



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

for

**County or Counties:** Licking

**Effective Date:** 10/1/2017 revised 6/13/18 & 7/10/18

**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.

## **Table of Contents**

<b>1. Lead Agency and Coordination with Partners.....</b>	<b>3</b>
<b>2. Population Served.....</b>	<b>6</b>
<b>3. Coordination of Services.....</b>	<b>7</b>
<b>4. Outreach, Referral, and Eligibility.....</b>	<b>7</b>
<b>5. CCMEP Comprehensive Assessment and Individual Opportunity Plan (IOP)..</b>	<b>9</b>
<b>6. Program Services.....</b>	<b>17</b>
<b>7. Case Management.....</b>	<b>12</b>
<b>8. Performance Measures.....</b>	<b>13</b>

## 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 Licking County Job and Family Services				
Lead Agency Address 74 South 2 <sup>nd</sup> Street		City Newark	State Ohio	Zip Code 43055
First Name of Lead Agency Official John	Last Name of Lead Agency Official Fisher	Title of Lead Agency Official Director		
Phone Number 740-670-8855		Email Address John.Fisher@jfs.ohio.gov		

Program Contact Person Angela Carnahan		Phone Number Workforce Administrator
Phone Number 740-670-8755	Email Address angela.carnahan@jfs.ohio.gov	

Fiscal Contact Person Erica Lamm	
Phone Number 740-670-8732	Email Address erica.lamm@jfs.ohio.gov

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

**1.4 Identify the implementation manager for the Lead Agency.**

First Name of Implementation Manager Barbara	Last Name of Implementation Manager Buchenroth	Title of Implementation Manager OMJ Supervisor
Phone Number 740-670-8707	Email Address barbara.buchenroth@jfs.ohio.gov	

**1.5 Lead Agency’s performance and data management contact:**

Contact Person Angela Carnahan	
Phone Number 740-670-8755	Email Address angela.carnahan@jfs.ohio.gov

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

Describe:  
Licking County Job and Family Services is the designated workforce agency for Licking County and is responsible for the implementation of all workforce force programs including the operation of Ohio Means Jobs Licking County. Licking County Job and Family Services is also the designated lead agency for CCMEP implementation. Policies and processes that are established for CCMEP will be established by LCJFS and will be implemented by cross-trained staff. OMJ Licking County/LCJFS has provided seamless-coordinated service delivery since the implementation of WIA in 1998, and will continue to do so through the implementation of CCMEP.

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

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

Describe:  
The 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) Area 7 Workforce Board By-Laws are attached and include board representation, meeting schedule and purpose.  
  
Licking County JFS will use Area 7 WIOA Policy P7-401 and WIOAPL 15-13 to guide both TANF & WIOA Work Experience. Polciy P7-401 and WIOAPL 15-13 is attached.

**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:  
 see attached policies. Policies will be implemented consistently for WIOA & TANF participants unless federal laws dictate otherwise. Should rules for using TANF funds conflict with WIOA in terms of allowability, federal law will take precedence. Attached find the following policies:

- 1) Career Services(basic skills assessments, eligibility, supportive services, and follow up services)
- 2) Youth needs additional assistance (needs additiona assistance policy)
- 3) Youth Works Experience (youth work experience policy & WIOAPL 13-15)
- 4) Code of Ethics (disclosure of relationship)
- 5) Monitoring Polciy

**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

C-TEC/ASPIRE, Required One Stop partner co-located at OMJ Licking County

Alcohol, Drug and Mental Health (ADAMH) Board

Licking County Alcohol Prevention Program (LAPP)  
 Behavioral Healthcare Parnters by referral

Businesses

Through cooperative agreements for work experience and subsidized employment sites

Career and Technical Education

C-TEC for educaiton and Training, and comprehensive assessments

Child Care Providers

As licensed by the State of Ohio, referral of eligibile providers to CCMEP participants

Child Support Enforcement Agency

CCMEP referral source- Licking County CSEA

Children Services Agency

Licking County JFS is a combined agency with Public Assistance, Children Services and Workforce. The CCMEP program specifically works closely with a social worker from the Children Services Family Development unit to assist young parents with parenting skills and household management. Children Services also refers clients for CCMEP services.

