



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

for

**County or Counties: Hardin County**

**Effective Date: 10/1/2017**

**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.

## Table of Contents

1. Lead Agency and Coordination with Partners.....	3
2. Population Served.....	6
3. Coordination of Services.....	7
4. Outreach, Referral, and Eligibility.....	7
5. CCMEP Comprehensive Assessment and Individual Opportunity Plan (IOP)..	9
6. Program Services.....	12
7. Case Management.....	12
8. Performance Measures.....	13

## 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 Hardin County Department of Job and Family Services			
Lead Agency Address 175 W Franklin St		City Kenton	State OH
Zip Code 43326			
First Name of Lead Agency Official John	Last Name of Lead Agency Official Folk	Title of Lead Agency Official Director	
Phone Number 419-675-2657		Email Address John.Folk@jfs.ohio.gov	

Program Contact Person Jordan Ruppert		Phone Number 567-295-6718
Phone Number		Email Address Jordan.Ruppert@jfs.ohio.gov

Fiscal Contact Person Jodi Tudor	
Phone Number 419-675-3465	Email Address Jodi.Tudor@jfs.ohio.gov

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

Agency Name Hardin County Department of Job and Family Services – OhioMeansJobs-Hardin County			
Agency Address 175 W Franklin St., Suite 150		City Kenton	State OH
Zip Code 43326			
First Name of Lead Agency Official John	Last Name of Lead Agency Official Folk	Title of Lead Agency Official Director	
Phone Number 419-675-2657		Email Address John.Folk@jfs.ohio.gov	

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

Workforce Development Area Ohio Area 8	
Workforce Development Board Chair Name Arthur D. Swain	
Workforce Development Board Director Name Matthew Kinkley	
Phone Number 419-394-5544	Email Address kinkleyarea8@gmail.com

**1.4 Identify the implementation manager for the Lead Agency.**

First Name of Implementation Manager Kim	Last Name of Implementation Manager Bruns	Title of Implementation Manager Director of Employment & Training Services
Phone Number 419-605-2123		Email Address kbruns@wocap.org

**1.5 Lead Agency’s performance and data management contact:**

Contact Person Kim Bruns	
Phone Number 419-605-2123	Email Address kbruns@wocap.org

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

In Hardin County, the CDJFS, and the Workforce Development Agency are one and the same and are co-located within the CDJFS with WOCAP the CCMEP/WIOA Youth Subrecipient. This current structure facilitates communication and coordination among all workforce programs. All CCMEP referrals will flow through the CCMEP supervisor who then, after collecting all required documentation, hands the file off to CDJFS for eligibility determination. After eligibility is determined, the CCMEP/WIOA Youth Subrecipient can begin casework. While the CCMEP/WIOA Youth Subrecipient handles most of the implementation for the CCMEP program, the CDJFS and Workforce Development Agency are involved in the process through monitoring the subrecipient, providing input on program direction, and assisting to ensure the programs services are effectively coordinated. CCMEP overview and direction are determined by CDJFS and Workforce Development Agency participation in quarterly Workforce Development Board meetings, weekly staff meetings, and weekly meetings with the CCMEP/WIOA Youth Subrecipient.

**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

The CDJFS is a member of the Area 8 Workforce Area. As the Workforce Development Agency is one in the same as the CDJFS, it too is a part of the same Area. As the CDJFS and Workforce Development Agency are the same organization and share a location, coordination is maximized. CDJFS attends quarterly workforce development board meetings and sends appropriate staff to other trainings or opportunities the board may offer. The Workforce Board Director is in contact with CDJFS staff over the phone, through email, or in person on a weekly basis. CDJFS is an active participant with local businesses. Staff members have been involved with Rapid Response procedures, new business acquisition meetings, new employee recruitment efforts, hosting and organizing local job fairs, On the Job Training agreements, Incumbent Worker Training, and attending monthly Economic Development meetings. CDJFS engages with community and workforce partners as well. Area 8 Workforce Development Board has an MOU with the libraries in each of the area counties that forms a partnership between them and the Workforce Development Agency. Agency staff have been out to the Hardin County libraries to train them in usage of the OhioMeansJobs website so that they can assist those who come when the agency is closed. CDJFS also hosted a walkthrough in the job center to allow library directors to see what is offered. Almost all of these libraries are also CCMEP work experience sites. Another local partner is Coleman Behavioral Health, as referrals are made to them regarding specific CCMEP and WIOA clients and appropriate public assistance clients. WOCAP, who implements the youth program as a subrecipient for the CDJFS, is in contact with local employers to

