



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

for

County or Counties: Knox

Effective Date: 10/01/2017 – 09/30/2019

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 — <u>Knox County Department of Job and Family Services/OhioMeansJobs Knox County</u>			
Lead Agency Address — <u>17604 Coshocton Road</u>	City — <u>Mount Vernon</u>	State — <u>OH</u>	Zip Code — <u>43050</u>
First Name of Lead Agency Official <u>Matthew</u>	Last Name of Lead Agency Official — <u>Kurtz</u>	Title of Lead Agency Official — <u>Director</u>	
Phone Number — <u>740-397-7177</u>		Email Address — <u>Matthew.Kurtz@jfs.ohio.gov</u>	

Program Contact Person — <u>Diana Williams</u>	Phone Number —
Phone Number — <u>740-399-3639</u>	Email Address — <u>Diana.Williams@jfs.ohio.gov</u>

Fiscal Contact Person — <u>Jacqueline Myers</u>	
Phone Number — <u>740-397-7177</u>	Email Address — <u>Jacqueline.Myers@jfs.ohio.gov</u>

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

Agency Name			
Agency Address	City	State	Zip Code
First Name of Lead Agency Official	Last Name of Lead Agency Official	Title of Lead Agency Official	
Phone Number		Email Address	

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

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

1.4 Identify the implementation manager for the Lead Agency.

First Name of Implementation Manager <u>— Diana</u>	Last Name of Implementation Manager <u>— Williams</u>	Title of Implementation Manager <u>— Administrator</u>
Phone Number <u>— 740-399-3640</u>		Email Address <u>— Diana.Williams@jfs.ohio.gov</u>

1.5 Lead Agency’s performance and data management contact:

Contact Person <u>— Diana Williams</u>	
Phone Number <u>— 740-399-3639</u>	Email Address <u>— Diana.Williams@jfs.ohio.gov</u>

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

Describe:
— Knox County Department of Job & Family Services/OhioMeansJobs Knox County is the lead agency. The TANF and WIOA programs are administered by our KCDJFS/OMJ Knox County WIOA/TANF staff, located in our OMJ Knox County center.

Our OMJ Knox County center is the site of our CCMEP, TANF and WIOA case management. We are a Comprehensive Center and house Veterans Svc, OOD, COTC, KCCC, State CSRs, Mature Services for those over 55, and full time Resource Room staff available to assist employers and job seekers. Our local employers use this facility to conduct interviews. Our Resource Room staff conduct weekly classes in basic computer skills, interview skills, OhioMeansJobs.com, etc. We have a month long job search program open to everyone. This is the first activity after assessment for job ready individuals. Our Youth Services provider is housed in this building and also offers credit recovery for youth for local schools and the Juvenile Court System. All case management staff have been cross trained in both TANF and WIOA and all are certified Global Career Development Facilitators.

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 technical assistance meetings take place continually (e.g., there are monthly all-county webinars) throughout the program year. Work experience policy and incentives Area 7-P7-401 (attachment A). Please note that A7-401 mentions stipends – TANF cannot be used for stipends – only WIOA funding will be used.-

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. Knox uses TABE. Area 7 Adult and Dislocated Worker, Youth Eligibility, Youth Needs Additional Assistance, Monitoring & Oversight policies are attached. Knox uses ODJFS WIOAPL 1505 Serving Applicants with a Close Relationship (disclosure of relationship), and WIOAPL 15-10 Youth Program Services (supportive services and follow up) policies, also Knox County will NOT use Tanf nor WIOA funding for gas cards, nor will TANF funding be used for for any medical related items such as physical exams or prescriptions eye glasses.. TANF funded services for Supportive Services and Follow up services wil align with 45 C>F>R> 260.31 following the non-assistance regulations... [Attachments B](#)

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

—Knox County Aspire program receives referrals from us and is provided space at our OMJ Knox County facility. Ged assistance.

Alcohol, Drug and Mental Health (ADAMH) Board

—Knox County Freedom Center receives referrals from us and presents at our job search classes. A staff member is on their board. Alcohol, drug and mental health assistance.

Businesses

We work daily with local businesses to provide employment opportunities to those we serve.

Career and Technical Education

Both COTC and Knox Technical Center work with us to achieve relevant curriculum. All are on the Workforce Development Board along with ADF Director and One Stop Administrator.

Child Care Providers

All Knox CDJFS child care providers are listed and referred to during assessments.

Child Support Enforcement Agency

Knox CDJFS has, as one division, CSEA. Their case managers refer their participants to the Job Search program, operated by our staff.

