



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

for

**County or Counties:** Ottawa

**Effective Date:** 06/29/2018 Revised 9/6/2018

**Plan Submission**

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

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

If a board of county commissioners redesignates the Lead Agency during a fiscal biennial period, the new Lead Agency shall prepare and submit to ODJFS a new CCMEP plan not later than sixty calendar days after the redesignation takes effect.

The plan review process will be used to ensure that Lead Agencies meet program requirements. If ODJFS determines that a CCMEP plan is not consistent with the requirements of program rules, the plan will be returned to the Lead Agency for amendment.

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## 1. Lead Agency and Coordination with Partners

Each board of county commissioners is required to choose a single Lead Agency, either the CDJFS or workforce development agency that serves the county, to administer CCMEP. A single Lead Agency is necessary to ensure accountability for program performance and results.

### 1.1 Identify the Lead Agency designated to administer the CCMEP program.

Lead Agency Name Ottawa County Department of Job and Family Services			
Lead Agency Address 8043 W. State Route 163	City Oak Harbor	State OH	Zip Code 43449
First Name of Lead Agency Official Stephanie	Last Name of Lead Agency Official Kowal	Title of Lead Agency Official Director	
Phone Number 419-707-8649	Email Address stephanie.kowal@jfs.ohio.gov		

Program Contact Person Stephanie Kowal	Phone Number 419-707-8649
Phone Number same	Email Address stephanie.kowal@jfs.ohio.gov

Fiscal Contact Person Tamara Gibson	
Phone Number 419-707-8653	Email Address tamara.gibson@jfs.ohio.gov

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

Agency Name Ottawa County Department of Job and Family Services			
Agency Address 8043 W. State Route 163	City Oak Harbor	State OH	Zip Code 43449
First Name of Lead Agency Official Stephanie	Last Name of Lead Agency Official Kowal	Title of Lead Agency Official Director	
Phone Number 419-707-8649	Email Address stephanie.kowal@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 Stephanie	Last Name of Implementation Manager Kowal	Title of Implementation Manager Director
Phone Number 419-707-8649	Email Address stephanie.kowal@jfs.ohio.gov	

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

Contact Person Stephanie Kowal	
Phone Number 419-707-8649	Email Address stephanie.kowal@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:  
The same agency operates both the TANF and workforce development programs.

**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.

Please see attached Area 7 Youth Work Experience WIOA policy. Ottawa County DJFS has adopted the same policy for use with TANF funded Work Experience, with the exception that TANF funds will not be used for stipends. Additionally, Ottawa County DJFS participates in the Wage Pathway pilot project, which provides specific incentives for job placement, retention, and wage increases through CCMEP WIOA funding (No TANF funding is used for the incentives). A brochure about the program is also attached, with specific eligibility information available from the Ohio Department of Job and Family Services.

Ottawa County DJFS attends quarterly Area 7 Workforce Development Board meetings. Additionally, Ottawa County participates in a bi-monthly Business Advisory Council for workforce development, participates on a monthly county-wide Council for Health and Social Concerns, and hosts a quarterly combined Family Services/One-stop/Youth advisory committee. In each of these forums, feedback from community partners and businesses is taken into account, in the development of policies for youth programming, identification of work experience opportunities and provision of incentives.

Members of the Area 7 Board include representatives from Meijer retail stores, Steelworkers Local 121, PDT Architects, LLC., WSOS Community Action Commission, Sheet Metal Workers Local 24, Wright Brothers Institute, Clopay, THK Manufacturing of America, Rhodes State College, Materion-Brush, Inc., Payless ShoeSource, Inc., ODJFS, Weaver Leather, Century Die Company, McGregor Metalworking Companies, Seneca County DJFS, Ohio AFL-CIO, Ohio Department of Developmental Disabilities, Clyde Tool and Die, Inc., Northwest State Community

College, Potash Corporation, Goodwill Industries, The Ohio State University, C-TEC, and Ottawa County Improvement Corporation.

Member agencies on the Ottawa County Business Advisory Council include RVI, Inc., Wenzinger Financial Services, First Energy/ Davis Bessee Nuclear Power, Materion-Brush, Inc., Magruder Hospital, 200<sup>th</sup> Squadron of United States Air National Guard, Catawba Island Club, United Way of Ottawa County, Ottawa County Community Foundation, Genoa Bank, Erie-Huron-Ottawa Educational Service Center, Ottawa County Juvenile Court, Ottawa County Improvement Corporation, Ottawa County Commissioners, ASPIRE program, Superintendents of each local school system, and Ottawa County DJFS.

Member agencies of the Family Service/One-Stop/Youth advisory committee include Ottawa County DJFS (quadruple combined agency), Ohio DJFS, ASPIRE, Opportunities for Ohioans with Disabilities, Goodwill Industries, Terra State Community College, EHOVE Career Center, WSOS Community Action Commission, TDH Enterprises, RVI, Inc., and Ottawa County Improvement Corporation.

Member agencies of the Family Service/One-Stop/Youth advisory committee include Ottawa County DJFS (quadruple combined agency), Ohio DJFS, ASPIRE, Opportunities for Ohioans with Disabilities, Goodwill Industries, Terra State Community College, EHOVE Career Center, WSOS Community Action Commission, TDH Enterprises, RVI, Inc., and Ottawa County Improvement Corporation.