outreach for possible work experience sites. CDJFS will also begin to use its OMJ staff to help in the outreach process for work experience sites. These staff will be monitoring the sites as well. Incentives have not been used much yet in Hardin County. We use the Area 8 policy for incentives. It mentions follow up incentives, which are difficult as participants are usually not in work experience, education, or training during follow up. This would be used mostly for those who graduate or advance a grade during follow up.

Area 8's work experience policy and incentive policy will be used for WIOA participants. The same policies will be used for TANF participants. TANF funding 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.

The Area 8 Workforce Development Board has decided to use the state CCMEP policies for any policies that they do not have specific policy for. There are certain policies that all Area 8 counties have in common while allowing for differences and diversity to adapt CCMEP to each county's specific needs. As the subrecipient, WOCAP, administers much of the program in Hardin County, the Area 8 Board and CDJFS monitors the performance and ensures that contracts are upheld.

While there are other accepted basic skills assessments, the Test of Adult Basic Education (TABE) is the assessment used when assessing the skill level of CCMEP participants. Hardin County uses the TABE on all of its youth participants.

Participants in the CCMEP program will either be volunteers, such as in traditional WIA/WIOA participants, or required individuals (OWF head of households aged 14-24). Volunteers will be directed to WOCAP employees so that they can get the eligibility process started. Once the eligibility documents are collected and paperwork complete, it is all sent to CDJFS workers to sign off on the eligibility. WOCAP is given back the file and they call and tell the potential participant if they are eligible or not. If eligible they begin the framework process for WIOA. This same process would be followed for those who are referred by partners. WOCAP would get the referral and document collecting with the CDJFS staff doing eligibility determination. CDJFS staff also do the TANF eligibility, initial and ongoing (every six months). In the case of a required individual, which Hardin has not had to this point, the CDJFS and WOCAP employees would meet with the client at the same time so that requirements for both programs could be completed or reviewed.

Data is collected and reported by the subrecipient, WOCAP staff, in OWCMS and CFIS Client Tracking. Each client will have a case worker that is responsible for their data and information. The WOCAP supervisor will check over the case worker files and handle the entries in CFIS. CDJFS staff that work in the OMJ and do eligibility will help if necessary, but mostly with OMJ related activities. For OWF required participants, CDJFS staff will handle logging hours in OIES while the participant's WOCAP case worker will enter the data in OWCMS. Communication between CDJFS and subrecipient WOCAP will be done weekly on these participants or daily if necessary.

Monthly meetings take place with CDJFS staff and WOCAP staff to go over the CCMEP program. While monitoring and compliance takes place at these meetings, CDJFS staff monitor the WOCAP staff as well on a regular basis. Both parties participate in monitoring and reviewing events put on by the Area 8 Workforce development board too. CDJFS fiscal staff monitors the spending done in CFIS and has CDJFS staff in the OMJ check over all expenditures being reported by WOCAP before finalizing. Area 8 Workforce Development Board conducts its own monitoring of fiscal and case management as well to ensure program compliance.

See attached policies regarding supportive services, follow up services, needs additional assistance, and disclosure of relationship. TANF participants will use the same policies as those listed for WIOA.

**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

Apollo Career Center is an active Ohio Means Jobs Partner. Apollo offers ASPIRE, GED, and other services on-site two days per week in the same location as the Hardin County OMJ-Center. Likewise, Apollo is a partner in the identification and referral of potential participants of CCMEP and/or WIOA Youth. Apollo participates in the Resource Roundtable during Steps-to-Success, a significant component of Program Service/Element implementation, and coordinates with Steps-to-Success staff to assist with the education goal of participants. Staff of Apollo actively communicate with the CCMEP provider staff for verification of participation in program services and follow-up.

