



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

for

**County or Counties:** Miami

**Effective Date:** 10/1/2017

**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 Miami County Department of Job and Family Services			
Lead Agency Address 2040 North County Road 25-A	City Troy	State OH	Zip Code 45373
First Name of Lead Agency Official Teresa	Last Name of Lead Agency Official Brubaker	Title of Lead Agency Official Director	
Phone Number 937-440-3471	Email Address Teresa.brubaker@jfs.ohio.gov		

Program Contact Person Charles Kessler	Phone Number 937-440-3471
Phone Number 937-440-3471	Email Address Charles.kessler@jfs.ohio.gov

Fiscal Contact Person Jill Lyman	
Phone Number 937-440-3471	Email Address Jill.lyman@jfs.ohio.gov

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

Agency Name OhioMeansJobs Miami County			
Agency Address 2040 North County Road 25-A	City Troy	State OH	Zip Code 45373
First Name of Lead Agency Official Teresa	Last Name of Lead Agency Official Brubaker	Title of Lead Agency Official Director	
Phone Number 937-440-3471	Email Address Teresa.brubaker@jfs.ohio.gov		

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

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

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

First Name of Implementation Manager Charles	Last Name of Implementation Manager Kessler	Title of Implementation Manager Eligibility Referral Supervisor 1
Phone Number 937-440-3471		Email Address Charles.kessler@jfs.ohio.gov

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

Contact Person Charles Kessler	
Phone Number 937-440-3471	Email Address Charles.kessler@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:  
Miami County JFS/Ohio MeansJobs is a combined agency located in the same building. Staff are familiar with both OWF and WIOA programs and requirements and have been working together for the advancement of customers. Case Management training for staff has been an ongoing part of this agency's vision for assisting customers in becoming self-sufficient. Joint policy development, partnering to provide services, establishment of processes for client referral and community outreach efforts are in place and being used in Miami County at this time. Eligibility staff, Work Activity Staff, WIOA staff and the WIOA youth provider will work closely to ensure all applicable rules will be followed in the CCMEP program and all CCMEP participants will have full access to the services offered at both Job and Family Services and the OhioMeansJobs Center in Miami County. Co-enrollment will be explored if it is in the best interest of the client. The 14 required elements are procured and the youth worker and the Miami County Case Manager collaborate on each case.

**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. his lead agency is a member of the Area 7 Workforce Area. Within that area every workforce entity (i.e., provider of the 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. Miami County uses the Area 7 P7-401 Youth Experience policy for TANF. TANF funding will not be used for stipends as it may constitute as TANF "assistance" as defined in 45 C.F.R. 260.31. TANF funded gas and gift cards will follow FAL 103

**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 a local policy. Regarding, basic skills assessment, Area 7 has not mandated a common assessment. Regarding "needs additional assistance", the Area 7 policy is in draft form and has not been voted on the WPB.

In Miami County TABE is a basic skills assessment tool

Eligibility and semi-annual eligibility review is completed by JFS staff using WIAPL 15-03 and ORC 5101:1-2-01

Data is reported by contractors and JFS staff through OWCMS

Follow-up services are discussed with participants at objective assessment and development of IOP

Contractor and JFS staff meet quarterly to contact youth and provide follow up services.

Area 7 Policy P7-103: Code of Ethics requires reporting of potential conflicts of interest and a plan to prevent such

conflict is stored in the participants case file and noted in OWCMS (policy attached). TANF funded gas and gift

cards will follow FAL 103. TANF funding will follow TANF nonassistance laws as defined in 45 C.F.R. 260.31.

TANF funding will not be used for medical services besides pre-pregnancy family planning services

**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

CCMEP Case Managers and the WIOA youth provider will refer participants to the ASPIRE provider if the client needs assessment reflects a referral would be beneficial to the participant. ASPIRE currently partners with OMJ Miami County to provide basic literacy and GED classes along with career and college readiness tutoring.

- Alcohol, Drug and Mental Health (ADAMH) Board

CCMEP participants that exhibit and/or provide information in the needs assessment about a drug/alcohol barrier or a mental health barrier will be referred for evaluation and services through the local drug and alcohol recovery program and/or the appropriate mental health provider in Miami County.

- Businesses

JFS and OMJ Miami County staff work actively with area businesses to determine employer needs and to connect job seekers to businesses through: open interviews, job fairs, monthly newsletter of local job postings that can be found on the JFS Website and at the JFS and OMJ Centers.

