



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

for

County: Washington

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.

Table of Contents

About CCMEP.....	3
1. Lead Agency and Coordination with Partners	4
2. Population Served.....	10
3. Co-Location of Services	12
4. Referral and Eligibility.....	13
5. Comprehensive Assessment and Individual Opportunity Plan	17
6. Program Services.....	19
7. Case managers and Case Management	23
8. Performance Measures	25

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 Washington County DJFS			
Lead Agency Address 1115 Gilman Ave	City Marietta	State OH	Zip Code 45750
Name and Title of Lead Agency Official Thomas E. Ballengee, Director			
Phone Number (740) 373-5513	Email Address Thomas.Ballengee@jfs.ohio.gov		
Program Contact Person Candy Nelson			
Phone Number (740) 373-5513	Email Address Candy.Nelson@jfs.ohio.gov		
Fiscal Contact Person Ruth Burdette			
Phone Number (740) 373-5513	Email Address Ruth.Burdette@jfs.ohio.gov		

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

Agency Name Washington/Morgan Community Action			
Agency Address 218 Putnam St	City Marietta	State OH	Zip Code 45750
Name and Title of Agency Official David Brightbill, Executive Director			
Phone Number (740) 373-3745		Email Address dbrightbill@wmcap.org	

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

Workforce Development Area Area 15	
Workforce Development Board Chair Name	
Workforce Development Board Director Name	
Phone Number	Email Address

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.

Describe: Each eligible transition youth case is to be looked at by both agencies and a decision made to either transfer the case or leave it at CA. MOU's to be developed describing what services to be provided by CA and payment of the service. Referrals may be made via the most convenient avenue, either by direct referral or electronic.
--

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:

CDJFS will attend scheduled WDB meetings and will plan on updating WDB at each meeting and will work with WDB. CDJFS will not be providing any of the procured services. Current MOU's will remain in place through 12/31/16 to maintain continuity of the Youth program.

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:

Current guidelines for WIOA Youth will remain in effect and will act as the framework for CCMEP. Report and data collection will remain the same. Skills assessment will be through the OMJ website. Contract monitoring will continue to be through the existing entity.

**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 will continue to work with the lead agency as it has in the past and will accept referrals.

Alcohol, Drug and Mental Health (ADAMH) Board

Example:
Will refer potential participants to the CCMEP program.

Businesses

Example:
Area businesses will be contacted to help with mock interviews of participants.

Career and Technical Education

Example:
Washington County Career and Technical Center

Child Care Providers

Example:
Through the CDJFS's approved child care providers list.

Child Support Enforcement Agency

Example:
Will refer potential participants to the program.

Children Services Agency

Example:
Will refer potential foster children to the program.

Community College(s)

Example:
Washington State Community College will provide the needed educational components of a community college.

Community Action Agency

Example:
With the lead agency will develop a mechanism for referrals of potential participants.

County Family Service Planning Committee

Example:

Family and Children First Council

Example:
Will refer potential participants to the CCMEP program.

Juvenile Court System

Example:
Probation staff will refer potential participants to the CCMEP program.

Local Healthier Buckeye Council

Example:
Under the FCFC.

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

Example:
Part of the OMJ Center and will be encouraged to refer potential participants.

Other

Example:
RSVP (Senior Program) will be acting as mentors and tutors to CCMEP youth. Option for Military Service.

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:
Belmont, Portage, Harrison, Tuscarawas, Ashland, Jefferson, Richland

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

Describe:
Currently Medicaid new applications and renewals.

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: 100

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: 100

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:

The OMJ Center is located at Community Action, approximately 1.5 miles from the lead agency CDJFS. Meetings have already occurred between CA and the lead agency. Meetings will continue to be scheduled as needed. There will be monthly staffings with the case manager and supervisor and identified other potential resources for those hard to serve cases or those with multiple barriers. Communication continues to be the key with information flowing both ways and from our agency to the participant and our agency to the OMJ Center staff.

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: WCDJFS.gov web site

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:

CA will refer potential CCMEP to CDJFS via email or telephone. Internally the applicant will have the eligibility for TANF determined by an IM case worker who upon determination will immediately refer the applicant to the CCMEP worker. For WIOA Youth the applicant will be referred directly to the CCMEP worker for eligibility determination. Training for IM case workers will occur between 7/1/16 and 7/31/16.

