

MCDHS

Letter Series

JOB CENTER ADMINISTRATIVE LETTER # 22-B

Subject: MCCS Interface: Work Activities

Effective Date: Immediately

This Letter Obsoletes: JCAL #22-A

This Letter Becomes Obsolete: Upon Revision

This Letter Approved By: _____

Approval Date: _____

Background and Purpose	Certain communications between Montgomery County Children Services (MCCS) and the Montgomery County Department of Human Services are required in order to implement the Plan of Cooperation among these agencies under the Ohio Works First (OWF) program.
MCCS Joint Notification Form	<p>The MCCS/MCDHS Joint Client/Customer Notification form (see reverse) has been devised to facilitate the required notification for these purposes:</p> <ul style="list-style-type: none"> ! Identification of a mutual client; ! Requesting modification of a Self-Sufficiency Plan (SSP); and ! Reporting activity non-participation and recommending negative action.
Identification of a Mutual Customer	<p>If the case is active with MCDHS, a joint customer notification will be generated within five working days by the MCCS Job Center receptionist. Copies will be distributed to the MCDHS Case Manager.</p> <p>Upon receipt of the memo, the Case Manager will make note of the information in the customer case record via CLRC.</p>
Achieving Modification of the SSP	<p>If there are activities required on the client/customer MCCS case plan which reduce the appropriate level of participation in employment activities identified on the MCDHS Self-Sufficiency Plan, the MCCS worker is to notify the MCDHS Employment Specialist to incorporate those activities into the MCDHS Self-Sufficiency Plan.</p> <p>The Employment Specialist is to schedule the customer (or send an amended SSP for customer signature) within five working days of receiving notification from MCCS. Up to 10 hours per week may be counted toward the customer's 40 hour per week work requirement.</p>
Recommending a Sanction	<p>If the customer fails to cooperate in completing the required MCCS case plan activities, the customer is subject to the Ohio Works First (OWF) Sanction Process. MCCS will notify the Employment Specialist within three days when the customer has failed to comply and a sanction is indicated.</p> <p>Absent a determination of good cause, the Employment Specialist will record the failure and instruct the Eligibility Specialist to sanction the customer.</p>

MCDHS

Letter Series

JOB CENTER ADMINISTRATIVE LETTER # 14

Subject: MCCS Job Center Prevention Unit

Effective Date: 10-1-97

This Letter Obsoletes: None

This Letter Becomes Obsolete: Upon Revision

This Letter Approved By: _____

Approval Date: _____

Background	The Montgomery County Children Services (MCCS) Job Center Prevention Unit provides family-centered case management services for families and children. These services are provided in situations where family functioning is affecting the ability to advance toward self-sufficiency and/or places the children in the family at risk.
Objectives	<p>The objectives of the Montgomery County Children Services (MCCS) Job Center Prevention Unit are to:</p> <ol style="list-style-type: none"> 1. Provide ongoing consultation, as a part of a multi-disciplinary team, to other Job Center Team members. 2. Assess family functioning, by completing a family needs assessment to identify issues which are posing a barrier to the family's participation in a self-sufficiency plan or may pose a risk to children in the family. 3. Provide referrals for resources to meet the needs identified by the needs assessment process. 4. Provide direct services for families to assist them in meeting the needs identified in the family needs assessment. 5. Monitor and evaluate the effectiveness of service providers in meeting the needs of families referred for service. 6. Identify gaps in community resources and advocate for resources to fill those gaps. 7. Facilitate communication between the Job Center and MCCS central agency staff. <p>The MCCS Job Center Prevention Unit caseworkers will participate as a member of a multi-disciplinary team. The MCCS caseworker will meet with their designated team members, attend meetings, be available for consultation and receive referrals from the members of their team.</p> <p>Examples of issues negatively impacting family functioning include, but are not limited to:</p> <ul style="list-style-type: none"> • the age and/or number of children, • the age of the parent, • discipline issues with children, • being overwhelmed with parenting responsibilities, • family isolation, • mental health issues, • domestic violence issues, • medical needs, • educational needs, • substance abuse, and • OWF sanctions.
Referrals	<p>Referrals to the MCCS Job Center Prevention Unit may be initiated by the following:</p> <ol style="list-style-type: none"> 1. The Goodwill case manager (who is a member of the OWF integrated service team) will be the primary source of referral, after having determined that a family is experiencing difficulty meeting OWF requirements and that the difficulty may be related to issues of family functioning. 2. Job Center OWF customers may refer themselves directly for assistance in issues of family functioning which are affecting their ability to care for their children. 3. Other agencies may also refer OWF customers to the MCCS Job Center Prevention Unit for assistance in issues of family functioning which are affecting their ability to achieve their OWF self-sufficiency goals or the care of their children. <p>Basic referral information should include:</p> <ol style="list-style-type: none"> 1. Name of parents and children (household members) 2. Birth dates of parents and children (household members) 3. Address and phone number 4. Why the referral is being made 5. Other agencies involved. <p>When referrals are received from another Job Center partner, the initial information from the customer case management program screen should be provided.</p> <p>The MCCS Job Center caseworker will monitor and evaluate the effectiveness of services.</p>
MCCS Contact Persons:	<ol style="list-style-type: none"> 1. Scott Omietanski - x6709 Contact for Units: 43, 45, 47, 51, 53, 55, 57 2. Kathy Wright - x6710 Contact for Units: 59, 61, 63, 65, 67, 92, 93 3. Geri Ingram - x6708 Contact for Units: 31, 33, 35, 37, 39, 41

