

# CCMEP Summit November 16, 2016

## Morning Question and Answer Portion Responses

### 1. What is the vision of a successful Comprehensive Case Management and Employment Program (CCMEP) in 2017?

**Answer:** The list below identifies characteristics of what successful implementation would include for this initial program year. For a comprehensive review of the program see OAC 5101:14.

- Enrolling eligible individuals into CCMEP in all counties
- Successfully transitioning eligible individuals served prior to the start of CCMEP in all counties
- Co-funding program participants eligible for services from both funding sources to maximize flexibility and funds available
- Successfully engaging program participants
- Serving more program participants with multiple barriers (hard to serve)
- Tailoring services to the needs of each program participant based on the CCMEP Comprehensive Assessment
- Streamlining services from programs and partners to ensure comprehensive services are provided to program participants
- Helping program participants gain education, credentials, and work experience to attain self-sufficiency

### 2. Since 20 hours is the CCMEP activity hour standard, how should counties determine the number of hours to assign a CCMEP program participant?

**Answer:** The case manager must use the CCMEP Comprehensive Assessment results to identify services and activities that are necessary for the program participant to achieve their goals. If a program participant is an Ohio Works First (OWF) work-eligible individual, the number of activity hours is based on the number of work participation hours they would have otherwise been assigned to in OWF. The county department of job and family services (CDJFS) will determine the number of hours required for an OWF work-eligible individual and will communicate this to the Lead Agency. CCMEP activities are listed in the CCMEP Services Matrix. <http://ifs.ohio.gov/owd/CCMEP/Services-Matrix.stm>. OAC rules 5101:14-1-05, 5101:1-3-12, 5101:14-1-03, and 5101:14-1-04.

### 3. What happens to CCMEP program participants that fail to meet their activity hour standard?

**Answer:** Lead Agencies must ensure that they make reasonable efforts to provide services and maintain contact with each program participant. In instances when a Lead Agency has exhausted all options for engagement, CCMEP program participants may be exited from CCMEP. In addition, there are three other reasons why a program participant may be exited from CCMEP: (1) the program participant has successfully entered post-secondary education, military enlistment and/or unsubsidized employment; (2) the program participant has been awarded social security disability insurance (SSDI) or supplemental security income (SSI); or, (3)

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the program participant is not eligible for either TANF or WIOA funding. Keep in mind that when a mandatory OWF work-eligible program participant fails or refuses without good cause to comply with the terms of an individual opportunity plan (IOP), the Lead Agency must notify the CDJFS of each failure or refusal and must provide the CDJFS with necessary information. If an OWF sanction is imposed, this does not impact CCMEP eligibility. OAC rules 5101:14-1-05, 5101:14-1-06 and, 5101:1-3-15, and 5101:14-1-02.

#### 4. Who is eligible to participate in CCMEP?

**Answer:** Individuals who meet CCMEP age requirements who are OWF work-eligible and WIOA youth eligible low-income young adults, in-school youth or out-of-school youth who have a barrier to employment are required to participate in CCMEP. Individuals who have received a PRC benefit within the last 30 days or an OWF participant who is not work-eligible may volunteer to participate in CCMEP. OAC rule 5101:14-1-02.

#### 5. Must all eligible individuals be included in the CCMEP performance measures?

**Answer:** Yes, all eligible individuals must be served by CCMEP and will be included in CCMEP performance measures. CCMEP is designed to help young adults attain self-sufficiency and the performance measures support this goal. Remember for WIOA performance, this is a baseline year so counties should be serving all eligible individuals, including the hardest to serve with both funding streams. Otherwise, DOL will renegotiate higher performance standards if counties and workforce areas only serve individuals that are more likely to succeed for Program Year 2018. OAC rule 5101:14-1-07.

#### 6. If a 35-year-old woman is Prevention Retention and Contingency (PRC) eligible and she has a 17-year-old son, is he CCMEP eligible?

**Answer:** Yes, he can volunteer for CCMEP within 30 days of the date that PRC benefits are received, including soft services. OAC rule 5101:14-1-02.

#### 7. Should TANF-funded supportive services come from CCMEP or PRC funds?

**Answer:** CCMEP program participants are funded through CCMEP funding streams. OAC rule 5101:14-1-05.

#### 8. Can you provide more information on PRC and CCMEP?

**Answer:** CCMEP and PRC are two separate programs. Services and activities for CCMEP program participants must be funded by CCMEP funds. Consult the CCMEP Services Matrix <http://jfs.ohio.gov/owd/CCMEP/Services-Matrix.stm> for questions regarding CCMEP services and how they can be funded or contact [CCMEPQNA@jfs.ohio.gov](mailto:CCMEPQNA@jfs.ohio.gov). Consult the PRC Reference Guide <http://jfs.ohio.gov/OWF/prc/PRCReferenceGuide2.stm> for questions regarding PRC

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services and how they can be funded or contact [TANF-FSTA@jfs.ohio.gov](mailto:TANF-FSTA@jfs.ohio.gov). OAC rules 5101:14-1-03 and 5101:14-1-05.