Alcohol, Drug and Mental Health (ADAMH) Board

The Mental Health & Recovery Services Board of Allen, Auglaize, and Hardin Counties (MHRSB-AAH) was an active participant in the initial discussions of Employment and Training Services program development in Auglaize County dating back to 2014. The MHRSB-AAH Executive Director has collaboratively worked with other community representatives of government, workforce, and human services agencies to identify the barriers of low-income individuals and design a better service delivery model integrating many existing resources. Additionally, the MHRSB-AAH has made available funds to Coleman Behavioral Health for the implementation of the Employment Navigator program. Employment Navigators provide training, direction, encouragement and motivation to prepare individuals with mental health or addictions issues for employment. This includes aftercare and follow-up services. In Steps-to-Success, Employment Navigators facilitate in-class groups on Emotional and Impulse Control, Anger and Stress Management, and Self-esteem Building

Businesses

Employer Roundtable, mock interviews and on-site open interviews. Employers are contacted frequently to assess vacancies and match potential employees. Employers share education and skill needs. Hardin CDJFS participates with Chambers of Commerce and Economic Development.

Career and Technical Education

Apollo Career Center as one of the largest career-technical training providers and is an active partner in the provision of youth services. WCOMC, Tri-Star and WDI of West Ohio are other service providers that serve youth in Hardin County.

Child Care Providers

NOCAC-Contracted to manage and operate childcare in Hardin Co. Description of Services/Agreement with HCDJFS

Child Support Enforcement Agency

Hardin Co. Child Support Enforcement Agency will continue to identify potential participant with seek work orders and aid in the verification process.

Children Services Agency

Hardin Co. Children Services is combined agency with JFS. They identify & refer potential participants & follow up to ensure participation.

Community College(s)

Rhodes State College, The Ohio State University - Lima Campus, University of Northwestern Ohio, Wright State University – Lake

Community Action Agency

HHWP Community Action Commission offer numerous programs such as: Headstart, Utility Assistance, WIC, Development Accounts, & Micro enterprise.

County Family Service Planning Committee

HHWP County Family Service Planning meets two times a year. They review the PRC to ensure the needs of the community are met. They are also a part of the Family & Children First Council.

Family and Children First Council

Family & Children First Council identify and refer potential participants as well as follow & communicate the case management for eligible participants and their families.

Juvenile Court System

Both the Juvenile and Adult Court Systems in Hardin County as well as probation and parole department, have been invited to community planning for CCMEP. The Lead Agency will continue to communicate with the Court system to establish the process of referral and communication of individuals to CCMEP. Referrals to CCMEP can stem from the Common Pleas Court, Domestic Relations Court, Juvenile Court, or Municipal Court.

Local Healthier Buckeye Council

In Hardin County, the Family and Children First Council was designated as the local Healthier Buckeye Council. In collaboration with Auglaize and Van Wert Counties, a joint application was submitted for programming and resources to be able to expand and enhance services provided for both CCMEP and non-CCMEP eligible individuals.

Local School District(s)

Districts include Kenton City, Ada, Upper Scioto Valley, Hardin Northern, Ridgemont, & Riverdale. Administrators & Guidance Counselors provide info & referrals to at risk youth. They use and teach OMJ back pack series in their classrooms.

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

OOD schedules intakes and appointments in the local OMJ. Per assessment results, CCMEP case manager initiates a referral to OOD.

Other

## 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: 5-10

**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: 50

**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: 25

**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?**

Hardin County DJFS participates with all Auglaize County Chambers of Commerce and Economic Development. These organizations provide pertinent feed back from the employers they serve on filling vacancies and assessing necessary education and skills. TANF and WIOA funds are made available to assist eligible clients in obtaining these along with other supportive services to successfully integrate clients into the work force by working with Vocational schools and other post secondary education providers. These providers often listen to employer demands and adjust curriculum to meet their needs. Auglaize County DJFS also works directly with employers when asked. The Auglaize County OMJ site is often used to hold open interviews where clients are referred for interview as well as open to the public. Monthly job leads are published and shared via social media, i.e., Facebook page.

**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)?**

CDJFS public assistance staff determine eligibility and then refer to the vendor, WOCAP. Communication between the public assistance case manager and WOCAP continue past eligibility to ensure that any supportive services are available and in place as well as leveraging funds to best meet the needs of the client.