**1.8 List policies developed by the local workforce board relevant to the administration of CCMEP, including but not limited to (Please attach any relevant policies to this plan.):**

- Select basic skills assessment(s);
- Ensure determination of eligibility for the Workforce Innovation and Opportunity Act (WIOA) youth program;
- Report and collect data;
- Monitor contracts and ensure compliance;
- Supportive services;
- Follow up services;
- “Needs additional assistance” policy; and
- Disclosure of relationship.

**Describe:**

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

In addition, the following processes have been adapted to administer the CCMEP program at the local level for both WIOA and TANF eligible youth:

**Selection of Basic Skills Assessment(s):** Ottawa County will use the Test of Adult Basic Education (TABE) to assess basic skill levels of participants.

**Determination of Eligibility for WIOA program:**

New participants to the CCMEP program will be either volunteers (as in traditional WIA/WIOA youth participants) or required participants (OWF head of households aged 14-24). Outreach will include information to families with open child welfare cases, non-custodial parents in open child support cases aged 14-24, and food assistance heads of household age 14-24. A joint assessment will occur, with staff from both the OWF and WIOA provider meeting with each participant. OWF required will have joint interview scheduled in lieu of traditional Self Sufficiency assessment and the CCMEP IOP will replace the traditional Self-sufficiency Plan.

As potential participants are identified (eg., volunteers, referrals from community partners, OWF Work required, etc.), a joint appointment will be set up by whichever partner receives the inquiry first. Participating in the appointment will be a representative from OCDJFS, and a representative from the WIOA Youth provider. This appointment will cover an overview of the CCMEP program, eligibility for WIOA Youth and TANF funded services, the assessment (including TABE assessment) and if time allows, completion of the IOP. A minimum of 3 hours

should be scheduled for any intake/assessment appointments. County staff and WIOA contracted staff will partner, and ensure that at least one of the interviewers has training/ credentialing in pastoral services, social work or counseling.

Initial eligibility for WIOA will be completed by contracted staff; initial and ongoing eligibility (every 6 months) for TANF will be completed by Ottawa County DJFS staff.

**Report and collect data:**

Case creation and maintenance in OWCMS and CFIS Client Tracking system, will be completed by entity responsible for CCMEP client. For CCMEP volunteers, this will be done by contracted staff; for OWF work required clients, this will be completed by Ottawa County CDJFS staff. This includes documentation of initial assessment and IOP results. Contracted WIOA Youth provider will provide weekly updates to CDJFS staff on work assignment completed hours for required participants. County DJFS staff will enter that information into CRIS. Partner staff in the OMJ center, as well as contracted WIOA staff will work with clients to ensure they have registered and are trained to use the OMJ system for documenting and communicating case plan activities completed. Performance/placement information will be entered into the system by the agency that receives the information (i.e., County DJFS staff or contracted WIOA youth provider).

**Monitor contracts and ensure compliance:**

Monthly staffings with program staff of WIOA and TANF services, will occur to ensure case managers have current information on client progress and barriers. When applicable, case managers from child support or children services, will be invited to participate. Director will meet with County staff and partner staff, quarterly, to review program compliance. Contract monitoring will be conducted via desk review of invoices, review of OWCMS activity log and performance reports, and periodic client file review by Director and Fiscal Officer of County DJFS.

**Supportive Services:**

Budgets available for CCMEP purchased services (i.e., training or supportive services), will be created in CFIS by OCDJFS fiscal staff. WIOA funded purchased services, training and supportive services will be entered into the CFIS Client tracking system by the client's case manager (see above for delimitation of cases), costs paid directly by the contracted provider, and reimbursed through contract by the Ottawa County DJFS. Paid work experience will be paid through OWCMS/CFIS, paid by the contracted provider, and then reimbursed through contract by the Ottawa County DJFS. CCMEP TANF funded supportive services will be entered into OWCMS/CFIS, but paid directly by the Ottawa County DJFS.. See attached for Supportive Services and Follow Up services local policy.

**Follow up Services:**

Follow up case management services will be provided by the entity responsible for the client's case at exit for twelve months. For purchased service needs, documentation of the need for additional assistance will be entered into OWCMS, eligibility for TANF and other agencies/ resources will be explored prior to use of WIOA funding. In the event the youth declines to follow up services, or if the youth cannot be located, then follow up services will cease.

**Disclosure of relationship:**

See attached Area 7 Code of Ethics policy and relationship disclosure form.

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

Adult Basic Literacy and Education (ABLE) Providers

ASPIRE/ Vanguard-Sentinel Career Center: Basic skills, GED and High School diploma equivalents

Alcohol, Drug and Mental Health (ADAMH) Board

Community mental health dollars to access mental health and addiction treatment services through local providers: Firelands Regional Healthcare, Bayshore Counseling, CHOICES Behavioral Health

Businesses

Ottawa County participates in the Business Advisory Council, to plan youth transition activities into careers. Businesses that work on this Council include Materion, United States Gypsum Company, Catawba Island Club, First Energy/ Davis Bessee nuclear Power, and the 200th Red Horse Squadron of the U.S. Air National Guard. Through this group, career exploration activities, such as the County-wide 9th grade Career Showcase, job shadowing, and CEO internship program have been developed with these and other local businesses.

