



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

for

County or Counties: Henry County

Effective Date: July 1, 2018

Plan Submission

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

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

If a board of county commissioners re-designates 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 re-designation 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 Henry County Department of Job and Family Services			
Lead Agency Address 104 E. Washington St.	City Napoleon	State OH	Zip Code 43545
First Name of Lead Agency Official Shannon	Last Name of Lead Agency Official Jones	Title of Lead Agency Official Director	
Phone Number 419-592-0946 x109	Email Address Shannon.jones@jfs.ohio.gov		

Program Contact Person Stephanie Peterson	Phone Number 419-592-0946 x115
Phone Number	Email Address Stephanie.peterson@jfs.ohio.gov

Fiscal Contact Person Joleen Brubaker	
Phone Number 419-592-0946 x113	Email Address joleen.brubaker@jfs.ohio.gov

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

Agency Name Ohio Means Jobs - Henry County			
Agency Address 104 E. Washington St.	City Napoleon	State OH	Zip Code 43545
First Name of Lead Agency Official Shannon	Last Name of Lead Agency Official Jones	Title of Lead Agency Official Director	
Phone Number 419-592-0946 x109	Email Address Shannon.jones@jfs.ohio.gov		

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

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

1.4 Identify the implementation manager for the Lead Agency.

First Name of Implementation Manager Shannon	Last Name of Implementation Manager Jones	Title of Implementation Manager Workforce Coordinator Director
Phone Number 419-592-0964 x109		Email Address Shannon.jones@jfs.ohio.gov

1.5 Lead Agency’s performance and data management contact:

Contact Person Kristin Campos	
Phone Number 419-592-0964 x101	Email Address Kristin.campos@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:
Henry County Job and Family Services is a triple combined agency. Henry County Job and Family Services houses the OhioMeansJobs Center. A strong partnership and pattern of collaboration already exists. Staff are cross-trained to assist clients. Referrals to CCMEP can be made from OMJ Center, County Public Assistance and Public Children’s Services Agency Staff to OMJ Staff and CCMEP vendor. Case managers across the units communicate during referral, eligibility determination and ongoing services.

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 of 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. The Board will consist of no less than 51% business members. The Chief Elected Officials will appoint Board members consistent with the Workforce Innovation and Opportunity Act. 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.

Currently, the Lead Agency has chosen to adopt WIOA Policy P7-401: Youth Work Experience from Area 7 for both WIOA and TANF funded Work Experience; policy attached. Area 7 does not create a CCMEP Incentive Policy. The Lead Agency has adopted a local CCMEP Incentive Policy for Henry County consistent with OAC 5101:14-1-03 and WIOAPL 15-13 Work Experience for Youth; policy attached.

TANF will not be used for stipends as it is likely meeting basic needs which constitutes it as TANF assistance.

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 Area 7 Workforce Board does not have any CCMEP-specific policies. With the exception of 1) basic skills assessments and 2) the “needs additional assistance” policy, the Area 7 Board has adopted the relevant ODJFS policies in whole as local policy. Regarding, basic skills assessment, Area 7 has not mandated a common assessment. Regarding “needs additional assistance”, the Area 7 policy is in draft form and has not been considered yet by the Board.

The Lead Agency has adopted the following Area 7 board policies for CCMEP:

- 1. Area 7 WIOA Policy P7-302: Career Services includes Supportive Services and Follow up services; policy attached (Note: TANF will not be used for medical services that are stated in Area 7 WIOA Policy P7-302.)**
- 2. Area 7 WIOA Policy P7-103: Code of Ethics includes Disclosure of Relationship; policy attached**
- 3. Area 7 WIOA Policy: “Needs Additional Assistance Policy;” policy attached**

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

- Adult Basic Literacy and Education (ABLE) Providers

Aspire is a CCMEP partner in Henry County. Four County Career Center is the Aspire program provider for Henry County. The CCMEP vendor will maintain regular communication with Aspire staff and provide them with information on CCMEP Orientation sessions and how to refer students to the CCMEP Program.