Summer employment has been a successful program in the past for Hardin County. Therefore, it is used as a selling point for outreach for potential CCMEP participants. Many of the volunteers are interested in the summer work experience portion and are then shown the other benefits of the program and decide to continue

participating after the summer is over and they return to school. Summer employment is set up to allow the youth to go through the job search and hiring process. Once a youth is determined eligible and goes through framework and orientation, they are given a list of possible employers who have already said they would be worksites. They can choose from this list or find another employer that agrees to take them. WOCAP caseworkers generally try to make sure that the employer they choose matches up with future employment goals. However, some youth who are getting their first job will be directed toward businesses of interest that will help instill soft skills and good work habits first. They must meet with employers of interest and go through the application and interview process as if applying for actual employment to make the experience as real as possible. Once they are accepted by an employer they can be placed at that job site for 90 days. Worksites are monitored by WOCAP (subrecipient) caseworkers and CDJFS staff. Youth and employers are monitored and reviewed to make sure both are satisfied with the program.

#### 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.

Hardin CDJFS case manager determines eligibility. An e-mail is then sent to the WOCAP case manager announcing whether the client is mandatory or voluntary within 24 hours. Additionally, WIOA Area 8 Youth Services referral form is completed and given to the same WOCAP case manager.

##### 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.

Lead Agency tracks OWF time limits and will share, via email, with the contractor the number of months rec'd. Hardship will be determined at the time they reach the time limit

- 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.

Domestic Violence: DV AG's are exempt from work participation under the DV waiver. If the AG wants to participate in CCMEP the Lead Agency will make the referral for them to enroll as a voluntary participant. If they

enroll in CCMEP, WOCAP will work with them to connect to any additional resources needed. CDJFS and WOCAP both keep all information disclosed in CCMEP Comprehensive assessments confidential and keep files away when no one is in the office so that other cannot look at sensitive information.

- 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.

CDJFS case managers refer OWF work-eligible individuals to complete the CCMEP application. Upon approval the application and required hours are forwarded to WOCAP for interview/development of IOP. Barriers/restrictions are shared between JFS and WOCAP. Should someone fail to complete their required hours, WOCAP notifies CDJFS and CDJFS workers take action on the case. Should someone leave the county, the information is shared between CDJFS and WOCAP within 10 calendar days. Any change that is reported by the household to WOCAP is shared with the CDJFS staff so that proper changes can be made in the CDJFS system as well and any adjustments that are needed regarding participation can be applied to the participant. WOCAP and CDJFS will meet weekly to discuss participants and to ensure that all time lines are being met, such as the completion of the comprehensive assessment and IOP no later than 30 days from the OWF application date. The communication between WOCAP caseworks and CDJFS staff ensures that any updates or changes are reported in a timely manner so that, if any affect that specific case, changes can be made or sanctions can be issued. At these meetings and through email status changes, OWF recipient income information, FLSA hour maximums, compliance activity assignment and completion, hourly requirement updates, completion of the comprehensive assessment and IOP within 30 days of the 07200 and exiting processes are all discussed and monitored. Sanctions are issued if hours are not completed within 10 calendar days. All of the information is given to a participant and communicated in writing so that they can refer to the requirements and information at any time. Participants receive any changes to their requirements in writing and from a phone call. Good cause, activity assignments, and participation verification will take place with active communication between WOCAP and CDJFS, whether through daily emails on activity updates or failure to attend or through weekly meetings where cases are discussed. CDJFS will communicate the requirements and WOCAP will log and administer the CCMEP activities. As WOCAP is in the same building and housed in the OMJ it allows for easy communication between the two entities.

- 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.

Once reported, case will be prepared for transfer to current residing county if the client is in receipt of OWF. If the client is not in receipt of OWF, it will only be transferred if it is in the best interest of the client to do so. Hardin CDJFS caseworker, would then contact the receiving county's transfer in coordinator via e-mail.