Career and Technical Education

Ottawa County works with Career and Technical school partners in neighboring counties such as Vanguard Sentinel, EHOVE Career Center, and PENTA Career Center. Information is available through the OMJ Center and career counselors on programming, certificates, degrees and financial aid through those providers. Additionally, Ottawa County is familiar with requirements for enrollment and graduation from a variety of programs through those institutions.

Child Care Providers

Ottawa County DJFS licenses and maintains a list of child care providers that participate in subsidized childcare programming. Eligibility is determined by the same staff who provide CCMEP services to TANF required population.

Child Support Enforcement Agency

Ottawa County DJFS is a combined agency, which includes child support enforcement in the same facility. Outreach and referrals to age appropriate custodial and non-custodial parents will be done through the child support program, to encourage participation in the CCMEP program. Additionally, as teams meet with clients, if there are open child support issues or need for Seek Work responsibilities, that case manager will be invited to participate in the meetings. Information on current client address and employment will be shared across systems, through a signed release by the participant, and through OMJ icons.

Children Services Agency

Ottawa County DJFS is a combined agency, which includes children services. As participants in the CCMEP program are identified to have child protection cases, or child protection clients are identified who may benefit from CCMEP services, joint planning and follow up with the child protection worker will occur. Information and case planning will be shared across program divisions through signed releases, and staff and family members will work together on planning teams, information and referral and progress toward case goals. This includes independent living skills and mentoring through the CCMEP program for in school and out of school youth.

Community College(s)

Ottawa County works with Community Colleges in neighboring counties such as Terra State Community College, Owens Community College, and Bowling Green State University/ Firelands Campus. Information is available through OMJ Center and career counselors, on programming, certificates, degrees and financial aid. Additionally, CCMEP providers are familiar with requirements for enrollment and graduation from a variety of programs at those institutions.

Community Action Agency

Ottawa County CCMEP program partners with WSOS Community Action Commission, for the provision of community block grant services such as housing, HEAP, early childhood education, and job and career development. Additionally, WSOS-CAC administers career services in the OMJ Center, through a sub-grant with the Ottawa County Improvement Corporation.

County Family Service Planning Committee

Ottawa County utilizes the One-Stop/ Youth advisory committee as the Family Service Planning Committee for the County. Member organizations include the Ottawa County DJFS, WSOS Community Action Commission, Ottawa County Improvement Corporation, Ohio Department of Job and Family Services, EHOVE Career Center, Ottawa County Board of Developmental Disabilities, United Way of Ottawa County, Terra State Community College, ASPIRE Program, and Opportunities for Ohioans with Disabilities. Staff from each of those organizations have participated in the planning and feedback on the structure of the CCMEP program in Ottawa County, and provide referrals to the program.

Family and Children First Council

Ottawa County DJFS is a partner on the Family and Children First Council. Information on the CCMEP program is provided to Council members for referral purposes. The FCFC provides Wrap Around, and service coordination as mechanisms for youth and their families to gain stability. Additionally, the FCFC has engaged in an awareness campaign of the dangers of opiate use and addiction, including information and referral to treatment professionals.

Juvenile Court System

Ottawa County works with the Juvenile Court to identify potential participants for the CCMEP program, as well as to coordinate with juvenile probation officers, Wrap Around, and case coordination participants of specialized dockets within the court. These include SAP Program (Student achievement program for credit reclamation and outh development, HOPE Court (dependency and treatment docket) and BASE Court, for high school attendance and truancy issues. Youth are often referred to the CCMEP program and are part of treatment teams for participating youth. It should be noted that TANF funds will not be used for juvenile justice services, in accordance with Section 404(a)(1) of the Social Security Act.

Local Healthier Buckeye Council

Through December 31, 2017.

The Ottawa County Family and Children First Council was determined administrative agent for the Healthier Buckeye Council, and focused efforts on the Bridges Out of Poverty and Getting Ahead in a Just Getting By World curricula for social service staff and families living in poverty. This grant runs through December 2017, and based on enrollment and participation, a decision will be made later in the year as to the continuation of that program through other funding resources.

Local School District(s)



Ottawa County participates on the County's Business Advisory Council, which includes superintendents from each of the school districts in Ottawa County: Danbury, Put-In-Bay, Port Clinton, Benton-Carroll-Salem and Genoa. Additionally, representatives from the joint vocational schools serving the county, EHOVE, Vanguard-Sentinel, and PENTA, as well as the Educational Service Center, participate in those meetings. Through the BAC, a Career Showcase for all 9th graders in Ottawa County, job shadowing, and CEO (Career Exploration Opportunities) have been developed to allow high school students explore and experience a variety of in demand occupations in Ottawa County. The schools have also been supportive in the development of a demonstration grant to be administered by the Business Advisory Council, which will follow high school graduates for four years, to assist with information/ referral and connection to local career opportunities.

