



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

for

County or Counties: Hamilton

Effective Date: 07/01/2018

Plan Submission

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

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

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

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

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1. Lead Agency and Coordination with Partners

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

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

Lead Agency Name Hamilton County Job & Family Services				
Lead Agency Address 222 E. Central Parkway		City Cincinnati	State Ohio	Zip Code 45202
First Name of Lead Agency Official Maira	Last Name of Lead Agency Official Weir	Title of Lead Agency Official Director		
Phone Number (513) 946-2111		Email Address weirm@jfs.hamilton-co.org		

Program Contact Person Timothy McCartney		Phone Number (513) 946-1732
Phone Number (513) 946-1732	Email Address mccart04@jfs.hamilton-co.org	

Fiscal Contact Person Mike Hiles	
Phone Number (513) 946-1854	Email Address HILESM@jfs.hamilton-co.org

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

Agency Name Southwest Ohio Regional Workforce Investment Board (SWORWIB)				
Agency Address 100 Scarlet Oaks Drive		City Cincinnati	State Ohio	Zip Code 45241
First Name of Lead Agency Official Sherry	Last Name of Lead Agency Official Kelley-Marshall	Title of Lead Agency Official President/CEO		
Phone Number (513) 612-3643		Email Address smarshall@sworwib.org		

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

Workforce Development Area #13-Cincinnati & Hamilton County, served by the SWORWIB	
Workforce Development Board Chair Name Brad Brezinski	
Workforce Development Board Director Name Sherry Kelley Marshall	
Phone Number (513) 612-3643	Email Address smarshall@sworwib.org

1.4 Identify the implementation manager for the Lead Agency.

First Name of Implementation Manager Bonita	Last Name of Implementation Manager Wood	Title of Implementation Manager CCMEP Program Manager
Phone Number (513) 946-7282	Email Address woodb@jfs.hamilton-co.org	

1.5 Lead Agency’s performance and data management contact:

Contact Person April Barker	
Phone Number (513) 946-1068	Email Address barkea@jfs.hamilton-co.org

1.6 How does the Lead Agency partner with the other local participating agency (CDJFS or workforce development agency) to implement CCMEP?

Describe:
 HCJFS has a strong working relationship with the local Workforce Development Board, SWORWIB. As the lead agency, HCJFS will work in conjunction with the Southwest Ohio Region Workforce Investment Board to align CCMEP with area priorities for workforce development, in-demand jobs and business engagement, particularly for the youth and young adult populations served by CCMEP.
 The SWORWIB has facilitated a series of meetings with all entities identified as WIOA performance partners; other CCMEP partners will include all MOU members as well as current and future TANF, WIOA, and CCMEP vendors. We meet monthly and formally with each of these groups. Hamilton County Job and Family Services and the SWORWIB will collaborate to maintain these meetings for the life of CCMEP. Their members drive the content and delivery of results from this local plan. Local procedures have been written and refined for:

- Referral to resolution
- Scheduled and regular cross training
- Shared policy reviews
- Leveraged funding, co-enrollment, preferential enrollment, and service priorities
- Performance measure reviews

As the Lead Agency, HCJFS ensures accountability for program performance and results. HCJFS and the SWORWIB collaborated in creating this plan for administration of CCMEP. Activities and services are coordinated with local participating agencies to determine eligibility for WIOA youth and ensure that TANF funds are expended for allowable purposes. We communicate our processes and rules via frequent meetings, written documents and regular monitoring with data gathering and progress reports. HCJFS will report progress and results to the full SWORWIB board at their quarterly meetings.
 CCMEP policy is subject to SWORWIB review and approval. All meetings are shared; many are co-facilitated by HCJFS and the SWORWIB. PRC funds, TANF dollars, and CCMEP dollars are leveraged to make the most of WIOA investments. CCMEP TANF dollars have been added to and flow directly through current contracted WIOA youth vendors; 33% of contract values are comprised of TANF funding.

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:
 The lead agency, Hamilton County Job and Family Services, worked in concert with the local workforce development board, the Southwest Ohio Regional Workforce Investment Board, to procure the current local WIOA youth agencies in July 2015. Those agencies (as well as all agencies who bid) were made aware of their future expanded role within CCMEP youth services. Contracted agencies willingly expanded their WIOA services to

implement CCMEP requirements and are critical service providers. During this time, policy adoption and development also occurred, in particular to the work experience policy. The WIOA work experience policy was adopted for TANF funding in CCMEP. However, the TANF funding will not be used for stipends for work experience.

HCJFS expanded the budgets (TANF), performance, and reporting responsibilities of these vendors to align them with CCMEP requirements. All resulting outputs, outcomes, and performance results will be subject to quarterly reporting to the SWORWIB, as indicated by the SWORWIB Board action dated 2/11/16. In the short term, we will work closely together to ensure 14 and 15 year old youth receive appropriate services. Hamilton County will review TANF eligibility for all WIOA Youth as determined by providers. Each CCMEP youth will be enrolled with a specific TANF goal identified suitable to their needs. CCMEP services delivered to WIOA youth will be managed so that WIOA youth enrolled with income in excess of TANF income standards (5%) are accounted for separately to ensure they are 100% WIOA funded.

WIOA contracts are held by:

1. Cincinnati Youth Collaborative/Jobs for Cincinnati Graduates
2. Santa Maria/Literacy Center West
3. ResCare "My Life"

Monitoring of these contracts and ongoing quality assurance is provided by:

1. Hamilton County Job and Family Services (HCJFS)
2. The Southwest Ohio Workforce Investment Board (SWORWIB)

In WIOA youth contracts, there is a separation between the entities delivering services and the entities setting policy, monitoring providers, and reviewing, recommending and procuring providers.

Among low income WIOA adult populations, a potential local conflict has been specifically avoided.

How the local participating agencies and workforce development board will ensure there is no conflict of interest when the services of the CDJFS may be procured by the local workforce development board.

