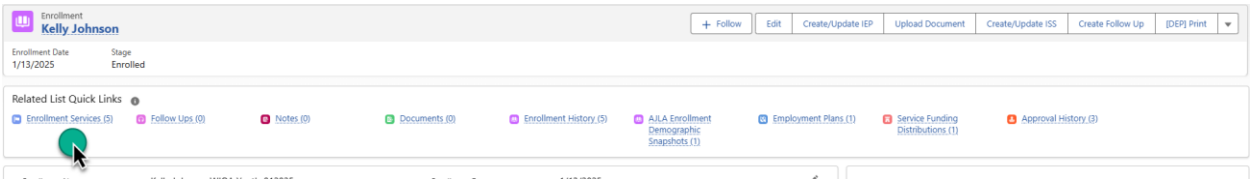


To enter the jobseekers Strengths, Challenges (Barriers), and Additional Notes select the pencil icon next to the section in the employment plan object. Enter the necessary details and select “save” to save the information in the ISS.

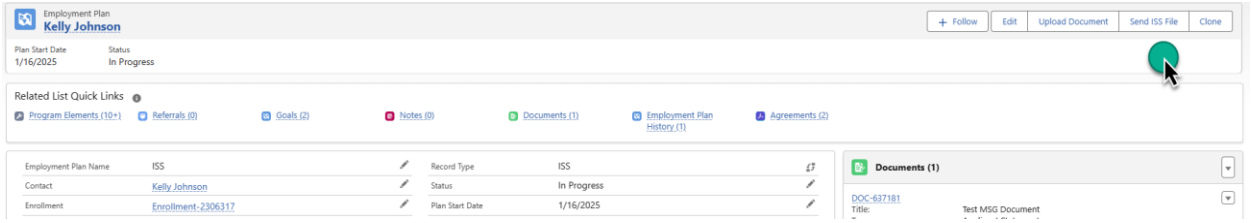


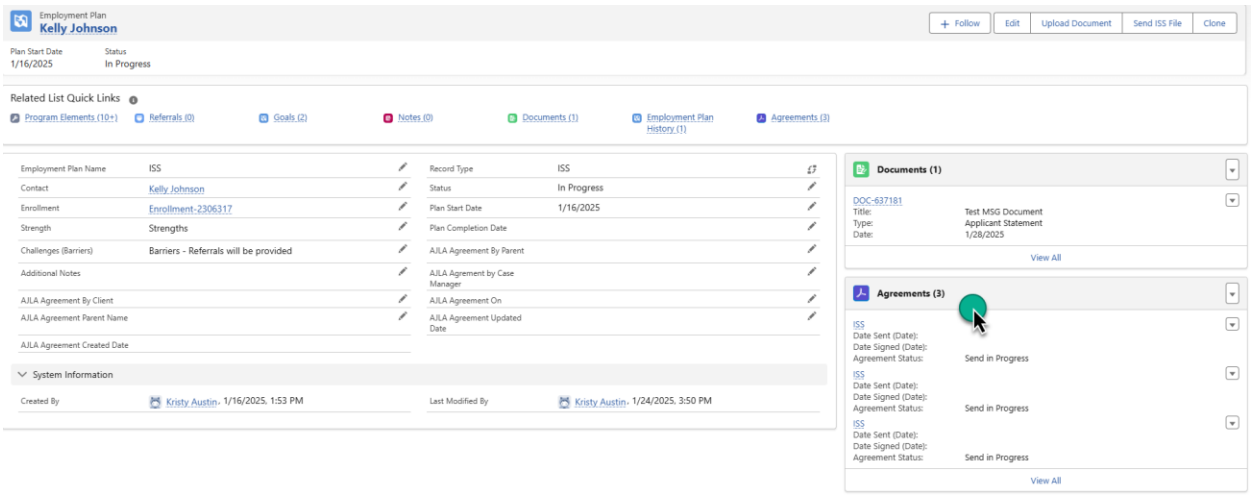


To enter Enrollment Services, navigate to the enrollment services object in the Enrollment and click “Enrollment Services”. Select “New” in the upper right corner of the page and enter the necessary details to create a program service.



Once all details have been added to the ISS sections and the enrollment services have been entered, the ISS document can be generated and sent to the jobseeker for their e-signature. To generate and send the ISS File, navigate to the Employment plan object in the Enrollment and click the “Send ISS File” to generate the document. The document will be viewable in the “agreements” section, you can see the documents status.





The ISS document will be sent to the jobseeker's email on file for signature. Once the jobseeker has signed the document they will return it to the case manager for signature. The case manager will be notified by email and will be prompted to sign. Once all signatures are obtained, the document will be uploaded, and the agreement status will be updated.

ACTION REQUIRED: This WSTA is to become a part of the permanent records of all local Workforce Development Boards and be shared with all appropriate staff.

INQUIRIES: If you have any questions or concerns regarding this TA, please email WorkforceServices.Inquiry@oesc.ok.gov.

ATTACHMENTS: None