



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

for

County or Counties: Guernsey

Effective Date: October 1, 2017

Plan Submission

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

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

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

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

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1. Lead Agency and Coordination with Partners

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

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

Lead Agency Name Guernsey County Department of Job & Family Services			
Lead Agency Address 324 Highland Ave.		City Cambridge	State OH
Zip Code 43725			
First Name of Lead Agency Official Kathy	Last Name of Lead Agency Official Jamiel	Title of Lead Agency Official Director	
Phone Number 740-432-2381		Email Address kathleen.jamiel@jfs.ohio.gov	

Program Contact Person Sue Thomas Sikora		Phone Number 740-432-2381
Phone Number 740-432-2381		Email Address sue.thomas-sikora@jfs.ohio.gov

Fiscal Contact Person Amy Devolld	
Phone Number 740-432-2381	Email Address amy.devolld@jfs.ohio.gov

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

Agency Name OhioMeansJobs Guernsey County			
Agency Address 324 Highland Ave		City Cambridge	State OH
Zip Code 43725			
First Name of Lead Agency Official Kathy	Last Name of Lead Agency Official Jamiel	Title of Lead Agency Official Director	
Phone Number 740-432-2381		Email Address kathleen.jamiel@jfs.ohio.gov	

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

Workforce Development Area Area 7	
Workforce Development Board Chair Name Swen Hunt	
Workforce Development Board Director Name John Trott	
Phone Number 934-525-1025	Email Address trottj@clarkstate.edu

1.4 Identify the implementation manager for the Lead Agency.

First Name of Implementation Manager Sue	Last Name of Implementation Manager Thomas Sikora	Title of Implementation Manager Assistant Director
Phone Number 740-432-2381	Email Address sue.thomas-sikora@jfs.ohio.gov	

1.5 Lead Agency’s performance and data management contact:

Contact Person Sue Thomas Sikora	
Phone Number 740-432-2381	Email Address sue.thomas-sikora@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 local workforce development agency, OhioMeansJobs Guernsey County, is housed within the local Job & Family Services. In Guernsey County, the CDJFS and workforce development agency (OMJ Guernsey) are one and the same and include common staff who share a common supervisor with the CDJFS. Because of this design, the CCMEP case managers administer both WIOA, TANF, and SNAP workforce programs. OMJ Guernsey County also falls under the Area 7 Workforce Policy Board who provides governance on policies and procedures for workforce programs.

In addition, The Guernsey County Workforce Policy Board for the county meets on a bi-monthly basis. Partners on the board include local business and industry, educational service center, port authority, county commissioners, oil and gas association, our local hospital, the chamber of commerce, ODJFS, (Vets and UI), and post secondary institutions located in our county. We provide information to the board, discussing the program and seeking input on implementation and expansion. Performance, expenditures, and program progress for WIOA is provided to this local policy board and this also includes CCMEP.

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:
 This Lead Agency is a member of the Area 7 Workforce Area. Within that area every workforce entity (i.e., provider of career services or Job Center) has also been identified

as the Lead Agency by their respective county commissioners. In each case, coordination between the Lead Agency and the Workforce Entity will be maximized because they are, in fact, the same organization. All of Area 7's Lead Agencies communicate and coordinate regularly with the staff and members of the Area & Workforce Development Board, providing input to policy development and operational practices. Board meetings take place bi-monthly. Area 7 technical assistance meetings take place continually (e.g., there are monthly all-county webinars) throughout the program year.

The Guernsey County Department of Job & Family Services, acting as the Lead Agency for this program, has developed an internal set of policies, which address eligibility, assessment, incentives, supportive services, and follow-up services which align with TANF and WIOA program rules. In addition, we will follow our local workforce development policies through Area 7.

Locally, we have a county Workforce Policy Board which meets quarterly. Membership includes representatives from industries representative of our local economy, including financial institutions, oil and gas, manufacturing, healthcare, small business, economic development, county commissioners, and education. Through this board, CCMEP policies are vetted and an opportunity for feedback on the program is provided.

Please see Attachment A- OMJ 13, CCMEP Youth Incentive and Work Experience Policy and Attachment I – Area 7 P7-401, Youth Work Experience

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:

Please see Attachment G- Area 7 Youth Needs Additional Policy, Attachment H- Area 7 Career Services, Attachment I -Area 7 Youth Work Experience, Attachment J -Code of Ethics, Procurement is found in WIOA PL 17-03 CCMEP Program Provider for WIOA Youth Funded Activities and Services

The Guernsey County Department of Job and Family Services has additional local CCMEP policies as referenced throughout the plan and attached to this document.

1.9 What other partners/providers are the Lead Agency CCMEP? Please provide name(s) and services to be provided. Check all that apply.

- Adult Basic Literacy and Education (ABLE) Providers

Mid-East Career and Technical Center- referral service for adult education, ASPIRE (adult diploma), and GED.

- Alcohol, Drug and Mental Health (ADAMH) Board

Alcohol and Drug Services of Guernsey County – referral services for counseling

- Businesses

- Career and Technical Education

Mid-East Career and Technical Center – referral service for occupational skills training

- Child Care Providers

- Child Support Enforcement Agency

Guernsey County Child Support Enforcement Agency – referral for support orders/paternity/court ordered services

- Children Services Agency

Guernsey County Children’s Services Board (PCSA) – Foster care, transitional youth services

- Community College(s)

Zane State College - referral for occupational skills training

- Community Action Agency

GMN Tri-County CAC – Head Start services/Homeless Prevention Services/HEAP

County Family Service Planning Committee

Family and Children First Council

Family & Children First Council – referral for Engage program, Young Professionals

Juvenile Court System

Guernsey County Juvenile Court – partner with court to provide services to youth involved in juvenile justice system

Local Healthier Buckeye Council

Local School District(s)

Cambridge City School District, East Guernsey Local School District, Rolling Hills Local School District – partner with career and employment expo, referrals for enrichment and incentive programs, career services in the classroom, work experience opportunities

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

A partner within our OMJ center, we share referrals for employment services for youth with disabilities, including paid and non paid work experience.

Other

Cedar Ridge Behavioral Services – referral for drug, alcohol, and mental health counseling, assistance with job coach/employment support

Southeastern Area Transit – referral for transportation services

2. Population Served

Lead Agencies must serve individuals in the CCMEP program in compliance with the following:

- Individuals **required** to participate: 1) work-eligible participants in the Ohio Works First (OWF) program; and 2) individuals who are in-school youth or out-of-school youth as a condition of enrollment in workforce development activities funded by WIOA.
- Individuals who may **volunteer** to participate: 1) OWF participants determined not to be work eligible; and 2) individuals receiving benefits and services through the Prevention, Retention and Contingency (PRC) program.

2.1 How many CCMEP required participants will the Lead Agency serve annually?

Please provide the anticipated number of required individuals the Lead Agency will serve annually in CCMEP: 185

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: 50

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: 100

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:

Relying on the expertise of employers on our county workforce policy board as well as the SE Ohio Manufacturing Council (of which we are a member), the CCMEP program is reviewed at each quarterly meeting. Employers have an opportunity to share insight and frustrations with current workforce trends and those issues they see with youth, especially those who may be enrolled in our programs. Based on their feedback, programs have been developed over the last four years that include an emphasis on GED attainment and paid/non paid work experience. Our local employers indicate that soft skills and lack of basic education is rampant in our community, and they often have to rely on temporary staffing or out of county recruitment in order to fulfill the obligations of their labor needs. With that information, we developed three programs for our CCMEP youth, in addition to guidance and management provided by OMJ staff, to address those criticisms. Career Readiness with Zane State College, JOG, and REM, Inc. are three examples of programs that have been implemented in a response to their concerns. Career Readiness and JOG offer the fourteen elements individualized to each youth based on their comprehensive assessment. While the core curriculum is the same, adult mentoring and job shadowing opportunities are specialized based on each youth's career objectives. REM, Inc offers on the job training and non paid work experience opporutnities for their youth that are ready to find an job and keep it. Job retention and follow up services are provided to ensure the youth has the supportive system needed to encourage their sustainability on the job.

Each of these programs, along with OMJ staff, work with local employers to develop both paid and non paid work experience opportunities once the youth is prepared. Often our paid work experience (particularly through summer employment opportunities) may lead to a full time job for that youth. In 2017, we worked with over 50 local employers to provide those experiences in manufacturing, hospitality, healthcare, and public service to youth who may have never had the opportunity to do so without local employer support.

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

Describe:
As a Lead Agency, we are required to meet quarterly with each provider to review program progress, to ensure they are operating within the scope of the program approved in the contract as well as to discuss areas where the program may need revision. However, there are times when we meet more frequently if needed, particularly at the program level, if there are areas, such as communication and processes, that need to be refined. Case managers telephone and email their program representatives on a daily basis to discuss individual participant progress.

Summer Employment Services is sub-granted to a local provider who manages the program for the summer. Payroll is managed by a third party vendor. GCDJFS CCMEP case managers refer to summer employment services and update the IOP.

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: Career Expos at local schools, Job Fairs, partner outreach

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:
Please see Attachment D, OMJ 16 Eligibility and Referral Policy which outlines our procedure.

All JFS caseworkers are trained to screen for potential CCMEP participants through the course of their normal casework and ensure it occurs within the 7 day requirement. However, since our workforce development agency is located within the CDJFS and caseworkers are cross trained in all programs, all OWF applications for youth 14-24 years old are screened directly to the CCMEP case manager. The CCMEP case manager determines eligibility (intake) and completes the required assessment at the same time. This provides a seamless application process for our youth, reducing the number of appointments they must attend and reducing errors with the referral timeframes.

CCMEP staff will also identify potential youth through our job seekers list, participants in resource room workshops, OWF caseloads, and the existing WIOA youth enrollment list. Those youth who are in receipt of WIOA youth services and/or OWF benefits will automatically be enrolled in the program. Other potential referral lists will be PRC recipient lists, child care caseload, healthcheck and pregnancy related services lists, as well as partnerships with agencies such as Health Department (WIC), Children Services, and the Juvenile justice system.

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:

This information is available to the CCMEP case managers as they have access to CRISE and track those on internal spreadsheets. These case managers track the eligible months left in OWF (based on CRISE TLIN) and build the participants IOP around that timeframe. This is to ensure that as the participant nears his/her 36 month time limit, they are receiving services which will successfully transition them into self-sufficient employment. CCMEP case managers track the number of months a program participated in OWF. *Please see Attachment D – OMJ 16 CCMEP Application Referral and Eligibility Process,*

- 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:

We provide ODJFS 08024 at each intake and reapplication appointment, *Domestic Violence – You have the Right to be Safe*. This brochure includes information on domestic violence waivers available for OWF and FA, information on work exemptions, and child support. The Domestic Violence Network hotline number is provided in the brochure. Information on our local domestic violence agency, Haven of Hope, is also provided.