- Career and Technical Education

CCMEP case managers will work with clients to refer them to a career and technical college based on their career interests. OMJ Miami County partners with the Upper Valley Career Center to provide ACT Job Readiness soft skills training and the Northstar Digital Literacy basic computer certification.

Child Care Providers

If childcare is a barrier for a client listed on the comprehensive assessment, CCMEP case managers will assist the client with the child care application, provide the client a list of all certified providers, and determine eligibility for the child care program.

Child Support Enforcement Agency

CCMEP case managers will make referrals to the child support enforcement agency staff for those individuals with minor children that are not receiving any type of child support income to support the household.

Children Services Agency

The CCMEP case manager will work with both the client and local Children Services Agency on a coordinated plan to prevent duplication of services in a joint effort to assist the client in reducing the barriers identified and work toward completion of any identified goals.

Community College(s)

CCMEP case manager will work closely with the local community colleges and the client to ensure steps are being met to assist the client in reaching their educational identified goals.

Community Action Agency

CCMEP case manager will continue to refer clients to the local community action agency for identified barriers involving housing and utility assistance programs.

County Family Service Planning Committee

The County Family Services Planning Committee meets bi-annually to provide direction and input in the operation of the Job and Family Services and local Workforce Development Board.

Family and Children First Council

The CCMEP case manager will work with both the client and local Family and Children First Council on a coordinated plan to prevent duplication of services in a joint effort to assist the client in reducing the barriers identified.

Juvenile Court System

The CCMEP case manager will work with both the client and local Juvenile Court System on a coordinated plan to prevent duplication of services in a joint effort to assist the client in reducing the barriers identified.

Local Healthier Buckeye Council

Local School District(s)

CCMEP case managers will work with the identified school district counseling staff to ensure there is not a duplication of services and barriers are identified with eligible CCMEP participants.

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

OMJ Miami County partners with the OOD agency. An OOD staff member is on site in the OMJ Center. Those individuals identified with mental and/or physical barriers to employment identified through the assessment process would be referred for further services with the OOD Agency.

Other

CCMEP staff work with the Office of Workforce Development staff located in the OMJ Center in Miami County including the ODJFS Veterans Services Representative and ODJFS Apprenticeship Program Representative to ensure identified barriers are addressed, and trainings can be scheduled for identified employment and/ or Educational needs.

## 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: 30

### 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:

Describe:

Miami County Job and Family Services is meeting the needs of the CCMEP participants and engaging the local businesses to provide employment by the co-location of services within the Job and Family Services building and the OhioMeansJobs Center in Miami County. Local businesses have the availability to hold open interviews at the OMJ Center in Miami County. CCMEP participants and the community are invited to participate in the open interviews. Miami County Job And Family Services also have partnerships with other agencies to provide learning opportunities that can be scheduled to take place at the OhioMeansJobs Center in Miami County for



easy access to the CCMEP participant. CCMEP case managers work closely with OMJ staff to match job opportunities to the CCMEP participant. Miami County also works closely with the youth provider to maximize the available services to those youth eligible to be co-enrolled in both the CCMEP TANF and CCMEP WIOA programs for wex opportunities.

**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:

Describe:

All sub-contractors for Miami County are co-located in the OMJ center (Lead Agency). This make communication seamless and frequent. Email between CCMEP staff and contract staff are used to coordinate the services provided to the youth. Direct communication between CCMEP staff and contract provider staff enables the coordination of services to be provided seamlessly to youth.

Cash authorization process: Work eligible OWF applicants between 14 and 24 years of age are given an appointment with the CCMEP case managers on the same day that their initial eligibility interview is completed. At the CCMEP appointment, a comprehensive assessment is completed, an IOP is developed and signed and the youth is assigned to at least one CCMEP activity.

Summer youth process: Any youth desiring a summer employment placement is required to apply for the year round CCMEP program and summer youth experience becomes one assignment on a fully developed IOP.

Monitoring process: Fiscal monitoring of youth provider is conducted monthly upon review of each monthly invoice and OWCMS case notes/services are reviewed by management for appropriateness and frequency.

**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: Promotion through JFS Casework staff and and open communication with the youth provider.

