



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

for

**County or Counties:** Geauga

**Effective Date:** 10.01.17-09.30.19

**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.....	26
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 Geauga County Job and Family Services			
Lead Agency Address 12480 Ravenwood Dr		City Chardon	State Ohio
Zip Code 44024			
First Name of Lead Agency Official Craig	Last Name of Lead Agency Official Swenson, JD	Title of Lead Agency Official Executive Director	
Phone Number 440.285.9141		Email Address craig.swenson@jfs.ohio.gov	

Program Contact Person Margo Reda		Phone Number 440.285.1220
Phone Number 440.285.9141	Email Address margo.reda@jfs.ohio.gov	

Fiscal Contact Person Kim Mullet	
Phone Number 440.285.9141	Email Address kim.mullet@jfs.ohio.gov

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

Agency Name Geauga County Job & Family Services			
Agency Address 12480 Ravenwood Dr		City Chardon	State OH
Zip Code 44024			
First Name of Lead Agency Official Craig	Last Name of Lead Agency Official Swenson, JD	Title of Lead Agency Official Executive Director	
Phone Number 440.285.9141		Email Address craig.swenson@jfs.ohio.gov	

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

Workforce Development Area Northeast Ohio Consortium Council of Governments--Area 19 Workforce Development Board	
Workforce Development Board Chair Name Trudy A. Cheney tcheney@schneller.com	
Workforce Development Board Director Name Craig Sernik, JD	
Phone Number 440) 285-5846	Email Address craigsernik@neohio.twcbc.com

**1.4 Identify the implementation manager for the Lead Agency.**

First Name of Implementation Manager Margo	Last Name of Implementation Manager Reda	Title of Implementation Manager OhioMeansJobs Geauga - Director
Phone Number 440.285.1220	Email Address margo.reda@jfs.ohio.gov	

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

Contact Person Margo Reda	
Phone Number 440.285.1220	Email Address margo.reda@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:  
 The lead agency (GCJFS), and the local participating agency (OMJ Geauga) are co-located and are considered a quad combined agency. the NOCCOG (Area19 Workforce) is also located in Geauga County. All the entities work in partnership to implement WIOA and CCMEP programing.  
 OhioGuidestone, Inc. (OGS) is a contractually retained CCMEP program services provider.

**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:  
 GCJFS has been designated as the lead agency for CCMEP pursuant to Ohio Revised Code. As such, GCJFS has the sole authority to determine which of the three parts of CCMEP services it is retaining, and which of those it will contract for with third party agencies, utilizing TANF funding. GCJFS elected to provide the following CCMEP program services: pre-enrollment services including eligibility determination, educational search and assistance including ITAs, Career Search, Job Placement assistance and OJTs. GCJFS elected to competitively procure the remainder of the services.  
 The Northeast Ohio Consortium Council of Governments ("NOC COG") is the staffing and fiscal agent for the Area 19 Workforce Development Board. As such, the NOC COG has the sole authority to determine which entities will perform pre-enrollment, framework design, and 14/32/11 services, utilizing WIOA funding. The NOC COG has competitively procured all WIOA program services.  
 As both GCJFS and the NOC COG elected to competitively procure the TANF and WIOA services not provided by GCJFS together issuing a joint WIOA/TANF competitive procurement, this allowed for the unification of the CCMEP program utilizing both TANF and WIOA funding.  
 The chosen contractor for all CCMEP services not retained by GCJFS is Ohio Guidestone, Inc. ("OGS").  
 For those services that GCJFS has awarded itself relating to TANF funding, NOC COG issued a competitive procurement for the provision of those same services utilizing WIOA funds, and invited GCJFS to bid on those along with others in the community. GCJFS was awarded the WIOA CCMEP program services that it elected to retain for itself using TANF CCMEP funding. This allowed for seamless alignment of the CCMEP.

GCJFS coordinates with Area 19's Workforce Development Board at the board meeting which is a minimum of 4 times years. If more frequent meetings are needed, GCJFS, the NOCCOG and/or the WDB can request additional meetings.

See Attached for:  
B-03 WIOA Work Experience  
TANF Work experience Policy refer to WIOA B-03  
B-05 WIOA Incentive  
TANF Incentive Policy refer to WIOA B-05

**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 NOC COG already has policies in place relating to the administration of the WIOA Youth program, including the use of a basic skills assessment, determination of eligibility for the WIOA Youth Program, reporting and collecting data, and monitoring contracts to ensure compliance. Those will remain in place unless and until it is determined that the same need to be amended.

Geauga County Department of Job and Family Services, as the designated lead agency for the Comprehensive Case Management and Employment Program (CCMEP), adopts and shall adhere to the Area 19 Workforce Development Board Policies B-01 through B-06, attached, in administering the combined WIOA and TANF supported CCMEP.

Policy A-01: Adult and DLW Eligibility, Policy B-01: Youth Eligibility, Policy A-04: Adult and DLW Supportive Services, B-02 Follow-up services (may be under revision to include ITA for InSchool Youth), Policy B-04: (replaced 06.29) Youth Supportive Services, Policy C-05: Conflict of Interest, Policy C-09: Source Documentation. Policy D-03: Monitoring.

See Attached for  
B-04 WIOA Supportive Services  
TANF Supportive Services Policy refer to WIOA B-04  
B-06 WIOA Followup  
TANF Followup Policy refer to WIOA B-06  
C-05 Avoiding Conflict of Interest Policy

Note: TANF funding cannot be used for any medical services besides pre-pregnancy planning services.  
Note: Regarding the use of TANF funded gas cards, all entities will adhere to FAL #103.

In addition to the above policies see below for more info for "needs additional assistance"  
A. In-School Youth Eligibility Requirements.

The following are eligible In-School Youth:

1. Attending school;
2. Not younger than 14 or (unless an individual with a disability who is attending school under state law) older than age 21;
3. Is a low-income individual; and

4. Has one or more of the following barriers:
- Basic skills deficient;
  - An English language learner;
  - An offender;
  - A homeless individual. As defined in section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2(6)); a homeless child or youth (as defined in section 725 (2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2)); a runaway, in foster care or has aged out of the foster care system, a child eligible for assistance under the John H.Chafee Foster Care Independence Program; or in an out-of-home placement;
  - Pregnant or parenting;
  - An individual with a disability; or
  - An individual who requires additional assistance to complete an education program or to secure or hold employment as defined as follows:
    - Any youth receiving failing grades to complete an educational program; OR
    - Any youth that has applied to 5 employers and has been unsuccessful in obtaining employment; OR
    - Any youth who has been terminated from 2 or more employers; OR
    - A youth that has or had an Individual Education Plan (IEP).

B. Out-of-School Youth Eligibility Requirements.

The following are eligible Out-of-School Youth:

1. Not attending any school;
2. Not younger than 16 or older than age 24; and
3. Has one or more of the following barriers:
  - A school dropout;
  - A youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter;
  - A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and is basic skills deficient or an English language learner;
  - An individual who is subject to the juvenile or adult justice system;
  - A homeless individual (as defined in section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2(6)), a homeless child or youth (as defined in section 725 (2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2)), a runaway, in foster care or has aged out of the foster care system, a child eligible for assistance under the John H.Chafee Foster Care Independence Program, or in an out-of-home placement;
  - An individual who is pregnant or parenting;
  - A youth who is an individual with a disability; OR
  - A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment as defined as follows:
    - Any youth receiving failing grades to complete an educational program; OR
    - Any youth that has applied to 5 employers and has been unsuccessful in obtaining employment; OR
    - Any youth who has been terminated from 2 or more employers; OR
    - A youth that has or had an Individual Education Plan (IEP).

**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

Auburn Career Center is the Aspire, fka: ABLE Provider for Geauga County. GCJFS-OMJ Geauga hosts Aspire classes staffed by Auburn CC. The current arrangement is for classes to be held at OMJ Geauga weekly on Monday and Tuesday. MaryAnn Kerwood is the Aspire Director. The OMJ Geauga Director is on the Aspire Advisory Board. Auburn CC's Aspire is a partner with OMJ Geauga.

Alcohol, Drug and Mental Health (ADAMH) Board

Ravenwood Mental Health, NAMI, Lake Geauga Recovery Center.

**Businesses**

GCJFS-OMJ Geauga funds and hosts Business Service. Duties include outreach to the business community and working as a liaison between business and business resources available within the region. Additionally, OMJ Geauga maintains membership and is active in Society of Human Resource Managers (SHRM), and Geauga Growth Partnership, Chamber of Commerces in Geauga County, Business Resource Network, Geauga Safety Council and Economic Development, Geauga Ecomonic Leadership. The NOC COG is also in the process of retaining a County Account Executive for the Business Resource Network for Geauga County. OGS also is responsible for finding businesses to utilize use for work experience programming.

**Career and Technical Education**

GCJFS-OMJ Geauga provides assessments, testing, guidance, counseling, and WIOA and TANF (PRC) funding for Career and Technical education. Auburn Career Center provides services and Andrea Tracy is the Adult Workforce Director. The OMJ Geauga Director is also on the Advisor Board for Auburn Career Center. Auburn Carrer Center is also a partner with OMJ Geauga.

**Child Care Providers**

GCJFS-OMJ Geauga provides Child Care Payment Assistance for working parents or for those currently enrolled in an educational or training programs. Eligibility and level of assistance is based on household income. Selection and availability of the Child Care Provider is the responsibility of the parent. Provider needs to be on approved Child Care Provider list.

**Child Support Enforcement Agency**

GCJFS, through its co-located Child Support Enforcement Division (CSED), is the Child Support Enforcement Agency for Geauga County. Services are available to all Geauga residents.

**Children Services Agency**

GCJFS, through its co-located Public Children Service Agency (PCSA) Division, is the Child Protective and Adult Protective Agency for Geauga County. Services are available to all Geauga residents. Foster Children / Children in Custody are currently serviced through the WIOA Youth Services.