- Alcohol, Drug and Mental Health (ADAMH) Board

Four County ADAMH Board is deeply involved in our existing efforts. Our Four County Board hosts quarterly meetings with JFS to keep updated on our needs.

- Businesses

HCDJFS works closely with our Community Improvement Corporation (CIC) for economic development. As the Henry County CIC Director meets with businesses, information of our OMJ services is provided along with the opportunity for OMJ representatives to meet with the employer for further program details.

Career and Technical Education

HCDJFS works with Four County Career Center as an active partner. The CCMEP vendor is in regular communication with guidance, teachers and career planning staff at local CTEs.

Child Care Providers

HCDJFS is the agency that certifies locally-approved child care providers. HCDJFS will assure that OMJ Center job seekers can get and submit a child care application while at the OMJ Center.

Child Support Enforcement Agency

CSEA in Henry County is combined with the Lead Agency. OMJ center job seekers can fulfill child support court orders related to seek work activities and document those efforts while at the OMJ center.

Children Services Agency

HCDJFS 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)

HCJDFS works with Northwest State Community College through the Henry County workforce initiative, job fairs and training programs. HCDJFS is working with NSCC on the Impact419 initiative, a regional workforce collaboration, to improve outreach and recruitment efforts of CCMEP and develop customized career exploration and technical training opportunities for young adults in CCMEP.

Community Action Agency

Northwest Ohio Community Action Commission is an off-site partner of the Ohio Means Jobs of Henry County. We regularly collaborate on contracts, grants, customer education, and mutual referrals. NOCAC provides supportive services such as housing and utility assistance, child care assistance and financial education programming.

County Family Service Planning Committee

HCDJFS has an established Family Services Planning Committee. We work closely with this committee to ensure the needs of our county residents are met in our PRC Plan.

Family and Children First Council

HCDJFS has a well-established relationship with the Family and Children First Council in each county. Representatives of the Lead Agency attend FCFC meetings and provide information on CCMEP services and work to serve multi-service involved individuals and families.

Juvenile Court System

HCJDFS has a well-established relationship with the Juvenile Court system in each county through our Children Services department.

Local Healthier Buckeye Council

Local School District(s)

HCDJFS works closely with the county school districts to identify CCMEP participants and create services that can benefit those students (i.e. job fairs at the school).

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

OOD is an on-site partner at our OMJ and is an active participant and partner.

Other

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: 2

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: 25

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

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

3. Coordination of Services

Coordination of services supports improved organization and integration of TANF and WIOA funded services. A Lead Agency can co-locate their staff with the other local participating agency at one location to help individuals access services easier and more efficiently.

3.1 How is the Lead Agency meeting the needs of and engaging local businesses to provide employment and learning opportunities for program participants using the expertise of the Lead Agency, the local participating agency, and subcontractors as described in rule 5101:14-1-03 of the Administrative Code?

Describe:

HCDJFS is engaging local businesses by providing the opportunity to employ program participants, while offering program participants additional learning opportunities through JobWorks. Many partners are on-site, including WIOA youth services, OOD, TANF, PRC, and ODJFS Veteran services. Off-site partners are available by phone or internet at OMJ. HCDJFS also works closely with the county economic development agency to address the employers' needs. CCMEP continues to build on the HCDJFS and OMJ strong working relationship already established. Linkages to the job market and employers include multiple onsite employer sponsored hiring events, OMJ as the home page on all resource room computers, and posted job openings that are updated weekly.

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:

OMJ and JFS TANF staff work closely to ensure success of our TANF recipients. Staff will coordinate services between the WIOA youth, CCMEP, and OMJ Center. The staff will make certain that all youth activities occur, likely through each WIOA youth provider, and provide each youth the linkages to the job market and employers via the OMJ Center. HCDJFS public assistance staff determine eligibility for CCMEP services. JobWorks is the provider of the program elements. Continued communication via face-to-face meetings, email, or phone occurs throughout the case process between JFS and JobWorks.

