



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

for

County or Counties: Highland

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 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 Highland County Community Action Organization, Inc.			
Lead Agency Address 1487 N. High St.	City Hillsboro	State Ohio	Zip Code 45133
First Name of Lead Agency Official Julia	Last Name of Lead Agency Official Wise	Title of Lead Agency Official Executive Director	
Phone Number 937-393-3458	Email Address periej@usa.net		
Program Contact Person Rhonda Fannin			Phone Number 937-393-1933
Phone Number	Email Address rfannin@hccao.org		
Fiscal Contact Person Jennifer Baker			
Phone Number 937-393-3458	Email Address morganj@usa.net		

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

Agency Name Highland County Job and Family Services			
Agency Address 1575 N. High St.	City Hillsboro	State Ohio	Zip Code 45133
First Name of Lead Agency Official Katie	Last Name of Lead Agency Official Adams	Title of Lead Agency Official Executive Director	
Phone Number 937-393-3458	Email Address katie.e.adams@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 937-525-1035	Email Address trottj@clarkstate.edu

1.4 Identify the implementation manager for the Lead Agency.

First Name of Implementation Manager Rhonda	Last Name of Implementation Manager Fannin	Title of Implementation Manager Director of Workforce Services
Phone Number 937-393-1933		Email Address rfannin@hccao.org

1.5 Lead Agency’s performance and data management contact:

Contact Person Rhonda Fannin	
Phone Number 937-393-1933	Email Address rfannin@hccao.org

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

Describe:
 Highland County Community Action Org. (HCCAO), Workforce Services will partner closely with Highland County Job and Family Services (HCJFS) to ensure that there is a streamline approach for services available for participants of the CCMEP program. Together we will also make the process efficient and seamless by having the WIOA program caseworker, the OWF program caseworker, and the CCMEP case worker all co-located within the Hi-Tech Center. All trainings will be made available to CCMEP staff at both HCJFS and HCCAO. The client referral process will be conducted via hard-form referrals and email to ensure that communication is open and the program remains organized. We will also have scheduled staff meetings every Tuesday morning to ensure the caseworkers and youth providers are communicating about each case, as well as providing all services the youth needs. Again, the case workers will be co-located which will also increase communication efficiency.

1.7 How does the Lead Agency plan to partner and actively collaborate with the local workforce development board including but not limited to (Please attach any relevant policies to this plan.):

- Frequency of meetings
- Engagement of local businesses
- Engagement of community partners
- Develop policies for work experience and incentives

Describe:
 This Lead Agency is a member of the Area 7 Workforce Area. Within that area every workforce entity (i.e., provider of career services or Job Center) has also been identified as the Lead Agency by their respective county commissioners. In each case, coordination between the Lead Agency and the Workforce Entity will be maximized because they are, in fact, the same organization. All of Area 7’s Lead Agencies communicate and coordinate regularly with the staff and members of the Area & Workforce Development Board, providing input to policy development and operational practices. Board meetings take place bi-monthly. Area 7 technical assistance meetings take place continually (e.g., there are monthly all-county webinars) throughout the program year. Since this project includes both TANF and WIOA funding, TANF funding will not be used for stipends as it may constitute as TANF "assistance" as defined in 45 C.F.R. 260.31." WIOA funding only will be used for stipends in CCMEP. Concerning the use of gift and/or gas cards, the policy defined by Area 7’s P7-302 and explained in the work experience policy, states that "Gift and gas cards will follow FAL 103." (Attached) Documentation of use of gas cards can found in each clients folder as well as in the client tracking systems of CFIS and OWCMS. The Lead Agency also maintains an excel spreadsheet and file for reconciliation purposes.

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 has developed numerous policies, which are found on the Area 7 staff website at <http://staff.area7workforce.org/policies.html> and are included with this CCMEP County Plan as attachments. These policies are based on state policies as prescribed by ODJFS and can be found at http://jfs.ohio.gov/owd/WorkforceProf/policy_info.stm.

