

Comprehensive Case Management and Employment Program Compilation of Technical Assistance Q&As Participant Enrollment

The Office of Workforce Development (OWD) in conjunction with the Offices of Family Assistance (OFA) and Fiscal and Monitoring Services (OFMS), have answered a variety of questions that have been asked through the CCMEPQNA email account. In an effort to share the most recent information and direction given, OWD is making available a transcript of all the questions that have been answered through the CCMEPQNA email account. This will help inform local officials and administrators and better assist in the delivery of Comprehensive Case Management and Employment Program (CCMEP) during the implementation phase.

Q: When do we consider participants actually enrolled in CCMEP – is it the date of the signed IOP?

A: Participants are considered enrolled in CCMEP upon signing the IOP.

Q: If some of our TANF summer youth want to voluntarily enroll in CCMEP after July 1, do they just complete the JFS 03002? Or do they need to complete another PRC application? We realize some could enroll in WIOA but not all, so we need to know how to enroll them.

A: If the PRC customer volunteers for CCMEP within 30 days of receiving PRC services, the CDJFS would then refer the customer to the CCMEP lead agency. Since the TANF summer youth individual is currently receiving a PRC funded service (TANF Summer Youth), another PRC application would not be necessary. The lead agency or the WIOA contracted service provider would then ensure the participant fills out JFS 03002 to determine eligibility for WIOA funded youth program services as well.

Q: For minors, must a parent be present in the interview for the comprehensive assessment and IOP? Are there any questions in the comprehensive assessment ... such as drug and alcohol and mental health questions ... domestic violence ...that may not be appropriate to ask a minor ...with or without parental permission? Please explain.

A: Whether the minor's parent or guardian is present during the comprehensive assessment and creation of the IOP is a matter to be decided between them. If the youth is a minor, the application, comprehensive assessment, and the IOP must be signed by the parent or guardian.

Q: Our county is one that determines the OWF, FS, AND Medicaid eligibility plus handles the Work Required Individuals all at our OMJ Center. Our question is: for the CCMEP OWF work required individuals will they have to complete (2) eligibility applications? The WIOA Youth and Young Adult Eligibility Application (for CCMEP) and the 7200 application (for Food Assistance and/or Medicaid eligibility), or can the WIOA Youth and Young Adult Eligibility be utilized for all 3 Programs (OWF, FOOD ASSISTANCE AND MEDICAID)?

A: No. Form JFS 03002 is only used for CCMEP. Once a CDJFS refers a client to the CCMEP lead agency, the lead agency (or the agency it designates) will fill out form JFS 03002 to determine eligibility for WIOA-funded services.

Q: One question we still have about CCMEP concerns eligibility for volunteers. If they are not WIOA youth and not OWF, would they have to complete a PRC application to determine TANF eligibility or would they just complete the CCMEP application? Or both?

A: There are only two sets of volunteers. Those who are OWF eligible but not work required, and those who have received PRC services within the last 30 days. Individuals who apply and are approved for PRC have thirty days from receiving PRC services to volunteer for CCMEP. Once referred, the lead agency would work with the individual to enroll him or her in CCMEP. A customer cannot be determined TANF eligible ONLY through the use of the CCMEP application, they must first be deemed WIOA eligible and then that portion is to determine if TANF funds can be used also.

Q: A participant brought up a question about the time frame to complete CCMEP form and someone mentioned a 7 day window. I know it is out of our realm in the training but I was curious of the timetable of completing the form and the IOP form.

A: Individuals are referred to CCMEP and the lead agency once they become OWF work eligible and sign a self-sufficiency contract, once they become eligible as a WIOA youth participant, or once they volunteer (either as a recipient of PRC or as an OWF non-work eligible individual) for the program. Regardless of how the individual enters CCMEP, the county department of job and family services or the OhioMeansJobs center has seven days to make this referral to CCMEP. The referral is made in accordance with the process outlined in the CCMEP county plan. Once the referral is received by the lead agency, the lead agency has 10 days to schedule an appointment and have the individual to undergo a comprehensive assessment (JFS 03003) which then results in the development of the individual opportunity plan (JFS 03004).

Q: Trying to finish up my 1st CCMEP application today. Can you tell me the eligibility process? Do we have to complete all other WIOA forms like we have in the past?

WIOA Verification Checklist

Income Worksheet

WIOA Youth Selection Score

WIOA Benefit Survey

WIOA Youth Services Sheet

WIOA Complaint Rights

Do we have to have copies of all documentation in the file also?

If we want to co-enroll with Adult/Dislocated we also have to complete that application along with the WIOA Youth Eligibility Program Application?