Children Services Agency

Knox CDJFS has, as one Division, Children's Services. Our staff work directly with case managers in that division on soft skill training and employment. One Children Service's Case Manager sits in on all CCMEP assessments.

Community College(s)

Central Ohio Technical College is a partner with us.

Community Action Agency

We have both Chamber and Workforce Development Group. Our Administrator of the OMJ Knox County center is on both boards.

County Family Service Planning Committee

Family and Children First Council

We are a part of the Children First Council.

Juvenile Court System

We work directly with the Juvenile Court. They refer to us for credit recovery and tutorial help.

Local Healthier Buckeye Council

Local School District(s)

—Using a team approach, presentations are conducted at local schools by KCDJFS/OMJ Knox staff demonstrating job search techniques, OhioMeansJobs.com, resume prep, etc.

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

—OOD is a partner in the OMJ Knox County center and takes our referrals after assessment.

- Other

—Domestic Violence Shelter, Women and Men’s Homeless Shelter, Head Start, Health Department, KCDJFS/OMJ Knox County WIOA/TANF staff conduct outreach presentations to local court systems, schools, libraries, and various community organizations to increase knowledge and promote sustainability by removing barriers.

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: 27

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: 5

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: 5

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:

—The Lead Agency participates in area Chamber of Commerce, local county and regional economic development boards. JobsOhio and additional workforce organization to help engage local businesses in our services. Local business express their in demand needs to the Lead Agency. We assist business with job postings, resume searching and other activities on OMJ.com. CCMEP funding is made available to eligible participants to assist them in upgrading their skills through vocational or technical career centers to meet the business demand. Job Fairs are held on the Knox OMJ site whenever business or manufacturers are hiring.

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:

—KCDJFS/OMJ Knox County WIOA/TANF staff are all housed in the same building, cross trained and working tandem cases. When a subcontractor is utilized, communication is achieved via face to face meetings, telephone and email. The Summer Employment Program is monitored weekly by CCMEP staff and supervisors.

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: KCDJFS/OMJ Knox County WIOA/TANF staff provide outreach to youth at the Alternative Center, local schools and library.

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.

Once the Lead agency determines TANF eligibility and is required for CCMEP, a referral will be made within 7 days to the appropriate vendors. The vendor will be contacted via email or by phone call. The Vendor will report the appointment date and the outcome of the meeting to the Lead Agency

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:

KCDJFS/OMJ Knox County WIOA/TANF staff monitor months used and have regular contact to ensure they are aware of the amount of remaining months available. The number is tracked in our in house database system. Filemaker, and updated monthly Completion of IOP and assessment is done no later than 10 calendar days from the date of application for OWF. Failure to comply with the terms of an IOP within 10 calendar days of the failure is entered and sanction process applied. All of the failure information, all of the sanction or denial information is reported in filemaker programming within one working day of gaining information.

- 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:

KCDJFS/OMJ Knox County WIOA/TANF staff determine during the initial appointment at lead agency while completing the comprehensive assessment and IOP. Proper referrals and adjustments in hours of participation are completed as needed. If DV is discovered by other agencies while working with the participant the participant is immediately counseled and safe housing established – hours and communication are adjusted to accommodate DV participant. DV participant works then with both our staff social worker and the staff at New Directions (Knox County Domestic Abuse Shelter). The lead agency will offer waiver of work requirements.

- 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:

KCDJFS/OMJ Knox County WIOA/TANF staff are cross trained case managers, housed together and working tandem cases. They have experience and training

regarding hourly assignments and FLSA requirements. All case managers in the Lead Agency have competency in OWF hours, sanctions, good cause, and all requirements for OWF participants. All staff work with Public Assistance Division to assure timely input of all information regarding hours of participation, sanctions and any relevant information. Our Filemaker programming is an ongoing record of ALL information for CCMEP, TANF < SNAP participants -including hour reporting, failures and all telephone and walk in contacts. This is on top of all required documentation for State and A7. This programming was put in place to ensure that at all times all available case managers can know what the very latest contact and input was for each participant in order to follow through with their needs and reach out to counsel if needed.

*ccmep activities assigned for WOF work -eligible individuals – JFS is the lead agency and does the assignments.

*OWF-work-eligible individuals' status changes, Owf recipient income information, FLSA hour maximum, good cause, owf sanctions, compliance activity assignment and completion, hours requirement updates (D3 status, exemptions, etc) and other factors impacting ccmep activity hours owf eligibility...JFS workforce unit is the lead agency and does all of the changes, hours maximum, good cause, owf sanction, compliance activity and all else in this bullet.