Area 7 does not have CCMEP-specific policies, but does provide a link to a copy of the CCMEP County Plan for each county served by Area 7, as well as a link to the ODJFS CCMEP website for further information: <http://jfs.ohio.gov/owd/CCMEP/index.stm>. Area 7 also refers to WIOA Policy Letter 15-03 for Youth Program Eligibility and has adopted all relevant ODJFS policies in whole as local policy regarding CCMEP and Youth Services. The CCMEP Manual can be found at <http://emanuals.jfs.ohio.gov/Workforce/CCMEP>. For administration of CCMEP, Area 7 has provided guidance. Policies are addressed in order of reference:

1) Basic Skills Selection. Area 7 has not mandated which Basic Skills assessment should be used to determine academic grade level; however, recommendations are provided and Highland County uses the Test for Adult Basic Education (TABE) which is only administered by licensed teachers on staff or individuals who hold a Bachelor's Degree or higher.

2) Program participation. The Lead Agency determines eligibility by the use of JFS 03002 "WIOA Youth Program Eligibility Application" and cross references the Allowable Source Documentation spreadsheet. In addition to determining eligibility for Workforce Innovation and Opportunity Act (WIOA) or Temporary Assistance for Needy Families (TANF), individuals must also be determined to either be an in-school or out-of-school youth as defined in Policy Rule 5101:14-1-01 of the Administrative Code.

3) Reporting and collection of data. WIOA Law Section 116 and 20 C.F.R. 677.155 establishes performance accountability indicators and performance reporting requirements to assess the effectiveness of States and local workforce development areas (local areas) in achieving positive outcomes for individuals served by the workforce development system.

4) CCMEP youth may also receive career services as a way to support successful outcomes for obtaining employment; these services are outlined in the state policy P7-302 (Attached). Both group and individualized training opportunities are provided and various workshops are offered monthly. The services engage clients to develop an individualized career path in which to obtain sustainable employment which leads to self-sufficiency. Supportive services that often accompany these youth services are the use of gift and/or gas cards. 'Gift and Gas Cards' and will follow the FAL 103 (Attached). Documentation of use of gas cards can be found in each client's folder as well as in the client tracking systems of CFIS and OWCMS. The Lead Agency also maintains an excel spreadsheet and file for reconciliation purposes. TANF funded supportive and follow-up services will meet TANF "nonassistance" requirements as defined in 45 C.F.R. 260.31.

5) CCMEP youth often participate in a paid or unpaid work experience and associated activities which help youth understand proper workplace behavior and what is necessary in order to attain and retain employment. All work experiences offered through CCMEP include academic, financial, occupational education, and work ethic components. Types of work experiences that the sub-grantee offers to Highland County youth participants include: Summer employment opportunities, pre-apprenticeship programs, internships and job shadowing as well as on-the-job training. These activities are provided in WIOA P7-401 (Attached).

6) The governance of local contracts and compliance are explained in the Training and Employment Guidance Letter (TEGL) No. 21-16, which states that the State has the authority to establish a policy regarding the provision of youth activities the State determines are likely to enhance the performance of the program. With the implementation of CCMEP and the ongoing relationship between the local WDB and the CCMEP lead agency, the local WDB may determine that the CCMEP lead agency could most efficiently and cost-effectively provide specific youth services and activities. Therefore, the local WDB may allow the CCMEP lead agency to conduct any or all the following services and activities within the lead agency's county of designation: Outreach; WIOA youth program eligibility determinations; completion of the CCMEP comprehensive assessment; completion of the CCMEP individual opportunity plan; case management; development and management of individual training accounts (ITA); on-the-job training (OJT); provision of labor market information and labor exchange activities to include resume development and job placement; supportive services; and follow-up services.

7) All CCMEP participants will receive follow-up services as described in paragraph (E)(9) of rule 5101:14-1-02 of the Administrative Code, for a minimum duration of twelve months unless the participant declines to receive follow-

up services or the participant cannot be located or contacted. All program participants shall be offered an opportunity to receive follow-up services that align with their individual opportunity plan (IOP). The lead agency shall document when a program participant cannot be located or contacted for follow-up services and when the program participant requests to opt out or discontinue follow-up services in the Ohio workforce case management system. Follow-up services may be provided beyond twelve months at the discretion of the lead agency.

8) Regarding participants who 'need additional assistance,' Area 7 has provided a local definition as part of Youth Eligibility Policy WIOA PL No. 15-03 (Attached) which outlines eligibility for youth who "Requires additional assistance to complete an education program or to secure or hold employment."