Community College(s)

OMJ Geauga maintains relationships with Technical Schools i.e. Auburn Career Center. Community Colleges include: Cuyahoga Community College, Lakeland Community College, Kent State Geauga campus. There is also an extensive training provider list which is administered through ODJFS: WIET <https://owcms.ohio.gov/wiet/index.xhtml>

Community Action Agency

GCJFS through its co-located Public Assistance (PA) - Income Maintenance- Division administers, Home Energy Assistance Program (HEAP) services, Prevention, Retention, and Contingency (PRC), Medicaid and Medicare services.

County Family Service Planning Committee

GCJFS hosts quarterly Family Services Planning Committee (FSPC) meetings with the purpose of informing community partners on statistics and other relevant agency information. The FSPC provides GCJFS with feedback on the status of our programs and regularly offers suggestions on how GCJFS can better serve the community.

Family and Children First Council

GCJFS is the administrative agent for the Geauga Family and Children First Council. Additionally, the Family and Children First Council offices are co-located at the GCJFS location.

Juvenile Court System

Gauga County Juvenile Court System \*CCMEP guidance encourages partnerships with local juvenile court systems, however section 404(a)(1) of the Social Security Act prohibits the use of TANF funding for justice services as it does not meet a valid TANF Purpose. For this reason, GCJFS will ensure that TANF funding is not utilized for juvenile justice services.

Local Healthier Buckeye Council

n/a

Local School District(s)

OMJ Geauga maintains relationships with all school districts in Geauga County Including: Berkshire, Cardinal, Chardon, Kenston, Newbury, Notre Dame Cathedral Latin, West Geauga, Auburn Career Center, Kent State Geauga. OMJ Geauga is sponsoring two Job Fairs for High School students in 2018

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

Opportunities for Ohioans with Disabilities (OOD) is a contributing Partner at the OMJ Geauga Center located at GCJFS. Opportunities for Ohioans with Disabilities (OOD) partners with Ohioans with disabilities to achieve quality employment and independence, and make determinations on Social Security disability. OOD works with partners in business, education and non-profit organizations to facilitate customized employment plans for Ohioans with disabilities, Supervisor: Lynn Hartman

Other

In addition to the above, GCJFS-OMJ Geauga maintains board membership or partnerships with the following organizations:

Alliance for Working Together – SMI Camp  
Americorp,  
Auburn Career Center Advisory Board  
Big Brothers/Sisters of Lake-Geauga Co.  
Burton Public Library  
Business Resource Network  
Catholic Charities Services of Geauga County  
Drug-Free Workplace Program  
Educational Service Center of Geauga County  
ESOP-Empowering & Strengthening Ohio's People  
Encore - Innovation Center  
Family and Community Services  
Gauga County Department of Economic Development  
Gauga County Department on Aging  
Gauga County Sheriff's Office  
Gauga County Chambers of Commerce  
Gauga Growth Partnership, Inc.  
Gauga Metropolitan Housing Authority (GMHA)  
Gauga Public Library System  
Gauga Safety Council  
Human Resources Collaborative-Cleveland Foundation  
Kent State University-Geauga Campus  
Gauga Economic Leadership (GEL)  
LEAF Lake/Geauga Educational Assistance Foundation  
Mature Services  
National Alliance on Mental Illness (NAMI)  
Ohio Development Services Agency  
Ohio Guidestone, Inc.  
Ravenwood Mental Health  
Society for Human Resource Management (SHRM)  
Suit Yourself, Inc.  
United Way Services of Geauga County

## 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: less than 10. The number has been reviewed June 2018, we stand by the last the 10 number. This is a very small population in Geauga.

### 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: 60

**2.3 How many CCMEP participants do you expect to be eligible for both TANF and WIOA funding?**

Please provide the anticipated number of co-funded participants the Lead Agency will serve annually in CCMEP: 10

**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:

GCJFS and OMJ Geauga are co-located in the same building. Subcontractor Ohio Guidestone (OGS) is located at OMJ Geauga as well as having a dedicated Resource Room at a different physical location. Youth will be served with all of the upfront progression of services from the two location for everything from eligibility and assessment to case management and followup. The CCMEP team, comprised of both case managers and jobs counselors, will work in coordination to serve the youth population.

OGS team is responsible for assessing the youth, linking them to services to overcome barriers that are identified and then coordinating with community partners to ensure services are provided. This will make for a streamlined service delivery process.

When someone is not eligible for the program, OMJ Geauga can still offer youth universal WIOA services like resume creation, creating accounts OhioMeansJobs.com, job searching, job postings, education and employment guidance.

An additional service located in OMJ Geauga is that of business services. Work Experience for CCMEP and Summer Youth have been developed through Business Services to provide a robust Summer Youth Employment program. OMJ Geauga actively engages business community through Chambers, Geauga Economic Development, and the Business Resource network. Orientations are held for Business who are interested in being involved in the Youth Employment Program

**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:  
 Cash authorization:  
 Request for Assistance  
 Upon request for assistance for Food and/or Cash Assistance a 7200 will be given to the individual. All 7200s must include:

- 7217 “Voter Registration Notice of Rights and Declination” form along with a Voter Registration form.
- 7501 “Program Enrollment and Benefit Information”

The individual must provide their name, address, unless homeless, if homeless the application should be marked accordingly, and a signature on the application.  
 A Human Service Team member will accommodate any request for assistance in completing that application.  
 Applications may be received:

- In person
- By mail
- By fax
- Through an authorized Representative
- Electronically
- For those on SSI they can apply through Social Security when all members are recipients or applicants of SSI

Signature of 7200 All individuals that helped complete the 7200 must sign the application form. This includes:

- The applicant
- The authorized representative
- An interpreter
- Social worker

Without these signatures the application is considered incomplete  
 Date of Application The date of application is the date the agency received the application with a name and signature. The agency must immediately date stamp the application with the date it is received (5101:4-2-01; 5101:1-2-01). If an individual is found eligible, their benefits will begin the date of application through the end of the month. If the application is filed through E-Gateway the agency will follow the “Date of Application” on the form not the “Date of Registration”.

7204 in place of 7200 If a person is receiving Cash Assistance at the time of redetermination states they would like to apply for Food Assistance the 7204 shall act as the application for Food Assistance. If at redetermination the individual is receiving Food Assistance and would like to apply for Cash the 7204 will act as the application for Cash Assistance (5101: 1-2-01)

Individual is not a resident of Geauga County  
 If the individual is not a resident of Geauga County the agency shall provide the individual of the appropriate county agency. If a 7200 is received at GCJFS and the individual is a resident of a different county, the client coordinator will fax or email the 7200 to the appropriate county no later than the following business day. An ARAD that is created by E-Gateway in CRIS-E shall be denied by the coordinator. (5101: 4-2-01 G)

Case Transfer In Once an application is filed for a case that has been transferred to Geauga County in our eligibility system, the client coordinator is to contact supervision in order to determine if an appointment should be scheduled or to complete the ARAD denial.

Pre-screening for Combined Programs Application for Benefits All 7200s shall be prescreened by the agency’s client coordinators to determine what programs the individual is applying for. If the individual indicates that they would like to apply for Medicaid the client coordinator shall make a copy of the 7200 in Onbase under the Medicaid 7216 form. The 7216 will then be routed to the supervisor of Medicaid to assign to a Medicaid worker.

Appointment Scheduling Once the application has been received and the individual is determined to not meet expedited criteria, the individual shall be given the soonest available phone appointment. Should the individual request a face-to-face interview the agency shall accommodate this request. (5101: 4-2-07 B 2) The client coordinator will schedule the appointment on the Groupwise Intake calendar and mail the appointment letter to the individual. The client coordinator will schedule the soonest available appointment for the client in accordance with the following booking schedule:

Application Rec’d:	Appt ltr mailed:	Appt scheduled no sooner than:
Noon on Friday to Noon on Monday	By Noon Monday	Thursday AM or PM
Noon on Monday to Noon on Tuesday	By Noon on Tuesday	Thursday AM or PM
Noon on Tuesday to Noon on Wednesday	By Noon on Wednesday	Friday AM or PM
Noon on Wednesday to Noon on Thursday	By Noon on Thursday	Monday AM or PM
Noon on Thursday to Noon on Friday	By Noon on Friday	Tuesday AM or PM

If the client coordinator cannot reach the individual or the individual declines the soonest appointment, the client coordinator will document this on the appointment letter and/or on the 7200. If the individual was reached and declined the appointment the client coordinator will document the reason the individual declined the soonest available appoint. The individual will then be scheduled at least 3 days out from the date of application but will not exceed 7 calendar days out without supervisions approval. If the client coordinator is able to reach them by phone to provide the appointment time and date, the client coordinator shall not allow for mail time and schedule the soonest available appointment and follow up with sending an appointment letter in the mail. After the appointment letter has been mailed the client coordinator shall move the 7200 from their personal workflow to the public pre-filed applications folder in Onbase. If the application is not seen by a case manager the family services training officer shall deny the application at ARAD on or after the 30th calendar day of the application.

**Interview processing** Once an application is filed, the intake worker that the appointment was scheduled with is responsible for exploring all eligibility for SNAP and OWF benefits. If the case is in another worker's name at the time of intake the case should be moved and remain in the intake worker's caseload, including 7200's filed unnecessarily by the client. Unless in situations where an intake worker is covering an intake for another worker who called off. In this situation the case remains in the original intake worker's name as well as case documents and checklists. When an application ARAD is completed through E-Gateway the case is registered in the intake case bank caseload. At the time of interview the intake worker shall move the case from the intake case bank to their personal caseload. The pre-filed 7200 shall be moved by the intake worker from the pre-filed applications folder in Onbase to their person Applications waiting for client folder at the time of interview. Intake worker must attempt to contact the client twice within the first 7 minutes of the scheduled appointment time. After 7 minutes has passed, if the client was unable to be reached or did not show for the scheduled Face-to-Face interview the appointment shall be considered missed and a notice of missed interview shall be sent. The client will need to reschedule the appointment in order to continue exploring eligibility at the time of interview. The case manager assigned to the individual's application shall confirm the individual is not subject to any intentional program violation. During the interview the case manager will explore all information reported on the application and resolve unclear or incomplete information. The individual's interview shall be conducted in a confidential manner. The case manager will seek clarification on what programs the individual is applying for and inform them of the other assistance programs available. If at the time of pre-screen the client coordinator was not able to determine if the individual wanted to apply for Medicaid, the case manager shall explore this option with the individual. Should the individual state they would like Medicaid explored the case manager will create a copy of the 7200 and title it 7216. It will then be routed to the supervisor of Medicaid to assign to a Medicaid worker. If the case manager sees that a Tax Questionnaire was not completed at the time of application one will be given to the individual to complete and submit to the Medicaid worker.

