



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

for

County or Counties: Butler

Effective Date: 12/31/2017 (revised June 2018)

**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 Butler County Job and Family Services			
Lead Agency Address 315 High St.	Hamilton	OH	45011
First Name of Lead Agency Official William	Morrison	Title of Lead Agency Official Executive Director	
513-785-5909		william.morrison@jfs.ohio.gov	

Program Contact Person Shannon Glendon		Title of Program Contact Assistant Director	
513-887-3209		shannon.glendon@jfs.ohio.gov	

Fiscal Contact Person Barbara Fabelo	
Phone Number 513-887-3223	Email Address barbara.fabelo@jfs.ohio.gov

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

Agency Name OhioMeansJobs   Butler County			
4631 Dixie Hwy	Fairfield	OH	45014
William	Morrison	Executive Director	
513-785-5909		william.morrison@jfs.ohio.gov	

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

Workforce Development Area Area 12 Workforce Investment Board   Butler, Clermont, Warren (WIBBCW)
Workforce Development Board Chair Name Mardia Shands
Workforce Development Board Director Name Amy Pond-Interim Director

Phone Number 513-695-1651	Email Address amy.pond@jfs.ohio.gov
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**1.4 Identify the implementation manager for the Lead Agency.**

First Name of Implementation Manager Shannon	Glendon	Assistant Director
Phone Number 513-887-3209	Email Address shannon.glendon@jfs.ohio.gov	

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

Contact Person Ami Faig, Quality Assurance Manager	
Phone Number 513-887-4039	Email Address ami.faig@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:  
Butler County JFS is a triple combined organization with JFS, Children Services, and OhioMeansJobs. As a combined agency, JFS and OhioMeansJobs work closely to develop and implement programs. OhioMeansJobs | Butler, Clermont, Warren (OMJ | BCW) was awarded the contract to continue the operation of the OMJ Centers and to provide adult career services. Butler is the lead agency of the 3-county collaborative. The lead agency for CCMEP will continue to work collaboratively with the WIBBCW, OMJ Centers and CCMEP providers.

**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:  
As lead agency for OMJ | BCW, Butler County employs the Operator who will represent the agency at WIBBCW board meetings and other executive planning meetings as requested. As a partner in the CCMEP plan, OMJ | BCW will continue to engage local businesses and community providers to assure that CCMEP reaches a broader target population. Several community partners and stakeholders have been involved in the planning process including, EasterSeals, WIBBCW, ODJFS for technical assistance, Children Services, and juvenile court. The Area 12 Workforce Development Board (WIBBCW) has established a youth committee named the WIBBCW Emerging Workforce Committee. Members of the Emerging Workforce Committee represent the following community and business partners: UC Health, Miami Valley Gaming, Aspire, Job Corps, OOD, and the Clermont Chamber of Commerce. Three of the Emerging Workforce Committee Members also reside on the WIBBCW Full Board. Butler JFS will actively collaborate with WIBBCW by having a representative participate on the committee. The WIBBCW Emerging Workforce Committee meets monthly to develop policies, review performance measures, collaborate on innovative avenues to engage local businesses and provide

oversight to the youth program called Career Connection. The WIBBCW provider of CCMEP WIOA services (EasterSeals) also provides the committee with in-depth reports on enrolment and Career Connections programs. Because several of the Emerging Workforce Committee members are community partners from other agencies and community action boards, they bring new connections and avenues for reaching youth. Through connections within the Emerging Workforce Committee, EasterSeals is planning to expand mentoring opportunities by connecting with Clermont Chamber of Commerce which has an established has mentoring program.

WIBBCW staff and board members often meet with local businesses to find solutions to their workforce needs. CCMEP programs will be promoted to local employers through these meetings. WIBBCW staff will connect interested employers with Lead Agency staff to further discuss work experience opportunities, summer youth programs and more.

The WIBBCW Emerging Workforce Committee is planning for a Career Connections Expo for youth that will take place in October. Through the event community partners and businesses will be approached to showcase in-demand careers, training opportunities and WIOA services that are available to high school seniors and out-of-school youth. Through the Career Connections Road Rules program clients are taken to local business for interactive tours. Businesses interact with youth and provide them with an opportunity to tryout a career, tour their facility and learn about local in-demand positions. The program will continue to foster new partnerships with businesses to hire youth for work experience and gainful employment.