- ☑ 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:

The Lead Agency is Guernsey County DJFS which is combined with the local workforce agency, OhioMeansJobs Guernsey County. CCMEP (OMJ staff housed in the Lead Agency) case managers have access to those systems that includes the above listed information as it is inherent in their responsibilities as the CCMEP case manager in this county. Relevant information to assist the program providers is shared as needed. *Please see Attachment D –OMJ 16 CCMEP Application Referral and Eligibility Process.*

- ☑ 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 a CCMEP program participant moves to another Ohio county, the Guernsey County DJFS/OMJ Guernsey County will follow 5101:14-1-03 and notify the new county of residence via email within 10 calendar days of the move to develop a new service strategy and IOP. Should a program participant move into Guernsey County, we will contact the participant to meet to develop a new service strategy within 10 days of the arrival. *Please see Attachment D – OMJ 16 CCMEP Application Referral and Eligibility Process, (V)(A).*

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

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

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

Describe:

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

- 1) A minor child; For the minor child, Parents, and Step-Parents income will be counted to determine whether the group meets the 200% FPL.
- 2) The parent, specified relative, legal guardian or legal custodian of a minor child; For the parent, specified relative, legal guardian or custodian, Parent, Specified Relative, Legal Guardian or Legal Custodian to be served, the Parents and Step-Parents income will be counted to determine whether they meet the 200% FPL.
- 3) A non-custodial parent who lives in the state, but does not reside with his/her minor child(ren); For the non-custodial parent, Parents and Step-Parents income will be counted to determine whether they meet the 200% FPL.
- 4) A pregnant individual; For the pregnant individual, Parents and Step-Parents income will be counted to determine whether they meet the 200% FLP if the pregnant individual is a minor. If the pregnant individual is an adult, only the income of her domestic partner would be counted.
- 5) An individual age 18 to 24 that is part of a family that includes a minor child. For the individual age 18 to 24, the Individual (18-24) to be served, Parents and Step-Parents income will be counted to determine whether they meet the 200% FPL. For this individual, there would not need to be a relationship between the individual and the minor child other than living in the same household.

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

- 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 Ohio 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:

The Comprehensive Assessment (JFS 03003) will be completed by our CCMEP case manager in partnership with the participant as part of their CCMEP initial appointment. As part of the CCMEP orientation appointment, the participant will receive an overview of the program prior to beginning any assessment. We understand that full disclosure of the process will lead to better outcomes for the participant and ensure activities are appropriate and promote self-sufficiency and independence.

Please see Attachment C, CCMEP Assessment OMJ 15 which outlines our process.

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:

Please see Attachment C, CCMEP Assessment OMJ 15 which outlines our process.

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:

Case managers for CCMEP (TANF & WIOA) will meet, at a minimum, monthly with service providers. It is during these meetings that progress is discussed regarding participants. There are times when email and phone calls regarding progress is more frequent, especially if the participant is struggling with participation. Documentation is maintained in participant case files and case notes in OWCMS. Providers also submit progress reports with monthly invoices. All CCMEP participants receive intensive case management.

6. Program Services

The Lead Agency, in collaboration with the local board, must ensure that the 14 CCMEP services are available to program participants.

6.1 Provide a brief description of how the CCMEP services are made available to program participants and indicate how each service is designed to reasonably meet a TANF purpose(s).

- 1. TANF Purpose 1** - Provide assistance to needy families so that children may be cared for in their own homes or in the homes of relatives
- 2. TANF Purpose 2** - End the dependence of needy parents on government benefits by promoting job preparation, work, and marriage
- 3. TANF Purpose 3** - Prevent and reduce the incidence of out-of-wedlock pregnancies and establish annual numerical goals for preventing and reducing the incidence of these pregnancies
- 4. TANF Purpose 4** - Encourage the formation and maintenance of two-parent families

1. Tutoring, study skills training, instruction and dropout prevention – TANF Purpose(s) 1, 2

Describe:

Available through Mid-East Career and Technical Center, Jobs for Ohio Grads, Career Readiness with Zane State College, and referral by the OMJ Guernsey Center.

Tutoring, study skills training, and instruction that leads to a high school diploma includes services such as providing academic support, helping a youth identify areas of academic concern, assisting with overcoming learning obstacles, or providing tools and resources to develop learning strategies.

Dropout prevention strategies intended to lead to a high school diploma include activities that keep a young person in-school and engaged in a formal learning and/or training setting. Strategies include, but are not limited to, tutoring, literacy development, active learning experiences, after-school opportunities, and individualized instruction.

Attainment of a high school diploma or GED improves chances for self-sufficient employment reduces reliance on government assistance.

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

Describe:

Available locally at Foxfire East Academy, referral by OMJ Guernsey staff

Alternative secondary school services assist youth who have struggled in traditional secondary education. Dropout recovery services are those that assist youth who have dropped out of school. Both types of services help youth to re-engage in education that leads to the completion of a recognized high school equivalent.

Attainment of a high school diploma or GED improves chances for self-sufficient employment reduces or ends reliance on government assistance.

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

Describe:

Offered through all contracted providers: REM, Inc., Jobs for Ohio Grads, and Career Readiness at Zane State College. Providers create non paid work experience “job shadowing” sites for youth participants to gain soft skills needed for gaining and keeping employment. REM, Inc provides paid work experience and job coaching to assist the youth job retention. Jobs for Ohio Grads coordinates their core competencies workshops with job shadowing opportunities for the youth.

Such services potentially lead to self-sufficient employment, reducing or ending reliance on government assistance.

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

Describe:

Available through the OhioMeansJobs Guernsey County office and Career Readiness at Zane State College.

Attainment of a recognized post-secondary credential can lead to self-sufficient employment, reducing or ending reliance on government assistance. Receipt of a recognized credential will lead to employment with increased wages and advancement opportunity.

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

Describe:

Available through Mid-East Career and Technical Center, Jobs for Ohio Grads, Career Readiness with Zane State College, and referral by the OMJ Guernsey Center.

Attainment of a recognized post-secondary credential can lead to self-sufficient employment, reducing or ending reliance on government assistance.

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

Describe:

This element is a component available through our contracted providers: Jobs for Ohio Grads and Career Readiness with Zane State College. Program participants are encouraged to attend leadership conferences and workshops, receive coaching in public presentations, and participate in volunteer opportunities, guided by the program provider.

Low income youth with barriers often lack access to programs where leadership opportunities are offered and do not have the opportunity to exercise goal-setting and problem solving skills, which can lead to improved outcomes for educational and employment goals.

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

Describe:

Defined in Attachment B, Supportive Services Policy OMJ 14

Supportive Services supports and sustains the participants efforts towards self-sufficiency, reducing or ending their reliance on government assistance.

8. Adult mentoring – TANF Purpose(s) 1, 2, 3, 4

Describe:

This is a component available through each of our contracted providers, REM, Inc., Jobs for Ohio Grads, and Career Readiness at Zane State College. Each program participant is provided an adult mentor to assist with continued skill development and personal guidance.

Providing an adult mentor encourages youth to remain on track to employment and educational goals, ultimately leading to self-sufficiency and reducing or ending their

reliance on government assistance. In addition, they can offer counsel and education on out-of-wedlock pregnancies by referring the youth to community services that could assist in that area (such as Open Arms pregnancy center, parenting classes offered through children's services, and programming available through our health department). The mentor can also discuss the importance of two parent homes for children and what the financial resources needed to maintain an healthy and happy two parent family, including community and kinship supports.

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

Describe:

All youth in CCMEP will receive follow up services after they exit the program and may be the same as services they received while active in the program. The is to ensure that youth will continue to be successful in employment and educational opportunities gained during their participation in the program. Follow up services are included in the Career Readiness and Jobs for Ohio Grads and are also provided by OMJ Guernsey staff.

Follow up services can ensure the youth maintains employment and/or education activities, leading to self-sufficiency and reducing/ending reliance on government assistance.

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

Describe:

Individualized counseling and referral services by OMJ Guernsey staff and may include referrals to drug and alcohol and mental health sources, life skills, and financial literacy assistance, family planning, abstinence programming, and is also offered through our youth program providers.

Providing such services can ensure the youth participant receives necessary direction to sustain their own home, maintaining employment so if they have children, they can remain in the home, and successfully achieve employment and educational goals.

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

Describe:

Financial literacy education is available to youth through the Jobs for Ohio Grads and Career Readiness at Zane State program. Providers offer workshops and guest speakers from local financial institutions come in to speak with youth. Sample topics include: creating budgets; setting up checking and saving accounts; managing spending, credit, and debt; understanding credit reports and credit scores; and protecting against identify theft.

Understanding basic financial strategies, such as those listed above, leads to economic security for the youth and, which applicable, his/her family. Improving the youth's financial knowledge and skills will lead to helping he/she achieve long – term financial stability, reducing the dependence on government assistance.

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

Describe:

This element is made available through our youth program providers. Youth participants are offered the opportunity to meet with our local small business incubator, located in Zane State College, where information is shared regarding marketing strategies, identifying local business opportunities, understanding capital and funding needed for development.

Access to entrepreneurial information may inspire a youth to develop his/her own business, even if it is as simple as child care or landscaping. Such opportunities can lead to increased wages and self-sufficient employment.

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

Describe:

Offered by the OhioMeansJobs Guernsey County center, such services are included as part of the WIOA jobs center orientation provided to all youth and include: career awareness, career counseling, career exploration through the development of the ohiojobs.com account and backpacks.

Information provided to participants on in-demand industry sectors and occupations will encourage youth to attain credentials in those areas, leading to self-sufficient employment.

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

Describe:

A key element in all of our contracted providers programs as well as the services offered in the OMJ Guernsey County center, all program providers include activities that help youth prepare for and transition to post-secondary education and training by taking youth on college tours, assisting with the enrollment process, encouraging attendance to FAFSA workshops, enrollment into programs such as QuickStart – a free class available for anyone interested in trying college. In QuickStart, our youth can earn two free college credits upon successful completion. The class is designed to help students begin college with ease and confidence. Our youth will receive guidance throughout the enrollment process, as well as complete admissions and financial aid applications, explore career options, and refresh basic skills such as math, English, and computer skills.

Assisting youth to explore post-secondary options, from career centers to four year universities, will lead to increased earnings potential in an in-demand occupation—leading to self-sufficient employment and reducing dependence on government assistance.

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:

Subsidized employment will be paid by the employer or third party vendor.

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:

Supportive services will be made available to all CCMEP participants. We will ensure that supportive services provided with TANF funds to CCCMEP participants who are not OWF participants and not employed are non-recurrent, short-term benefits that are designed to deal with a specific crisis situation or episode of need: are not intended to meet recurrent or ongoing needs; and will not extend beyond four months by tracking supportive services provided.

Please see Attachment B, *Supportive Service Policy OMJ 14* which details our program.

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:

Please see Attachment E, *Follow Up Services Policy OMJ 17* which details our program.

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

Describe:

All CCMEP participants are permitted ten (10) days to provide appropriate documentation verifying their participation failure and must meet the specific criteria outlined in 5101:14-1-05, Section (H) 1-8. Documentation can be dropped off, emailed, or faxed to the agency and may include, but is not limited to, physician/hospital statement, provider statement (child care, court, educational institute, etc.).

We follow 5101:1-3-13, Good Cause for Work Activity Failures and 5101:14-1-05, Sections G-H.