9) Area 7 has also provided guidance for relation disclosure in terms of any time an enrollment in the WIOA program is made for a customer who is related to an Area 7 official or employee, or sub-grantee or employee, or other stakeholder in the WIOA program, a 'Related Customer Compliance Reporting Form' for Area 7 WIOA Policy P7-103: Code of Ethics must be completed and submitted (Attached). In addition to the disclosure of relationship listed in the JFS 03002 WIOA Youth Employment Program Application, Highland County also has a Disclosure of Relationship form that clients are required to complete upon acceptance into the WIOA program. Highland County takes the suggested "arms-length determination" of eligibility as a staff member who has no relationship with the individual will maintain the individuals file and assist in all decisions relating to approving training, supportive services, job referrals, or other service needs. Stakeholders identified in this issuance shall not use their position to influence a decision to enroll an individual in the WIOA program. When this disclosure has been made, then it is determined by Lead Agency staff as how to best serve the applicant without providing special accommodations.

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

Southern State Community College

Alcohol, Drug and Mental Health (ADAMH) Board

Family Recovery Services, Scioto Paint Valley Mental Health, Freil and Associates

Businesses

Airborne Maintenance and Engineering Services, Candle-Lite, Corvac Composites, and many other local businesses that provide a work site for work experience, job shadowing, OJT's, etc.

Career and Technical Education

Southern State Community College

Child Care Providers

Highland County Job and Family Services, HCCAO Head Start, Sunrise Sunset, SSCC Patri-Tots

Child Support Enforcement Agency

Highland County Job and Family Services

Children Services Agency

Highland County Job and Family Services

Community College(s)

Southern State Community College

Community Action Agency

Highland County Community Action Agency

County Family Service Planning Committee

Highland County Community Action Agency

Family and Children First Council

Highland County Community Action

Juvenile Court System

Hon. Kevin Greer, Highland County Probation Dept.

Local Healthier Buckeye Council

Highland County Community Action Org.

Local School District(s)

Lynchburg Clay, Fairfield Leesburg, Bright Local, Hillsboro City Schools, and Greenfield Exempted Village Schools

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

OMJ Highland County, OOD, Hi-Co Board of DD

Other

Turning Point Applied Learning Center, Highland County Reentry Services.

2. Population Served

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

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

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

Please provide the anticipated number of required individuals the Lead Agency will serve annually in CCMEP: 15

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: 20

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: 20

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:

HCCAO holds quarterly employer round table forums and CCMEP is presented and discussed with attending employers. Sub-contractor goes out to local area businesses and provides information on CCMEP work experience program and conducts recruitment of local businesses as work site for the WEP activity, job shadowing, OJT experience, etc. HCCAO also works with local schools on career and employment fairs.

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:

Monthly meetings are held at the OMJ Center and all parties are invited to attend. These meeting include staff from the lead agency, Highland County JFS, and Workforce Services Unlimited (sub-contractor). During these meetings participant eligibility, progress, IOP, and case are discussed. There is also constant email communication between all parties. All parties are also housed in the same building which allows immediate access to partners.

4. Outreach, Referral, and Eligibility

4.1 What outreach activities are being conducted to identify individuals potentially eligible for CCMEP? Check all that apply.

- Social media (e.g., Facebook, Twitter, Snapchat, Instagram, YouTube, Secret, & Whisper)
- Brochures, posters, flyers
- OhioMeansJobs.com
- Digital banners
- Special events
- Radio
- Promotion through partners (e.g., schools, community centers, etc.)
- Other: _____

4.2 What is the referral process between the local participating agency and the Lead Agency?

The Lead Agency is responsible for developing an agreed upon referral process that takes place no later than 7 calendar days from when the determination is made that the individual is required or may volunteer to participate. A mandatory OWF participant shall be referred to CCMEP as described in paragraph (B)(2) of rule 5101:1-2-01 of the Administrative Code. This process should include confirmed contact(s) between each agency.

