



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

for

County or Counties: Carroll County

Effective Date: October 1, 2017
Revised June 1, 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.

Table of Contents

1. Lead Agency and Coordination with Partners.....	3
2. Population Served.....	6
3. Coordination of Services.....	7
4. Outreach, Referral, and Eligibility.....	7
5. CCMEP Comprehensive Assessment and Individual Opportunity Plan (IOP)..	9
6. Program Services.....	11
7. Case Management.....	12
8. Performance Measures.....	13

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 Carroll County JFS				
Lead Agency Address P.O. Box 219, 95 East Main Street		City Carrollton	State Ohio	Zip Code 44615
First Name of Lead Agency Official Kate	Last Name of Lead Agency Official Offenberger		Title of Lead Agency Official Director	
Phone Number 330-627-5484		Email Address Kate.Offenberger@jfs.ohio.gov		

Program Contact Person Jennifer Burns		Phone Number 330-627-3587
Phone Number	Email Address jennifer.burns@jfs.ohio.gov	

Fiscal Contact Person Melissa Herrington	
Phone Number 330-627-3611	Email Address Melissa.Herrington@jfs.ohio.gov

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

Agency Name Carroll County JFS				
Agency Address P.O. Box 219, 55 East Main Street		City Carrollton	State Ohio	Zip Code 44615
First Name of Lead Agency Official Kate	Last Name of Lead Agency Official Offenberger		Title of Lead Agency Official Director	
Phone Number 330-627-5484		Email Address Kate.Offenberger@jfs.ohio.gov		

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

Workforce Development Area WDA 16	
Workforce Development Board Chair Name Tammy Sanderson	
Workforce Development Board Director Name Rob Guentter	
Phone Number 740 683-9019	Email Address rfgassoc@gmail.com

1.4 Identify the implementation manager for the Lead Agency.

First Name of Implementation Manager Jennifer	Last Name of Implementation Manager Burns	Title of Implementation Manager Program Manager
Phone Number 330-627-3587	Email Address jennifer.burns@jfs.ohio.gov	

1.5 Lead Agency’s performance and data management contact:

Contact Person Jennifer Burns	
Phone Number 330-627-3587	Email Address jennifer.burns@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:
Carroll County JFS serves as both the Lead Agency and Workforce Development Agency. Work Activity Programs are also housed in the Job Center, along with WIOA and CCMEP. Being housed together reinforces a common focus on employment, the elimination of barriers, and moving a customer toward self-sufficiency. All programs purposes are the same, so the differences become largely how to pay for services. This has made implementation of the CCMEP case management very easy.

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:
Representatives of Carroll County JFS attend every Workforce Development Board meeting, as well as the Council of Governments Meetings, all of which are held quarterly. In addition, since Carroll County JFS is both the Lead Agency and Workforce Development Agency for Carroll County, engagement of local businesses is a process that is ongoing in the Job Center. The Job Center staff/partners also work with community partners outside the Job Center in order to better serve clients. There is no division between public assistance and workforce in the operation of the Job Center in Carroll County; all of the bulleted points above are part of the regular operations of our Job Center.

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:
 Area 16 Policies attached: WIOA Youth Eligibility, Supportive Services, Disclosure of Relationship, Follow-up

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

Carroll County Family and Children First Council-GED/tutoring

Alcohol, Drug and Mental Health (ADAMH) Board

Local mental health and substance abuse agencies provide treatment and case management services

X Businesses

OhioMeansJobs Carroll County Job Center relies heavily on area businesses in order to have sites available for work experience, on-the-job training, subsidized employment, and unsubsidized employment. As part of this effort, the Job Center holds hiring events for local businesses, advertises their job openings, and provides job matching services for them. In addition, OhioMeansJobs Carroll County/Carroll County JFS is a member of the County Chamber of Commerce.

x Career and Technical Education

OhioMeansJobs Carroll County works closely with the local career and technical education provider, Buckeye Career Center (and RG Drage to the north) to provide training opportunities for our customers.

x Child Care Providers

Our WIOA/CCMEP case manager, also does eligibility for the agency's Subsidized Child Care program, so she is keenly aware of the availability of child care in the County.

Child Support Enforcement Agency

Custodial and non-cusotdial parents are referred to CSEA for assistance.

x Children Services Agency

OhioMeansJobs Carroll County and Carroll County Children's Services are both part of Carroll County JFS; we all work together to provide opportunities for children in the county, including children in the custody of the agency.

