

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

for

County or Counties: Delaware

Effective Date: October 1, 2017

Plan Submission

Each Lead Agency is required to adopt and submit a CCMEP Program Plan to the Ohio Department of Job and Family Services (ODJFS) each fiscal biennial period. The CCMEP plan must be submitted **no later than October 1st each biennium**.

The plan may be amended by the Lead Agency as needed. An amended plan must be submitted to ODJFS no later than 10 calendar days after the amended program plan becomes effective. For each amendment, the submission must contain one version that clearly indicates what was added or stricken from the prior effective plan and one version that reflects the final plan with all amendments included.

If a board of county commissioners redesignates the Lead Agency during a fiscal biennial period, the new Lead Agency shall prepare and submit to ODJFS a new CCMEP plan not later than sixty calendar days after the redesignation takes effect.

The plan review process will be used to ensure that Lead Agencies meet program requirements. If ODJFS determines that a CCMEP plan is not consistent with the requirements of program rules, the plan will be returned to the Lead Agency for amendment.

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1. Lead Agency and Coordination with Partners

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

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

Lead Agency Name Delaware County Department of Job & Family Services				
Lead Agency Address 140 N. Sandusky Street		City Delaware	State Ohio	Zip Code 43015
First Name of Lead Agency Official Robert	Last Name of Lead Agency Official Anderson		Title of Lead Agency Official Director	
Phone Number 740-833-2305		Email Address Robert.anderson@jfs.ohio.gov		

Program Contact Person Carolyn Stout		Phone Number 740-833-2313		
Phone Number 740-833-2313		Email Address Carolyn.stout@jfs.ohio.gov		

Fiscal Contact Person Steven Sikora				
Phone Number 740-369-2490		Email Address Steven.Sikora@jfs.ohio.gov		

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

Agency Name Delaware County Department of Job & Family Services				
Agency Address 140 N. Sandusky Street		City Delaware	State Ohio	Zip Code 43015
First Name of Lead Agency Official Robert	Last Name of Lead Agency Official Anderson		Title of Lead Agency Official Director	
Phone Number 740-833-2305		Email Address Robert.anderson@jfs.ohio.gov		

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

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

1.4 Identify the implementation manager for the Lead Agency.

First Name of Implementation Manager Carolyn	Last Name of Implementation Manager Stout	Title of Implementation Manager Program Supervisor
Phone Number 740-833-2313		Email Address Carolyn.stout@jfs.ohio.gov

1.5 Lead Agency’s performance and data management contact:

Contact Person Carolyn Stout	
Phone Number 740-833-2313	Email Address Carolyn.stout@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?

The DCDJFS is a triple-combined agency including Workforce and Public Assistance. The coordination efforts of this program are inherent in the structure of the agency. Public Assistance and Workforce staff are assigned under one supervisor. The initial program design included feedback from this team and ongoing updates occur as needed in the course of the division's work including updating joint policies (when necessary), ongoing partnership for service provision, client's referral processes, cross-training, and outreach efforts.

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 (P7-401 Youth Work Experience)

This Lead Agency is a member of the Area 7 Workforce Area. Within that area every workforce entity (i.e., provider of career services or Job Center) has also been identified as the Lead Agency by their respective county commissioners. In each case, coordination between the Lead Agency and the workforce entity will be maximized because they are, in fact, the same organization.

DCDJFS will work with the board in designing procured youth services. In Area 7, member counties (“sub-grantees”) are responsible for procuring WIOA Youth services. The Area 7 Youth Committee completes a review of each sub-grantee’s review team’s selected and rejected bidders. The Youth Committee’s recommendations for approval are then forwarded to the Area 7 Board for resolution, which results in the establishment of an Area 7 Eligible Youth Provider List.

Ensure no conflict of interest: Area 7’s conflict of interest policy, as well as the conflict of interest policies by ODJFS and Ohio Ethics laws, will be followed by all of Area 7’s sub-grantees. The separation of duties when entities are responsible for multiple functions under WIOA and CCMEP are also be established in Area 7’s sub-grant agreements with its member counties, as well as the sections of governance documents covering the requirements of the multi-function agreement.