Describe:

Lead Agency and participating agency staff are trained to screen for potential CCMEP participants. The JFS 03002 Form, WIOA Youth Eligibility Application, is used to determine household members and appropriate income documentation to be used toward counting for funding eligibility. For participants age 14 to 24 who are CCMEP TANF, OWF required, HCDJFS as local participating agency will provide a direct referral and activity form to the Lead Agency within 7 days of the date of the JFS 07200 cash application. This referral form will provide dates in which initial assessment and IOP need to be completed. The referral form also includes the number of months the applicant has remaining for OWF/Cash Assistance. This information is included on the IOP and discussed with applicant at time of review. Eligibility Specialists with the HCDJFS will be responsible for making referrals to the lead agency. For potential PRC Volunteers, the Participating Agency will provide direct referrals to the Lead Agency. For OWF eligible applicants, participating agency staff will walk over referred client the same day the referral is made to schedule an appointment for their Comprehensive Assessment with Lead Agency staff. This provides a seamless application process for our youth, reducing the number of appointments they must attend and reducing errors within the referral timeframes. Additional correspondence such as phone, email, and items placed in staff mailboxes are provided between Lead Agency and participating agency staff to ensure effectiveness and efficiency of carrying out program requirements. For individuals who do not qualify as CCMEP TANF, whether at initial eligibility or during program enrollment due to change in family status and/or income, they may apply and should program enrollment address current challenges relating to completing education and/or obtaining employment, then they may be approved as a volunteer to receive program services. An individual shall be determined eligible to receive services in CCMEP funded by WIOA when that individual is either an in-school youth or out-of-school youth as defined in rule 5101:14-1-01 of the Administrative Code.

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:

The Lead Agency receives a referral form provided by the participating agency. This referral form includes the number of months that the required applicant has remaining for OWF/Cash Assistance. This information is included on the IOP and discussed with applicant at time of review. Eligibility Specialists with the HCDJFS will be responsible for making referrals to the lead agency. Participating agency staff receive copies of the signed IOP's and due to partners being in the same building, Lead Agency staff have the ability to walk to the HCDJFS and place copies of required paperwork in the mailboxes of HCDJFS Eligibility Specialist.

- 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:

Upon completion of the Comprehensive Assessment, Lead Agency staff will have the ability to make needed referrals, some of which may include housing, mental health and even domestic violence involvement. Referrals are made to area agencies pertaining to identified barriers. Oftentimes, a referral needs to be made to our local Domestic Violence (DV) Center. Should this referral be made, then Lead Agency staff will communicate with participating agency staff (HCDJFS) as there may need to be a reduction in required hours due to DV involvement. Lead Agency staff will maintain an open line of communication between the Lead Agency and the local participating agency to determine eligibility, required participation, exit procedures and follow-up of participants.

The Lead Agency, participating agency, and sub-grantee are all housed in the Hi-Tech Center which makes verbal communication easily accessible. There is also constant email and phone communication between the partners. When a participant has been identified as a victim of domestic violence the IOP will reflect activities that are appropriate for counseling and healing. A referral is made to the local partner, Alternatives to Violence, who will also work as part of team with the participant. All confidentiality policies are followed for all partnering agencies. All mandated reporter compliance will be followed.

- 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:

An open line of communication will exist between Lead Agency and participating agency staff to ensure that required procedures will be completed to ensure compliance with WIOA and TANF. It will be the responsibility of the Lead Agency staff to ensure that TANF eligibility is maintained by open communication with HCDJFS including the obtaining of appropriate documentation to substantiate ongoing eligibility, CCMEP activity assignments for OWF work-eligible individuals, tracking 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, completion of the comprehensive assessment and IOP within 30 days from the date of application for OWF, failures to comply with the IOP within 10 days, OWF or SNAP recipients' information and acting on it, and exiting processes. For youth who are enrolled in TANF, they will also be screened for WIOA eligibility by Lead Agency, and for those deemed eligible for WIOA, they are screened for possible TANF eligibility. Eligibility determination is based on the use of JFS-03002 form. Strong partnerships between the TANF entity (HCDJFS), the WIOA entity and Lead Agency (HCCAO), provides that the determination of eligibility will be completed and maintained in compliance with WIOA and TANF rule. The Lead Agency and HCDJFS are co-located, which allows for open communication during work hours. Email correspondence is conducted as needed, often on a daily basis.

- 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:

As described in Policy Rule 5101:14-1-02 of the Administrative Code, when a program participant who is not an OWF recipient moves to another county and it is in the best interest of the program participant to be transferred in the new county, the lead agency must notify the new lead agency of the move within ten calendar days. Since the program participant will be served by a new lead agency, a revised IOP shall be developed within ten calendar days of the transfer notification. The Lead Agency will contact the county of transfer by telephone, email, and US mail within 10 calendar days for OWF recipients. This notice will be documented in OWCMS notes, as well as in the participants case file.