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

Describe:

All written notification of appointments will be sent by U.S. mail. In addition, email

confirmations may also be sent if possible. If the participant is currently enrolled, appointment notifications may be hand delivered to their program site.

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:

Youth are provided information on the ASPIRE and GED programs, and participation in such is included on their IOP's. We encourage enrollment in these programs as we recognize that without a high school diploma or GED their employability opportunities are limited. We partner with Mid-East Career and Technical Center, the local provider of these programs.

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:

GCDJFS procures CCMEP (TANF and WIOA) regionally with Licking, Coshocton, and Muskingum Counties. GCDJFS will manage all framework activities as well as LMI, training accounts, support services, and follow up in-house, as assigned by the Area 7 Board. Program elements are procured on the regional level. Licking County, serving as our lead county, will issue the RFP and receive the bid packets. Those proposals are then issued to the respective county and scored. Contract development and negotiations are managed by individual county agency. In addition, contract monitoring and data collection is also handled at the individual county level.

For any county wishing to manage one or any of the elements in-house, Area 7 will manage the RFP process. GCDJFS and Area 7 follow WIOAPL 17-03 and procurement rules as set forth in OAC 5101:9-4-07.

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

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

7. Case Management

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

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

Describe:

CCMEP case managers are required to attend all program policy and systems

trainings when offered by ODJFS. In addition, CCMEP case managers may attend trainings available through the Ohio Human Services Training System for ongoing training.

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

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

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:

Our resource room computers have a self service customer service link we use to monitor feedback and customer experience. Reports are issued monthly by Area 7. Customers are directed to the link at each visit. In addition, as we work with our clients, we will encourage them to share their thoughts and expectations of the program and what we need to do to help with their progress. We recognize that without the participants feedback, IOP's will never become action plans and the individuals will not become engaged.

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:

Opportunities for feedback and suggestions are discussed team meetings, including progress with youth providers and any issues our case manager's may be experiencing with the providers. Recently, we recognized deficiencies in a local providers' program as youth were increasingly disengaged with the provider. We were able to meet and work through some issues and restore the program to better meet the needs of the youth. GCDJFS encourages feedback from our workers, promoting an open door policy and participation in process and policy development.

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?

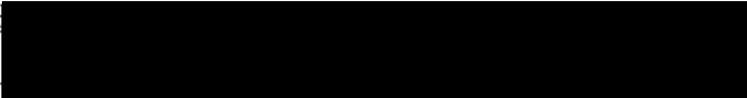
In addition, ODJFS also matches case records with data from various sources. Some post-exit program participant accomplishments (e.g., degree attainment) may not be captured this way.

Describe:

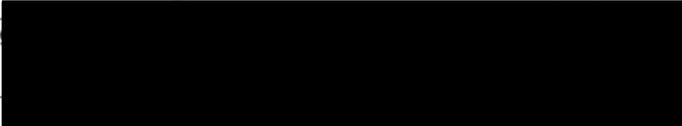
Communication directly with schools and similar training providers is an example of how we collect performance related data, particularly when we cannot obtain it via the participant or other data sources. All program participants sign a *Follow Up Agreement OMJ #35 (See Attachment F)* which allows the agency to contact those entities to gather needed information.

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 Kathy Jamiel, Director, Guernsey County Dept. of Job & Family Services	
Sig 	Date 06/18/18

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

Name and Title John Trott, Executive Director, Area 7 Workforce Development Board	
Sig 	Date 6-26-18

**Guernsey County Department of
Job & Family Services**

Policy Name: CCMEP Youth Incentive and Work Experience Policy

Effective Date: 07/2016 **Recall Date:** 09/2018 **Proc. Number: 13**

Contact Person: Sue Thomas-Sikora

I. CCMEP Youth Incentive Policy

- A.** Incentives are a way to encourage CCMEP participant's engagement or to reward participants for achieving specific elements indicated in the participants employment plan. An incentive is a payment to an eligible CCMEP Youth registrant for the successful participation and achievement of expected outcomes as defined in the individual's Individual Opportunity Plan (IOP). The incentive must be linked to an achievement and must be tied to training and education, work readiness skills and/or an occupational skills attainment goal as identified in the IOP. Payments must be posted in CFIS.
- B.** If the youth has exited the CCMEP Youth enrollment and is in CCMEP Youth Follow-up the youth is still eligible to receive incentives.
- 1.** *Incentive payments may be awarded for the following goal accomplishments or activities:*
- a.** Attainment of a Degree or Certificate
 - b.** Work Readiness Skill Attainment
 - c.** Placement & Retention in Employment or Education
 - d.** Skill Gains
 - e.** Attendance
 - f.** No Discipline
- C.** This list of incentives may be awarded to CCMEP Youth participants for full completion and achievement in a CCMEP activity. Incentive payments may be awarded as a county warrant only.
- D.** Incentives must be paid within four (4) quarters after exit for Out of School Youth only. In school youth must be paid no later than 8 weeks after the end of the semester.

Incentive goals must be indicated on the Individual Opportunity Plan (IOP).

II. Attainment of a Degree or Certificate

- A.** To qualify for high school diploma or GED incentive: the participant must not possess this degree prior to enrollment; documentation will be a copy of the high school diploma, GED or official transcripts verifying completion of a diploma or GED. The documentation is to be in the participant's file for data validation and must include the date of completion.
- B.** To qualify for recognized credential incentive: the participant must not possess the credential prior to youth program enrollment; documentation will be a copy of the certificate, degree or official transcript. The documentation is to be in the participant's file for data validation and must include the date of completion.

III. Work Readiness Skill Attainment

- A.** To qualify for the Skill Attainment incentive: documentation will be test scores indicating level of increase in Reading, Language or Math; copy of work readiness pre and post tests scores; transcript indicating completion courses for one year or a minimum of two semesters related to reading, language or math skills.

IV. Placement in Employment or Education

- A.** To qualify for Entered Employment incentive: the participant must obtain employment after enrollment in the program. A copy of employment information which may include check stub, letter of employment, etc. is to be in the participants file for data validation and must include the employment start date. Incentive payments will be offered for 30, 90, and 180 days of employment.
- B.** To qualify for Placement in Employment including Military: the participant must enlist during CCMEP youth program participation or have already enlisted prior to youth participation; appropriate documentation includes a copy of military records. The documentation is to be in the participants file for data validation and must include the military enlistment date.
- C.** To qualify for Enrolled in Post-Secondary Education or Training: the participant must enroll in or be enrolled in education during CCMEP youth program participation; appropriate documentation includes a copy of training records or school transcripts. The documentation is to be in the participant's file for data validation and must include the begin date at the training facility.

V. Skill Gains

- A.** Out-of-School Youth to qualify for Literacy Numeracy incentive: a participant is an individual that was determined as an Out-of-School youth and Basic Skills Deficient (BSD) at time of registration. Out-of-School youth identified as BSD must be post-tested at least once by the end of the first year following the

individual's first date of CCMEP youth program services. Youth who successfully complete the Test of Adult Basic Education (TABE) retesting requirements within 12 months from the date of the first youth service can receive an incentive for completing the TABE retest. An incentive payment may be made for retesting annually as long as the individual is included in the measure. These participants must be included in the measure for the first year of participation. They are not included again in the measure until they have completed a second full year in the program. Post testing should occur only in those areas in which the youth tested deficient. Documentation indicating the pre- and post-test results must be entered into OWCMS and maintained in the file.

- B. In-School Youth to qualify for Literacy Numeracy incentive:** a participant is an in-school youth and attending secondary or alternative school. In order for youth to receive the attendance incentive, they cannot miss more than 2 days of school in **one semester**. In order for youth to receive the grade incentive, the **semester** final grade must be at least a C average in the course. CCMEP case managers must obtain a copy of school records and place in the participant's file for data validation.

INCENTIVE CHART

Out of School Youth

Attainment of Degree or Certificate		
Attainment of recognized credential	\$100.00	Copy of certificate/degree/official transcript
Advanced training, including apprenticeship	\$100.00	Copy of certificate of completion
Attainment of High School Diploma	\$100.00	Copy of diploma or Official Transcript
Attainment of GED	\$100.00	Copy of GED
Work Readiness Attainment		
Workshop Attendance (max 4 times in a year)	\$25.00	Copy of workshop certificate of completion
Placement in Education/Employment		
Initial Job Gain	\$100.00	Pay Stub
30 days of continuous employment	\$200.00	Pay Stub
90 days of continuous employment	\$300.00	Pay Stub
180 days of continuous employment	\$400.00	Pay Stub
Accepted into military	\$100.00	Military Record
Started post – secondary education or training	\$100.00	School or Training Record
Complete 2 semesters or 6 mos of post-secondary trg	\$200.00	School or Training Record
Skill Gain		
TABE score raised by 1 educational level – Reading/Math/Language (if tested deficient on pre-test)	\$50.00	Pre- and Post- Test scores
Program/School Attendance (no more than 1 per month)	\$25.00	Program/School records
Placement in Unpaid Work Experience		
Job Shadowing	\$25.00	Copy of certificate or evaluation from host
Internship	\$200.00	Copy of certificate or evaluation from host

In School Youth

ATTENDANCE		
Perfect Attendance	25.00	School Record
One Day Absence	10.00	School Record
GRADES		
A	25.00	School Record
B	20.00	School Record
C	15.00	School Record
DISCIPLINE		
No disciplinary referrals	25.00	School Record
One disciplinary referral	15.00	School Record
ENRICHMENT (max 2 per grading period)		
Visited a college	25.00	School Record
Met with a military recruiter	25.00	School Record or verification from recruiter – including signature
Job Shadowing experience	25.00	School Record or verification from job shadowing site
Volunteer (school req.) hours completed	25.00	School Record
Met with Guidance Counselor	25.00	School Record
Took ACT/SAT exam	25.00	School Record

VI. Work Experience Policy

- A. Work Experience, one of the 14 required elements, is offered to all CCMEP youth to establish good work habits and help to explore careers. All work experiences will shall expose youth to realistic working conditions and tasks.
- B. WIOA requires that 20% of funds allocated be expended on paid and unpaid work experiences. This shall include wages as well as staffing costs for the development and management of work experiences.
- C. Work Experience may be paid or unpaid. Unpaid work experiences shall only be internships and job shadowing. All other work experiences will be paid.
- D. Work Experience, either paid or unpaid, is based on the needs of the participant from the assessment and must be listed on the Individual Opportunity Plan (IOP).
- E. Types of Paid/Unpaid Work Experience
 - 1. Summer Employment Opportunities
 - 2. Year-Round Employment
 - 3. On-the-Job Trainings
 - 4. Pre-apprenticeship programs

5. Job shadowing opportunities
 6. Internship opportunities
- F. Any work experience opportunity shall include an academic and occupational educational component.
- G. In no circumstance, paid nor unpaid, shall any full-time employee of the company providing the experience be displaced to accommodate the youth.
- H. Paid Work Experience
1. The youth provider may act as the participant's employer and place the youth with a host business for the work experience opportunity.
 2. The youth provider may choose to utilize a third-party vendor, such as a temporary or staffing agency, to serve as the youth participant's employer of record.
 3. Youth must be paid no less than the Ohio minimum wage
 4. If under 18, youth must be placed in an appropriate work setting in accordance state and federal child labor laws.
 5. Paid work experience may include unsubsidized and subsidized employment.
- I. Unpaid Work Experience
1. These shall be limited to internships and job shadowing opportunities.
 2. Internships must include work performed that allows the youth to gain technical and job awareness skills, relevant to the employer they are placed.
 3. Job shadowing opportunities are observational only and will introduce the youth to the workplace and increase career interest and awareness. Youth may not do any manual or physical work, including operation of any motor vehicle.
 4. The youth must be closely supervised for the duration of the experience.
 5. The experience is essentially a training opportunity for the youth, like a vocational training, and the employer (host) shall receive no financial gain for the youth's time spent in the unpaid work experience. The youth shall be the primary beneficiary of the experience.