A: Answers:

- Please note that, per state rule, you must use Form JFS 03002 for enrolling in WIOA-funded services under CCMEP. Therefore, you should not use any of the other local forms for the enrollment process. Also, you must use Forms JFS 03003 and 03004 for filling out the comprehensive assessment and individual opportunity plan, respectively.

- Anyone seeking or receiving WIOA-funded services should receive a copy of their programmatic complaint rights. However, please know that under CCMEP, the process for addressing complaints has changed, giving the customer a choice between filing a complaint or a formal appeal.
- All documentation must be placed in the participant's case file.
- You will probably need to have individuals fill out an additional form to co-enroll in the WIOA Adult program.

We encourage your area to consider ways to make the co-enrolling process as least burdensome as possible. You cannot co-enroll a customer in both WIOA-funded youth and dislocated worker services.

Q: What questions on the Comprehensive Assessment are not required to be asked to 16 and 17 year old youth? There was discussion about this in the CCMEP work group meetings. The thought was that questions that are inappropriate to ask this age group would not appear/pop up on OWCMS during the interview. Not sure how to identify these questions using the PDF version.

A: All questions will be asked to all of the participants.

**Q: I was reading 5101:14-1-03 C2 and 5101:14-1-04 B and I am now a little confused on the time frame for OWF recipients. My understanding was that once the SSC was signed for the age eligible, work activity required individual, the worker would refer that individual to CCMEP so the assessment could be completed within 10 days. Should I interpret the combination of manual sections as:
-an inference that the worker has 7 days to make the referral, and once made, the CCMEP worker has 10 days to complete the assessment (thus potentially making this a 17 day process, which I would like to avoid, by the way)
-or-
-the time frame to complete the assessment is actually 7 days, not 10?**

A: The referral to CCMEP (described in 5101:14-1-03 C2 and the comprehensive assessment (described in 5101:14-04 B) are two different and separate processes. The referral to CCMEP must occur first before a comprehensive assessment can be completed. You are correct in interpreting the two rules, it may take up to 17 days to complete both processes. However, collaboration between TANF and WIOA case managers are encouraged to complete each processes on a timely manner to prevent unnecessary delays in providing services to the customers.

Q: I suspect the former and not the latter but I could be wrong in both respects. Please clarify when possible.

Also, per 5101:14-1-02 D, if someone is already OWF required and referred to CCMEP, it seems that they are still mandated to complete the WIOA application (3002). Is that correct? If so, may the CCMEP worker (i.e. me) continue with the assessment while my coworkers determine WIOA eligibility, as I understand that process can take some time? If I am reading this correctly, I could get a referral for someone who is CCMEP required by virtue of OWF and therefore would not want to wait

on a WIOA eligibility determination prior to proceeding as that could put me out of compliance with time frames.

A: Yes, you should continue with the CCMEP assessment as WIOA eligibility is being determined, which a WIOA case worker should not delay. Determining the eligibility for both TANF and WIOA is very critical in order to assess what funding sources can benefit the customer the most.

Q: In reference to County plan 6.5, is it OK to target all the options? We have such a small population we could easily target them all. Except for SSI case management needed – wouldn't that participant not be a WEI?

A: You want to check those that you think will intensify the case management to every 14 days, and require that more intensive contact.

Q: To clarify, enrollment doesn't happen until the IOP is signed, correct? Therefore, if a pregnant CCMEP referral delivers prior to the signing of the IOP and is categorized by our JFS partner as D3, she is no longer work-required, and because there has not been an IOP nor enrollment, she is not mandatory. Mahoning county exempts their D3s for 12 months after they give birth and the majority of our referrals have been pregnant. We've had 7 give birth prior to attending their assessment and Mahoning county wants to exempt them from work participation for 12 months and refer them then.

A: Thank you for writing back for a clarification. You are correct that if the OWF individual is not work-required before signing the IOP, then she is not a required participant in CCMEP and is not enrolled until the IOP is signed. She can participate in CCMEP as a volunteer.

Q: If an individual's application is still pending for OWF, can that individual be entered into an IOP for CCMEP?

A: No. In the scenario you described, and assuming the individual has not been determined WIOA-eligible, the individual must first be determined eligible for OWF before being referred to CCMEP for a comprehensive assessment and the eventual creation of an IOP. (OWF work eligible individuals must participate in CCMEP, while OWF non-work eligible individuals may volunteer for CCMEP. Also, please note that an individual receiving benefits and services from the PRC program may also volunteer for CCMEP within 30 days of the date that PRC benefits are received. And of course, WIOA-eligible individuals are also mandatory CCMEP participants.)

Q: And just to clarify- can an OWF individual only be referred over to CCMEP AFTER authorization of cash?

A: The individual is referred to CCMEP when they are determined eligible for OWF.

Q: Current WIOA youth- do they complete the JFS 03002 and if TANF eligible- can be both WIOA and TANF CCMEP? And does the WIOA youth provider determine the TANF-CCMEP eligibility based off the 03002?