Community College(s)

X Community Action Agency

Our Community Action Agency, Haracatus, is a member of our local Workforce Development Board. Haracatus currently serves as an unpaid work experience site. Several of our agency staff have previously worked there, for their Head Start program, so there is a great deal of cooperation between our two agencies.

County Family Service Planning Committee

The County Family Services Planning Committee is the same as our local Family and Children First Council, per Commissioner Resolution.

Family and Children First Council

Carroll County Family and Children First Council is an important partner in our Job Center, providing both Employment Preparation Services (GED, tutoring) and contracted CCMEP case management services.

Juvenile Court System

Carroll County Juvenile Court frequently refers youth to CCMEP in order to increase the availability of services to youth. Once referred, the CCMEP case manager works closely with the Juvenile Probation Officer to coordinate and reinforce services provided to the youth.

Local Healthier Buckeye Council

None in Carroll County

Local School District(s)

OhioMeansJobs Carroll County works closely with the 3 county school districts to provide information and services to youth during the school year. In the summertime, 2 of the 3 districts participate as work experience sites for CCMEP youth. We are currently working with Brown Local School on a work experience project within the school for students who are receiving CCMEP services.

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

OOD is a partner in our Job Center. Referrals are made to OOD when customers are in need of specialized services to secure employment.

Other

Chambers of Commerce, Economic Development

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: 10

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: 30

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: 30

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:
Carroll County JFS combined all of its employment related services under one roof years ago which means that participants will be served from one central location for everything from eligibility and assessment to case management. CCMEP caseworkers will be responsible for assessing the youth, linking them to services to overcome identified barriers and coordinating with community partners to ensure they are offered. If someone is not eligible for CCMEP, we can offer universal services, such as resume creation, creating accounts at ohioeansjobs.com and job searching. The CCMAP casemanagemeets with employers to determine needs and explore potential youth placements. CCJFS has been increasing its involvement with local employers. By hosting a recent Job Fair, OMJ staff created new relationships with employers and training sites. This has allowed OMJ to learn more about the needs of the employers in addition to the employers learning how OMJ can help them find employees. Additionally, the largest town in the county (also the county seat) recently completed an assessment regarding entrepreneurs and local businesses. As a result, local meetings have started in order to support these employers and the local economy. Participants in the meetings include a cross section of professionals and community members. OMJ staff intend to participate in these meetings in order to develop more relationships and offer ways that our programs may be able to assist.

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:
All partners in our Job Center are cross trained to provide at least basic universal customer services to all customers. Summer employment services is an activity that affects every partner in our Job Center, so constant communication is vital. All partners (including CCMEP, TANF, SNAP, WIOA and our local partners) are provided regular updates on summer employment and other activities. Cross training is key.

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:
For mandatory OWF participants in CCMEP, the process is as follows:

- An application for OWF is filed either online or through the county JFS Office.
- Applicants are instructed to call the Collabor8 call center to complete their intake interview on the following day.
- During the intake interview, the applicant is instructed to attend an assessment appointment at OhioMeansJobs Carroll County the following business day at 1:00.
- When the applicant comes to the Job Center for that 1:00 assessment appointment, the CCMEP case manager will conduct the comprehensive assessment. The IOP may be completed that day or scheduled for a later date, depending on schedules.

For volunteer participants, the process is as follows:

- Once a referral is received, or an interest expressed by a potential participant, the participant will be provided an application (JFS 3002).
- When the application is returned to the Job Center, eligibility determination will be completed. The applicant will be advised of the eligibility determination within 7 days of receiving all required documentation, and a date will be scheduled to complete the comprehensive assessment and IOP.

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 case manager has CRIS-E access and can investigate the number of months already used by a CCMEP/OWF mandatory 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:
The CCMEP case manager will conduct a domestic violence screening during the comprehensive assessment. The outcome of that assessment will affect the IOP that will be developed, including the potential for modified hours of participation, waivers from requirements, and referrals to appropriate counseling and community resources. All information related to domestic violence is handled in the strictest of confidence.

