



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

for

County or Counties: ALLEN COUNTY

Effective Date: OCTOBER 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.

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1. Lead Agency and Coordination with Partners

Each board of county commissioners is required to choose a single Lead Agency, either the CDJFS or workforce development agency that serves the county, to administer CCMEP. A single Lead Agency is necessary to ensure accountability for program performance and results.

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

Lead Agency Name Ohio Means Jobs Allen County				
Lead Agency Address 1501 S Dixie Hwy		City Lima	State OH	Zip Code 45804
First Name of Lead Agency Official Joe	Last Name of Lead Agency Official Patton	Title of Lead Agency Official Director		
Phone Number 419-999-0256		Email Address Joe.Patton@jfs.ohio.gov		

Program Contact Person Jessie Garrity	
Phone Number 419-999-0332	Email Address Jessie.Garrity@jfs.ohio.gov

Fiscal Contact Person Josh Parker	
Phone Number 419-999-0299	Email Address Joshua.Parker@jfs.ohio.gov

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

Agency Name Allen County Department of Job & Family Services				
Agency Address 1501 S Dixie Hwy		City Lima	State OH	Zip Code 45804
First Name of Lead Agency Official Joe	Last Name of Lead Agency Official Patton	Title of Lead Agency Official Director		
Phone Number 419-999-0256		Email Address Joe.Patton@jfs.ohio.gov		

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

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

1.4 Identify the implementation manager for the Lead Agency.

First Name of Implementation Manager Jessie	Last Name of Implementation Manager Garrity	Title of Implementation Manager Jessie.Garrity@jfs.ohio.gov
Phone Number 419-999-0332	Email Address Jessie.Garrity@jfs.ohio.gov	

1.5 Lead Agency’s performance and data management contact:

Contact Person Jessie Garrity	
Phone Number 419-999-0332	Email Address Jessie.Garrity@jfs.ohio.gov

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

Describe:
Ohio Means Jobs Allen County (from here on out listed as “OMJ Allen County”) is the Lead Agency for CCMEP program. ACDJFS’ OWF unit is the other local participating agency. We are a combined agency.
ACDJFS’ OWF unit and OMJ Allen County have a strong working relationship. The OWF unit and OMJ Allen County staff members meet on a weekly basis to discuss participants, issues, policies, procedures and best practices for serving Allen County’s diverse population.
OMJ and ACDJFS staff have collaborated to create and follow a CCMEP workflow in order to best serve the county’s youth by offering WIOA youth and TANF youth a common client experience.

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

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

Describe:
OMJ Allen County has an extensive partnership with our local workforce board, Area 7. We are one of the two certified comprehensive job centers in Area 7. Allen County staff attends all Area 7 regional fiscal and program meetings (2 meetings per quarter) and all board meetings (1 meeting bi-monthly). Allen County’s CCMEP program manager also sits on Area 7’s CCMEP workgroup (meeting frequency varies).

OMJ Allen County post jobs, recruits, markets, and assists over 400 employers in the local area. We have a great working relationship with our local economic development team in order to market our services to all Allen County businesses. OMJ Allen County meets with local employers one-on-one to notify them of our programs and resources available. We heavily market our youth work experience to employers to get the youth’s foot in the door and initiate building a relationship. We also discuss on-the-job training program, incumbent worker training, as well as occupational skills or customized training opportunities. In the last year, OMJ Allen County has issued 65 OJTs with local employers, funded 3 Incumbent Worker trainings, and over 40 youth work experiences.

OMJ Allen County has quarterly partner meetings with all community partners to provide updates on OMJ programs and resources. Community partners then each share updates regarding their agencies, programs, and resources. OMJ staff works hand-in-hand with our community partners in order to provide a seamless referral process to our customers.

OMJ Allen County has several no-cost agreements with several local community providers for youth services:

- Adult Mentoring – Big Brothers Big Sisters (adult self-sufficiency program)
- Tutoring, study skills, instruction and dropout prevention – Apollo Career Center (ASPIRE/HSE)
- Alternative secondary school services/dropout recovery – Apollo Career Center (ASPIRE/HSE)
- Financial Literacy – West Ohio Community Action Partnership (WOCAP)
- Comprehensive Counseling and Guidance – Coleman Professional Services
- Entrepreneurial Skills Training – Rhodes State College (Ohio Small Business Development Center)

OMJ Allen County provides Work Experience for CCMEP TANF and WIOA youth. Work experience is our primary marketing aspect when discussing employer services with our local employers. It is a great opportunity for both the employer and youth to gain valuable job readiness skills and experience in the workforce. Employer of record is Callos – Nesco Resource. OMJ staff issue work experience agreements that outline:

- Duration of work experience
- Remuneration
- Tasks and duties to be conducted
- Supervision arrangement
- Health and safety standards
- Other conditions of work experience such as code of conduct, consequences of not adhering to the agreement, and a termination clause.

*** See attached Allen County CCMEP Work Experience policy and WIOA PL 15-13 Work Experience for Youth**

OMJ Allen County issues incentives for program participants that reach pre-determined milestones for identified goals on their IOP. Goal must be outlined on IOP and goal attainment must be documented and incentive form (attached) must be completed by OMJ caseworker.

*** See attached Allen County CCMEP Incentive policy and WIOA PL 15-13 Work Experience for Youth. Incentives form is also attached.**

OMJ Allen County also administers an Employment Incentive Program where defined intervals of monetary incentives are provided to eligible participants for obtaining and retaining full time employment (for youth customers whose goal is full time employment). Incentives are only provided to active youth participants that verify they worked full time each week of each incentive month. Incentive chart below. All incentives are directly correlated to employment goals listed on the active youth's IOP.