By participating on the Emerging Workforce Committee, the lead agency will have the opportunity contribute in the 2019 procurement of WIOA Youth Services. Through a competitive process, Emerging Workforce Committee members will develop the RFP, review proposals and recommend a provider to the WIBBCW Full Board. All Emerging Workforce Committee members that plan to submit a proposal will not participate in the planning or selecting processes.

The WIOA work experience policy will be adopted for TANF funding with the exception that the funding will not be used for stipends. In addition, the TANF incentive policy allows for the use of gift cards. In the event that gift cards are issued for incentives, the lead agency will assure compliance with FAL 103 and will have a reconciliation process in place for these cards.

**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:

The WIBBCW has the following approved and draft form policies:

Veterans Priority of Service Policy

Monitoring Policy

Plan for Limited Funds

On-the-Job Training Policy

ITA Policy

Follow-Up Policy

Eligibility Policy

Expenditure Policy

Serving Immediate Family Members, Close Acquaintances and Other Stakeholders in the WIOA Program Policy

The WIBBCW CCMEP WIOA Service provider (EasterSeals) also has an approved training manual for caseworkers. The WIBBCW will collaborate with the Lead Agency in approving the draft policies through the Emerging Workforce Committee.

The WIBBCW has provided guidance to the lead agency when clarification was needed regarding assessments. For example, the WIBBCW agreed to accept completed standardized tests as long as they are less than 6 months old, within the parameters as described by ODJFS and properly documented within the case files. The lead agency will continue to work with the board as requested to provide input as it relates to policies and procedures for the administration of CCMEP. The Lead Agency will align CCMEP procedures with the Board's policies.

See attached policies regarding Additional Assistance, Work Experience, Supportive and Follow Up Services, and Incentives. The lead agency has adopted the board policies for WIOA Supportive Services and Follow Up Services with the exception of the transportation clause. The Lead Agency has procured transportation services and has included CCMEP participants. In addition, TANF funding will follow "nonassistance" regulations as defined in 45 CFR 260.31. The Incentive Policy aligns with WIOA with the exception of the maximum incentive allowed per program year and stipends will not be used with the funding. For follow up services, OJT and other customized training and incentives will not be provided during follow up. Participants can re-enter CCMEP. All incentives will be directly tied to work experiences, education and training and outlined in the IOP.

**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

Aspire (formerly ABLE) is an on-site partner at the OMJ Center. Aspire also serves on the WIBBCW Emerging Workforce Committee.

Alcohol, Drug and Mental Health (ADAMH) Board

Service providers are located throughout the community and will be available for referral for CCMEP youth when needed. JFS has formal relationships with providers through contracts.

Businesses

OMJ and the lead agency are connected with multiple business partners throughout the area. OMJ | BCW is in the process of establishing a business services team to coordinate services amongst the OMJ Centers in Area 12. Several businesses and a Chamber of Commerce representative reside on the Emerging Workforce Committee. These entities along with WIBBCW staff will continually connect the Lead Agency and EasterSeals to new businesses.

Career and Technical Education

Butler Tech is currently an active partner and will continue to receive referrals. There are other providers of career and technical education that can serve this youth population such as Miami University.

Child Care Providers

As lead agency, JFS is responsible for determining eligibility for child care subsidies and certifying local approved child care providers. The JFS child care provider list will be reviewed to determine if there are providers that can be identified to serve individuals based on individual needs or barriers.

Child Support Enforcement Agency

Although JFS is not combined with our local child support enforcement agency, the agencies share an Executive Director. This allows the organizations to work collaboratively on programming to support eligible individuals in addressing barriers to meaningful employment.

Children Services Agency

JFS is combined with the Children Services agency. They have been involved in the planning discussions in order to reach the youth population involved in the foster care system.

Community College(s)

Cincinnati State, Miami University Community College, Sinclair are local approved training providers. Outreach activities will continue to engage other community colleges in our effort to implement CCMEP more broadly across the area. The WIBBCW will collaborate with the Lead Agency by connecting them to local community colleges through their Education Committee that meets bi-monthly. The Lead Agency can be invited to attend a meeting to discuss opportunities for partnerships.

