



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

for

County: Morgan

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 Morgan County Job & Family Services			
Lead Agency Address 155 East Main Street	City McConnelsville	State Ohio	Zip Code 43756
Name and Title of Lead Agency Official Vicki Quesinberry, Director			
Phone Number (740) 962-4616		Email Address vicki.quesinberry@jfs.ohio.gov	
Program Contact Person Kim Reed, Supervisor			
Phone Number (740) 962-2519		Email Address kimberley.reed@jfs.ohio.gov	
Fiscal Contact Person Heidi Burns			
Phone Number (740) 962-4616		Email Address heidi.burns@jfs.ohio.gov	

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

Agency Name Workforce Development Cener			
Agency Address 155 East Main Street	City McConnelsville	State Ohio	Zip Code 43756
Name and Title of Agency Official Kim Reed, Supervisor			
Phone Number (740) 962-2519		Email Address kimberley.reed@jfs.ohio.gov	

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

Workforce Development Area Area 15	
Workforce Development Board Chair Name Herman Grey	
Workforce Development Board Director Name Rebecca Safko	
Phone Number (740) 632-4671	Email Address 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.

Describe: We are housed in the OhioMeansJobs Center where an atmosphere of collaboration and partnerships come together that connects financial and non-financial resources for youth. PRC funds, TANF dollars, and CCMEP dollars will be leveraged with WIOA dollars providing the best possible resources to support the needs of the individuals served. The WIOA department is under a quadruple agency that also includes public assistance (food stamps/cash/disability/LEAP for pregnant teens & mothers), Children Services (foster care) and Child Support programs thus giving a direct link in identifying the special needs population. Agency staff serve on local boards and committees working side-by-side frequently interacting with staff from Juvenile Justice, Big Brothers Big Sisters, Six County Counseling Center, and Family & Children First. These direct connections allow us to include others in policy development, client referrals, conduct cross training of staff in delivering integrated, comprehensive case management and employment services to the targeted population.
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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:

OVER is the WIOA fiscal agent and is responsible for developing and procuring contracts. 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. Morgan County JFS has been selected by the local Board of Commissioners as the lead agency for CCMEP. MCJFS will be a competitively procured youth provider; however, as there is no involvement with the procurement process. The Workforce Development Board will review proposals and select providers for WIOA youth services.

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:

The Area 15's Workforce Board and Ohio Valley Employment Resource (OVER) will be an integral part and partner with the lead agency (MCJFS) in developing the local plan and establish guidelines for uniform administration of CCMEP. Existing policies governed by state will be followed to implement CCMEP. Over the first 6 months of implementation, policies will be evaluated and developed as needed to ensure we are on the path of compliance with all state and federal laws. Ohio Workforce Case Management System (OWCMS) and County Finance Information System (CFIS) will be used to collect and report required data. State and O.V.E.R. will monitor contracts and ensure compliance.

**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:

We have a long standing relationship with ABLE who is a partner that is invaluable regarding the success in working with our clientele. The able Director serves on our area Workforce Board contributing to the development of policies and oversight of programs offered. The ABLE instructor is involved with the day to day operation of our Ohio Means Jobs Center. ABLE will be a primary referral partner for CCMEP youth in obtaining their GED.

Alcohol, Drug and Mental Health (ADAMH) Board

Example:

Morgan Counseling Center (Alcohol and Drug Addiction Services) and Six County, Inc (Mental Health) are both deeply involved in our existing program services and serve on boards/committees with us. Our current referral will no doubt be expanded with the CCMEP program making these relationships stronger and more valuable.

Businesses

Example:

Designated staff are assigned to work with local and area businesses. We have the experience and relationship in working with employers and understanding their workforce needs, therefore, our system is well positioned to connect job readiness, skill development, and job placement services for CCMEP participants to the demands of local employers. Several area businesses hire youth through the summer months and will continue to support the work experience program. These relationships will remain a vital part of our service model under CCMEP.

Career and Technical Education

Example:

Mid-East Career Center and Washington County Career Center (WCCC) all have representatives who serve our Area 15's boards as active partners of the MOUs/OMJ Center.

WCCC conducts on-site WorkKeys testing at the OMJ Center for individuals and employers. Training has been offered at the OMJ Center and through the Morgan County Learning Center which is a consortium of educational entities. These close partnership will continue between agency staff and educational providers to increase opportunities for our clientele ensuring alignment of individual needs, desires, capacities.

Child Care Providers

Example:
MCJFS is the OMJ Center operator and agency responsible for certifying local approved child care providers as well as determining eligibility for child care subsidies. Co-located together allows job seekers to obtain information and submit a child care application while at the OMJ Center.

Child Support Enforcement Agency

Example:
MCJFS is the OMJ Center operator and agency responsible for Child Support Enforcement. Co-located together, individuals are able to fulfill child support court orders related to seek work activities and document those efforts while at the OMJ Center.

Children Services Agency

Example:
MCJFS is the OMJ operator and agency responsible for Children Services activities. Co-located together, Children Services staff regularly interact with TANF/WIOA staff and refer caseload participants to OMJ for job seeking activities.