Community College(s)

COTC/OSU-N CCMEP contract provider through competitive procurement

Tutoring, study skills training, instruction, evidence-based dropout prevention, and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential

Element 4:

Occupational skill training, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors

Element 5:

Education offered concurrently with an in the same context as workforce preparation and training for a specific occupation or occupational cluster

Element 10:

Follow-up services for not less than 12 months after the completely of participation. Follow-up may include:

- a. Leadership development and supportive services activities
- b. Regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise
- c. Assistance in securing better paying jobs, career pathway development, and further education or training
- d. Work-related peer support groups
- e. Adult mentoring
- f. Referral to county's Prevention, Retention, and Contingency Program for services necessary to ensure youth success

Element 13:

Services that provide labor market and employment information about in-demand industry sectors or occupation available in greater Licking County, such as career awareness, career counseling, and career exploration services

Element 14:

Activities that help youth prepare for a transition to postsecondary education and training

Community Action Agency

as needed for utility assistance by referral

County Family Service Planning Committee

Advisory capacity for CCMEP services

Family and Children First Council

Referral and service coordination

Juvenile Court System

Used as a referral source

Local Healthier Buckeye Council

NA

Local School District(s)

Newark High School partnership with the 21<sup>st</sup> Century Grant afterschool program for referrals

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

Referral source for participants who qualify for services-Required OMJ partner



Other

East Central Career Programs- CCMEP Contract Provider, through competitive procurement process

Element 3:  
Paid and unpaid work experiences that include an academic and occupational components. Paid and unpaid work experiences may include:

- a. Summer employment opportunities and other employment opportunities available throughout the school year
- b. Pre-apprenticeship programs
- c. Internships and job shadowing
- d. On-the-job training opportunities

Element 6:  
Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors

Element 7:  
Supportive services, including:

- a. Linkages to community services
- b. Assistance with transportation
- c. Assistance with child care/dependent care
- d. Assistance with housing
- e. Needs-related payments
- f. Assistance with educational testing
- g. Reasonable accommodations for youth with disabilities
- h. Referrals to health care
- i. Assistance with uniforms or other appropriate work attire and work-related tool costs

Element 8:  
Adult mentoring/support/guidance during and after the program for no less than 12 months

Element 10:  
Follow-up services for not less than 12 months after completion of program. Follow-up may include:

- a. Leadership development and supportive services activities
- b. Regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise
- c. Assistance in securing better paying jobs, career pathway development, and further education or training
- d. Work-related peer support groups
- e. Adult mentoring
- f. Referral to county's Prevention, Retention, and Contingency Program for services necessary to ensure youth success

Element 11:  
Provide financial literacy education to the youth (money management related life skills)

Element 12:  
Expose youth to self-employment options and entrepreneurial skills training

Element 13:  
Provide services that demonstrate labor market and employment information about in-demand industry sectors or occupation available in greater Licking County, such as career awareness, career counseling, and career exploration 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: 50

**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: 75

**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:  
Ohio Means Jobs Licking County employs a Business Services Team who will work closely with CCMEP case managers and CCMEP contract providers to help establish customized work experience sites, and OJT sites to encourage employment and learning opportunities for program participants.

**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:  
Licking County JFS is a combined agency responsible for both TANF Workforce Services and WIOA Services. CCMEP Activities will be performed at Ohio Means Jobs Licking County by staff who are trained and have experience with both WIOA and TANF/PRC Services. CCMEP youth activities for all required youth will be provided through the OMJ center, where they will receive a common client experience. East Central Career Programs, the largest of the two CCMEP subcontractors, is located in Ohio Means Jobs Licking County. Central Ohio Technical College CCMEP services, are provided both at Ohio Means Jobs Licking County and also off site at Central Ohio Technical College.