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: Newspaper

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:

HCDJFS case manager will determine eligibility for CCMEP. Upon approval, the HCDJFS case manager will send an email to the CCMEP provider within 24 hours. The email will indicate whether the client is a mandatory or voluntary participant.

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:

Both the Work Activities case manager will meet with the CCMEP required individual and explain the basic OWF requirements which include time frames and then refer to the CCMEP vendor for development of the IOP. Once the IOP is signed the Work Activities case manager will review the number of months remaining for OWF for the applicant and number of required hours for OWF. The WA case manager will keep record of the number of months the participant has left and will advise the CCMEP vendor each month. The WA case manager will communicate all information regarding OWF time limits to the CCMEP vendor.

- 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:

Each work eligible individual will be screened at the appraisal/reappraisal for possible signs of domestic violence. If a required individual has been determined to be a victim of domestic violence, the individual may be granted a waiver from with work requirement if the requirement would make it more difficult for the participant to escape domestic violence, pursuant to rule 5101:1-3-20 of the Ohio Administrative Code.

However, the individual may choose to participate and may be assigned to and engaged in a work activity. However, if the individual fails to comply with the work requirement as a result of domestic violence, the individual will be excused from the work requirement and a sanction for failure to comply with the work activity requirement will not be imposed, as pursuant to rule 5101:1-3-20 of the Ohio Administrative Code. The excused non-participation will be reviewed at least once every six months or more frequently if necessary. Cases are either made confidential or sensitive documents are scanned under medical records to ensure protected. The individual will be referred to House of Ruth for connection to resources.

- 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 work activities case manager will inform CCMEP Vendor of the following:

- Number of months remaining of OWF for the applicant
- Number of required hours for OWF
- Schedule for Job Find (job search) ** This needs to be listed on the signed IOP- IOP is the SSC**
- Any supportive services to be received (PRC, child care, etc.) ** This needs to be listed on the signed IOP- IOP is the SSC**

WA case manager will follow-up regularly with CCMEP Vendor to provide the following information:

- Applicants progress in Job Find
- Approval date of OWF
- Any reported changes that may require revision of the IOP
- Decisions concerning any good cause for non-participation

CCMEP Vendor will also follow up regularly with WA case manager to inform the worker of the following:

- Participation in CCCMEP services including failures
Must notify within 7 days; if not sooner
Any good cause requested for non-participation
- Number of hours completed in CCMEP activities on a monthly basis
- Any reported changes that may affect OWF eligibility

The WA case manager will be responsible for the following:

- Entering all hours of participation in the state eligibility system
- Determining good cause and sanctions

The Lead Agency is communicating internally with the local participating agency status changes, OWF recipient income information, FLSA hour maximums, good cause, OWF sanctions, compliance activity assignment and completion, hourly requirement updates, other factors impacting CCMEP activity hours or OWF eligibility, verification and participation in CCMEP activities for OWF work-eligible participants, and exiting processes through email, phone calls, and in-person contact.

- 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:

Once the lead agency has been notified that a participant has moved out of the county, the lead agency will immediately contact that county's lead agency by phone and email and alert them that a new CCMEP participant is arriving in their county. The participant will also receive a letter with the contact information of their new CCMEP Lead Agency. When the lead agency is notified that a participant moved into the county, the lead agency will work with the prior county to transfer information. The new Lead agency will make an immediate appointment with the participant to get acquainted and continue with assignments.

If the participant is moving to a surrounding county, but would still like to receive services in current county and it is in the best interest of the participant to continue, then the new county of resident will not be notified and the client will remain in CCMEP in Henry County.

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

- 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:
For TANF funded individuals – please see attached policy.
For WIOA funded individuals – please see attached policy, WIOAPL 15-03 Youth Program Eligibility.
Semi-annual process - The vendors use an excel spreadsheet that lists all the eligible participants and the dates of when their semi-annual determination is due.

