



Ohio Department of Job and Family Services  
**COMPREHENSIVE CASE MANAGEMENT AND EMPLOYMENT PROGRAM  
(CCMEP) PLAN**

for

County: Monroe

**Effective Date: July 1, 2016**

**Plan Submission**

Each board of county commissioners must designate either the county department of job and family services (CDJFS) or the workforce development agency that serves the county as the lead agency for the purposes of administering CCMEP.

Each lead agency is required to adopt and submit a plan to the Ohio Department of Job and Family Services (ODJFS). The CCMEP plan must be submitted **no later than May 30, 2016**. The plan covers the period 7/1/2016 - 6/30/2018. The lead agency must utilize the JFS 03001, "Comprehensive Case Management and Employment Program Plan," for its program plan and submit the plan in electronic format pursuant to instructions for e-submission.

The plan may be amended by the lead agency as needed. An amended plan must be submitted to ODJFS no later than 10 days after the amended program plan becomes effective. For each amendment, the submission must contain one version that clearly indicates what was added or stricken from the prior effective plan and one version that reflects the final plan with all amendments included.

The plan review process will be used to ensure that lead agencies meet program requirements. If ODJFS determines that a CCMEP plan is not consistent with the requirements of program rules, the plan will be returned to the lead agency with recommendations for amendment.

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## **About CCMEP**

On June 30, 2015, Governor Kasich signed House Bill 64, the state's biennial budget, into law. Section 305.190 of the bill establishes a framework that will transform the network of human service and workforce programs to find a *New Way to Work* for low-income Ohioans. This framework starts first with 16- to 24-year-olds, where early intervention can have the greatest impact. The state is pushing traditional program boundaries by integrating components of the Ohio Works First (OWF) program with the Workforce Innovation and Opportunity Act (WIOA) Youth program to create a better-coordinated, person-centered case management system.

Effective July 1, 2016, the Comprehensive Case Management and Employment Program (CCMEP) will be the statewide operational framework used to deliver integrated, comprehensive case management and employment services across Ohio's 88 counties. By leveraging the strengths of both the workforce and human services systems, CCMEP seeks to improve employment and education outcomes for low-income youth and young adults by helping recipients overcome barriers to employment and develop the skills local employers seek.

CCMEP is a TANF Title IV-A program and WIOA workforce development activity that provides employment and training services to mandatory and voluntary program participants based on a comprehensive assessment of an individual participant's employment and training needs. Participants will be provided services in accordance with the goals outlined in their individual opportunity plans, which may include support to obtain a high school diploma, job placement, job retention support, and other supportive services necessary to achieving the plan's goals.

The program plan establishes processes for determining and maintaining an individual's eligibility to participate in CCMEP for each county the lead agency serves. The plan includes written standards, criteria, and procedures for operation of CCMEP.

## 1. Lead Agency and Coordination with Partners

CCMEP integrates resources from both TANF and WIOA in order to create a unified system of comprehensive case management that leverages the strengths of both programs to better serve low-income individuals. Each county is required to choose a single lead agency, either the CDJFS or workforce development agency that serves the county, to administer CCMEP. A single lead agency is necessary to ensure accountability for program performance and results.

At the same time, rules governing CCMEP make clear that regardless of which agency is chosen as the lead agency, successful implementation of CCMEP will require collaboration. ORC Section 305.190(F)(1)(a) requires the lead agency to “administer the program in partnership with the other local participating agency and any subcontractors, actively coordinate activities regarding the program with the other local participating agency and any subcontractors, and help both local participating agencies and any subcontractors to use their expertise in administering the program.” The questions below provide information about the lead agency, partner agencies and other stakeholders.

### 1.1 Identify the lead agency designated to administer the CCMEP program.

|   |   |               |                   |
|---|---|---------------|-------------------|
| Lead Agency Name<br>Monroe County Job and Family Services           |   |               |                   |
| Lead Agency Address<br>100 Home Avenue                              | City<br>Woodsfield                            | State<br>Ohio | Zip Code<br>43793 |
| Name and Title of Lead Agency Official<br>Jeanette Harter, Director |   |               |                   |
| Phone Number<br>(740) 472-1602                                      | Email Address<br>jeanette.harter@jfs.ohio.gov |               |                   |
| Program Contact Person<br>William Long                              |   |               |                   |
| Phone Number<br>(740) 472-1602                                      | Email Address<br>william.long@jfs.ohio.gov    |               |                   |
| Fiscal Contact Person<br>Rebecca Safko                              |   |               |                   |
| Phone Number<br>(740) 632-4671                                      | Email Address<br>rsafko@jobsetc.net           |               |                   |