HCJFS has been designated as the WIOA Fiscal Agent for Cincinnati and Hamilton County. HCJFS has been selected by the Workforce Board, through competitive procurement, to serve as the local OhioMeansJobs operator. Under the leadership of the Workforce Board and at their selection, HCJFS procures, contracts with and monitors the compliance of WIOA youth service providers. Appropriately, the SWORWIB has procured independent third-party monitoring of the OMJ operator. The OMJ operator role by HCJFS is specified in a formal One Stop Operator contract between the Workforce Board and HCJFS, developed by and contractually initiated by the Workforce Board. Procurement of this OMJ operator role was completed by the SWORWIB with an outside law firm and with no procurement or selection role played by HCJFS or other county personnel.

The OMJ Center operator and the Fiscal agent are tied to the same organization. These two parties report in different chains of command (CFO vs. COO). Conflicts related to conducting procurement for the One Stop Operator/OMJ Center, contracting with the One Stop Operator/OMJ Center and monitoring the One Stop Operator/OMJ Center are resolved by the Workforce Board assuming these responsibilities. The operator is submissive to the Fiscal Agent on all topics related to creating obligations, purchase orders, budgets, and payments. Spending and obligations are monitored and reported on at least monthly by the Fiscal agent. The operator can't act to procure services, incur costs, or pay bills without the prior formal and documented consent from the Fiscal agent. Fiscal monitoring is ongoing and more thorough than is typical with vendor relations.

Both the OMJ operator and HCJFS, as fiscal agent, provide monthly reports to the SWORWIB which are reviewed quarterly by the full board and monthly by the officers. In addition to reports, HCJFS and contracted CCMEP WIOA/TANF providers regularly attend monthly and quarterly meetings with the SWORWIB and their community and business partners.

The OhioMeansJobs Business Services Unit is a physically and functionally integrated team including State and operator staff responsible for Trade, apprenticeship, Rapid Response, WIOA and Veteran services. This team regularly works with local economic development staff. They collaborate with niche service providers regularly including, for example, Community Link, Mature Services, City Link, CAA, and OOD. They have quarterly meetings with HCDC and are in close touch with representatives from the City of Cincinnati, especially the Small Business Group.

Funding priority is assigned to collaborations with these partners in general and to economic development collaborative in particular. The St. Bernard Soap effort or the Economic Development Rapid Response letter of collaboration are evidence of that development priority.

Business Services functions are inclusive of the bulk of activities completed at OhioMeansJobs. Those include:

- Job posting services (approximately 200 per month)

- Hiring events for barrier or entry level positions (average of 8 per month)
 - On-the-Job training funds for advanced skill positions
 - Tuition assistance in in-demand fields to provide a pipeline of skilled job seekers in in-demand fields.
 - Regularly scheduled employer workshops in timely topics
 - Regularly schedule job-seeker workshops designed to provide employers with job-ready applicants (bi-weekly workshops on interviewing, job search and resume writing skills)
 - We collaborate with partners to provide employers with non-traditional hiring options such as disability services, summer youth services, veteran services, older workers, and graduating high school students.
- OMJ works closely with REDI. They have implemented a process to quickly act on referrals and report activity to the SWORWIB director. They have Bi-monthly meeting with HCDC, and maintain close contact with the City of Cincinnati Economic Development and Small Business Inclusion Department.

A dozen high performing local schools rely on OMJ for tuition assistance (ITA's) for vocational certifications. Scores of local employers rely on OMJ for funding to support their on-the-job training of new hires. OMJ is a partner in a number of local employer-trainer collaborations such as Per-Scholas. A steady stream of employers draw on OMJ to host, staff, and advertise hiring events for current, open positions. These efforts are not completed in isolation, but are part of a broader strategy that includes regular collaboration with local economic development professionals.

Rapid Response is initiated by a state representative, who is also a participating member of the Business Service Team. This allows for seamless communication when trying to quickly place dislocated workers into new positions. REDI, or HCDC may provide first notice of a local lay off, or they may be included in our efforts to place dislocated workers that result from a mass lay off.

OhioMeansJobs Cincinnati/Hamilton County has worked with St. Bernard Soap Company since October of 2017. We worked with their management team to post jobs and solicit applications. We provided \$100,000 in funding to support training for new-hires and to retain this employer in the region.

The center hosts quarterly employer trainings in topics ranging from second chance hiring and drug free workplace policies to Social Media for recruiting. These are well attended.

The Business Services Unit (BSU) has a series of flyers and hand-outs advertising their services. These are complimented by similar hand-outs available through the SWORWIB. The BSU produces a funding and services availability summary bi-monthly to update employers regarding services available as these vary depending on the relative availability of formula funds and supplemental grants

Our typical BSU services (hiring events, OJT's, work supports, job postings) are supported by an eagerness to be flexible to meet the needs of employers. A number of employers have taken advantage of our space and staff for unusual and ad-hoc support. Examples include Sam Adams union negotiation, Delta screening, hiring, and training, Census screening, hiring, and training, Ineos NCRC testing, Waffle House on-boarding, etc.

2017 Business Services Unit primary outputs are below.

1. The OMJ center hosted 116 hiring events in 2017 with 1,152 attending job seekers.
2. In PY16 the Hamilton County RR team served 16 companies and 659 employees
3. OhioMeansJobs invested \$765,000 in these 149 jobs to support robust in-house training with wages averaging \$15.56 per hour.

These outputs are supported by strong customer service data, employer workshop attendance, OMJ.com job posting activities, community and economic development collaborations, as well as shared efforts with OMJ partners.

The OhioMeansJobs BSU unit is necessarily a partner collaborative through its inclusion of WIOA, Trade, Rapid Response, Apprenticeship, and Veteran Rep staff. They also collaborate with other partners on shared employer and hiring event activities.

- In early 2018 the OMJ center entered into a collaborative agreement with HCDC and REDI economic Development staff to mutually support laid off workers and their employers.
- In 2017 OMJ actively supported an IKRON survey of local employers regarding drug-free workplace practices.
- In 2018 the OMJ staff are coordinating focus groups of youth and employers regarding workplace safety practices, curriculum and training in support of a NIOSH initiative.

- OMJ will staff and host an OOD 'Job Developer Bootcamp and Professional Networking Day' on Wednesday, August 29, 2018 at OMJ.
- Each year OMJ hosts employer hiring events for employers and job seekers associated with the TANF summer youth employment program on evenings and weekends.