6. The youth may be eligible for a stipend if he/she successfully completes the unpaid work experience based on the terms of the IOP and youth providers performance evaluation.

VII. References

WIOAPL 15-13
Area 7 P7-401 Youth Work Experience Policy

This procedure is in accordance with the Ohio Revised Code, and becomes effective upon signature.

[Redacted Signature]

Kathy Jamiel, Director

6/15/18
Date

[Redacted Signature]

Sue Thomas-Sikora, Assistant Director

6/15/18
Date

**Guernsey County Department of
Job & Family Services**

Policy Name: CCMEP Supportive Services Policy

Effective Date: 09/2017 **Recall Date:** 09/2018 **OMJ Proc. Number: 14**

Contact Person: Sue Thomas-Sikora

I. Purpose

The purpose of this policy is to establish guidance for case managers in delivering supportive services to youth, aged 14-24, enrolled CCMEP (WIOA and TANF) funded programs and activities.

II. Effective Immediately

III. Requirements

CCMEP (WIOA and TANF) funded programs are not entitlement programs. Although a participant may be eligible for the program, case managers must weigh all factors before authorizing expenditures for supportive services.

Case managers will adhere to guidance in CCMEP program rules found in OAC 5101:14-1, as well as state of Ohio guidance in WIOAPL 15-10 in the delivery of supportive services for participants.

Youth supportive service guidance can be found in WIOAPL15-10 (Youth Program Services).

WIOAPL15-10 states the following:

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 (rent, utilities);
- Needs-related payments;
- Assistance with educational testing - Payment for vocationally necessary exams, certifications, permits, including GED and ASPIRE
- Reasonable accommodations for youth with disabilities;
- Referrals to health care; and - Assistance with uniforms or other appropriate work attire and work-related tool costs.
- Books, class materials required by the training program
- Tutoring services.

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

All supportive services must be included on the Individual Opportunity Plan (IOP).

Transportation

Assistance with the costs of transportation may be provided for participants to assist with approved training/educational sites. Travel will be reimbursed by the amount set forth by the Guernsey County Commissioners or determined by the transportation provider fee. Distance may be calculated using an internet travel site (Google Maps, Map Quest, Yahoo, etc.). Mileage will be on a reimbursement basis and will be paid directly to the participant or a third party provider, such as a transportation company.

Follow-Up Supportive Services

Providing supportive services to participants that have successfully completed the activities and programs in their plan is allowed, provided that the participant is also participating in providing required information during the follow-up period (employment information, training information, etc.). Participants are not entitled to follow-up supportive services. Each case manager must make the determination on whether or not to incorporate into the participants IOP. The Follow Up Agreement (OMJ 35) must be signed and completed by the participant and CCMEP case manager.

IV. Reporting Requirements

Case Managers are required to maintain and report accurate program and financial information.

Pursuant to rule 5101:9-30-04 of the Ohio Administrative Code, information regarding CCMEP participants and their activities and performance must be entered into Ohio Workforce Case Management System (OWCMS) accurately and timely.

The Guernsey County Dept. of Job & Family Services will conduct oversight of CCMEP TANF and WIOA funded programs to ensure participants are enrolled in the programs are eligible, that eligibility has been properly documented and services provided were compliant with state and federal policies.

Case Managers are required to make available to Local, Area, State, and Federal monitors all relevant participant files, documents and paperwork. Through the state's monitoring system, program monitors will review the area's determination of eligibility for adults, dislocated workers and youth, including a participant file review, during the annual onsite monitoring review for compliance with federal and state laws and regulations.

Any issues will be handled through the state's monitoring resolution process.

V. References

Workforce Innovation and Opportunity Act, Pub. L. 113-128.

20 CFR Parts 603 et al.

29 U.S.C. 3101 et seq.

Ohio Administrative Code rule 5101:14-1

Mandated Use of Ohio Workforce Case Management System (OWCMS).

ODJFS, Workforce Innovation and Opportunity Act Policy Letter No. 15-10, Youth Services, (July 1, 2015)

This procedure is in accordance with the Ohio Revised Code, and becomes effective upon signature.



Kathy Jamiel, Director

6/15/18
Date



Sue Thomas Sikora, Assistant Director

6/15/18
Date

**Guernsey County Department of
Job & Family Services**

Policy Name: CCMEP Assessment
Effective Date: 10/2017 **Recall Date:** 10/2018 **OMJ Proc. Number: 15**
Contact Person: Sue Thomas-Sikora

Purpose:

This policy provides guidance on providing youth an assessment of their skills and abilities. The goal of the assessment is to assist the youth in identifying needs and career aspirations. The assessment is used in the development of the Individual Opportunity Plan (IOP) in partnership between the CCMEP case manager and the youth.

(A) Comprehensive Assessment

1. OhioMeansJobs Guernsey County staff shall schedule the CCMEP Comprehensive Assessment (JFS 03003) on a date no later than 10 calendar days from the date the individual was referred to CCMEP. OAC 5101:14-1-04.
2. CCMEP case managers shall use the CCMEP Comprehensive Assessment (JFS 03006) Secondary School for participants who are enrolled in secondary school.
3. OhioMeansJobs Guernsey County staff will assess all CCMEP participants using the Test of Adult Basic Ed (TABE) as the basic skills assessment tool or a standardized test from secondary school taken within the last six months. Both are listed as approved basic skills assessments allowed by the Ohio Dept. of Job & Family Services.

Either basic skills assessment must be used without exception.

The Comprehensive Assessment will review the following:

- (a) Occupational skills;
- (b) Prior work experience;
- (c) Employability;
- (d) Interests;
- (e) Aptitudes;
- (f) Supportive service needs; and

(g) Developmental needs.

4. The assessment meets the requirements of the WIOA comprehensive assessment JFS 03003 or JFS 03006 and includes questions relating to occupational skills, prior work experience, employability, interests, aptitudes, supportive service needs and developmental needs. The process should include administration of the assessment by a qualified caseworker and a basic skills assessment using a tool chosen by the lead agency.

The TABE or standardized test scores shall be stored in the participant file.

B) Individual Opportunity Plan (IOP)

- 1) The services a program participant will receive in CCMEP are based on the results of the participant's comprehensive assessment and the development of an Individual Opportunity Plan (IOP) JFS 03004 by the lead agency. An individual service strategy includes:
 - (a) Identification of the program participant's career pathway that includes employment and educational goals;
 - (b) Development of short term goals;
 - (c) Identification of services necessary for the program participant to achieve goals;
 - (d) Assignment to activities based on the service(s) needed; and
 - (e) Development of an individual opportunity plan in accordance with rule 5101:1-1-05 of the Ohio Administrative Code.
- 2) Each time a service or activity is added or updated, the OMJ Guernsey County CCMEP case manager will be required to make sure the document is signed, dated, printed and uploaded in OWCMS. OAC 5101:14-1-05

This procedure is in accordance with the Ohio Revised code, and becomes effective upon signature.

[Redacted Signature]

Kathy Jamel, Director

[Redacted Signature]

Sue Thomas Sikora, Assistant Director

9/25/17
Date

9/25/17
Date

**Guernsey County Department of
Job & Family Services**

Policy Name: CCMEP Application Referral and Eligibility Process
Effective Date: 10/2017 **Recall Date:** 10/2018 **OMJ Proc. Number: 16**
Contact Person: Sue Thomas-Sikora
Purpose: To delineate the role and responsibility for the CCMEP case manager to follow when determining eligibility for a CCMEP participant.

I. Referral

- A.** All applications for Ohio Works First from individuals between the ages of 14-24 years old will be sent directly to the CCMEP case manager located in the OhioMeansJobs Guernsey County, co-located in GCDJFS.
- 1.** If a CCMEP case manager is unavailable to process the OWF application, the Guernsey County Department of Job & Family Services Intake worker shall process the application and complete the CCMEP referral (OMJ 34) no later than seven calendar days from one of the following events or occurrences:
- a.** Ohio works first (OWF) benefits have been authorized for a work eligible individual;
 - b.** An OWF recipient not determined to be a work eligible individual requests to participate in CCMEP;
 - c.** An individual receiving prevention, retention and contingency (PRC) benefits or services requests to participate in CCMEP; and
 - d.** A low-income adult, in-school youth, or out-of-school youth has been determined to have a barrier to employment and is determined eligible for the Workforce Innovation and Opportunity Act (WIOA) youth program in accordance with rule 5101:10-3-01 of the Administrative Code. OAC 5101:14-1-03.
- B.** CCMEP worker will determine eligibility for the program based on one of the events or occurrence cited in this policy, **Section (A), (1), (a) – (d)**.

- C. Whenever possible, the CCMEP worker will complete the assessment and develop the IOP with the applicant same day as the eligibility interview, but no later than 30 days from the date of the application for OWF. The worker will maintain the file and provide case management services for the duration of the participant's involvement in the CCMEP program.

- E. The CCMEP case manager shall provide at eligibility appointments a copy of ODJFS 07501 Program Enrollment Benefit Guide. Participants shall also be required to listen to our Rights and Responsibility recording at each intake and redetermination appointment. (see attachment A of this policy)

- F. The CCMEP case manager is responsible for the management of the entire case, including all the following:
 - 1. eligibility - intake and ongoing for CCMEP youth programming, OWF, WIOA, Medicaid, TANF, FA;
 - 2. making appropriate assignments to providers;
 - 3. acting on all reported changes;
 - 4. determining good cause;
 - 5. reviewing and entering sanctions;
 - 6. assignment of appropriate compliance activities when needed;
 - 7. completion of the assessment and IOP, initial and updates;
 - 8. monitoring participation with providers via email, calendars, and/or phone;
 - 9. tracking FLSA assigned hours;
 - 10. tracking of OWF eligible months (TLIN, CRISE); and
 - 11. closing and exiting of participants.

G. Additional Referral Information

1. Medical

The individual claiming a medical exemption must still be referred to CCMEP and the case worker may assign them to appropriate CCMEP activities and hours based on the CCMEP Comprehensive Assessment (JFS 03003 and basic skills assessment) and current situation, including any medical documentation that may have work restrictions.

OAC 5101:14-1-03.

2. WIOA Adult Program

When an individual enrolled in the WIOA Adult program applies for and becomes eligible for OWF and meets CCMEP program requirements, then they must be referred to CCMEP. The program participant may receive services from both the CCMEP and WIOA Adult programs.

OAC 5101:14-1-02.