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

Staff from OOD are onsite on a full time basis. Individuals with identified disabilities as barriers to employment are referred to OOD staff, and cross-informing on case plans will occur as with other programs identified above.

Other

Wage Pathway pilot project – Ottawa County is part of the Wage Pathway project, which is designed to provide incentives for CCMEP eligible and enrolled youth, to enter the workforce and move up while employed. Individuals already in CCMEP are referred to the pilot, as appropriate. Additionally, outreach is done to area employers to determine if they have recently hired individuals who may be a match for the pilot project.

Ottawa County Improvement Corporation – staffs the OMJ Center, and provides business outreach services for the Ottawa County one-stop system. Information on employer needs, and connection to CCMEP and other funding options for work experience and career development are facilitated through this agency.<sup>5</sup>

## 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: 5

### 2.2 How many CCMEP **volunteer** participants will the Lead Agency serve annually?

Please provide the anticipated number of volunteers the Lead Agency will serve annually in CCMEP: 20

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

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

## 3. Coordination of Services

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

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

Describe:

Ottawa County maintains a contract for business outreach services, through the County's Economic Development Agency, the Ottawa County Improvement Corporation (OCIC). Through this relationship, contact and coordination with local businesses is maintained, and job placement, training and retention services through

all partners participating with the OMJ center are promoted. Additionally, the OCIC facilitates the Ottawa County Business Advisory Council (BAC), which includes businesses, educators and social service agencies in Ottawa County. Through the BAC, a Career Showcase for all 9th graders in Ottawa County, job shadowing, and CEO (Career Exploration Opportunities) have been developed to allow high school students explore and experience a variety of in demand occupations in Ottawa County. The schools have also been supportive in the development of a demonstration grant to be administered by the Business Advisory Council, which will follow high school graduates for four years, to assist with information/ referral and connection to local career 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:

Individuals interested in participating in the CCMEP program, whether voluntary or work required, meet with a representative from the contracted WIOA agency, and a representative from the CDJFS, to conduct the orientation, assessment and IOP development. In that process, eligibility and appropriateness for WIOA and TANF funding are explored, as well as for the Wage Pathway pilot project. If the individual is work required for TANF purposes, the CDJFS becomes the lead case manager. If the individual is not work required, the WIOA provider becomes the lead case manager. Monthly case staffings are held to communicate on customers jointly funded/enrolled, as well as to problem solve on individual cases. Both parties are located in the same building.

Individuals participating in the CCMEP program, are offered summer employment opportunities (subsidized or unsubsidized) as one of the program elements. Subsidized employment through CCMEP will be provided by the sub-granted agency as the employer of record, or through vendor arrangement for payroll services. Many jobs exist in Ottawa County for summer employment, which area accessible to youth through the OhioMeansJobs center, and do not require enrollment into CCMEP. OMJ referrals are also part of the provision of services.

**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: Ottawa County Public Children Services, Ottawa County Child Support, Ticket to Success, Juvenile Court, Adult Probation, OMJ Center, Ottawa County Improvement Corporation, Business Advisory Council, and local schools.

**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:

Individuals interested in participating in the CCMEP program, whether voluntary or work required, are scheduled within seven days, to meet with a representative from the contracted WIOA agency and a representative from the CDJFS, together, to conduct a joint orientation, assessment and IOP development session. For those who are work required, this will take the place of the OWF assessment and self-sufficiency contract. In that process, eligibility and appropriateness for WIOA and TANF funding are explored, as well as for the Wage Pathway pilot project. If the individual is work required for TANF purposes, the CDJFS becomes the lead case manager. If the individual is not work required, the WIOA provider becomes the lead case manager.

**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:

Case managers will monitor number of months that an individual uses CCMEP TANF for supportive services using CFIS CT302 Client Service Spending reports and individual client tracking sheets to identify TANF funded supportive services. CCMEP TANF funded Supportive Services will only be available to participating youth for longer than 4 months, when the youth are either employed, or in receipt of Ohio Works First benefits.

- 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:

Whenever an individual participant indicates that he/she has been a victim of domestic violence, this will be communicated to the WIOA Youth provider and OCDJFS staff member. Case conferencing will be conducted on all participating youth, and updated information will be shared throughout life of the case. Additionally, when possible, case managers from others systems the youth may be involved with (i.e., children services, mental health, Family/Child Abuse Prevention Resource Center, etc.) will be invited to participate in case conferences, and if information about domestic violence is found, all cases will be updated. This is noted in case file and becomes part of the conversation between worker and CCMEP client on program elements, safety, and community resources and services, along with hours of participation and waivers from requirements for work required participants.

If an individual is identified as being a victim of domestic violence, case conferencing with the individual will include an assessment as to potential modification of CCMEP case services, including change of hours of participation in CCMEP, waivers on any requirements which may put the individual at risk, referrals to appropriate community resources to address domestic violence, protection of personal information by restricting what is sent by agency, use of agency as mailing address of record (if requested by participant), and referrals to counseling and family advocacy services in county.

