



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

for

County or Counties: Darke

Effective Date: 10/01/2017

Plan Submission

Each Lead Agency is required to adopt and submit a CCMEP Program Plan to the Ohio Department of Job and Family Services (ODJFS) each fiscal biennial period. The CCMEP plan must be submitted **no later than October 1st each biennium.**

The plan may be amended by the Lead Agency as needed. An amended plan must be submitted to ODJFS no later than 10 calendar 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.

If a board of county commissioners redesignates the Lead Agency during a fiscal biennial period, the new Lead Agency shall prepare and submit to ODJFS a new CCMEP plan not later than sixty calendar days after the redesignation takes effect.

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 for amendment.

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1. Lead Agency and Coordination with Partners

Each board of county commissioners 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.

1.1 Identify the Lead Agency designated to administer the CCMEP program.

Lead Agency Name Darke County Job & Family Services				
Lead Agency Address 631 Wagner Avenue		City Greenville	State Oh	Zip Code 45331
First Name of Lead Agency Official Gracie	Last Name of Lead Agency Official Overholser		Title of Lead Agency Official Director	
Phone Number 937-548-4132		Email Address gracie.overholser@jfs.ohio.gov		

Program Contact Person Tiffany Thomas		Phone Number 937-548-4132		
Phone Number 937-548-4132		Email Address tiffany.thomas@jfs.ohio.gov		

Fiscal Contact Person Kathy Stryker				
Phone Number 937-548-4132		Email Address kathy.stryker@jfs.ohio.gov		

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

Agency Name OhioMeansJobs Darke County				
Agency Address 603 Wagner Avenue		City Greenville	State Oh	Zip Code 45331
First Name of Lead Agency Official Gracie	Last Name of Lead Agency Official Overholser		Title of Lead Agency Official Director	
Phone Number 937-548-4132		Email Address gracie.overholser@jfs.ohio.gov		

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

Workforce Development Area Area 7	
Workforce Development Board Chair Name Swen Hunt	
Workforce Development Board Director Name John Trott	
Phone Number 937-525-1025	Email Address trottj@clarkstate.edu

1.4 Identify the implementation manager for the Lead Agency.

First Name of Implementation Manager Tiffany	Last Name of Implementation Manager Thomas	Title of Implementation Manager Administrator
Phone Number 937-548-4132	Email Address tiffany.thomas@jfs.ohio.gov	

1.5 Lead Agency’s performance and data management contact:

Contact Person Tiffany thomas	
Phone Number 937-548-4132	Email Address tiffany.thomas@jfs.ohio.gov

1.6 How does the Lead Agency partner with the other local participating agency (CDJFS or workforce development agency) to implement CCMEP?

Describe:
Darke County Job & Family Services & OhioMeansJobs Darke County are combined agencies. Policy development will take place using a team of fiscal and program agents. Caseworkers working in the Workforce Development Unit will be cross-trained in Work Activities, WIOA, & CCMEP.

1.7 How does the Lead Agency plan to partner and actively collaborate with the local workforce development board including but not limited to (Please attach any relevant policies to this plan.):

- Frequency of meetings
- Engagement of local businesses
- Engagement of community partners
- Develop policies for work experience and incentives

Describe:
The Lead Agency is a member of the Area 7 Workforce Area. Within that area, every workforce entity (i.e., provider of career services or OhioMeansJobs Center) has also been identified as the Lead Agency by their respective county commissioners. In each case, coordination between the Lead Agency and the workforce entity will be maximized because they are, in fact, the same organization. All of Area 7's Lead Agencies communicate and coordinate regularly with the staff and members of the Area & Workforce Development Board, providing input to policy development and operational practices. Board meetings take place bi-monthly. Area 7 technical assistance meetings take place continually (e.g., there are monthly all-county webinars) throughout the program year. Relevant policies attached. Relevant WIOA policy has been adopted for TANF funded services. TANF will not be used for stipends as it is likely meeting basic needs which constitutes TANF assistance.