Any information requiring further verifications that the case manager is not able to obtain through data exchange or other available resources shall be requested on the 7105 checklist and sent to the individual. The 7105 will include the application date, programs the individual is applying for, necessary verifications, and the due date of the verifications. The individual will be given a minimum of 10 calendar days to provide the verifications.

The case manager will notify the individual of the following:

1. Voter registration information
2. The individuals reporting responsibilities
3. The individual's right to call a state hearing
4. Please reference Appendix A

**Work Activities Requirements** During the interview the case manager will complete the FAET/ABAWD questionnaire and the OWF AG review form when applying for OWF at the time of interview to determine if the individual/s is required to participate in the work activities program. If it is determined at the time of the interview that the individual is required to participate in the work activities program for either cash or food assistance, the appropriate appointment shall be scheduled by the case manager and an appointment letter given to the individual. Please reference the Work Activities Scheduling and Processing Procedure in order to determine the timeframes for scheduling appointments with work activities. The work activity team will have the appointment posted on their Groupwise calendar showing the individual's name, case number, and social security number. If the client is an urgent ABAWD this will be indicated on the Groupwise schedule. The case manager will explain to the client the work activities requirement including the appointment time and date of the work activities assessment, sanction process, and good cause in accordance with regulation 5101:4-3-11(C) of the Food Assistance Certification Manual.

**Time limits & Monitoring** All 7200s shall be processed no later than 30 calendar days from the application date. A case manager will not delay with case authorization if all the necessary verifications have been provided. If the 30th day falls on a weekend or holiday and all verifications have been received the case shall be authorized no later than the last business day prior to the 30th day by noon. If the 30th day falls on a weekend or holiday and verifications are still outstanding, the case shall be authorized the first business day following the holiday or weekend by noon. Supervision shall send weekly BIC reports to the case managers and the case manager shall review them. Supervision shall highlight cases going 30 calendar days and becoming 30 calendar days over the weekend. Supervision shall email the case managers daily as a reminder to authorize those cases by noon. Prior to authorization the case manager shall place an additional OWF AG review form in the case file if the client is applying for OWF. If the agency cannot make an eligibility determination within 30 calendar days, the cause of

the delay must be determined. A notice of either denial or a pending status must be provided for applications that are delayed in processing, depending on the cause of the delay. Delayed application processing shall be followed in accordance with regulation 5101:4-5-07. Depending on the reason for delay, an application can have a 60 day case processing timeframe.

## APPENDIX A

### Interview Script

\*MA=Medicaid \*FA=Food Assistance \*O=OWF \*A=ALL

- (A) You will receive eligibility determination notices in the mail explaining what action was taken on the programs you applied for. Please review the notices carefully. Each letter will contain a telephone number to contact if you have questions.
- (A) Each eligibility notice contains a form you can use to request a state hearing.
- (A) You have the right to have your case information kept in a confidential, secure manner. We will not discuss your case with anyone who is not authorized by you to receive the information. This does not apply in the case of program or payment accuracy reviews, or audits. If you decide later you would like to add a person to be authorized to discuss your case, you should submit a written statement naming the individual.
- (A) Social security numbers will be used to check information you provided against information held by other federal, state, and local agencies, and when contacting appropriate persons, companies, or agencies to verify the information you provided.
- (O, MA) Reporting requirements for OWF and Medicaid include reporting within 10 days any change in household circumstances, such as address, income, resources, household members, or additional medical coverage.
- (O) In order to receive Cash assistance you must agree to cooperate with CSEA in establishing paternity or in securing support from the absent parent. If cooperating with CSEA would not be in the best interests of the child or would make it more difficult for you or the child to escape domestic violence you can ask for a good cause waiver. If you are granted the good cause waiver, you will not have to cooperate with CSEA.
- (FA) For FA you are only required to report when your income exceeds 130% of the FPL. The 130% income limit for your household size will be listed on the notice you will receive by mail. Unless you are an able bodied adult without dependents, you are also required to report when your employment hours fall below 20hrs/wk or 80hrs averaged monthly. You will receive an interim report form in the fifth month of your 12 month certification period to provide updated information on your circumstances. Failure to complete, sign, and return the form will result in the loss of your benefits.
- (FA, O) Have you received benefits in another state or county?
- (FA, O) The Ohio Direction Card is used for FA benefits. Cash Assistance is issued on the EPPICard, Call 866-320-8822. If you have not previously received a card, you will receive the card in the mail within 7 days from the date your benefits are authorized. If you do not receive the card within 7 days, contact the Ohio Direction card customer service at 866-386-3071 for FA benefits. If you previously received an Ohio Direction Card but no longer have it, contact the customer service number as soon as possible.
- (FA) Advise of current issuance schedule and load date for reoccurring benefits.
- (FA) Do not sell, trade, or purchase FA benefits. Do not use someone else's FA benefits for your household. Do not give false information or hide information to get or continue to receive benefits. If you purposely gave wrong information during an interview, your benefits may be denied or terminated and legal action may be taken against you. If you receive benefits you should not have gotten you may be ordered to repay the benefits, you may be charged with fraud, you may be fined or sent to prison, you may be prohibited from receiving benefits in the future.
- (A) Cases are chosen at random throughout the state to make sure that people are eligible for the assistance they receive and that they are receiving the correct amount. If your case is chosen for review, you must cooperate. If you refuse to cooperate with a review, your benefits may be terminated.
- (FA, O) If you are required to participate in the workplace program please note that failure to cooperate with workplace requirements may result in closure or reduction of your benefits through our sanction process. If you fail to cooperate the first time your benefits may be affected for 1 month, the second time benefits will be affected for 3 months, and the third time 6 months. If you are unable to cooperate with workplace good cause can be explored. Good cause is explained on your appointment letter.
- (A) Would you like to register to vote today? (complete the voter reg. form)
- (MA) We have 48 hours to process your spend down once submitted, if you would like to receive your Medicaid card timely please submit your spend down receipt prior to the first of the month you are looking for coverage.
- (A) Please be aware that your application may pend for 30days.
- (A) If there are minor children in the household you may be eligible for childcare, OWF, PRC. CLRC-7501, SAR, FRAUD, voter registration and Workplace requirements given and explained.

Summer employment plan: A robust program has been in place for 4 years. A mixture of for profit, not for profit and government entities have been recruited to provide worksite opportunities for youth. Recruitment and orientation of the worksite entities occurs in March and April. Recruitment and orientation of youth occurs in May and June. The program is fully engaged with entities and youth from March through September. A third party payroll provider is used as the employer of record and payroll. All youth are registered with OMJ.com. Softskills training is provided as well as classes on finance and healthy living. Gift cards are used for additional incentives.

Communication: The youth contractor, Ohio Guidestone (OGS) team is co-located at OMJ-Geauga and converses as needs arise. Verbal and email is the most typical form of communication. The ODJFS shared drive is used for the excel spread sheets which are in turn used for tracking and monitoring. CFIS OMJ Center is being deployed to also track youth.

Monitoring: Geauga County Job and Family Services will be monitoring OGS using the below policy  
Contracted Services Monitoring Policy

I. Purpose of Monitoring Geauga County Job & Family Services (GCJFS) will monitor contracts for the following purposes:

1. To ensure contractor compliance with agency, county, state, and federal regulations and requirements
2. To ensure compliance with negotiated contract requirements, outcomes and reimbursement/cost limits.
3. To evaluate the quality and effectiveness of the services provided.
4. To provide program guidance and direction to enhance the quality of services provided to customers.

II. Scope of Monitoring Policy

This policy provides for two kinds of monitoring which may or may not be performed concurrently. The first kind of monitoring is Program Monitoring. This review determines if service delivery is consistent with contract provisions and submitted reports. Program monitoring compares actual service delivery to the description of performance objectives and measures identified in the contract. Program monitoring may include any or all of the following:

- reviewing contractor's documentation to determine if required services are being provided
- interviewing direct delivery staff and observing service delivery determine if services are being provided
- conducting on-site reviews, when appropriate, to check the nature and quality of the services provided

The second kind of monitoring is Fiscal Monitoring, which is an examination of the contractor's financial statements, records, and procedures. It is similar to an audit but has a lesser degree of detail and depth, and a higher degree of frequency. Fiscal Monitoring includes, but is not limited to:

- reviewing the contractor's bills
- comparing budgets and/or budget limits to the actual costs
- obtaining reasonable documentation that services billed were actually delivered according to the contract
- comparing bills with supporting documentation to determine if costs are allowable and necessary

III. Program Monitoring

Program monitoring compares actual service delivery to performance objectives identified in the contract and examines performance criteria such as effectiveness, volume, quality, customer satisfaction, contract compliance and adherence to law.

Frequency and Methods of Program Monitoring

Program monitoring will occur at least once per contract year and may occur more frequently as provided in the guidelines of the GCJFS Contract Risk Assessment and/or as a result of any corrective action plan. GCJFS will utilize one or more of the following methods of monitoring :

Expenditure Document Review - Reviews of contractor invoices and expenditure submittals to determine if the rates and services are the same as allowed by the contract. Also determines if the supporting documents such as cost reports, their party receipts for expenses, client information, etc. adequately support the request for payment. Expenditure Document Review will also be utilized as part of the Fiscal Monitoring procedure.

Program Desk Review – Reviews of reports and documentation submitted by the contractor to the GCJFS Reviewer. The "Desk Review Monitoring Report" will be used to review the documentation of service, contract/legal compliance and customer satisfaction. Policies pertaining to Confidentiality, EEO, Credentialing and other may be requested as part of the Desk Review.

On-Site Review – The on-site review includes a visit to the contractors place of business, to the service delivery site or both to review contract compliance and performance issues. The on-site review may cover a broad range of contract related issues or may be limited in scope to focus on a particular area of concern or to follow-up on a Corrective Action Plan. The "On-site Review

Monitoring Report" will be used to carry out and document the findings of the review. The review may include eligibility, attendance, policy and procedures, staff competency, program and service delivery plans, service delivery observation, client satisfaction and other contractor information.