*Verification and participation in ccmep activities for owf work-eligible participants: Lead agency is the JFS workforce unit and does all of verification for ccmep and owf participants.

*Lead agency is the JFS workforce unit and does all comprehensive assessments and IOPs no later than 10 calendar days from date of application for OWF.

*Lead agency is the JFS workforce unit and processes failure of owf work-eligible participant to comply with terms of an IOP within 10 calendar days of the failure.

*Lead agency is the jfs workforce unit and all OWF and SNAP program recipients information is acted upon in accordance with rules 5010:1 and 5010:4 of Administrative code.

*The lead agency is the jfs workforce unit and all exits are processed in accordance with rules.(WIOA,TANF,CCMEP)

- The Lead Agency has a process of notifying the new Lead Agency within 10 calendar days when a program participant moves to another county and it is in the best interest of the program participant to be served in the new county. OWF recipients must be transferred to a new county within 10 calendar days of the move.

Describe:

When we are notified that a client is moving to a different county, we notify that county via phone and digital means. Within 10 calendar days usually the same day. When a client moves to Knox from another county, we get a referral from Eligibility staff and the customer is seen for assessment the next business day. When a Knox participant is moving to another county, Knox notifies the other county via email and phone. Every attempt is made to assure smooth transfer of the case and all documentation to provide transfer of needed referrals. If in the best interest of participant and not owf – the participant remains with Knox 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

For determination of household size for TANF funding, the Lead Agency refers to 5101:1-23-10 Attachment C. For the determination of household size for WIOA youth individuals, Lead agency uses Youth Eligibility and state policy WIOAPL 15-03, Attachments C, and for the semi-annual process, OAC 5101:14-1-04 attachment C

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

We are using this policy for the TANF semi-annual review process for CCMEP TANF recipients not in receipt of OWF cash assistance.

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 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.

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

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

Describe:

KCDJFS/OMJ Knox County WIOA/TANF staff, administer the comprehensive assessment, along with involvement of a KCDJFS Social Worker. The Comprehensive Assessment is administered no later than 10 days from the date a program participant is referred to CCMEP. Adequate time is allowed and participant is made aware of why the assessment is being conducted. The participant is also given TABE testing.

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:

TABE is utilized.

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:

All appointments will be reviewed by Supervisors. Participants -will be seen every 14 days, Filemaker, "tickler emails" and Outlook Calendar are used to track appointment scheduling. Internal "Filemaker" is the Lead Agency tracking software to make sure that all appointments, all case notes, all timelines are noted and followed. Because participants are contacted every 14 days – engagement issues are discussed to make sure

that any reasons for lack of follow-through from participants can be addressed and possible help given..This would include help with transporation, gas voucher, help finding day care, etc.

6. Program Services

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

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

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

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

1, 2

Describe:

Increase chances for sustainability via increased productivity utilizing Job Search Class, OhioMeansJobs.com, tutoring, basic computer classes, credit recovery, GED prep, outreach presentations by the KCDJFS/OMJ Knox County WIOA/TANF team.

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

1, 2

Describe:

Increase chances for sustainability via increased productivity utilizing credit recovery/tutoring, outreach presentations to schools.

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

1, 2

Describe:

Increase chances for sustainability via increased productivity utilizing the WEP program for teaching hard and soft skills.

4. Occupational skill training – TANF Purpose(s)

1, 2

Describe:

Increase chances for sustainability via increased productivity utilizing occupational skill training.

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

Describe:

Increase chances for sustainability via increased productivity utilizing short term education and training programs.

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

Describe:

Increase chances for sustainability via increased productivity utilizing KCDJFS/OMJ Knox County WIOA/TANF “Global Career Development Facilitator” certified staff to provide or coordinate leadership development opportunities.

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

Describe:

Increase chances for sustainability via increased productivity utilizing supportive services including but not limited to transportation and child care assistance.

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

Describe:

Increase chances for sustainability via increased productivity utilizing KCDJFS/OMJ Knox County WIOA/TANF “Global Career Development Facilitator” certified staff to provide/coordinate adult mentoring.

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

Describe:

Increase chances for sustainability via increased productivity utilizing KCDJFS/OMJ Knox County WIOA/TANF “Global Career Development Facilitator” certified staff to provide/coordinate follow-up services for not less than 12 months.

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

Describe:

Increase chances for sustainability via increased productivity utilizing KCDJFS/OMJ Knox County WIOA/TANF “Global Career Development Facilitator” certified staff. KCDJFS social worker is available as needed.