Community Action Agency

JFS is a partner with Supports to Encourage Low Income Families (SELF). JFS and SELF collaborate to provide programming to eligible participants.

County Family Service Planning Committee

Family and Children First Council

Butler County has an active FCFC who provides funding and programming for various projects in the community. Referrals will be accepted both to and from other programs for participants involved in CCMEP.

Juvenile Court System

As lead agency, Butler is in an active planning process to engage in discussions to serve youth involved in the juvenile justice system.

Local Healthier Buckeye Council

JFS is represented on the local Healthier Buckeye Council. JFS will engage the council in discussions on how to serve a broader voluntary population through CCMEP.

Local School District(s)

As CCMEP is implemented more fully, we will be engaging school districts in discussions on how to more broadly serve youth. This may include referrals for truancy issues. The CCMEP WIOA Provider of Services EasterSeals has partnerships with Fairfield, Hamilton, Lakota West, Middletown and Marshall HS.

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

OOD is an active partner and is on site at the OMJ Center. An OOD representative also serves on the WIBBCW Emerging Workforce Committee. By serving on the committee EasterSeals and OOD have communicate regularly on referrals.

Other

OMJ has other partners that will provide services to the CCMEP youth and can also refer to the program. These include: Mature Services, ODJFS, and EasterSeals. JFS is implementing an Employment Preparation Program that will include services such as clinical assessment, case management, work readiness, financial literacy and other services that assist individuals who have significant employment barriers. A representative from OOD participates in the WIBBCW Emerging Workforce Committee. OOD plans to work with EasterSeals and the Lead Agency to refer and collaborate on client services.

## 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: approximately 130

### 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: approximately 100



**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: We anticipate all would be eligible for both programs as the CCMEP will serve youth with barriers. 130

**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 has relationships with local businesses and has OJT services available to support employers who can employ program participants. JFS has several work experience programs in the community. The OMJ Center hosts hiring events in which program participants are referred to and able to attend based on their needs and skills.  
As this plan is implemented to engage more volunteers, the lead agency will make efforts to identify work sites and employers who will provide work experiences to youth.  
EasterSeals is the WIOA youth provider. The lead agency intends to enter into an agreement with this provider to deploy a summer case management/employment program in the Butler county community using TANF funding. To achieve this purpose, the lead agency will be actively engaging community businesses to employ youth in the program.  
JFS has co-located staff in the OMJ Center to streamline services. In addition, the providers contracted to provide employment preparation services will have space available in the OMJ Center. The WIBBCW Emerging Workforce Committee collaborates with community partners, local chambers and businesses through events and programs. These agencies are also approached to participate in a regional Career Connection Expo that will be held in October. The event showcases in-demand careers, training opportunities and WIOA services that are available to high school seniors and out of school youth. Career Connections Road Rules is a program that has created new avenues for businesses to become engaged and connect with youth. Through this program the youth visit local employers. The businesses give tours, share information about employment opportunities, give youth hands-on experiences, and answer questions about career paths in their industries.

**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:  
As lead agency, Butler has set up monthly meetings with the youth provider to discuss CCMEP and ongoing services for youth. These meetings also address communication issues and needs to streamline the referral process for co-enrollment. The process will be streamlined by exploring WIOA eligibility at the same time the Lead Agency is determining TANF eligibility.  
JFS is in the contracting phase of implementing an Employment Preparation Program that will accept referrals from a variety of sources in the community, including CCMEP participants. This program has several providers that will be meeting regularly to serve individuals who have employment barriers.

All TANF CCMEP youth are referred to EasterSeals to explore co-enrollment. The CCMEP worker and EasterSeals are co-located so the referral process is streamlined. JFS and Easterseals are discussing the need to refer to the lead agency to determine if youth can be co-funded with TANF .