**1.2 Identify the other local participating agency (i.e., CDJFS or workforce development agency that serves the county).**

|   |                    |   |                   |
|---|--------------------|---|-------------------|
| Agency Name<br>OhioMeansJobs Monroe               |                    |   |                   |
| Agency Address<br>100 Home Avenue                 | City<br>Woodsfield | State<br>OH                                 | Zip Code<br>43793 |
| Name and Title of Agency Official<br>William Long |                    |   |                   |
| Phone Number<br>740-472-1602                      |                    | Email Address<br>william.long@jfs.ohio.gov0 |                   |

**1.3 Identify the workforce development board and area for the county.**

|  |                                     |
|--|-------------------------------------|
| Workforce Development Area<br>15                           |                                     |
| Workforce Development Board Chair Name<br>Herman Gray      |                                     |
| Workforce Development Board Director Name<br>Rebecca Safko |                                     |
| Phone Number<br>(740) 632-4671                             | Email Address<br>rsafko@jobsetc.net |

**1.4 How will the lead agency work with the other local participating agency (CDJFS or workforce development agency) to implement CCMEP?**

Lead agencies are required to work in partnership with the other local participating agency to implement CCMEP. This may include joint policy development, partnering to provide services to be offered through CCMEP, establishment of processes for client referral, cross-training of case managers and community outreach efforts.

|  |
|--|
| <p>Describe:<br/> The Workforce (WIOA) department is housed within Monroe County Job and Family Services. As the lead agency, MCJFS will work with WIOA staff and the Area 15 WIB to align CCMEP goals with workforce development including business engagement, in demand jobs, and youth and young adult populations served by CCMEP.<br/> Area 15 has held a series of meetings to assist case managers and other staff of MCJFS and Workforce as well as partner agencies to educate and train these members about the CCMEP plan and its implementation.<br/> As the lead agency, MCJFS will assure accountability for program performance and results. Area 15 WIB and MCJFS will collaborate in creating this plan for administration of CCMEP.<br/> MCJFS will coordinate services and activities, determine eligibility for WIOA youth and ensure TANF funds are expended for allowable reasons. OVER conducts regular monitoring of all counties within Area 15 to ensure compliance with performance, rules, and regulations of the WIOA program.</p> |
|--|



**1.5 Describe the lead agency’s plan for working with the local workforce development board.**

Describe the lead agency's role in the design of the CCMEP youth services procured through the workforce development board. WIOA-funded programs are required to be competitively procured (WIOA, Sec. 107(d)). Local areas are encouraged to competitively procure all youth service providers using CCMEP funding as part of a unified strategy. In addition, workforce development boards must ensure a clear separation between the entities delivering services and the entities setting policy, monitoring providers, and reviewing, recommending and procuring providers. This includes circumstances in which the CDJFS is a potential provider of services. Please describe:

- How the local participating agencies will collaborate with the workforce development board in designing procured youth services; and
- How the local participating agencies and workforce development board will ensure there is no conflict of interest when the services of the CDJFS may be procured by the local workforce development board.

Describe:

The lead agency, MCJFS, works with the local workforce development board to procure WIOA youth providers through competitive bidding. Conflict of interest policy is in place. Providers are aware of and will implement CCMEP service requirements as we move forward. Monroe County will determine TANF eligibility for all WIOA youth. Our PRC plan will be revised to reflect this as appropriate. Each CCMEP youth will be enrolled with a specific TANF goal identified suitable to their needs. CCMEP services delivered to WIOA youth will be managed so that WIOA youth enrolled with income in excess of TANF income standards (5%) are accounted for separately to ensure they are 100% WIOA funded.

WIOA contracts are held by Monroe County JFS:

Monitoring of these contracts and ongoing quality assurance is provided by:  
Ohio Valley Employment Resources (O.V.E.R.)  
and Area 15 WIB

In WIOA youth contracts, there is a separation between the entities delivering services and the entities setting policy, monitoring providers, and reviewing, recommending and procuring providers.

**1.6 Describe policies developed by the local workforce board relevant to the administration of CCMEP, including how the lead agency will actively collaborate with the board to:**

- Establish guidelines for uniform administration of CCMEP;
- Select a basic skills assessment;
- Ensure determination of eligibility for the WIOA youth program;
- Report and collect data; and

- Monitor contracts and ensure compliance.

Describe:

Over the first 6 months MCJFS will follow state guidance and administration will identify issues that need policy developed. The Ohio Valley Employment Resource is contracted to provide compliance guidance, monitoring and training for Area 15.

In collaboration with Area 15, MCJFS will utilize the Test of Adult Basic Education (TABE) as our basic skills assessment.

MCJFS is responsible for providing Area 15 WIB with regular reports and updates on all current WIOA youth and Adult/Dislocated Worker Services.

As CCMEP becomes further implemented, MCJFS will work towards completing required actions to include CCMEP language in policies, guidelines, eligibility, data collection, and monitoring.