1.8 List policies developed by the local workforce board relevant to the administration of CCMEP, including but not limited to (Please attach any relevant policies to this plan.):

- Select basic skills assessment(s);
- Ensure determination of eligibility for the Workforce Innovation and Opportunity Act (WIOA) youth program;
- Report and collect data;
- Monitor contracts and ensure compliance;
- Supportive services;
- Follow up services;
- "Needs additional assistance" policy; and
- Disclosure of relationship.

Describe:

The SWORWIB will be an integral part and equal partner with the lead agency in developing the local plan and establish guidelines for uniform administration of CCMEP;

- In collaboration with the SWORWIB, HCJFS identified the Test of Adult Basic Education (TABE) as our basic skills assessment. Additional tests may be used including WorkKeys and the National Career Readiness Credential if plans indicate training. The SWORWIB partners with HCJFS to monitor and conduct regular case audits and site reviews of each of our WIOA youth providers, to ensure that eligibility is properly determined. We also collaborate on all related state and federal monitoring reviews of WIOA youth services.
- HCJFS is responsible for providing the SWORWIB with regular reports and updates on all current WIOA youth and adult services. That remains true and has expanded into fuller CCMEP data. That reporting is regularly expanded or refined to address needs identified by the SWORWIB.
- HCJFS and the SWORWIB currently collaborate in monitoring of WIOA youth contracts. The SWORWIB has contracted with a third party monitor to regularly review HCJFS, as OMJ operator, compliance. Those will continue, and the SWORWIB has been added to HCJFS monitoring activities of any CCMEP vendors.

The Southwest Ohio Regional Workforce Investment Board passed several WIOA youth policies to ensure a smooth transition from WIA to WIOA. These policies included guidance for Work Experience, Youth Program Eligibility, Selective Services, documentation for WIOA Eligibility, Determination of Dependent Status, Youth Program Services and Monitoring. The SWORWIB, in conjunction with the CCMEP lead agency HCJFS, will continue to develop policies for the items listed above.

The WIOA supportive services policy was adopted for CCMEP TANF. However, the TANF funding will not be used for medical services besides pre-pregnancy family planning services. The TANF funding provided will meet TANF nonassistance regulations as defined in 45 C.F.R 260.31.

Rule 5101:14-1-04 was used for guidance when developing policies to address the above bulleted items. Please see attached policies in folder: CCMEP Attachments for Question 1.8

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

- Adult Basic Literacy and Education (ABLE) Providers

Adult Education/Aspire program (formerly called ABLE) is a partner at the OhioMeansJobs Center of Cincinnati. They are part of our regular monthly operations and Board meetings. They have been involved with the development of the local plan and continue to be a primary referral partner for CCMEP youth.

Alcohol, Drug and Mental Health (ADAMH) Board

Hamilton County Mental Health Board (MHB) and Alcohol and Drug Addiction Services Board (ADAS) are both deeply involved in our existing welfare to work contracts. Our current referral to resolution work (WIOA) has made these relationships stronger.

Businesses

Example: Multiple business partnerships currently exist between HCJFS (via OMJ) and the local business community. OMJ provided more than one service to 166 employers from July 2016 to June 2017. Our CY 2016 summer youth services placed 810 youth at local employers investing 1.091 million dollars in wages paid to our youth. 600 OWF recipients were working and had employment included as an assigned activity in their January 2016 case plan.

New to summer employment was the addition of the Ohio Youth Works Program (OYWP) which served youth ages 14-15 years. The OYWP summer youth services placed 126 youth at community businesses investing in \$166,974.83 in wages paid to these youth. The success of the OYWP is partly credited to dividing the 8 week program into 3 phases; Phase 1: Job Readiness Training (JRT); Phase 2: Specialized Classroom Training; Phase 3: Employer Placement. This process created an opportunity to provide youth with additional training which Our SWORWIB board includes 33 local employers. These relationships will remain a vital part of our service model under CCMEP.

Career and Technical Education

Example: Great Oaks Career and Technical school is an active partner, local approved training provider, and offers on-site healthcare training at the OMJ center.

Child Care Providers

Example: HCJFS acts as the OMJ operator and the local agency responsible for certifying local approved child care providers as well as determining eligibility for child care subsidies. OMJ center job seekers can get and submit a child care application while at the OMJ center.

Child Support Enforcement Agency

Example: HCJFS acts as the OMJ operator and the local agency responsible for Child Support Enforcement. The OMJ Center offers a resource room, workshops and employment opportunity leads and activities as tools available to child support obligors.

Children Services Agency

Example: HCJFS acts as the OMJ operator and the local agency responsible for Children Services activities. Children Services staff regularly refers caseload participants to OMJ for job seeking activities. That relationship is particularly close with regard to emancipating youth.

Community College(s)

Example: Cincinnati State is an active partner, local approved training provider, and offers off-site healthcare training. Cincinnati State also promotes other large federal grant training programs routinely during orientation and other events.

Community Action Agency

Example: Cincinnati/Hamilton County CAA is an off-site partner to the OhioMeansJobs Center of Cincinnati. We regularly collaborate on contracts, grants, customer education, and mutual referrals. Cincinnati/Hamilton County CAA is also sub-contracted to provide direct services to CCMEP TANF youth as well as being an approved training vendor.

County Family Service Planning Committee

Example: The Hamilton County Job and Family Services Planning Committee is regularly attended by the COO with oversight responsibility over the OMJ operator. That body drives policy related to the PRC services that OMJ offers.

Family and Children First Council

Example: Family and Children First Council has a relationship with Hamilton County Job and Family Services through the Children's Services Division.

Juvenile Court System

Example: Hamilton County Juvenile Court System is a priority partner and active supporter of Summer Youth Activities offered by HCJFS with substantial presence at the OMJ center. Note: Hamilton County specifically prohibits CCMEP and TANF funds from being used for any Juvenile court service. It is likely that our proper and generally available TANF services will serve some youth who have co-occurring contact with Juvenile justice, however, that overlap will be incidental. No unique services will be created for Juvenile Justice participants. No TANF funds will be used to supplant funds or activities that would otherwise be the obligation of Juvenile courts to provide.