Preparation for Program Monitoring, Notification and Unscheduled Visits

Prior to review, the monitor will examine the proposal, contract and any modifications to the contract, invoices and reports received to date, and provisions for a corrective action plan (if any). The monitor will become

familiar with the deliverables of the contract and will note any discrepancies or concerns from the invoices/reports provided by the contractor.

For desk reviews, the monitor will request in writing that the contractor provide the required documentation and will provide a copy of the Desk Review Monitoring Form. For on-site reviews, the monitor will send written notification of the desired date of review along with a copy of the On-Site Review Monitoring Report and will confirm both the review date and the availability of needed documentation, staff and clients. Observation will be scheduled to occur during the on-site review.

#### IV. Fiscal Monitoring

Fiscal Monitoring includes but is not limited to reviewing the contractor's bills, comparing budgets and/or budget limits to actual costs, reviewing the contractor's internal controls and evaluating supporting documentation to determine compliance with federal, state and local regulations. Financial areas to be reviewed may include allowability of costs, billing systems, payroll, procurement, cash management, capital assets, inventory, recent audits, prior findings, cost allocation, third party contracts and other financial areas as needed.

Frequency and Methods of Fiscal Monitoring In addition to the review of all expenditure documents submitted by the contractor, GCJFS will use the Risk Assessment tool to determine the frequency of fiscal reviews for each. In addition, any information obtained as a result of Program Monitoring may be used by the GCJFS Fiscal Reviewer in order to complete any or all of the Fiscal Monitoring. GCJFS will utilize one or more of the following methods of monitoring :

**Expenditure Document Review** - Reviews of contractor invoices and expenditure submittals to determine if the rates and services are the same as described in the contract. Also determines if the supporting documents such as cost reports, attendance records, and eligibility documentation adequately support the request for payment. The Expenditure Document Review will also be utilized for Program Monitoring.

**Fiscal Desk Review** – Reviews of reports and documentation submitted by the contractor to the GCJFS Program Monitor as part of a Program Desk Review or On-Site Review may be utilized to review billing and invoices, comparison of budget to costs, internal controls, procurement and cost allocation. Additional information may be requested of the contractor. The GCJFS "Fiscal Desk Review Report" will be used to conduct and document the findings of this review.

**Fiscal On-Site Review** – The "Fiscal On-Site Review Report" form will be used to provide the reviewer with a tool to determine if the amounts reported by the contractor are accurate, allowable, supported by documentation and properly allocated. In addition, the review will determine if the contractor has adequate internal controls and a reliable financial management system. The review may include contract administration, billing and invoices, payroll, allowability of expenditures, financial statements and audits, assets and inventory, cash management and other policies and procedures to document adequate internal control and compliance to federal, state and local regulations.

#### Preparation for Fiscal Monitoring, Notification and Unscheduled Visits

Prior to review, the monitor will examine the contract and any modifications to the contract, invoices and reports received to date and program monitoring reports. For desk reviews, the monitor will request in writing that the contractor provide the required documentation and will use the Fiscal On-Site Review Report to document the conclusions of the desk review. For on-site reviews, the monitor will send written notification of the desired date of review along with a copy of the Fiscal On-Site Review Report and will confirm both the review date and the availability of needed documentation.

#### V. Exemptions from Monitoring Policy

The following contracted services are exempt from this monitoring policy:

- Services purchased on behalf of a child in the custody of GCJFS including but not limited to foster care and child welfare purchases shall be exempt from this policy. Foster care and child welfare services will be evaluated and monitored on the basis of needs of the child or children being served as documented in the case plan, as required in a judicial order or administrative rule, or as identified by best practice standards for a public children's service agency (PCSA).

- Child Support Enforcement Services purchased through or as a part of Title IV-D enforcement services are exempt from this policy. Title IV-D contracts will be evaluated and monitored in accordance with HHS and ODJFS IV-D Regulations.

#### VI. Monitoring Responsibilities, Frequency and Extent of Monitoring

The Executive Director will assign administrative and/or fiscal staff or select contractors to implement this monitoring plan. Staff and contract personnel assigned to these responsibilities will have knowledge of the agency policy, APM and relevant federal circulars. At the time a contract is entered into, the program monitor, fiscal monitor and the GCJFS Program Evaluator will meet and complete the Contract Risk Assessment report and will recommend the frequency and type (desk, on-site) of monitoring for each contract. The completed Risk Assessment and recommendation will be submitted to the Executive Director for approval.

Contracts may be reviewed more than once per contract life, depending on the level of risk assigned to the contract. Contractors deemed to hold a "sub-recipient status" as a result of the Contract and the Risk Assessment will be required to meet federal A-133 requirements. Geauga JFS reserves the right to make

unscheduled visits as deemed appropriate by GCJFS Administration for the purpose of ensuring compliance and quality of the contract and its services.

VII. Monitoring Report and Corrective Action

At the conclusion of each monitoring review, the staff or GCJFS representative assigned to complete the Fiscal or Program Monitoring will prepare a report summarizing their findings and identifying any weaknesses, conditions, errors, contract deviations or violations. The report will also indicate what corrective actions are desired, the time limits for the corrective action and what, if any, actions the Contractor has taken to alleviate the weakness, condition, error, contract deviation or violation. The Contractor may be required to develop and implement a Corrective Action Plan or take specific actions to correct an error or address a concern. Corrective actions required as a result of monitoring are enforceable pursuant to the conditions of the contract between GCJFS and the Contractor. If the Contractor does not respond to the Corrective Action recommendations, GCJFS may terminate the contract, withhold compensation, or otherwise enforce the terms of the contract through a court of competent jurisdiction.

VIII. Distribution of Policy and Technical Assistance

In order to assist the in preparation for monitoring and to solicit their cooperation, GCJFS will providing existing contractors as well as potential contractors with this policy laddition, GCJFS will provide technical assistance to inform contractors and vendors of the requirements of OMB Circulars A87, A121, A133 and all other state and local regulations governing the conduct of contractors.

3.2 Summer Employment addition: If a youth in interested in summer employment, the youth must fill out a Form 3002 in order to start the eligibility process. Once the youth has become eligible, they are referred to the Lead Agency. The Lead Agency provides the youth with a summer employment information session which contains payroll set up, an introduction to the program and paperwork for OhioGuidestone is filled out. Orientation also includes instruction on how to fill out your time sheet correctly, the pay schedule, Work Permit Information and Disciplinary Information. The youth, can then, call any of the Work Sites on the list to discuss possible summer employment. Each youth is required to go on their own interview and obtain their own job. Each youth makes 9.50 per hour and works between 30 and 40 hours per week. The program runs for 9 weeks during the summer.

#### 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:

The public assistance division, who determines eligibility for TANF programs, will refer the individual to the work activities worker for TANF. The PA worker will refer the OWF applicant within 7 days of the application being filed to OGS and will be identified as OWF CCMEP applicant.

If someone comes thru the OMJ-Workforce doors seeking information on the WIOA Youth program, they too will be referred for an initial appointment with the OGS CCMEP staff

**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:

CCMEP Procedure: All of the below if being conducted within a 30 day period.

1. Applicant for OWF is referred to Guidestone within 7 days from application date for intake appraisal.
2. Guidestone will check TLIN to see how many months Cash Assistance has been received. Client is assigned job search while case is pending
3. Appointment letter mailed to client from Guidestone for OWF re-appraisal within 24 hours of OWF opening.
  - a. The appointment must be scheduled no later than 10 days from the date the OWF was opened in CRISE.
  - b. In Outlook on the schedule, list "CCMEP" next to the client's name. This will alert front desk to have the client fill out a CCMEP packet (WIOA application JSF 3002 + JFS 3003 Comprehensive Assessment).
4. Front desk should call once client arrives as well as when client has completed the CCMEP packet and paperwork has been scanned.
  - a. Front desk will scan WIOA application and ISS and provide Guidestone with the originals prior to taking the client back for re-appraisal.
  - b. If client does not show, OWF CAR will be entered to close the individual for failure to complete an appraisal.
5. Guidestone will review the completed JFS 3003 Comprehensive Assessment form with the client face-to-face and complete the JFS 3004 Individual Opportunity Plan based on answers from the JFS 3003 in addition to any necessary follow-up conversation regarding answers on the JFS 3003. Assignments will be made in compliance with OWF rules in conjunction with the goal of self-sufficiency for the client.
  - a. Both Guidestone and the client will sign the JFS 3004 Individual Opportunity Plan. The client will be provided a copy of the JFS 3004 along with blank Weekly Report forms. Copies of all signed forms and documents provided to client will be saved to the Onbase case file.
6. Each CCMEP participant must be followed up on via phone call at least once every 14 calendar days. These phone calls will be well documented in CLRC.
  - A. After three (3) documented (CLRC) failed attempts to reach the client by phone, an appointment letter shall be mailed for the client to come in for a re-appraisal with Guidestone.
    1. Appraisal must be scheduled within 10 calendar days of the last failed attempt to contact by phone.
    2. Failure to attend re-appraisal results in a CAR to the worker to close OWF and review FAET required.
  7. Assignments will be entered into CRISE by Guidestone
  8. Participant expense allowance will be calculated and entered into CRISE (if determined necessary) by Guidestone
  9. Guidestone will update CLRC
  10. Guidestone will put the JFS 3004 into their Onbase workflow for follow up in 6-months and a reappraisal will be completed.
  11. OMJ Geauga Employment Rep will complete necessary data entry into OWCMS
    - a. Determination of which funding source will be used
    - b. Assignments given to client in JFS 3004
    - c. Original WIOA application will be put in Michelle Piscopo's mailbox
12. OWF is then opened in CRISE no later than the 30th day from application date and CAR is sent notifying Guidestone

The CRISE system tracks the number of months an individual receives OWF benefits on the TLIN screen. The CCMEP team will be responsible for accessing this screen during the initial assessment to document the number of months already received and the number of months potentially left to receive benefits. When creating their SSC/SSP and and IOP, this information will be used to determine appropriate assignments and services.