**9. What activities should be assigned to develop the program participant's long and short-term goals?**

**Answer:** Based on the CCMEP Comprehensive Assessment (JFS 03003 and basic skills assessment), the case manager should select services and activities that resolve any barriers to employment and self-sufficiency. For services, activities and supportive services, consult the CCMEP Services Matrix <http://jfs.ohio.gov/owd/CCMEP/Services-Matrix.stm>. OAC rule 5101:14-1-05.

**10. What information is required in the IOP for long-term goals, short-term goals, supportive services, services, and activities?**

**Answer:** The following needs to be included in the IOP:

- The barriers to employment identified through the comprehensive assessment;
- The program participant's plan to overcome barriers and achieve the goal of self-sufficiency and employment, including but not limited to:
  - Short term and long term education and employment and goals, including identification of a career pathway
  - Performance goals
  - Appropriate services and activities necessary to overcome barriers and to achieve self-sufficiency, including hours and start and end dates
  - Job placement
  - Job retention support
- A requirement that the program participant register with the OhioMeansJobs website ([www.ohiomeansjobs.com](http://www.ohiomeansjobs.com));

The best resource regarding all CCMEP services and activities is the CCMEP Services Matrix at <http://jfs.ohio.gov/owd/CCMEP/Services-Matrix.stm>. This document outlines all available services and activities, how all of the activities map to services, and how CCMEP supportive services can be used. OAC rule 5101:14-1-05.

**11. What about a CCMEP program participant that has exhausted OWF benefits?**

**Answer:** A CCMEP program participant's eligibility is not affected by their eligibility for OWF benefits. Instead, it is only affected by their eligibility for TANF and WIOA funding. OAC rule 5101:14-1-02.

**12. Does OhioMeansJobs.com's WorkKeys assessment count as a Basic Skills Assessment?**

**Answer:** No, WorkKeys is not an approved assessment for Basic Skills Assessment. However, WorkKeys can be helpful to assess a program participant's employability and many employers

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are beginning to recognize these scores to assess candidate skills. All assessments on OhioMeansJobs.com are for practice only and are not officially scored by test providers. Only approved and officially proctored assessments can be used to record a Measurable Skills Gain for WIOA performance.

Many counties use the Test of Adult Basic Education (TABE). Other examinations that are approved include: Basic English Skills Test (BEST), Comprehensive Adult Student Assessment Systems (CASAS), General Assessment of Instructional Needs (GAIN), and Massachusetts Adult Proficiency Test (MAPT). In addition, for program participants in school, it is possible to use a standardized test result taken within the last six months as the Basic Skills Assessment.

#### **13. Is CFIS going to be used to measure OhioMeansJobs.com traffic? If yes, how will this occur?**

**Answer:** No, CFIS is not used to measure OhioMeansJobs.com traffic. The OWCMS "OMJ Details" screen allows a case manager to follow a program participant's progress on OhioMeansJobs.com. Also, case managers can ask program participants to email their OMJ backpack details to the case manager to get even more details.

#### **14. What does CCMEP Outreach mean?**

**Answer:** Below are examples of outreach practices from the CCMEP Summit:

- Consult local youth and program participants to identify the most effective methods of communication and marketing in your area.
- Engage community partners or hire a consultant to promote CCMEP services to community partners (i.e., chamber of commerce, religious entities, schools, courts, drug and alcohol addiction programs, etc.). This could include newsletters, meetings, social media, phone calls, etc.
- Work with courts to identify potential court-mandated participants
- Have staff work with businesses to develop worksites and/or contract with service providers to identify OJT opportunities
- Develop and implement marketing plans/strategies for both youth and community partners
- Encourage peer-to-peer promotion of CCMEP

#### **15. For the PowerPoint slide on outcomes before CCMEP included as part of the morning presentation, is this data for the same population (16-24 year olds)?**

**Answer:** Yes, this slide was for the same age group that can currently be served by CCMEP (16-24 year olds).

#### **16. Is it likely that a single program like CCMEP or a requirement for workforce and human services agencies to work together will be included as part of TANF Reauthorization?**

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**Answer:** TANF Reauthorization is likely to promote additional collaboration among programs like TANF and WIOA, similar to the state's current requirement to provide a unified plan.

**17. If a program participant was only funded by TANF in CCMEP, what funds should be used to pay for follow-up services?**

**Answer:** TANF funds may be used for follow-up services as long as the program participant is still TANF eligible. Co-funding is critical in case the program participant is no longer TANF-eligible. When a program participant is co-funded with WIOA and TANF funds, more options are available for follow-up services. WIOA funds could then cover follow-up services if the program participant is no longer TANF-eligible. Please refer to the CCMEP Services Matrix for follow up services and allowability at <http://ifs.ohio.gov/owd/CCMEP/Services-Matrix.stm>. OAC rule 5101:14-1-02.

**18. Does the 49 percent performance standard for the unsubsidized employment, education, or occupational skills training during the second quarter after exit measure only apply to those who are co-funded?**

**Answer:** The 49 percent performance standard applies to all CCMEP program participants regardless of co-funding or which funding stream is used.