Local Healthier Buckeye Council

Example: This is a budding collaboration that may grow in the coming months as resources become available.

Local School District(s)

HCJFS collaborates with and refers youth and young adults to Cincinnati Public Schools to obtain a high school diploma or GED. HCJFS has a contracted in-school provider, Cincinnati Youth Collaborative, who serve 142+ youth at 5 different Cincinnati Public Schools.

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

Example: OOD is an on-site partner at the OMJ-Cincinnati Center, an active participant in operations meeting, and a provider of Windmills training for OMJ staff members.

Other

Example: OMJ has active and vital ongoing and on-site partnerships with ODJFS vet rep, UI, and Rapid Response staff, with Job Corps, OWF work participation vendors, Summer Youth vendors, OWIP vendors, SWORWIB staff, the University of Cincinnati, and Volunteers of America. OMJ hosts United Way volunteers on Saturdays between February and April to prepare taxes for local residents. OMJ has negotiated a shared and mutual release form that covers the core partners listed below. In the context of all referrals to resolution, OMJ will share a completed OMJ registration form with the organization that our referrals are made to. As we identify opportunities we will add data elements to the registration form that are generally needed for intake purposes by the bulk of partners.

Mature Services (Older Americans Act of 1965)
Great Oaks and Cincinnati State (Carl D. Perkins Career and Technical Education Act) ODJFS
(Trade Act)
Vet Rep Staff (ODJFS VA)
CAA (Community Services Block Grant Act) CMHA (Housing and Urban Development)
ODJFS UI (State unemployment compensation)
Hamilton County Office of Reentry (Second Chance Act).
United Way (Bold Goals - Financial stability)

We continue to build on these relationships in the context of CCMEP to assure the following:

- Mutual releases of information
- Preferential co-enrollment - collegial and non-binding
- Protocol for referral to resolution with each other
- Shared assessment information
- Monthly contact (phone or face to face) to align individual case plans for co-enrolled customers
- Monthly data match to identify unknown shared customers
- Monthly data match to identify outcomes, exits, etc. for shared customers
- Formal, scheduled, and regular cross-training of staff - particularly new staff - re services, and referrals
- Co-location when possible
- Regular and ongoing manager one-on one meetings
- Regular and ongoing shared partner meetings

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: There are approximately 1,200 customers currently enrolled in the program who are required to participate. However, that number is expected grow over the next year.

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: Since July 1, 2016, Hamilton County has served 236 volunteer customers in CCMEP. The vast majority of these customers were a direct result of interest in summer employment.

That number is expected to increase over the next year with the enrollment of summer employment customers into CCMEP. We continue to invest resources in basic services, system protocols, and manageable caseloads for required participants. Currently our first priority volunteers are those associated with partner referrals, particularly ASPIRE participants. Our TANF population may decline as the OWF denominator drops for this subset. To the extent that it does, we will continue to increase volumes served from other populations listed above.

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: There are approximately 300 participants served who are co-funded by both CCMEP WIOA and CCMEP TANF.

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:

Many partners are on-site including WIOA youth services, Job Corps, OOD, TANF, PRC, Perkins and vocational training, Wagner Peyser and UI compliance, ODJFS veteran services, the Federal Education Opportunity Center staff, and Volunteers of America. Aspire is located within two blocks of the center. Resource room services, workshops, veteran services, and general inquiries are available to the general public without an appointment. All on-site partners do offer appointments for visits. Off-site partners are available by phone or internet at OMJ to schedule a future appointment. Those include Community Action Agency, Mature Services, and HUD/CMHA E&T.

CCMEP resulted in revised WIOA youth services and a more vigorous co-location including assessment, intake, and comprehensive service referral. Linkages to the job market and employers include multiple on-site employer sponsored hiring events monthly, eOMJ as the home page on all resource room computers, posted high-profile job openings that are rotated weekly, employer trainings delivered quarterly on-site, and regular scheduled trainings in job seeking, resume writing, and interview skills.

TANF work participation staff (13), services, and adults are hosted currently at OMJ. That presence will expand under CCMEP. OWIP staff are on site as well.

Hamilton County Job and Family Services, as the lead agency, coordinates the services between the WIOA youth, CCMEP and the Cincinnati/Hamilton County OhioMeansJobs (OMJ) center. Hamilton County Job and Family Services, as the lead agency ensures that all youth activities occur through each WIOA youth provider. The youth are provided linkages to the job market and employers, via the local OMJ center. The WIOA youth providers offers access to CCMEP for each eligible youth as well as ensuring services for non-eligible youth. There will be CCMEP staff as well as WIOA youth vendor staff located at the local OMJ center. Contracted CCMEP TANF vendor and subcontractors hold and facilitate and refer participants to hiring events. They actively work with and build relationships with employers and training providers. Example: On a biweekly basis, local training providers present to CCMEP customers at alternate CCMEP provider locations.

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:
The lead agency meets on a weekly basis with contracted CCMEP providers to create and review policy, forms and workflows. An SFTP is currently utilized to house all meeting minutes, written policies, procedures, personnel directories, CCMEP orientation calendars and other valuable resources.

Additional efforts made included sending CCMEP customers flyers, emails, texts and received phone calls informing them of the summer employment opportunities. They were given a timeframe to come in to fill out paperwork and get scheduled for preliminary job readiness sessions to prepare for summer jobs. This includes career exploration field trips and classroom workshops on Effective Communication, Workplace Behavior, Virtual Backpack e-OMJ, Resume Development and the FIT & Talent Assessment.

Youth who were not CCMEP customers attended Information Sessions to hear about CCMEP's year-round program. If they were interested in CCMEP, they completed a JFS PRC application during the Information Session to see if they met eligibility requirements. JFS determined eligibility under TANF PRC guidelines and communicated to CCMEP the names of all PRC applicants who were approved. Once approved, the youth were scheduled to complete CCMEP Intake Process.