1.8 List policies developed by the local workforce board relevant to the administration of CCMEP, including but not limited to (Please attach any relevant policies to this plan.):

- Select basic skills assessment(s);
- Ensure determination of eligibility for the Workforce Innovation and Opportunity Act (WIOA) youth program;
- Report and collect data;
- Monitor contracts and ensure compliance;
- Supportive services;
- Follow up services;

- “Needs additional assistance” policy; and
- Disclosure of relationship.

Describe:

The Area 7 Workforce Development Board does not have any CCMEP specific policies, with the exception of 1) basic skills assessments and 2) the "needs additional assistance" policy. The Area 7 Board has adopted the relevant ODJFS policies in whole as local policy. Regarding basic skills assessment, Area 7 has not mandated a common assessment. Relevant WIOA policy has been adopted for TANF funded services. Relevant policies attached. TANF funding will not be used for medical services and TANF funded gas cards will follow FAL-103.

1.9 What other partners/providers are the Lead Agency collaborating with to implement CCMEP? Please provide name(s) and services to be provided. Check all that apply.

- Adult Basic Literacy and Education (ABLE) Providers

Aspire- Services provided include but are not limited to increasing basic skills and GED obtainment.

- Alcohol, Drug and Mental Health (ADAMH) Board

Tri-County Board- Mental health, counseling, and recovery services. Darke County's Financial & Medical Administrator is on the board of this agency assuring that we are up to date on all services offered.

- Businesses

Businesses are contacted for participation in a work experience program or job placement for youth when appropriate and based on the youth's ability and areas of interest. Labor market information is also provided to the youth based on areas of interest.

- Career and Technical Education

Miami Valley CTC, Upper Valley Career Center, & Edison State Community College- These and other education providers are utilized to provide short-term training when appropriate. Information concerning training options is also made available to youth in the Resource Room of the OhioMeansJobs Center.

- Child Care Providers

Flexible child care is available for job training, employment, job search, and work related activities through the county daycare program.

- Child Support Enforcement Agency

CSEA- Obligor are encouraged to make payments toward their obligation and to attend Job Readiness workshops to assist with obtaining employment or enrolling in an education or training program. Obligees are encouraged to pursue all available options for receiving payment.

- Children Services Agency

CSU- Referrals for CCMEP are received from CSU staff for children in custody. Case managers from CSU and OhioMeansJobs work collaboratively to create an appropriate case plan for the youth.

Community College(s)

Edison State Community College and other local colleges are utilized to provide education and/or training to youth eligible to receive an ITA. Information for program options is available in the Resource Room of the OhioMeansJobs Center. Youth are encouraged to make an educated choice for an educational provider.

Community Action Agency

CAP- provides transportation, clothing, and assistance with housing as needed.

County Family Service Planning Committee

Darke County Community Planning Committee- outreach and education regarding programs available and how to direct those in need of those available services.

Family and Children First Council

FCFC- Works with the Children Services Unit on an ongoing basis, helping to assure each child is offered all the services available in the area.

Juvenile Court System

Youth involved with the Juvenile Court system are assigned to the Michaels Resource and Treatment Center where they are housed with trained personnel and given the opportunity to learn job interview and independent living skills. These youth are also offered the opportunity to participate in Job Readiness workshops to create resumes, learn employer expectations, learn job search techniques, and how to utilize OhioMeansJobs.com.

Local Healthier Buckeye Council

N/A

Local School District(s)

Universal services are provided to students interested in learning about OhioMeansJobs. Resource Room tours have been given upon request of the local school districts to interested youth.

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

Referrals to OOD will be made when services are needed.

Other

Common Pleas Court- Individuals on probation are court ordered to work with our program staff in order to encourage them to re-enter the workforce. Probation officers and OhioMeansJobs staff work in collaboration to inform individuals of CCMEP services available.

2. Population Served

Lead Agencies must serve individuals in the CCMEP program in compliance with the following:

- Individuals **required** to participate: 1) work-eligible participants in the Ohio Works First (OWF) program; and 2) individuals who are in-school youth or out-of-school youth as a condition of enrollment in workforce development 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 will the Lead Agency serve annually?