#### 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: <https://career-connection.com/>

- EasterSeals is the youth provider for CCMEP for WIOA youth. EasterSeals uses the branding "Career Connection". Outreach activities include presentations, discussions, and meetings with key staff at a majority of the local high schools including, Fairfield, Hamilton, Lakota West, Middletown and Marshall HS. Our outreach to community partners includes: the City of Hamilton, Supports to Encourage Low-Income Families (SELF), YMCA, Job Corps., Butler County Educational Service Center, Robert Sonny Hill Community Center, Booker T. Washington Community Center, the Ohio Department of Youth Services, Butler Tech Adult Education, Butler Tech Project SEARCH, The Chamber of Commerce (Hamilton, Middletown, etc.) and BCCS' Independent Living Class, Butler Tech, Great Oaks, New Horizons and Warren County Career Center. We also have scheduled office hours at the Family Resource Center in Oxford.
- Participate in the Family Fun Fest at the Center for Family Solutions, Community Baby Showers, Miami Regional Volunteer Fair (Oxford and Middletown Campuses), Summer Volunteer Fair at MUH, 2017 Butler County Vendor Resource Expo, Think Regional Southwest Ohio Summit, Live, Work, Play Expo and presented at the ACTE/SND Transition State Conference State.
- EasterSeals uses welding simulator equipment and other career focused equipment to promote careers at job expos. The equipment is also used at Marshal High School with a certified teacher.
- Sponsored a successful Summer Work Experience whereby participants, through our partnership with Cincinnati State, took a college level Entrepreneurship course. The participants learned how to create a business plan, presented their ideas to members of the Small Business Association and earned 3 college credits.
- Present at the Career Connection Expo (formally called SkillsCon) – an event that allowed participants to meet with employers and to learn more about the advanced manufacturing industry. Offered breakout sessions for participants to build job readiness skills – e.g., networking and interviewing. We have conducted two hiring events and several Road Rules events where participants are taken to employers for a tour and to have an opportunity to apply for open positions.
- Word of mouth from other youth who have/are participating in services and find value in doing so
- Connecting with youth where they are (going to the places youth frequent)
- Connecting with partnering service agencies, faith-based organizations, community centers/organizations, criminal justice/court system/personnel, treatment facilities, clinics, job and health fairs, etc.

- Door to door canvassing in neighborhoods where youth are likely eligible for services (residential homes as well as businesses and persons on the street)
- Hosting events that will be attended by those likely to be eligible (schedule events at hours and days where most youth could attend and at a place familiar to youth and on the bus line)

**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:

A JFS employee is stationed full time at the OMJ Center. All potential CCMEP participants are referred to the JFS worker to process, cash, Medicaid and food assistance. A referral is made immediately to the CCMEP worker who is also housed at OMJ. Confirmation of referrals are confirmed using email. This process occurs within the required timeframe. All CCMEP required participants are referred to Easterseals for co-enrollment. JFS and Easterseals are meeting monthly to discuss the referral process and how to refer youth back to the lead agency to determine TANF eligibility. The lead agency CCMEP worker makes the referral via email. This process is supervised by the OMJ Program Coordinator.

**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:

The CCMEP worker at OMJ has a distinct caseload of OWF work required program participants and can access OWF issuance history on TLIN screen in CRISE to verify months used. The CDJFS worker will also communicate through e-mail the number of OWF months the participant has used prior to the CCMEP assessment for inclusion in the IOP.

- 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:

The CDJFS eligibility worker screens for DV during OWF intake by asking if there is any domestic violence in the home and if they feel safe in their home. Client report of DV during the application process will then be verbally communicated to CCMEP staff prior to assessment so the information can be used in the development of the IOP. Depending on the CCMEP assessment and the needs of the family, the CCMEP worker may determine waiver from participation is appropriate and verbally communicate approval for exemption with CDJFS worker. If waiver is not granted, CCMEP staff may make accommodations to assigned hours or location and make referrals to contracted counseling service or other community resources to assist the family with overcoming this barrier. That information will be verbally relayed to CDJFS staff. All information sharing will remain confidential. Any DV documentation will be classified as confidential in document management system.