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

Describe:

Part of Job Search class curriculum.

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

Describe:

Referral to Chamber of Commerce for SCORE business mentor program.

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

Describe:

Increase chances for sustainability via increased productivity utilizing KCDJFS/OMJ Knox County WIOA/TANF “Global Career Development Facilitator” certified staff, and Resource Room staff, to provide labor market and employment information.

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

Describe:

Increase chances for sustainability via increased productivity utilizing KCDJFS/OMJ Knox County WIOA/TANF "Global Career Development Facilitator" certified staff to assist customers in preparing for and transitioning from post-secondary school.

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:

Employers will pay participants directly and be reimbursed through fiscal agent or contracted payroll entity, or paid directly through the contracted agent.

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:

-Work related clothing and equipment, drivers licensing, permits, fingerprinting, testing fees for employment. Supportive services would be service to rise above barriers to either employment or training. We follow Area 7 WIOA rules and TANF 45 C.F.R. 260.31 Knox county does not allow use of 'gift or gas' cards. Knox County Auditor does not allow use of 'gift/gas' cards by any entity. No funding of any kind will be used for medical reasons.

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:

Particpanants are informed at assessment and development of IOP that they will be eligible for follow up services for 12 months after their exit from program. Follow up services are managed by JFS staff and include quarterly contact and services (if needed) to retain employment or secure better employment. Any needed follow up supportive services are paid for through WIOA not TANF. This may include supportive services, additional training, counseling and guidance, mentoring and leadership development activities. Documentation of follow up services are recorded in OWCMS both by case notes and entering services provided in Youth Follow Up tab. If a youth cannot be located, continuous attempts are made in a quarterly basis until the one year follow up is complete. Any request to opt out is recorded in OWCMS and requires Administrative approval. Each participant will be contacted and engaged every 30 days. TANF funded services for supportive services align with 45 CFR260.31 following the non-assistance regulations.

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 have 24 hours to make verbal contact with KCDJFS/OMJ Knox County WIOA/TANF staff to establish “good cause” and 72 hours to provide written verification of “good cause” when written verification is requested/required. The participant may also contact the worker before the required activity if there is a good cause reason for not participating. Good cause reasons for not reporting to a program component or activity (verification may be required):

- Illness of participant
- Illness of another family member in same household, if care be participant is required
- Previously scheduled appointment for medical, dental or vision care
- Death in the immediate family
- Incarceration
- Previously scheduled job interview
- Previously scheduled Civil Services examination
- Other absence excused at the discretion of the case manager after consideration of the facts
- If participant or any of their children are involved in a domestic violence situation which makes it difficult for them to complete assignments

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

Describe:

Filemaker database software is utilized. All scheduled appointments are made through Filemaker and copies are scanned to Onbase. Appointments scheduled via mail are a minimum of 10 days out.

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:

Aspire is a partner in our facility and we have teachers in house at KCDJFS/OMJ Knox County doing credit recovery programming for youth and tutoring for youth and adults to raise grade level achievement as well as tutoring to pass employment and educational facility entrance tests. We also provide tutoring and credit recovery for Foster Care which is located in a facility on our campus.

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.

Lead Agency follows WIOAPL 17-03 (Procurement of the CCMEP provider for WIOA Youth funded Activities and services) Knox County was designated as the WIOA youth provider with most elements provided in house. Adult mentoring, comprehensive guidance, financial literacy, entrepreneurial skills and Transition of Post Secondary are no-cost agreements with entities within the community overseen by Lead Agency. Summer youth employment was done via RFP. Determination by the A7 Board that Knox CCMEP Lead Agency could most efficiently and cost-effectively provide specific youth services and activities. Describe:

We abide by the Area 7 Procurement Policy.

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:
KCDJFS/OMJ Knox County WIOA/TANF staff have attended all offered CCMEP training both off site and via webinars and are certified Global Career Development Facilitators.

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

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

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

Describe:
Surveys are given to each participant along with a stamped return envelope. These are reviewed by the Administrator and Supervisors then sent to the Director for review.

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:
Surveys given to each case manager and meetings held every other week to help with continuous program improvement.

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:

-- Utilizing the base software filemaker all case managers will input all cases including progress reports. The video will show how to use the software. The video will be available on the training website. The information is collected from the article in the phone call and the...

CCMEP Plan Certification

Please provide the name, title, and signature of the administrator, director or executive

[Redacted]

[Redacted]

development board (or the chairperson's designee):

[Redacted]