\*\*\*\*\*

Request for Assistance

Upon request for assistance for Food and/or Cash Assistance a 7200 will be given to the individual. All 7200s must include:

- 7217 "Voter Registration Notice of Rights and Declination" form along with a Voter Registration form.
- 7501 "Program Enrollment and Benefit Information"

The individual must provide their name, address, unless homeless, if homeless the application should be marked accordingly, and a signature on the application.

A Human Service Team member will accommodate any request for assistance in completing that application.

Applications may be received:

- In person
- By mail
- By fax
- Through an authorized Representative
- Electronically
- For those on SSI they can apply through Social Security when all members are recipients or applicants of SSI

Signature of 7200 All individuals that helped complete the 7200 must sign the application form. This includes:

- The applicant
- The authorized representative
- An interpreter
- Social worker

Without these signatures the application is considered incomplete

**Date of Application** The date of application is the date the agency received the application with a name and signature. The agency must immediately date stamp the application with the date it is received (5101:4-2-01; 5101:1-2-01). If an individual is found eligible, their benefits will begin the date of application through the end of the month. If the application is filed through E-Gateway the agency will follow the "Date of Application" on the form not the "Date of Registration".

**7204 in place of 7200** If a person is receiving Cash Assistance at the time of redetermination states they would like to apply for Food Assistance the 7204 shall act as the application for Food Assistance. If at redetermination the individual is receiving Food Assistance and would like to apply for Cash the 7204 will act as the application for Cash Assistance (5101: 1-2-01)

**Individual is not a resident of Geauga County**

If the individual is not a resident of Geauga County the agency shall provide the individual of the appropriate county agency. If a 7200 is received at GCJFS and the individual is a resident of a different county, the client coordinator will fax or email the 7200 to the appropriate county no later than the following business day. An ARAD that is created by E-Gateway in CRIS-E shall be denied by the coordinator. (5101: 4-2-01 G)

**Case Transfer In** Once an application is filed for a case that has been transferred to Geauga County in our eligibility system, the client coordinator is to contact supervision in order to determine if an appointment should be scheduled or to complete the ARAD denial.

**Pre-screening for Combined Programs Application for Benefits** All 7200s shall be prescreened by the agency's client coordinators to determine what programs the individual is applying for. If the individual indicates that they would like to apply for Medicaid the client coordinator shall make a copy of the 7200 in Onbase under the Medicaid 7216 form. The 7216 will then be routed to the supervisor of Medicaid to assign to a Medicaid worker.

**Appointment Scheduling** Once the application has been received and the individual is determined to not meet expedited criteria, the individual shall be given the soonest available phone appointment. Should the individual request a face-to-face interview the agency shall accommodate this request. (5101: 4-2-07 B 2) The client coordinator will schedule the appointment on the Groupwise Intake calendar and mail the appointment letter to the individual. The client coordinator will schedule the soonest available appointment for the client in accordance with the following booking schedule:

Application Rec'd:	Appt ltr mailed:	Appt scheduled no sooner than:
Noon on Friday to Noon on Monday	By Noon	Monday Thursday AM or PM
Noon on Monday to Noon on Tuesday	By Noon on Tuesday	Thursday AM or PM
Noon on Tuesday to Noon on Wednesday	By Noon on Wednesday	Friday AM or PM
Noon on Wednesday to Noon on Thursday	By Noon on Thursday	Monday AM or PM
Noon on Thursday to Noon on Friday	By Noon on Friday	Tuesday AM or PM

If the client coordinator cannot reach the individual or the individual declines the soonest appointment, the client coordinator will document this on the appointment letter and/or on the 7200. If the individual was reached and declined the appointment the client coordinator will document the reason the individual declined the soonest available appoint. The individual will then be scheduled at least 3 days out from the date of application but will not exceed 7 calendar days out without supervisions approval. If the client coordinator is able to reach them by phone to provide the appointment time and date, the client coordinator shall not allow for mail time and schedule the soonest available appointment and follow up with sending an appointment letter in the mail. After the appointment letter has been mailed the client coordinator shall move the 7200 from their personal workflow to the public pre-filed applications folder in Onbase. If the application is not seen by a case manager the family services training officer shall deny the application at ARAD on or after the 30th calendar day of the application.

**Interview processing** Once an application is filed, the intake worker that the appointment was scheduled with is responsible for exploring all eligibility for SNAP and OWF benefits. If the case is in another worker's name at the time of intake the case should be moved and remain in the intake worker's caseload, including 7200's filed unnecessarily by the client. Unless in situations where an intake worker is covering an intake for another worker who called off. In this situation the case remains in the original intake worker's name as well as case documents

and checklists. When an application ARAD is completed through E-Gateway the case is registered in the intake case bank caseload. At the time of interview the intake worker shall move the case from the intake case bank to their personal caseload. The pre-filed 7200 shall be moved by the intake worker from the pre-filed applications folder in Onbase to their person Applications waiting for client folder at the time of interview. Intake worker must attempt to contact the client twice within the first 7 minutes of the scheduled appointment time. After 7 minutes has passed, if the client was unable to be reached or did not show for the scheduled Face-to-Face interview the appointment shall be considered missed and a notice of missed interview shall be sent. The client will need to reschedule the appointment in order to continue exploring eligibility at the time of interview. The case manager assigned to the individual's application shall confirm the individual is not subject to any intentional program violation. During the interview the case manager will explore all information reported on the application and resolve unclear or incomplete information. The individual's interview shall be conducted in a confidential manner. The case manager will seek clarification on what programs the individual is applying for and inform them of the other assistance programs available. If at the time of pre-screen the client coordinator was not able to determine if the individual wanted to apply for Medicaid, the case manager shall explore this option with the individual. Should the individual state they would like Medicaid explored the case manager will create a copy of the 7200 and title it 7216. It will then be routed to the supervisor of Medicaid to assign to a Medicaid worker. If the case manager sees that a Tax Questionnaire was not completed at the time of application one will be given to the individual to complete and submit to the Medicaid worker.

Any information requiring further verifications that the case manager is not able to obtain through data exchange or other available resources shall be requested on the 7105 checklist and sent to the individual. The 7105 will include the application date, programs the individual is applying for, necessary verifications, and the due date of the verifications. The individual will be given a minimum of 10 calendar days to provide the verifications.

The case manager will notify the individual of the following:

1. Voter registration information
2. The individuals reporting responsibilities
3. The individual's right to call a state hearing
4. Please reference Appendix A

**Work Activities Requirements** During the interview the case manager will complete the FAET/ABAWD questionnaire and the OWF AG review form when applying for OWF at the time of interview to determine if the individual/s is required to participate in the work activities program. If it is determined at the time of the interview that the individual is required to participate in the work activities program for either cash or food assistance, the appropriate appointment shall be scheduled by the case manager and an appointment letter given to the individual. Please reference the Work Activities Scheduling and Processing Procedure in order to determine the timeframes for scheduling appointments with work activities. The work activity team will have the appointment posted on their Groupwise calendar showing the individual's name, case number, and social security number. If the client is an urgent ABAWD this will be indicated on the Groupwise schedule. The case manager will explain to the client the work activities requirement including the appointment time and date of the work activities assessment, sanction process, and good cause in accordance with regulation 5101:4-3-11(C) of the Food Assistance Certification Manual.

**Time limits & Monitoring** All 7200s shall be processed no later than 30 calendar days from the application date. A case manager will not delay with case authorization if all the necessary verifications have been provided. If the 30th day falls on a weekend or holiday and all verifications have been received the case shall be authorized no later than the last business day prior to the 30th day by noon. If the 30th day falls on a weekend or holiday and verifications are still outstanding, the case shall be authorized the first business day following the holiday or weekend by noon. Supervision shall send weekly BIC reports to the case managers and the case manager shall review them. Supervision shall highlight cases going 30 calendar days and becoming 30 calendar days over the weekend. Supervision shall email the case managers daily as a reminder to authorize those cases by noon. Prior to authorization the case manager shall place an additional OWF AG review form in the case file if the client is applying for OWF. If the agency cannot make an eligibility determination within 30 calendar days, the cause of the delay must be determined. A notice of either denial or a pending status must be provided for applications that are delayed in processing, depending on the cause of the delay. Delayed application processing shall be followed in accordance with regulation 5101:4-5-07. Depending on the reason for delay, an application can have a 60 day case processing timeframe.

Individuals will complete the CCMEP assessment and IOP with the Guidestone case manager, no later than 30 days from the date of application. The individuals FLSA our maxium will be configured and the hours determined and put into the IOP.

Any communciaiton within the agency will be done via email or CAR. Both will be documented in the CLRC section of Cris-E.

Communcation with any indiviudal will be conducted via mail and or phonecall. Any communcaotin with any indivudal will be documented in CLRC section in Cris-E.

OGS will follow the exiting processes as described in paragraph (C)(4) of rule 5101:14-1-03 of the Administrative Code.

An individual may be assigned to and engaged in an activity; however the individual cannot be sanctioned for failure to comply with any activities outlined in the individual's self-sufficiency contract.

Agency/Contractor is modifying hours of participation for participants that are found to be a victim of domestic violence.

- 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:

When an individual participating in CCMEP is determined to be a victim of domestic violence staff will take the following steps:

Inform the applicant of the OWF waivers.

Screen the applicant for Domestic Violence as required (Specific questions from WPA3).

Make referrals for all individuals who respond affirmatively to any screening questions to counseling and supportive services.

When the county agency determines that the individual has been subjected to domestic violence and requiring compliance with the program eligibility requirement(s) would make it more difficult for the individual to escape the domestic violence, the agency shall identify and waive the program eligibility requirements.

Every applicant who applies for CCMEP will be screened for Domestic Violence.

It is the agencies responsibility to: Inform all applicants that waivers of eligibility requirements are available for victims of Domestic Violence, Screen applicants for Domestic Violence, and make referrals for those that respond affirmatively to any screening questions for counseling and other supportive services.

Domestic Violence means being subjected to one of the following: Physical acts that resulted in or threatened to result in physical injury to an individual, sexual abuse, sexual activity involving a dependent child, being forced as a caretaker relative of a dependent child to engage in nonconsensual sexual acts or activities, threats/attempts at physical or sexual abuse, mental abuse, or neglect or deprivation of medical care.

