



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

for

County or Counties: Portage _____

Effective Date: October 1, 2017____ (Updated 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.

Table of Contents

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

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 Portage County Job and Family Services			
Lead Agency Address 449 South Meridian Street	City Ravenna	State OHIO	Zip Code 44266
First Name of Lead Agency Official Kellijo	Last Name of Lead Agency Official Jeffries	Title of Lead Agency Official Director	
Phone Number 330-357-7116	Email Address kellijo.jeffries@jfs.ohio.gov		

Program Contact Person Mandy Berardinelli	Phone Number OMJ Workforce Administrator
Phone Number 330-298-4528	Email Address mandy.berardinelli@jfs.ohio.gov

Fiscal Contact Person Sue Brannon	
Phone Number 330-297-3707	Email Address sue.brannon@jfs.ohio.gov

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

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

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

Workforce Development Area Northeast Ohio Consortium Council of Governments-Area 19	
Workforce Development Board Chair Name Trudy Cheney	
Workforce Development Board Director Name Craig Sernik	
Phone Number 440-285-5846	Email Address craigsernik@neohio.twcbc.com

1.4 Identify the implementation manager for the Lead Agency.

First Name of Implementation Manager Mandy	Last Name of Implementation Manager Berardinelli	Title of Implementation Manager Workforce Administrator
Phone Number 330-298-4528	Email Address mandy.berardinelli@jfs.ohio.gov	

1.5 Lead Agency’s performance and data management contact:

Contact Person Carly VanZant	
Phone Number 330-297-3719	Email Address caly.vanzant@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:
 PCJFS is a quadruple combined agency. As the lead agency that houses both the workforce and public assistance divisions, we have developed an internal plan for procedures that will take place when an individual eligible for CCMEP comes through either door. Because we had the option as the lead agency to decide what progression of services we want to provide for those TANF eligible individuals, we will be responsible for all of the pre-enrollment and program design services. This means we will oversee recruitment, intakes, eligibility, assessments, and case management. However, when a client needs services we work with community partners to meet those needs. Securing the exact same services through NOC COG, our plan is to operate the WIOA youth program in the same fashion.

To prepare to serve the CCMEP clients with the 14 WIOA Youth elements and 32 CCMEP activities, we formed a planning committee that grouped those items together by commonalities to form “service blocks”. The service blocks are outlined below:
 Block 1--Tutoring
 Block 2--Paid/Unpaid Work Experience
 Block 3--Occupational Skills Training--NO RFP (Similar to ITA process)
 Block 4--Education Concurrently w/Workforce Prep
 Block 5--Activities that Help Prepare Youth for Post-Secondary
 Block 6--Leadership/Entrepreneurial Skills
 Block 7--Supportive Services--NO RFP/Policy on how to apply Supportive Services
 Block 8--Follow-Up Services--IN HOUSE/NO RFP
 Block 9--Labor Market Information--IN HOUSE/NO RFP
 Block 10--Adult Mentoring
 Block 11--Re-entry Program
 Block 12--Mental Health/Substance Abuse Counseling & Guidance
 Block 13--Financial Literacy

All of the services outlined above have be procured with the exception of Block 3, 7, 8, and 9. Those services we plan to handle internally through internal policies and procedures.

To prepare the community and potential bidders for the CCMEP program, PCJFS held a Community Partners Meeting. During this meeting we gave an overview of the program, what it will look like in our county, and an explanation of the services we wanted for the program. To continue to educate and prepare the community for the CCMEP program, we regularly conduct outreach to share what the program has to offer.

To implement the CCMEP program, PCJFS added an additional unit to the workforce division. This new unit is comprised of a CCMEP Supervisor, 4 Case Managers, and 4 Job Counselors. The CCMEP Supervisors and Case Managers positions have had new job descriptions developed that express interest in candidates with human services and social service backgrounds. We understand that for this program to be successful, the participants need regular and meaningful engagement with their case managers and job counselors. For this reason, we sent everyone who works in the workforce division to the state offered case management training. In our division currently, we work with more than just the TANF and WIOA populations. We also serve as Job Counselors to those mandated for work activity through the FAET program. We want to use the same approach with all of the customers that enter our doors. In addition to the case management training, all staff that are currently in place and will be involved with the CCMEP Program have been scheduled for a variety of the other state offered trainings (CFIS, OWCMS for Case Managers, and Administrators).