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 and participating agency staff are trained to determine household members and what income to use when determining TANF eligibility. The same process and form JFS 03002 is used whether determining initial eligibility or reassessing for eligibility for a semi-annual review. The Lead Agency forms a household based upon Section 4.5 of the JFS 03002. Determining CCMEP TANF funding eligibility includes a household member who is one of the following: 1) a minor child, 2) the parent, specified relative, legal guardian or legal custodian of a minor child, 3) a non-custodial parent who lives in the state, but does not reside with his/her minor child(ren), 4) a pregnant individual, or 5) an individual age 18 to 24 that is part of a family that includes a minor child. Eligibility will include identification of the residence of the participant and all household members. Income will be provided for each household member. The Work Number system and collaboration with HCDJFS assists the Lead Agency in determining household income. All income for household members is documented in the participants case file, as well as in OWCMS. The lead agency shall use the JFS 03002 to determine if the individual is eligible to receive funding through Workforce Innovation and Opportunity Act (2014) (WIOA) and Temporary Assistance for Needy Families (TANF). The participant will complete the JFS 03002 with the assistance of Lead Agency staff to determine eligibility for TANF and/or WIOA upon their initial visit. This will allow Highland County to streamline the process for the participants, as well as increase resources for training and supportive services for the participant.

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:

Lead Agency staff will complete the CCMEP Comprehensive Assessment (JFS 03003), according to training received by ODJFS. Basic skills will be assessed using the Test of Adult Basic Education (TABE).

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:

There are two licensed educators that work within the OhioMeansJobs Center, and CCMEP. These staff, as well as a staff with a B.S. in human services, will be the only staff administering the basic skills assessments.

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:

The Lead Agency Workforce Specialist will provide a weekly calendar that lists all participants scheduled activities in the times frames indicated in the CCMEP Program Rules 5101:14-1-05. The participant will also have a weekly planner that will help the participant schedule all activities and meetings with the Lead Agency Workforce Specialist. All participants will also be trained on using email and the use of email and/or facebook correspondence. An appointment card/ letter will also be sent with the participant with the dates of appointment(s). Lead Agency staff will also communicate with participants via phone, text, social media, email, and in person.

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 Lead Agency provides recovery strategies which lead to completion of requirements necessary for a secondary school diploma or its recognized equivalent, including a recognized certificate of attendance or similar document for individuals with disabilities, or for a recognized postsecondary credential. These services are provided by our sub-grantee who provides tutoring, study skills training, instruction and dropout prevention. Staff of sub-grantee includes a licensed educator. Referrals are also made to our local Community College for their College Readiness/GED program called 'Aspire.' These services are designed to end the dependence of needy parents on government benefits by promoting job preparation and work as having a high school diploma or its equivalency ensure that individuals are more employable.

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

Describe:

The Lead Agency and sub-grantee provide referrals to formal education programs and/or formal dropout recovery services. Both agencies include licensed educators to provide tutoring, study skills training, instruction and dropout prevention. These services are designed to end the dependence of needy parents on government benefits by promoting job preparation and work as having a high school diploma or its equivalency ensure that individuals are more employable.

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

Describe:

The Lead Agency provides work experience activities which help youth understand proper workplace behavior and what is necessary in order to attain and retain employment. All work experiences offered through CCMEP include academic, financial, occupational education, and work ethic components. Types of work experiences that

the sub-grantee offers to Highland County youth participants include: Summer employment opportunities, pre-apprenticeship programs, internships and job shadowing as well as on-the-job training. These services are designed to end the dependence of needy parents on government benefits by promoting job preparation and work as having a high school diploma or its equivalency ensure that individuals are more employable.

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

Describe:

The Lead Agency offers occupational skills training that prioritizes consideration for training programs that lead to a recognized postsecondary credential for in-demand occupations. Occupational skills training offered is to be determined by outcome-orientated and focused occupation goals as specified in the youth's Individual Opportunity Plan, be of sufficient duration as to instruct the skills needed to meet the occupational goal, and result in the attainment of a recognized postsecondary credential. This service is to be provided by our sub-grantee and is designed to end the dependence of needy parents on government benefits by promoting job preparation and work as having a high school diploma or its equivalency to ensure that individuals are more employable and are equipped with an employment path which leads to self-sufficiency.