CCMEP Is a year round program. Summer employment opportunities are provided as part of year round programming. LCJFS uses summer employment opportunities to enroll and engage new participants in CCMEP. The focus on summer employment programming is out of school youth. LCJFS has recently targeted youth who have recently graduated high school who don't have a solid post secondary education plan. We do not run a separate "summer youth program" outside of CCMEP year round programming.

**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: participant referrals

**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:  
Licking County JFS & OMJ Licking County are a combined entity, therefore the referral process for OWF required CCMEP participants will be seamless. All JFS workforce caseworkers are trained to screen for potential CCMEP participants through the course of their normal intake process. During the workforce intake process, if an individual is CCMEP required, a referral is made to CCMEP immediately. The JFS caseworkers are trained to ensure the CCMEP referral occurs within the 7 day requirement. Individuals who are required/referred to will CCMEP will be referred to a CCMEP orientation via shared electronic scheduling. This electronic scheduling system also includes important information such as OWF application date, number of months of OWF used, date scheduled for assessment, number of hours required for OWF work participation. All other non-OWF required eli populations (TANF/PRC volunteer, WIOA Youth) in need of CCMEP services will be referred to CCMEP orientation using the same electronic scheduling process.

**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:

Licking County JFS & OMJ Licking County is a combined agency. Information regarding number of months used is included on the shared electronic referral document, and also accessible through the Ohio Benefits system by all OMJ & OWF Workforce staff. Time limit information is considered in the development of the IOP. This is to ensure that as the participant nears his/her 36 month time limit, they are receiving services which will successfully transition them into self-sufficient employment. In addition the IOP is created in collaboration with a OWF Workforce staff member who ensures the IOP includes required OWF hours when appropriate.

- The Lead Agency has a process to screen, refer, and communicate about a program participant who is determined to be a victim of domestic violence, including modified hours of participation, waivers from requirements, referrals to counseling and other appropriate community resources, and protecting personal information.

Describe:

Domestic Violence screening is part of the comprehensive assessment. Should Domestic Violence be indicated or suspected, the CCMEP case managers will ensure that the participant is safe, and then contact New Beginnings, the local domestic violence shelter. We have a partnership with New Beginnings that allows us to refer the individual to meet with a domestic violence counselor. Often, the counselor comes to the agency upon request- the same day as the assessment. If the counselor is not available, an appointment will be scheduled, and follow up will be provided to ensure that the participant has followed through. LCJFS has a partnership with New Beginnings to provide supportive services to victims of domestic violence in exchange for New Beginnings conducting a comprehensive domestic violence risk assessment and plan, which will be included in the development of the IOP if the individual is enrolled in CCMEP. Domestic Violence Victims who are OWF required for CCMEP have hard copy files that are kept in a locked filing cabinet. We provide these referral services to anyone who identifies themselves as a DV victim or who is suspected to be a victim of DV, regardless of CCMEP eligibility or requirement. Plans for individuals who are required to participate incorporate the domestic violence assessment and plan, which includes any modifications or recommended resources for the participant.

- 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:

Licking County JFS is a combined Agency providing TANF/PRC, WIOA & CCMEP services. After the comprehensive assessment, the IOP is developed in collaboration with the OWF Workforce case manager, the CCMEP case manager and the participant. The IOP will include services necessary for the participant to become self-sufficient, regardless of the activity meeting OWF Work Requirements. The role of the OWF Workforce Case Manager is to ensure the IOP includes required work activities when applicable. Our goal is to assign the individual to needed services first, then look to see if OWF requirements can be met. The OWF case manager reviews good cause, sanctions and rights and responsibilities. When changes occur, information is entered in to the Ohio Benefits System and scanned into EDMS. These systems are accessed by all CCMEP & OWF Workforce staff. An email is sent to either CCMEP or OWF case worker to notify the other of the reported change so that necessary actions could be taken. The completion of the IOP is included as a pay for performance activity, therefore required as part of the OWF eligibility process and completed within 30 days of the OWF application. The CCMEP Case manager tracks CCMEP participation and reports monthly participation by using an attendance calendar. The CCMEP case manager is required to report failures within 10 days to the OWF case manager or if the work eligible individual has been exited from CCMEP. OWF Work eligible participants must meet at least one of the exit reasons in 5101:14-1-06 of the OAC or must no longer be eligible for OWF benefits to be exited from 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:

The communication between CCMEP Case manager and OWF/SNAP work participation case manager is ongoing. Changes are communicated via email. When one of them is notified that the participant will be moving out of county, the other case manager is notified immediately via email or phone call. When the CCMEP case manager is notified in advance, contact with the other county is made and shared with the participant so that they are able to connect with the new county case manager. Whether the move is known in advance or not, the new lead agency will be notified within 10 days of when the agency has verified that a program participant has moved to another county. TANF Volunteers can choose to be served in the original CCMEP county or transferred to the new county, whichever is in the best interest of the participant.

**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:

AG Definitions:

OWF cash assistance recipients between the ages 14-24 who are worked required (through OWF) must be referred to CCMEP.

AG definition for CCMEP for Required OWF Cash Assistance Recipients: Follows the AG definition for OWF cash assistance as defined in section 5101 of Ohio Administrative Code.

Participants in Workforce Innovation and Opportunity Act (WIOA) Youth programs must be referred to CCMEP. WIOA Youth participants who meet the following AG definition and eligibility criteria, may receive services through this section:

AG definition to serve TANF Volunteers: child under age eighteen (18) or age eighteen (18) and still attending high school or its equivalent and immediate family members in the household. Immediate family members include biological parents and stepparents, and biological and step-siblings in the household. Other adult household members will not be considered part of the AG. Instances where the CCMEP participant resides in a household but has no immediate (as defined above) or legal relationship with the minor child(ren), the AG will consist of the CCMEP participant and minor child (children). All other adult household members will not be considered part of the AG.

AG Definition of an individual age 18 to 24 that is part of a household that includes a minor child, but The only income included would be the individual who is applying for

Contingent upon the availability of funds, LCJFS may also serve others as CCMEP volunteers, if they meet the following AG definition and eligibility criteria including family composition and income guidelines:

AG definition for CCMEP Workforce Development Services for CCMEP volunteers: a child under age eighteen (18) or age eighteen (18) and still attending high school or its equivalent and immediate family members in the household. Immediate family members include biological parents and stepparents, and biological and step-siblings in the household. Other adult household members will not be considered part of the AG.

AG definition for a pregnant individual includes the mother, and fetus if in the third trimester. All other adults in the household will not be considered part of the AG.

Contingent upon the availability of funds, LCJFS may also serve non-custodial parents as volunteers.

Non-custodial AG definition: includes the non-custodial parent and one or more minor children (a child under age eighteen (18) or age eighteen (18) and still attending high school or its equivalent) for whom the non-custodial parent is required to provide financial support as verified through CSEA.

The non-custodial parent must reside in Licking County.

Income Eligibility: At or below 200% FPG and suitable/appropriate for CCMEP as determined by LCJFS.

Eligibility is based on the information gathered in Application JFS 03002.

Eligibility for CCMEP volunteers will be re-determined through a reapplication process every six (6) months from original date of application or previous redetermination.

**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:  
All CCMEP referrals, regardless of what door they come through, are assigned to attend a CCMEP Orientation. The orientation is four days long. The first day is spent with a one on one meeting to complete the comprehensive assessment and eligibility JFS 03002, day 2 is the CCMEP Bootcamp which includes program information, expectations, and team building activities. Day 3 individuals are referred to C-TEC for their TABE and Comprehensive Evaluation assessments, and day 4 the assessment results are reviewed and the IOP is created. When applicable, individuals may be assigned to an individualized orientation should schedule conflicts exist. LCJFS also administers the TABE testing should conflicts prohibit individuals from participating in the orientation.