**1.7 What other partners will the lead agency collaborate with to implement CCMEP?**

**Please provide a description or example of how the lead agency will collaborate with the entity indicated. Check all that apply.**

ODJFS encourages lead agencies to reach out to, and collaborate with, other local providers serving low-income populations to reduce duplication of services and promote an integrated service delivery approach.

- Adult Basic Literacy and Education (ABLE) Providers

Example:

ABLE is a partner at the OhioMeansJobs Monroe County location. They are part of our regular monthly operations and Board meetings. They will be involved in development of this local plan. They will be a primary referral partner for CCMEP youth.

- Alcohol, Drug and Mental Health (ADAMH) Board

Example:

MCJFS currently utilizes several local Substance Abuse/Behavioral health agencies to provide referrals for customers including but not limited to Womens Tri-County Help Center, NorthPoint Behavioral Health, Crossroads Counseling, Suicide Prevention Crisis.

- Businesses

Example:

MCJFS currently has an excellent business relationship with several existing and new business in the county and provides services ranging from application selection, facility use for interviewing, to job orders, skills upgrade and retraining, summer youth and OJT contracts, etc.

- Career and Technical Education

Example:

We currently have Swiss Hills Career Center as our local technical institute that provides training and educational opportunities



Child Care Providers

Example:  
MCJFS acts as the OMJ operator and the local agency responsible for certifying local approved child care providers as well as determining eligibility for child care subsidies. OMJ center job seekers can get and submit a child care application while at the OMJ center.

Child Support Enforcement Agency

Example:  
MCJFS acts as the OMJ operator and the local agency responsible for Child Support Enforcement. OMJ center job seekers can fulfill child support court orders related to seek work activities and document those efforts while at the OMJ center

Children Services Agency

Example:  
MCJFS acts as the OMJ operator and the local agency responsible for Children Services activities. Children Services staff regularly refers caseload participants to OMJ for job seeking activities.

Community College(s)

Example:  
Monroe County JFS currently has active partners and local approved training providers including Belmont College, Washington State Community College, Washington County Career Center, Mid East Ohio Career Center and others.

Community Action Agency

Example:  
G.M.N. Tri-County is an off-site partner of the OhioMeansJobs Monroe County Center. We regularly collaborate on contracts, grants, customer education, and mutual referrals.

County Family Service Planning Committee

Example:  
N/A

Family and Children First Council

Example:  
Monroe County Family and Children First Council is a partner with our PCSA unit which coordinates common services and meets onsite at our agency on a quarterly basis.

Juvenile Court System

Example:  
Monroe County Juvenile Court System is a partner and supports our Summer Youth Program.

Local Healthier Buckeye Council

Example:  
N/A

- Vocational Rehabilitation (Opportunities for Ohioans with Disabilities (OOD))

Example:

OOD is an off site partner for the OMJ-Monroe Center, active participant in meetings, and provides Windmill training for OMJ staff members

- Other

Example:

OMJ has active and vital ongoing and on-site partnerships with ODJFS vet rep, UI, Trade, and Rapid Response staff, with OWF work participation vendors, Summer Youth vendors, OWIP vendors. We intend to build on these relationships and others in the context of CCMEP to assure the following:

- Mutual releases of information
- Preferential co-enrollment - collegial and non-binding
- Protocol for referral to resolution with each other
- Shared assessment information
- Monthly contact (phone or face to face) to align individual case plans for co-enrolled customers
- Monthly data match to identify unknown shared customers
- Monthly data match to identify outcomes, exits, etc. for shared customers
- Formal, scheduled, and regular cross-training of staff - particularly new staff - re services, and referrals
- Co-location when possible
- Regular and ongoing manager one-on one meetings
- Regular and ongoing shared partner meetings

**1.8 Is your county part of a shared services effort (such as Collabor8) for the administration and delivery of CCMEP services (i.e., eligibility determination)?**

Yes

No

If yes, indicate which counties are involved.

List Counties:

N/A

If yes, describe the program components and processes that are shared across county lines.

Describe:

N/A

## 2. Population Served

Beginning July 1, 2016, lead agencies will serve youth and young adults ages 16 to 24 in the CCMEP program in accordance with the following:

- Individuals **required** to participate: 1) work-eligible participants in the Ohio Works First (OWF) program; and 2) low-income individuals who are adults, in-school youth or out-of-school youth with barriers to employment who are enrolled in workforce activities funded by WIOA.
- Individuals who may **volunteer** to participate: 1) OWF participants determined not to be work eligible; and 2) individuals receiving benefits and services through the Prevention, Retention and Contingency (PRC) program.

### 2.1 How many CCMEP **required** participants does the lead agency expect to serve beginning July 1, 2016?

Please provide an estimate of the number of required individuals the lead agency expects to serve in CCMEP. Estimated number of required participants: 8-10

### 2.2 How many CCMEP **volunteer** participants does the lead agency expect to serve beginning July 1, 2016?

Please provide an estimate of the number of volunteers the lead agency expects to serve in CCMEP. Estimated number of volunteer participants: 6-8

### 2.3 What priority group(s) will the lead agency target for CCMEP? Check all that apply.

Lead agencies are encouraged to give priority of service to individuals who meet the CCMEP eligibility criteria and are transition-age foster youth, homeless, veterans or school dropouts.