Frequency of meetings: DCDJFS staff members meet with Area 7 board members regularly for the Area 7 Board meetings, Fiscal/Program meetings, and webinars. These meetings include updates and open discussions.

Engagement of local business: DCDJFS maintains open communication through phone and email with our local workforce development board and local businesses.

Engagement of community partners: The DCDJFS independently identifies and engages community partners.

Delaware County will use the Work Experience policy (P7-401-attached) for WIOA and TANF CCMEP participants. The only exception to the use of this policy is that TANF funding will not be used for incentives/stipends.

This Lead Agency is a member of the Area 7 Workforce Area. Within that area every workforce entity (i.e., provider of career services or Job Center) has also been identified as the Lead Agency by their respective county commissioners. In each case, coordination between the Lead Agency and the Workforce Entity will be maximized because they are, in fact, the same organization. All of Area 7's Lead Agencies communicate and coordinate regularly with the staff and members of the Area & Workforce Development Board, providing input to policy development and operational practices. Board meetings take place bi-monthly. Area 7 technical assistance meetings take place continually (e.g., there are monthly all-county webinars) throughout the program year.

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); (WFD 004 Appraisals, Assessments & Self-sufficiency Contract-OWF)
- Ensure determination of eligibility for the Workforce Innovation and Opportunity Act (WIOA) youth program; (P7-400_Youth_Eligibility)
- Report and collect data;
- Monitor contracts and ensure compliance; (Monitoring_Oversight_Policy, Procurement Policy)
- Supportive services; (P7-302 Career Services)
- Follow up services; (P7-302 Career Services)
- "Needs additional assistance" policy; and (Youth Needs Additional Assistance)
- Disclosure of relationship. (WIOA_P7-103_Code_of_Ethics)

Policies attached as outlined above.

The Area 7 Board and its Policy Committee oversee development of policy guidance for operation and administration of the WIOA program in Area 7's member counties, so the overarching framework for CCMEP within the area is inherently uniform. While some elements of CCMEP will vary from county to county due to factors such as county size, allocation, participant demographics, etc., a large portion of the CCMEP program administration within Area 7 will be uniform. Some of the current items in place which foster uniform administration within Area 7 include things such as:

- Common forms
- Common basic skills assessment (TABE)
- Common eligibility determination/policy/barrier criteria
- Tracking system, including collecting and reporting of data (currently SwipeIT/Gazelle/MIP, beginning July 1 CFIS Web WIOA)
- Provider approval process (described in Section 1.5)
- Monitoring contracts fiscally and programmatically, both desk reviews and onsite visits
- Sharing of best practices, innovative ideas, documents, etc. via the Area 7 website

Delaware County has adopted the supportive services and follow up services plan by Area 7 (P7-302-attached).

FAL #103 will be followed for TANF funded gas cards utilizing a reconciliation process. Also, as TANF funding cannot be used for medical-related items such as physical exams and eyeglasses supportive services would not be used for this. TANF funded services will align with 45 C.F.R 260.31 following the non-assistance regulations.

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- Referrals and appropriate follow-up for attendance monitoring and progress reporting.
Delaware Area Career Center- Referrals and appropriate follow-up for attendance monitoring and progress reporting.

Alcohol, Drug and Mental Health (ADAMH) Board

Delaware-Morrow Mental Health and Recovery Board- Referrals and appropriate follow-up for attendance monitoring and progress reporting as allowed by law or with a signed Release of Information form.
Mid-Ohio Psychological Services- Referrals and appropriate follow-up for attendance monitoring and progress reporting as allowed by law or with a signed Release of Information form.
Maryhaven- Referrals and appropriate follow-up for attendance monitoring and progress reporting as allowed by law or with a signed Release of Information form.
Syntero Care Counsel Support- Referrals and appropriate follow-up for attendance monitoring and progress reporting as allowed by law or with a signed Release of Information form.