- 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:

Mandatory Client Referrals (Work-Eligible)

- JFS staff screen all OWF applications for CCMEP referral (individuals 14 yrs – 24 yrs).
- JFS staff schedule OWF/FA/MA intake appointments for applications identified as CCMEP within 7 calendar days.
- During OWF intake appointment CCMEP requirements are explained. The OWF intake worker notifies the OMJ CCMEP case manager via e-mail of referral, including FLSA and OWF required hours.
- TABE testing (or other appropriate testing) and assessment are scheduled no later than 7<sup>th</sup> calendar day from date of application and a CCMEP appointment letter is issued to client.
- Client completes assessment and signs IOP with OMJ CCMEP case manager.
- OMJ CCMEP case manager notifies JFS intake staff by e-mail of compliance that day.
- OMJ CCMEP case manager notifies JFS staff via e-mail regarding any status change, including employment and income changes.
- JFS intake staff reviews budget for potential OWF approval and maintains IM and work activity case.
- OMJ CCMEP case manager verifies and documents all hours of participation and reports information to JFS staff. The CMEP case manager is also responsible for notifying JFS staff of any good cause hours, failed hours with no good cause, and any factors that may affect OWF eligibility, OWF or SNAP recipients' information and acting on it, and exiting.
- CCMEP case manager will advise JFS staff of failure no later than 10 calendar days of failure to comply with IOP. JFS staff initiate sanctions for non-compliance by adverse action cutoff if no good cause exists.

Voluntary Client Referrals

- Referrals will be accepted by OMJ CCMEP Case Manager from community organizations, court systems, government agencies and OWF non-work eligible or exempt.
- OMJ CCMEP Case Manager will complete eligibility determination, co-enrolling as appropriate.

- 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:

For OWF cases, the OWF worker will update case notes on participant CCMEP status and need for service in new county prior to transfer. Also, transfer coordinator will e-mail contact for new Lead Agency within 10 calendar days to advise on OWF months used, DV information (if applicable), current status, and CCMEP needs in the new county resulting in transfer. The transferring county will close the OWCMS case so new Lead Agency can update services in OWCMS. Also, the CCMEP worker will request participant sign release of information to fax or e-mail paper file to new county. Voluntary participants can choose to remain in the county to be served.

**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:

The Lead agency will adhere to the following when forming households:

An individual shall be determined eligible to receive services in CCMEP funded by TANF when that individual:

- (a) Has (or has applied for) a social security number;
- (b) Is a United States citizen or non-citizen national or qualified alien as those terms are defined in rule 5101:1-2-30 of the Administrative Code;
- (c) Does not owe any of the cost of fraudulent TANF assistance paid to the individual;
- (d) Has been afforded the opportunity to register to vote;
- (e) Has gross income in the previous thirty calendar day period of less than two hundred per cent of the federal poverty level; and
- (f) Is one of the following:
  - (i) A minor child;
  - (ii) The parent, specified relative, legal guardian or legal custodian of a minor child;
  - (iii) A non-custodial parent who lives in the state, but does not reside with his/her minor child(ren);
  - (iv) A pregnant individual; or
  - (v) An individual age 18 to 24 that is part of a family that includes a minor child.

Is 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. Children in agency/state custody will be considered to have 0 income.

- (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% FLP 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.

**4.6 Confirm that the Lead Agency forms a family for income counting purposes for WIOA funding eligibility based upon the definition in paragraph (A)(5) of rule 5101:10-3-01 of the Administrative Code.**

- Yes, the Lead Agency is forming a family for income counting purposes for WIOA funding eligibility based upon the definition in paragraph (A)(5) of rule 5101:10-3-01 of the Administrative Code.

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

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

Describe:

As the program participants frequently face transportation barriers, the lead agency seeks to minimize the number of required trips to complete this process. Basic skills testing is currently scheduled on one day and a Comprehensive Assessment/IOP appointment is scheduled as soon as possible after that, often the following day. At the request and convenience of the participant, special accommodations are made on a case by case basis to address both the testing and appointment requirements on the same day.

Currently the assessment is completed at the OMJ Center. As the program reaches a larger population, we will be exploring ways for CCMEP to be deployed in the community and/or home based setting. This will allow us to engage participants without creating more barriers. We will explore the use of technology in the field to allow for more flexibility and client engagement.

The CCMEP WIOA service provider's entire process begins with determining eligibility and may take place over several meetings but must occur within a 30-day period. Easterseals staff are also equipped to meet youth at locations that are convenient for them. Case managers utilize a checklist to assist in the process and ensure that correct documents and that clients are eligible for services. Once the eligibility has been approved by a youth services manager and the applicant is determined to be eligible for WIOA services, the case manager will schedule an appointment for the remainder of TABE testing, completion of the CCMEP Comprehensive Assessment and the development of the Individual Opportunity Plan (IOP). Throughout the process, EasterSeals staff will refer clients to partnering agencies, work to find additional services and supplemental services to get assistance quickly to the client.