Community College(s)

Example:
Zane State Community College, Hocking Technical College, Washington State Community College and Ohio University have representatives who are involved and/or serve on our Area 15's boards. On-site training has been offered at the OMJ Center and through the Morgan County Learning Center which is a consortium of educational entities. These close partnership will continue between agency staff and educational providers to increase opportunities for our clientele ensuring alignment of individual needs, desires, capacities for higher educational options.

Community Action Agency

Example:
Washington/Morgan Community Action Agency (WMCAP) staff regularly interact with TANF/WIOA staff and serve on Area 15's board. They are our comprehensive OMJ Center where coordination and information sharing of Area 15's OMJ Centers activities take place on a regular basis. WMCAP have provided work experience sites for our youth and will continue to do so.

County Family Service Planning Committee

Example:
The Morgan County Job and Family Services Planning Committee is active in providing oversight responsibility for policy related to the PRC services. Many represented are also involved with other areas of our operation and serve on many of the same boards.

- Family and Children First Council

Example:

We have an excellent partnership with our local Family and Children First County working to streamline and coordinate government services for children and families in Morgan County. Agency staff are involved in monthly meetings to coordinate efforts in service our clientele.

- Juvenile Court System

Example:

Morgan County Juvenile Court System (JCS) is an active supporter of Summer Youth Activities offered by MCJFS. JCS Staff serve and are involved with many of the same groups MCJFS staff serve on allowing frequent interaction. In compliance with section 404(a)(1) of the Social Security Act, Temporary Assistance for Needy Families (TANF) is not used for juvenile justice services.

- Local Healthier Buckeye Council

Example:

N/A

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

Example:

Co-located in the OMJ Center, the Vocational Rehabilitation staff meet with eligible individuals with disabilities who may need additional services such as tutoring, vocational training, assistive technology, and other supports to achieve their goals. Frequent referrals are made in the OMJ Center to OOD staff where collaboration and strategies are developed with co-enrolled participants. This partnership will continue to grow and be invaluable.

- Other

Example:

Under the Ohio Means Jobs Center partners of the MOU also include ODJFS Vet Rep, unemployment, Trade and Rapid Responses staff. With these and many of the above listed providers of services, the center is able to provide a full range of assistance to job seekers under one roof. The partners have negotiated a shared and mutual release form making referral and sharing of information a much easier process that reduces duplication.

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 - Morgan is not part of this currently.

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: Twenty (20)

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: Thirty (30)

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:

As the program operator of the OhioMeansJobs Center system, Workforce Development Center has developed productive links with social service agencies, community mental health providers, community-based organizations, schools/universities, and local businesses that expand our resources for the youth. Collaboration and cross-training takes place on a regular base with the traditional partners. Weekly and monthly meetings are held involving partners to share and discuss employment and training needs/services along with coordinate projects to better serve the youth. Participation in the state's video conference, periodic telephone conference calls, and attending seminars/workshops are other methods of cross-training used. We also collaborate with non-traditional partners such as churches and civic organizations to fill the gaps and provide added support to youth that our traditional partners may not be able to do. Referrals are made by phone, fax, e-mail, in writing, or in person depending upon the client's preference and availability. With the participant's permission, documentation of an individual's assessment results relating to his/her skills, interest, and ability are shared among service providers rather than requiring the participant to undergo duplicate assessment. The proximity of these services to the place where TANF recipients meet with employment counselors limits additional transportation burdens and promotes easy access to a broad array of services (Table II.1).

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: _____

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:
Lead agency will develop a streamlined process that provides a continuity of services for the CCMEP population. We will identify and expedite access for priority populations such as foster care youth, juvenile justice youth, etc. There will be regularly scheduled training sessions and meetings between the lead agency and partner agencies to build on strengths and identify challenges. CCMEP eligible participants will be enrolled by MCJFS immediately upon local initiation of CCMEP. Ongoing enrollees will be co-enrolled simultaneously. Seven day timeliness standards will be monitored and documented in all cases.

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 a planned 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 be possible at the OMJ center and at the JFS. Redeterminations will be prompted by changes in circumstance and by scheduling semi-annual reviews. We will ensure that participants enrolled in TANF, and not receiving OWF, meet all participation and eligibility criteria. Semi-annual eligibility redeterminations will be completed 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 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, contracts, state data base and increasingly intensive case management.

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

Describe:

If the county agency determines an individual is subject to domestic violence, the applicant shall receive information and referral to local Victim Advocate office and other available resources. Domestic Violence barriers are now and will continued to be documented at regular intervals from eligibility documentations and hardship determination. Confidentiality is maintained and services identified and provided to support 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:

Through a value-added partnership in which each partner staff contributes on the basis of its programmatic expertise, regular meetings are held to share and discuss needs/services along with coordinate projects to better serve youth and communicate factors that impact eligibility. MCJFS will provide reporting quarterly to on 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 and SNAP Services are delivered exclusively through MCJFS staff. Collaboration and cross-training takes place on a regular base with staff/partners ensuring necessary information is shared.