A: Yes, to determine co-eligibility with temporary assistance for needy families (TANF), the participant must complete the TANF eligibility portion of the JFS 03002 and sign the application.

Q: OWF required- do they complete the JFS 03002 and if WIOA eligible- can be both WIOA and TANF CCMEP? In this case the OWF required individuals are referred by our OWF division. Would they be required to complete the JFS 03002 to see if they are WIOA eligible?

A: Yes, a JFS 03002 WIOA Youth Program Eligibility Form should be completed. A participant can be both WIOA and TANF. Determining the eligibility for both TANF and WIOA is very critical in order to assess what funding sources can benefit the customer the most. Please note that determining eligibility does not mean that the customer is enrolled in WIOA, that does not happen until a staff assisted service is provided from WIOA funding.

Q: OWF volunteer- do they complete the JFS 03002 and if WIOA eligible- can be both WIOA and TANF CCMEP?

A: Once the individual volunteers for CCMEP and is referred to the lead agency, the JFS 03002, WIOA Youth Program Eligibility Form would be completed to determine if the individual is also eligible for WIOA youth program funding. Regardless of what door the customer comes in, or if they are a volunteer or mandatory participant, once in the program all participants should be given a common client experience.

Q: TANF Summer Youth- PRC- TANF CCMEP- and if WIOA eligible- can be both WIOA and TANF CCMEP?

A: If the PRC customer volunteers for CCMEP within 30 days of receiving PRC services, the CDJFS would then refer the customer to the CCMEP lead agency. Since the TANF summer youth individual is currently receiving a PRC funded service (TANF Summer Youth), another PRC application would not be necessary. The lead agency or the WIOA contracted service provider would then ensure the participant fills out JFS 03002 to determine eligibility for WIOA funded youth program services as well.

Q: Maybe the better question is – do all WIOA and TANF individuals complete the JFS 03002? And if so, our youth provider is the one charged with administering that- so they would be determining eligibility for WIOA and TANF CCMEP. If a youth is determined TANF-CCMEP eligible from the JFS 03002- is there any other eligibility form that must be completed for the youth provider to be able to spend CCMEP TANF and/or WIOA dollars on that youth?

A: If the customer comes through the “CDJFS front door,” eligibility for CCMEP TANF-funded services will first be determined by the CDJFS. Then, the customer will be referred to CCMEP. At that point, the CCMEP lead agency or the agency contracted by CCMEP lead agency will work with the customer to fill out JFS 03002 "WIOA Youth Eligibility Application." However, if the customer comes through the “WIOA front door”, the local workforce agency or the local contracted youth services provider will fill out JFS 03002 "WIOA Youth Eligibility Application." As part of this application, please note there is a section that will determine general TANF eligibility for those individuals entering through the “WIOA front door.” No other paperwork is needed once basic TANF eligibility is determined through the JFS 03002 for TANF funds to be used.

Q: We have a youth who was enrolled in WIOA prior to 7/1/16. Would this youth need to complete a CCMEP application in order for us to use TANF funds to provide supportive services? I am thinking we would since it is a new funding source we are exploring, even though the youth has already been determined eligible for one funding source covered on the CCMEP application. Please let us know how to proceed.

A: You would need to fill out only the portion of Form 03002 that pertains to TANF eligibility. Please bear in mind that if you plan to use TANF funds for this participant, you will also have to create an IOP to replace the participant's old, WIOA Individual Service Strategy

Q: What is the process for someone who is referred to the lead agency, scheduled an assessment time and then is a no show to the appointment. Example: our first referral was scheduled today and he was a no call, no show. He would not have been TANF eligible, his will be sanctioned from SNAP as he failed his orientation for SNAP E&T yesterday...but is there any action that needs to be taken on the JFS03002 for the failure?

A: The TANF eligibility portion of the JFS 03002 is for those individuals who are WIOA youth program eligible to explore additional funding sources through TANF eligibility. This TANF eligibility is not directly tied to a particular TANF program, such as OWF or PRC. If an OWF work-eligible individual is referred to CCMEP and does not attend the appointment to complete the assessment. Per paragraphs (G) and (H) of rule 5101:14-1-05 of the Administrative Code, the lead agency and case manager would explore the reason for this absence in order to determine whether there was good cause for this absence, as attendance at the comprehensive assessment would have been required per the individual's self-sufficiency contract. The lead agency would then notify the county department of job and family services of each failure or refusal and provide the CDJFS with information necessary to possibly impose a sanction. It will be the responsibility of the CDJFS to determine how failure to participate in CCMEP activities will affect other benefits that the individual may be receiving.

Q: Is there an expiration date on the JFS 03002?