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

Describe:

The Lead Agency provides education concurrently with workforce preparation as integrated and collaborative services. This service is often provided by our partner, Southern State Community College, in collaboration with the Lead Agency and sub-grantee to ensure that specified goals in the Individual Opportunity Plan are being met. This service is designed to end the dependence of needy parents on government benefits by promoting job preparation and work as it makes participants more employable with the newly acquired soft and workplace skills.

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

Describe:

The Lead Agency and its sub-grantee provides leadership development opportunities to youth participants through outreach services. Referrals are provided by the Lead Agency as well as by our sub-grantee and in partnership with local businesses. The Lead Agency offers free monthly workshops which often include employer informational sessions and presentations by the US Army on leadership skills. There are guest speakers who represent local agencies such as OSU Extension with 'Leadership Highland,' Grow! Highland County, and other agency representatives who offer opportunities for self-confidence and leadership building. Annually, a 'Dress for Success' is offered to not only include confidence building speakers, but opportunities for participants to obtain interview clothing and have access to hair, make-up and nail sessions. These services are designed to end the dependence of needy parents on government benefits by promoting job preparation, work and marriage and to also provide assistance to needy families so that children may be cared for in their own homes or in the homes of relatives as our future leaders have opportunities to become strong, focused, and successful in their family, life, and career.

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

Describe:

The Lead Agency and its sub-grantee offers an array of supportive services to assist in education and employment readiness, as well as, daily living to end their dependence on government benefits. Highland County follows policy set forth by the Area 7 Workforce Investment Board for incorporating supportive services. Individual needs are identified during the Comprehensive Assessment and are incorporated into the youth's Individual Opportunity Plan as 'supportive services' to assist them with reducing barriers as they complete their goals. Supportive services may include but are not limited to: transportation, child care, housing, work attire, and work related tools. These services are designed to end the dependence of needy parents on government benefits by promoting job preparation, work, and ultimately self-sufficiency.

8. Adult mentoring - TANF Purpose(s) 1-2

Describe:

The Lead Agency and its sub-grantee provides Adult Mentoring referrals to local churches, businesses and community agencies. These services are designed to end the dependence of needy parents on government benefits by promoting job preparation, work and marriage and also provide assistance to needy families so that children may be cared for in their own homes or in the homes of relatives by offering guidance, support, and encouragement to the youth.

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

Describe:

The Lead Agency provides 12 months of follow-up services for youth participants. TANF eligible CCMEP participants receive a semi-annual review for re-determination of TANF eligibility. For those who were both enrolled as TANF and WIOA eligible, should TANF funding not be renewed then follow-up services would continue through the WIOA youth funding. Follow-up services are determined based on individual need of the youth participant and are provided upon completion of services. Follow-up is provided as continued case management for 12 months from the date of program completion, accompanied by identified supportive services. These follow-up services include, but are not limited to: additional leadership development and supportive service activities, regular contact with the youth's employer and addressing workplace issues, assistance in securing better paying employment, career pathway development, and additional education or training, and services necessary to ensure that the youth is successful in employment and/or postsecondary education attainment. Consistent communication between Lead Agency staff and youth allow for timely guidance for individuals and

families to address immediate concerns to ensure job retention and for those who participated in post-secondary education and training, successful completion. These follow-up services are designed to end the dependence of needy parents on government benefits by promoting job preparation, work, and marriage and to also provide assistance to needy families in order for their children to be cared for in their own homes or in the homes of relatives by helping to ensure youth are successful in employment and/or postsecondary education and/or training.

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

Describe:

Lead Agency and sub-grantee staff provide referrals for guidance and counseling for youth participants. There are several local agencies which provide mental health, substance abuse addiction, and behavioral health programming and counseling to include individuals, children and families. Partner agencies include Family Recovery Services, New Journey Counseling LLC, Scioto Valley Paint Mental Health, and Friel & Associates Substance Abuse Counseling. These services are designed to end the dependence of needy parents on government benefits by promoting job preparation, work, and marriage and to also provide assistance to needy families in order for their children to be cared for in their own homes or in the homes of relatives by helping to ensure youth are provided the opportunities needed to improve their overall mental, emotional, and behavioral health.