**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 & Comprehensive Evaluations Services Provided through a contract with C-TEC which includes a variety of assessments including Career Interest Assessments and WorkKeys, LCJFS can also administer the TABE and Workkeys assessments should conflict prevent participants from attending C-TEC for comprehensive evaluation.

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

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



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

Describe:

Case Managers are required to contact participants at least once every 30 days and write appropriate case notes in OWCMS. Case Managers use their outlook calendars to assist with tracking contacts. The CCMEP Supervisor reviews caseload activity and progress regularly to ensure contacts are being made.

Participants are being engaged through a variety of program offerings that include but are not limited to: Paid work experience, employability workshops, Community Services/Leadership program. Programs for in school youth are also offered after-school in the evening. Transportation assistance is made available to encourage participation and reduce the occurrence of no-shows. Case managers also provide immediate follow up when an individual does not show up for an assigned activity. We also provide a Friday workshop that includes lunch which is very popular. This gives all participants an opportunity to check in weekly regardless of their assigned activity.

**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:

Provided by Case managers and through contracted services

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

Describe:

Provided by Case managers and also by contracted service provider

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

Describe:

Provided through a contracted service provider

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

Describe:  
Provided through a contract provider

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

Describe:  
Provided through a contract provider

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

Describe:  
Provided through a contract provider

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

Describe:  
Provided by CCMEP case manager and also through contracted services

8. Adult mentoring - TANF Purpose(s) 2

Describe:  
Provided by CCMEP case managers and also through contracted services

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

Describe:  
Follow up services are being provided by CCMEP case managers and also contracted providers

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

Describe:  
Provided by CCMEP Case managers and also contracted services providers

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

Describe:  
Financial literacy education is provided one on one and customized to the specific needs of the CCMEP participant. Financial literacy education is provided by the CCMEP case manager and contracted service providers

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

Describe:  
Provided by CCMEP Case managers on an individual bases and by referral by CCMEP contracted service provider.

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

Describe:  
Provided by CCMEP case management staff and also contracted service provider.

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

Describe:  
Provided by CCMEP case management staff and contracted service provider.

**6.2 The Lead Agency must provide an assurance that TANF or WIOA funds are not used to pay a program participant directly for subsidized employment by the local participating agency as either a Lead Agency or as a service provider.**

- The Lead Agency certifies that it does not use TANF or WIOA funds to pay a program participant directly for subsidized employment by the local participating agency as either a Lead Agency or as a service provider. Provide a description of how participants will be compensated for subsidized employment:

Describe:  
Subsidized employment is provided through a contracted service provider who is the employer of record. The lead agency reimburses the contracted service provider for subsidized employment.

**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:  
LCJFS provides reasonable and necessary supportive services to participants to complete CCMEP activities such as: transportation, child care, housing, educational testing, uniforms or other work attire, interview clothing, post secondary education, and employment retention incentive payments for obtaining and retaining unsubsidized employment. When paid for with TANF funds, these supportive services must be nonrecurring, short term benefits designed to deal with a specific crisis or episode of need; not intended to meet ongoing needs, and may not extend beyond four months, and not otherwise prohibited by Federal/State law or guidance. The availability of supportive services will be contingent upon the availability and funding requirements. Supportive Services for TANF CCMEP will follow the attached Policy, section P, WIOA Supportive services will fall in line with the Area 7 WIOA P7-302 and WIOAPL 15-10.

**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:  
Participants are informed during CCMEP Orientation that they will be eligible for follow up services for 12 months after their exit from the program. Follow up services are managed by CCMEP case managers and include quarterly contact and services (if needed) to retain employment or secure better employment. Documentation of follow up services is recorded in OWCMS case notes and entering services in the Youth Followup tab. If a youth cannot be located, continuous attempts are made on a quarterly basis until the one year follow up is complete. Any request to opt out is recorded in OWCMS and requires administrator approval.