Businesses

Delaware Chamber of Commerce- Identification of employers and job announcements.
Delaware County Department of Economic Development
City of Delaware- Economic Development

Career and Technical Education

Delaware Area Career Center- Referrals for educational programs and appropriate follow-up for attendance monitoring and progress reporting as allowed by law or with a signed Release of Information form signed by the participant.
Marion Technical Institute- Referrals for educational programs and appropriate follow-up for attendance monitoring and progress reporting as allowed by law or with a signed Release of Information form signed by the participant.
Tri-Rivers Career Center and Center for Adult Education- Referrals for educational programs and appropriate follow-up for attendance monitoring and progress reporting as allowed by law or with a signed Release of Information form signed by the participant.
Jobs or Ohio Graduates (JOG) – Credit Recovery

Child Care Providers

Child Support Enforcement Agency

Delaware County Child Support Enforcement Agency- Referrals from the agency for Seek-Work program participants to the workforce system in the appropriate age range and to ensure that once employment is engaged, child support staff are aware of the income if a child support order is in place.

Children Services Agency

DCDJFS- Children Services division- Connecting foster children engaged in the Independent Living program with CCMEP services and making referral to Children Services, as warranted, from information learned during the CCMEP comprehensive assessment.

Community College(s)

Columbus State Community College- Referrals for educational programs and appropriate direct follow-up for attendance monitoring and progress reporting as allowed by law or with a signed Release of Information form signed by the participant.

Community Action Agency

Bridges Community Action- Referrals to community action for Family Development (FDS), HEAP, Summer Crisis, Winter Crisis, PIPP, Weatherization, Elderly Home Repair, Energy Efficiency, Project Safe Heat, Electric Utility Assistance Programs, Getting Ahead, Medical Assistance, Cribs for Kids, Water Utility Assistance, Work-Related Assistance, Volunteer Tax Assistance (VITA), Financial Literacy, Homeless Prevention & Shelters, and Referrals & Information.

County Family Service Planning Committee

Acts in an advisory capacity to the Board of County Commissioners and the DCDJFS' leadership team.

Family and Children First Council

Delaware County Family & Children First Council- Promoting the CCMEP and accepting appropriate referrals from systems.

Juvenile Court System

Delaware County Juvenile Court- Promoting the CCMEP for court-involved youth and accepting referrals from the court for age-appropriate individuals.

Local Healthier Buckeye Council

Local School District(s)

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

Currently a partner in the OhioMeansJobs Center in Delaware County.

Other

Delaware County General Health District- Promoting the CCMEP and accepting appropriate referrals from systems.

Delaware County Re-entry program- Promoting the CCMEP for age-appropriate youth and accepting referrals from the court for age-appropriate individuals

Delaware Area Transit Authority (DATA) - Transportation provider transporting clients who are engaged in CCMEP activities.

Turning Point- Promoting the CCMEP and through referrals for Domestic Violence programs and appropriate direct follow-up for attendance monitoring and progress reporting as allowed by law or with a signed Release of Information form signed by the participant.

Fatherhood Program- Promoting the CCMEP and through referrals for age-appropriate fathers to CCMEP and for referrals from CCMEP to the fatherhood program and appropriate direct follow-up for attendance monitoring and progress reporting as allowed by law or with a signed Release of Information form signed by the participant.

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: 30

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: 5

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: 25

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?

DCDJFS is working with local business to provide work experience, qualified candidates, and workshops to potential employees. DCDJFS has a Business Services Representative who calls, emails, and visits local businesses to see if they need employees or are interested in On-the-Job Training for current or potential employees. The Business Services Representative also meets with businesses to see who is interested in our Work Experience Program (WEP) for cash and food recipients who are required to participate.

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)?

The DCDJFS staff communicates regularly with the subcontractors by phone and email at a minimum of once per month. The DCDJFS staff also meet with the subcontractors monthly or more frequently if necessary. The subcontractors meet with the clients on a regular basis. DCDJFS case managers determine eligibility and maintain documentation in OWCMS. The subcontractors work collaboratively with the DCDJFS staff to provide services to the clients. The subcontractor works with the DCDJFS staff to maintain participant's case notes and files. Summer employment is included in the work experience element of CCMEP. Each applicant meets with a case manager to talk about all the 14 elements of CCMEP.