**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.)**

CDJFS forms a household for CCMEP TANF based on Ohio Administrative Code 5101:14-1-04(B)(2):

- 1) individual has or has applied for a social security number
- 2) is a United States citizen or non-citizen national or qualified alien as defined in OAC 5101:1-2-30
- 3) Does not owe any fraudulent TANF assistance (benefits paid to the applicant only, not applicable if they were part of an assistance group as a minor who received fraudulent benefits)
- 4) Has a gross income in the last 30 days of less than 200% of the federal poverty level
- 5) is a minor child (in or out of school)\*; the parent, specified relative, legal guardian or legal custodian of a minor child; is a non-custodial parent who lives in Hardin County, but doesn't not reside with his/her children; is pregnant; or is an individual age 18-24 that is a part of a family that includes a minor child

\*Includes individuals who are 18 years old and still in secondary school, until the individual turns age 19

Household members and income counting:

1. Minor child  
-All household income, or income for those child receives support from, counts except minor child income to see if household is below 200% FPL
2. Parent, specific relative, legal guardian or legal custodian of a minor child  
-All household income counts except minor child income, unless determined to be independent to see if household is below 200% FPL
3. Non custodial parent who lives in the state, but does not reside with his/her minor child(ren)  
-All household income except minor children income will count to determine if household income is below 200%
4. Pregnant individual  
-All household income will count if pregnant individual is a minor, except minor child income. If pregnant individual is an adult then it is her income and her husband/domestic partner, if she is not determined independent then it is all other adult income in household to determine if household is below 200% FPL
5. Individual age 18-24 that is part of a family that includes a minor child  
-All household income counts except minor child income to see if household income is below 200% FPL

CCMEP TANF eligibility will be tracked by approval date by the subrecipient caseworker, reviewed by CDJFS staff, and redetermination of eligibility will be done by CDJFS staff every six months for those individuals who are in receipt of TANF-funded services who are not OWF recipients.

**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.**

HCDJFS contracted with West Ohio Community Action partnership (WOCAP) to complete Framework services as well as making available the 14 Program Services/Elements of CCMEP. After HCDJFS completes eligibility

determination, the eligible file is forwarded to a WOCAP youth case manager who schedules an appointment with the youth to complete the comprehensive assessment in OWCMS.

## 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).

WOCAP's youth case manager administers the TABE locator to the youth to determine which version of the assessment to administer. Once that is known, the appropriate TABE is administered by WOCAP's case manager. After completing, WOCAP's case manager scores the TABE.

## 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.

WOCAP's staff maintains a spreadsheet of enrolled youth related data including most recent contact. WOCAP's youth staff review this spreadsheet each week and then schedule time to make contacts. These contacts are scheduled in to their Microsoft Outlook software which provides an electronic prompt to complete the contact. Contacts, and attempts to contact, are documented in case notes. Supervisors review the tracking spreadsheet each month and compare dates of last contact with case notes to ensure engagement is occurring as required. The Lead Agency, CDJFS, contracts for fiscal and program monitoring and client files, contacts, and other related activities are reviewed by monitors. CDJFS monitors case files to make sure appropriate engagement is met with all participants by WOCAP. As CDJFS does not do the case work with the participants, WOCAP is responsible for continued engagement throughout program participation with CDJFS staff looking over to make sure all requirements are met. CDJFS staff will at times sit in on meetings or go on site visits with the WOCAP staff so that they can get a feel of each participant's engagement level.

## 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

Need for tutoring, study skills and dropout prevention are assigned on an as needed basis. ACE Academy will provide a licensed teacher to conduct tutoring one on one or in small groups by contract for hourly services. WOCAP has created a study skills workshop and will offer the workshop in one on one or group sessions to youth. WOCAP will work with the youth, family and school officials when a youth is in danger of dropping out. It will be determined if the youth will be successful remaining in the current school setting or if they should change to an Alternative Secondary School option that better fits their needs to avoid dropout. WOCAP will work with the youth and other involved parties to assess their options and provide barrier removals such as Supportive Services if necessary to avoid dropouts.

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

Alternative school is a school which offers specialized, structured curriculum inside or outside the public school system which may provide work/study and/or academic intervention for students with behavior problems, physical/mental disabilities, who are at - risk of dropping out. West Ohio CAP will arrange for this Program Element for appropriate youth by referral to eligible education providers. Some examples include: Apollo Career Center, Ace Academy, and Tri-Star Compact. Need shall be determined after individual assessment of a youth's needs. If appropriate, a formal referral will be made and West Ohio CAP staff will work with the youth to apply, enroll and stay in contact with youth to provide any additional supports to overcome any barriers to completing secondary school. WOCAP case managers verify attendance through communication with the schools.