Please indicate the priority groups the lead agency expects to serve:

- Transition-age foster youth
- Homeless youth
- Veterans
- School dropouts
- Basic-skills-deficient youth
- English language learners
- Ex-offenders

- Pregnant or parenting youth
- Individuals with disabilities
- Individuals requiring additional assistance to enter or complete an educational program, or to secure or hold employment
- Other: \_\_\_\_\_

### 3. Co-Location of Services

CCMEP requires a full array of services to meet the needs of participants as they work toward their employment, education and/or training goals. This includes access to supportive services such as child care and transportation in order to address barriers to employment. Co-location of services supports improved coordination and integration of TANF and WIOA services. By offering a common entry point, co-location makes it easier for individuals to access services without the confusion and burden of having to visit multiple addresses. In addition, when staff in different programs work in close proximity, they can more easily share knowledge and offer streamlined service delivery.

#### 3.1 How does the lead agency ensure co-location of employment and training and other supportive services for individuals participating in CCMEP?

At a minimum, co-location must include coordination between the CCMEP and OhioMeansJobs (OMJ) center that serves the lead agency in order to increase youth access and connections to CCMEP services. Access and connections may include any of the following:

- Coordination and provision of youth activities
- Linkages to the job market and employers
- Access to CCMEP for eligible youth
- Services for non-eligible youth
- Locating CCMEP staff at the OMJ center

**Describe:**

Monroe CDJFS has many partners on-site including WIOA youth services, TANF, PRC, UI compliance, ODJFS veteran services, HUD, and ABLE. Resource room services, workshops, and general inquiries are available to the general public without an appointment. All on-site partners do offer appointments for visits. Off-site partners are available by phone or internet at OMJ to schedule a future appointment.

CCMEP will result in revised WIOA youth services and a more vigorous co-location including assessment, intake, and comprehensive service referral. MCJFS through its OMJ Center will continue to provide linkages to the job market and employers including access to local job postings info via our jobs Board, eOMJ as the home page on all resource room computers, posted high-profile job openings that are rotated weekly, and access to trainings in job seeking, resume writing, and interview skills. MCJFS will coordinate activities and services for youth utilizing CCMEP for each eligible youth as well as ensuring services for non-eligible youth. CCMEP staff and WIOA staff are both located in the MCJFS agency.

#### 4. Referral and Eligibility

Some youth, particularly those who have dropped out of school, may not perceive the value of workforce programs due to a lack of information about programs and supportive services offered, lack of immediate and tangible rewards, and skepticism that participation will lead to long-term personal benefits. Successful outreach and recruitment must draw on a range of strategies designed to appeal to potential participants' needs and interests.

##### 4.1 What outreach activities will be conducted to identify youth potentially eligible for the CCMEP? Check all that apply.

- Brochures, posters
- Social media (e.g., Facebook, Twitter)
- Promotion through partners (e.g., schools, community centers, etc.)
- Other: We have many years of outreach experience through our prior summer youth services (TANF/WIOA, etc.).

##### 4.2 How will the lead agency work with the other local participating agency to refer eligible WIOA and TANF participants to CCMEP?

Lead agencies are required to establish a process for referring individuals to CCMEP within 7 days of determining that an individual meets program eligibility requirements.

Describe:

CCMEP eligible WIOA youth will be enrolled immediately upon local initiation of CCMEP. Ongoing enrollees will be co-enrolled simultaneously.

CCMEP eligible OWF participants will be enrolled by MCJFS immediately upon local initiation of CCMEP. Ongoing enrollees will be co-enrolled simultaneously. CCMEP participation will be adopted as an OWF enrollment participation requirement.

CCMEP volunteers will be assessed and enrolled by the OMJ operator immediately after mandated populations are assured adequate service and capacity is confirmed. Seven day timeliness standards will be monitored and documented in all cases.

The Lead Agency will partner with the Area 15 WIB to develop a streamlined process that provides a continuity of services for the CCMEP population. We will work together to identify and expedite access for priority populations such as foster care youth, juvenile justice youth, apprentice enrollees, etc. The lead agency will provide regular reporting to support ongoing collaboration and strategic/tactical planning with the Area 15 WIB. There will be regularly scheduled training sessions and meetings between the lead agency and partner agencies to build on strengths and identify challenges.

**4.3 Describe the standard processes that will be used to determine and maintain an individuals' eligibility to participate in CCMEP.**

This should include the semi-annual process for ensuring that participants enrolled in TANF, and not receiving OWF, meet the eligibility criteria that they have gross household incomes of less than 200 percent of the federal poverty guidelines.