**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:

Describe:

The lead agency and the local participating agency are the same agency. Youth who come to the MCDJFS facility for WIOA or public assistance are referred the day they apply for benefits to the CCMEP case manager for eligibility determination. Applicants for OWF are required to meet with the CCMEP case manager the day they apply for OWF to begin the assessment/IOP process. If the OWF application is submitted on-line, an in referral is made to the CCMEP case manager within one business day of receipt of the application.

An appointment is scheduled for the youth to meet with the CCMEP case manager within 7 days of the date of the referral.

**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:

Describe:

The CCMEP case manager and public assistance caseworker can track the number of months a program participant has participated in OWF subject to the time limit by accessing CRIS-E reports and alerts. The CCMEP case manager and public assistance caseworker communicate closely with each other and the youth provider for each individual enrolled in the CCMEP program to ensure OWF months are tracked accurately by using the CRIS-E screen TLIN to track the number of months a CCMEP participant has received OWF.

- 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:

Describe:

All participants are screened for domestic violence during the initial interview and provided a copy of the #08024 "Domestic Violence: You have a right to be safe". If needed, they can request a waiver from participation using form #03803 "Waiver Request". If domestic violence is determined it will be explored with the customer to determine if a domestic violence waiver will be needed for their work activities or modify their hours of participation. If a waiver is required, the customer is not work required but is still CCMEP required to be referred for CCMEP for services. If a waiver is required both the lead agency and contractor will work with the customer to determine the amount of hours that best suit the customer to ensure the customer is not exposed to further potential harm.

Miami County works closely with the local domestic violence shelter and various other social service agencies that work with victims of domestic violence including counseling services within the community.

As always all information is protected by the confidentiality rules Miami County follows under ODJFS ensuring no information is shared without a specific release signed by the customer.

- 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:

Describe:

In Miami County the CCMEP and public assistance case managers are co-located within the same building as the OMJ Center which encourages open communication when working with CCMEP participants both WIOA and TANF. During intake or re-determination of benefits by public assistance case managers, clients are referred to CCMEP case managers the day of the interview if they are mandated to participate in CCMEP as part of OWF eligibility. The CCMEP case managers receive the referral and schedule a time and day for completion of the comprehensive assessment and IOP in order to meet the 30 day deadline. Once the individual has completed the comprehensive assessment and IOP the CCMEP case managers assign program participants to work activities in accordance with rule 5101:14-1-05. The CCMEP case managers will be able to ensure OWF-work eligible participants are obtaining their mandatory hours by the use of time sheets that are submitted bi-weekly and scanned into the participant digital file. If the participant fails to comply with the terms of an Individual Opportunity Plan, the public assistance caseworker will be given notification to sanction the OWF benefits. OWF benefits will be sanctioned in accordance with rule 5101:1-3-15. This notification will be sent to the client within 10 calendar days of their failure date. The client will be given the opportunity to provide good cause for the failure.

In all cases of public assistance eligibility (OWF, CCMEP, FA/SNAP and WIOA CCMEP services) the lead agency communicates on a daily basis with the public assistance caseworker and contract agency. Information communicated covers all areas effecting eligibility. Daily communication ensures all changes effecting eligibility are processed. This includes changes in OWF status, income, FLSA hours, compliance activity assignment and completion, hourly requirement updates and any other factors impacting CCMEP activity hours or OWF eligibility, OWF or SNAP recipients' information and acting on it, or exiting processes

The CCMEP case manager will work closely with the CCMEP participant to ensure the individual remains CCMEP eligible. IF the CCMEP individual is determined to be over the 200% income standard during the semi-annual re-determination period the CCMEP participant will be exited from the CCMEP program and placed in follow up services. The re-determination of CCMEP could be more frequently if the agency becomes aware of a change in the household that could affect the eligibility for the CCMEP program.

- 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 a program participant 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 will notify the new lead agency of the move within ten calendar days as described in paragraph (D)(1)(m) of rule 5101:14-1-02 of the Administrative Code. OWF recipients shall be transferred to a new county within ten calendar days of the move. When a program participant will be served by a new lead agency, a revised IOP shall be developed within ten calendar days of the transfer notification. If a participant is not a mandatory OWF recipient, they can remain with Miami County CCMEP of the youth prefers or if it is in the best interests of the youth.