ASPIRE (ABLE) and GED services are also a component of the Alternative Secondary School element. When a youth who has not completed their high school diploma or equivalency, or a youth has completed them but remains basic skills deficient in one or more areas, WOCAP makes a referral to Apollo Career Center for ASPIRE/GED services as well as the Adult Diploma Program. After referral, WOCAP case manager communicate with Apollo staff to facilitate the youth's enrollment and arrange any Supportive Services that may be needed (transportation, etc.) for the youth's participation. Participation hours are tracked on an attendance sheet provided to the youth by WOCAP and WOCAP case managers review and verify with Apollo staff.

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

WOCAP case managers will work with youth to explore career options and identify possible worksites that are aligned with a youth's potential career pathway for subsidized work and summer work experiences. WOCAP case managers will develop and manage the work experiences, remain as the employer of record and provide weekly site visits to follow-up with youth and site supervisors. WOCAP will also foster relationships with local businesses to develop On-the-Job training opportunities for older youth who are out-of-school as well as seek out pre-apprenticeship opportunities in coordination with the Area 8 Workforce Development Board Director.

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

WOCAP will include priority consideration for training programs that lead to recognized post-secondary credentials that are aligned with state and local in-demand industry sectors or occupations. WOCAP will use Ohio Means Jobs to determine if a training opportunity is in and in-demand industry. WOCAP case managers will work with youth to create a career pathway and investigate potentially needed occupational training. Training is outcome-oriented and focused on occupational goals specified in the Individual Opportunity Plan, is of sufficient duration to impart the skills needed to meet the occupational goal; and results in the attainment of a recognized post-secondary credential.

WOCAP partners with Apollo Career Center, Vantage Career Center, Skills2Job Academy, West Central Ohio Manufacturing Consortium, WDI of West Ohio and other Approved Training Providers to provide training and credentials in high-demand areas of trade skills including, but not limited to, CDL, STNA, Medical Assisting, Sales, Welding, and Early Childhood Development. After comprehensive assessment, creation of the IOP, and

career awareness and exploration, West Ohio CAP staff will assist youth to identify possible training option and refer them to appropriate training providers, assisting with registration, application for financial aid and direct costs for tuition and other needed supplies. WOCAP will collect weekly attendance reports and follow-up regularly to ensure progress and, if necessary, provide Supportive Services to remove barriers for continued participation.

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

This element will be provided through referral to an appropriate education partner or approved training provider. Out-of-school youth shall obtain education from programming such as the Adult Diploma Program through Apollo Career Center or Vantage Career Center. WOCAP case managers will make a formal referral and work with youth to register, apply for financial aid, if needed, and provide direct support for tuition and/or needed uniforms, books, or other supplies. WOCAP will provide regular case management and obtain attendance and progress reports as well as provide supportive services, if needed, to remove barriers to ongoing participation.

#### 6. Leadership development opportunities – TANF Purpose(s) 1 & 2

West Ohio CAP will provide Leadership Development opportunities for youth as determined by their Comprehensive Assessment and outlined in the Individual Opportunity Plan. Leadership Developments activities may be provided one-one-one, in group settings, or via online learning formats such as Schoology by West Ohio CAP staff. Some examples of Leadership Development opportunities will include: Life Skills Training, Organization and Teamwork Training, Parenting Classes, Professionalism, Decision-Making, Problem-Solving, and completion of related portions of OhioMeansJobs.com.

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

West Ohio CAP will provide supportive services through a combination of in-house resources and programs and referral to partner organizations. WOCAP shall arrange for youth to obtain services as needed, including medical, housing, childcare and nutrition available through government assistance programs, as well as its in-house services through available grants, when income eligibility applies. WOCAP will follow the Area 8 Supportive Services policy for WIOA funded Supportive Services.

#### 8. Adult mentoring – TANF Purpose(s) 1 & 2

West Ohio CAP will make this service available both internally, through the recruitment of mentors, and by referral to partner organizations such as Big Brothers/Big Sisters and/or other appropriate programs. WOCAP may also arrange for adult mentoring for out-of-school youth through professional organizations, encouraging correspondence, telecommunication and personal interaction with the youth.