Describe:  
CCMEP initiation will result in enrollment of existing OWF, WIOA, and other suitable populations (OWIP, Summer youth, etc.). The timing and specific methods will be driven by local planning within the constraints imposed by allocation letters.

Additional intake will occur at the JFS/ OMJ center, and is possible through our various partner organizations.

Redeterminations will be prompted by changes in circumstance and by scheduled semi-annual reviews. We will ensure that participants enrolled in TANF, and not receiving OWF, meet all participation and eligibility criteria. PRC will be re-determined at six month intervals for these CCMEP populations (Non WIOA, Non OWF). Semi-annual eligibility redetermination will be added/ revised/ reinforced for all vendors and staff working CCMEP caseloads.

**4.4 Does the lead agency have an agreement with another entity to determine eligibility for the WIOA youth program?**

Yes

No

If yes, describe the process the entity will follow to ensure timely determination of eligibility and timely referral to CCMEP.

Describe:  
N/A

**4.5 Describe the lead agency's communication plan or processes for working with the other local participating agency to ensure the following:**

- A. Verification of participation in CCMEP activities for OWF work-eligible participants, including when a mandatory OWF work-eligible participant fails to comply with the terms of an individual opportunity plan (within 10 days of the failure).

Describe:

Current local work participation documentation and sanction procedures are in place to support this goal. Timeliness of non-compliance methods are being revised now to assure remedial action within 10 business days of all failures.

- B. Tracking the number of months a program participant has participated in OWF that were subject to the time limit described in Ohio Administrative Code rule 5101:1-23-01.

Describe:

Tracking is well integrated into daily operation and contracts, via state data base and increasingly intensive case management.

- C. Communicating when a program participant is determined to be a victim of domestic violence.

Describe:

Domestic violence barriers are now and will continue to be documented at regular intervals from eligibility documentation through hardship determination. Confidentiality is maintained consistently and services are provided to address this work barrier.

- D. Information regarding work activities assigned in accordance with Ohio Administrative Code rule 5101:14-1-05.

Describe:

Procedures for assigning OWF and WIOA participants currently exist. Quality assurance processes are in place to ensure assignments are appropriate and meet mandates. Modifications will be built in to meet new CCMEP requirements.

- E. Communicating other factors impacting continued CCMEP or OWF eligibility.

Describe:

MCJFS will provide reporting quarterly to the SWORWIB on all outputs, outcomes, and performance indicators related to CCMEP.



- F. The process for ensuring that information about an OWF or Supplemental Nutrition Assistance Program recipient is shared with the CDJFS and will be acted upon in accordance with Ohio Administrative Code rules 5101:1 and/or 5101:4.

Describe:  
OWF & SNAP services are delivered exclusively through MCJFS staff.

- G. The process for notifying another area's lead agency when a program participant moves out of the county in which the participant had been receiving CCMEP services, and the process for developing a new service strategy within 10 days of being notified that a program participant has moved into the county the lead agency serves.

Describe:  
Current local and statewide processes exist for county transfer of cases. CCMEP funding will support more intensive and timely application of those existing protocols.

**4.6 Describe the process for determining if an individual is eligible to receive funding through WIOA and/or TANF.**

In order to maximize funding opportunities, each voluntary or mandatory program participant must complete a JFS 03002, "WIOA Youth Program Eligibility Application" (3/2016) in order to determine if the individual is eligible to receive funding through TANF and/or WIOA. This will streamline eligibility and give participants increased access to other supportive services that can be paid for with either funding stream.

Describe:  
MCJFS will have the youth complete an applicaton and eligibility will be determined for TANF, WIOA, and CCMEP at the same time.

**4.7 The lead agency must provide an assurance that it will comply with all requirements of the Americans with Disabilities Act (ADA) including the**

**amendments to Title II and the Rehabilitation Act of 2008, including section 504 - and that participants will have the right to request reasonable modification in CCMEP activities.**

- Yes, the lead agency certifies compliance with ADA. Provide a description of how participants may request reasonable modification pursuant to ADA.

Describe:

MCJFS completed ADA compliance documentation regarding the OMJ facility and staff have received Windmills training.

Individuals with disabilities or a family member, friend, health professional, or other representative may request a reasonable accommodation on behalf of an individual with a disability.

Procedures are currently in place to assist individuals with disabilities in the OMJ center who require accommodations and will be implemented with CCMEP activities as well.

## 5. Comprehensive Assessment and Individual Opportunity Plan

One of the goals of CCMEP is to standardize forms and processes used for the TANF and WIOA programs across counties in order to create a common client experience. These components include a comprehensive assessment tool (JFS 03003) and an individual opportunity plan (JFS 03004).