- 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:

Quarterly case staffing meetings are held between OCDJFS and WIOA provider to cover updates on shared cases, as well as identify any missing information. For new assessments, the appointments are held no later than 30 days from the OWF application and are joint interviews with both the CDJFS staff and WIOA staff member. During these interviews, the assessment and IOP is completed, and information is provided to client on requirement to comply with terms of IOP within 10 calendar days of a failure in order to re-establish OWF benefits. Requirements for receipt of OWF are reviewed during assessment and IOP development, with both providers and client present. These include CCMEP as assignment for OWF work-eligible, requirement to notify OCDJFS of individual status changes, income changes, good cause, potential for sanctions, compliance, hourly requirements (including exceptions), and FLSA hour maximums. For situations where an individual is assigned to less than the 20 hour standard due to a reasonable modification made in accordance with OAC 5101:1-3-12(C)(2), the reason will be documented in the case record.

All OWF work-eligibles (i.e., those required to participate in work activities requirements as term of receipt of OWF cash assistance) that participate in CCMEP, even if they are also eligible for WIOA Funding, remain under the case management of the OCDJFS work activities staff, who verify participation in required activities. No additional internal communication plan is needed, as it is the same caseworker for CCMEP and Work Activity requirements. Staff are responsible for tracking number of OWF months subject to time limit, as well as any other

factors of CCMEP activity hours, OWF eligibility, completion of the assessment and IOP within the required 30 days of application for OWF, etc.

- 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 possible, if a participant plans to move to another county, staff and the participant will discuss the pros/cons of keeping the case in Ottawa County versus transferring to the new county of residence. When it appears to be in the participant's best interest, the case manager will:

Email the point of contact in the receiving county

Enter a case note in OWCMS regarding the move and transfer of case, and update client information

Coordinate with OWCMS and CFIS to transfer the case to the new county

Enter into CRISe (or Ohio Benefits) the address and complete a running record/journal entry with the updated address and telephone number and transfer information

Leave food assistance and cash assistance open in CRISe, and enter AEOTR to transfer to county number

Update address information and transfer case in Ohio Benefits

Send an email to the OCDJFS transfer coordinator to transfer verifications through the Q Drive to the new county.

A copy of the hard copy of the case file will be mailed to the new lead agency, upon request.

When staff determine that an individual has moved to another county without notifying Ottawa County in advance, the same steps will be taken as outlined above, within ten (10) calendar days of when Agency was made aware of the client's move.

**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:

OCDJFS forms a household for CCMEP TANF based on Ohio Administrative Code 5101:14-1-04(B)(2):

- 1) Individual has or has applied for a social security number
- 2) Is a United States citizen or non-citizen national or qualified alien as defined in OAC 5101:1-2-30
- 3) Does not owe any fraudulent TANF assistance (benefits paid to the applicant only, not applicable if they were part of an assistance group as a minor who received fraudulent benefits)
- 4) Has a gross income in the last 30 days of less than 200% of the federal poverty level
- 5) Is age 14-24 AND at least one of the following:
  - a minor child (in or out of school), including individuals who are 18 years old and still in secondary school, until the individual turns 19. Individuals not living with family (blood or step) that meet this criteria, income eligibility will be based solely on the youth's income. For minor children meeting this criteria in family home (blood or step), income eligibility will be based on income of all members of household;
  - the parent, specified relative, legal guardian or legal custodian of a minor child. Income eligibility will be based on income of all members of household;
  - a non-custodial parent who lives in Ottawa County, but does not reside with his/her children. Income eligibility will be based on income of all members of household;
  - is pregnant. Income eligibility will be based on income of all members of household;
  - an individual age 18-24 that is a part of a family (blood or step) that includes a minor child. Income eligibility will be based on income of all members of household.

Income excluded from eligibility determination for TANF funding: Drug discounts and transitional assistance under Medicare Prescription Drug Improvement and Modernization Act of Social Security Act; Monetary allowances paid under Veteran's Benefits and Health Care Improvement Act of 2000.

For individuals not in receipt of OWF cash assistance benefits, CCMEP TANF eligibility will be tracked by approval date by the primary caseworker, and redetermination of eligibility will be done by OCDJFS staff, semi-annually. For those in receipt of OWF cash assistance benefits, redetermination of eligibility shall follow schedule of redeterminations for OWF benefits.

Agency requests that ODJFS issue policy on family composition and which members' income(s) count toward CCMEP TANF funding eligibility.

**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:

Ottawa County uses a team approach to conducting the CCMEP Comprehensive Assessment. Applicants will meet with both an OCDJFS staff member and a WIOA Youth Provider during the assessment and IOP development. The pairing will include one member with training in counseling, social work or pastoral studies. At a minimum, all parties interviewing youth will have participated in youth development training and client engagement. Adequate time will be scheduled to conduct the assessment in privacy and allow for full disclosure of program requirements, and to answer any participant questions. A private office has been set aside for these



interviews, and staff are also able to travel to neutral locations more convenient for clients. Additionally, for youth enrolled in secondary school, the modified JFS3006 assessment is utilized.