- 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:

As with most other elements of CCMEP, 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:

Using required eligibility forms provided by state and in accordance with rules/regulations applicants whether required or volunteer will meet with agency staff to complete. Staff for WIOA and TANF are housed together and will daily interact and discuss potential new enrollments and current participants of CCMEP to ensure access to programs supportive services are utilized when needed. Supportive Services will be offered by utilizing all available resources including but not limited to WIOA funding to all CCMEP program participants regardless of time limits in accordance with paragraph ©(13) of rule 5101:14-1-03 of the Ohio Administrative Code.

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:

As part of our efforts related to OMJ center certification, MCJFS has passed the ADA compliance reviews conducted by state staff. Staff have completed and will continue to receive Windmills training. Requests for accommodations can be made in "plain English" and need not mention the ADA or use the phrase "reasonable accommodation." Before addressing the merits of the accommodation request, the provider will determine if the individual's medical condition meets the ADA definition of "disability". A family member, friend, health professional, or other representative may request a reasonable accommodation on behalf of an individual with a disability.

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:

The JFS 03003 will be completed by MCJFS staff 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:

Once one of the MCJFS staff have determined eligibility they will assess the participants and work with them on developing their individualized plan and regularly review to evaluate customer satisfaction and progress with services and goals set.

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:

Staff will use a variety of methods to ensure contact is made with participants using a variety of methods - text, email, phone, mailed correspondence, and/or face to face. Activity will be tracked and monitored through running records.

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 will maintain the responsibility of calculating FLSA hours and ensuring participation hours are assigned accordingly. They will continue to utilize CRISE to complete regular sweeps to determine if any changes exist which require an amendment to the participant's plan.

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:

During the initial assessment 14 elements will be shared and reviewed with participant for their input in developing the plan and appropriateness of services. A chart has been developed under WIOA to identify providers to each of these services. Referrals to appropriate providers will be made when necessary assuring all of the elements are available to 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:
Supportive Services will be offered utilizing all available funding sources including WIOA to all CCMEP program participants regardless of time limits in accordance with paragraph ©(13) of rule 5101:14-1-03 of the Ohio Administrative Code. We will provide services needed on case by case basis to help participants to remain on track for self-sufficiency. 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.

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 12 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. However, the decision to make that referral will be determined on a case by case basis. Considerations may include: underlying circumstances, whether or not the participant is already in receipt of services needed to address the barrier and for how long, the severity of the situation, and the participants attitude and willingness to accept/receive help.

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

Describe:

Based on the initial assessment completed with the participant, services and additional support will be provided as needed to support the successful outcome in completing the employability plan. Additional services may be transportation assistance, driver education, child care, and/or 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:

Participants are required to contact their case manager and the site supervisor each time (and no later than 1 hour after the scheduled start time of any activity or appointment) to explain why he or she is not participating as scheduled. This reporting time may be extended if compelling circumstances prevented timely communication. Documentation must be provided to the case manager within 7 days. Documentation for good cause depend on the specific reason for the absence. Requirements may include but are not limited to a doctor's statement, obituary, school/work schedule, etc.

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

Describe:

Prescheduled appointments may be included in the consumers IOP a written notice of scheduled appointment may be sent via mail or various forms of electronic media.

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:

Follow-up services may start immediately after an Actual End Date has been entered for the last open service on the Youth's record in OWCMS. Staff will contact Youth to discuss their progress and identify any needs; this contact must be made several times within the first 90 days after the end of the last Youth Service, then at least once a quarter for the twelve month follow up period, via phone, email, U.S. mail, in-person, or through social media.

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 assessment process, individuals will be made aware and provided information of GED & diploma options.

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:

Currently the approved county job description requires high school diploma as the minimum qualification. The staff assigned to CCMEP possess a Bachelor's and Associate's degrees with over 10 years of experience working with this targeted population. Even though the minimum qualification is a high school diploma, agency prefers individuals with higher education and combined experience with targeted population.

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:

In collecting indicator data, we will use one or more of these four methods: surveys, interviews or focus groups, observations, and record or document review. Interviews either in person or over the telephone is preferred method that generally provides the advantage of having the opportunity to explore questions more deeply than with a written survey and allows us to ask more complex questions and the opportunity to ask for clarification. Feedback starts from the beginning of enrollment and throughout the time period of receiving services.

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 be directly involved and instrumental in the development/implementation of the CCMEP program where daily feedback and input will be received.

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:
Collection of supplemental data may come from internal, organizational records or official records from other groups or institutions. Records available might include CRISE, the Work Number and other employment verification sources, various education attainment resources, financial documents, monthly reports, activity logs, etc. 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. 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. In addition, monthly 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:
Lead agency staff will verify and store printed documents (employment, attendance, good cause, etc.) for participants in individual case files. All files are kept in a secure cabinets in dedicated areas.

8.3 Lead agency’s performance and data management contact:

Contact Person Rebecca Safko	
Phone Number (740) 632-4671	Email Address 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:

Date: _____

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

Date: _____