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

West Ohio CAP staff will make available follow-up services. Follow - up services are activities after completion of participation in the program to monitor the participants' success during their transition to employment and further education and to provide assistance as needed for successful transition. The types of services and the duration of the services will be determined based on the needs of the youth participant and therefore, the type and intensity of follow - up services may differ for each participant. Follow-up will occur at least once every 30 days for no less than 12 months after program exits. Follow-up services may take place as in-person or electronic communication such as phone calls, text messages, instant messages, emails, or likely, as a combination of all options.

#### 10. Comprehensive guidance and counseling – TANF Purpose(s) 1 & 2

West Ohio CAP will make available this element through both in-house programming and referrals to community partners. WOCAP will refer youth who are appropriate or as indicated on the Comprehensive Assessment for drug, alcohol and mental health counseling to an appropriate behavioral health provider for assessment and development of interventions and treatment plans. Some such partners may include: Coleman Professional Services, Family Resource Center, Westwood Behavioral Health Center or other provider as determined by the youth. WOCAP will communicate with both the youth and the assigned staff from the referral agency about outlined treatment plans and to ensure participation and removal of barriers to ongoing participation. If ongoing treatment is planned, WOCAP will collect attendance records for scheduled appointments and obtain progress reports from the provider.

West Ohio CAP will provide career counseling and work with community partners to connect youth to in-depth career and academic counseling.

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

West Ohio CAP will provide Financial Literacy Education to youth using the FDIC MoneySmart curriculum for Young Adults. This curriculum can be offered one-on-one, in groups, or completed in online learning formats. This will include a combination of lecture, activities completion in a workbook and cover topics such as Consumer Protection, Credit, Financial Recovery, Budgeting and Creating Financial Plans and Saving for Large Expenses. In-school youth can register and take the Financial Education course through Schoology and ACE Academy. WOCAP Case Managers will also assist youth to utilize budgeting calculator and other services through OMJ.com

#### 12. Entrepreneurial skills training – TANF Purpose(s) 1 & 2

WOCAP will utilize a combination of in-house programming and refer to community partners to provide youth this element. WOCAP has internal Entrepreneurial Skills workshops that can be completed in one on one or group format. WOCAP case managers will also refer youth to Wright State Lake Campus and this Business Center for Entrepreneurial Skills Training and Small Business assistance. WOCAP will make a formal referral, collect attendance sheets and follow up with Wright State Lake Campus instructors.

#### 13. Labor market and employment information – TANF Purpose(s) 1 & 2

West Ohio CAP will provide this element, and it will be customized based on a youth's Comprehensive Assessment and IOP. The services available on OhioMeansJobs.com will be accessed and youth will create and complete all elements of the OMJ Backpack. Other activities may include: Career Coaching and Counseling, Career Exploration Activities, Job Placement Assistance, and Job Search that will be completed using WOCAP's workshops on these topics in a one on one or group setting.

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

West Ohio CAP will make these services available in-house as determined by the youth's Comprehensive Assessment and IOP. These services will be customized to meet the needs of the youth. Some activities may include: Exposure to Post-secondary education and training options like college visits, class auditing, meeting with academic advisors or speaking with older youth enrolled in similar programs. WOCAP will work with the youth to schedule these activities and use a attendance verification to confirm participation. This element may also include "Life Skill" workshops on topics needed to transition to post secondary education and independent living.

### **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:

HCDJFS contracts the 14 Program Services, including subsidized employment, to West Ohio CAP. WOCAP is the Employer of Record and pays bi-weekly payroll to youth in this element. Youth are paid \$10.00 per hour and complete time sheets that are verified by the worksite supervisor. Youth have a choice to receive a bi-weekly pay check or set up direct deposit.

### **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:**

WOCAP shall arrange for youth to obtain services as needed, including medical, housing, childcare and nutrition available through government assistance programs, as well as its in-house services through available grants, when income eligibility applies. WOCAP will follow the Area 8 Supportive Services policy for WIOA funded Supportive Services. TANF funding will not be used for medical services besides pre-pregnancy family planning services.

See Attachment

**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:**

WOCAP completed follow-up activities for CCMEP in Hardin County. The types of services and the duration of the services will be determined based on the needs of the youth participant and therefore, the type and intensity of follow-up services may differ for each participant. Follow-up will occur at least once every 30 days for no less than 12 months after program exits. Follow-up services may take place as in-person or electronic communication such as phone calls, text messages, instant messages, emails, or likely, as a combination of all options. WOCAP case managers will document in OWCMS when these contact occur.