MONTH 1	\$250
MONTH 2	\$250
MONTH 3	\$250
MONTH 4	\$250
MONTH 5	\$150
MONTH 6	\$150
MONTH 7	\$100
MONTH 8	\$100
MONTH 9	\$100
MONTH 10	\$100
MONTH 11	\$100
MONTH 12	\$100
MONTH 13	\$100
MONTH 14	\$100
MONTH 15	\$100
MONTH 16	\$100
MONTH 17	\$100
MONTH 18	\$100
TOTAL EARNABLE INCENTIVES: \$2,500	

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

- Select basic skills assessment(s);
- Ensure determination of eligibility for the Workforce Innovation and Opportunity Act (WIOA) youth program;
- Report and collect data;
- Monitor contracts and ensure compliance;
- Supportive services;
- Follow up services;
- “Needs additional assistance” policy; and
Disclosure of relationship.

Describe:

OMJ Allen County adheres to State, Area 7, and local policies, rules, and guidance in the administration of the CCMEP youth program. The following Area 7 policies are guidance on the following subjects (policies attached):

- Select basic skills assessment(s); **P7-400: Youth Eligibility**
- Ensure determination of eligibility for the Workforce Innovation and Opportunity Act (WIOA) youth program; **P7-400: Youth Eligibility**
- Report and collect data; **P7-104: Information Security**
- Monitor contracts and ensure compliance; **Monitoring and Oversight Policy**
- Supportive services; **P7-302: Career Services and Allen County Supportive Services Policy**
- Follow up services; **P7-302: Career Services and Allen County Follow Up Services Policy**

- “Needs additional assistance” policy; [P7-400: Youth Eligibility; Resolution #10-04-2017-02 Youth Needs Additional Assistance Policy](#)
- Disclosure of relationship. [P7-103: Code of Ethics](#)

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 ASPIRE program is a partner at ACDJFS/OMJ Allen County. Apollo ASPIRE has an onsite location/program at OMJ Allen County where our youth are directly referred. Youth attendance and participation is monitored by ASPIRE and OMJ staff. OMJ has a cohesive working relationship with the ASPIRE staff.

Alcohol, Drug and Mental Health (ADAMH) Board

Coleman Professional Services has a solid business relationship with ACDJFS/OMJ Allen County. Coleman and ACDJFS/OMJ Allen County collaborates on several projects that assist individuals with addiction, mental, emotional, and behavioral health needs. OMJ Allen County staff provide direct referrals to Coleman Professional Services and work with the individual’s caseworker to ensure the customer is receiving all necessary services.

Businesses

Three years ago when our current OMJ Allen County administrator started his position, the job center was serving 50 Allen County employers. Primary business services include posting open positions, marketing on social media and digital billboard, posting on the OMJ job board, and recruiting qualified candidates for the employer. Since 2014, OMJ Allen County has focused on and immensely improved our business services for local employers. OMJ Allen County now serves 370 employers. In the last 12 months, OMJ Allen County has issued 62 On-the-Job Training contracts with Allen County employers. OMJ staff will initiate entering all business services provided to our employers in OWCMS once State guidance is issued. Local businesses are an integral partner to OMJ Allen County and these relationships will continue to be priority in delivering CCMEP services.

Career and Technical Education

Apollo Career Center is an essential partner and approved WIET provider. Apollo offers ASPIRE/GED programs as well as several short term certificate programs to local youth and adults for in demand occupations. These programs include manufacturing, healthcare, transportation/logistics, etc. Apollo Career Center participates in OMJ Allen County’s weekly orientations to inform local youth and adults of their training programs. We have several active CCMEP WIOA youth and TANF youth participants enrolled into vocational education with Apollo Career Center.

Child Care Providers

ACDJFS is responsible for certifying local approved child care providers and determining eligibility for child care subsidies. OMJ Allen County staff pre-screen all parenting youth to determine if child care is a barrier to employment. Staff also provide one-on-one child care application assistance to the youth and work directly with ACDJFS child care staff in the eligibility process.

Child Support Enforcement Agency

ACDJFS and OMJ Allen County have a strong business relationship with our local Child Support Enforcement Agency (CSEA). ACDJFS and CSEA have an established referral process to provide direct services to non-custodial parents that have an active child support obligation. CSEA staff also refer noncustodial parents to CCMEP in accordance with CCMEP age parameters and an active child support obligation.

Children Services Agency

ACDJFS and OMJ Allen County have a working relationship with our local Children Services Agency (CSB). OMJ Allen County and CSB have an established referral process. OMJ staff directly refer customers that are in need of children services assistance to CSB. Also, as mandated reporters, staff complete investigation referrals as needed. CSB staff refer foster youth to our CCMEP program.

Community College(s)

Rhodes State College is an integral partner of OMJ Allen County and an approved WIET training provider. Rhodes State actively participates in weekly OMJ Allen County orientations to inform local youth and adults of their training programs. Rhodes State offers 79 associates degrees, majors and certificates. We have several active CCMEP WIOA youth and TANF youth participants enrolled in post-secondary education with Rhodes State College.

Community Action Agency

West Ohio Community Action Partners (WOCAP) is a community partner of OMJ Allen County. ACDJFS and OMJ Allen County collaborate with WOCAP on contracts, grants and have an established referral process.

County Family Service Planning Committee

Family and Children First Council

ACDJFS and OMJ Allen County has a strong working relationship with Family and Children First Council. ACDJFS Director, Steven Barker, is a mandated partner and member of Family and Children First Council's Steering Committee. ACDJFS/OMJ and Family and Children First often collaborate on contracts, grants, and mutual referrals.

Juvenile Court System

Allen County Juvenile Court System is an active supporter of OMJ Allen County and utilizes our job center and resources to assist clients involved in the criminal justice system. Allen County has not and will not utilize CCMEP TANF funding for juvenile justice services as cited in Title IV-A, Section 404 of the Social Security Act. Allen County adheres to the prohibition on use of federal TANF funds for juvenile justice services.

