

Workforce Innovation and Opportunity Act, Title 1 Youth Program – Service Delivery Requirements

Youth services must be documented within the states Individual Case Management System (ICM). Activities are captured using the forms provided at the states [Youth Resource Page](#). Information captured within the forms must be entered into the ICM within 30days as validation of documentation.

If activities are not documented they didn't happen

Following the order of mandatory program functions below will ensure participants are served per WIOA Youth regulations.

Order of Services

- 1. Outreach and Recruitment**
- 2. Intake** (ICM Draft Phase)
 - Eligibility documents
 - Assessment documents
 - Objective Assessment/Referrals
- 3. Registration** (ICM Enrollment Phase)
 - Enrollment Documents
 - Develop Individual Service Strategy (ISS)
- 4. Deliver Services Outlined Within ISS**
 - Update as needed to reflect any changes in service strategy
- 5. Exit**
 - ICM exit guidance
 - Follow exit date procedures
 - Document credentials and placement
 - Document goals status at exit
- 6. Follow up period- no less than 12 months**