**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:

A random review of casenotes in OWCMS is conducted of CCMEP participants, to verify contact has occurred a minimum of once in a 30 day period. Additionally, sub-grantee monitoring includes WIOA provider review of activities and services provided to each CCMEP participant, and verifies that contact has been made or attempted through case notes in OWCMS. A monthly summary of activities, by participant, is included and reviewed with monthly invoices. When gaps in service are identified, these are brought to the attention of the case manager and supervisor. For individuals on the caseload of OCDJFS staff (OWF work eligible), contact or attempted contact is documented in OWCMS activity log and verified through case review by supervisor.

**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:

For in school youth, services are arranged through existing school districts for tutoring and study skills. CCMEP partners with the BASE (Be at School Every Day) truancy intervention program with the Ottawa County Juvenile Court, to assist with attendance and provide dropout prevention services. Additionally, programs through the schools, Juvenile Court, and charter schools are accessed for credit recovery, alternative learning environments and alternative high school programs. While case coordination may include coordination with juvenile probation or truancy mediation, TANF funds are not utilized for any juvenile justice services.

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

Describe:

CCMEP partners with alternative secondary school programs such as credit recovery programs through the local school systems (i.e., Red Skin Academy), Townsend Charter School, and programs through ASPIRE and Ohio Department of Education for adult diploma programming.<sup>2</sup>

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

Describe:

CCMEP program coordinates with OhioMeansJobs Ottawa County and the Ottawa County Improvement Corporation, to identify businesses willing to provide paid and unpaid work experience to CCMEP participants. Paid work experience is done through a third party payroll service, which was also procured. Additionally, Ottawa County is participating in the Wage Pathway Pilot, which identifies youth entering the workforce at an average of 30 hours/ week, and provides financial bonuses directly to youth for meeting employment retention and advancement goals.

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

Describe:

Classroom training is available through a variety of public and proprietary post-secondary educational options, such as Vanguard Sentinel Career Center, Owens Community College, Terra Community College, Bowling Green State University, Professional Skills Institute, and EHOVE Career Center. Staff assist youth with completion of FASFA and application for grants, registration and course planning, in coordination with admissions counselors at respective schools. In the event that participants need additional financial assistance, CCMEP TANF funds are explored, as well as dual eligibility in WIOA Adult services.

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

Describe:

Ottawa County will coordinate with the OhioMeansJobs Ottawa County center and Ottawa County Business Advisory Council, to identify businesses interested in providing work experience concurrently with training being provided to youth in relevant fields. Assistance to youth may include CCMEP providing cost of classroom training or paid work experience.

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

Describe:

CCMEP provider will collaborate with existing leadership development opportunities in the community, such as Leadership Ottawa County (for out of school youth), in school leadership development through social organizations; social service volunteer opportunities, and career exploration with post-secondary school options.

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

Describe:

Provision or referral to services through community agencies for the of purchase or payment for items such as housing, utilities, transportation, automotive repairs, uniforms, supplies, childcare, ec., as identified in assessment and/or IOP development or case management troubleshooting. Also includes referral to other agencies to assist with healthcare, food assistance, and family planning and wellness options available to participant.

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

Describe:

In addition to case management staff through CCMEP, assist youth with identifying potential mentors in their lives, including Independent Living Skills center (Ticket to Success), recovery coaches, children services or wrap around case managers, religious affiliations, and employers.

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

Describe:

Provision of reasonable and necessary services, like many supportive services, will be made available to exited youth within 12 months after exiting the CCMEP program, upon request. Information and referral is not limited to a twelve month follow up period, but will not be attached to case files after that point.

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

Describe:

Information and referral to treatment providers in mental health and chemical dependency/recovery provided to youth in need of services. Assistance with applying for Medicaid provided, as well as with application for sliding fee scale services through the Mental Health & Recovery Board.

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

Describe:

Coordination with existing providers for financial literacy done through OSU Extension Office, credit unions, and Getting Ahead program (Bridges Out of Poverty curriculum and provider). Additionally, CCMEP staff meet and discuss spending and saving goals with participants throughout case and when supportive services are requested.

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

Describe:

Coordination with in school programs (such as DECA); Coordination with Terra State Community College and Ottawa County Improvement Corporation for training on small business management and planning through non-

credit programs offered at the OhioMeansJobs center. Provision of job shadowing and/or work experience options for gaining experience in day to day operations of a business.

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

Describe:  
Coordinate with OhioMeansJobs and OhioMeansJobs Ottawa County center, located in same facility.

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

Describe:  
CCMEP staff will assist with researching curriculum requirements, course registrations and short and long term class scheduling. Coordinate with ASPIRE program to assist individuals preparing to enter post-secondary training, in need of basic math or reading/english skills refreshers, rather than rely on tuition related courses covering the same.

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

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

Describe:  
Participants are either hired directly for subsidized employment, and the employer is reimbursed, or the participants are hired by a third party temporary agency, and that entity is the employer of record, which is then reimbursed. Reimbursements may be on a 50% scale for on-the-job training or 100% scale for paid work experience.

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

Describe:  
Supportive services are provided on a case-by-case basis to each youth participant based on their identified needs through the Comprehensive Assessment and case management activities during program participation. Supportive services may include but are not limited to the following:

Housing - deposit and up to three months rent or catch up rent (total max rental assistance is 3 months of rent), Maximum through CCMEP funds: \$2000 in a five year period.