## 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:

Other formalized testing instruments to measure skills-related gains, as approved by WIBBCW. The lead agency has been using the TABE test to date but will be allowing the use of other basic skills assessments as noted above to allow more flexibility for participants.

## 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:

At the time of the assessment and IOP creation, the case manager advises the participant that engagement occurs at least once every 30 days and often more frequently than that. Participants are provided direct contact information for the case manager (email, direct phone line, fax number if documentation must be submitted, texting options) and are asked if they prefer to be contacted by phone, email or text. Participants are encouraged to reach out as needed to the case manager in addition to any contacts the case manager makes. As the program develops, we will be moving towards a case management model that engages participants in other settings. EasterSeals has engaged participants in community based settings. EasterSeals has been attending Permanency Roundtables at Children Services to engage youth in transition plans. This youth centered meeting allows for face to face engagement.

The CCMEP WIOA service provider ensures the following is considered when reviewing the IOP with the youth:

- Assure that needed services are being provided
- Confirm that the youth is "owning" the plan

- Time to give praise and celebrate accomplishments
- Continue to motivate youth to use plan as a roadmap to success
- Verify that the plan is being properly carried out and to what effect
- Determine what, if any, changes need to occur in the plan
- Identify/assist with problems or barriers preventing the youth from being as successful possible
- Maintain youth engagement and continue to build the relationship
- Provide encouragement and nurture the youth's motivation to achieve the goals set

On-going review and updating of the IOP and tracking the successes of the youth will clearly indicate when it is appropriate to close the youth's services. Once the youth's services have been closed in OWCMS the youth will enter follow-up for a period of no less than 12 months.

The CCMEP WIOA service provider management staff often pull case files to monitor case workers engagement with youth. EasterSeals has incentive programs established to reward youth for regular engagement. Other engagement programs are designed to encourage youth to attend peer support group events. The WIBBCW contracted monitor will also review CCMEP WIOA client files to monitor that program participants have been kept engaged. The CCMEP WIOA service provider management staff often pull case files to monitor case workers engagement with youth. EasterSeals has incentive programs established to reward youth for regular engagement. Other engagement programs are designed to encourage youth to attend peer support group events. The WIBBCW contracted monitor will also review CCMEP WIOA client files to monitor that program participants have been kept engaged.

## 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:  
Referrals to ASPIRE or OMJ.

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

Describe:  
Referral to EasterSeals and other educational services.



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

Describe:

Developing a plan for Summer Youth Employment and Case Management, in partnership with juvenile court and WIOA Youth provider. This is targeted for summer 2018. The lead agency has several Work Experience Sites for both work eligible and non work eligible (OWF) participants.

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

Describe:

Referral to WIET approved providers.

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

Describe:

Referrals for OMJ workshops and services through the employment preparation program ie: financial literacy, case management, etc.

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

Describe:

EasterSeals provides a Leadership Development program. Participants can be referred for this program. The lead agency will be meeting with the OSU Extension program to discuss a comprehensive leadership program. This meeting is tentatively scheduled for February 2018.

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

Describe:

Procedures and policies will be developed using the service matrix. This will be based on individual's needs and service plan. At this time, supportive services will be provided using the service matrix as a guide. The lead agency will work with the WIBBCW to align procedures with WIBBCW policies.

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

Describe:

Participants will be referred to EasterSeals and other community service providers for mentoring.

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

Describe:

Participants will have access to services and follow up for at least 12 months. Providers can serve participants based on need and can be referred to other services following discharge.

Participants will also be co-enrolled to explore other services through WIOA.. EasterSeals will communicate through text messaging, phone calls, emails and employer visits. EasterSeals maintains that these services are crucial as they are delivered to ensure that the youth exiting from the program is successful in employment and/or post-secondary education and training. It is during follow-up services that the performance measures/outcomes will be captured and documented. The needs of the youth in follow-up services may differ from youth to youth so the type and intensity of the follow-up services will continue to be individualized just as services were when the youth was "active" or had services open in OWCMS.