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.

The DCDJFS is a triple-combined agency including Workforce and Public Assistance. The coordination efforts of this program are inherent in the structure of the agency. Public Assistance and Workforce staff are assigned under one supervisor. The referral, coordination, and provision of youth services, linkages to the job markets and employers, access to CCMEP, services for non-eligible youth, and working with CCMEP staff at the OMJ center are provided for daily with unplanned staff interaction and monthly team meetings. Referrals for potential CCMEP enrollees will vary. The local schools refer potentially eligible students directly to our youth provider or to the local CDJFS via email or phone call. OWF work-eligible individuals are referred using an OWF referral form. The Employment Counselor contacts the new county of residence to transfer the case within the 7-day required timeframe. All of the referrals, for all four ways into CCMEP, are taking place no later than 7 calendar days from when the determination is made that the individual is required or volunteers to participate in CCMEP.

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.

The DCDJFS is a triple-combined agency including Workforce and Public Assistance. The coordination efforts of this program are inherent in the structure of the agency. Public Assistance and Workforce staff are assigned under one supervisor. The referral, coordination, and provision of youth services, linkages to the job markets and employers, access to CCMEP, services for non-eligible youth, and working with CCMEP staff at the OMJ center are provided for daily with unplanned staff interaction and monthly team meetings.

- 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. (WFD 003 Appraisal Process)

DCDJFS screens each client for domestic violence during the initial appointment and CCMEP assessment. If a referral is necessary, the case manager makes the referral to community resources. If necessary, the supervisor will approve a reduction of participation hours. Information regarding domestic violence is never placed in the electronic case files. The victim's personal information will be protected as described in paragraph (C)(5) of rule 5101:14-1-03 of the OAC. If a referral needs to be made the case manager makes the referral by phone or email. The case manager works with the client to determine if a waiver from participation is necessary. If the waiver is deemed necessary the case manager keeps the signed waiver based on retention records. The case manager informs the supervisor of all cases with domestic violence and the supervisor looks over the cases and determines if a waiver is necessary/ appropriate. The DCDJFS makes referrals to community resources as necessary and as clients disclose or we suspect any domestic violence has occurred or is occurring.

- 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.
 - Please see the attached policies: WFD 003 Appraisal Process and WFD 004 Appraisals, Assessments, and Self-sufficiency Contract

The DCDJFS is a triple-combined agency including Workforce and Public Assistance. The coordination efforts of this program are inherent in the structure of the agency. Public Assistance and Workforce staff are assigned under one supervisor. The referral, coordination, and provision of youth services, linkages to the job markets and employers, access to CCMEP, services for non-eligible youth, and working with CCMEP staff at the OMJ center are provided for daily with unplanned staff interaction and monthly team meetings. Communication internally and externally occurs in face-to-face interactions, emails or phone calls. The Workforce Development Supervisor as an open-door policy and the CCMEP case managers are encouraged to bring any issues or questions as they arise. Additionally, the Workforce Supervisor meets weekly with the CCMEP provider to review all factors related to CCMEP cases including activity assignments, time limits, FLSA, sanctions, compliance and any other factors impacting CCMEP activity hours or OWF eligibility.

The county JFS is communication internally recipient income information, completion of the comprehensive assessment and IOP no later than 30 calendar days from the date of application for OWF, failure to comply with the terms of an IOP (within 10 calendar days of the failure), OWF and SNAP recipients' information and acting on it, and exiting processes by email, phone or in person communication. We have team meetings monthly and individual meetings bi-weekly. The program Supervisor over CCMEP also has an open-door policy for communication.

- 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.

DCDJFS will talk to the participant about their CCMEP case and whether they wish to have their CCMEP (WIOA) case transferred. It will be explained that transferring the OWF/ CCMEP cases is required. If and when the decision is made to transfer the case, the DCDJFS case worker will connect with the new County's case worker by email or phone. DCDJFS will communicate internally, externally and with participants in person and by phone or email to discuss the status of cases and the participation mandates/ IOP. When notified that a participant is moving to a different county, DCDJFS notifies that county via phone, email or an OWF referral form is created ASAP. When a client moves to Delaware from another county, CCMEP staff receive a referral from Public Assistance staff and the customer is seen for assessment the next business day to ensure they are seen within the 10 days window.