**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:  
Describe:

MIAMI COUNTY POLICY ON INCOME COUNTING FOR TANF ELIGIBILITY  
(SECTION 4.5 OF JFS 03001)  
Household Members and Income Counting for CCMEP TANF Funding Eligibility  
Is one of the following:  
(i) 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.  
(ii) The parent, specified relative, legal guardian or legal custodian of a minor child;  
For the parent, specified 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.  
(iii) A non-custodial parent who lives in the state, but does not reside with his/her minor child(ren);  
For the non-custodial parent\*, Parents, Step-Parents, Domestic Partner income will be counted to determine whether they meet the 200% FPL.  
(iv) A pregnant individual; or  
For the pregnant individual\*, Parents, Step-Parents, and Domestic Partner income will be counted to determine whether they meet the 200% FLP if the pregnant individual is a minor. If the pregnant individual is an adult, only the income of her domestic partner would be counted.  
(v) An 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 (18-24) 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. Any of these individuals to be served may be "couch surfing" or in the household temporarily and not receiving financial support other than shelter.

**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:  
Describe:

The CCMEP case manager will complete a comprehensive assessment with each CCMEP client using the appropriate JFS CCMEP assessment tool. The assessment tool will be completed according to the training provided by ODJFS. The CCMEP case manager will explain the purpose of the assessment to the client. At least 1.5 hours will be allowed to complete the assessment tool. Additional time will be scheduled in order for the youth to complete the required basic skills testing (TABE). The testing may be completed in a group setting or individually. Accommodations will be made according to the needs of the youth.

**5.2 What basic skills assessment does the Lead Agency use?**

- WorkKeys®  
 Basic English Skills Test (BEST)

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

Describe:

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

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

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

Describe:

Describe:

Miami County DJFS ensures CCMEP case manager/youth provider engage with program participants at least once every 30 days by using an internal tracking log that manages the follow up with participants'. This log is monitored by the CCMEP supervisor weekly to ensure compliance. CCMEP case files will be reviewed monthly when a supervisor and CCMEP case manager will meet to discuss cases. Coordinating, tracking, and reporting client engagement activities and services in the client's case notes will be completed by case managers routinely. Documentation should clearly show the client's progress toward his/her career goals at the level of detail that any case manager would be able to understand the client's situation and services without additional documentation. Case notes are critical record of accountability for both the case manager and client to show consistent engagement. As a client makes progress or reaches a goal, the case manager records this and the Individual Opportunity Plan is reviewed and updated.

**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:

People who do not have diplomas usually make less money, and therefore are more dependent on government benefits. A HS diploma/GED offers better job opportunities, and with greater monetary compensation as well. Miami County - Work in collaboration with local educational resources to provide tutoring, study skills training, instruction and dropout prevention. These educational resources include but are not limited to local high schools, educational service centers, career centers and the ASPIRE program. Case managers/youth provider can also facilitate working with the participant on the importance of staying in school, train on successful study skills, and work through any barriers the participant may have. On-line studying offered at the OMJ Center. Aspire classes are offered at the OMJ Miami County on Tuesday and Thursday from 9:00-12:00 and are 6 weeks in length. ACT soft skills are offered online to clients that need some basic soft skills education.

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

Describe:

People who do not have diplomas usually make less money, and therefore are more dependent on government benefits. A HS diploma/GED offers better job opportunities, and with greater monetary compensation as well. Miami County - Work in collaboration with local educational resources to provide tutoring, study skills training, instruction and dropout prevention. These educational resources include but are not limited to local high schools, educational service centers, career centers and the ASPIRE program. Case managers/youth provider can also facilitate working with the participant on the importance of staying in school, train on successful study skills, and work through any barriers the participant may have. On-line studying offered at the OMJ Center. Aspire classes



are offered at the OMJ Miami County on Tuesday and Thursday from 9:00-12:00 and are 6 weeks in length. ACT soft skills are offered online to clients that need some basic soft skills education.

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

Describe:

Work experience provide youth with opportunities for career exploration and skill development. This promotes job preparation and work. Paid work experience also provides additional income to needy families without affecting their benefits allowing a greater impact on the family.

Paid work experience is offered to all CCMEP participants who are completing their education component and are aimed at career exploration or gaining work skills for self sufficient employment.

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

Describe:

Occupation training reduces dependence on government benefits by providing youth with credentials to enter in in-demand occupations in the local area with self-sufficient wages.

Miami County uses the in-demand labor list to assist youth in applying for and participating in short term training leading to a certificate and entry level job.