Local Healthier Buckeye Council

Family and Children First Council and United Way received a Healthier Buckeye Grant. As part of this grant, ACDJFS has an onsite employment navigator that determines eligibility and provides case management and direct services to customers through the Healthier Buckeye Grant funding.

Local School District(s)

OMJ Allen County has a strong relationship with all Allen County secondary schools. OMJ Administrator, Joe Patton presents our "Homefield Advantage" program to all high school Seniors. OMJ works directly with local school guidance counselors that refer students interested in our youth programs or OMJ's services. OMJ Allen County also hosts an extravagant career expo, Makerfest, annually in October. Makerfest has over 1,500 local high school students in attendance. This event allows students to meet local employers and learn what employment and career opportunities are available in the Allen County area.

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

Opportunities for Ohioans with Disabilities (OOD) is an integral partner of ACDJFS / OMJ Allen County. There is an established process for mutual referrals between both agencies. OMJ Allen County assists individuals with OOD's vocational rehabilitation application. OOD caseworkers often refer their clients to OMJ Allen County for resume development and job search assistance.

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: PY17 estimated number of required participants is between 40-70

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: PY17 estimated number of volunteer participants is between 30-60

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: It is estimated that at least 25-50% of our enrolled participants will be co-funded with TANF and WIOA funding in PY17 (30 – 70 participants). OMJ staff will ensure to co-fund participants whenever possible.

3. Coordination of Services

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

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

Describe:
OMJ Allen County assists over 370 local employers with an array of business services. When marketing our services to employers, we strongly emphasize youth work experience opportunities as well as marketing our youth participants' skill sets to employers. We collaborate with ACDJFS staff and our WIOA youth provider, Goodwill Easter Seals, to advertise and promote youth services to our local businesses. OMJ Allen County and our youth provider focus on work experience and finding opportunities for our youth participants.

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

Describe:
OMJ Allen County has an established application/eligibility and semi-annual reapplication for CCMEP WIOA and TANF applicants. OMJ Allen County did not participate in the 2017 or 2018 summer employment program. In lieu, we continue to assist CCMEP youth with intensive one-on-one job readiness skills, job search assistance, employer referrals and focus heavily on providing work experience opportunities throughout the school year and summer months to our youth participants. In addition to directly referring and setting up work experiences with our local employers, we also have our local employers reverse recruit and refer youth to OMJ Allen County for the youth program when interested in a work experience or OJT with that youth.

OMJ Allen County has 4 youth caseworkers that determine eligibility, provide case management, direct services, and coordinate services with our youth providers/partners and OWF unit for both CCMEP TANF and WIOA programs.

OMJ Allen County currently operates and administers CCMEP TANF and WIOA youth programs internally. OMJ Allen County/ACJFS is also the lead CCMEP entity.

See attached CCMEP Workflow (includes OWF application process for CCMEP age individuals) and CCMEP Semi-annual procedures

4. Outreach, Referral, and Eligibility

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

- Social media (e.g., Facebook, Twitter, Snapchat, Instagram, YouTube, Secret, & Whisper)
- Brochures, posters, flyers

- OhioMeansJobs.com
- Digital banners
- Special events
- Radio
- Promotion through partners (e.g., schools, community centers, etc.)
- Other: _____

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

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

Describe:
OMJ Allen County and ACDJFS have an established workflow procedure for OWF work eligible, WIOA referred, and volunteers.

For mandated OWF participants, the PA prescreener will refer via phone and follow up with an email to the CCMEP youth specialist when an individual between ages 14-24 applies for Ohio Works First assistance.

OWF caseworkers also provide information to all OWF recipients within the CCMEP age range that are not work activity required to advise them of services available to them. OMJ Allen County's youth caseworkers completes the intake for all CCMEP TANF and WIOA participants and also for all volunteers within the CCMEP age range. PRC recipients within the CCMEP age range are provided a flyer and advised of the youth program services by the OMJ youth caseworker.

Community partners also directly refer youth to our CCMEP program by contacting OMJ youth staff or supervisor via phone or email.

See attached CCMEP Workflow

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

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

Describe:
OMJ Allen County youth caseworkers are trained and proficient in utilizing the CRIS-E system to determine the number of months a participant has received OWF benefits. OMJ staff and OWF staff

work hand in hand to ensure the IOP is an accurate reflection of services needed and all data is correct, including number of OWF months utilized by the participant.

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

Describe:

OMJ Allen County utilizes the CCMEP Assessment, IOP, and IOP modifications throughout the intake process and ongoing case management to identify and assist participants that are in/were in Domestic Violence situations and/or have that barrier. Ongoing collaboration and communication occurs between OMJ and OWF case workers on a regular basis to discuss and help find resolution to all participants' barriers.

Any indication of Domestic Violence, youth case worker will have the individual complete our Domestic Violence indicator form (attached). If the individual answers "yes" to either of the DV questions and thereby attesting to a domestic violence situation, the case manager will review our DV waiver form and information and collaboratively complete our Domestic Violence Waiver Request and Verification form (attached). The youth case manager and supervisor will review the information and decide on waiver status.

All DV individuals are directly referred to our community partners Crossroads Crisis Center for safety and protection assistance and Coleman Professionals for mental, emotional, behavioral health assistance. Youth caseworker will work with client and partnering agencies to aide them by whatever means possible to eliminate DV situation.

OMJ youth caseworker will utilize participation with these outside resources and referrals as part of the participant's modified work activity hours as deemed reasonable and necessary. Modification of work activity for DV waived participants are reviewed on a case by case basis and it is determined by youth caseworker and management team the most appropriate quantity of activity assigned, if any, based on what is in the best interest of the participant. Duration of waived requirements (1 month, multiple months – not exceeding 6 months, etc) is also reviewed based on each case to determine most appropriate length.