### 5.1 Describe the lead agency's process for conducting the CCMEP Comprehensive Assessment using the form JFS 03003.

ODJFS expects that a qualified, trained caseworker will interview each CCMEP client using the comprehensive assessment tool. It is recommended that lead agencies ensure their assessment process includes an explanation of why the assessment is being conducted and that adequate time is allowed for the assessment to be completed.

Describe:

Monroe CDJFS will use the JFS 03003 and it will be completed by OMJ staff, TANF staff, Contracted WIOA Youth providers at application and/or recertification for services or benefits.

### 5.2 What tool(s) will the lead agency use as the basic skills assessment for CCMEP participants? The basic skills assessment must be validated and determined appropriate for identifying basic skill deficiencies.

- Basic English Skills Test (BEST)
- Comprehensive Adult Student Assessment Systems (CASAS)
- General Assessment of Instructional Needs (GAIN)
- Massachusetts Adult Proficiency Test (MAPT)
- Test of Adult Basic Education (TABE®)

### 5.3 Describe the lead agency's process for ensuring case managers collaboratively develop individual opportunity plans with participants using the form JFS 03004.

ODJFS expects case managers to work in collaboration with their clients to develop meaningful individual opportunity plans oriented toward the CCMEP performance goals of employment, job retention, earnings growth and credential attainment.

Describe:

As soon as eligibility has been determined, case managers will work with the participant to develop a Individual plan working towards these performance goals

#### **5.4 How often will the lead agency review individual opportunity plans?**

ODJFS recommends that CCMEP case managers review the goals and activities outlined in the individual opportunity plans with their clients at least every 30 days. This is necessary in order to revise the plans as individuals make progress toward their goals or experience changes in life circumstances or events.

- Every 30 days (recommended)
- Every 60 days
- Every 60-90 days
- Other:

#### **5.5 Describe how the lead agency will ensure case managers engage with program participants at least once every 14 days if the participant is receiving intensive case management, or once every 30 days if the participant is not receiving intensive case management.**

Describe:

Case Managers will maintain contact with participants via email, phone, mail or face to face meetings at least once every 14 days for intensive services or every 30 days for non-intensive services and this will be written into the contract and agreed upon by the participant.

#### **5.6 Who is responsible for determining the maximum monthly hours of participation allowable under the Fair Labor Standards Act (05/00) for Ohio Works First recipients, and how will changes in benefit amounts be communicated between the agencies?**

Describe:

MCJFS Jobs Worker is responsible for determining the hours of participation by using the FLSA calculator. Changes in benefit amounts will be communicated directly between the Jobs Worker and WIOA staff as they are located within the same agency.

## 6. Program Services

CCMEP requires a full array of easily accessible services to meet the needs of youth as they prepare for employment and/or further education and training. These customer-focused services should be based on the needs and circumstances of the individual while at the same time providing the in-demand job skills and knowledge expected by the local business community.

### 6.1 The lead agency must provide an assurance that it makes available the 14 specific core WIOA youth elements listed below. Provide a brief description of how the lead agency will ensure these elements are made available to CCMEP participants.

- Tutoring, study skills training, instruction and dropout prevention
- Alternative secondary school services or dropout recovery services
- Paid and unpaid work experience (with an academic and occupational education component)
- Occupational skill training
- Education offered concurrently with workforce preparation activities
- Leadership development opportunities
- Supportive services
- Adult mentoring
- Follow-up services for not less than 12 months
- Comprehensive guidance and counseling
- Financial literacy education
- Entrepreneurial skills training
- Labor market and employment information
- Activities to prepare for and transition to post-secondary education and training

Describe:

MCJFS will continue to provide the 14 specific core elements to WIOA youth via the Y.E.S. program, ABLE, TANF, and other partner agencies. MCJFS will continue to expand its services to include the CCMEP required and volunteer participants.

**6.2 The lead agency must provide an assurance that TANF or WIOA funds will not be used to pay a program participant directly for subsidized employment.**

- Yes, the lead agency certifies that it will not use TANF or WIOA funds to pay a program participant directly for subsidized employment. Provide a description of how participants will be compensated for subsidized employment.

Describe:  
Participants will be paid by the employer or a third party contracted vendor. MCJFS will reimburse the employer or vendor as appropriate.

**6.3 Provide a description of the supportive and follow-up services that the lead agency plans to make available to program participants.**

Describe:  
MCJFS will provide services to help participants to remain on track for self-sufficiency. This will be on an as needed basis and can include Services such as: transportation assistance, driver's education, child care and school fees will be provided. Follow up services will include behavioral health, physical health, site visits, and employment retention. Funds may be used to incentivize vendors for positive CCMEP outcomes.

**6.4 How will the lead agency ensure that supportive services provided to program participants not already receiving OWF do not meet the definition of TANF assistance?**

For individuals who are not OWF participants and are not employed, supportive services extending beyond four months becomes TANF assistance subject to OWF time limits and work participation requirements.