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

Describe:

The Lead Agency and sub-grantee make referrals for youth to attend a Budgeting workshop, facilitated by Certified Financial Coaches, who work under the Emergency Services Department of the Lead Agency. One-on-one and small group presentations on financial literacy are offered to youth participants. These services include instructional materials such as a powerpoint and financial literacy handouts. Budgeting information includes basic understanding of items necessary to reach and maintain self sufficiency and include topics such as needs verses wants, creating budgets, initiating checking and savings accounts at local banks, how to make informed financial decisions, how to effectively manage their spending, credit and debt. Presentations are provided initially as small group sessions, but one-on-one and family sessions are available. These services are designed to end the dependence of needy parents on government benefits by promoting job preparation, work, and marriage and to also provide assistance to needy families in order for their children to be cared for in their own homes or in the homes of relatives by helping to ensure youth are provided the opportunities needed to improve their overall knowledge and understanding of financial decisions.

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

Describe:

Lead Agency and sub-grantee staff provide referrals to our local partner, Southern State Community College, which offers an Entrepreneurial Degree with classes which include aspects of developing and managing a small business. Other referrals are made to our local Grow! Highland County which offers tools for newly forming businesses within the county on topics of entrepreneurship skills and business development. These services are designed to end the dependence of needy parents on government benefits by promoting job preparation, work, and marriage and to also provide assistance to needy families in order for their children to be cared for in their own homes or in the homes of relatives by helping to ensure youth understand the employment opportunities within their local workforce community and what qualifications are needed to secure these employment opportunities.

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

Describe:

The Lead Agency and sub-grantee provide direct assistance by providing labor market and employment information to youth participants. These services help youth understand the relationship between labor demand and supply. A variety of labor market information tools are utilized to include, but not limited to: 'My Next Move,' OhioMeansJobs.com, and additional OhioMeansJobs backpack resources. These services help youth make appropriate and informed decisions about their education and careers. Lead Agency and sub-grantee Workforce Specialist staff help youth identify in-demand industries and occupations and research the employment opportunities within their identified career path. The knowledge gained through job market expectations will help to solidify their career choice. Career awareness and career counseling and guidance are provided as case management tools. Youth participants are provided with resume preparation, interview skills, and other job readiness activities such as work ethic values. These services are designed to end the dependence of needy parents on government benefits by promoting job preparation, work, and marriage and to also provide assistance to needy families in order for their children to be cared for in their own homes or in the homes of relatives by helping to ensure youth understand the employment opportunities and qualifications required to secure these employment opportunities within their communities.

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

Describe:

Comprehensive career guidance includes assisting individual participants with career pathway information, which often includes the exploration of skills and education required for the career of interest. Should a participant desire training services, then transition activities such as completing financial aid, enrolling in courses, attending workshops, and following through with other requirements are items in which Lead Agency and sub-grantee staff assists youth in completing.

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:

The Lead Agency procures out the TANF and WIOA work experience programs. Workforce Services Unlimited, who is contracted for these services, will be responsible for paying for the WEP. The lead agency, HCCAO, will not be paying any program participant. WWSU reimburses the employer for wages to the participant. Workforce Services Unlimited is referred to as the Sub-grantee as they are currently the only agency in which the Lead Agency procures for youth services.

6.3 Provide a description of the supportive services that the Lead Agency makes available to program participants and attach local policies on supportive services:

Describe:

Supportive services are provided to CCMEP youth by the Lead Agency and sub-grantee. Supportive services provided to the youth are those identified through the Comprehensive Assessment and included in the Individual Opportunity Plan to ensure successful participation in the program. These services may include access to other community services, assistance to transportation, child care, health care, educational expenses, employment related expenses, living expenses, and/or expenses associated with a disability. All supportive services are individually based and can be added during the course of the program should the need arise. TANF funding will not be used for medical services besides pre-pregnancy family planning services. The CCMEP Matrix is used to determine allowable services under both the WIOA and TANF funding.

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:

Follow-up services will be provided to the youth participant following the youth's exit from CCMEP. Attempts will be made to communicate with youth via phone, email, text, face book, and mail to notify youth of available services during program follow-up. Follow-up services will assist the youth with job retention and/ or successful participation in postsecondary education and training. Follow-up services will be provided for a minimum of 12 months. The types of services provided will be based on the youth's needs and although youth are responsible for maintaining communication, staff will make every effort to maintain monthly contact. Contact will consist of face-to-face, phone, email, text, facebook and mail as needed. Services provided during follow-up may include leadership development, regular contact with the youth and the youth's employer, access to community services, assistance with transportation, and other allowable services deemed necessary on an individual basis. Follow-up services will be documented in case notes, regardless of whether or not successful contact was made. Documentation in case notes will also identify if the youth has moved out of county or chooses to opt out of or chooses not to continue follow-up services. The completion of follow-up services will also be documented in case notes and youth 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:

Upon signing the JFS 03004 IOP, all CCMEP participants agree to and acknowledge that they are required to notify Lead Agency staff within 1 hour of a missed work assignment; they also acknowledge that they are permitted 5 days to provide appropriate documentation verifying their participation failure and that the documentation submitted must meet specific criteria as outlined in 5101:14-1-05, Section (H) 1-8. Documentation can be dropped off, emailed, or faxed to the Lead Agency and/or participating agency staff and may include but not limited to a physician/hospital or a provider statement which could include child care, court, educational institution or other agency. 'Good Cause' for Work Activity Failures are listed in 5101:1-3-13 and 5101:14-1-05, Sections G-H and can be used for verification. These expectations are based on what 'real-world' employers would expect from their employees and by incorporating these requirements, youth will be better equipped for employment responsibilities.

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

Describe:

Lead agency staff, CCMEP Workforce Specialist mails a letter to participant with time and place for scheduled appointment, whether it be a Comprehensive Assessment or IOP. Copies are also placed in participant file.

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:

CCMEP Workforce Specialist are first made aware of the lack of a high school diploma or equivalent of participant when an application for program participation is submitted. When the Comprehensive Assessment (JFS 03003) is conducted, the Workforce Specialist will then discuss the educational attainment of the applicant and provide a basic overview of opportunities at that point of contact. As the IOP (JFS 03004) is developed, the participant will use the information gained to make a decision on which avenue is right for them to attain their high school equivalent. This educational attainment will become a goal for the participant as agreed to by signing their IOP. The Workforce Specialist will also work closely with the sub-contractor to ensure that all youth are receiving information on careers, education opportunities, and drop-off prevention services.

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 collaborates with Area 7 Workforce Development Board when procuring CCMEP Services. The Lead Agency currently procures both CCMEP WIOA and TANF services through Workforce Services Unlimited and has done so since 2015. Workforce Services Unlimited provides staff and framework activities for CCMEP youth programs, both with WIOA and TANF funds. Eligibility and co-funding is determined by the Lead Agency and is based on the youth's individual needs.

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 Ohio Department of Job and Family Services offers in-person and webinar trainings and meetings throughout the year. Case Managers will utilize CCMEP Q&A, as well as watch saved webinars/presentations on the CCMEP website. Also, all CCMEP staff will attend any in person trainings that are offered.

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 Participants will complete a satisfaction survey, as well as an optional exit survey at the completion of follow-up of CCMEP.

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 case managers have access to the Director of Workforce Services at HCCAO, and are encouraged to email with any suggestions, concerns or successes. There are also weekly all staff meetings in the Workforce Services Dept of HCCAO, which allows the case managers to communicate any concerns or issues within the department, policies, procedures, or agency.

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?

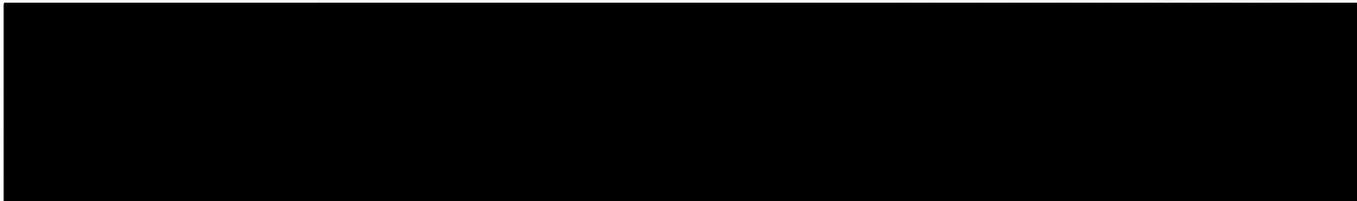
In addition, ODJFS also matches case records with data from various sources. Some post-exit program participant accomplishments (e.g., degree attainment) may not be captured this way.

Describe:

All completions, accomplishments, and employment information will be documented in the participants case notes in OWCMS, as well as on a intra-agency Excel spread-sheet that is kept current by the respective program case managers.

CCMEP Plan Certification

Please provide the name, title, and signature of the administrator, director or executive director of the CCMEP Lead Agency:



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

Date

8/9/18