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.)

Please see the attached policy: (P7-302: Career Services)

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.
- (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.

*Remember any of these individuals to be served may be "couch surfing" or in the household temporarily and not receiving financial support other than shelter.

DCJFS will use this policy for your TANF semi-annual review process for CCMEP TANF recipients not in receipt of OWF cash assistance (OAC 5101:14-1-04).

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.

The CCMEP Comprehensive Assessment will be conducted by a trained case manager after the initial determination for eligibility for WIOA and/or TANF. The comprehensive assessment will be conducted after the completion of the 03002. TANF. The comprehensive assessment will be conducted in conjunction with the pay-for-performance period attributable to the OWF program in a program locally known as On-The-Way-To-Work. Participants may jump into the two-week period at any point and will be comprehensively assessed on day one of participation. The participant will also be assessed using the CAPS/COPS/COPE assessment tool and the Test of Adult Basic Education (TABE) to inform the Individual Service Strategy (ISS) and Individual Opportunity Plan (IOP) prior to development.

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:
CAPS/COPS/COPE

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.

Staff are instructed to enter case notes in OWCMS and in the case files. Random Quality Assurance reviews will be completed every month. CCMEP case managers have bi-weekly meetings and monthly meetings with their direct supervisor. CCMEP case managers are working with the youth provider to maintain youth engagement by keeping in constant contact with the youth via in-person and phone contact. The Supervisor meets monthly with case managers to review individuals case files and approve enrollments and exits.

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

Procured. All participants, ISY or OSY, requiring one (or multiple) of these services, will be referred to the following agencies:

OhioMeansJobs Center staff for OhioMeansJobs registration and training.

Tutoring, Study Skills Training, Drop Out Prevention: Jobs for Ohio Graduates/Goal Digital.

High School Diploma Equivalent: Jobs for Ohio Graduates/Goal Digital.

All 14 elements are reviewed and explained to participants when developing the IOP.

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

Procured. All participants will have an option to participate in any of the following: Credit/dropout recovery have the options of attending Jobs for Ohio Graduates or Goal Digital.

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

Procured. All work experiences are provided through a sub-grant agreement. The number of hours vary per participant based on the Comprehensive Assessment, IOP, and OWF requirement. Acloche is the employer of record. Participants are assigned to an employer site in accordance to their career goals (as close as possible, based upon the availability of employer sites).

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

Procured. Based on the appropriateness, participants may be able to attend training to learn a skill that is in demand. An Individual Training Account (ITA) will be established. All youth attending training will be tracked very closely. At the conclusion of training the training providers and OhioMeansJobs Center staff will assist in job placement. OJTs will also be offered as an incentive to hire the youth (if additional on the job training is needed)

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

Procured. Participants may participate in the Work Experience Program and short-term apprenticeship programs. In some cases, an ITA may be developed to cover the education expenses.

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

CCMEP participants have the opportunity to participate in leadership activities including youth leadership conferences.

7. Supportive services – TANF Purpose(s) 2

(OWF Participants will (if needed) be provided Publicly Funded Child Care.)
Appropriate fund source/s will be selected to provide the following supportive services (not all inclusive):
Transportation, Child Care, Uniforms, Insurance, Housing, Utilities, and other remediations of identified barriers as appropriate. (At exit and during the 12-month follow-up period, contact will be made monthly and address emergent needs as needed.)

8. Adult mentoring – TANF Purpose(s) 2

Adult Mentoring is made available to all participants. Mentoring will include building appropriate supportive relationships to provide encouragement and guidance. The case managers can serve as Mentors or participant can be referred to a partner agency

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

Contact for follow-up services will be conducted at least once a month (more often to overcome barriers), preventing success.

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

"Comprehensive guidance and counseling" includes career and academic counseling, drug and alcohol counseling, mental health counseling, and referral to partner programs for additional services not provided through the OhioMeansJobs Center.