All DV files and records that JFS obtains are not scanned into the electronic filing system and are kept in a secure location to ensure info is confidential.

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

Describe:

OMJ Allen County has an established work flow process that it is utilized once an OWF work-eligible participant within CCMEP age range is identified. The basic skills assessment, Comprehensive Assessment, JFS 03002, and IOP are completed during the intake appointment.

See attached CCMEP Work Flow

OMJ Allen County's Youth Specialist assesses each youth's strengths, weaknesses, barriers, and needs to determine the best fit for the individual when assigning their work activity hours. This includes educational status and needs, soft skills development, and job readiness needs. Supportive services are also determined based on the Comprehensive Assessment.

OMJ Allen County and ACDJFS departments have an established CCMEP workgroup (includes OMJ, Income Maintenance, and OWF staff) that sends and receives all notifications and communications regarding CCMEP OWF work-eligible participants activity, status, updates/changes, missed and makeup work activity hours, hourly requirements, FLSA maximum hour requirements, sanctions and good cause, and recipient income information. The CCMEP workgroup is also notified within 10 business days if work-required participants do not submit their good cause verifications timely as deemed by Allen County's good cause policy.

OMJ Allen County youth staff works directly with worksites and community providers that provide IOP services to participants to track all work activity, issues, make up hours, etc. OMJ Allen County and ACDJFS staff ensure compliance and act in accordance with rules 5101:1 and 5101:4 of the Administrative Code.

OMJ Allen County staff follow CCMEP exit guidelines for all participants and ensures that program participants do not require any additional services and that staff has made several efforts to provide the program participant with CCMEP services and the program participant has failed to utilize them on multiple occasions.

OMJ staff continue to attempt to engage the program participant during the 90 day exit period. When a program participant reengages in CCMEP within 90 days of the adverse action notice, OMJ will reevaluate the youth's IOP and determine what services are needed.

A program participant may be exited from CCMEP when the following situations occur:

1. The program participant has successfully entered post-secondary education, military enlistment or deployment, and/or unsubsidized employment and no longer needs CCMEP services;
2. The program participant has been awarded social security disability insurance (SSDI) or supplemental security income (SSI) by the social security administration and has made application for services with opportunities for Ohioans with disabilities;
3. The program participant has failed to utilize CCMEP services on multiple occasions without good cause and the lead agency has made reasonable efforts to provide services and make contact with the program participant; or
4. When a program participant becomes ineligible for both WIOA and TANF funding in CCMEP.



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

Describe:

Once OMJ Allen County is notified that a CCMEP participant is moving or has moved to another county, youth staff will reach out to the new county's Lead Agency to discuss whether transferring or keeping the youth in Allen County is appropriate for the participant.

OMJ Allen County and ACDJFS OWF unit will communicate once notified of move and collaborate to ensure that all OWF recipient participants will be transferred to the new county within 10 calendar days.

OMJ Allen County staff will ensure that the transfer process is streamlined and maintain great communication with the transfer county to ensure a warm hand off.

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

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

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

Describe:

An individual is only eligible for CCMEP TANF when they are one of the following:

(i) A minor child;

For the minor child*, Parents, Step-Parents, and Domestic Partners' income will be counted to determine whether the group meets the 200% FPL.

(ii) The parent, specified relative, legal guardian or legal custodian of a minor child;

For the parent, specified relative, legal guardian or custodian, Parent, Specified Relative, Legal Guardian or Legal Custodian to be served, the Parents, Step-Parents, Domestic Partner income will be counted to determine whether they meet the 200% FPL.

(iii) A non-custodial parent who lives in the state, but does not reside with his/her minor child(ren);

For the non-custodial parent*, Parents, Step-Parents, Domestic Partner income will be counted to determine whether they meet the 200% FPL.

(iv) A pregnant individual; or

For the pregnant individual*, Parents, Step-Parents, and Domestic Partner income will be counted to determine whether they meet the 200% FPL if the pregnant individual is a minor. If the pregnant individual is an adult, only the income of her domestic partner would be counted.

(v) An individual age 18 to 24 that is part of a family that includes a minor child.

For the individual age 18 to 24*, the Individual (18-24) to be served, Parents, Step-Parents, Domestic Partner income will be counted to determine whether they meet the 200% FPL. For this individual, there would not need to be a relationship between the individual and the minor child other than living in the same household.

"Minor child" means either of the following:

(1) An individual who has not attained age eighteen;

(2) An individual who has not attained age nineteen and is a full-time student in a secondary school or in the equivalent level of vocational or technical training.

Countable Income:

In order for the eligibility of the household to be determined, the gross earned and unearned income of the **all** household members must be determined and must meet the standard of 200% Federal Poverty Guideline.

Gross earned income examples include, but are not limited to:

- Earnings from work as an employee
- Earnings from self-employment, less the cost of doing business
- Strike benefits (if striker is required to perform services in order to receive them)
- Training allowances

Gross unearned income examples include, but are not limited to:

- Alimony and child support
- Veteran Administration Benefits
- Workers' Compensation
- Unemployment Benefits

JFS Form 03002 WIOA Youth Program Eligibility Application will be utilized to determine eligibility for CCMEP TANF and WIOA youth programs.

****See attached CCMEP Workflow and Semi-annual Reapplication procedures***

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.