Describe:  
Supportive services for non-OWF CCMEP participants will be limited specifically to single distributions of work supports that may not be issued for more than two consecutive months, or more often than three times in any twelve month span.

**6.5 What criteria will the lead agency use to determine whether a client should be referred to intensive case management? Check all that apply.**

- Parenting class as part of a case plan with a public children services agency

- Alcohol or drug addiction treatment
- Assistance in finding a home because the participant is homeless
- Assistance in obtaining services related to domestic violence issues
- Assistance in reentering the workforce due to ex-offender status
- Supplemental Security Income (SSI) case management needed
- Mental health counseling needed
- Dropout prevention and recovery service
- Basic skills deficiency
- Transitioning from foster care
- Other:

Describe:  
 Any one or more of the barriers listed above may result in a referral for intensive case management. The decision for the type of services that a client is referred to will be assessed on a case by case basis recognizing that each client has individual needs.

**6.6 What services or additional supports does the lead agency expect to provide as part of intensive case management?**

Describe:  
 In addition to service provided in 6.1 & 6.5, we will provide services needed on a case by case base to help ones remain on track for self-sufficiency. Services such as: transportation assistance, driver education, child care, school fees.

**6.7 Describe the timeframes and documentation requirements the lead agency will use to determine good cause.**

CCMEP participants must commit to participating in CCMEP for a minimum of 20 hours per week. Based on the participant's individual opportunity plan, the lead agency may consider including in these hours such things as time spent in work, training or education activities, job search, case management, homework and travel time. OWF work-eligible CCMEP participants must adhere to the minimum 20-hour requirement or the hour requirement set forth in Ohio Administrative Code rule 5101:1-3-01, whichever is higher. Good cause reasons for not meeting the 20-hour requirement may include illness, court-ordered appearances and lack of child care.

Describe:  
 A doctor's slip is required for illnesses lasting 3 or more days. Written proof from the judge or court (subpoena) is required. A note from the daycare provider/babysitter stating services were not available.

**6.8 What is the process for providing a program participant with written notice of scheduled appointments?**

Describe:  
After confirming the appointment over the phone or face to face, a written notice is mailed out to the participant.

**6.9 How will follow-up job retention and other services be provided for no less than 12 months to ensure a participant is successful in sustaining ongoing employment, or if not employed, education, training or other services?**

Describe:  
Case Managers will follow up with participants at regularly scheduled intervals including 14,30 days post hire, and work closely with customer to identify and address barriers. Follow up schedule will be dependent on the needs/barriers of the participant and will be as often as necessary (weekly, monthly etc,)to ensure best possible chance of success at retention but no longer than once every 60-90 days.

**7.0 For out-of-school youth and other youth participants without a high school diploma, how will the lead agency ensure those individuals are made aware of the educational options available to them to obtain their high school degree or its equivalent (e.g., ABLE referral, Adult Diploma option)?**

With more than 1 million adult Ohioans not possessing a high school diploma or equivalent, Ohio has prioritized addressing this issue as critical to its economic health and growth. As stated in Ohio's Unified State Plan (submitted to the U.S. Department of Labor in December 2014), approximately 96 percent of the state's in-demand occupations require at least a high school diploma; most require additional postsecondary education and/or training. Attainment of a recognized postsecondary credential or a secondary school diploma or its recognized equivalent is one of the primary measures for CCMEP and an important priority for the program.

Describe:  
Individuals will be made aware of the options available to them including ABLE, and Diploma/ degree programs during the CCMEP assessment.



## 7. Case managers and Case Management

Case managers are key to the success of CCMEP. Understanding clients' complex problems and helping them build a path forward is a human-resource-intensive activity. High-quality interactions between case managers and clients are critical to identifying barriers and helping individuals become work-ready. CCMEP case managers must have appropriate qualifications, skill sets and training, as well as manageable caseloads, to perform their jobs effectively.

### 7.1 What is the minimum qualification the lead agency will require of case managers working with CCMEP participants? Check one.

- High school degree
- Licensed social worker certification
- Associate's degree
- Bachelor's degree or higher
- Other:

Describe:

We are confident in the knowledge and ability of our MCJFS and partner staff to effectively work with our CCMEP participants.

### 7.2 What is the average expected caseload size for case managers working with CCMEP participants?

In order to effectively and regularly engage with clients, case managers must have manageable caseloads. Caseload sizes may vary based on client needs and level of services required. ODJFS intends to engage stakeholders to develop a recommendation for a manageable average CCMEP caseload size.

- 25 cases or less
- Between 25 and 50 cases
- Between 50 and 100 cases
- 100 cases or more
- Other:

**7.3 What mechanism will the lead agency use to solicit and receive participant feedback about the CCMEP program?**

ODJFS recommends that lead agencies have a mechanism in place to solicit and collect feedback from CCMEP participants to better understand their experiences in the program and implement program improvements where needed.