3. Victim of Domestic Violence

The safety of the individual is of primary consideration. If the individual would have otherwise been assigned to an activity in OWF, they must be referred to CCMEP as long as the referral and participation in the program can be done safely.

OAC 5101:1-3-20 and OAC 5101:14-1-03

4. Pregnancy

If a pregnant individual is an OWF work-eligible individual, she must participate in CCMEP. If an OWF pregnant individual is not an OWF work-eligible individual, she is allowed to volunteer for CCMEP but is not required.

OAC 5101:14-1-02.

II. Eligibility

A. The following individuals who are at least sixteen but not more than twenty-four years of age are required to participate in CCMEP:

1. Participants in the Ohio works first (OWF) program who have been determined to be work-eligible in accordance with rule 5101:1-3-12 of the Administrative Code.
2. Each low-income adult, in-school youth, or out-of-school youth registered for a Workforce Innovation and Opportunity Act (2014) (WIOA) program who is considered to have a barrier to employment under the WIOA.

B. The following individuals who are at least sixteen but not more than twenty-four years of age may volunteer to participate in CCMEP:

1. Any OWF participant who has not been determined to be a work-eligible individual in accordance with rule 5101:1-3-12 of the Administrative Code.
2. An individual receiving benefits and services from the prevention, retention, and contingency (PRC) program who volunteers for CCMEP within thirty days of the date that PRC benefits are received.

III. Assignments

A. The CCMEP case manager will assign CCMEP activities based on the individual's needs as determined from the CCMEP Comprehensive Assessment (JFS 03003) and basic skills assessment), regardless of the OWF work participation requirements. The CCMEP activity hour standard is 20 hours but may be more based on hours determined by the CDJFS for OWF work-

eligible individuals or less based on hours determined by the Lead Agency for all other CCMEP individuals. OAC 5101:14-1-04.

- B.** CCMEP case managers will contact the CCMEP participant at least once every 30 days to ensure progress towards the goals established on the IOP.
- C.** CCMEP case managers communicate to youth providers the required number of hours each referred participant must meet.
- D.** The youth service provider will contact GCDJFS CCMEP case managers via electronic mail no later than 10 calendar days from the date an OWF work-eligible participant does not comply with the terms of an IOP, or fails to complete an IOP. GCDJFS CCMEP case manager will then take appropriate action on the OWF case (sanction, termination, denial).

IV. Exiting a Participant

- A.** In accordance with 5101:14-1-06, a CCMEP participant may be exited from the program under the following conditions:
 - 1.** Successfully entered post-secondary education, military enlistment or deployment, and/or unsubsidized employment and no longer needs CCMEP services;
 - 2.** Awarded Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI) by the Social Security Administration and has made application for services with Opportunities for Ohioans with Disabilities (OOD);
 - 3.** Failed to utilize CCMEP services on multiple occasions without good cause and the Lead Agency has made reasonable efforts to provide services and make contact with the program participant; or
 - 4.** Not eligible for TANF and WIOA funding.
- B.** Prior to exiting the participant, the CCMEP case managers will present the purpose of the exit to the CCMEP team at each Wednesday CCMEP team. Program providers may be involved with this meeting.

V. Transfers

- A.** Guernsey County Job and Family Services shall notify the new lead agency within 10 calendar days of when the agency is notified a CCMEP participant has moved to a new county.

1. GCDJFS CCMEP case manager shall discuss the participants long and short - term goals, based on the IOP, along with services and activities the lead agency provided while participating in the CCMEP program.
2. Determine if it is in the participant's best interest for the participant's case to be transferred to the new county.
 - a. Is the CCMEP participant an OWF work eligible or OWF Volunteer?
 - b. Where does the participant prefer to be served?
 - c. Can the participant continue to receive the same services in the new county?
 - d. Are there any known restrictions with the new lead agency that would prevent the participant from being successful in the program?
 - e. Is the new location convenient for the participant?
 - f. Determine how case documentation will be transferred to the new lead agency and when the transfer is likely to occur.
3. GCDJFS CCMEP case manager will complete the following steps in OWCMS before transferring the case:
 - a. For each service entered on the IOP in OWCMS, the current/previous lead agency must:
 1. Select and Actual End Date.
 2. Select the Service Outcome.
 - b. Enter case note about the transfer.
 - c. Select the new lead agency WIOA Office and WIOA staff on the Basic Intake General tab.
4. Send a follow-up email to the new case manager confirming the case transfer.

This policy is in accordance with the Agency policy, O.R.C. and Admin. Code and becomes [redacted] signature.

[redacted]

Kathy Jamiel, Director

6/15/18
Date

[redacted]

Sue Thomas-Sikora, Assistant Director

6/15/18
Date

RIGHTS AND RESPONSIBILITIES

We are providing you a summary of your rights and responsibilities. This is a standard procedure. We are going to assess/reassess your eligibility for benefits. I will be asking you a series of questions to explore your potential eligibility for different programs. Of extreme importance are: who all lives in your household, income, resources, and expenses.

You are required to provide information and verification to determine your eligibility. If you are unable to obtain any requested verifications, contact a caseworker to assist you. It is ultimately your responsibility to provide all requested verifications.

You must provide social security numbers for all household members. The social security number will be used when contacting appropriate persons or agencies to determine your eligibility and verify information you have given for any public assistance program.

You are responsible for providing complete and correct information for all household members. If you knowingly give false information, including a false social security number, this is a criminal offense and you could be prosecuted.

You are required to repay any overpaid funds given to you on your behalf due to agency error or client error.

Your case may be chosen for quality assurance review/investigation to make sure you are receiving the correct amount of benefits. You must cooperate if your case is reviewed.

You must return your (7204) Request to Reapply form by the due date. If you return this form past the last day of your current certification period, your assistance will be prorated.

You may register to vote and/or update your voter registration status at any time through our agency.

You have the right to a state hearing and/or county conference if you disagree with any determination of benefits.

There are various laws, regulations, and rules against unlawful discrimination. If you feel you have been discriminated against, you may file a complaint. The contact information for filing a complaint is found under the Civil Rights section of the Program Enrollment and Benefit Information guide.

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 to receive the information. 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.

You have responsibilities for reporting changes that occur in your situation. These are outlined in greater detail in the Program Enrollment and Benefit Information Guide that is available to you, and vary depending upon the program you are eligible for.

**Guernsey County Department of
Job & Family Services**

Policy: CCMEP Follow Up Services Policy
Effective Date: 10/2017 **Recall Date:** 10/2018 **OMJ Proc. Number: 17**
Contact Person: Sue Thomas-Sikora

I. Purpose

The purpose of this policy is to define follow up activities after completion of participation to monitor the CCMEP participant's successful transition into self-sufficient employment or training and to provide any necessary services

II. Follow-Up Service Strategy

A. Definition

Follow-up services are critical services provided following a program participant's exit from CCMEP to help ensure job retention or successful participation in post-secondary education and training.

1. All program participants who have exited from the program will receive follow up services for a minimum duration of twelve months. Individuals may be exited when:
 - a. The program participant has successfully entered post-secondary education, military enlistment or deployment, and/or unsubsidized employment and no longer needs CCMEP services;
 - b. The program participant has been awarded Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI) by the Social Security Administration and has made application for services with Opportunities for Ohioans with Disabilities (OOD);
 - c. The program participant has failed to utilize CCMEP services on multiple occasions without good cause and the

Lead Agency has made reasonable efforts to provide services and make contact with the program participant; or

- d.** The program participant is not eligible for TANF and WIOA funding.

Follow-up services may be provided beyond twelve months at discretion of the CCMEP case manager.

- 2.** Follow-up services may begin no earlier than the day the adverse action notice is issued to the participant. The notice shall clearly indicate that eligibility for CCMEP will end in ninety days.
- 3.** The types of services provided and the duration of services must be determined based on the needs of the individual and therefore, the type and intensity of follow-up services may differ for each program participant. However, follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance measure.
- 4.** For GCDJFS purposes, follow up services include counseling, case management, peer support, child care information and referral, transitional services, job retention, job advancement and other employment-related services (which does not provide basic income support).

- B.** CCMEP case managers will complete the Follow-Up Agreement (OMJ 35) with each participant, which defines the participant's responsibility in CCMEP. This will be completed at time of enrollment into the CCMEP program.

Follow-up expectations and responsibilities will be clearly documented in the Individual Opportunity Plan (IOP) and in the Ohio Workforce Case Management System. Including in the IOP will:

- 1.** Ensures the youth agree to participate in follow up services and understand the benefits of continued contact;
- 2.** Develop a written exit strategy based on the youth's individual needs before he/she exits the program;
- 3.** Maintain regular and meaningful contact with youth; and
- 4.** Provide services as needed.

- C. Allowable follow up services are identified in the Ohio Department of Job & Family Services CCMEP Service Matrix, accessed using the following link: <http://jfs.ohio.gov/owd/CCMEP/Services-Matrix.stm>.
- D. Any TANF funds used shall not meet the definition of assistance, nor applied in any such manner in accordance with 45 CFR 260.31.

C. Frequency of Follow Up

- A. The CCMEP case manager must make reasonable attempts to provide follow-up services, with the understanding that some program participants may not be willing to receive them. Copies of all correspondence requesting follow up information will be maintained in the client file and noted in the Ohio Workforce Case Management System (OWCMS) case notes.
- B. The CCMEP case manager shall, at a minimum, make 12 monthly contacts for 12 months during follow up.

III. Reference

Ohio Administrative Code 5101:14-1-06
Ohio Administrative Code 5101:14-1-02
45 CFR 260.31

This procedure is in accordance with the Ohio Revised Code, and becomes effective upon signature.

[Redacted Signature]

Kathy Jamiel, Director

6/15/18
Date

[Redacted Signature]

Sue Thomas-Sikora, Assistant Director

6/15/18
Date


Guernsey County

A proud partner of the
American Job Center network

FOLLOW UP AGREEMENT

Name: _____ **Phone:** _____

Address: _____ **City/Zip:** _____

Email: _____

You are being funded by the Comprehensive Case Management and Employability Program. After you leave this program, a representative will contact you to see how you are doing in your employment and/or educational status. The purpose of Follow Up is to provide assistance after completion of participation for your successful transition to employment/education. Information you provide will be used to help us improve our services to you. The call will only take a few minutes, and all the information you provide us will be kept strictly confidential.

Please list two people who do not live in your household and will know how to contact you in the event that you have moved.

Name: _____ **Phone:** _____

Address: _____ **City/Zip:** _____

Email: _____ **Relationship:** _____

Name: _____ **Phone:** _____

Address: _____ **City/Zip:** _____

Email: _____ **Relationship:** _____

I give permission to the OhioMeansJobs Guernsey County office to contact my employer or educational provider to assist in completing necessary follow up information, including start date, wage information, and/or educational attainment.

Print Name

Signature of Applicant

Date

Print Name

Signature of CCMEP case manager

Date



Youth Needs Additional Assistance Policy

Board Approval Date:

October 4, 2017

Effective Date:

October 9, 2017

Youth Needs Additional Assistance

Part of Youth Eligibility Policy WIOAPL No. 15-03. Requires local definition for Needs Additional Assistance.