A: There is no expiration date for the JFS 03002. However, one should be cognizant that enrollment into WIOA does not occur until the date of the first WIOA-funded service is provided. Once an individual is enrolled into WIOA, the individual's eligibility remains for the life of the case. With this in mind, if there is significant time period between the time the JFS 03002 was completed, the information was put into OWCMS, and the first WIOA-funded service, there may be a chance that the individual is no longer WIOA eligible (e.g., the out-of-school youth turns 25 years of age, the in-school youth turns 22 years of age, or the individual is 22 years of age and is now enrolled in post-secondary education and is no longer considered to be an out-of-school youth.)

Q: Is there a denial process or a notice that needs to be sent to the applicant? We understand how to process a 7200 for TANF if received?

A: For the WIOA youth program, there is no requirements that individuals be officially notified that they are ineligible for WIOA youth program funded services. However, it would be best practice that individuals receive full disclosure as to why they are not eligible for why they are not receiving particular services.

Q: Another question we have, is how to do we co-enroll WIOA youth who were enrolled prior to 7/1/16 into CCMEP TANF? They already have an application, assessment and we'll transition their ISS to an IOP. Do we do another WIOA Youth Application (JFS 03002)?

A: To determine co-eligibility with temporary assistance for needy families (TANF), the participant must complete the TANF eligibility portion of the JFS 03002 and sign the application. In order to receive a TANF-funded CCMEP service, an IOP must be completed and signed by the participant. However, the assessment does not have to be completed as an objective assessment has already been done.

Q: Have a question about determining TANF eligible for CCMEP for individuals who are already enrolled in WIOA Youth. Do they still need to fill out the WIOA App, JFS 03002 to assess eligibility for TANF or can the county JFS determine that in another way without bringing a youth back in to fill out another application?

A: To determine co-eligibility with temporary assistance for needy families (TANF), the participant must complete the TANF eligibility portion of the JFS 03002 and sign the application.

Q: The 7-day referral to CCMEP and then 10 day requirement to complete the Assessment, are these Calendar days or Business days??

A: The county department of job and family services or the OhioMeansJobs center has seven calendar days to make this referral to CCMEP. The referral is made in accordance with the process outlined in the CCMEP county plan. Once the referral is received by the lead agency, the lead agency has 10 working days to schedule an appointment in which the individual must undergo a comprehensive assessment resulting in the development of the individual opportunity plan. There is no timetable on when the IOP should be completed, but should be done as soon as possible so that services can begin. Services begin on the start date indicated in the IOP for each assigned CCMEP activity after the IOP is agreed upon and signed by the participant.

Q: We have a OWF transfer (case information below) that was approved for OWF in July '16 in "Alpha" County. Alpha County did not refer her to CCMEP. She transferred to our county on August 16th. She has declined OWF assistance effective 9/1/16.

If an OWF participant is signing off cash for the next month (and have not been referred to CCMEP yet), do we still need to refer/enroll them into CCMEP TANF? If we would enroll her into CCMEP TANF for August '16 and she signed off cash, what would her fund source be on/after 9/1/16 (if we found her to not be appropriate for WIOA youth services)?

A: If the customer has been determined OWF work-eligible, and has received her CCMEP comprehensive assessment, you should move forward on the IOP. Just because the OWF work-eligible individual is not receiving cash at the moment, she is still to be enrolled in CCMEP. When doing this, please note that there is a difference between being eligible for CCMEP services and determining which services are appropriate.

Please follow your county plan's instructions on how to handle case transfers.

Q: One of our OWF recipients was not required for work activities due to her post-partum status; she is required as of 9/10/16 (really 9/12/16 as that falls on a weekend). She was scheduled to see me on 9/14/16 for an assessment by one of my coworkers. Is this considered timely as the appointment will be 4 days from the date she returns to "required" status?

A: Yes, the referral to CCMEP should be made within 7 calendar days after being released back to work activities or "required" status. The Comprehensive Assessment should take place within 10 working days after that referral is made.

Q: We have a client that is WIOA Adult funded currently but has now become CCMEP eligible through OWF. WIOA Adult funds are covering her to attend school for her LPN license. Can we choose to keep her in traditional OWF and not enroll her in CCMEP.

A: If the client is OWF Required, they must be referred to CCMEP. In this case, the participant would be dual enrolled in CCMEP and WIOA Adult.

Q: We have several clients in medical/dental assistant school that are CCMEP required. They attend school Mon-Fri from 8a-3:30p. The GAIN test that we give them is a 2 hour test. They are penalized if they miss hours. We don't want to jeopardize their attendance in school so can we exempt them from that part of the process. Is there an option to keep them in traditional OWF?

A: If the client is CCMEP required they must be referred to CCMEP. Special accommodations may have to be made to administer the GAIN test at a time that does not interfere with the participant's school schedule.