Per Area 7's Youth Eligibility Policy P7-400, Family and Low Income are defined as:

Family is two or more persons related by blood, marriage, or decree of court, who are living in a single residence and are included in one or more of the following categories:

1. Two spouses and dependent children
2. Parent or guardian and dependent children
3. Two spouses

Low-income individuals are defined in WIOA section 3(36)(a) as an individual who meets one or more of the following categories:

1. An individual who receives or is a member of a family who receives, or in the past six (6) months has received, one or more of the following assistance programs:
 - a. Supplemental Nutrition Assistance Program (SNAP)
 - b. Supplemental Security Income (SSI)
 - c. Temporary Assistance for Needy Families (TANF)
 - d. Local income-based public assistance
2. An individual whose total family income does not exceed the higher of:
 - a. The federal poverty line (FPL), or
 - b. 70% of the lower living standard income level (LLSIL)
3. A homeless individual
4. An individual who is eligible to receive a free or reduced-price lunch
5. A foster child on behalf of whom the state or local government payments are made
6. An individual with a disability whose own income meets the eligibility income requirement of #2, but whose total family income does not meet the requirement of #2

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

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

Describe:

The Comprehensive Assessment is administered and signed by OMJ Allen County Staff and the youth participant during the CCMEP intake appointment.

The intake appointment takes place during the initial prescreen appointment to determine if the youth would be potentially eligible for the CCMEP WIOA and/or TANF program. OWF applicants complete the intake process when applying for OWF benefits.

The youth completes the basic skills assessment prior to completing the Comprehensive Assessment. Trained OMJ Allen County youth caseworkers directly administer the full TABE to youth. OMJ Allen County has a scheduled weekly TABE testing time that youth can attend or OMJ Allen County staff administer on an one-on-one basis as needed.

5.2 What basic skills assessment does the Lead Agency use?

- WorkKeys®
- Basic English Skills Test (BEST)
- Comprehensive Adult Student Assessment Systems (CASAS)
- General Assessment of Instructional Needs (GAIN)
- Massachusetts Adult Proficiency Test (MAPT)
- Test of Adult Basic Education (TABE®)
- Standardized tests – secondary school students only
- Other formalized testing instruments to measure skills-related gains (Specify below).

Describe:

N/A

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

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

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

Describe:

OMJ Allen County's youth caseworkers are required to directly contact all CCMEP active youth participants at minimum on a bi-weekly basis. Contact can be via phone, email, text message, or social media. Caseworkers assess current needs and ensure IOP reflects needed services. Caseworkers address each barrier with youth and advise how we can assist through the program. Caseworkers schedule appointments with youth to occur within 2 business days that are in need of additional or revised services or partner referrals. Caseworkers also monitor all services for each participant being provided by our partners (Apollo, WOCAP, etc). All contact activity is dictated in OWCMS case notes and tracked on a shared Excel spreadsheet.

Youth caseworkers have daily contact OWF work eligible participants daily, Monday through Friday, to ensure they are completing assigned work activity requirements and to address any issues or barriers immediately. They also ensure that all OWF work eligible participants are completing Work Assignment activity as required and reporting any issues or failed hours. Daily contact is also made with the assigned Work Activity provider/worksites. All contact activity is dictated in OWCMS case notes and tracked on a shared Excel spreadsheet.

In addition to frequent contact with CCMEP youth, OMJ Allen County also has a 24/7 after hours phone that all CCMEP participants have access to if they are in need of any assistance outside of business hours.

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) 2

Describe:

Recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential. This service is provided to our youth participants by community partners including the Apollo ASPIRE program and the Literacy Council. This service is designed to end the dependence of needy parents on government benefits by promoting job preparation and work as having a high school diploma or equivalency make individuals more employable.

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

Describe:

Referral to formal education programs or formal dropout recovery services. This is provided by our county's local secondary school systems (school system determined by participant's school designation), Apollo Career Center's ASPIRE program, or the Literacy Council. This service is designed to end the dependence of needy parents on government benefits by promoting job preparation and work as having a high school diploma makes an individual more employable.

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

Describe:

Work experience helps youth understand proper workplace behavior and what is necessary in order to attain and retain employment. All work experiences offered through CCMEP include academic and occupational education components. Types of work experiences that OMJ Allen County offers our youth participants include:

- Summer employment opportunities
- Pre-apprenticeship programs
- Internships and job shadowing
- On the Job Training

This service is designed to end the dependence of needy parents on government benefits by promoting job preparation and work as it gives participants the skills they need to obtain and retain permanent employment.

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

Describe:

OMJ Allen County offers occupational skills training that prioritizes consideration for training programs that lead to a recognized postsecondary credentials for in-demand occupations. OST training offered is determined to be:

- Outcome-oriented and focused on occupational goals specified in the ISS/IOP
- Sufficient duration to instruct the skills needed to meet the occupational goal; and
- Result in the attainment of a recognized post-secondary credential.

This service is designed to end the dependence of needy parents on government benefits by promoting job preparation and work as it provides the participant with occupational skills that make them more employable and more likely to be self-sufficient than those that do not have occupational skills training.

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

Describe:

OMJ Allen County provides Education offered concurrently with workforce preparation with integrated education and training model that collaborate workforce preparation activities, basic academic skills and workforce training/occupational skills training. This service is designed to end the dependence of needy parents on government benefits by promoting job preparation and work as it makes them more employable with developed soft skills and workplace skills.

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

Describe:

OMJ Allen County provides several leadership development opportunities to youth participants including but not limited to:

- Exposure to post-secondary educational possibilities
- Community and service-learning projects
- Life skills such as parenting and work behavior
- Civic engagement and leadership activities

This service is designed to end the dependence of needy parents on government benefits by promoting job preparation, work and marriage and also provide assistance to needy families so that children may be cared for in their own homes or in the homes of relatives as it develops our future leaders to be strong, focused, and successful in both their family life and career.