“Requires additional assistance to complete an education program or to secure or hold

employment.” - In Area 7, this is defined as one or more of the following:

- Has a core grade point average (GPA) of less than 1.5
- Has been suspended five or more times, or has been expelled within the previous 12 months
- Has been referred to or is being treated by an agency for substance abuse
- Has experienced recent traumatic events, is a victim of abuse, or resides in an abusive environment, as documented by a school official or other professional
- Has been fired from a job for cause within the six months prior to enrollment
- Is over the age of 18 and has never had a job
- Is over the age of 18 and not enrolled in post-secondary education (not a traditional college student), but has not held a full-time job for more than 12 consecutive weeks
- Has a family history of chronic unemployment, including long-term public assistance



WIOA Policy

P7-302: Career Services

Board Approval Date: October 7, 2015

Effective Date: October 12, 2015

Policy Rescission: This policy rescinds WIA policy P7-400: Supportive Services.

Eligible for Waiver: This policy may be eligible for sub-grantee waiver under special limited circumstances, which would require either board action or temporary emergency approval at the discretion of the Area 7 Executive Director. Refer to the Area 7 Waiver policy for more information.

Background: Career and training services, tailored to the individual needs of jobseekers, are an integral part of the workforce delivery system in Area 7, as it allows OhioMeansJobs centers to meet employers' demand for a skilled workforce. While some jobseekers may only need self-service or other basic career services, others will need more comprehensive services that are tailored to their individual needs. Per section 134(c)(2)(A)(xii) of the Workforce Innovation and Opportunity Act (WIOA), these individual career services are designed to provide services to those who can benefit from, and who are in need of, such services.

ODJFS WIOAPL 15-08 (Career Services for Adults and Dislocated Workers) provides guidance on the provision of career services for Adults and Dislocated Workers. ODJFS WIOAPL 15-09 directs workforce development boards on the delivery of training services to Adults and Dislocated Workers.

Purpose: The purpose of this policy is to establish guidelines under WIOA for determining the eligibility of Adults--Dislocated Workers & Youth to move from universal (basic) career services into individualized career services, establish a family self-sufficiency standard for providing supportive services or training services, and to draw the line in time for an individual laid off in the past to still be considered eligible as a WIOA Dislocated Worker.

Definitions:

Adult is either:

- An individual who meets the eligibility and suitability requirements to be enrolled in the WIOA Adult program, or
- A former Dislocated Worker who has become reemployed in a new primary occupation (current employment does not meet the definition of "interim"), but whose income is still under Area 7's self-sufficiency threshold for individualized career services and therefore may be served with WIOA Adult funds but not WIOA Dislocated Worker funds.

Career services (basic) (similar to Workforce Investment Act (WIA) "core" or "universal" services) are generally the self-help or internet-based resources available to job seekers through the OhioMeansJobs center or its partners' self-help services available by referral. Basic career services also includes group workshops. While basic career services do not require an eligibility determination, it does require

registration in SwipeIT, with the county's SwipeIT system "mapped" to ODJFS's state case management system (OWCMS), in order for counties to meet the state's reporting requirements.

Career services (individualized) (similar to WIA "intensive" services) should be considered when staff has made a determination that the job seeker requires more assistance than what is offered via the available self-serve resources. Before individualized career services can be offered, the job seeker must be determined in need and suitable for such services, enrolled in the WIOA Adult or Dislocated Worker program, and an individual employment plan (IEP) must be developed for the case file. Individualized career services include services such as assessments, counseling, work experience, financial literacy services, or other services that are not available through other programs or resources but are needed to enable the job seeker to participate in training or employment activities. Support accounts and paid work experience or other training services (where WIOA dollars beyond the cost of staffing are being spent on the individual participant; essentially any service causing the need for an account in Gazelle) also require a determination of self-sufficiency for WIOA Adults.

Employed at the Date of Participation is defined as:

- ◆ Did any work at all as a paid employee on the date program participation occurs, or in the 14 days leading up to the date of program participation, (except the individual is **not** considered employed if:
 - he/she has received a notice of termination of employment or
 - the employer has issued a Worker Adjustment and Retraining Notification (WARN) or other notice that the facility or enterprise will close, or
 - he/she is a transitioning service member);
- ◆ Did any work at all in his/her own business, profession, or farm in the 14 days leading up to the date program participation occurs;
- ◆ Worked 15 hours or more in the preceding 7 days as an unpaid worker in an enterprise operated by a member of the family; or
- ◆ Was not recently working, but has a job or business from which he/she was temporarily absent because of illness, bad weather, vacation, labor-management dispute, or personal reasons, regardless of whether paid by the employer for time off, and regardless of whether seeking another job.

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

- Two spouses and dependent children
- A parent or guardian and dependent children
- Two spouses

Interim employment is temporary employment for the purpose of income maintenance and should be considered the job of dislocation only if it constitutes a new primary occupation for the dislocated worker. Interim employment can be determined by comparing it with the job of dislocation (the event qualifying the dislocated worker in one of the four categories in WIOA and must meet the following criteria:

- ◆ Has been the individual's job less than two years
- ◆ Is an entry-level, low-skilled, or semi-skilled position, and
- ◆ Meets at least one of the following conditions:
 - Pays less than 85% of the wages earned at the job of dislocation

- Offers part-time employment, if the job of dislocation offered full-time employment
- Offers no health insurance, if the job of dislocation offered health insurance
- Is a temporary assignment (less than six months)

Interim employment is not necessarily only the current job, if any, so the “interim test” should be applied to any employment between the dislocation event and the date of participation. Seasonal employment is not considered “interim”.

Self-sufficiency determinations are required for any enrolled WIOA Adult in Area 7 who needs a support account (“supportive services”) and/or training account (“training services”). Self-sufficiency in Area 7 means a family of an Adult that, when including the incomes of all family members, earns more than 250% of the Federal Poverty Level (FPL). Adults whose families are self-sufficient are not able to receive WIOA-funded support accounts or training accounts, unless through the Area 7 waiver process or through a special grant.

Supportive services/support account (similar to WIA supportive services) are a type of individualized career services available to enrolled, eligible, and suitable WIOA job seekers. Supportive services in Area 7 are delivered via a Support Account written in Gazelle for job seekers who:

- Have been determined in need of such services in order to participate in achieving their career goals, and
- Cannot obtain those services from other resources, and
- If an Adult, are not self-sufficient. Note that Dislocated Workers are not subject to the self-sufficiency criteria, but still must be able to document they are “in need” of such services in order to participate in career or training goals listed in their IEP.

Traditional college students are undergraduate students who enroll in college immediately after graduation from high school. Traditional college students are not the target population for WIOA services and are usually not appropriate for WIOA training services, as these students’ primary goal is the degree, and they are not actively seeking full-time employment.

Training services/training account (similar to WIA “training-level services”) include services for WIOA eligible and suitable job seekers, who have been determined in need of such services and who cannot obtain those services from other resources, including Pell grants. Training services include such services as classroom training or work-based training such as on-the-job training (OJT) and WIOA-paid work experience.

Unemployed means that, at the time of intake, an individual does not meet the definition of employed.

Guidance:

Eligibility for Individualized Career Services

Both WIOA Adults and Dislocated Workers must meet the following criteria in order to be eligible for enrollment:

- Legally authorized to work in the United States
- 18 years of age, or older
- Properly registered for Selective Service

Additional WIOA Adult Eligibility

A determination of eligibility for WIOA Adult job seekers is made at the point of entering individualized career services. An Adult job seeker may be determined “in need” of individualized WIOA services if that individual is “low income” or basic skills deficient and, for purposes of support accounts and/or training accounts, if the individual’s family is not “self-sufficient”. Low income and basic skills-deficient individuals take priority over other individuals seeking services. Determinations of self-sufficiency for WIOA Adults must be done based on the family size and family income, meaning all earners in the family must be included in both the family size and their income must also be included.

Additional WIOA Dislocated Worker Eligibility

Dislocated Workers’ determination of eligibility and need for services is not based on a self-sufficiency calculation unless they have become re-employed in a new primary occupation; rather, individuals who meet the statutory definition of a WIOA Dislocated Worker may be enrolled in individualized career services and/or provided a support account and/or training account, as long as the Dislocated Worker is suitable for such services and has not become re-employed in a new primary occupation (the new employment does not meet the definition of “interim” employment). Note that if the Dislocated Worker’s qualifying separation from his or her “job of dislocation” was greater than two (2) years prior to the individual’s WIOA application, that individual should be considered for the WIOA Adult program versus the Dislocated Worker program.

Support Accounts

Support Accounts can be written for a variety of things and must only be used when they are required to enable the WIOA-enrolled Adult--Dislocated Worker or Youth to participate in career or training services, as documented in the IEP/IOP. It is also recommended that the “need” for the support account is documented via assisting the participant in establishing a household budget. The gap between the family’s income and their household expenses are typically where a case manager can assist via a support account.

Since participants receiving support accounts have been determined in need of that service, they likely cannot afford to pay the costs for those items up front. As such, support accounts should not be paid on a reimbursement basis with participants; rather, whenever possible, sub-grantees and service providers should establish payment relationships directly with vendors. See WIOA Section 3(59).

Examples of possible Support Account items include, but is not limited to:

- Background check (if required to be paid by the participant by a training provider or employer)
- Child or dependent care
- Clothing or uniform
- Computer, laptop, software, or other job-specific electronics required for employment (i.e. a customer service representative working from a home office may be required to have certain security features on a high-speed internet connection and secure landline phone; a participant attending training to become an architect will require a powerful “gaming-branded” laptop with special accessories and design software installed for both their education and for the resulting employment)
- Counseling
- Food
- Housing

- Licensing fees (i.e. CDL, GED, clearances, or credential fees, as requires for employment)
- Personal grooming items (i.e. toiletries)
- Physical examination
- Prescription eye glasses
- Mileage or gas cards (must be individually determined, based on need and actual miles; not a set amount per day/week for all customers uniformly)
- Personal protective equipment required for training or work
- Transportation, including car repairs or vouchers for public transportation/cabs
- Utilities (i.e. water, sewer, electricity)

Exclusions to Support Accounts

Under no circumstances can support accounts be written for entertainment purposes, including gift cards to venues where the sole purpose is entertainment (i.e. movies, concerts, or sports arenas).

WIOA may not pay for past due fees or fines, including court costs or tax penalties. For instance, if a Support Account is written for a utility bill payment, the amount paid by WIOA cannot include a fee related to reconnection of a disconnected service or a late fee.

Sub-grantees may not make credit card payments or loan repayments related to cash advances or payday loan establishments.

While WIOA allows for the provision of Needs-Related Payments, the Area 7 Board is not opting to offer them.

Sub-Grantee Support Account Policy

It is recommended that sub-grantees establish written procedures for the provision of Support Accounts. Sub-grantee policies may be more restrictive, but not more lenient, than Area 7 policies. If sub-grantees choose to establish a support account cap or other more restrictive provisions than those within this policy, such as a written procedure for limits on recurring-type payments, a policy must be established in writing and a copy provided to the Area 7 Board office.