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:
HCDJFS determines program eligibility and then refers CCMEP participants to the CCMEP provider for completion of the comprehensive assessment. HCDJFS staff can also complete the comprehensive assessment when needed (i.e. provider staff is not immediately available).

5.2 What basic skills assessment does the Lead Agency use?

- WorkKeys®
- Basic English Skills Test (BEST)
- Comprehensive Adult Student Assessment Systems (CASAS)
- General Assessment of Instructional Needs (GAIN)
- Massachusetts Adult Proficiency Test (MAPT)
- Test of Adult Basic Education (TABE®)
- Standardized tests – secondary school students only
- Other formalized testing instruments to measure skills-related gains (Specify below).

Describe:

5.3 Confirm that the Lead Agency has a process to ensure IOPs are developed with participants based on their needs and revised with updates when necessary.

The Lead Agency has a process to ensure IOPs are developed with program participants based on their needs and revised with updates when necessary.

5.4 Describe how the Lead Agency ensures that case managers engage with program participants at least once every 30 days and keep them engaged.

Describe:
HCDJFS tracks all cases (including case activity/contacts) on a spreadsheet. HCDJFS case manager reviews the tracking spreadsheet at least monthly to ensure contact and engagement is occurring. HCDJFS case manager works with JobWorks to engage program participants at least once every 30 days through a variety of formats which could include: individual meetings, phone calls, text messages, emails etc. It is understood that some clients may require more contact throughout the program. All contact attempts and interactions are documented in client case notes and in OWCMS. HCDJFS contracts for fiscal and program monitoring.

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:

Tutoring and study skills will be initiated by the CCMEP provider either through no cost services available in the county or an at-cost learning center. CCMEP provider will work with youth and their current school when in danger of dropping out. Available options will be reviewed with those involved and the best option for success will be initiated to prevent the youth from dropping out of school.

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

Describe:

These services are made available through JobWorks trainings or by offering dropout recovery services and/or helping program participant to obtain GED through other resources connected with HCDJFS and JobWorks. These services will help to provide individuals opportunities to complete their education which will allow for better and possibly permanent job placement.

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

Describe:

These services are made available through JobWorks trainings or by offering work experiences to help program participant to obtain skill and experience and help build their resume for future job placement. There is also potential opportunity for program participants to take part in on-job-training and/or apprentices with local businesses. The academic and/or occupational component make the program participant a more desirable employee candidate.

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

Describe:

JobWorks will use OhioMeandJobs to determine if a training opportunity is in and in-demand industry. The client will work with the Lead Agency and/or JobWorks to develop a career pathway that will ensure proper training with the outcome of job placement and/or a credential. These services are made available through JobWorks trainings, offering work experiences, or through local training providers to help program participant to obtain skill and experience and help build their resume for future job placement. The occupational skills training helps make the program participant a more desirable employee candidate.

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

Describe:

JobWorks provides these services, which are made available through community resources and are funded through TANF. The purpose of the offered education is to help program participants gain a credential in desired field. The academic component helps make the program participant a more desirable employee candidate.

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

Describe:

JobWorks will provide Leadership Development opportunities for youth as determined by their Comprehensive Assessment and outlined in their Individual Opportunity Plan. Additional community resources may be used when offering Leadership Development opportunities to the program participants. These leadership development opportunities could include but not limited to parenting classes, marriage classes, pregnancy prevention, workplace leadership etc.

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

Describe:

JobWorks will provide Supportive services for youth as determined by their Comprehensive Assessment. These supportive service opportunities could be used for clothing related to work or school, childcare, transportation needs, or other related barriers to education and/or employment.

8. Adult mentoring – TANF Purpose(s) 1 & 2

Describe:

CCMEP provider will link youth with adult mentors along with HCDJFS making referrals to the county STAR mentoring program.

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

Describe:

JobWorks will provide follow-up services. Follow-up will occur at least once every 30 days for no less than 12 months after program exit. Follow-up services may take place but not limited to in-person, text messages, phone calls, emails etc. Through follow-up DPJFS and JobWorks can provide assistance to any of the four TANF purposes.

