

CCMEP Summit Breakout Sessions November 16, 2016

Outreach and Engagement Breakout

Questions 1 and 4: How is your community engaging community partners? How is your county recruiting CCMEP, out-of-school, and TANF eligible youth?

Current Practices

- Could hire a business consultant to “sell” services to community partners. (i.e., chamber of commerce, religious entities, schools, courts, drug and alcohol addiction programs, etc.)
- Develop a marketing plan/strategy for both youth and community partners. May include meetings, events, newsletters, social media, peer to peer promotion of CCMEP, etc.
- Build the CCMEP brand locally to increase referrals.
- Work with courts to get court-mandated participation in the program.
- Have an account executive develop worksites with employers.
- Have a contracted service help find on-the-job training opportunities.
- Provide soft PRC services or non- administrative program operational activities (in PRC Reference Guide – p.23) to expand the potential PRC volunteer population.

Challenges

- Administrative paperwork.
- Referrals from parole and probation departments are increasing and require more resources.
- There are low numbers of OWF work-eligible individuals in some counties.

Question 2: How is your county providing case management, including pre-enrollment and orientation?

Current Practices

- Survey local youth to identify most effective communication methods and social media platforms. (i.e., Snapchat, Instagram, Facebook, Twitter, etc.)
- Use cellphones, texting, Facebook and other social media platforms for communication.
- Social media is especially important to use when a youth runs out of cellphone time.
- Have a CCMEP-specific page on a social media platform plan.
- Google Text and Google Phone can be used by people who don’t have other ways to access social media platforms.
- Prepare program participants for a long-term commitment.
- Focus on the customer’s strengths first.
- Use outside vendors to provide services if more effective.
- Go to the program participants where it’s convenient for them. (i.e., meet at library, meet in their homes, etc.)
- Use Job Club.
- Get away from cubicles (i.e., an office-looking environment) when possible.

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Challenges

- Paperwork demands.
- Individuals not showing up for scheduled appointments.
- Getting individuals to “open up” about their circumstances.
- Building a brand takes time.
- Connecting with out-of-school youth.

Question 3: How is your county keeping CCMEP program participants engaged?

Current Practices

- Social media platforms including a Facebook page, Instagram, Snapchat, Twitter, Google Text, and Google Phone.
- Make the office atmosphere youth-friendly.
- Listen to the youth with respect.
- Do not use a “parent’s” voice.
- Tell positive stories on social media platforms.
- Have youth help each other and network with each other if possible.
- Staff should go above and beyond to help youth. Youth are more engaged when they believe someone cares.

Challenges

- Program participants see CCMEP as a short-term solution.
- Youth may be traumatized.
- Keeping program participants with medical restrictions engaged.

General Discussion – Q & A

- Locals would like a model marketing plan.
- There were concerns about enrolling individuals who might not be ready to commit to the program, however, this is a baseline year for performance so this may not be a factor.
- An overall orientation of the program and how it will benefit program participants is a good foundation to engagement.
- Program is designed to be flexible and some counties would like more specific parameters.
- Possible training for county commissioners.

Performance Breakout

Question 1: How is a county assigning services and activities to CCMEP program participants that are also OWF work-eligible individuals?

Current Practices:

- Case managers develop services and activities tailored to meet the program participant's needs based upon the information contained in their CCMEP Comprehensive Assessment.
- Initial program participant needs analysis is steering case managers toward job-readiness activities.
- Job search and job readiness can count towards the CCMEP activity hour standard as well as OWF work participation. Please see the [CCMEP Services Matrix](#) for further details. OAC rule 5101:14-1-05.
- An OWF applicant can complete the CCMEP Comprehensive Assessment and the Individual Opportunity Plan as part of the OWF appraisal as long as the county ensures timely cash authorization.
- An applicant assignment of job search job readiness may be assigned to an OWF work-eligible applicant at the county department of job and family services' discretion. However, any other activities that are assigned need to be based on the results of the CCMEP Comprehensive Assessment. OAC rules 5101:1-3-12 and 5101:14-1-04.
- Counties are developing in-house program participant-tracking database solutions to address their daily/weekly/monthly requirement needs.
- Some counties are limiting case managers to no more than a caseload of 15.
- Mental health treatment, alcohol or drug addiction programs, and counseling are all countable activities toward the CCMEP activity hour standard and can be mapped to the OWF work participation activities. While TANF cannot fund these activities due to its restriction on medical services, WIOA is able to. Please see the [CCMEP Services Matrix](#) for further details on WIOA and TANF funding allowability and activity countability. OAC rules 5101:14-1-05 and 5101:1-3-12.5.
- Case managers are not required to distinguish between core and non-core activities.
- Case managers should utilize the [CCMEP Services Matrix](#) to the best advantage of a program participant with the goal of being able to meet their needs.
- Performance reports will cover all CCMEP enrolled program participants.
- Barriers to transportation are motivating case managers to introduce new approaches to transportation alternatives. For example, some counties are reaching out to local churches to see if they can assist program participants using their church bus transportation. Other counties are contracting out transportation services to vendors.

