



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

for

County: Noble

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 Noble County Department of Job and Family Services			
Lead Agency Address 46049 Marietta Road, PO Box 250	City Caldwell	State OH	Zip Code 43724
Name and Title of Lead Agency Official Mindy T. Lowe			
Phone Number (740) 732-2392		Email Address Mindy.Lowe@jfs.ohio.gov	
Program Contact Person Pamela S. Moore			
Phone Number (740) 732-2392		Email Address Pamela.Moore@jfs.ohio.gov	
Fiscal Contact Person Jodi A. Harmon			
Phone Number (740) 732-2392		Email Address Jodi.Harmon@jfs.ohio.gov	

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

Agency Name Area #15 Workforce Development Board			
Agency Address PO Box 181	City Marietta	State OH	Zip Code 45750
Name and Title of Agency Official Rebecca Safko			
Phone Number (740) 632-4671		Email Address rsafko@jobsetc.net	

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

Workforce Development Area #15 - Monroe, Morgan, Noble & Washington	
Workforce Development Board Chair Name Herman Gray	
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: Noble County Department of Job and Family Services (NCDJFS) will work with the local WIOA staff to implement CCMEP. As the lead agency, NCDJFS will work with the local Workforce Development Board to align CCMEP with area priorities for workforce development and in demand jobs for the youth and young adult populations being served by CCMEP. Case managers will work with local partner agencies which could include, but is not limited to, Juvenile Justice, Big Brothers/Big Sisters, Noble Behavioral Health Choices, Six County, OSU Extension, etc.

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, NCDJFS worked with the local Workforce Development Board (WDB) to procure the current local WIOA youth agency. OVER Board develops RFP and reviews proposals for approval. NCDJFS will expand the budgets to include TANF funding, performance measures and reporting responsibilities to align them with the CCMEP requirements. Noble County will determine TANF eligibility for all WIOA youth. The 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.

NCDJFS has been selected by the Workforce Development Board, through competitive procurement, to serve as the local OhioMeansJobs operator. The WDB Program Director has been designated as the Fiscal Agent for WIOA. NCDJFS is responsible to complete procurements for purchases and tracks all obligations and spending. The fiscal agent provides a monthly report to the agency to ensure that budgets are balanced between the two entities.

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:

NCDJFS will establish a local plan and guidelines for the uniform administration of CCMEP to comply with State guidance. NCDJFS will identify the Test of Adult Basic Education (TABE) as our basic skills assessment. NCDJFS will be responsible to continue to determine eligibility for all WIOA youth programs and continue to collect and report data per state guidelines. Local policies have been updated to ensure a smooth transition from WIA to WIOA. Policies will continue to be updated as necessary throughout the CCMEP process.

**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 Center in Noble County. They are a part of our monthly operations (4 hours per week) and attend quarterly board meetings. They will be a primary referral partner for CCMEP Youth.

Alcohol, Drug and Mental Health (ADAMH) Board

Example:

Noble Behavioral Health will be the primary referral partner for CCMEP Youth

Businesses

Example:

Local businesses are involved with our local OMJ Center for both job postings and utilization of our facility for interviewing and orientation programs. Our agency works closely with local businesses for the Summer Youth program annually.

Career and Technical Education

Example:

Washington County Career Center and Mid-East Career and Technology Centers are both active partners and approved training providers for Noble County.

Child Care Providers

Example:
NCDJFS is 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 obtain and submit a child care application while at the OMJ Center.

Child Support Enforcement Agency

Example:
NCDJFS is 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 registration for OMJ and document those efforts while at the OMJ Center in Noble County.

Children Services Agency

Example:
NCDJFS is the OMJ operator and the local agency responsible for Children Services activities. Children Services staff may refer participants to OMJ for job seeking services. This is also a valuable assets for children that are aging out of the foster care system.

Community College(s)

Example:
Zane State and Washington State are active partners and approved training sites.

Community Action Agency

Example:
GMN Tri-County CAC, Inc. is an active partner in the OMJ Center and attend quarterly meetings. They provide on-site support (8 hours) per month in the OMJ Center.

County Family Service Planning Committee

Example:

Family and Children First Council

Example:
Noble County Family and Children First Council Coordinator is housed on-site and provides valuable assistance to NCDJFS.

Juvenile Court System

Example:
The Noble County Juvenile Court System is a current partner for WIOA youth services.

Local Healthier Buckeye Council

Example:

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

Example:
OOD is an on-site (as needed) partner and attends quarterly partner meetings.

Other

Example:

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:

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

Describe:

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: 2

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: 2

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:

Many partners are available on-site, some on a limited basis, which includes but is not limited to WIOA youth services, ABLE, GMN, OOD, Wagner Peyser, ODJFS Veteran Services, Washington County Career Center, Mid-East Technology and Career Center, Zane State College and Washington State Community College. Some of these services are available on a walk-in basis and some require an appointment. Off-site partners are available by phone and customers may contact them to schedule future appointments. CCMEP will include an in-depth intake, assessment and comprehensive service referral process. The OMJ Center is utilized by employers for hiring events, interviewing and orientation programs. All job postings are entered in OhioMeansJobs by our staff. Resume writing and interviewing skills workshops are offered on an as needed basis.