All youth (current and new) who completed the Intake process were scheduled to complete preliminary job readiness activities. Those who completed were invited to a Hiring Event where they met and interviewed with local employers. Instead of just placing youth, the employers were given the opportunity to review interviewees and note who they would be interested in working with. Youth selected by employers were told which employers expressed an interest in them. Final placement decision was made by the youth with guidance from CCMEP summer job coaches. All youth wages will be paid by Talbert House (lead agency for CCMEP contract who is the employer of record for Hamilton County).

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: Public Libraries of Hamilton County

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:
Our WIOA providers transitioned a combined total of 438 CCMEP eligible WIOA Youth into CCMEP on 7/1 2016. Each provider serves all new youth upon applications; thus a referral is not required.

Upon the implementation of CCMEP on 7/1/16, all OWF intake customers were referred to CCMEP as part of their IOP. See attached written policy and procedure regarding mandatory OWF customers. Customers in receipt of OWF (ongoing) were enrolled at reapplication or were scheduled in to ensure compliance with the 12/31/16 deadline.

CCMEP volunteers will be assessed and enrolled by the OMJ operator immediately upon application. OMJ Case Managers will maintain these cases and provide all required CCMEP services to this youth. Seven day timeliness standards will be monitored and documented in all cases.

Written procedures for WIOA & TANF have been developed, disseminated, trained on and frequently reviewed and updated as warranted. When the customer applies for cash, the JFS ET schedules a CL/CCMEP orientation appointment through the Community Link Database. CLDB highlights customers 7200 application date and the 30th day. There is also a 30th day report in CLDB that list customers who are nearing the 30th day and notification to the JFS ET has not been sent.

When the customer attends CL/CCMEP Orientation, the customer completes the CL registration form, signs a PRA and receives an intake appointment with a CCMEP provider within the next 5 days. The customer and the CL worker signs the appointment letter and the customer receives a copy the letter. The customer is given an Orientation completion certificate and transportation in the form of bus tickets or gas card. The TANF funded gas cards will follow FAL #103.

Customers who do not attend the scheduled orientation are contacted by the CL worker to reschedule another appointment. All efforts to contact customers are documented in the Community Link Database. After two unsuccessful attempts to reschedule customers to CL/CCMEP Orientation, CL will send notification to JFS that the customer is not in compliance.

Once the customer attends the CCMEP intake appointment and signs the IOP, CCMEP sends a list of completed IOPs daily to CL. CL imports the IOPs into CLDB and notifies the JFS ET that the customer is in compliance with Community Link. Customers who do not attend the CCMEP Intake appointment are contacted by the CCMEP worker to reschedule the appointment. The CCMEP worker notifies the CL worker that the customer did not attend and the CL worker will reach out to the customer also.

After 2 unsuccessful attempts to contact the customer, CL will send notification to JFS that the customer is not in compliance with Community Link. Upon completion of the IOP, the IOP is entered into Salesforce by CCMEP. CCMEP sends a daily report to Community Link listing the IOPs that have been completed and signed. CL completes a case plan in CLDB and locks it then notifies the JFS ET that the customer is in compliance with community link. CL scans the signed IOP into OnBase.

The lead agency has and will continue to provide regular reporting to support ongoing collaboration and strategic/tactical planning with the SWORWIB. There are regularly scheduled training sessions and bi-weekly meetings between the lead agency and partner agencies to build on strengths and identify challenges.

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:

Our contracted CCMEP TANF vendor (Mandatory/Volunteer) has view only access to CRIS-E. The provider has been trained and is able to retrieve this data as needed. In the case where a youth is both enrolled in WIOA and is a mandatory OWF participant, the CCMEP provider will work alongside the WIOA vendor and share information as appropriate.

Please see attached policies in folder: CCMEP Attachments for Question 4.3

- 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:

Domestic violence barriers are now and will continue to be documented at regular intervals from eligibility documentation through hardship determination. Confidentiality is maintained consistently and services are provided to address this work barrier. Additional protocol and procedures have been developed and implemented in the communication and capture of the CCMEP cases where Domestic Violence is a concern.

If customer reports current DV, they can ask to waive participation requirement. JFS Domestic Violence form can be completed and sent to JFS Workforce Development Manager to indicate waiver in CRISE. Customer still has input into work assignment and may choose to still participate. Hamilton County can code such customer activities with the prefix "ViAP" along with the assignment. Although participation hours vary between 20-55 hours/week, Hamilton County is flexible to provide appropriate assignments and customize plans. CCMEP Hamilton County refers DV customers to Women Helping Women, the YWCA and any other entity that can help them address this situation.

Please see the attached procedure and document used to address these sensitive cases.

- 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:

Modifications were made to existing procedures for assigning OWF and WIOA customer in order to meet new CCMEP requirements. Quality assurance processes are in place to ensure assignments are appropriate and meet mandates.

A stand alone database was created and is used by the CCMEP vendor to input and share data noted in questions above. For example, a daily report is generated to share new and amended IOP's created the previous day as well as information on participant status changes, OWF recipient income information, FLSA hour maximums, good cause, OWF sanctions, hourly requirement updates, other factor's impacting CCMEP activity hours or OWF eligibility, completion of the comprehensive assessment and IOP within 30 days from the date of application for OWF, and OWF or SNAP recipients information and acting on it. A monthly report is generated by the provider and shared with the lead agency which provides detailed attendance/participation information. A daily report is created to communicate IOP failures.

See attached process for exiting OWF work eligible individuals in CCMEP

- 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:

There has been a process implemented to address county transfers for those customers who have moved out of Hamilton County. This process mimics that of the OWF/TANF process in which customers have 10 calendar days to report a change in address for their benefits. OWF recipients' cases will be transferred within 10 calendar days. Although it is challenging with CCMEP customers due to inconsistent contact, the CCMEP Case Manager works with the Work Participation Case Manager to obtain current address of customers. Upon receipt of knowledge that a customer, who is required to participate in the CCMEP Program, has moved out of county, the following process is implemented.