When a CCMEP eligible individual applies in the PA division, they will make a referral over to the workforce division. From there, the individual will meet with a Job Counselor who will conduct a minimal assessment and enter the participant into an IOP. Even though the state has removed the intensive/nonintensive tracks to the CCMEP program, PCJFS has elected to continue referring youth that have significant barriers to case managers (homelessness, domestic violence, etc) while Job Counselors continue to work with youth that have minimal barriers that need address (training, child care, etc.).

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:

PCJFS has been designated as the lead agency for CCMEP pursuant to Ohio Revised Code. As such, PCJFS has the sole authority to determine which of the three parts of CCMEP services it is retaining, and which of those it will contract for with third party agencies, utilizing TANF funding. The three parts of CCMEP services are pre-enrollment services including eligibility determination, framework design including case management, and the provision of the 14 elements, 32 activities ("14/32 services"). PCJFS elected to retain the TANF pre-enrollment services, the framework design, and a few select 14/32services. PCJFS elected to competitively procure the remainder of the 14/32 services.

The Northeast Ohio Consortium Council of Governments ("NOC COG") is the staffing and fiscal agent for the Area 19 Workforce Development Board. As such, the NOC COG has the sole authority to determine which entities will perform pre-enrollment, framework design, and 14/32 services, utilizing WIOA funding. The NOC COG elected to competitively procure pre-enrollment, framework design and the the WIOA 14/32 services.

As both the PCJFS and the NOC COG both electing to competitively procure most of the 14/32 services, they agreed to competitively procure those together, issuing a joint WIOA/TANF competitive procurement during the last quarter of 2016. This allowed for the unification of the CCMEP program utilizing both TANF and WIOA funding. PCJFS and NOC COG met numerous times to produce a combined RFP and score proposals. It was determined that the following services would be awarded to Family and Community Services for both TANF and WIOA: Tutoring, Paid/Unpaid Work Experience, Leadership/Entrepreneurial Skills, Mentoring, Re-Entry, Guidance and Counseling Services, and Financial Literacy. Paid/Unpaid work Experience, Workforce Prep, and Activities to help youth prepare for Post-Secondary School were awarded to Ohio Guide Stone for both TANF and WIOA.

For those 14/32 services that PCJFS awarded itself relating to TANF funding, NOC COG issued a competitive procurement by itself for the provision of those services utilizing WIOA funds, and invited PCJFS to bid on those along with others in the community. That procurement processes resulted in those services being awarded to PCJFS, making the TANF and WIOA programs aligned.

Since procurement was finalized, PCJFS and NOC COG have been working to develop policies and procedures for the CCMEP program. Policies for Work Experience and have been developed and are currently in place.

Work experience helps youth understand proper workplace behavior and what is necessary in order to attain and retain employment. They are designed to enable youth to gain exposure to the working world and its requirements. Work experiences can serve as a stepping stone to unsubsidized employment and is an important step in the process of developing a career pathway for youth. A work experience may take place in the private for-profit sector, the non-profit sector, or the public sector. Labor standards apply in any work experience where an employer/employee relationship, as defined by the Fair Labor Standards Act or applicable State law, exists. Work experiences provide the youth participant with opportunities for career exploration and skill development. Work experiences must include academic and occupational education. The types of work experiences include the following categories:

- Summer Employment Opportunities/Year round employment opportunities
- Short Term Subsidized Employment Opportunities that Lead to Unsubsidized Employment
- Pre-Apprenticeship Programs
- Internships and Job Shadowing
- On-The Job Trainings

Not less than 20% of the youth program funds shall be used to provide in-school and out-of-school youth with work experience activities. WIOA youth programs must track program funds spent on paid and unpaid work experiences, including wages and staff costs for the development and management of work experiences, and report such expenditures as part of the local WIOA youth financial reporting. The percentage of funds spent of work experience is calculated based on the total local area youth funds expended for work experience rather than calculated separately for in-school and out-of-school. Local administrative costs are not subject to the 20% minimum work experience expenditure requirement.