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:

CCMEP eligible WIOA youth will be enrolled by their current WIOA youth providers immediately upon local initiation of CCMEP. Ongoing enrollees will be co-enrolled simultaneously. CCMEP eligible OWF participants will be enrolled by NCDJFS 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 develop a streamlined process that provides a continuity of services for the CCMEP population.

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:

Redeterminations will be prompted by reported changes in circumstances and by scheduled semi-annual reviews. The agency will ensure that participants enrolled in TANF, and not receiving OWF, meet all participation and eligibility criteria. Semi-annual eligibility redetermination will be added/revised/reinforced for all staff working CCMEP cases.

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:

Current local work participation documentation and sanction procedures are in place to support this issue. Timeliness of non-compliance methods will be adhered to which will ensure that appropriate action is taken within ten (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:

Time limits for OWF participants is tracked through the CRIS-e System.

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

Describe:

Domestic Violence is addressed during the initial application process and assessment interview and handled per current regulations.

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

Describe:

Assignments for OWF and WIOA participants are completed per current regulations. All assignments will be appropriate for the participant and will meet mandates. Modifications will be added as necessary to meet all new CCMEP requirements.

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

Describe:

NCDJFS will provide quarterly reporting as necessary regarding all 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:

All OWF and SNAP services are delivered by NCDJFS staff on-site.

- 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 of the elements of CCMEP, current local and statewide processes exist for cases to transfer from county to county. All cases receiving CCMEP which are transferred into the county will be handled on a timely basis to meet compliance with stated timeframes.

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:

NCDJFS will require that all youth participants complete an application and eligibility will be determined for TANF, WIOA and CCMEP individually or possibly combined programs.

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:

Our OMJ Center certification ensure ADA compliance. Any reasonable modification may be requested and does not need to mention the ADA or use the phrase "reasonable accommodation." Before addressing the 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. Requests for reasonable accommodation may be verbal and do not need to be in writing.

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 may be completed by OMJ or WIOA staff at application and/or recertification for services or benefits. The CCMEP assessment tool will be used for all participants after July 1, 2016. WIOA Youth case manager will incorporate the JFS 03003 into the current WIOA Assessment.

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:

The case manager will work closely with their participants to ensure that they create a meaningful Individual Opportunity Plan (JFS 03004) to include CCMEP performance goals of employment, job retention, earnings growth and credential 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:

NCDJFS will include in the contract that they will engage participants at least once every fourteen (14) days if the participant is receiving intensive case management or thirty (30) days if the participant is not receiving intensive case management.

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 agency's JOBS program case manager determines the maximum monthly hours of participation under FLSA. Both the case manager and the supervisor monitor CRIS-e for changes monthly.

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 initial assessments, the fourteen (14) core WIOA youth elements will be discussed with the participants. The case manager will complete an in-depth assessment to determine the individual needs of the 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 participants will be paid by the employer and NCDJFS will reimburse the employer upon receipt of an invoice.

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 and follow up services will be provided on a case-by-case basis. Services such as transportation assistance, school fees, job related tools, etc. may be provided. Follow up services could include behavioral 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 that may not be issued for more than two consecutive months, or more than three times in any twelve month period.

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, not is not limited to, 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 current situation, and the participant's attitude and willingness to accept help.

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

Describe:

In addition to the services listed above, we will provide services needed on a case by case basis to help the participant remain on track for self-sufficiency. Services such as transportation assistance, child care, school fees, etc. may be provided.

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 one (1) hour after the scheduled start time of any activity or appointment, to explain why he/she is not participating as scheduled. This reporting time may be extended if circumstances prevent

timely contact. Documentation must be provided to the case manager within seven (7) calendar days. Documentation requirements for good cause depends on the specific reason for the absence. Requirements may include a doctor's statement, an obituary, school/work schedule, etc.

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

Describe:

A written notice of scheduled appointment is sent via US mail.

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:

The case manager will follow up with the participant on a quarterly basis. Also a WIOA survey is issued to each participant who has obtained employment requesting that they return the paperwork within ten 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:

Information on the Ohio Diploma Program through the local Career Centers and GED will be available to all participants requiring these services.

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 have a wealth of high performing staff with a wide range of education experiences. Any systematic exclusion of these staff from CCMEP would be costly and not helpful to our goals.

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 required to complete, at a minimum, an annual satisfaction survey.

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:

Semi-annual surveys will be completed during the first year of CCMEP to obtain feedback from case managers.

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:
The agency will utilize OWCMS and information from wage data exchange systems.

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:
The agency complies with all safeguarding requirements and regulations.

8.3 Lead agency's performance and data management contact:

Contact Person Pamela S. Moore	
Phone Number (740) 732-2392	Email Address Pamela.Moore@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:**

Mindy Lorne

Date: 5/23/16

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

Herman Gray Jr

Date: 5/23/2016