Challenges:

- Case managers are unsure of which service is countable for the CCMEP activity hour standard.
 - All activities in the [CCMEP Services Matrix](#) in the CCMEP Activities section are countable towards the CCMEP activity hour standard. OAC rule 5101:14-1-05.

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- All CCMEP activities are mapped to OWF work participation activities and can be found in the CCMEP Activity to OWF Work Activity Map in the [CCMEP Services Matrix](#).
- Case managers are having difficulty scheduling participants that have medical restrictions – are there in-home work assignment(s) that would satisfy work requirements?
 - Home visits, phone calls, and sending required forms through the mail is encouraged for program participants with medical restrictions who are still required to complete activity hours in CCMEP. Activities on [OhioMeansJobs.com](#), online classes, and more may be viable options as well. OAC rule 5101:14-1-05.
- Foster-care children enrollment is proving difficult when child is placed in another county which can create residency requirement conflicts.
 - An individual must be served by their county of residence for CCMEP. The proximity of providers and services to the individual's residence is important in CCMEP for ease of access, transportation barriers, etc. OAC rule 5101:14-1-03.
- Connecting parenting program participants with daycare that matches their work-required schedules (i.e., 2nd and 3rd shifts) is a challenge. A possible solution for the program participant is to find potential, licensable friends and/or family members and recruit them to provide safe and affordable daycare. An additional upside is that the person, once licensed, would also be receiving income.
- Most program participants are lacking the basic skills required to secure employment.

Question 2: What data would assist your county to develop a future service delivery plan?

Current Practices:

- Better data collection and reporting on transportation limitations, expanded discussion regarding the formulation of transportation solutions and the sharing of information statewide.
 - CCMEP reporting will be available soon (April 2017) in BIC using the COGNOS reporting tool. Any funding allowability restrictions for supportive services such as transportation can be found in the Allowability Map section of the [CCMEP Services Matrix](#).
- Counties would like more information and a better understanding of in-demand careers.
 - Here's a link explaining how [in-demand jobs](#) are identified and how to use [in-demand reports](#).
- Counties would like to have additional/expanded data detailing the educational status and demographics of their county's young adults, data on high school graduation rates for their county in comparison to the state, and percentage of the population with GED completion.
 - This information can be found in the monthly CCMEP implementation reports that are emailed to Workforce Development Agency Directors, County Department of Job & Family Services Directors, and the CCMEP Lead Agency contacts. For general demographic data for each county, please use this [link](#).
- There is a need for information on real-time job requirements and job postings.
 - Please use OhioMeansJobs as a resource for job postings and more. There are usually over [120,000 jobs available](#).

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- As youth utilize the CCMEP program and its respective services, there will be opportunities to survey their opinions, evaluate their experiences and modify CCMEP to better reflect best practices and maximize best outcomes.
- There were questions concerning exiting and eligibility criteria (i.e. the 36 month maximum OWF benefit).
 - Receipt of OWF is simply a pathway into CCMEP. Eligibility for TANF funding in CCMEP is an important aspect after entry but is not dependent on a program participant's continued eligibility for OWF (i.e. the 36 month time limit for OWF does not affect CCMEP eligibility). OAC rule 5101:14-1-02.
- The availability of BIC/COGNOS reports should also assist case managers with learning and understanding their caseload and status of program participants served.
 - This information will be available April 2017.

Question 3: Have you had any experience to-date on exiting program participants and if so, how are you making those decisions?

Current Practices:

- Yes, decisions are made based upon the services received by a program participant and the existence of further services needed.
- Yes, when CCMEP outcomes for the program participant are achieved.
- Once program participant is exited, should staff continue assisting and providing access to financial support and investing staff resources on a program participant's behalf?
 - Program participants who have been exited from CCMEP must receive follow-up services for at least twelve months following their exit from the program except for program participants who are exited because of a loss of eligibility for both WIOA and TANF funding. OAC rule 5101:14-1-06.

Question 4: How is your county assigning 'training' service(s) to CCMEP participants?

Current Practices:

- Utilization of ITAs.
- Case managers are evaluating and selecting program participants for CCMEP training based on their 'Eligibility', 'Career Aspirations', and former 'Work Experience/Soft Skills'. The key is to provide services to help the program participant achieve self-sufficiency.
- The real decision often comes down to whether the program participant would benefit more from training and/or paid work experience.
- Transportation is often another consideration that factors into a decision. Many program participants do not have transportation resources that would support attending training. However, providing supportive services can help overcome transportation barriers.