An incentive is an allowable way to encourage behavior for participation and/or otherwise to promote successful results in youth programming. Possible incentives for CCMEP Youth include:

- \$25 gift card incentive for completion of all 4 components of the TABE, when eligibility has been established under WIOA and/or TANF
- For each grading period that youth receive the following GPA, an incentive can be earned. Report cards must be viewed, copied and signed by case manager for verification.

GPA	Incentive Amount
2.0-2.49	\$25
2.5-2.99	\$50
3.0-3.49	\$75
3.5+	\$100

- Employment Retention will be recognized at 3, 6, 9 and 12 months. To verified employment, current pay stub or contact with employer made by case manager must be on file.

Months Employed	Incentive Amount
3 Months	\$25

6 Months	\$50
9 Months	\$75
12 Months	\$100

- Graduation, GED Obtainment or Trade Certification will result in \$250 incentive payment. Certificate must be verified and copied by case manager for payment.
 - Note: Incentives are based off of date of eligibility, not date of application (e.g. application dated 6/1, eligibility determined 6/10, graduated HS 6/15- eligible for incentive)

***CCMEP youth that are also involved with the PCSA Foster Care program will receive incentive directly from the Independent Living Contract.**

See Workforce Policy B-03 and B-05 Attached

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

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

Describe:

To be consistent and operate a unified CCMEP program, PCJFS has adopted the NOC COG area policies for both WIOA and TANF CCMEP participants.

These include:

B-01 Youth Eligibility Policy
B-02 Youth Services Policy
B-03 Youth Work Experience Policy
B-04 Youth Supportive Services Policy
B-05 Youth Incentive and Stipend Policy
B-06 Youth Follow Up Policy
OWCMS Basic Intake Policy
OWCMS Intake Assessment and IOP Policy
Disclosure of Relationship to Workforce Development Policy

TANF funding will not be used to pay for any medical services beside pre-pregnancy planning services. For the use of gas card issuance, PCJFS adheres to FAL #103 for all TANF issued gas cards for our reconciliation process. Additionally, OMJPC will align our Supportive Services and Follow-up services with the TANF non-assistance regulations.

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.

X Adult Basic Literacy and Education (ABLE) Providers

Community Action Council, Kent City Schools, Maplewood CC, Aspire

X Alcohol, Drug and Mental Health (ADAMH) Board

Family and Community Services, Coleman Professional Services, Town Hall II

X Businesses

We have a variety of local employers that work with us for Summer Work Experience and for OWF WEP program that will take part in subsidized employment and paid/unpaid work experience. They range from non-profit to private sector

X Career and Technical Education

Maplewood Career Center, Six District Educational Compact

X Child Care Providers

Any child care provider on the approved Child Care list: <http://www.odjfs.state.oh.us/cdc/query.asp>

X Child Support Enforcement Agency

Portage County Chil Support Enforcement Agency

X Children Services Agency

Portage County Children Services Agency

X Community College(s)

Lakeland Community College, Cuyahoga Community College, Stark State

X Community Action Agency

Community Action Council

County Family Service Planning Committee

X Family and Children First Council

Portage County Family Children First Council-Help me grow

X Juvenile Court System

Portage County Juvenile Court System *CCMEP guidance encourages partnerships with local juvenile court systems, however section 404(a)(1) of the Social Security Act prohibits the use of TANF funding for justice services as it does not meet a valid TANF Purpose. For this reason, PCJFS will ensure that TANF funding is not utilized for juvenile justice services.