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

Describe:

JobWorks provides comprehensive guidance and counseling to program participants with occupation, education, and general life guidance. It also includes referral to additional community resources.

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

Describe:

JobWorks provides financial literacy education to program participants, which offers knowledge and understanding of financial matters with the goal of helping the client become self-sufficient. DPJFS and JobWorks also refers program participants to additional community financial literacy education resources.

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

Describe:

JobWorks provide entrepreneurial skills training, which provides the program participants with understanding with building and running a small business.

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

Describe:

JobWorks will provide this element, and it will be customized based on the participants Comprehensive Assessment and Individual Opportunity Plan. The participant will complete all the elements on OhioMeansJobs.com backpack. All Labor market and employment information services are provided to the program participant for in-demand industries and occupations. HCDJFS and JobWorks also provides career awareness and exploration.

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

Describe:

JobWorks will provide this element and help program participants prepare for post-secondary and transition activities. These activities will be customized to meet the needs of the program participant.

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 will be paid by the employer or a third party contracted vendor. HCDJFS 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:

HCDJFS and JobWorks will arrange for program participants to obtain services as needed, including but not limited to medical, housing, childcare and nutrition through government assistance programs. Policy attached for Area 7.

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:

JobWorks will provide follow-up services via contact with exited participants no less than once every 30 days for no less than 12 months after program exit. Follow-up services may take place but not limited to in-person, text messages, phone calls, emails etc. Through follow-up the HCDJFS and JobWorks can provide assistance to any of the four TANF purposes. Document attempts to locate, contact, or participant request to opt out are documented in case notes. If a young adult wants to discontinue follow-up services, the case managers will have youth complete discontinuation of follow-up service form. If they refuse, CM will make notation in OWCMS system and client file.

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 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 the case manager within seven (7) calendar days of the absence. 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:
DPJFS and JobWorks provides written notice of scheduled CCMEP appointments through text, appointment cards.

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., ABLÉ 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:
Program participants that are determined to not have a high school diploma or equivalent are informed of the opportunity to enroll in ABLÉ and/or GED prep classes through community resources. If client is still in school dropout prevention is offered. It is also addressed and written as a goal for the participants IOP.

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 specifics of WIOA youth procurement as of the date of plan submittal, has not been finalized by ODJFS. For this reason, this response will be limited. However, the Area 7 Board plans to provide the greatest flexibility possible for Lead Agencies to design and structure services to maximize customer care, program funding, and program performance.

HCDJFS is the provider for the CCMEP TANF and WIO funding. JobWorks is a CCMEP provider for Henry County. Both entities are co-located and collaborate on all CCMEP participants.

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:
Case management is currently provided by Job Works. The vendor provides CCMEP training to their staff. Both vendor and county staff participate in monthly CCMEP webinars, attend regional and conference trainings on CCMEP and Workforce topics. County and vendor staff are encouraged to use ODJFS training resources as a reference and to review the training materials provided regularly.

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

- | | |
|---|---|
| <input type="checkbox"/> 15 cases or less | <input type="checkbox"/> Between 50 and 100 cases |
| <input checked="" type="checkbox"/> Between 15 and 25 cases | <input type="checkbox"/> 100 cases or more |
| <input type="checkbox"/> Between 25 and 50 cases | <input type="checkbox"/> Other: |

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

Describe:
HCDJFS has an internal customer satisfaction survey for all JFS services/programs. The survey is available and offered to all program participants. The completed surveys are then reviewed by HCDJFS program supervisors. Adjustments and/or trainings are completed based on the comments from the customer satisfaction surveys.

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:
The Lead Agency and JobWorks youth coordinator have weekly meetings to give feedback on the program and the clients.

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 will be collected through CRIS-E and other employment verification sources, and various education attainment resources.

Each quarter, participants 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.

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 Shannon Jones, Director	
Signature	Date

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

Name and Title John Trott, Executive Director	
Signature	Date