Utilities - deposit and three months of utilities or catch up on utilities, reconnection fees. Maximum through CCMEP funds: \$2000 in a five year period.

Drug Testing - coordinate with local behavioral health providers to provide drug testing as part of assessment and recovery services. Coordinate with Mental Health and Recovery Board for costs associated with recovery treatment plan if no health insurance available, as well as facilitate Medicaid application process for ongoing assistance.

Incentives for successful completion of a program milestone as defined in OAC 5101:14-1-01(N), tied to work experience, education or training (separate from Wage Pathway program)

Uniforms, equipment, supplies needed for job training program or employment.

Background checks - costs associated with BCII and FBI background checks when needed for to meet goals on IOP.

Transportation - driver education classes, permit and license fees, automotive repair if vehicle in participant's name, automotive insurance (if vehicle is in participant's name), mileage reimbursement based on city-to-city

distance at federal mileage reimbursement rate set by Internal Revenue Service, pre-paid fuel cards to transition into paid employment, public transportation tickets, pre-paid Uber or other cloud based transportation service for transition or emergency purposes. Transportation covered through supportive service is to be linked to successful completion of activities leading to goal attainment in IOP. Individuals needing ongoing transportation assistance that are not employed, are limited to four (4) months of this assistance. Employed individuals needing ongoing transportation assistance do not have these limits. Usage of pre-paid fuel cards will be in compliance with Family Assistance Letter #103 regarding reconciliation procedure. Maximum for vehicle repair through CCMEP is \$2500 in a five year period.

Other transportation - For individuals required to participate in activities of the CCMEP program as condition of receipt of OWF cash assistance, a monthly work allowance will be issued upon completion of monthly activities, per existing process in CRISe (or subsequent client tracking system);

Childcare - referral to subsidized childcare eligibility and options through OCDJFS; if no childcare options are available based on children's needs or parent's training/employment schedule, TANF funded childcare is available for up to three months, and WIOA funded childcare assistance is an option through supportive services.

CCMEP Supportive Services also includes referrals to agencies for services/ programs and assistance with completing application for those various programs. All supportive services will be documented in OWCMS case notes, and if paid for through CCMEP, pulled into CFIS client tracking. CCMEP funded supportive services will be applied in accordance with the requirements of the funding streams from which those services are being provided.

#### **6.4 Provide a description of the follow-up services that the Lead Agency makes available to program participants including documentation requirements when a program participant cannot be located or contacted or requests to opt out or discontinue follow-up services:**

Describe:

Follow-up services include activities or supports that assist exited youth in their transition to employment and/or post-secondary education and training, as needed for a successful transition.

Ottawa County has adopted the provisions for follow-up services in WIOAPL 15-10 for TANF funding, as reasonable and necessary supports to retain employment or post-secondary training participant is currently participating in, when that individual is either enrolled in post-secondary education full time (as defined by school for federal financial aid) or working at least 30 hours per week. The following is not an exhaustive list of follow up services during 12 months following exit from program, as there may be other services needed, based on the individual youth:

Housing - deposit and up to three months rent or catch up rent (total not to exceed 3 months of housing assistance), Maximum through CCMEP funds: \$2000 in five year period.

Utilities - deposit and three months of utilities or catch up on utilities (total not to exceed 3 months), reconnection fees. Maximum through CCMEP funds: \$2000 in five year period.

Uniforms, equipment or supplies needed for job training program or employment.

Background checks - costs associated with BCII and FBI background checks when needed to obtain employment.

Transportation - driver education classes, permit and license fees, automotive repair if vehicle in participant's name, automotive insurance (if vehicle is in participant's name), pre-paid fuel cards to transition into paid employment, public transportation tickets, pre-paid Uber or other cloud based transportation service for transition or emergency purposes. If not employed, transportation assistance is limited to a three month period. Transportation covered through supportive service is to be linked to successful completion of activities leading to goal attainment in IOP. Maximum through CCMEP \$2500 in a five year period.

Childcare - referral to subsidized childcare eligibility and options through OCDJFS; if no childcare options are available based on children's needs or parent's training/employment schedule, TANF funded childcare (maximum of 3 months) or WIOA funded childcare assistance is an option through supportive services.

Regular contact with youth participant's employer, including assistance in addressing work-related problems that arise.

Assistance in securing better paying jobs, career pathway development and further education/ training.

Work related peer support groups or adult mentoring.

Services needed to ensure success of youth participants in employment and/or post-secondary education.

Follow-up services will be documented in OWCMS activities and case notes. Individuals who have successfully exited, will need to provide verification that performance outcome goals are being met for entered employment/training, retained employment/training of at least 30 hours/ week, prior to paid follow up services being provided. Individuals who state they are not interested in receiving follow up services, or who are unable to be located, will not receive follow up services, and that determination will be documented in case record.

Documentation into OWCMS case notes of at least three attempts, and the nature of those attempts (i.e., home visit, phone call, social media outreach) made over a reasonable period of time, and the outcome, will be made for individuals who have not maintained contact with CCMEP program. At that point, staff may determine sufficient information exists to exit the individual from the program. Additionally, individuals may contact the CCMEP program and "opt out" of the program, as long as those individuals are not OWF Work Eligible. Individuals who opt out will be asked to submit that in writing (text, social media message, email, hard copy), and that document will be kept in participant file. Information and referral services will continue to be provided to these individuals throughout follow up. However, in the event an individual requests a paid follow up service within the twelve month follow up period, that individual must verify paid employment of at least 30 hours/week, prior to approval of any paid follow up services.