While Area 7 does not place a cap on support accounts, sub-grantee policies may want to establish rules such as an annual/lifetime cap. It is also recommended sub-grantees establish written procedures for paying for any recurring-type payments for participants (i.e. utilities or housing). Recurring-type payments can become very costly for the WIOA program and have the potential of encouraging the participant to become wholly dependent on the program for the everyday costs of living if provided over an extended amount of time.

Follow-Up Services

ODJFS requires 12 months of follow-up for all enrolled/exited participants. Exits are made upon placement in unsubsidized employment, but may be made later if the participant has been determined to be in need of additional individualized career services or a Support Account for a limited amount of time after obtaining unsubsidized employment.

Support Accounts may not be provided after a participant's exit from the program. If a participant is in the follow-up stage of services and is determined to be in need of additional supportive services or other

individualized career services, a new determination of eligibility, suitability, and self-sufficiency must be made in order to re-enroll the participant.

Technical Assistance

Sub-grantee staff needing assistance with policy interpretation or application of this policy to specific cases may contact the Area 7 board office.



WIOA Policy

P7-401: Youth Work Experience

Board Approval Date: October 7, 2015

Effective Date: October 12, 2015

Policy Rescission: This policy rescinds the following:

- WIA policy P7-603: Summer Employment
- WIA policy P7-604: Youth Work Experience

Eligible for Waiver: This policy is not eligible for waiver; however, sub-grantees may develop more restrictive policies or more detailed written procedures.

Background: The Workforce Innovation and Opportunity Act (WIOA) requires that at least 20% of a local area's WIOA Youth funds be spent on "paid and unpaid work experience". The work experience program element is one of 14 youth program elements required to be offered under WIOA. Youth work experiences are short-term, planned, structured learning experiences that occur in a workplace and are focused on career exploration and the development of work readiness skills.

ODJFS WIOAPL 15-13 (Work Experience for Youth) provides guidance on paid and unpaid work experience for the WIOA Youth program.

Purpose: The purpose of this policy is to provide guidance to Area 7 Board (WDB) sub-grantees and sub-grantees' service providers regarding work experience for WIOA Youth participants. The goal of WIOA youth work experience is to establish good work habits and help to explore careers. Work experience should enable Youth participants to gain exposure to the structured environment of the working world and its requirements. All work experiences should expose participants to realistic working conditions and tasks.

Definitions:

Employer-of-record is either the host employer/worksites or the sub-grantee/provider in paid work experience. The entity listed as the employer-of-record is responsible for following all labor laws.

Employment is a relationship between two parties where one is the employer and the other is the employee. The employer pays wages to the employee for work performed. Paid work experience where an employer-employee relationship exists are considered employment.

Individual service strategy (ISS) is a required document in each WIOA Youth participant's file. It is developed after an objective assessment of the participant's needs, and addresses the plan laid out for that participant in order to achieve the WIOA Youth's education and employment goals.

Paid work experience is considered "employment" (when an employer/employee relationship exists) and is subject to all legal requirements for employment, including consideration for minimum wage,

employment of minors, Fair Labor Standards Act (FLSA), and IRS tax laws. Paid work experience is often subsidized (versus employer-paid); however, ODJFS WIOAPL 15-13 allows employers to be the employer of record when the participant is “performing real work”, especially in situations where the employer seeks to hire the participant at the conclusion of the work experience or in cases where the participant is significantly contributing to the profitability/production of the business.

Stipends (also called “incentives”) are “fixed incentive payments”, which may be offered to youth participating in work experience in lieu of, or to supplement, wages in paid or unpaid work experience or other Youth training activities.

Summer employment opportunities (SEO) is a type of WIOA Youth work experience. In order to be counted as SEO, the summer employment should be linked to the participant’s year-round academic and occupational learning.

Worksite agreement is a document between the sub-grantee and/or WIOA Youth service provider, the host worksite, and the participant. The worksite agreement should, at a minimum, lay out the expectations for job duties, hours to be worked, other special working conditions, and incentive/wage, if any.

Guidance:

Work experience may be paid or unpaid, but the Area 7 Youth Committee encourages sub-grantees to compensate participants in some manner for their time and for their achievements in the work environment, whether that compensation take the form of a wage, stipend, or incentive. If the work experience is paid in wages, it is considered employment

Work experience may be in the private sector, for-profit sector, non-profit sector, or public sector. While public service employment is not typically a permitted activity for WIOA participants, it is allowable for WIOA youth participating in work experience.

Types of work experience

- **Internship:** a system of gaining on-the-job experience by placement in a work environment for a period of time with the goal to build technical and job awareness skills. Internships may be paid or unpaid.
- **Job shadowing:** short-term unpaid activity which introduces a participant to the workplace and provides exposure to occupational areas of interest to increase career awareness. Job shadowing allows the Youth to observe only.
- **On-the-job training (OJT):** training by an employer that is provided to a paid participant while engaged in productive work in a job that provides skills essential to the job, is made available via wage reimbursement to the employer (see Training Services Policy for specific wage rate requirements), and is limited in duration as appropriate to the occupation and the participant’s individual skill set and ISS.
- **Pre-apprenticeship programs:** programs or a set of strategies designed to prepare individuals to enter and succeed in Registered Apprenticeship programs and have a documented partnership with at least one, if not more, Registered Apprenticeship program
- **Summer employment opportunities:** an activity conducted mainly during summer months

which involves work experience as the primary strategy and must provide direct linkages to academic and occupational (year-round) learning

Stipends, incentives, and wages

Per §681.650 of the WIOA NPRM, sub-grantees may consider issuing stipends (fixed incentive payments) versus a wage, as long as (1) the stipend/incentive is directly tied to the youth participant's achievement, which must be directly tied to work experiences or training activities, and (2) the requirements under 2 CFR part 200 are followed. 2 CFR 200 states that incentives may not include entertainment, such as movie or sporting event tickets, or gift cards to movie theaters or other venues where the sole purpose is entertainment. Sub-grantees and youth providers issuing stipends/incentives must also be aware of the requirements of 2 CFR 200 regarding internal controls to safeguard cash and gift cards.

Since a stipend is not a wage, they are not taxable and not subject to IRS requirements for documentation and tax withholding. Stipends are also not required to meet minimum wage requirement and do not affect the family's eligibility for public assistance benefits.

If a stipend appears in records as an hourly or weekly amount based on hours worked, it will likely be mistaken for a wage. For this reason, stipends to participants must be based on achievable, objective goals documented in the youth's ISS, rather than based strictly on hours worked.

If a sub-grantee or youth provider has specific questions regarding issuance of stipends/incentives, please contact the Area 7 Board Office. As a recap for issuance of stipends/incentives:

- Must be awarded to participant for achievement of specific work experience goal(s) listed in the Youth's ISS (versus awarding the stipend amount based upon each hour worked). Examples of allowable reasons to issue stipends/incentives include, but are not limited to:
 - Arrive at the worksite on time "X" number of days/weeks
 - Perfect attendance for all assigned work experience shifts
 - Complete certain tasks related to the participant's employment goals
 - Learn a new process or operation for use at the worksite
 - Receive a positive performance report from the worksite supervisor
 - Successful completion of the work experience
 - Begin unsubsidized employment by getting hired by the worksite for regular employment
- Must not be awarded to the participant in the form of entertainment.
 - No movie tickets
 - No sporting event tickets
 - No gift cards for entertainment venues or other expenditures disallowed by WIOA (including gift cards for movies, concerts, or sporting event venues)
- Does not affect family's public assistance benefits
- Is not taxable

Paid work experience is often subsidized (versus employer-paid) with the service provider or sub-grantee as the employer-of-record; however, ODJFS WIOAPL 15-13 allows work experience to be unsubsidized and allows employers to be the employer of record. It is preferable for the employer to be the employer-

of-record and pay the wages in situations where the worksite/host employer is seeks to hire participants on at the conclusion of the work experience or in cases where the participant is significantly contributing to the profitability/production of the business (“performing real work”).

Determining “employment” versus “training”

It is imperative for sub-grantees to determine whether each participant’s work experience constitutes “employment”, and whether an employer-employee relationship exists. The primary intent of work experience is to help WIOA Youth understand proper workplace behavior and learn skills necessary to obtain a job and succeed with employment goals. While worksites/employers may receive some benefit from the work experience, the emphasis is on benefiting the participant. In situations where the emphasis is “performing real work” versus “learning”, or in cases where the employer is paying the participant unsubsidized wages, the work experience is considered “employment”, which means labor laws must be adhered to. In order to determine whether the work experience is employment, consider some of these factors:

Training	Employment
Training is centered around a classroom or academy and applied at the worksite	Training is centered around the worksite’s actual, specific operations
Provides participants with skills used in many employment settings	Provides participants with skills particular to that worksite’s specific operations
The training, even though it includes actual operations, is an experience like vocational school	The training involves little instruction and primarily work
The participant is the primary beneficiary of the training due to the skills and experience learned	The worksite receives immediate/or significant advantage due to the participant’s work performed
Regular employees are not displaced or the employer needs to hire someone for that position	The worksite does not need to hire for that position due to the work performed
The participant is not guaranteed a job at the conclusion of the work experience	The worksite intends to hire the participant at the conclusion of the work experience
The experience is closely supervised for the duration of the work experience	Once the job is learned, the participant is no longer closely supervised
Compensation for the time is not based on hours worked; rather, achievable goals listed in the ISS	Compensation for the training is based on hours worked
Stipends or incentives are provided to successful completion of objective goals	Wages are provided to the participant (subject to minimum wage requirements)
Job shadowing, where the participant watches regular employees perform work or assists those employees with the work	The participant performs the actual work and receives the same level of supervision as regular employees

Monitoring

Sub-grantees and their youth providers are responsible for monitoring work experience programs. Monitoring shall, at a minimum, include review of the following:

- Expenditures on work experience must be at least 20% of the sub-grantee's WIOA Youth allocation.
- Both the individual and the worksite should be visited and interviewed at regular intervals (at least every other month) to ensure goals are being met and all parties are adhering to work experience rules.
- Ensure the work experience activity is identified in the youth's Objective Assessment and Individual Service Strategy (ISS), as well as documented via case notes and OWCMS data entry.
- Ensure required documentation is maintained in the participant's file and at the work site, including:
 - Attendance records and time sheets
 - Minor wage agreements, including justification for any stipends/incentives and description of type of payment method and amount, if applicable
 - Performance records
 - Work permits (for youth under the age of 16 and 16-17 if employed before the last day of school in the spring or after the first day of school in the fall), and
 - Worksite agreements.

Duration

Youth work experience duration should be determined by the sub-grantee/case manager and must be based on the individual needs of the youth, as well as documented in the ISS and case file. The participant's school status should be a consideration in this determination, as well as the youth's past work experience and barriers. In no case should a work experience exceed six (6) months at a single worksite. Unpaid work experiences should generally be of shorter duration than paid work experiences.

Amount

Sub-grantees have the ability to establish written policies setting a maximum amount allowed for each participant's work experience. Caps should be set based on the sub-grantee's allocation, with consideration for spending at least 20% of the Youth allocation on work experience, and keeping in mind how many Youth the county intends to enroll in work experience. Sub-grantees that establish caps are encouraged to set these limits as annual caps versus lifetime amounts, since Youth participants tend to be enrolled in the program multiple years.