Inform the applicant of DV waivers. Explain to the client that we would never ask the client to do engage in any CCMEP activity or services that would result or threaten to result in the health and safety of themselves or family members. If at any time someone feels that assigned activities would result in a DV situation (defined above), they may be eligible for a waiver/exemption from the requirement.

To screen applicants, employees will read DV script and ask the following questions:

We are asking the following questions to understand your ability to do work requirements and to refer you to other services that you might find helpful. To receive OWF/FS/CCMEP benefits, you may be assigned to do activities for a certain number of hours per week. The following questions relate to your family situation.

Answering these questions is voluntary. Any answer given will remain confidential, except that information regarding suspected child abuse will be reported to the public children services agency.

- Do you believe that your partner or anyone else will make/has made it hard for you to meet, training or education requirements?
- Has your partner or anyone else done anything to interfere in your work, Job Training or schooling?
- Do you want us to use an alternative address for mailing document/information?
- Do you want to request a DV Waiver of work participation/activity assignments or cooperation with child support?

When a customer indicated interest in a waiver, the JFS 3803 form will be completed. If it is determined that the individual has been subjected to a DV situation and requirement with program guidelines/services/activities would make it more difficult for the individual to escape the situation or unfairly penalize the individual, or put individual/family in harm's way, the county shall waive all requirements.

If waiver granted, the Job Counselor or Case Manager would notify the client that the waiver has been granted and make system updates. Waivers will be reviewed as often as needed, but at a minimum of every 6 months. There is no limit on how many times or length of time a waiver will be granted.

When documenting the case information regarding DV, we use the language waiver granted. We do not use the term DV or domestic violence in case notes as they are part of public record. All documentation regarding DV and waiver determinations are kept in secured electronic document imaging system.

When an individual responds affirmatively to any of the DV screening questions, Job Counselors and Case Managers will make all appropriate referrals for guidance, counseling, housing, etc. to support the individual in removing themselves and family members from the situation.

- 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:

Because GCJFS is a quad combined agency, communication between the Income Maintenance (IM) (PA) OGS and OMJ Geauga is streamlined. Once an individual completes an IOP, it is shared in the joint Document Imaging System and can be put into IM Workflow as well as issuing a copy of the IP with a lists of appropriate assignment, location, and schedule directly to the client. This means that IM has immediate access to all of the information, documents, assignments, hours completed, information received by clients, good cause, sanctions, or any other factor impacting CCMEP / OWF that the agency has. This allows IM immediate information to take any necessary action on the client's public assistance benefits when needed. Additionally, we have designated staff in the lead agency/OGS that work on OWF cases. This supplies a point of contact for anyone on Public Assistance that has questions pertaining to an OWF/SNAP client that is involved in CCMEP. If a client were to fail hours for any work activity assignment required, OGS staff is required to contact IM to place a sanction on the client.

- 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 open OWF cases are transferred to another county the current inter-county transfer process will be followed using JFS form #3900.

When a program participant engaged in CCMEP is transferred to a neighboring county and wishes to have CCMEP services continue the following steps will be taken:

- The CCMEP Team will document the request to transfer in CRIS-E case notes.
- The IM worker will be notified of need to transfer and identify county of transfer.
- The IM worker will complete the case and transfer.
- The CCMEP worker will follow-up ensuring case is appropriately transferred.
- The CCMEP worker will determine the contact worker in new county and notify of need for CCMEP/ISS appointment.
- If there is no CRIS-E case the CCMEP team will reach out to the new county to obtain contact information to inform need of client relocation and ISS appointment.

When a case is transferred into Geauga County the following will occur:

- The CCMEP team will be notified of the transfer of CCMEP eligible individual into Geauga County.
- If there is an active CRIS-E case ensure the case is now in Geauga County caseload.
- Document in CRIS-E case notes all information pertaining to transfer.
- Reach out to client and establish an appointment for new ISS/IOP.

If an OWF case is transferred to this county from another county, The GCJFS case worker will alert OhioGuidestone. The GCJFS case worker will schedule an appraisal between transferred client and OhioGuidestone's OWF/Work Activities worker. During OWF/CCMEP appraisal, the client will fill out the CCMEP assessment and together the OWF/Work Activities worker and client will create the IOP. OWF/Work Activities case worker will look up individual in OWCMS to make sure the individual was closed in the county they transferred out of. If client has been closed, a "new case" will be opened in OWCMS. If the case has not been closed the OWF/Work Activities worker will contact the county of transfer to have them close out the participant.

All county transfers will be completed within a 10 day period.

If it is in the participants best interest, the individual will not transfer county's.  
CCMEP participant(s) not in receipt of OWF benefits could choose to stay in Geauga County if it is in their best interest.

failure of a work eligible OWF: If a CCMEP youth receiving OWF fails to comply with the terms of an IOP, a sanction request will be sent by the CCMEP Case Manager to the Income Maintenance Worker. The Income Maintenance Worker will then look at the case and decide if the sanction request will turn into a sanction. The youth will still be considered CCMEP eligible.

CCMEP activities assigned for OWF work eligible individuals will be based off of their in person interview, Comprehensive Assessment, TABE scores, and the 14 service elements of CCMEP.

**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:

4.5 Part 2

As a participant needs to be determined re eligible every 6 months, OhioMeansJobs Geauga and OhioGuidestone work together to redetermine eligibility. OhioGuidestone sends out a letter to both the participant and parent (if participant is a minor). The letter states that re determination is will happen within the next month and to look for the re determination packet in the mail. 4 weeks before their eligibility will expire, OhioMeansJobs Geauga sends out the re determination packet which includes the application form 3002 and any other necessary documentation. The participant then has 14 days to send in the eligibility information. If 2 weeks has gone by and eligibility information is not received, OhioGuidestone will call, text, and visit the participant to obtain the information necessary. When redetermination paperwork is received, it is gives to the OhioMeansJobsGauga Eligibility Referral Specialist and determination of services is made. A note is then entered by OhioGuidestone staff that re determination is complete and participant is either eligible or not eligible. If participant is no longer eligible, they are exited from the program and OWCMS.

Household Members and Income Counting for CCMEP TANF Funding Eligibility  
Is one of the following:

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.

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 se served, the Parents, Step-Parents, Domestic Partner income will be counted to determine whether they meet the 200% FPL.

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.

A pregnant individual: or:

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

An individual ae 18-24 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 sane 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.

Individuals being referred over to CCMEP from any TANF program have already had their household and income formed by the public assistance division. They will also complete a WIOA Youth application. They will be eligible when they are determined to either be low-income adult, in-school / out-of-school youth or determined to have a barrier to employment outlined in WIOA policy.

Individuals being referred from WIOA will be screened for TANF eligibility and become eligible when they provide income statements or self-attest to having income under the 200% FPL, have (or applied for) an SSN, are of eligible citizen status, do not have any TANF overpayments, have been afforded the opportunity to register to vote, and is the minor child or the parent of a minor child.

By seeking dual eligibility for both populations, we can maximized the funding opportunities for program participants.

When re-evaluating TANF eligibility for both WIOA and TANF youth, each youth is mailed a re-determination packet (JFS 03002) that asks them to re-attest to the following: having income under the 200% FPL, have (or applied for) a SSN, are of eligible citizen status, do not have any TANF overpayments, have been afforded the opportunity to register to vote, and is the minor child or the parent of a minor child. This is redetermination process is completed every 6 months from date of application.

Redeterminations are done every 6 months for CCMEP TANF participants not in receipt of OWF cash benefit

**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:  
OGS is responsible for administration.  
When a CCMEP individual scheduled for their initial intake/assessment, the youth will meet with an OMJ Geauga worker. At this time, the worker will determine if the individual is a TANF, WIOA or dually eligible participant.  
  
The youth will complete the comprehensive assessment tool with their CCMEP worker and complete the IOP. The IOP is signed by the client and entered into OWCMS within 30 days of signing of the application. Assessment are conduct twice monthly.

**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:  
tegl 21-16  
CCMEP case managers utilize the CCMEP Comprehensive Assessment, TABE and/or Work Keys, and explain CCMEP service available while encouraging participation. Once a CCMEP participant completes the comprehensive assessment the youth will work with their Case Manager to complete an IOP. The IOP will include assignments which will overcome individual barriers outlined in the assessments. The long term goal for the CCMEP population is credential attainment, employment, and/or job retention.

**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:

rule 5101-14-1-05

GCJFS and OMJ Geauga wrote into the contract with OGS that case managers must be in contact with participants at least every 30 days. Because of this, all Case Managers use a tickler system in their ODJFS Outlook calendars to make certain that each participant receives contact at least once every 30 days. Most Case Managers schedule their follow-up appointments before the participants leaves their appointment. Often participants stop by or call more often than every 30 days. In addition, the OGS supervisor routinely monitors cases and staff to ensure clients needs are met.

addition: 5.4

OHIOGUIDESTONE agrees that it will engage participants for an agreed upon minimum weekly amount of time during each week that the participant is actively registered and enrolled within the CCMEP. The amount of time that a participant is to be engaged on a weekly basis will be set forth within GCDJFS' plan as lead agency. The weekly amount of time that an individual must be engaged will be measured by the OHIOGUIDESTONE by accounting for the amount of time that each participant is engaged in Case Management, and/or Program Services, directly or indirectly each week. OHIOGUIDESTONE agrees to maintain documentation and records that demonstrate the same and to provide those to NOC COG and GCDJFS upon demand, and to include the same with all regular invoicing.

OGS will keep the individuals engaged by providing incentives to each participant for different activities they participate in and certifications they receive. CONTRACTOR agrees to the provision of supportive services and incentives in a manner and method to encourage involvement and success of all participants, that is consistent with applicable policy. If the expenditure for the supportive services and/or incentives utilizes WIOA funds, it shall adhere to the Area 19 policies that apply to the same. If the expenditure for the supportive services and/or incentives utilizes TANF funds, it shall adhere to the GCDJFS policies that apply to the same.