The new lead agency or the current/previous lead agency should contact the other lead agency to:

- 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.
 - Determine if it is in the participant's best interest for the participant's case to be transferred to the new county if they are not an OWF recipient.
 - a. Is the participant an OWF recipient?
 - 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?
 - Determine how case documentation will be transferred to the new lead agency and when the transfer is likely to occur.
2. The previous/current lead agency must complete the following steps in OWCMS before transferring the case:
- For each service entered on the IOP in OWCMS, the current/previous lead agency must:
 - a. Select and Actual End Date.
 - b. Select the Service Outcome.
 - Enter case note about the transfer.
 - Select the new lead agency WIOA Office and WIOA staff on the Basic Intake General tab.
3. Send a follow-up email to the new case manager confirming the case transfer.

If the customer's needs are better served by our county, the CCMEP Case Manager will implement the outreach process to re-engage the customer. For cases in which the customer is moving into Hamilton County, the below process is followed:

The customer's case is assigned to a CCMEP Case Manager who will:

1. Contact the participant to set up an appointment to update their IOP. The IOP must be updated within 10 days of the case transfer.
2. During the appointment, discuss any updates that should be made to the IOP.
3. Amend the IOP with the participant.
4. Obtain the participant's signature and dates on the updated IOP.
5. Update OWCMS screens and add services as needed.

If a customer, who is not a recipient of OWF cash assistance and is no longer required to engage in the CCMEP program, moves out of county, the customer has the option to remain enrolled in our program and receive services from our county if this is in their best interest.

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

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

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

Describe:

The lead agency utilizes the JFS 03002 to determine eligibility for WIOA and TANF funded services. The TANF rules are referenced to define a household as described in section 6112 of the PRC plan.

The attached policy describes our semi-annual eligibility review process. Attached is the sample policy that has been adopted by our county to define a household for income counting purposes.

CCMEP Attachments for Question 4.5

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

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

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

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

Describe:

The JFS 03003 can be completed by OMJ staff, contracted OWF providers and contracted WIOA Youth providers at application and/or recertification for services or benefits. Current TANF vendors are already using the CCMEP assessment tool which is built into their internal data bases. Although electronically completed, the JFS 03003 paper form may be used when appropriate. The existing HCJFS referral process will continue. WIOA Youth vendors has incorporated the JFS03003 assessment into their current WIOA assessment. All assessments are entered into OWCMS (upon developing or transferring from hard copy)

OWF applicants must complete CCMEP Intake within 30 days of their OWF application. CCMEP Intake includes the WIOA Application, Comprehensive Assessment, TABE and IOP. If possible, the entire Intake process may be completed at the first appointment. However, the duration of time for the TABE administration was challenging for the customers and affected their benefits application and CCMEP intake process. In an effort to remain compliant with the time frames associated with the customers approval/denial of their benefits application, the CCMEP Intake process was changed to include the administration of the TABE testing during the CCMEP Orientation appointment. upon the completion of the Orientation, the customer was scheduled to meet with their CCMEP Case Manager at which time the IOP is developed and signed. The CCMEP customers are scheduled for TABE administration by a contracted community vendor such as ASPIRE, Mercy Neighborhood Ministries as well as designated CCMEP service providers.

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:

The TABE Test is used to measure the educational baseline for the CCMEP customers. The TABE Test was chosen as it is the standard form of testing that is used by all partnered agencies throughout Hamilton County. WorkKeys may be utilized as a pre-requisite for training.

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:

Once one of the HCJFS partners has determined eligibility they will assess the customers and work with them to create an individual opportunities plan. Throughout the participants engagement in CCMEP, the case managers will continue to collaborate with the participant with any amendments needed for the individual opportunities plan.

Case managers are expected to create a methodology to ensure customers are contacted at least once every thirty days. This may be a tickler file, outlook calendar, etc.

To ensure compliance, CCMEP managers conduct monthly audits. Five files are reviewed from each case manager's caseload. Information is used to provide individual and all staff trainings; outcomes will be part of the case manager's yearly evaluations. HCJFS conducts a separate file review in which customer engagement is an element; goal is to review all new files created and a percentage of ongoing files. Data is maintained on a spreadsheet and outcomes are shared and corrections required when appropriate.

CCMEP staff utilize a variety of methods for engaging customers: Phone calls, texts, emails, letters, home/community visits. Staff are to connect with the customer not less than once per month. More frequent contact is encouraged, especially for customers addressing barriers or completing job readiness/search activities.

All attempts and successful contacts are to be documented in OWCMS and Salesforce. Staff are to use the aforementioned contact methods until they actually reach the customer and provide the case management service required at that time. There are times when customers are not able to come to CCMEP offices so staff meet them in their homes or a mutually agreed upon location in the community. Customers who prefer to come to staff office, but lack transportation can be sent an Uber to pick them up. Arrangements to return home will be discussed at the appointment.

6. Program Services

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

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

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

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

Describe:

The activities that are assigned to address the barriers within this element are provided through several community partners. The educational services of the Cincinnati Public School's ASPIRE program, YWCA and Mercy Neighborhood Ministries are utilized. These services will enable the customers to increase their educational skill set in an effort to obtain either their high school diploma or GED. This reasonably meets TANF Purpose 2 because the diploma or GED will assist with employment opportunities which may decrease the reliability of public assistance.

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

Describe:

The alternative secondary school and dropout recovery services are provided through the DOHN Community

High School. The CCMEP customers who have not obtained their High School diploma prior to the age of 22, are offered the opportunity to enroll in the Dohn community High School's 22+ program and obtain their High School diploma. This addresses TANF Purpose 2 by This meets TANF purpose 2 in that it prepares the customer for job preparation. Most employer's basic requirement for employment is a minimum of a high school diploma or GED. So the additional services within this element will move the customer towards the obtainment of an educational degree to make them more marketable in the workforce

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

Describe:

The paid and unpaid work activities that are assigned to CCMEP customers to fulfill this element are provided through the the Lead Agency HCJFS, Talbert House CCMEP, Easter Seals, Urban League and Community

Action Agency. Each agency has various paid and unpaid work experience programs/opportunities that are

suitable for the CCMEP customers. This meets TANF Purpose 2 as these experiences promote job preparation in a learning environment where customers obtain transferable skills that are common in the workplace.

