

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

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: If we currently have access to OWCMS will we still need to do a new 7078? If so, would we check other access?

A: No, you will not need another 7078. Your current access is fine.

Q: We enrolled an OWF client into CCMEP on Friday. She is in OWCMS and the CCMEP TANF radio button is selected. On the service screen, the program affiliation only allows for WIOA Youth or Adult to be selected. She is neither, CCMEP TANF only. How do we enter services into OWCMS for TANF-only customers?

A: Until OWCMS is updated, recording services will be a little different than one might anticipate. On the "Services" screen, you will select "WIOA Youth" for the program affiliation even though the participant is TANF-funded only. Then, when you select from the "Service/Activity" menu, make sure you only choose those services and activities that contain the words "CCMEP TANF."

In the future, case managers will eventually be able to select a TANF associated program affiliation on the "Services" screen, and we will notify everyone when that update goes into effect.

Q: We are working with a LEAP required TANF eligible individual who has been referred to CCMEP. An assessment has been completed. She is attending GED classes and this will continue to be her ongoing assignment at this time. Is there a need to put her in OWCMS?

A: Yes. There is a button you select to indicate the person is CCMEP TANF eligible.

Q: Does she have to be found eligible for WIOA to enter a service in OWCMS?

A: No. However, when you enter the service on the Services page, you will need to select the WIOA Youth Program and then the appropriate TANF-funded activity. This procedure will be updated in OWCMS in several months.

Q: I am the lead for the TANF side of CCMEP, with this I will need to keep my full access in CRISE and requested access to OWCMS/CFIS. This request was put in about 2 weeks ago. Are these request being approved and will I have full access to all systems if it is?

A: Please contact the OMJ desk at 1-888-296-7541, Option # 2 or OMJ-HELP-DESK@jfs.ohio.gov for questions regarding OWCMS access.

Q: When you have to manually select YES to CCMEP/TANF radio button- Does the person have to be CCMEP (WIOA OS) and TANF (collecting OWF/or could be eligible for OWF but not currently collecting) or can it be either or? CCMEP but NOT TANF? Or do we ALWAYS click YES?

A: You must mark "Yes" on the radio button if CCMEP TANF eligible. If client is WIOA Youth only, you do not need to select "Yes" on CCMEP TANF radio. That said, in order for to be able to select either WIOA Youth or TANF funding (between now and November), the individual must be eligible for both and the radio button must be checked.

Q: If a participant has to be recertified CCMEP/TANF after 6 months and if they are no longer TANF eligible how do we update OWCMS to reflect? How will that effect performance?

A: If they are no longer eligible for OWF after recertification, they may still be eligible for TANF in other ways. Please explore if the customer is in receipt of PRC or qualifies based on the basic TANF eligibility section of the JFS 03002. If the customer loses all TANF eligibility and they are WIOA eligible all future services will need to be paid through WIOA funding. You would note this in case notes to document the loss of TANF.

Q: Will the CCMEP assessment and IOP information be entered by Career consultant in OWCMS? IF so what if the Assessment happens prior to the Eligibility has been entered in OWCMS?

A: Yes, the assessment and IOP will be entered in OWCMS in the next implementation. The assessment information cannot be entered into OWCMS without a case record for the individual being there. The caseworker should not enter the assessment information without first entering the information obtained during basic intake.

Q: Will it be a requirement for CCMEP Assessment and IOP scanned into OWCMS when that function comes available? AFTER Signatures? If so is this how we can update IOP if need be?

A: Yes. The signed assessment and IOP will need to be scanned and uploaded into OWCMS when that functionality becomes available. If the IOP needs to be updated, the caseworker would make the changes in OWCMS and print the revised IOP for signature. This "updated" version will also need to be scanned and uploaded into OWCMS.

Q: If a client is CCMEP/TANF and CCMEP/WIOA eligible how do I enter services in OWCMS? Would I always use the services ending with CCMEP TANF?

A: In order to access either the WIOA or TANF funded WIOA Youth Services, each client will need to be WIOA Youth eligible in OWCMS. Caseworkers have the ability to choose between/recommend the funding for each service/activity. Many services/activities can be funded from either WIOA or TANF funds. Please refer to the Benefit Matrix.

Q: One of our staff members has brought to my attention a potential issue between the FAET required and CCMEP required clients. We use the 50-1 office of OWCMS and our FAET service provider uses 43-1 office. When a FAET client is entered into OWCMS by the service provider and then we go to enter information on the CCMEP side, we are getting an error that will not allow us to run eligibility on that client and it states that there is already an open case. On the bottom of the OWCMS screen, the box states "CRIS-E inbound" under the OWCMS worker. We aren't sure what that means. Along with that issue, when we enroll a client in OWCMS on the CCMEP side and then the FAET service provider enrolls the client at a later date- we go back in to look at case info in CFIS- we get an error stating "no case ID".

A: Follow these steps:

1. Search for your Youth first, see if an existing case is already in WCMS
2. Once you find an existing case or enter a new one, on the Basic Intake screen / Program Data tab, set the CCMEP field to YES, then SAVE your input
3. Upon SAVE this should have the Youth Case setup properly
 - a. Since the Partner staff added their criteria and CCMEP criteria has been added, then
 - b. The Program Involvement section on the bottom of the Basic Intake / General tab will display WIOA Youth
 - i. WIOA Youth is what is needed to display for WIOA Youth and CCMEP to work on the Services screen properly
4. Now you are good to go to the Services screen and enter the Services
 - i. Enter for WIOA Youth
 - ii. Enter for CCMEP TANF (look for the services that have words "CCMEP TANF" after them)
5. The CRIS-E Inbound for WCMS Case Worker just means that this case was created by the CRISE file that we received (not manually built)
6. CFIS - currently these 2 systems are not fully connected to each other. Meaning someone will have to build a small seeker case record in CFIS for you to be able to find and then pull over the same seeker case from WCMS with all the services

Q: We have a client who was transitioned from WIOA to CCMEP WIOA, we are trying to release funds for her under supportive services, but are unable to do so, even after we entered her as WIOA YOUTH and hit CCMEP TANF. Does it make a difference that she has been receiving WIOA Supportive services since 2008?

A: No.