The assigned WOCAP case manager will use the youth's preferred form of contact to attempt to contact them first. If they cannot be reached in 48 hours, the case manager will reach out via other alternative forms of contact. Each attempt will be documented in the case notes in OWCMS; if the youth has not been reached in another 48 hours, the case manager this will reach out to other individuals with whom WOCAP has established Releases of Information. After 7 business days of no contacts, WOCAP will issue a letter to the youth at their last known address. A copy of the letter will be included in the youth's file.

If a youth requests to discontinue follow-up, they will complete the form to opt-out and that will be filed in their case file.

TANF funding will align with the definition of TANF nonassistance as described in 45 C.F.R. 260.31.

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

When WOCAP informs that someone is failing, a sanction is entered. A notice is generated through our CRISE system informing of the closing reasons. Participants have 10 days to provide good cause. Documentation is required based on the situation. For example: (a medical provider statement, hospital inpatient, lack of child care, lack of transportation, etc).

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

IM workers make a referral to Jobs Worker within seven calendar days of receiving the JFS 07200. The jobs worker then sends an appt letter scheduling the initial CCMEP interview. If approved, the participant is referred to WOCAP to complete Comprehensive Assessment, Basic Skills Assessment and IOP. All of this will take place within 30 days of the JFS 07200 or the OWF cannot be authorized. If the youth does not attend the initial appointment, the WOCAP case manager will attempt to contact them to reschedule the appointment. After the first appointment, the participant is given a slip of when the next appointment will be. This is a case by case time frame depending on the need of the participant. Participants receive phone call or email reminders as the date on their slip for the next appointment approaches.

**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.

In Hardin County, Apollo Career Center provides ABLE/GED and the Adult Diploma Program. WOCAP communicates regularly with Apollo about available programming. WOCAP staff has materials about the Adult Diploma Program available on site and will initiate conversations with the youth during the development of their initial IOP. If a youth chooses to enroll, WOCAP works with them to apply and/or register and communicates with Apollo on their behalf.

**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.**

West Ohio CAP is the provider for the CCMEP TANF funding via subgrant agreement with HCDJFS. WOCAP is also the CCMEP WIOA Youth provider for Hardin County via contract with Ohio Area 8's fiscal agent. The Workforce Development Board Director completed planning and included the Lead Agency during the development of the RFP for WIOA Youth services. Having one provider for both TANF and WIOA services fosters collaboration and co-enrollment.

**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?**

West Ohio CAP provides Bridges Out of Poverty, Mental Health First Aid and Family Stability Matrix Training for CCMEP case managers. Additionally, WOCAP attends training days and participates in webinars made available by ODJFS for CCMEP and re-watches webinar recording for new staff or as a refresher course.

**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 type="checkbox"/> Between 15 and 25 cases            | <input type="checkbox"/> 100 cases or more        |
| <input checked="" 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?**

WOCAP has an internal customer feedback form for all programs. This form is offered for all youth enrolled in CCMEP to respond to questions about their satisfaction with their services and any comments they have. These are reviewed by WOCAP's CEO and Program Director. When it is determined necessary, one on one or all team trainings are done to respond to comments from the customer satisfaction surveys.

**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?**

The Employment and Training Services Director for WOCAP meets regularly with youth services staff to review client tracking and have discussions about program implementation. There is open discussion and the Director reviews opportunities to make changes to the program based on case manager feedback when appropriate.

**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.

CDJFS has requested that WOCAP, the subrecipient, completes a client tracking spreadsheet. WOCAP is also tasked with entering the information in OWCMS and the overall collection of the data as they are providing the caseworkers. WOCAP caseworkers are reviewed by the site supervisor and employment and training services director from WOCAP. WOCAP overall is monitored and reviewed by CDJFS staff to ensure that the collection and entering of data is capturing as much positive performance data as possible.
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<b>CCMEP Plan Certification</b>
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**Please provide the name, title, and signature of the administrator, director or executive director of the CCMEP Lead Agency:**

Name and Title John Folk, Director	
Signature	Date 9-25-17

**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