Please provide the anticipated number of required individuals the Lead Agency will serve annually in CCMEP: 1-30

2.2 How many CCMEP **volunteer** participants will the Lead Agency serve annually?

Please provide the anticipated number of volunteers the Lead Agency will serve annually in CCMEP: 1-5

2.3 How many CCMEP participants do you expect to be eligible for both TANF and WIOA funding?

Please provide the anticipated number of co-funded participants the Lead Agency will serve annually in CCMEP: 1-30

3. Coordination of Services

Coordination of services supports improved organization and integration of TANF and WIOA funded services. A Lead Agency can co-locate their staff with the other local participating agency at one location to help individuals access services easier and more efficiently.

3.1 How is the Lead Agency meeting the needs of and engaging local businesses to provide employment and learning opportunities for program participants using the expertise of the Lead Agency, the local participating agency, and subcontractors as described in rule 5101:14-1-03 of the Administrative Code?

Describe:

All CCMEP & WIOA staff are based in the OhioMeansJobs Center. Training workshops, job postings, education information, and access to OhioMeansJobs.com are located within one area. Darke County JFS & OhioMeansJobs Darke County are a combined agency. Referrals between staff are made when necessary.

3.2 How does the Lead Agency communicate and streamline processes between the Lead Agency, the local participating agency, and any subcontractors (e.g. summer employment services)?

Describe:
CCMEP case managers and providers make referrals for services as necessary. Participants sign releases to allow CCMEP staff to coordinate services with other entities. Referrals are made verbally, electronically, written, or in person.

4. Outreach, Referral, and Eligibility

4.1 What outreach activities are being conducted to identify individuals potentially eligible for CCMEP? Check all that apply.

- Social media (e.g., Facebook, Twitter, Snapchat, Instagram, YouTube, Secret, & Whisper)
- Brochures, posters, flyers
- OhioMeansJobs.com
- Digital banners
- Special events
- Radio
- Promotion through partners (e.g., schools, community centers, etc.)
- Other: _____

4.2 What is the referral process between the local participating agency and the Lead Agency?

The Lead Agency is responsible for developing an agreed upon referral process that takes place no later than 7 calendar days from when the determination is made that the individual is required or may volunteer to participate. A mandatory OWF participant shall be referred to CCMEP as described in paragraph (B)(2) of rule 5101:1-2-01 of the Administrative Code. This process should include confirmed contact(s) between each agency.

Describe:
Mandatory and voluntary CCMEP individuals as determined by the CDJFS will be referred to CCMEP within 7 calendar days of determining that an individual meets program eligibility requirements. Referral forms are utilized to identify OWF work-required & voluntary CCMEP individuals and are provided to Workforce staff either in-person or by email. Workforce staff review the referrals and meet with CCMEP individuals within the designated timeframe. OWF status changes, OWF recipient income information, FLSA hour maximums, good cause, compliance activity and completion, hourly requirement updates, completion of the comprehensive assessment and IOP within 30 days of the date of the JFS07200 cash application, OWF or SNAP recipients' information and acting on it, and exiting processes are communicated in-person or by email to the appropriate worker. Workforce staff monitor and confirm participation through participation sheets. The CCMEP case manager performs case management duties related to participation monitoring.

4.3 Confirm that the Lead Agency has a process for working with the other local participating agency and/or any subcontractors to ensure the following:

- The Lead Agency has a process to share the number of months a program participant has participated in OWF that were subject to the time limit described in rule 5101:1-23-01 of the Administrative Code for inclusion in the IOP.

Describe:
CRIS-E screen TLIN or the current state eligibility system will be utilized to track OWF months that were subject to the OWF time limits. This information is retrieved and retained by the CCMEP case manager. This information is retained in the case file.

- The Lead Agency has a process to screen, refer, and communicate about a program participant who is determined to be a victim of domestic violence, including modified hours of participation, waivers from requirements, referrals to counseling and other appropriate community resources, and protecting personal information.