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

Describe:

OMJ Allen County offers an array of supportive services to youth participants that include but are not limited to transportation, child care, housing, work attire and work related tools, etc. Appropriate supportive services are identified to assist in reducing barriers. Supportive Services usage is tracked on a daily basis showing: type of supportive service provided and whether the participant is Unemployed or Employed (tracked on youth provider's participant service log). Other funding sources such as WIOA youth will be explored for supportive services if CCMEP TANF participant is unemployed and is within one month of their 4-month usage. This service is designed to end the dependence of needy parents on government benefits by promoting job preparation, work, and marriage and also provide assistance to needy families so that children may be cared for in their own homes or in the homes of relatives by addressing individual barriers/needs and enabling an individual to participate in CCMEP activities and also to secure and retain employment.

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

Describe:

OMJ Allen County provides Adult Mentoring service referrals to community partners that provide this

service including Bradfield Center, Coleman Professional and the United Way. This service is designed to end the dependence of needy parents on government benefits by promoting job preparation, work and marriage and also provide assistance to needy families so that children may be cared for in their own homes or in the homes of relatives by offering guidance, support, and encouragement to the youth.

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

Describe:

OMJ Allen County provides 12 months of follow up services for youth participants. OMJ has an established semi-annual reapplication process to re-determine TANF eligibility for CCMEP TANF participants. Those that are no longer TANF eligible and were co-funded through WIOA youth, will receive follow up services via WIOA youth funding. Follow up services are determined based on the needs of the individual. OMJ Allen County follow up services include but are not limited to:

- Leadership development and supportive service activities
- Regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise;
- Assistance in securing better paying jobs, career pathway development, and further education or training
- Services necessary to ensure the success of youth participants in employment and/or post-secondary education

Follow up services are designed to end the dependence of needy parents on government benefits by promoting job preparation, work, and marriage and also provide assistance to needy families so that children may be cared for in their own homes or in the homes of relatives by helping to ensure youth are successful in employment and/or post-secondary education and training.

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

Describe:

OMJ Allen County provides guidance and counseling referrals to Coleman Professional Services, our community partner. Coleman offers a full array of behavioral health and rehabilitation programs, including individualized counseling. This service is designed to end the dependence of needy parents on government benefits by promoting job preparation, work, and marriage and also provide assistance to needy families so that children may be cared for in their own homes or in the homes of relatives by improving their overall mental, emotional, and behavioral health.

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

Describe:

OMJ Allen County offers financial literacy education to youth participants. This service includes but is not limited to:

- Instructional material (PowerPoint, activities, and OhioMeansJobs Assessment Center) and one-on-one coaching for participants to help them create budgets, initiate checking and savings accounts at banks, and make informed financial decisions.
- Instructional material (PowerPoint, activities, and OhioMeansJobs Assessment Center) and one-on-one coaching for participants in learning how to effectively manage spending, credit, and debt, including student loans, consumer credit, and credit cards;
- Teach participants about the significance of credit reports and credit scores; what their rights are regarding their credit and financial information; how to determine the accuracy of a credit report and how to correct inaccuracies; and how to improve or maintain good credit;
- Support a participant's ability to understand, evaluate, and compare financial products, services, and opportunities and to make informed financial decisions;
- Implement individualized approaches to help participants gain the knowledge, skills, and confidence to make informed financial decisions that enable them to attain greater financial health and stability by using high quality, age-appropriate, and relevant strategies and

channels, including, where possible, timely and customized information, guidance, tools, and instruction.

This service is designed to end the dependence of needy parents on government benefits by promoting job preparation, work, and marriage and also provide assistance to needy families so that children may be cared for in their own homes or in the homes of relatives by improving the knowledge and understanding of financial decisions.

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

Describe:

OMJ Allen County provides referrals to Ohio's Small Business Development Center located locally at our partner college, Rhodes State College. The Ohio Small Business Development Center at Rhodes provides free, professional, in-depth and confidential business consulting and training to new and existing entrepreneurs. OSBDC will align training opportunities for new and existing entrepreneurs that will help them obtain skills including but not limited to:

- Taking initiative;
- Creatively seeking out and identifying business opportunities;
- Developing budgets and forecasting resource needs;
- Understanding various options for acquiring capital and the trade-offs associated with each option; and
- Communicating effectively and marketing oneself and one's ideas.

This service is designed to end the dependence of needy parents on government benefits by promoting job preparation, work, and marriage and also provide assistance to needy families so that children may be cared for in their own homes or in the homes of relatives by helping youth develop skills such as ability to take initiative, creatively seeking out business opportunities, and developing budgets and forecasting resource needs, etc.

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

Describe:

OMJ Allen County provides direct assistance on labor market and employment information to youth participants. These services help youth understand the relationship between labor demand and supply. A variety of LMI tools are utilized including but not limited to My Next Move, OhioMeansJobs.com, and OMJ backpack resources in order to help youth make appropriate decisions about education and careers. OMJ case managers help youth identify in-demand industries and occupations and employment opportunities and also provide knowledge of job market expectations. Services provided to youth also include career awareness and career counseling/guidance. OMJ Allen County assists youth participants with resume preparation, interview skills, and other job readiness activities.

This service is designed to end the dependence of needy parents on government benefits by promoting job preparation, work, and marriage and also provide assistance to needy families so that children may be cared for in their own homes or in the homes of relatives by helping youth understand employment opportunities in their local workforce and qualifications needed to secure these opportunities.

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

OMJ Allen County provides post-secondary preparation and transition activities to participants to prepare youth for advancement to postsecondary education or training after attaining their high school diploma or equivalent. These services include but are not limited to:

- Exploring postsecondary education and training options (career pathways, occupations, degree levels, training providers, etc)
- Assisting youth to prepare for standardized testing for college admissions (SAT, ACT, etc)
- Assisting with college applications

- Searching and applying for scholarships and grants
- Assistance with financial aid applications
- Connecting youth to postsecondary education programs

This service is designed to end the dependence of needy parents on government benefits by promoting job preparation, work, and marriage.