**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:

OGS Staff provides tutoring, study skills training, instruction and dropout prevention as appropriate. Participants in this program can receive up to 8 hours of tutoring and study skills training each week.

The service is offered primarily in two location typically on weekdays.

6.1

- Required client participation in OWF Self Sufficiency Plan (SSP) Core Activities, including the assessment of participant skills and needs and the development of an individual self-sufficiency, individual opportunity or employability plan;
- Required client participation in OWF SSP Non-Core Activities;
- Required client appraisals;
- Required client assignment to ABAWD activities;
- Required client participation in ABAWD activities;
- Timely reporting of incidents that impact the client's OWF or ABAWD participation;
- Assisting GCDJFS with work activity verification as requested;
- Avoidance of conflicting goals;
- Systematic communication between GCDJFS and Provider;
- Alignment of EET program activities and required work activity;
- Monitoring of PRC employment and/or employment improvement participation requirement;
- Case management of all individuals within the program;
- Ensuring that the individuals meet all OWF work activity requirements, ABAWD employment and training requirements, and PRC employment and/or employment improvement participation requirements;
- The reduction or elimination of barriers to gainful employment;
- Identifying necessary supportive services and the referral to existent supportive services in the community or providing those supportive services;
- The assignment of employment and training activities that will enhance the participant's opportunity for a successful job placement;
- An understanding of participant's rights and responsibilities;
- Providing job skills training directly related to employment including specialized training or education for in-demand occupations;
- Assisting eligible participants in securing and maintaining gainful employment;
- Interaction with a participant's care physician when appropriate;
- Job skills training directly related to employment (training or education for job skills required by an employer to provide an individual with the ability to obtain employment or to advance or adapt to the changing demands of the workplace); and
- Assisting eligible participants in the development of necessary soft skills including but not limited to: work ethic; hygiene; time management; work place behavior; work ethics, etc.

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

Describe:  
 OGS staff will assist with secondary school services and dropout recovery services.

The service is offered primarily in two location typically on weekdays.

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

Describe:  
 Work experience is an avenue used for youth to understand proper workplace behavior and what is necessary in order to attain and retain employment. They are designed to enable youth to gain exposure to the working world and its requirements. Under this service, participants may be eligible for job shadowing, paid internships and paid or unpaid work experience. Once a preferred field is identified, participants can receive long term or short term work placement opportunities.

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

Describe:  
 Occupational skills training shall include priority consideration for training programs that lead to recognized post-secondary credentials that are aligned with state and local in-demand industry sectors and occupations.

OMJ Geauga offers an individual training account (ITA) which is one of the primary methods through which training is financed and provided. ITAs are established on behalf of the youth participant to purchase a program of training services from an eligible training provider. The use of an ITA is allowed for Out of School youth ages 18-24 when appropriate.

These programs will prevent and reduce the incidence of out-of-wedlock pregnancies and encourage the formation and maintenance of 2 parent families.

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

**Describe:**

This service requires integrated education and training to occur concurrently and contextually with workforce preparation activities and training. OGS works in either small groups or one on one with the youth to prepare them for the workforce by offering a rotating curriculum on workforce topics that include but are not limited to: soft skills, writing a resume, interviewing, etc. Additional services available to youth are: a Customer Service and Hospitality class as well as a Quickbooks tutorial.

## 6. Leadership development opportunities - TANF Purpose(s) 2

**Describe:**

The leadership and entrepreneurial elements were combined to offer one service that focuses on leadership opportunities and community projects that allowed youth to use their entrepreneurial mind-set .

## 7. Supportive services - TANF Purpose(s) 1, 2, 3 & 4

**Describe:**

Supportive services for youth may include, but are not limited to:

- Linkages to community services;
- Assistance with transportation;
- Assistance with child care and dependent care;
- Assistance with housing;
- Needs-related payments;
- Assistance with educational testing;
- Reasonable accommodations for youth with disabilities;
- Referrals to health care; and
- Assistance with uniforms or other appropriate work attire and work-related tool costs

Supportive services are provided to youth both during participation and after program exit.

Purpose 3: Supportive services, adult mentoring, follow up services, and comprehensive guidance and counseling services can assist with providing education and prevention services for CCMEP participants who are parenting or who may become parents between the ages of 14 and 24. The CCMEP program may also refer individuals to community partners to address this issue. Community Partners would be established providing programming in abstinence programs, visiting nurse services and services for youth such as counseling, teen pregnancy prevention campaigns and after school programs that provide supervision when school is not in session. These programs will prevent and reduce the incidence of out-of-wedlock pregnancies and encourages the formation and maintenance of two-parent families.

Purpose 4: Supportive services, adult mentoring, follow up services, and comprehensive guidance and counseling services can assist with providing education and prevention services for CCMEP participants who are a part of a two parent family. The CCMEP program may also refer individuals to community partners to address this issue. Community Partners would be established providing programming in parenting skills training, pre-marital and marriage counseling, mediation services; activities to promote parental access and supervision; job placement and training services for non-custodial parents; initiatives to promote the responsible fatherhood and increase the capacity of fathers to provide emotional and financial support for their children; as well as crisis and intervention services. These programs will prevent and reduce the incidence of out-of-wedlock pregnancies and encourage the formation and maintenance of 2 parent families.

## 8. Adult mentoring - TANF Purpose(s) 2, 3 & 4

**Describe:**

The purpose of adult mentoring is to build positive, supportive relationships between youth and adults to provide positive adult role models for youth. The mentoring service provides an adult role model who building working relationships with the youth and who fosters the development of positive life skills.

Purpose 3: Supportive services, adult mentoring, follow up services, and comprehensive guidance and counseling services can assist with providing education and prevention services for CCMEP participants who are

parenting or who may become parents between the ages of 14 and 24. The CCMEP program may also refer individuals to community partners to address this issue. Community Partners would be established providing programming in abstinence programs, visiting nurse services and services for youth such as counseling, teen pregnancy prevention campaigns and after school programs that provide supervision when school is not in session. These programs will prevent and reduce the incidence of out-of-wedlock pregnancies and encourages the formation and maintenance of two-parent families.

Purpose 4: Supportive services, adult mentoring, follow up services, and comprehensive guidance and counseling services can assist with providing education and prevention services for CCMEP participants who are a part of a two parent family. The CCMEP program may also refer individuals to community partners to address this issue. Community Partners would be established providing programming in parenting skills training, pre-marital and marriage counseling, mediation services; activities to promote parental access and supervision; job placement and training services for non-custodial parents; initiatives to promote the responsible fatherhood and increase the capacity of fathers to provide emotional and financial support for their children; as well as crisis and intervention services. These programs will prevent and reduce the incidence of out-of-wedlock pregnancies and encourage the formation and maintenance of 2 parent families.

#### 9. Follow-up services for not less than 12 months - TANF Purpose(s) 1, 2, 3 & 4

Describe:

Follow-up services are critical services provided following a youth's exit from the program to help ensure the youth is successful in employment and/or post-secondary education and training. Follow-up services may include:

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

All youth participants must receive some form of follow-up services for a minimum duration of 12 months. Follow-up services may be provided beyond the 12 months at the local board's discretion. The types of services provided and the duration of services must be determined based on the needs of the youth and therefore, the type and intensity of follow-up services may differ for each participant. However, follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance outcome.

Purpose 3: Supportive services, adult mentoring, follow up services, and comprehensive guidance and counseling services can assist with providing education and prevention services for CCMEP participants who are parenting or who may become parents between the ages of 14 and 24. The CCMEP program may also refer individuals to community partners to address this issue. Community Partners would be established providing programming in abstinence programs, visiting nurse services and services for youth such as counseling, teen pregnancy prevention campaigns and after school programs that provide supervision when school is not in session. These programs will prevent and reduce the incidence of out-of-wedlock pregnancies and encourages the formation and maintenance of two-parent families.

Purpose 4: Supportive services, adult mentoring, follow up services, and comprehensive guidance and counseling services can assist with providing education and prevention services for CCMEP participants who are a part of a two parent family. The CCMEP program may also refer individuals to community partners to address this issue. Community Partners would be established providing programming in parenting skills training, pre-marital and marriage counseling, mediation services; activities to promote parental access and supervision; job placement and training services for non-custodial parents; initiatives to promote the responsible fatherhood and increase the capacity of fathers to provide emotional and financial support for their children; as well as crisis and intervention services. These programs will prevent and reduce the incidence of out-of-wedlock pregnancies and encourage the formation and maintenance of 2 parent families.

#### 10. Comprehensive guidance and counseling - TANF Purpose(s) 1, 2, 3 & 4

Describe:

Comprehensive guidance and counseling provides individualized counseling to participants. This includes career and academic counseling. Drug and alcohol counseling, mental health counseling are referred to partner programs.

The purpose of comprehensive guidance and counseling is to promote growth in each youth's educational, personal, social, and employability skills. Comprehensive guidance and counseling programs impart through counselor-directed learning opportunities that help youth achieve the success through academic, career, personal, and social development

Purpose 3: Supportive services, adult mentoring, follow up services, and comprehensive guidance and counseling services can assist with providing education and prevention services for CCMEP participants who are parenting or who may become parents between the ages of 14 and 24. The CCMEP program may also refer individuals to community partners to address this issue. Community Partners would be established providing programming in abstinence programs, visiting nurse services and services for youth such as counseling, teen pregnancy prevention campaigns and after school programs that provide supervision when school is not in session. These programs will prevent and reduce the incidence of out-of-wedlock pregnancies and encourages the formation and maintenance of two-parent families.

Purpose 4: Supportive services, adult mentoring, follow up services, and comprehensive guidance and counseling services can assist with providing education and prevention services for CCMEP participants who are a part of a two parent family. The CCMEP program may also refer individuals to community partners to address this issue. Community Partners would be established providing programming in parenting skills training, pre-marital and marriage counseling, mediation services; activities to promote parental access and supervision; job placement and training services for non-custodial parents; initiatives to promote the responsible fatherhood and increase the capacity of fathers to provide emotional and financial support for their children; as well as crisis and intervention services. These programs will prevent and reduce the incidence of out-of-wedlock pregnancies and encourage the formation and maintenance of 2 parent families.