Describe:  
CCMEP participants will be given satisfaction surveys on at least an annual basis.

**7.4 What mechanism will the lead agency use to solicit and receive case manager’s feedback about the CCMEP program?**

ODJFS recommends that lead agencies put processes in place to collect feedback from case managers on a regular basis to better understand how rules, procedures or other policies impact their ability to effectively work with clients as part of continuous program improvement.

Describe:  
Case Mangers will receive quarterly surveys during the first year and annually thereafter to obtain feedback.

## 8. Performance Measures

A key feature of CCMEP is strengthened accountability through the establishment of a single lead agency responsible for meeting common performance goals for youth served through the program. CCMEP's effectiveness will be measured by improved employment and education outcomes, as opposed to process or participation measures focused on attendance in activities. By focusing on outcomes, CCMEP supports individualized, person-centered activities and supports. Primary measures for the program largely mirror those prescribed in WIOA for the youth program. These include job entry, youth placement, credential attainment, median earnings and job retention. Skills gain / educational progress is the only WIOA youth measure that is not a primary outcome for CCMEP. Instead, it will be used as an intermediate measure.

| CCMEP Primary Measures             |  |
|------------------------------------|--|
| Measure                            | Description  |
| 1) Job Entry<br>Q2 and Q4          | <ul style="list-style-type: none"> <li>Percentage of program participants who are in unsubsidized employment during the <u>second quarter</u> after exit.</li> <li>Percentage of program participants who are in unsubsidized employment during the <u>fourth quarter</u> after exit.</li> </ul>   |
| 2) Youth<br>Placement<br>Q2 and Q4 | <ul style="list-style-type: none"> <li>Percentage of program participants who are employed, in education or in occupational skills training during the <u>second quarter</u> after exit.</li> <li>Percentage of program participants who are employed, in education or in occupational skills training during the <u>fourth quarter</u> after exit.</li> </ul>   |
| 3) Credential<br>Attainment        | Percentage of exiters who were in a postsecondary education or training program and who obtained a recognized postsecondary credential during the program or within one year after exit; plus the number of participants who exited, who were in a secondary education program, and who obtained a secondary school diploma or its equivalent during the program or within one year after exit AND who also were employed or enrolled in an education or training program leading to a recognized postsecondary credential within one year after exit. |
| 4) Median<br>Earnings              | For all program participants, the wage that is at the midpoint or median of all the wages earned in the <u>second quarter</u> after exit.  |
| 5) Job<br>Retention                | Percentage of program participants who were in unsubsidized employment during the <u>second quarter</u> after exit whose employer also matched the employer in the <u>fourth quarter</u> .   |

**8.1 How will the lead agency collect any supplemental data it wishes to be included in the performance measures?**

ODJFS intends to generate performance outcome data by matching case records with data from various sources. However, some employment or other countable post-exit participant accomplishments (e.g., degree attainment) may not be captured in the records available for an automated records match.

Describe:  
MCJFS staff collects data through CRISE, the Work Number and other employment verification sources, and various education attainment resources.

Each quarter, OWD will pull WIOA enrolled participants from OWCMS who received services during the reference quarter or four previous quarters; combined with participants who exited the program during the reference quarter or four previous quarters. These participants will be matched against the Ohio Wage Record data identified in the Data Sharing and Confidentiality Agreement using the participant social security number. From the wage record file, the WDB POC will receive wages, number of weeks worked, year wages are reported, quarter wages are reported, NAICS six digit code, and NAICS title. In addition to the wage record data, the WDB POC will receive OWCMS seeker ID, office name and WDB area. The WDB POC will not receive participant social security number.

On a monthly basis, the OWD POC will email a list of UI claimants who are participating in the RESEA or UCRS program to the WDB POC. Each county within the area will receive either the RESEA or UCRS report (but not both).

On a monthly basis, OUIO will e-mail a report that lists UI claimants who are within four weeks of exhausting their UI benefits.

**8.2 How will the lead agency verify and store in the case record any supplemental data it wishes to be included in the performance measures?**

Describe:  
MCJFS Case Managers verify and store all participant information and documentation for eligibility and performance verification in locked cabinets in designated areas. Any additional documentation collected will be placed in the participants file and stored as noted.

**8.3 Lead agency's performance and data management contact:**

|                                 |                                     |
|---------------------------------|-------------------------------------|
| Contact Person<br>Rebecca Safko |                                     |
| Phone Number<br>(740) 632-4671  | Email Address<br>rsafko@jobsetc.net |

**8.4 May we share this contact's information with other lead agencies?**

Yes

No

**CCMEP Plan Certification**

**Please provide the signature of the administrator, director or executive director of the CCMEP lead agency:**

*Jeanette L. Harter*

Date: *5/9/2016*

**Please provide the signature of the chairman of the local workforce development board (or the chairman's designee):**

\_\_\_\_\_

Date: \_\_\_\_\_