Question 5: Has your county begun transitioning current WIOA Youth to CCMEP, and if so, have you encountered transition challenges?

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Current Practices:

- Counties suggested that a communication shift is required to reach out and make contact with program participants. Counties should be creative when crafting communication solutions.
 - For example, switching from phone calls and mailings to texting, Facebook and other social media platforms can be more effective.
- Counties are also hosting events such as Pizza Night, fast track assistance, venue change-ups, etc.

Challenges:

- There is difficulty in making contact with the program participant and then re-engaging them in the CCMEP process.

Question 6: How is your county serving CCMEP participants with multiple barriers?

Current Practices:

- Case managers are using their community partners to provide assistance with barriers. For example, mental health providers can be contracted with to provide services for program participants with mental health issues.
- Counties shared several approaches to serving pregnant program participants with unique situations:
 - A youth who is 7 months pregnant and is confined to bed rest until end of her term is in CCMEP and is an OWF work-required individual. They have her studying from home and preparing for her GED so that she meets her 20 hour work requirement. GED training is available on OhioMeansJobs.com on the [online training center](#).
 - Another youth is 8 months pregnant, but the Lead Agency is providing services prior to her child's birth. Once child is born, she will have 6 weeks off, but after this she will be required to secure employment if she is not currently employed. Job-readiness training is often an excellent service to provide during pregnancy leave. Again, [OhioMeansJobs.com](#) has many resources for job readiness and more including virtual interview practice.

Performance Discussion Q & A:

- Counties asked for clarification on the four-month limit on TANF funded services.
 - The four month limit of TANF funded services only applies to a program participant who is not an OWF recipient and is not employed. For further details see the allowability section in the [CCMEP Services Matrix](#).
- What is acceptable as a Measurable Skills Gain other than Educational Functioning Level increases beyond Basic Skills Deficient status?
 - Other credentials that count are a high school diploma, recognized and documented training milestones, trade tests that are administered, documented and provided for program participants to advance in their field (i.e. journeyman, master electrician, etc.).

Fiscal Breakout

Question 1: How is your county strategically using co-funding?

Current Practices:

- Very selective due to performance measures.
 - This program year is a baseline year for CCMEP and WIOA. The performance standards negotiated with Department of Labor (DOL) reflect the performance results that account for the 'hardest to serve' not just those that are most likely to succeed. For Program Year 2018, DOL will renegotiate higher performance standards if only serving individuals more likely to succeed, since they will outperform the performance targets set for Program Year 2016 and Program Year 2017.
- Co-funding used if needed for youth – counties rank, 1st choice fund, 2nd choice fund.
- Looking for 'best fit' to serve the program participant.
- This is based on appropriateness.

Question 2: How are you communicating funding availability, spending priorities, or other financial information to case managers?

Current Practices:

- Review monthly fiscal reports with staff.
- Meet weekly with participating agencies and vendors.
- Contractor responsibility.
- Set asides in program participant tracker which shows a case manager how spending priorities can be based on program participant needs.
- Create a set aside so as not to restrict program staff.

Question 3: Are you screening each participant for potential co-funding?

Current Practices:

- Yes, every last one.
- Separate vendor, but co-funded.

Question 4: Are there any gaps to necessary services your county has identified using the two funding streams?

Challenges:

- Not enough OWF program participants.
- Follow up services beyond 200% FPL for TANF funding. However, WIOA funding use resolves this issue.

Question 5: Have you provided funds from both funding streams to CCMEP service providers?

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Challenges:

- We need the provider contract process to work in CCMEP which includes setup, invoicing, paying bills, etc.
- Difficult to contract out services to use youth provider with both TANF and WIOA funding.
- Only through RMS.
- Procurement dependent.

Question 6: How is your county using CFIS Client Tracking?

Current Practices:

- Providers enter services in CFIS Client Tracking.

Challenges:

- Regular WIOA vs. CCMEP for CFIS Client Tracking.
- Providers are not trained yet.

Question 7: How are variances handled when actual costs do not equal the case plan?

Current Practices:

- This is adjusted by the provider.
- Contractor should fix variances before entering.

Question 8: What additional costs would you like to expense by program participants that are not currently captured in CFIS Client Tracking?

Current Practices:

- Stipends.
- Incentives.

Question 9: How does your county plan to increase local investment of CCMEP funds?

Current Practices:

- Collaboration between WIOA & JFS.
- Work readiness workshops.
- Utilizing RMS hits for training events.
- Incentives for program participants.
- Serve volunteers.
- Paid work experience.
- Court referrals.