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

Describe:

Earning a diploma and credential reduces dependence on government benefits by providing youth with a way to enter in in-demand occupations in the local area with self-sufficient wages. Earning a diploma and credentials are offered through the local career center in Miami County. The contracted youth provider offers a variety of credentials to youth in the CCMEP program.

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

Describe:

Leadership development opportunities encourage responsibility and positive social and civic skills which lead to behaviors that support work therefore ending dependence on government benefits and families. Case managers/youth provider will facilitate peer-centered activities encouraging responsibility and other positive social behaviors, positive job attitudes, work skills/ethic, life skills, parenting and other leadership topics..

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

Describe:

Supportive services are offered to enable an individual to participate in activities that lead to job preparation and work. They also enable an individual to meet daily living needs while preparing for a job so that their children can remain in their own homes. Case managers/youth provider will provide supportive services to the participant in conjunction with the IOP and address the participant's barriers to self-sufficiency and help facilitate progress towards meeting their goals of self-sufficiency. All supportive services must be reasonable and necessary to the participant to complete activities listed on their IOP.

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

Describe:

Adult mentoring offers guidance, support and encouragement to develop the competence and character of a participating youth. These traits are desirable in promoting work and self-sufficiency and also in strengthening relationships to encourage two-parent families. Adult mentoring is offered in Miami County through various local counseling centers and business professionals.

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

Describe:

Follow-up services are provided to help ensure the youth is successful in employment. Employment provides income which assists parents in caring for their children in their own homes. This income also reduces or ends dependence on government assistance. Case managers/youth provider will continue to contact program participants quarterly to provide the necessary support to ensure the program participant has continued success after exiting the CCMEP program. Case managers/youth provider may assist youth in their employment to ensure stability. Follow-up services are provided for not less than 12 months.

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

Describe:

Individualized counseling is offered to youth participants to help them overcome any barriers (educational, drug/alcohol, mental health etc.) Overcoming these barriers meet all 4 TANF purposes: maintaining families in their homes, increasing self-sufficiency, reducing unplanned pregnancies and stabilizing families with both parents. Case managers/youth provider will refer participants upon the need and/or request to organizations providing these services.

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

Describe:

Financial literacy education increases the youth's ability to make informed financial decisions enabling them to maintaining financially healthy households. Case manager/youth provider will refer to appropriate outside

agencies in Miami County such as The Ohio State University Extension Office and the surrounding area to provide these services.

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

**Describe:**

Entrepreneurial skills training guides youth to the values and basics of starting and running a business which leads to employment that reduces dependence on government benefits by providing youth with a way to enter in-demand occupations in the local area with self-sufficient wages. Case managers/youth provider will make available training on entrepreneurial skills by working with local business owners and utilizing on line curriculum made available at the OMJ Center.

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

Describe:

LMI increase the youth's ability to make informed employment decisions enabling them to attain self-sufficiency in in-demand occupations thereby reducing dependences on governmental assistance and maintaining financially healthy household. This is offered by all case managers and contract provider in Miami County.

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

Describe:

increased educational attainment increases ability to earn a self-sufficient wage in an in-demand occupation thereby reducing dependance on governmental assistance.

This is offered by all case managers in Miami County including the contract provider. Local colleges also provide this informtaion for/to youth who desire more information and guidance.

**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:

Miami County currently contracts with a youth provider to provide the subsidized employment element. The contracted provider ensures the program participant receives payment for employment and then in turn invoices Miami County.

Miami County does not and will not pay any program participant directly for subsidized employment with either TANF or WIOA funding.

**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:

Comprehensive case management allows participants to receive individualized wraparound services. Miami County DJFS case managers and the youth provider will offer and or provide supportive services on a case by case basis to participants based on the barriers identified during the comprehensive assessment. Supportive services may include but not be limited to child care, transportation, PRC assistance, drug/alcohol and mental health counseling, soft skills training, and food and medical assistance.

**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:

Once a program participant has exited the CCMEP, Miami County DJFS will send a follow up questionnaire to the participant every quarter for the next 12 months that will reflect employment, job retention, wages and/or education status of the participant. If the participant does not submit the questionnaire within 14 days after it was sent the case manager/youth provider will call the participant and complete the questionnaire over the phone to determine job retention and or the need for other services. If the case manager/youth provider cannot contact the participant by mail or phone correspondence all necessary steps taken to contact the client will be documented in the client case file to show attempts to complete follow-up services. Participants are informed of the availability of follow up services. Follow up services are based on the participants needs. They can include but not be limited to adult mentoring, supportive services, financial literacy etc. Participants may waive follow up services. This will be documented in case notes in OWCMS. Participants will be exited from CCMEP and

OWCMS in 90 days. The caseworker/youth provider will continue to attempt to engage participants during this process.