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:
Redetermination of cases will occur every six months from the date of approval or more often if deemed necessary.

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:

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:

N/A

- 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:

N/A

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

Describe:
N/A

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

Describe:
N/A

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

Describe:
N/A

- 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:
N/A

- 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:
The other county will be contacted either electronically or by telephone to notify them of the transfer. On transfer in cases, the case will be reviewed, then a face to face interview with the participant will be scheduled within 10 days of the receipt of the case.

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:

After the appropriate forms are completed, each case will be evaluated based on eligibility to see which funding stream is appropriate. Face to face interviews will be conducted with the participant and parent/guardian if under 18. If the individual is not eligible for TANF then WIOA funds will be used if the participant meet those eligibility guidelines.

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:

The participant need only inform the CCMEP worker of the need for reasonable modification and the worker will ensure the participant receives reasonable modification.

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:

CCMEP worker will complete the Comprehensive Assessment during a face to face interview either in the office or if more appropriate the home or other neutral site. Explanation of the form plus the process will be discussed with each participant.

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:

Using the skills assessment plus the comprehensive assessment and the interview process taking into account the individual's interests and goals will ensure individualized plans. Developing short and long terms goals are essential to track the progress toward employment and educational goal attainment.

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:

Two spreadsheets will be developed. One for intensive case management and the other for non intensive case management, with a column for date of last contact. Spreadsheet will be reviewed monthly by the case supervisor.

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:

The CCMEP worker with oversight by the CCMEP supervisor.

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:

Each of the elements are available within the county. List of services and who provides the services will be available for each case manager and participant.

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:

The CCMEP worker will certify the hours of participation and will forward to the fiscal officer. Upon receipt of an invoice from the employer the CDJFS fiscal officer will prepare and certify the invoice and forward to the county auditor for processing and payment direct to the employer.

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

Describe:

Services will be individual specific based upon the current Comprehensive and Skills assessment and will be included as part of the monthly review of the case.

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:

Tracking will be part of the spreadsheet developed for each participant, with a column specific heading for the four month TANF services.

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:
 Using the Assessment and interviewing the applicant plus any followup interviews with others within the home or outside the home with permission of the parents or guardians if under age, or permission of the adult applicant.

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

Describe:
 Each case will be individualized but may include; increased frequency of contact, intense mentoring, or more utilization of local resources.

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:
 Good cause will be determined by the case manager and supervisor on an as needed basis or as often as daily, if deemed necessary.

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

Describe:

The program participant will be notified via US Postal mail, with a copy of notification placed in the case record.

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:

Monthly or more often; call or meet with the participant, school, or employer, or anyone else deemed necessary to ensure continued participation. Will be tracked using a spreadsheet.

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:

During the interview process and through out all the assessments, the participant will be informed of educational opportunities and appropriate referrals made.

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:

Plus experience working with this segment of the population or experience determining eligibility for programs.

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:

A survey form will be developed and given to the participant to complete and return. The survey will be able to be accessed via the internet or in person on paper.

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:

Interaction between the case manager and supervisor with oversight by the Director on a regular basis, but no later than every six months after the start of the program or more often if necessary.

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 Q2 and Q4	<ul style="list-style-type: none"> Percentage of program participants who are in unsubsidized employment during the <u>second quarter</u> after exit. Percentage of program participants who are in unsubsidized employment during the <u>fourth quarter</u> after exit.
2) Youth Placement Q2 and Q4	<ul style="list-style-type: none"> Percentage of program participants who are employed, in education or in occupational skills training during the <u>second quarter</u> after exit. Percentage of program participants who are employed, in education or in occupational skills training during the <u>fourth quarter</u> after exit.
3) Credential 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 Earnings	For all program participants, the wage that is at the midpoint or median of all the wages earned in the second quarter after exit.
5) Job Retention	Percentage of program participants who were in unsubsidized employment during the second quarter after exit whose employer also matched the employer in the fourth quarter.

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: Close contact with schools, employers, referral sources. IOP is reviewed a minimum of every 30 days.

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: All appropriate items will be scanned into the record under a label created called CCMEP.
--

8.3 Lead agency's performance and data management contact:

Contact Person Candy Nelson	
Phone Number (740) 373-5513	Email Address Candy.Nelson@jfs.ohio.gov

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:

Thomas E. Ballengee

Date: _____

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

Herman Gray, Jr.

Date: _____