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

Describe:

The CCMEP customers are provided the opportunity to engage in an occupational skill training program. These programs are tied to an in demand field that leads to an industry recognized credential. These training programs

are provided by SWORWIB approved training vendors/providers that include the CCMEP training partners, Urban

League, Community Action Agency and Easter Seals. This service is designed to meet TANF Purpose 2 as it promotes job preparation that will yield an employment opportunity that produce sustainable wages.

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

Describe:
Through our partnership and collaboration with community based agencies in Hamilton County, the CCMEP customers are offered the opportunity to engage in workforce preparation concurrently with obtaining education for in-demand trades. Mercy Neighborhood Healthcare Readiness, YWCA First Course and Easter Seals Youthbuild programs provides educational training, employment education and stipend work experience. These programs focus on the Healthcare, Food Industry and Construction careers to name a few. These opportunities address TANF Purpose 2 in that all of these programs prepares customers in a specific trade that will result in livable wages earned. The customers are afforded the opportunity to learn from and trained by reputable employment recruiters with knowledge of current hiring trends in emerging employment/trades. This will decrease the need for the customers to rely upon government assistance as a means of income.

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

Describe:
Urban League to name a few of the most popular ones. Dress for success not only provides professional interviewing attire but also provides job readiness programs. These programs include employer driven workshops that cover job search, mock interviewing with human resource representative, professional networking, peer and professional mentoring. Another popular leadership development program is offered through the Urban League. Their program is very diverse and includes but is not limited to, Urban Leadership Program, S.O.A.R. (Solid Opportunities for Advancement and Retention) program, Employment Connections (EC) & the Accelerated Customer Service Education Program (ACE). All of these programs enable the customer to obtain the necessary skill set needed in order to be successful in the obtainment of employment. These programs promote job preparation and work with a sufficient success rate.

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

Describe:
The supportive services provided the customers have contributed to the stability of their situations. These services are addressing a variety of needs to meet TANF Purpose 1 and TANF Purpose 2. These supportive services allows children to remain in their home environment or that of a relative's home. Such services paid through client assistance dollars are used to cover rental and/or utility payments to avoid an eviction and disconnection of utilities, car repairs or transportation to promote prevention of barriers to employment and retention of employment. Also, the utilization of the local homeless shelter hotline, 381-SAFE, is accessed to find emergency shelter to families in need. All of these factor in determining whether or not children are able to remain in their home environment. Other supportive services include YWCA Domestic Violence Program and Legal Aid for customer advocacy. These services address TANF Purpose 2 in that they promote the support needed to maintain self-sufficiency of the customers. This will enable the customers to decrease their need for or dependency upon governmental assistance.

8. Adult mentoring - TANF Purpose(s) 2

Describe:
The adult mentoring services available to our customers includes but not exclusive to Dress for Success, Beech Acres and Urban League. Each identified agency provides mentorship for our customers to professionally navigate the job market and for personal development. Our customers are provided the guidance needed in order to learn how to better market themselves within the work industry, how to understand their weaknesses and strengths and how to use them as part of developing a career path. The adult mentoring will assist the customers to be successful as they learn about other opportunities that were otherwise unknown due to their knowledge. This established relationship provides the customer with the encouragement, support and structured activities to develop the competence, character and confidence of the customer. This will catapult their success with self-sufficiency.

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

Describe:

The follow-up services provided to meet this element consist of maintaining contact with the customer through a variety of venues. Such methods used include, phone call, text messaging, social media, home visits and collateral contact. These efforts are made to monitor the customers' success during their transition to employment as well as provide further education to assist with their transition.

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

Describe:

To address this element, customers are assisted with making and implementing informed decisions pertaining to their education, occupation, and life choices. The customers are encouraged and assisted with making a dream

board that includes what they want their life to look like and the steps in order to achieve that goal. Some of the

short term goals include referrals to partner agencies for career and academic counseling, drug and alcohol counseling as well as mental health counseling through Talbert House, Greater Cincinnati Behavioral Health or IKRON. This is meeting TANF Purpose 1 as it will provide services to families who struggle with addiction or mental health that threatens their family stability. Referrals to community agencies that provide specific services to meet that need will enable the customer to learn about their barrier and how to overcome that barrier without disrupting their family life. This meets TANF Purpose 2 as well because the academic and career counseling will provide mentorship for the customer.

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

Describe:

The financial literacy education is an ongoing service provided to the CCMEP customers. This element focuses on educating the customers about finances, credit, understanding banking terminology, establish savings, debt, etc. The customers are referred to community based programs such as Smart Money, e-OMJ, Health Care Access Now (HCAN) and Trinity Debt Management. These programs offer a series of workshops to inform and educate customers on budgeting their finances to consistently remain self-sufficient. This meets TANF Purpose 2 because it promotes education needed to end dependence on governmental assistance. The financial literacy programs will teach the customers how to manage their money, establish a budget to live within their means, prioritize their needs and to be more fiscally responsible with their income.

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

Describe:

The entrepreneurial skills training element is provided through several partner agencies within Hamilton County. Agencies such as MORTAR, Greater Cincinnati Microenterprise Initiative (GCMI), Cincinnati State and Urban

League's Business Development and Entrepreneurship Program. Each of these agencies provides the basics of

starting and operating a small business. They provide supports and services that incubate and help CCMEP customers develop their own business model and provide them with experience in the day-to-day operations of a business. This meets TANF Purpose 2 by promoting job preparation and work which decreases the need for governmental assistance.

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

Describe:
To address this element, the CCMEP customer is assigned activities within e-OMJ, Hamilton County Public Library Workforce Development, Urban League to name a few frequently used. The customers are engaging in career exploration to obtain labor market and employment information about in-demand industries and occupations of interest. This provides career awareness of the career path that each customer has designated.
This activity is a learning opportunity for the customer to gain knowledge of the income range each in-demand industry offers upon obtaining a certified industry recognized credential. This element addresses TANF Purpose 2 as it promotes job readiness and work.