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

Describe:

OCDJFS will share Good Cause policy with WIOA Youth provider, and this will be reviewed during joint meeting with youth and in the development and signature of the IOP. This will also be reviewed throughout weekly staff meetings, as applicable.

OWF recipients who participate in the CCMEP program will have the same expectations for reporting good cause, in that they are expected to notify the site assigned within four (4) hours of any missed/failed hours of assigned activities, and the WIOA Youth provider staff within no later than one day prior to a planned absence from an activity. Additionally, written verification of good cause reasons used will be required within seven days of missed activity.



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

Describe:  
During the joint meeting with WIOA Youth provider, OCDJFS staff and youth participant, any community appointments identified as needs in the assessment, will be set up for and with the youth. Also scheduled at this time are the bi-weekly face to face appointments for intensive case management participants and the monthly face to face appointments for those not in intensive case management. These will be identified on a "To Do" list, and given to the participant.

Additionally, the WIOA youth provider and the youth participant will be given a listing of activities planned on a spreadsheet. For those youth receiving OWF benefits, this will also be the format that the WIOA Youth provider follows in verifying hours of participation for assigned activity hours.

**6.7 For program participants without a high school diploma, how will the Lead Agency ensure those individuals are made aware of options to obtain their high school degree or its equivalent (e.g., ABLE referral, Adult Diploma option)?**

More than 1 million adult Ohioans do not possess a high school diploma or equivalent. Addressing this issue is critical to Ohio's economic health and growth. Attainment of this credential is one of the primary measures for CCMEP and an important priority for the program.

Describe:  
CCMEP staff work closely with Vanguard Sentinel, ASPIRE alternative education options and Adult Diploma provider. Additionally, Basic Skills and GED preparation through the ASPIRE program, is co-located with the CCMEP building and at the Port Clinton library. Information on which options to choose from, will be provided to youth who have identified that they did not receive their high school diploma, as appropriate to their circumstances. This will happen as part of the joint assessment and IOP development meeting.

**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:  
Ottawa County, as part of the Area 7 Workforce Development Board, follows the attached Youth Provider Approval Process, including identification of any framework activities to be provided by the CDJFS, and procurement through RFP for all other elements. Whenever possible, procurement for TANF and WIOA funded program elements and services will be done together, to ensure congruence for youth funded through WIOA, TANF or both funding streams.

**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 staff have attended Bridges Out of Poverty, Getting Ahead (in a Just Getting By World), youth engagement, case planning for outcomes, Wage Pathway requirements and Ottawa County No Wrong Door. New staff will be required to attend training on CCMEP/WIOA program requirements and elements, interviewing, engagement, case planning, and performance outcomes for CCMEP. Additionally, quarterly meetings will

include agency cross-informing on services and programs available in the local community, labor market information, employment outlook for the county, business needs, mental health services and trends, and updates on changes to work requirements.

**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 type="checkbox"/> Between 15 and 25 cases            | <input type="checkbox"/> 100 cases or more        |
| <input checked="" 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:  
OhioMeansJobs center - customer service survey online; meetings with CCMEP staff. When trends are noted in feedback from participants, requests are brought to attention of CCMEP point of contact to discuss potential changes.

**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:  
Monthly meetings between CCMEP staff, quarterly one-sotp meetings, and individual concerns brought to attention of CCMEP point of contact. Discuss options for potential changes to program with all parties involved, prior to any changes to ensure ongoing improvements to system.

**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.

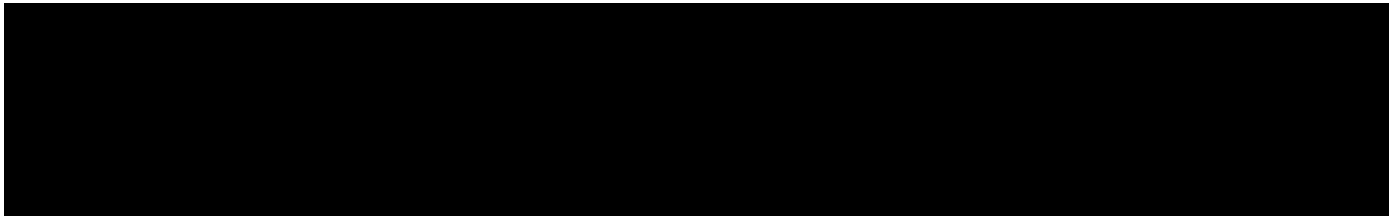
**8.1 How will the Lead Agency collect and report any supplemental data to be included?**

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:  
Documentation of non-employment related outcomes (i.e., licensure, degree completion, entry into the military, etc., will be obtained from participants, and a copy saved in client hard copy or digitally imaged case file. A note of supplemental data collected will be documented into OWCMS.

**CCMEP Plan Certification**

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



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