Describe:

Individuals who are victims of domestic violence as defined in rule 5101:1-3-20 of the Administrative Code shall be treated as follows:

- 1) Individuals who are victims of domestic violence shall be identified through the assessment process by the CCMEP case manager. The CCMEP case manager is responsible for referrals, case management, and any activities affecting the CCMEP individual's program participation.
- 2) When the county agency determines that the individual has been subjected to domestic violence and requiring compliance with a program activity would make it more difficult for the individual to escape domestic violence or unfairly penalize the individual, the county agency may excuse the individual from program activities or modify hours of participation, if supporting documentation as described in paragraph (F)(1) of rule 5101:1-3-20 of the Administrative Code is provided.
- 3) When an individual is assigned to and engaged in a program activity and fails to participate as a result of domestic violence, the county agency shall excuse and shall not propose termination for failure to comply solely based on the individual's lack of participation in the assigned program activity. Signed releases will be obtained when referrals outside of the agency are necessary. Individuals will be provided with information concerning community resources available. All domestic violence victims' personal information is being protected in accordance with applicable laws and regulations.

- The Lead Agency has a process to communicate information regarding:
- CCMEP activities assigned for OWF work-eligible individuals;
 - OWF work-eligible individual's status changes, OWF recipient income information, FLSA hour maximums, good cause, OWF sanctions, compliance activity assignment and completion, hourly requirement updates (D3 status, exemptions, etc.), and other factors impacting CCMEP activity hours or OWF eligibility;
 - Verification and participation in CCMEP activities for OWF work-eligible participants;
 - Completion of the comprehensive assessment and IOP no later than 30 calendar days from the date of application for OWF;
 - Failure of an OWF work-eligible participant to comply with the terms of an IOP (within 10 calendar days of the failure);
 - OWF or Supplemental Nutrition Assistance Program recipients' information and acting upon it in accordance with rules 5101:1 and/or 5101:4 of the Administrative Code; and
 - Exiting an OWF work-eligible individual from CCMEP.

Describe:

The CCMEP case manager monitors CCMEP participation and makes necessary adjustments to the program activities that affect OWF eligibility. The CCMEP case manager also provides case management for OWF work activities. The Lead Agency will verify participation in CCMEP activities for OWF work-eligible participants by sending monthly time sheets that are to be completed and returned by the site supervisor. The lead agency may also contact the site supervisor to confirm participation. Upon notification of a work-eligible participant failure to comply, but no later than 10 days of the failure, the case manager will notify the Financial & Medical Division to impose a sanction. CCMEP cases are reviewed at different stages to ensure eligibility requirements are met. All information concerning OWF WEI status changes, referral and completion of IOP no later than 10 days from the application date, change reporting for OWF and SNAP, and exiting processes is done in accordance with applicable laws and regulations.

- The Lead Agency has a process of notifying the new Lead Agency within 10 calendar days when a program participant moves to another county and it is in the best interest of the program participant to be served in the new county. OWF recipients must be transferred to a new county within 10 calendar days of the move.

Describe:

Program participants who move to another county and are not in receipt of OWF may have their case transferred to the new county or kept depending upon which is in the best interest of the participant. OWF recipient cases will be transferred within 10 calendar days of receipt of notification of the participant's move. Transferred cases include a referral form that identifies the programs an individual receives.

4.4 The Lead Agency must provide an assurance that it will comply with all requirements of the Americans with Disabilities Act (ADA) including that participants will have the right to request reasonable modification in CCMEP activities, including hours.

- The Lead Agency certifies compliance with ADA in accordance with rule 5101:9-2-02 of the Administrative Code and section 188 of WIOA.

4.5 Define how the Lead Agency forms a household based upon Title IV-A federal regulations and state law for income counting purposes for TANF funding eligibility for WIOA youth individuals and for the semi-annual process. (Please attach any related policies.)

Describe:

A TANF household is formed based on OAC 5101:1-1-01 definitions of Temporary Assistance for Needy Families. TANF eligibility is not limited to those individuals who are minors or are parents of a minor child, but can include an individual who is one of the following: a minor child; a parent, step-parent, specified relative, legal guardian or legal custodian of a minor child; a non-custodial parent; a pregnant individual; or an individual age 18-24 that is part of a family that includes a minor child. These individuals are included in the household formation for income counting purposes. Grandparents & parents who reside in the state of Ohio, but do not reside with the CCMEP participant will not be included in the household. A non-custodial parent who lives in the state, but does not reside with his/her minor children will be considered to have met the definition of a TANF household. An individual age 18-24 that resides with a family that includes a minor child, but does not have a relationship to the minor child will not be considered for TANF funded services.