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

Describe:

Financial literacy includes activities which:

- Support the ability of youth participants to create household budgets, initiate savings plans, and make informed financial decisions about education, retirement, home ownership, wealth building, or other savings goals;
- Support participants in learning how to effectively manage spending, credit, and debt, including student loans, consumer credit, and credit cards;
- Teach participants about the significance of credit reports and credit scores; what their rights are regarding their credit and financial information; how to determine the accuracy of a credit report and how to correct inaccuracies; and how to improve or maintain good credit;
- Support a participant's ability to understand, evaluate, and compare financial products, services, and opportunities and to make informed decisions;
- Educate participants about identity theft, ways to protect themselves from identity theft, and how to resolve cases of identity theft and in other ways under their rights and protection related to personal identity and financial data; and
- Support activities that address the particular financial literacy needs of non-English speakers, including providing the support through the development and distribution of multilingual financial literacy and education materials.
- Provide financial education that is age appropriate, timely, and provides opportunities to put lessons into practice, such as by access to safe and affordable financial products that enable money management and savings; and
- Implement other approaches to help participants gain the knowledge, skills, and confidence to make informed financial decisions that enable them to attain greater financial health and stability by using high quality, age-appropriate, and relevant strategies and channels, including where possible, timely and customized information, guidance, tools, and instructions.

These programs will prevent and reduce the incidence of out-of-wedlock pregnancies and encourage the formation and maintenance of 2 parent families.

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

Describe:

The leadership and entrepreneurial elements were combined to offer one service that focused on leadership opportunities and community projects that allowed youth to use their entrepreneurial mind-set.

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

Describe:

Labor market information is provided by OMJ Geauga staff. Under this services OMJ provides labor market information and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services.

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

Describe:

OGS provides one on one guidance with the youth to prepare youth to transition to post secondary schooling. These services include but are not limited to: SAT/ACT Prep Testing, scholarship searches, FAFSA completion, College Navigator and higher education process.

**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:

GCJFS will not use TANF or WIOA CCMEP funds to pay a program participant directly for subsidized employment. All wages to all participants are paid using a third party employer and payroll provider - currently "Infinity Resource". We plan to supplement CCMEP wages and incentives using other TANF related funds.

See Area 19 NOG COG B-05-CCMEP Incentive-Stipend policy

addition: 6.2 Once a youth has employment services deemed appropriate for them on their IOP, OhioGuidestone sends them a Work Site List. OhioGuidestone contracts with a third party payroll provider. Infinity Resources, that is deemed the "employer of record" for the youth. They complete payroll paperwork as to receive a pay card/direct deposit directly from Infinity Resources. OhioGuidestone uses payroll timesheets, signed by each participant and by each worksite. Work Sites are then required to turn them in timely, every 2 weeks, for processing in accordance with the payroll schedule.

Once a youth has a paid/subsidized services deemed appropriate for them on their IOP, they are referred to our service provider. The service provider is the actual "employer of record" for the youth and received onboarding by the provider. They complete payroll paperwork as to receive paychecks/direct deposits directly from the provider. The providers uses their own payroll timesheet and are required to turn them in timely for processing in accordance with the provider's payroll schedule.

**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:

Review 45 CFR 260-31

GCJFS will use supportive services as defined in Area 19 WIOA policy B-04 are extensive and designed to meet the employment and training needs of the WIOA youth. They are delivered through the youth service provider. Supportive needs not specifically addressed within the policy may be approved on an individual basis by GCJFS upon request and documentation of reasonableness and necessity. Follow up services are defined in Area 19 WIOA policy B-02 and defines follow up services and requires a minimum duration of 12 months.

TANF funding will not be used for any medical services besides pre-pregnancy planning services

We will adhere to FAL #103 for TANF funded gas cards as a reconciliation process needs to be in place for these.

See Attached for:  
B-04 WIOA Supportive Services  
TANF Supportive Services Policy refer to WIOA B-04  
replacing B-02 WIOA Youth 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:**

Describe:

Individuals in follow up are contacted by phone, email or personal visits to their home or place of employment. Follow up services include supportive services, mentoring, Financial Literacy, services that provide labor market information and post-secondary preparation activities. Each individual is enrolled in follow up services for 12 months and are contacted monthly. (KB)

If an individual cannot be contacted after 5 or more attempts have been made, the individual will cease being part of the program. Documented in OWCMS and letter will be sent to the last known address.

Follow-up policy aligns with the definition of nonassistance as described in 45 C.F.R. 260.31 Every attempt will be made to contact participants through phone, email, social media, US Postal Service, and other possible means of communication (if available). If a participant chooses to opt out of follow-up services, this will need to be put in writing and documentation placed in the file.

All follow-up contact, services and opt outs will be documented in OWCMS. 20 C.F.R. 681.580 allows for youth participants to decline follow-up services and for follow-up services to stop when participant cannot be located or contacted: opt outs will be documented in OWCMS.

See Attached for:

B-06 WIOA Followup  
TANF Followup Policy refer to WIOA B-06

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

Describe:

(KB)The lead agency will require notification of the failure with good cause within 24 hours (prior to the event or after). Documentation of good cause is to be provided within 10 days. This can be provided in person, via mail, fax, electronically, through an authorized representative or the primary information person.

OGS will utilize the NOC COG good cause policy.

Paragraph (H) of rule 5101:14-1-05 of the Administrative Code

Good cause reasons are limited to the following:

- (1) Illness of the program participant or of another family member related by blood, marriage or adoption, living in the same household, if care by the program participant was necessary.
- (2) For either the program participant or a family member living in the same household, a previously scheduled appointment necessary for medical, dental, or vision care.
- (3) A previously scheduled job interview for a program participant, including any subsequent interviews and/or testing requirements.
- (4) Court ordered appearances.
- (5) Appointment with another social service agency or program.
- (6) Death in the family, with the length of absence to be determined by the lead agency. "Family" is defined as spouse, domestic partner (domestic partner is defined as one who stands in place of a spouse and who resides with the program participant), child, grandchild, parents, grandparents, siblings, stepchild, stepparent, step-siblings, great-grandparents, mother-in-law, father-in-law, sister-in-law, brother-in-law, son-in-law, daughter-in-law, or legal guardian or other person who stands in the place of a parent.

(7) A school, place of work or worksite is closed for the day.

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

Describe:  
OGS will make all attempts to reach the youth via in-person or phone to schedule an appointment and will then issue written appointment notice to the youth of the scheduled day and time. In the event a participant is unavailable by phone, an appointment is scheduled, allowing at least a 10 day notice for the appointment notice to be received by the youth using USPS services.

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

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

Describe:  
The importance of obtaining a GED for obtaining employment and enrolling in postsecondary education will be stressed to participants during the assessment process and incorporated into the IOP as necessary. An Aspire instructor is co-located at the OhioMeansJobs center on Mondays and Tuesdays and will be used as a resource to discuss the GED program with the participant. Referrals will be made to Aspire. GED and Adult Diploma information is available at the center. On-line high school diploma and Workforce Readiness/Industry Credentials will be viable options as well.  
  
Educational options will be discussed during assessment appointments. Literature on Aspire (ABLE) services through OMJ Geauga & Auburn Career Center is readily available. Services will be outlined in the OWF client IOP. Referrals will be made to the local Aspire/GED program.

**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:  
GCJFS has been designated as the lead agency for CCMEP pursuant to Ohio Revised Code. As such, GCJFS has the sole authority to determine which of the three parts of CCMEP services it is retaining, and which of those it will contract for with third party agencies, utilizing TANF funding. GCJFS elected to provide the following CCMEP program services: pre-enrollment services including eligibility determination, educational search and assistance including ITAs, Career Search, Job Placement assistance and OJTs. GCJFS elected to competitively procure the remainder of the services.  
  
The Northeast Ohio Consortium Council of Governments ("NOC COG") is the staffing and fiscal agent for the Area 19 Workforce Development Board. As such, the NOC COG has the sole authority to determine which entities will perform pre-enrollment, framework design, and 14/32/11 services, utilizing WIOA funding. The NOC COG has competitively procured all WIOA program services.  
  
As both GCJFS and the NOC COG elected to competitively procure the TANF and WIOA services not provided by GCJFS together issuing a joint WIOA/TANF competitive procurement, this allowed for the unification of the CCMEP program utilizing both TANF and WIOA funding.  
  
Furthermore, GCJFS, OMJ Geauga, the NOCCOG and WDB Area 19 work in concert and collaborate routinely on all workforce programs and issues.

**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:  
All case managers must have a minimum a bachelor's degree to be considered for employment, all existing case managers must attend all state mandated trainings as part of their continuing education. ODJFS offers Case Management Training, CCMEP Monthly webinars, OWCMS Training, and internal training on the CCMEP Program. Also included are CFIS CCMEP and CFIS OMJ Center training.  
Future local trainings include OMJ.com

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

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> 15 cases or less | <input type="checkbox"/> Between 50 and 100 cases |
| <input 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:  
 OGS clients: surveys are required to be provided to participants and then report to OMJ Geauga by OGS on a routine basis.

CCMEP participants who use OMJ Geauga are asked to participate in a number of Survey Monkey questionnaires in order to determine if needs are being met.

**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:  
 Case Managers meet monthly to discuss cases and topics relevant to CCMEP. Their feedback from these meetings are used to adjust processes, policies, and procedures to make the program as streamlined as 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.

Describe:  
 OGS and OMJ Geauga collect vast amounts of data on the CCMEP program. Monthly youth are tracked by enrollment in each provision of service. This information is used to determine the meeting of WIOA ratios as required for ISY/OSY and work experience. as well as performance measures for the program.

addition: OhioGuidestone will collect and enter any data needed for the OWCMS system. OhioGuidestone will go to Tabs Access Employment and Access Education, as needed to enter any employment, education and median wage information that is gathered per youth. OhioGuidestone will then create a case note within the OWCMS system so the information is further verified.

**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 Craig Swenson, JD, Executive Director - Geauga County Job and Family Services	
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  
 Trudy A. Cheney Chair of Area 19 Workforce Development Board or  
 Craig Sernik, JD Executive Director - Northeast Ohio Consortium Council of Govts. Area 19 Workforce Development Board

Signature	Date
-----------	------