Referral Process I

MCCS and MCDHS will use the following referral process for **Ohio Works First (OWF)** customers who fail to comply with their Self-Sufficiency Contract and Plan:

Step	Who Does It	Action
1	Administrative Aide	<ul style="list-style-type: none"> Receives “no show” reports from providers; and Forwards this information to the Employment Specialist.
2	Employment Specialist	<ul style="list-style-type: none"> Receives OWF “no show” report; and Processes information by notifying the Eligibility Specialist and the Goodwill Case Manager within five (5) working days.
3	Eligibility Specialist	<ul style="list-style-type: none"> Receives OWF notification and/or CRISE Alert for Child Support non-coop; and Processes the report by notifying the Goodwill Case Manager within five (5) working days; and Initiates the sanction process in CRISE within five (5) working days of the receipt of the report. <p>NOTE: Medical assistance will continue for family members. After the third occurrence, the adult guilty of non-compliance will not be eligible for medical assistance.</p>
4	Goodwill Case Manager	Sends the “no show” follow-up letter (Attachment A - MCDHS #9801) to the customer within three (3) days of notification, informing the customer of the need to contact the Goodwill Case Manager, Employment Specialist, Eligibility Specialist or Child Support Specialist. Coordination will occur between MCDHS staff.
5	Goodwill Case Manager	Informs MCCS within three (3) days of notification from the Eligibility Specialist that the case will be sanctioned.
6	MCCS	Sends MCCS “no show” follow up letter (Attachment B) within 3 days informing customer of need to contact the Goodwill Case Manager or the MCDHS Child Support Specialist.
7	Eligibility Specialist	Customer complies or does not comply: Takes the necessary action on the case within five (5) working days.
8	MCCS	<ul style="list-style-type: none"> Follows up with the customer to assess their situation; Coordinates efforts and shares information with the Goodwill Case Manager (including non-compliance with MCCS); and Facilitates access to services or resources as identified in the family service plan.

Referral Process II

For issues **other than sanctions**, this process is available for all staff located in the Job Center:

Step	Who Does It	Action
1	Any MCDHS staff or Job Center staff	Where a family appears to be experiencing difficulty (related to family functioning), contact the MCCS Prevention Unit receptionist.
2	MCCS Job Center Prevention Unit Receptionist	<ul style="list-style-type: none"> Obtains necessary identifying information about the customer to be referred to the MCCS Prevention Unit intake caseworker; and Sends the MCCS contact letter (Attachment C) asking the customer to contact their MCCS Prevention Unit Caseworker.
3	MCCS Job Center Prevention Unit “intake” Caseworker	<ul style="list-style-type: none"> Meets with the customer through an in-office interview, Contacts them by phone, or conducts a home visit to initiate further assessment of the family’s issues/concerns.

4	MCCS Job Center Prevention Unit Caseworker	<ul style="list-style-type: none">• Develops a family service plan to address issues/concerns identified in the family needs assessment in cooperation with the family and other service providers.• Monitors and evaluates the quality of services or resources as identified in the family service plan.• Gives feedback to referring staff if the customer completes a signed release.
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