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

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

Describe:

OMJ Allen County utilizes Callos - Nesco Resource as the employer of record for CCMEP TANF work experience participants. Callos is responsible for CCMEP TANF youth participant's payroll services including processing, issuing and managing payroll. As the employer of record, Callos assumes responsibilities and liabilities for employment issues such as administration, payroll, taxes, and maintaining employee records. OMJ Allen County has access to all CCMEP TANF youth work experience payroll records and reports.

WIOA youth program provider, Goodwill Easter Seals is the employer of record for OMJ Allen County's WIOA youth participants enrolled into work experience.

OMJ Allen County does not utilize TANF or WIOA funds to pay a program participant directly for subsidized employment.

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

Describe:

OMJ Allen County provides supportive services to CCMEP TANF participants based on each youth's barriers and needs. Supportive services allow and assist participants to participate in CCMEP activities.

OMJ staff utilize the Comprehensive Assessment and ongoing case management to determine supportive service need for each participant. Services include but are not limited to:

- Linkages to community services;
- Assistance with transportation;
- Assistance with child care and dependent care;
- Assistance with housing;
- Assistance with educational testing;
- Reasonable accommodations for youth with disabilities;
- Assistance with uniforms or work attire and work-related tools

OMJ Allen County Supportive Service Policy identifies our supportive service procedure, tracking method, and other funding options to ensure supportive services are available to all CCMEP participants regardless of time limits. If participants are no longer eligible for CCMEP TANF funding at their semi-annual re-application or if they are unemployed and within 30 days of 4 months of supportive services usage, options of other funding are reviewed including WIOA youth co-funding, PRC funding, and referrals to other community resources and/or grants.

OMJ Allen County tracks in detail all CCMEP TANF participants' supportive services to ensure those not employed are not provided TANF "assistance." The OMJ staff structure TANF-funded supportive services for participants not employed is designed to deal with a specific crisis or episode of need; is not intended to meet recurring or ongoing needs; and will not extend beyond four months.

OMJ Allen County Supportive Service Policy defines CCMEP TANF and WIOA supportive services available to our youth participants.

See attached Allen County Supportive Service policy

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

Describe:

OMJ Allen County provides at minimum 12 months of follow up services for youth participants. Participants are informed with a detailed explanation during their intake appointment about when follow up services will start, services available during follow up, and steps their case manager will take during follow up (contacting the participant, contact employers, etc). OMJ staff explain to the youth at intake that follow up services are critical following program exit to help ensure job retention and/or successful participation in post-secondary training.

OMJ has an established semi-annual reapplication process to re-determine TANF eligibility for CCMEP TANF participants. Those that are no longer TANF eligible and were co-funded through WIOA youth will receive follow up services via WIOA youth funding. Follow up services are determined based on the needs of the individual. Participants are notified when they are exited from the CCMEP program and the timeframe of their follow up services. OMJ Allen County follow up services include but are not limited to:

- Leadership development and supportive service activities
- Regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise;
- Assistance in securing better paying jobs, career pathway development, and further education or training
- Services necessary to ensure the success of youth participants in employment and/or post-secondary education

All follow up activity is dictated in OWCMS case notes, including: contact attempts, details regarding conversation with participant or employer, current employment and/or post-secondary training details, etc. When a participant cannot be located, all contact attempts (once per month for 12 months) will be dictated in case notes. If a participant requests to opt out of follow up services, the waive request will be dictated in detail in OWCMS case notes.

See attached Allen County Follow Up Services policy

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

Describe:

OWF Work Eligible CCMEP participants will follow current Good Cause Policy:

You must call no later than one (1) hour prior to your reporting time and provide verifications, as required by your caseworker or site supervisor, within ten (10) calendar days of your failure in order for it to be considered good cause. Verifications received after the allowed period will not be considered as meeting the requirements for good cause as established by this policy. Late verifications shall not be considered to have established good cause if provided at any time after the due date, up to and including the dates of any county conference or state hearing. Verifications must cover the dates and times of the absence(s). Documentation verifying good cause, is not acceptable if over one year old.

Good Cause Reasons:

1. Illness of the work eligible individual or of another family member related by blood, marriage or adoption, living in the same household, if care by the work eligible individual was necessary;

2. For either the work eligible individual or a family member living in the same household, a previously scheduled appointment necessary for medical, dental, or vision care
3. A previously scheduled job interview for a work eligible individual, including any subsequent interviews and/or testing requirements;
4. Court ordered appearances;
5. Appointment with another social service agency or program;
6. Death in the family. You can be excused up to five (5) days for the death of a spouse, domestic partner (domestic partner is defined as one who stands in place of a spouse and who resides with the work eligible individual), child, or parent. You can be excused for up to three (3) days for the death of grandparents, siblings, stepchild, stepparent, step-siblings, great-grandparents, mother-in-law, father-in-law, sister-in-law, brother-in-law, son-in-law, or legal guardian or other person who stands in the place of a parent. Verification of the death and/or relationship will be required;
7. A school, place of work or worksite is closed for the day;
8. Lack of child care;
9. A failure of the county agency to provide supportive services;
10. A failure of the county agency to provide the work eligible individual with all information necessary about the assignment;
11. Circumstances involving domestic violence which make it difficult for the individual to comply in full with a provision of the self-sufficiency contract/employability plan, in accordance with rule 5101:1-3-20 of the Administrative Code;
12. Other circumstances determined on a case by case basis by the county agency

CCMEP TANF participants that are OWF work eligible must submit good cause verification to an OMJ Allen County youth caseworker within 10 calendar days.