- X 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:
Carroll County JFS is a triple combined agency which allows for easier communication between Public Assistance and Workforce Development units. When an OWF application is received by CCJFS, the applicant is automatically scheduled an appointment the next business day with the Workforce Development unit. If the participant is also CCMEP eligible, the CCMEP casemanager may also be present at that scheduled time to complete the Comprehensive Assessment or an appointment is scheduled within the next 10 days. At that point, documentation is entered into OWCMS.
The Workforce Development staff person and the CCMEP casemanager have adjoining offices and have daily communication. This greatly improves communication regarding compliance, income, sanctions, etc so the appropriate action can be taken. If there is any information that requires Public Assistance to be notified, the Workforce Development staff can complete appropriate documentation and submit it to the Public Assistance staff. If the OWF status changes (ie sanction or closure), the change(s) will be noted in CRIS-E. In addition, if the CCMEP participant fails to meet the responsibilities outlined in his/her IOP, the CCMEP Case Manager will handle the sanction request for the agency's Eligibility Services (PA) unit.

- X 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:
When an OWF CCMEP participant notifies CCJFS of a move to another county, the following steps will occur within 10 calendar days:
-CCMEP staff will document transfer in Crise/OWCMS
-Public Assistance staff will be notified of the address change and take appropriate steps to transfer the case
-CCJFS staff will contact CCMEP staff in the new county to share relocation information.
-CCJFS staff will also inform the participant of CCMEP contact information in the new county

When a non-OWF CCMEP participant notifies CCJFS of a move to another county, they will be informed that their case can remain in Carroll or transfer to the new county, whichever is in their best interest. If the participant chooses to have their case transferred, the following steps will occur within 10 calendar days:
-CCMEP staff will document transfer in Crise/OWCMS
-Public Assistance staff will be notified of the address change and take appropriate steps to transfer the case (if applicable)
-CCJFS staff will contact CCMEP staff in the new county to share relocation information.
-CCJFS staff will also inform the participant of CCMEP contact information in the new county

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.

X 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 following guidelines will assist in determining household members and income counting for CCMEP TANF Funding eligibility if the individual is one of the following:

- 1) A minor child;
For the minor child, Parents, and Step-Parents income will be counted to determine whether the group meets the 200% FPL.
- 2) 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 and Step-Parents income will be counted to determine whether they meet the 200% FPL.
- 3) 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 and Step-Parents income will be counted to determine whether they meet the 200% FPL.
- 4) A pregnant individual;
For the pregnant individual, Parents and Step-Parents 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.
- 5) 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 and Step-Parents 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.

X 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:

When an OWF application is received by CCJFS, the applicant is automatically scheduled an appointment the next business day with the Workforce Development unit. If the participant is also CCMEP eligible, the CCMEP casemanager may also be present at that scheduled time to complete the JFS 03003/03006 Comprehensive Assessment (in OWCMS) or an appointment is scheduled within the next 10 days. It is during this appointment that the basic skills assessment (TABE) is also completed by staff of the Carroll County Family and Children First Council. This staff person is located across the hall from the casemanager, so the participant is not inconvenienced at all.

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:

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:

The CCMEP supervisor will meet with the CCMEP case managers for supervision at least one time each month and will monitor case notes in OWCMS to ensure engagement at least once every 30 days.

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) 1, 2

Describe:
 Service is provided in local schools and Carroll County JFS contracts with Family and Children First Council to provide GED and tutoring services to youth who are out of school. OhioMeansJobs Carroll County may also work with an online school (ie Quaker Digital Academy) for credit recovery, if appropriate.

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

Describe:
 Several alternative secondary school services/dropout recovery services are available in our area. A potential provider of these services will be chosen based on the participant's needs.

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

Describe:
 At present, individuals who are in need of paid and unpaid work experience (with an academic and occupational education component) would receive work experience through our existing work experience contracts and would receive the educational component through either the local school or our GED partner.

4. Occupational skill training – TANF Purpose(s) 1, 2

Describe:
 Occupational skills training will be made available to the participant based upon their needs. Several local options are available.

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

Describe:
 Education offered concurrently with workforce preparation will be made available by one of our local educational facilities if needed by a CCMEP participant.

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

Describe:
 Many options for leadership development opportunities exist in our area, including Big Brothers/Big Sisters, 4-H, FFA and various school groups. Leadership development opportunities will be chosen depending on an individual's needs.

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

Describe:
 Supportive services will be provided as needed by each individual participant and will include, but not be limited to, transportation, transportation reimbursement, tools, and uniforms.

8. Adult mentoring – TANF Purpose(s) 2,3,4

Describe:
 Adult mentoring is designed to build positive, supportive relationships between youth and adult role models. This role model will work with youth on developing and maintaining good work skills to increase employability. In addition, the mentor will encourage the prevention of out-of-wedlock pregnancies by connecting youth to local

services that may assist in this area. Youth will also be advised of the importance of the relationship between two-parent homes and financial independence.