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

**Describe:**

Verification of good cause may be required of the OWF work-eligible individual if they fail to comply with a provision of their IOP requirements or at Miami County DJFS discretion. Miami County DJFS will allow work eligible individuals ten days to provide good cause verification. A work eligible individual may supply good cause verification in person, through the mail, by facsimile, electronically, through an authorized representative, or through the primary information person. Miami County DJFS does not require the work eligible individual to present the verification in person (5101:1-3-13). Miami County DJFS will determine good cause and circumstances on a case by case basis.

Medical, dental and vision appointments and job interviews must be verified no less than 24 hours prior to the scheduled appointment date and time. Good cause may be granted for the following:

1. Illness of the youth or family member living in the youth's household, that youth is related to by blood, marriage or adoption. If youth is needed in the home to care for the ill family member; a previously scheduled medical, dental or vision care appointment for youth or a household family member.
2. A previously scheduled job interview including any testing requirements or additional interviews.
3. court ordered appearance
4. An appointment with another social service agency or program
5. A death in immediate family with the length of absence to be determined by the county agency. "Family" is defined as spouse, domestic partner, child, grandchild, parents, grandparents, siblings, stepchild, stepparent, step siblings, great-grandparents, mother or father-in-law, sister or brother-in-law, daughter or son-in-law or legal guardian
6. A lack of child care
7. CCMEP program did not provide supportive services
8. CCMEP program did not provide all of the information necessary about the assignment
9. If youth, or their children are involved in a domestic violence situation which makes it difficult for youth to complete their assignment or
10. Situations decided by the Workforce Administrator on a case by case basis

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

Describe:

The program participant will be provided either in person or through the mail written notice of scheduled appointments prior to the scheduled appointment date. If the program participant has an authorized representative the CCMEP casemanager will mail the authorized representative a copy of the written notice the same day the program participant is provided their list of scheduled appointments.

**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 CCMEP case manager/youth provider will place an emphasis on referring eligible out of school youth and other youth participants to the ASPIRE program for attainment of a degree equivalent to a high school diploma. Youth interested in obtaining their high school diploma on-line will be referred to an accredited on-line program to facilitate the equivalent diploma. This will be a part of the IOP for each CCMEP participant that does not have a high school diploma or GED.

**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:

Lead agency follows WIOAPL 17-03 (procurement for WIOA Youth-funded Activities and services) which includes selection of the youth provider of WIOA funded CCMEP services by the Area 7 WPB. The provider of CCMEP WIOA youth-funded services will be selected by the award of competitive contracts to youth service providers to carry out the youth workforce activities on a competitive basis including all elements, outreach, program eligibility, assessment, IOP, casemangement, development of ITA's and OJT's, labor market information supportive services and follow-up services.

**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 are required to have completion of Bachelor's degree in social or behavioral science, or completion of an Associate's degree in social or behavioral science plus two (2) years' experience in service delivery in a social program or a combination of related course work and experience. Along with the educational requirements, all CCMEP casemanagers will attend any CCMEP training made available by ODJFS, OWD and the Area 7 Board.

**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:

After exiting from the program, the CCMEP participant will be given a survey to evaluate the services received through the CCMEP program. Surveys from the CCMEP participant's will then be reviewed to evaluate the program for programmatic improvements.

**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:

Miami County will conduct quarterly meetings to establish open dialogue with CCMEP case managers/youth provider and management. These meetings will be used to obtain feedback on rules, regulations, and procedures established and how the policies and procedures in place impact the case managers'/youth provider's ability to effectively work with clients. This information will then be used to develop procedures to continually improve the CCMEP program.

**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:

Case Manager will collect supplemental data and report using OWCMS. Many performance standards can be verified using online venues for credential verification, and measurable skills gain. Additionally, there is a national registry to verify college enrollment and multiple platforms to confirm employment. Once these metrics are verified they must be entered appropriately in OWCMS for performance calculation.

**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 Teresa Brubaker, Director	
Signature	Date 6/28/2018

**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, Area 7 Executive Director	
Signature	Date