OMJ Allen County follows a progressive discipline technique for failed work activity hours for CCMEP TANF/OWF recipients that do not submit good cause verification within the required 10 calendar days:

1. Verbal warning/counseling
2. Written warning/counseling
3. Sanction requested

All activity is dictated in OWCMS case notes.

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

Describe:

CCMEP appointments are scheduled with the referred individual (for intake appointment) or enrolled participant via phone or in person.

If scheduled in person, individual will sign and date letter verifying they were notified of appointment date, time, and location.

A written letter is mailed to the individual the same business day to verify date, time and location of appointment for any appointments scheduled via phone.

If a participant is unavailable via phone or staff is unable to reach a participant, an appointment is scheduled allowing at least a 10 day notice for the appointment. An appointment letter is mailed verifying date, time, location and caseworker contact information.

Dictation of scheduling appointments is kept in OWCMS case notes. Copy of appointment letters are maintained in our electronic Northwoods documentation system.

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

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

Describe:
The importance of a high school diploma or equivalency is stressed to youth during the assessment process. Post-secondary and employment opportunities that require a high school diploma or equivalency are also discussed to ensure the youth understands the significance of this credential in many aspects of their life.

OMJ Allen County's partner agency, Apollo Career Center, has a GED / ASPIRE program onsite at OMJ Allen County 5 days per week.

Apollo Career Center also has the Adult Diploma Program (ADP) option for individuals 21 years of age and older. OMJ Allen County caseworkers provide direct referrals to the GED/ASPIRE and ADP programs. Both CCMEP WIOA and CCMEP TANF youth programs are utilized to fund this service. OMJ youth caseworkers deliver career awareness services to help youth identify career pathways, which include emphasizing the importance of high school diploma and/or GED.

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

Describe:
OMJ Allen County collaborates with Area 7 workforce development board when procuring CCMEP services.

OMJ Allen County procured CCMEP WIOA youth services in April 2016. Goodwill Easter Seals was awarded our WIOA youth services contract. We are currently in a 6 month extension with Goodwill until 12/31/17 and have the option of second 1 year extension at that time.

OMJ Allen County operates the CCMEP TANF youth program in-house in partnership with ACDJFS OWF unit and community partners. Each youth's eligibility for CCMEP TANF and WIOA youth are determined at intake. If eligible for both programs, co-funding options are reviewed to determine how to best serve each participant.

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

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

7. Case Management

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

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

Describe:
OMJ Allen County utilizes State and Local Board training that is offered (program, performance, etc) to new youth case managers. OMJ also utilizes OhioMeansTraining.com videos as a step by step guide and pre-recorded webinars during our initial training period. New CCMEP case managers shadow experienced youth caseworkers and supervisors daily and utilize hands on training.

OMJ Allen County focuses on providing exemplary case management to all youth participants. OMJ staff builds trusting relationships with youth participants at intake, during ongoing case management services, and during direct service delivery. OMJ staff personalize services for each youth participant to ensure their barriers are identified and assist them to overcome hardships. OMJ staff maintain active engagement and contact with all active and exited youth in follow up services at minimum every 30 days. OMJ staff provide intensive case management that includes daily or weekly engagement or contact to active youth that have several or severe barriers to help guide, support and coach them through each barrier and hardship to help them become job ready.

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

- 15 cases or less
- Between 15 and 25 cases
- Between 25 and 50 cases
- Between 50 and 100 cases
- 100 cases or more
- Other:

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

Describe:
OMJ Allen County requests each customer, including all youth participants to complete a Customer Service Satisfaction survey at intake. During the intake process the youth participants are provided direct contact information for the Youth Specialist/Coordinator, Youth Caseworker, and the Youth Supervisor and are highly encouraged to contact any of those staff regarding customer service, questions, concerns, etc.

OMJ Allen County utilizes customer feedback that is received via Customer Satisfaction Survey and direct feedback by participants to help identify improvement areas. OMJ staff strive to serve every customer with exemplary service and to provide community resources and/or referrals to alternatives whenever a service is not available through OMJ or ACDJFS.

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

Describe:
OMJ Allen County’s youth program supervisor, coordinator, and caseworker meet weekly with ACDJFS OWF unit’s supervisor and caseworkers to discuss issues, policies/procedures, best practices, areas of improvement, program changes, and individual customer situations in order to have a continuous improvement process utilized. OMJ youth caseworkers are very actively involved in the implementation and revision of CCMEP policies and procedures.

8. Performance Measures

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

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

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

Describe:
OMJ Allen County staff provide at minimum 12 months of follow up services. This includes monthly contact with the youth to obtain current employment and/or training information including employer,

position, wage per hour, hours worked per week and if any assistance is needed to help them retain employment or to be successful in training. OMJ has established working relationships with the Allen County secondary schools, local post-secondary vocational institutions and colleges, and the GED / ASPIRE / Adult Diploma Program to ensure tracking of degree attainment for all WIOA and CCMEP participants is obtained for verification and documentation purposes. OMJ Allen County also has a strong relationship with over 400 Allen County employers that provide verification of employment for youth participants (with a signed release).

OMJ Allen County has a follow up tracking list for all youth participants. One youth caseworker is responsible for contacting each youth monthly, entering info into post exit wages in OWCMS, and dictating info in case notes in OWCMS. OMJ supervisor monitors and evaluates follow up cases to ensure all entry is completed accurately and timely.

OMJ Allen County also requests participant reports from State performance office each quarter to ensure all participants' files are reviewed and monitored for each performance measure they fall within (ex: Measurable skills gain, credential, employed/training at exit, etc)

See attached Allen County Follow Up Services policy

CCMEP Plan Certification

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

Name and Title Joe Patton, Director	
Signature	Date

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

Name and Title John Trott, Area 7 Director	
Signature	Date