Technical Assistance

Sub-grantee staff needing assistance with policy interpretation or application to individual cases may contact the Area 7 board office.



WIOA Policy

P7-103: Code of Ethics

Board Approval Date(s):

October 5, 2016

Effective Date(s):

October 10, 2016

Policy Rescission(s):

This policy revision rescinds the following policies or administrative guidelines:

- Area 7 WIA Policy P7-103: Conflict of Interest (August 5, 2009)

Waiver Eligibility:

This policy is not eligible for waiver.

Background:

Ohio Ethics Law establishes the general requirements for use and expenditures of WIOA funds by local areas. Additionally, grantees and sub-grantees of public funds are required to maintain a written code for standards of conduct governing the performance of their employees engaged in the award and administration of contracts.

Purpose:

It is the policy of the Area 7 Workforce Development Board to carry out its mission in accordance with the strictest ethical guidelines and to ensure that Area 7 Board members, staff, sub-grantees, and sub-grantees' staff conduct themselves in a manner that fosters complete public confidence in the integrity of Area 7, its processes, and its accomplishments.

Definitions:

Anyone doing business with Area 7 or its sub-grantees includes, but is not limited to, any person, corporation, or other party that is doing or seeking to do business with, regulated by, or having interests before Area 7's board, committees, sub-grantees, or staff.

Anything of value has the same meaning as provided in section 1.03 of the Ohio Revised Code (<http://codes.ohio.gov/orc/gp1.03v1>). Specifically, it includes anything of monetary value, including,

but not limited to: cash, gifts, food or beverages, social event tickets and expenses, travel expenses, golf outings, consulting fees, compensation, employment, or the promise of these things in the future.

Close relationship means the parties either live in the same house or are business partners.

Compensation refers to money, thing of value, or financial benefit. “Compensation” does not include reimbursement for actual and necessary expenses incurred in the performance of official duties.

Conflict of interest is any situation in which a person (or that person’s family) stands to personally benefit or appears to financially benefit from an action taken.

Family includes the following relatives:

1. Any person related by blood or marriage and living in the same household or,
2. Regardless of where they reside:
 - a. Spouse
 - b. Children, whether or not they are dependent children
 - c. Siblings
 - d. Parents
 - e. Grandparents
 - f. Grandchildren

Public official or employee means any person, paid or unpaid, who is elected or appointed to an office, or is an employee of any public agency. “Public official or employee” does not include a teacher, instructor, professor, or other kind of educator whose position does not involve the performance of, or authority to perform, administrative or supervisory functions. For the purposes of this policy, this includes Area 7 Board members, committee members, fiscal staff, board/administrative staff, sub-grantees, and sub-grantee staff.

Public agency means the general assembly, all courts, any department, division, institution, board, commission, authority, bureau, or other instrumentality of the state, a county, city, village, or township, the five state retirement systems, or any other governmental entity.

Immediate family means a spouse residing in the person’s household and any dependent child.

Income includes gross income as defined and used in the “Internal Revenue Code of 1986,” 100 Stat. 2085, 26 U.S.C. 1, as amended, interest and dividends on obligations or securities of any state or of any political subdivision or authority of any state or political subdivision, and interest or dividends on obligations of any authority, commission, or instrumentality of the United States.

Stakeholders are individuals not necessarily related by family, but that do have direct or indirect management or responsibility for managing the WIOA program or otherwise involved in the workforce development system (including public officials or employees, or otherwise WIOA staff, supervisors, local elected officials, contractors, program vendors, board or subcommittee members, program employees, and OhioMeansJobs center partner staff).

Value means worth greater than “de minimis”, or nominal.

Guidance:

General Standards of Ethical Conduct

Area 7 and sub-grantee staff (as public officials) must, at all times, abide by protections to the public embodied in Ohio's Ethics Laws, as found in Chapters 102 and 2921 of the Ohio Revised Code (ORC), and as interpreted by the Ohio Ethics Commission and Ohio courts. Officials and employees must conduct themselves, at all times, in a manner that avoids favoritism, bias, and the appearance of impropriety.

A general summary of the restraints upon the conduct of all officials and employees includes, but is not limited to, those listed below. No official, employee, sub-grantee, or sub-grantee employee shall:

1. Solicit or accept anything of value from anyone doing business with Area 7 or its sub-grantees;
2. Solicit or accept employment from anyone doing business with Area 7 or its sub-grantee(s), unless the official or employee completely withdraws from Area 7 activity regarding the party offering employment, and Area 7 approves the withdrawal;
3. Use his or her position in Area 7 to obtain benefits for the official or employee, a family member, or anyone with whom the official or employee has a business or employment relationship;
4. Be paid or accept any form of compensation for personal services rendered on a matter before any board, commission, or other body of Area 7, unless the official or employee qualifies for the exception, and files the statement, described in ORC 102.04(D);
5. Hold or benefit from a contract with, authorized by, or approved by Area 7 (note that the Ethics Law does provide exception for some limited stockholdings, and some contracts objectively shown as the lowest cost services, where all criteria under O.R.C. 2921.42 are met);
6. Vote, authorize, recommend, or in any other way use his or her position to secure approval of an Area 7 contract (including employment or personal services) in which the official or employee, family member, or anyone with whom the official or employee has a business or employment relationship, has an interest;
7. Solicit or accept honoraria (see O.R.C. 102.01(H) and 102.03(H));
8. During public service, and for one year after leaving public service, represent any person, in any fashion, before any public agency, with respect to a matter in which the official or employee personally participated while serving with Area 7;
9. Use or disclose confidential information protected by law, unless appropriately authorized; or
10. Use, or authorize use of, his or her title, the name "Area 7 Workforce Development Board", or "Area 7", or the name of Area 7's sub-grantees, or Area 7's logo, or an Area 7 sub-grantee's logo in a manner that suggests impropriety, favoritism, or bias by Area 7 or the official or employee.

Procurement of Public Contracts

Per 29 CFR 97.36, employees and agents of Area 7 and its sub-grantees are prohibited from participating in or using their position to influence the selection, award, or administration of a contract (including any purchase or acquisition of goods or services, including employment) supported by WIOA funds if a conflict of interest, either real or apparent, is involved. Such conflicts arise when the employee or agent uses the authority or influence of his or her office to secure approval of a public contract in which the employee or agent, a family member, or a business associate has an interest in the investment.

Each person involved in the procurement process is required to sign a disclosure statement making known any situation that he or she perceives to be a potential conflict of interest and must make regular updates as changes occur.

Restrictions on Nepotism

Ohio's Ethics Law prohibits any Area 7 employee or agent from:

1. Hiring a family member for a public job, including full-time, part-time, seasonal or summer jobs, and temporary jobs;
2. Using his or her public position to get a public job (or other contract) for a family member;
3. Using his or her position to get promotions, selective raises, or other job-related benefits for a family member; and
4. Participating in matters that involve his or her own financial interests, or those of his or her family or business associates.

Sub-Grantee Responsibilities

Steps must be taken by sub-grantees and sub-grantee staff to avoid conflicts of interest and to comply with Ohio Ethics Law when handling participant case files and offering services to customers.

1. Intake forms for participants must include a section for full disclosure of potential conflicts.
2. Each person involved in the process to approve costs for a participant or employer customer (i.e. recommendation for, approval of, or payment of a support account, training account, on-the-job training agreement, incumbent worker project, etc.) or anyone involved in the procurement process is required to disclose any situation that he or she perceives to be a potential conflict of interest. Failure to disclose a conflict will result in penalties, including possible dismissal of the offending employee. The county will be required to return funds spent on a case where a violation exists.
3. Any employee related to a program applicant or enrolled customer will not, in any way, manage or influence the management of the customer's file or provision of services. The related employee also should not have physical or electronic access to the relative's file.
4. Any customer who is related to or has a close relationship with an employee of an Area 7 sub-grantee shall be handled by a non-conflicted staff person or supervisor in a confidential manner. If no non-conflicted employees are able to confidentially manage a related participant's case (i.e. if the potential conflict exists at the management level), the county will employ a third-party review process to ensure the required arms-length approach is followed. Especially when potential conflicts exist in supervisory positions, removal of the conflict may involve referral of the customer to a neighboring county.
5. Counties must notify Area 7 of related participants as soon as they are enrolled. During programmatic and fiscal reviews, Area 7 will maintain a file to be monitored for compliance with this policy and the Ohio Ethics Law.

Penalties:

Failure of any Area 7 official or employee, or sub-grantee official or employee, to abide by this policy, or to comply with the Ethics Law and related statutes, will result in discipline, which may include employment dismissal as well as any potential civil or criminal sanctions available under the law.

Participants who knowingly fail to disclose relationships or other potential conflicts of interest will be terminated from the WIOA program and may also be terminated from other programs offered by the OhioMeansJobs (OMJ) center.

Technical Assistance:

The Ohio Ethics Commission is available to provide educational seminars, informational materials, advice, and assistance regarding the application of the Ethics Law and related statutes by calling (614)466-7090 or by visiting the website at www.ethics.ohio.gov.

The form for reporting related participant cases and the manner in which those cases are being handled to the Area 7 board office is available for download on Area 7's website and as an attachment to this policy. Sub-grantee staff needing assistance with policy interpretation or application of this policy to specific situations may contact the Area 7 board office.

Attachments:

1. Attachment 1: "Related Customer Compliance Reporting Form" (rev. date September 8, 2016)

References:

29 CFR 97.36 (b) through (i).

29 USC 3101 and 2832 (g)

Ohio Administrative Code (OAC) 5101:9-31-01 "General requirements for use and expenditures of WIOA funds for local areas".

Ohio Department of Job and Family Services (ODJFS) Workforce Innovation and Opportunity Act (WIOA) Policy Letter No. 15-05 "Serving Applicants with a Close Relationship to the Workforce Innovation and Opportunity Act Program", (July 1, 2015).

Ohio Revised Code 1.03, "Anything of value" defined.

Ohio Revised Code Chapter 102, Ohio Ethics Law.

United States Department of Labor (USDOL) Training and Employment Guidance Letter (TEGL) No. 35-10, "Transparency and Integrity in Workforce Investment Board Decisions", (June 16, 2011).

Workforce Innovation and Opportunity Act, Public Law 113-128.



Related Customer Compliance Reporting Form

Area 7 WIOA Policy P7-103: Code of Ethics, Attachment 1

Area 7 sub-grantees are required to report to the Area 7 Board Office any time an enrollment in the WIOA program is made for a customer who is related to an Area 7 official or employee, or sub-grantee or employee, or other stakeholder in the WIOA program. This form must be filled out and submitted to the Area 7 Board Office (emailed to area7@clarkstate.edu) any time a file subject to Area 7's Code of Ethics is enrolled, in order for the master area record log be maintained and monitored.

Prepared by	Organization
Phone number	Date prepared

Customer name:	Enrollment date
Stakeholder name & position/name of related party	Method of conflict removal (i.e. case managed by the related party's supervisor, referred out of county, third party review, etc.)
Reviewed by another county?	Monitored by Area 7 staff?

Comments:

Signature

Date