4.6 Confirm that the Lead Agency forms a family for income counting purposes for WIOA funding eligibility based upon the definition in paragraph (A)(5) of rule 5101:10-3-01 of the Administrative Code.

- Yes, the Lead Agency is forming a family for income counting purposes for WIOA funding eligibility based upon the definition in paragraph (A)(5) of rule 5101:10-3-01 of the Administrative Code.

5. CCMEP Comprehensive Assessment and Individual Opportunity Plan (IOP)

5.1 Describe the Lead Agency's process for the CCMEP Comprehensive Assessment.

Describe:

Once a referral has been received, the case manager will begin by consulting with the participant to determine his/her household's needs and priorities and performing an assessment of the participant's needs. An explanation of why the assessment is being conducted and adequate time for the assessment will be provided. Case managers will gather as much information as possible about the participant's health, income, eligibility for public assistance, employment skills, background, family relationships and support, and living situation in order to identify and coordinate those services that will be most effective and acceptable to the participant. JFS form 03003 will be utilized. The Lead Agency will administer the basic skills assessment, utilizing TABE. Results will be reviewed by the case manager to determine the appropriate course of action.

5.2 What basic skills assessment does the Lead Agency use?

- WorkKeys®
- 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®)
- Standardized tests – secondary school students only
- Other formalized testing instruments to measure skills-related gains (Specify below).

Describe:

5.3 Confirm that the Lead Agency has a process to ensure IOPs are developed with participants based on their needs and revised with updates when necessary.

- The Lead Agency has a process to ensure IOPs are developed with program participants based on their needs and revised with updates when necessary.

5.4 Describe how the Lead Agency ensures that case managers engage with program participants at least once every 30 days and keep them engaged.

Describe:

Case managers track cases to monitor engagement. Case managers communicate via phone, postal mail, in-person, and electronically at least every 30 days to attempt to keep CCMEP individuals engaged. Cases are reviewed by supervisory staff to ensure case manager compliance.

6. Program Services

The Lead Agency, in collaboration with the local board, must ensure that the 14 CCMEP services are available to program participants.

6.1 Provide a brief description of how the CCMEP services are made available to program participants and indicate how each service is designed to reasonably meet a TANF purpose(s).

1. **TANF Purpose 1** - Provide assistance to needy families so that children may be cared for in their own homes or in the homes of relatives
2. **TANF Purpose 2** - End the dependence of needy parents on government benefits by promoting job preparation, work, and marriage
3. **TANF Purpose 3** - Prevent and reduce the incidence of out-of-wedlock pregnancies and establish annual numerical goals for preventing and reducing the incidence of these pregnancies
4. **TANF Purpose 4** - Encourage the formation and maintenance of two-parent families

1. Tutoring, study skills training, instruction and dropout prevention - TANF Purpose(s) 1&2

Describe:

Tutoring, study skills training, instruction and dropout prevention will be made available as part of the individual's IOP, therefore increasing the likelihood of personal and professional development for the individual. The CCMEP case manager will provide this service or a proper referral will be made. Aspire may also provide this service.

2. Alternative secondary school services/dropout recovery services - TANF Purpose(s) 1&2

Describe:

Alternative secondary school services/dropout recovery services will be made available as part of the individual's IOP, therefore increasing the likelihood of personal and professional development for the individual. The CCMEP case manager will provide this service or a proper referral will be made. Aspire may also provide this service.

3. Paid and unpaid work experience (with an academic and occupational education component) - TANF Purpose(s) 1&2

Describe:

Paid and unpaid work experience (with an academic and occupational education component) will be made available as part of the individual's IOP, therefore increasing the likelihood of personal and professional development for the individual. Local employers will be used as WEX host sites. Staffmark may also provide this service.

4. Occupational skill training - TANF Purpose(s) 1&2

Describe:

Occupational skill training will be made available as part of the individual's IOP, therefore increasing the likelihood of personal and professional development for the individual. The CCMEP case manager will work in conjunction with the individual to determine an appropriate education or training provider to meet the individual's needs.