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

Describe:
The post-secondary preparation and transition activities are provided through SWORWIB approved entities such as Cincinnati State, Great Oaks and Cincinnati Public School-ASPIRE programs. Each of these programs provide educational preparation for the entrance exams into post-secondary educational programs. These courses promote job readiness and work as they provide additional education to develop the skill set to position customers to be more marketable. This will further provide an opportunity to obtain higher paying employment that are only accessible with advanced degrees.

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:
Participants are paid by the employer or a third party contracted vendor. HCJFS will reimburse the employer or vendor as appropriate.

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:
In addition to services provided in 6.1, services are provided on a case by case basis to help participants to remain on track for self-sufficiency.

Services such as: transportation assistance, driver's education, Uber/Lyft, child care and school fees are provided. Follow up services include behavioral health, physical health, site visits, and employment retention. Funds may be used to incentivize vendors and participants for taking steps leading to positive CCMEP outcomes.

Hamilton County Department of Job and Family Services will use gift cards and vouchers sparingly. Any such issuance will be supported by a robust, and regularly audited reconciliation process in accordance with Family Assistance Letter #103.

Although the WIOA supportive services policy has been adapted for CCMEP TANF, the TANF Funding will not be used for medical services besides pre-pregnancy family planning services.

6.4 Provide a description of the follow-up services that the Lead Agency makes available to program participants including documentation requirements when a program participant cannot be located or contacted or requests to opt out or discontinue follow-up services:

Describe:

Case managers are dedicated to providing a continuity of services. There will be post-employment contact at 7,14,21,30 & 60 days. The Case Managers also will be conducting monthly outreach to our customers in follow-up status who have not declined follow-up services. Case Managers will work closely with the customer to identify potential barriers. We will utilize our partners and provide referrals to resolution to ensure retention.

When a customer is unable to be located, the assigned case manager is required to implement the outreach process. This process includes, phone call, text message, letter correspondence and home visit. The process is as follow:

1. Place a phone call and/or text message is sent to the customer using the most recent phone number.
2. If the initial call is unsuccessful, then a phone call to the customer's emergency contact is made.
3. An email message requesting contact is sent to the customer.
4. An appointment letter is mailed to the customer @ their last known address.
5. Phone call to the work participation case manager to cross check the CRISE database for pertinent information such as address, phone number, etc.
6. The CCMEP Case Manager will attempt a home visit @ the last known address for the customer.
7. If the customer is non-compliant but is receiving cash benefits, the CCMEP case manager will contact the work participation case manager to initiate the additional outreach attempts.
8. The work participation case manager will phone and/or text the customer at the last known phone number.
9. If that phone contact is unsuccessful, the work participation case manager will conduct a home visit at the last known address of the customer.
10. If all efforts are unsuccessful, a termination and/or sanction request of the customer's benefits is made to HCJFS.

This process will be done for 2 consecutive months. If the efforts are not successful, the case may be submitted for exit.

Please see attached policies in folder: CCMEP Attachments for Question 6.4

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

Describe:

Participants are required to contact their case manager and the site supervisor each time (and no later than one (1) hour after the scheduled start time of any activity or appointment) to explain why he/she is not participating as scheduled. This reporting time may be extended if compelling circumstances prevented timely contact. Documentation must be provided to case manager within 10 calendar days. Documentation requirements for good cause depend on the specific reason for the absence. Requirements may include a doctor's statement, an obituary, school/work schedule, etc.

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

Describe:
Prescheduled appointments may be included in the participant's IOP, a written notice of scheduled appointment may be sent via mail or by various forms of electronic media.

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

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

Describe:
The SWORWIB coordinated a local team to collectively submit for and obtain an Adult 22+ grant from ODOE. That team is comprised of SWORWIB, OMJ, ASPIRE providers, CPS, CSTCC, Great Oaks. All committed to coordinating and marketing options for an alternative high school diploma to Hamilton County residents and is interested in working with the CCMEP team.
All CCMEP individuals are made aware of multiple GED & Diploma options as a result of their CCMEP assessment.

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:
The lead agency and SWORWIB work hand in hand in all aspects of the creation of the RFP and selection of vendors.

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

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

7. Case Management

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

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

Describe:
The case managers have been provided with state and contracted facilitated trainings that will continue throughout their engagement with CCMEP. Ongoing training in the form of webinars, roundtables, class instruction and hands on training are provided to existing and new case managers

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

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

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

Describe:
CCMEP Providers are required to conduct at least annual satisfaction surveys. Also, a small amount of funds may be used for secret shoppers and qualitative interviews of customers.

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:
HCJFS/CCMEP contract manager meets with each CCMEP provider to solicit feedback and provide training. The information obtained is used to improve internal communication, modify policies and procedures to improve customer service/outcomes.

Also, the SWORWIB leadership (board and staff) are sometimes contacted with complaints, concerns and compliments from employers and customers and will advise the CCMEP team of feedback from any contacts.

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:
Data is collected through CRISE, the Work Number and other employment verification sources, and various education attainment resources.

Each quarter, OWD will pull WIOA enrolled participants from OWCMS who received services during the reference quarter or four previous quarters; combined with participants who exited the program during the reference quarter or four previous quarters. These participants will be matched against the Ohio Wage Record data identified in the Data Sharing and Confidentiality Agreement using the participant social security number. From the wage record file, the WDB POC will receive wages, number of weeks worked, year wages are reported, quarter wages are reported, NAICS six digit code, and NAICS title. In addition to the wage record data, the WDB POC will receive OWCMS seeker ID, office name and WDB area. The WDB POC will not receive participant social security number. On a monthly basis, the OWD POC will email a list of UI claimants who are participating in the RESEA or UCRS program to the WDB POC. Each county within the area will receive either the RESEA or UCRS report (but not both). On a monthly basis, OUIO will e-mail a report that lists UI claimants who are within four weeks of exhausting their UI benefits.

Additional supplemental data for employment, education and median wages is gathered as well. Our methods of obtaining supplemental data is through the Work Number database; through successful contact with the customers during post-exit follow-up; through OWCMS case notes that may obtain vital information that was not captured elsewhere. Incentives are often offered for successful gains for maintaining employment and advancing or graduating in the educational setting.

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	
Signature	Date

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

Name and Title	
Signature	Date