Regular contact with the youth is vital as new needs may arise during this time. Services necessary to ensure the youth is successful may require supportive service, leadership development services or other services depending

on need. With permission form (*from*) the youth, contact with the employer may also be helpful to assure that there are no needs in that area.

Infrequent or monthly contacts only to get performance outcome information and documentation does not meet the definition of follow-up services. Therefore, EasterSeals requires that case managers contact youth more frequently than once a month. Then frequency is determined by the individual needs of the youth. All communication is documented. EasterSeals will work to ensure that youth can receive services as needed. If a youth request no further contact this must be a direct request from the youth to be documented in case notes in the state system.

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

Describe:

The lead agency has formal contracts with several agencies that provide guidance and counseling. The Employment Preparation Program offers services that address barriers with a primary outcome of employment. This includes mental health services, counseling, and case management.

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

Describe:

The OMJ Center offers financial literacy workshops. In addition, a community provider will be offering financial literacy classes and one on one coaching at the OMJ Center and in other community locations. JFS has a formal contract with this provider.

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

Describe:

Participants will be referred to EasterSeals for skills training services and leadership programs. OMJ staff and CCMEP case manager will work with participants and assess need for specialized skills training.

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

Describe:

The OMJ Center and OhioMeansJobs.com has information related to labor market and employment opportunities. All participants will have access to the Center and Resource Room. Other employment services are offered at the Center and will be available to participants. The WIBBCW has a subscription to Jobseq (Chmura). The WIBBCW staff will collaborate with the Lead Agency to pull data as requested.

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

Describe:

Participants can access funding for training and other certifications. Participants will be referred for services as needed that focus on transition activities.

### **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:

The lead agency does not pay program participants directly. The lead agency will partner with EasterSeals who will be responsible for compensating the youth in the summer employment and case management program, either directly or through an outside vendor. As needed, the lead agency will engage a third-party vendor if programming is developed that requires compensation for subsidized employment. Recent communication was received from ODJFS regarding the use of a staffing/payroll company for this purpose. Butler will consider the use of this provider or other if needed.

**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:

The Lead Agency will make available supportive services as defined in the service matrix and based on needs of the individual. The lead agency will develop written procedures that align with the WIBBCW's policies for the provision of these services. This includes child care, referrals for soft services, training programs, transportation assistance, uniforms, work related tools, temporary payment for rent etc.

**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:

Detailed case notes will be entered into OWCMS to reflect attempts of contact including the type of contact and the participant's response.

The contracted WIOA Youth/CCMEP will provide follow up services for at least 12 months after a client exits the program. EasterSeals will communicate through text messaging, phone calls, emails and employer visits. All communication is documented. EasterSeals will work to ensure that youth can receive services as needed. If a youth request no further contact this must be a direct request from the youth to be documented in case notes in the state system.

CCMEP workers will make phone calls and utilize written communication for follow up attempts. As the program is expanded to include more community and home based case management, face to face attempts will be made to engage individuals. Workers will also engage services providers in follow up.

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

Describe:

Each employable Ohio Work First as a condition of eligibility for benefits, shall be required to participate in the Work Activities program. Ineligibility for cash assistance and will result from non-participation in the Work Activities program or quit of employment without good cause. Non-participation is a refusal or failure without good cause to participate.

**Failure** is defined as behavior which demonstrates absence, non-performance of duties, neglect of duties and other actions or omissions which demonstrate lack of compliance with the Work Activities program.

**Refusal** is defined as a participant's unwillingness to accept or comply with the requirements of the Work Activities program.

A participant's absence may be excused for one of the following reasons. Documentation to support the good cause absence shall be required by the Butler County Dept. of Job & Family Services and submitted to the department within five (5) business days from the date of report unless there are extenuating circumstances approved by the Butler County Dept. of Job & Family Services director or his designee.

Documentation will be requested for the following:

**\*Illness of the participant or illness of a family member**, if care by the participant was necessary. Continuing illness in any month may require medical verification as requested by the Butler County Department of Job and Family Services. A "family member" is defined as an individual related by blood, marriage or adoption, and who is living in the same household.