5. Education offered concurrently with workforce preparation - TANF Purpose(s) 1&2

Describe:

Education offered concurrently with workforce preparation will be made available as part of the individual's IOP, therefore increasing the likelihood of personal and professional development for the individual. The CCMEP case manager will provide this service or a proper referral will be made. Aspire may also provide this service.

6. Leadership development opportunities - TANF Purpose(s) 2

Describe:

Leadership development opportunities will be made available as part of the individual's IOP, therefore increasing the likelihood of personal and professional development for the individual. The CCMEP case manager will provide this service or a proper referral will be made. Big Brothers Big Sisters of Shelby & Darke County may also provide this service.

7. Supportive services - TANF Purpose(s) 1&2

Describe:

Supportive services will be made available as part of the individual's IOP, therefore increasing the likelihood of personal and professional development for the individual. The CCMEP case manager will provide this service or a proper referral will be made. CAP may also provide this service as it relates to work attire.

8. Adult mentoring - TANF Purpose(s) 2

Describe:

Adult mentoring will be made available as part of the individual's IOP, therefore increasing the likelihood of personal and professional development for the individual. Proper referrals will be made.

9. Follow-up services for not less than 12 months - TANF Purpose(s) 1&2

Describe:

Follow-up services for not less than 12 months will be made available to exited CCMEP participants, therefore increasing the likelihood of personal and professional development for the individual. The CCMEP case manager will provide this service.

10. Comprehensive guidance and counseling - TANF Purpose(s) 2

Describe:

Comprehensive guidance and counseling will be made available as part of the individual's IOP, therefore increasing the likelihood of personal and professional development for the individual. The CCMEP case manager will provide this service or a proper referral will be made. Recovery & Wellness Centers of Midwest Ohio may also provide this service.

11. Financial literacy education - TANF Purpose(s) 1&2

Describe:

Financial literacy education will be made available as part of the individual's IOP, therefore increasing the likelihood of personal and professional development for the individual. The CCMEP case manager will provide this service or a proper referral will be made. Aspire may also provide this service.

12. Entrepreneurial skills training - TANF Purpose(s) 2

Describe:

Entrepreneurial skills training will be made available as part of the individual's IOP, therefore increasing the likelihood of personal and professional development for the individual. The CCMEP case manager will provide this service or a proper referral will be made.

13. Labor market and employment information - TANF Purpose(s) 2

Describe:

Labor market and employment information will be made available as part of the individual's IOP, therefore increasing the likelihood of personal and professional development for the individual. The CCMEP case manager will provide this service or a proper referral will be made.

14. Post-secondary preparation and transition activities - TANF Purpose(s) 1&2

Describe:

Post-secondary preparation and transition activities will be made available as part of the individual's IOP, therefore increasing the likelihood of personal and professional development for the individual. The CCMEP case manager will provide this service or a proper referral will be made. Aspire may also provide this service.

6.2 The Lead Agency must provide an assurance that TANF or WIOA funds are not used to pay a program participant directly for subsidized employment by the local participating agency as either a Lead Agency or as a service provider.

- The Lead Agency certifies that it does not use TANF or WIOA funds to pay a program participant directly for subsidized employment by the local participating agency as either a Lead Agency or as a service provider. Provide a description of how participants will be compensated for subsidized employment:

Describe:

Employers may compensate the participant's wages and request reimbursement from the Lead Agency.

6.3 Provide a description of the supportive services that the Lead Agency makes available to program participants and attach local policies on supportive services:

Describe:

Supportive services will be provided as necessary on a case by case basis. The types of services provided can be but are not limited to; transportation services, job supportive services, housing, daycare, education and training, and other employment and training related needs. Relevant WIOA policy has been adopted for TANF funded services. Relevant policies attached. TANF funding will not be used for medical services and TANF funded gas cards will follow FAL-103.

6.4 Provide a description of the follow-up services that the Lead Agency makes available to program participants including documentation requirements when a program participant cannot be located or contacted or requests to opt out or discontinue follow-up services:

Describe:

Case managers will track each case for follow-up services and provide appropriate services as needed. These services include but are not limited to; job leads, employment retention tips, continued education information, and other employment or training related information. Case managers will attempt to maintain contact with participants for no less than 12 months. Documentation of follow-up service attempts are maintained in the case notes. Relevant policies attached.