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

Describe:
CCMEP staff will provide follow-up services for not less than 12 months after a participant exits CCMEP.

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

Describe:
Comprehensive guidance and counseling includes career and academic counseling, drug and alcohol counseling, mental health counseling, and referrals to local partners. These activities promote growth in each participant's education, personal, social, and employability skills.
If a need is indicated as a result of the Comprehensive Assessment, OMJ can make referrals to appropriate area agencies and support the participant in following through with the needed service.

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

Describe:
Financial literacy education aims to give individuals the tools they need to create a manageable plan to become financially stable. This includes, but is not limited to, demonstrating the benefit of gainful employment versus government assistance, planning ahead for family life and expenses, budgeting, managing credit and becoming a savvy consumer.
Financial education classes are offered monthly to CCMEP participants and the general public by a local partner.

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

Describe:
Entrepreneurial skills training will be obtained for youth as needed; such training is provided locally by the Small Business Development Center at the present time.

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

Describe:
Any partner at OhioMeansJobs Carroll County can provide labor market and employment information to a participant as needed. OhioMeansJobs.com can also be utilized with CCMEP participants to provide information on labor market and occupations.

14. Post-secondary preparation and transition activities – TANF Purpose(s) 1, 2

Describe:
Carroll County Family and Children First can provide post-secondary preparation and transition activities to CCMEP participants if identified as a need on the Comprehensive Assessment.

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.

X 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:

At present, Carroll County JFS/OhioMeansJobs Carroll County contracts with Callos Resources to serve as employer of record for any youth placed in paid work experience. All payments to the youth participants are made by Callos.

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:

OhioMeansJobs Carroll County makes supportive services available to participants as identified in the Comprehensive Assessment. These include transportation, transportation reimbursement, uniforms, tools, child care (if ineligible for subsidized child care), but is not limited to these items.

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:

CCJFS has adopted the Area 16 policy. (see attached 02-2018)

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

Describe:

Participants are advised that they are to contact both their assigned site and their JFS worker within one hour of their scheduled start time if they cannot attend their scheduled activity. The participants are then provided 10 days to provide documentation of a good cause reason (such as illness or a job interview); if documentation is not provided within 10 days, a sanction is placed on their benefits.

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

Describe:

All appointments for eligibility, assessments, plan development, and redetermination are scheduled with a letter mailed to the participant with at least 10 day's notice of the appointment.
If a case manager needs to schedule an appointment with a participant for routine case management issues and a 10 day written notice is not possible, there will be no consequence if the participant misses the appointment. The case manager would simply reschedule the appointment.
However, missed appointments with the 10 day written notice could be cause for a sanction if the participant receives OWF.

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:

All participants who have not graduated from high school or obtained a GED will be given the options for achieving that goal; either credit recovery programs or GED tutoring. Our case managers are both aware of the options and have good relationships with the area high schools in order to provide the most current information possible to the CCMEP participants.

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:
Discussions are occurring now between the lead agencies in our workforce area and the workforce board and staff on the best ways to coordinate not only services but procurement activities. Carroll County JFS will have a seat at the table in all of these discussions.

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:
CCMEP case managers will be required to participate in all ODJFS sponsored trainings related to CCMEP. Other private case management training could be reviewed for appropriateness to CCMEP and possibly be made available to CCMEP case managers as well.

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

- | | |
|---|---|
| <input type="checkbox"/> 15 cases or less | <input type="checkbox"/> Between 50 and 100 cases |
| <input checked="" type="checkbox"/> Between 15 and 25 cases | <input type="checkbox"/> 100 cases or more |
| <input type="checkbox"/> Between 25 and 50 cases | <input type="checkbox"/> 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:
OhioMeansJobs Carroll County utilizes the customer satisfaction survey adopted by all four job centers in WDA 16. All customers to the Job Center are offered the opportunity to complete a survey.

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:
Communication is vital to the case management process. Case managers and supervisors in Carroll County have open communication and case managers are encouraged to make suggestions on potential improvements. These suggestions would then be shared with the other Job Centers in Area 16 and would also be shared with ODJFS CCMEP staff.

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:

All CCMEP participants are asked to provide documentation of accomplishments. When received by the CCMEP case manager, these documents will be recorded in OWCMS and included in the paper case file.

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 Kate Offenberger, 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 Tammy Sanderson, Board Chair	
Signature	Date