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

Referrals are provided to Bridges Community Action who provide a financial literacy program.

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

Participants interested in these services will be referred to the Delaware Area Chamber of Commerce and the local SBDC.

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

All participants are provided an in-depth presentation on OhioMeansJobs. To include local and statewide in-demand occupations, salary information, and local employment opportunities.

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

This is provided individually based on the IOP. They will also be provided through site visits to training providers and completing activities through OhioMeansJobs.com.

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:

Participants in subsidized employment are paid through a third-party contracted vendor (Acloche) who compensates the participants for their time worked.

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:

The supportive services provided under the CCMEP are limited to non-recurrent, short-term, crisis-oriented benefits and ongoing services which do not meet the federal definition of assistance. Non-recurrent, short-term assistance addresses discrete crisis situations that do not provide for needs extending beyond four months. These benefits and services may encompass more than one payment per year, as long as the payment provides short-term relief and resolves a discrete crisis situation rather than meeting recurrent needs. These benefits and services are consistent with the federal definition of "non-assistance" as found in 45 CFR 260.31(b). The definition of "non-assistance" includes:

- Non-recurrent, short-term benefits that:
 - Are designed to deal with a specific crisis situation or episode of need
 - Are not intended to meet recurrent or ongoing needs
 - Will not extend beyond four months

The supportive services plan is attached (P7-302). We will not use TANF funding for any medical services.

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:

DCDJFS will be adopting the Area 7 policy P7-302 for supportive services. DCDJFS IS adopting the WIOA policy for TANF funding.

DCJFS will follow (adopt) Area 7 Policy, State Administrative Code 5101:14-1-03 and WIOAPL 15-10 for both WIOA and TANF funded youth

Follow-up services are based on the participant needs and will continue for 12 months (or more) after exit. They can include (but not limited to), adult mentoring, supportive services, financial literacy, etc.

Follow-up for participants after completion of a program: Participant is contacted via phone, text, face-book messenger and/or a contact letter is sent. All contact requests, attempts and responses are documented in OWCMS.

Participants who opt out: This communication usually happens via phone or Facebook messenger. A screen shot is taken and scanned into OnBase. Every attempt is made to have the individual document the "sign-off".

Participants who can't be located: Every effort is made to contact these participants: phone, text, Facebook messenger and/or a contact letter and a home visit. All information is entered into OWCMS.

All information on OWF required participants will be sent to the Work Activities case managers.

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

Please see the attached policies: (WFD 003 Appraisal Process and WFD 004 Appraisals, Assessments, and Self-sufficiency Contract)

The DCDJFS shall be responsible for determining good cause when a CCMEP individual fails or refuses to comply with program requirements. In determining whether or not good cause exists, the DCDJFS shall take into account the facts and circumstances, including information submitted by the employer, service provider, and participant. Good cause shall include circumstances beyond the member's control, such as, but not limited to, illness, illness of another assistance group member requiring the presence of the member, an assistance group emergency, the unavailability of transportation, or the lack of adequate child care for children who have reached age six but are under age twelve, or domestic violence.

Participants are required to call the DCDJFS within one hour of the failure. They are also required to provide verification within seven (7) calendar days to show their good cause for the failure.

If an individual fails to comply with the CCMEP requirements as a result of domestic violence the individual shall be excused, and a sanction shall not be imposed.

Good cause for leaving employment includes the resigning from a job that is unsuitable as outlined in 5101:4-3-11(F). Good cause for leaving employment also includes but is not limited to the following.