**\*Previously scheduled appointment**, e.g., for medical, dental, vision care, legal appointment for any immediate family member, subpoenaed court appearance, school conference, community service agency or job interview, including any subsequent interviews and/or testing requirements. Verification that an appointment was scheduled, attended and the length of appointment may be required by the Butler County Department of Job and Family Services. You will only be excused for the length of appointment, including reasonable transportation time. If there is sufficient time before and/or after your appointment, attendance at your work site is required.

**\*Death in the immediate family**, length of excused absence will be determined by the Butler County Department of Job and Family Services. Verification of the death of the immediate family member may be requested, e.g., obituary, service program. Immediate family is defined as mother, father, brother, sister, child, spouse, grandparent, grandchild, mother-in-law, father-in-law, daughter-in-law, son-in-law, sister-in-law, brother-in-law, legal guardian.

**\*Other absence excused at the sole discretion** of the Butler County Department of Job and Family Services director or designee after consideration of the facts. Verification may be required by the Butler County Department of Job and Family Services.

**\*A temporary lack of supportive services.**

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

Describe:

Currently, a letter is generated and sent to the participant following completion of the work activities appraisal. The letter has the date and time of the CCMEP appointment. Phone calls will be attempted to notify participants of the appointment. If the appointment is scheduled without verbal contact, the letter will be sent with at least a 10-day notice of the upcoming appointments. EasterSeals case managers also often uses text messaging, phone calls and email correspondence.

## 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:  
Aspire is a partner of the OMJ Center and is located on-site. Participants will be referred to Aspire and other programs as needed.

**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:  
EasterSeals is the WIOA youth provider procured by the WIBBCW for Area 12. The Lead Agency is not involved in the procurement process for these services to allow for the potential of the Lead Agency or partner agencies to bid in the future. The Lead Agency collaborates with the youth provider to co-enroll participants. The Lead Agency will also partner with the youth provider to provide a summer youth employment and case management program for youth involved in the juvenile justice and foster care system using CCMEP TANF funds.

As a representative on the WIBBCW Emerging Workforce Committee, the Lead Agency will be asked to collaborate on the WIOA service provider procurement process and selection committee. If the Lead Agency chooses to submit a proposal, then they will not participate in the development of the RFP and selection panel.

**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:  
The OMJ Centers in Area 12 have established a 3-county collaborative. Training is an area of focus for OMJ | BCW as the organization builds consistency with services provided across the area. The Lead Agency (for both CCMEP and OMJ | BCW) will be deploying a needs assessment for training purposes. Based on this assessment, a training plan will be developed for staff. This will include the CCMEP case manager and other staff who work with CCMEP participants. In addition, CCMEP staff will continue to attend webinars and other trainings offered by ODJFS. EasterSeals staff attend ODJFS trainings and other CCMEP related discussions. CCMEP WIOA or EasterSeals case managers attend regularly scheduled staff meetings, webinars and statewide trainings. EasterSeals Case managers also follow a manual that has been attached.

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

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

This number may change as CCMEP is deployed with a broader population.

**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:

Customer satisfaction surveys are available for all OMJ Customers. As CCMEP is deployed out of the OMJ Center, participants will have access to this survey to provide feedback. OMJ | BCW is developing an electronic survey for customers. The tool will be reviewed and modified to include CCMEP services. A sample of CCMEP WIOA participants will also be randomly selected to be interviewed by the WIBBCW contracted monitoring service provider.

#### **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:

The Lead Agency has established monthly meetings with the WIOA youth provider and OMJ staff involved in CCMEP. This meeting is designed to establish regular communication about how services can be improved.

### **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:

The Lead Agency has a Quality Assurance department that will be establishing procedures for capturing data that is not obtained in OWCMS and reviewing performance data for the purpose of training and quality improvement. It is critical that data entry is complete and accurate. Managers will assure that case managers are capturing and recording data in CFIS and OWCMS for the purpose of monitoring outcomes. The Lead Agency will work with ODJFS and the WIBBCW to assure that the youth provider has updated information on compliance and data entry requirements. EasterSeals CCMEP case workers follow the adage that "if it is not documented, it didn't happen". Therefore, the case workers are required to include all information and notes. EasterSeals management conducts quality assurance file reviews. The sampling of files is pulled randomly. WIBBCW also is contracting a service provider to randomly review files.