Question 10: How are volunteer participants being recruited?

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Current Practices:

- Past TANF Summer Youth participants.
- Outreach to schools.
- Children Services (foster care).
- PRC recipients.
- Prison system.
- Service providers/partners.
- School clothing program.
- Child Support Enforcement Agency cooperation.
- Resource room.
- Board of Disabilities & OOD program participants.
- Community events.
- GED providers/ABLE.
- OMJ Center walk-ins.

Question 11: Is your county planning to sub-award funds to more or different service providers?

Current Practices:

- This may depend on the success of procurement.

Fiscal Session Challenges:

- CFIS Client Tracking interaction with OWCMS and the fiscal department and the program area being able to work together.
- No notes available in the CFIS system.
- Lack of eligible program participants who are willing to participate.
- How to track contracts in CFIS LR (both direct and indirect).
- How to utilize the contract module for dual-funded contracts.
- To get CFIS Client Tracking to track all local "pooled" funds.
- Roll out of updated version of CFIS is not being communicated to OMJ Centers - disruption
- Monthly invoicing can be problematic.
- Linking issues with systems – CFIS vs OWCMS.
- Access issues for case managers.
- Cost allocation RMS vs. contractor.
- Separate invoices.
- People needing to embrace changes in roles and processes.
- Set up issues.

Services Breakout

Question 1. What are case managers in your county using to provide intensive case management?

Current Practices

- Bridges out of poverty training for everyone.
- Discussion in assessment process.
- Motivational interview training.
- Trauma informed training.
- Role play training.
- "TIPS" Training (Training for Intervention Procedures).

Challenges

- Child care.
- Rural transportation.

Question 2: What are case managers in your county using to develop IOPs?

Current Practices

- Monthly meeting with all team members.
- Using career counseling as a service on the IOP prior to setting up an ITA.
- Co-location of staff for IOP development.

Challenges

- Balancing communication between contract providers.
- IOP changes requires signatures but this is the same process for an OWF self-sufficiency contract.

Question 3: How is your county procuring services and/or providing framework services?

Current Practices

- Develop decision tree.

Question 4: What community partners are you using that are able to provide the 14 services for CCMEP?

Current Practices

- Communication with potential partners to identify who can provide the 14 services.
- No cost agreements with some partners.
- List of partners include:
 - Local health department for STNA testing.
 - Heartbeat for new moms.

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- Career centers.
- Adult diploma programs.
- Community centers.
- Churches.
- Alternative schools.
- Food banks.
- Humane Society.
- Goodwill.
- United Way.
- Homeless or domestic violence shelters.
- Big Brother Big Sister for mentoring.
- Colleges.

Question 5: What are case managers in your county using to provide supportive services?

Current Practices

Transportation:

- Contracts with a cab service or other third party transportation service.
- Gas vouchers.
- Gas cards.
- Bus passes.
- Assistance with obtaining driver's license.
- Car repairs and insurance.

Work Attire:

- Vouchers through Walmart.

Housing:

- Rent and utility payments.

Education:

- Tuition, books, testing fees.

Challenges

- WIOA restrictions and what the local Workforce Investment Board (WIB) will allow.
 - Please see the allowability section in the [CCMEP Services Matrix](#) for TANF and WIOA funding restrictions for supportive services in CCMEP. Also, please see your local area's WIB policies for any further restrictions on supportive services.
- Restrictions on gas card vouchers with TANF.
 - Gas and gift cards or vouchers may be used when a county has an established reconciliation process for the cards/vouchers. When the Lead Agency does not have an established reconciliation process for cards or vouchers, the Ohio Department of Job and Family Services recommends the Lead Agency either not utilize cards or vouchers or establish a reconciliation process. Please see [Family Assistance Letter #103](#) for further details.
- Finding child care for second and third shift employees.

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- Publicly funded child care can be utilized for program participants in CCMEP.
- There is some confusion on TANF allowability for supportive services.
 - Please see the supportive services section in the [CCMEP Services Matrix](#) for TANF and WIOA funding allowability for supportive services in CCMEP.

Question 6: How is your county providing follow-up services?

Current Practices

- Transportation assistance.
- Resume and job search or job coaching.
- Leadership development.
- Program participant coordination for those involved in multiple systems.
- Asking the program participant “how things are going?” to keep them engaged.
- Google text/phone, skype, video conferencing, social media platforms.
- Mock interviews.
- Offer free services and workshops.
- Stay in touch at least once a month.
- Face to face contact and regular meetings.
- Study on site.
- Participant networking group.

Challenges

- Keeping in touch.