- Discrimination by an employer based on age, race, sex, color, handicap, religious beliefs, national origin or political beliefs.
- Work demands or conditions that render continued employment unreasonable, such as working without being paid on schedule.
- Acceptance of employment by the individual, or enrollment by the individual in any recognized school, training program, or institution of higher education on at least a half time basis, that requires the individual to leave employment; or acceptance by any other AG member of employment or enrollment at least half time in any recognized school, training program, or institution of higher education in another county or similar political subdivision which requires the assistance group to move and thereby requires the individual to leave employment.
- Resignations by persons under the age of sixty which are recognized by the employer as retirement.
- Employment that becomes unsuitable, as specified in paragraph (F) of this rule, after the acceptance of such employment.
- Acceptance of a bona fide offer of employment of more than thirty hours a week or in which the weekly earnings are equivalent to the federal minimum wage multiplied by thirty hours that, because of circumstances beyond the control of the individual, subsequently either does not materialize or results in employment that does not meet the requirements provided for in paragraph (G) (3) of this rule.
- Leaving a job in connection with patterns of employment in which workers frequently move from one employer to another such as migrant farm labor or construction work. There may be some circumstances where A/Gs will apply for food stamp benefits between jobs particularly in cases where work may not yet be available at the new job site. Even though employment at the new site has not actually begun, the quitting of the previous employment shall be considered as with good cause if it is part of the pattern of that type of employment.
- If the county agency finds the information regarding an assertion of good cause is questionable given by the A/G is, as defined in 5101:4-2-9(H) of the Administrative Code, county agencies shall request verification of the A/G's statements. The primary responsibility for providing verification, as provided in rule 5101:4-2-09(N) of the Administrative Code, rests with the assistance group. However, if the county agency has access to the information needed it should be considered. If assistance in gathering the information is needed, it must be provided. If good cause is questionable and the assistance group fails or refuses to provide verification of the questionable information, good cause shall not be determined.

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

The caseworker sends a written notice of a scheduled appointments, via U.S. mail, to the last known address of the client at least ten (10) calendar days prior to the scheduled appointment. The case worker also calls the client 24-48 hours before their scheduled appointment to remind them of their appointment.

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., ABLEReferral, 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.

Through the Comprehensive Assessment process, the development of the IOP, and regular follow-up. When it is determined that a CCMEP client doesn't have their high school diploma or equivalent a referral is made to Youth Services provider which is current Jobs for Ohio Graduates (J.O.G.).

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.

OMJ Delaware County follows WIOAPL 17-03. Procurement of the CCMEP Provider for WIOA Youth-Funded Activities and Services which includes Selection of the Provider of WIOA Youth-Funded CCMEP Services by the Area 7 WDB.

The provider of CCMEP WIOA youth-funded services will be selected in by the following ways:
1. Award Competitive Contracts to youth service providers to carry out some of the youth workforce investment activities on a competitive basis. 2. Using Partner Resources with an agreement in place with the partner organization to ensure the program element will be offered where they are already provided at no-cost.

DCJFS will provide the following services and elements:
a. Outreach (shared with youth provider);
b. WIOA youth program eligibility determinations;
c. Completion of the CCMEP comprehensive assessment (WIOA objective assessment);
d. Completion of the CCMEP individual opportunity plan (WIOA individual service strategy);
e. Case management (shared with youth provider);
f. Development and management of individual training accounts (ITA) and on-the-job training (OJT).

The provision of the remaining activities and program services and/or elements will either be competitively procured or provided through partner resources.

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?

DCDJFS staff participate in monthly webinars and other Area 7 and state trainings offered regarding CCMEP.

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

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

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

State customer satisfaction data planned to be available through OWCMS.

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?

The supervisor schedules regular monthly meetings with staff. DCDJFS utilizes feedback to implement trainings for staff, workshops for clients, and other requested changes. Input is evaluated and implemented when possible.

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.

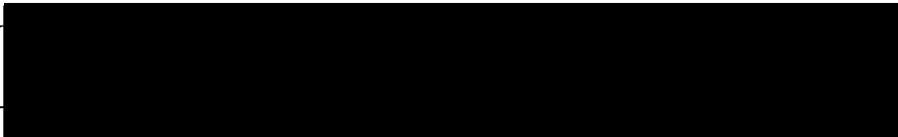
8.1 How will the Lead Agency collect and report any supplemental data to be included?

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.

N/A- will rely on state systems that should be able to support the program administration requirements.

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 Robert Anderson Director	
	Date 11-14-18

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

Name and Title Swen Hunt, Chair of Area 7 Workforce Development Board Chair	
	Date 11/15/18