6.5 Describe the timeframes and documentation requirements the Lead Agency uses to determine good cause for OWF work-eligible CCMEP program participants.

Describe:

OAC 5101:14-1-05(E)(5). Participants are permitted 5 calendar days to provide sufficient documentation of Good Cause. Documentation can include but is not limited to; medical statements, verification of hours worked for employment, court documentation, and creditable third party statements.

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

Describe:
Appointment letters will be emailed, mailed, or given in person.

6.7 For program participants without a high school diploma, how will the Lead Agency ensure those individuals are made aware of options to obtain their high school degree or its equivalent (e.g., ABLE referral, Adult Diploma option)?

More than 1 million adult Ohioans do not possess a high school diploma or equivalent. Addressing this issue is critical to Ohio’s economic health and growth. Attainment of this credential is one of the primary measures for CCMEP and an important priority for the program.

Describe:
Education & training information is maintained in the Resource Room of the OhioMeansJobs Center. Case managers are also made aware of Aspire class schedules. Information is shared with program participants when appropriate.

6.8 Describe the Lead Agency's role in the design of the CCMEP services procured through the workforce development board including collaboration and co-funding.

Describe:
The Area 7 Workforce Development Board maintains responsibility for procurement of youth providers. Due to OhioMeansJobs Darke County & the CDJFS operating as a combined agency, maximum collaboration is achieved. The Lead Agency reviews co-funding options to determine how best to serve each participant. The Lead Agency works in collaboration with community organizations when appropriate.

6.9 Confirm that the Lead Agency is not utilizing Prevention, Retention, and Contingency (PRC) funding for CCMEP program participants.

Yes, the Lead Agency is not utilizing PRC funding for CCMEP program participants.

7. Case Management

Case managers and their efforts to build relationships with program participants are the key to the success of CCMEP and program participants’ outcomes.

7.1 What case management training has or will the Lead Agency require for CCMEP case managers?

Describe:
A high school degree and minimum of six months work experience with the general public is required. An Associate's or higher degree of education is preferred but not required. In-house training is provided to case managers. Case managers are encouraged to view training webinars.

7.2 What is the average caseload size for CCMEP case managers?

- | | |
|-------------------------------------------------------------|---------------------------------------------------|
| <input type="checkbox"/> 15 cases or less | <input type="checkbox"/> Between 50 and 100 cases |
| <input checked="" type="checkbox"/> Between 15 and 25 cases | <input type="checkbox"/> 100 cases or more |
| <input type="checkbox"/> Between 25 and 50 cases | <input type="checkbox"/> Other: |

7.3 What process does the Lead Agency use for program participant feedback and how will the Lead Agency utilize this information for ongoing improvements?

Describe:
A survey will be given to participants to provide feedback to help us evaluate the CCMEP program and staff. This feedback is reviewed and changes are implemented as necessary.

7.4 What process does the Lead Agency use for case manager’s feedback and how will the Lead Agency utilize this information for ongoing improvements?

Describe:
Team meetings will be utilized to solicit feedback and provide an opportunity for case managers to receive updates on policies, procedures, and performance. Feedback is reviewed and changes are implemented as necessary.

8. Performance Measures

A key feature of CCMEP is strengthened accountability through the establishment of a single Lead Agency responsible for meeting common outcome measures and performance goals.

8.1 How will the Lead Agency collect and report any supplemental data to be included?

In addition, ODJFS also matches case records with data from various sources. Some post-exit program participant accomplishments (e.g., degree attainment) may not be captured this way.

Describe:
A customer survey will be sent to participants upon exit. The customer survey inquires about supplemental data. Case managers will use other means of contact with participants to collect supplemental data.

CCMEP Plan Certification

Please provide the name, title, and signature of the administrator, director or executive director of the CCMEP Lead Agency:

Name and Title	
Signature	Date

Please provide the name, title, and signature of the chairperson of the local workforce development board (or the chairperson’s designee):

Name and Title	
Signature	Date