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

Describe:

Good Cause is limited to the following:

1. Illness of the work eligible individual or another family member, if care by the work eligible individual was necessary.
2. For either the work eligible individual or a family member, an appointment necessary for medical, dental or vision care.
3. An appointment for a work eligible individual for a job interview including any subsequent interviews and/or testing requirements.
4. Court ordered appearances;
5. Appointment with another social service agency or program;
6. Death in the family with the length of absence to be determined by the Licking County Job and Family Services (LCJFS);
7. A school, place of work or worksite is closed due to weather or other emergency;
8. Initial lack of child care;
9. A failure of LCJFS to provide supportive services;
10. A failure of the LCJFS to provide the individual with all necessary information about the assignment; or
11. If I, or my children, are involved in a domestic violence situation which makes it difficult for me to complete my assignment; or
12. Situations decided by the County JFS on a case by case basis.

Responsibilities:

1. Notify the WEP site supervisor and your workforce case manager of your absence within one hour of the scheduled time to report for your assignment.
2. Provide verbal or written verification of good cause within five (5) working days.
3. Make up missed hours before the end of the month in which they were assigned.\

See Good Cause Policy attached

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

Describe:  
Notificaiton of scheduled appointments with the agency will be provided via letter that is either mailed, hand delivered, or emailed. Given the transiet nature of this population, notice of appointments may also be given verbally over the phone, written documentation of the appointment will be sent to a mailing address, if available, time permitting, if not the case managers will document that the appointment was scheduled during a phone conversation in the case 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:  
The TABE and Comprehensive Assessment will identify youth who are in need of a secondary education or basic skills remediation. High school Diploma/GED will be considered a basic need, therefore will be a required assignment on the IOP. Option for obtaining a GED or high school diploma are dicussed and encouraged. We do everything we can to emphasise the importance of obtaining a diploma or GED. LCJFS is fortunante to house an Aspire class at the OMJ Center operated by C-TEC. C-TEC offers other adult diploma programs which also are discussed and explored as part of the IOP process.

**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:  
LCJFS collaborates with Area 7 Workforce Development Board when procuring CCMEP Services. OMJ Licking COunty in collaboration with regional partners from Area 7 issued a TANF/WIOA RFP to solicit CCMEP providers in May 2018 for services starting October 2018. Contracts with providers procured from the previous procurement have been extended through September 30<sup>th</sup>, 2018. LCJFS and Area 7 Workforce Board follows policy as deccribed in WIOAPL 17-03- attached.

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

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

**7. Case Management**

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

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

Describe:  
CCMEP Case Managers were selected based on their education and experience providing intensive case management services. In addition to education and experience, LCJFS has worked with our local education provider to create and provide a customized case management training program for all LCJFS & OMJ staff, as providing a comprehensive approach to services expands beyond the CCMEP staff. The first Case Management training focused on engagement, and developing an IOP and helping develop successful outcomes. The second round of training is slated for February, were we will focus on safety, engagement, follow up and compassion

fatigue. In addition to in house training, CCMEP staff has participated in many training events conducted by the state regarding CCMEP program & case management, OWCMS, and CFIS.

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

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

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

Describe:  
Client Survey and focus group meetings. The agency conducts weekly staff meeting to discuss continuous improvement

**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:  
CCMEP conducts weekly staffing meeting to review program requirements and outcomes, and also discuss improvements.

**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:  
Follow up for CCMEP participants includes actual contact by phone, text or letter. Additional accomplishments will be recorded by case managers completing follow up. CCMEP participants are reminded of services available to them during followup to encourage staying in contact. In addition, information provided through the public assistance are also shared with CCMEP Casemanagers.

**CCMEP Plan Certification**

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

Name and Title John D. Fisher	
Signature	Date

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

Name and Title	
Signature	Date