Local Healthier Buckeye Council

X Local School District(s)

All school districts in Portage County

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

OOD is a partner in our OMJ Center

Other

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: 200

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: 50

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: 125

3. Coordination of Services

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

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

Describe:
The OMJ-Workforce area is the division of PCJFS where the CCMEP Program will be housed. As the lead agency, this means that for all of the upfront progression of services, youth will be served from one centralized location for everything from eligibility and assessment to case management. The CCMEP team, comprised of both case managers and jobs counselors, will work in coordination to serve the youth population. All office are located in the same building at the OMJ Center making accessibility seamless. The CCMEP team will be responsible for assessing the youth, linking them to services to overcome those barriers that are identified and then coordinating with community partners to ensure they are offered. This will make for a streamlined service delivery process. Because these services will be provided in the same location as our OMJ Center, when someone is not eligible for the program, we can still offer them universal WIOA services like resume creation, creating accounts ohiojobs.com, job searching and list of available job postings. An additional service located in OMJ is that of business services. We have several staff dedicated to engaging businesses in our workforce programs including but not limited to: Work Experience for CCMEP and Summer Youth, WEP for public assistance programs, and OJT's. Additionally, these staff work directly with the Portage Development Board, the economic developer who was awarded the Business Services Network Contract under NOC COG. Additionally, this team solidifies their relationships with area businesses by working with them to overcome their challenges by offering our business services such as job orders, mining resumes from our online database, etc. We have amazing relationships with local business partners that are always willing to participate in OMJ Programs.

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:
The CCMEP Team and Supervisor meet at least monthly to conduct team meetings with our service providers. These team meetings allow for an opportunity to discuss each individual youth in the caseload to review engagement, lack of engagement, successes, and/or need for additional services. Outside of the regularly scheduled team meetings, we have developed processes and procedures for sharing and communicating case notes, hours of participation, etc. All service providers track case notes and engagement (or lack of engagement) for each youth on our tracking logs. Tracking logs are due to case managers each Monday for review. This allows for weekly updates by case managers to ensure youth are following their IOP and ability to reach out right away if they are not. Specific to Work Experience, OMJPC has developed 3 work experience tracks for youth engaged in the program to participate in. One track is Year Round Work Experience. The goal of this track is for individuals to develop and advance their soft skills, job specific skills, and to gain work experience in a field that may or may not be a field of employment in which they will eventually be employed in an unsubsidized position. The second track is Summer Work Experience. This seasonal work experience may occur between May 1st and August 31st each

year. The goal is for the individuals engaged in this service track to develop and advance their soft skills, job specific skills and to gain general work experience. The final track is Placement work experience. Under this track, the goal is for the individual to be placed into a position of employment with the expectation being that they will be hired in the position of employment in which they are placed. As such, this work experience is reserved for those individuals whose barriers to employment have been deemed by their case manager as eliminated. Participants are work ready and expected to be exited at the end of the current quarter after being made a permanent job offer.

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: Billboards

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:
The public assistance division, who determines eligibility for TANF programs, is trained in who is mandated and who can volunteer for the CCMEP program. When one of those populations is mandated or requests CCMEP, PA will refer the individual over to the OMJ-CCMEP Team for an initial intake appointment and entry into the program.
If a someone comes thru the OMJ-Workforce doors seeking information on the WIOA Youth program, they too will be referred for an initial appointment with the CCMEP team.
All referrals made to the CCMEP team will result in a intake/assessment within 7 days of determining that an individual meets the program eligibility requirements.

4.3 Confirm that the Lead Agency has a process for working with the other local participating agency and/or any subcontractors to ensure the following:

- The Lead Agency has a process to share the number of months a program participant has participated in OWF that were subject to the time limit described in rule 5101:1-23-01 of the Administrative Code for inclusion in the IOP.

Describe:
The CRISE system tracks the number of months an individual receives OWF benefits on the TLIN screen. The CCMEP team will be responsible for accessing this screen during the initial assessment to document the number of months already received and the number of months potentially left to receive benefits. When creating their SSC or ISS and IOP, this information will be used to determine appropriate assignments and services.

- X 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:

Every applicant who applies for CCMEP will be screened for Domestic Violence.

It is the agencies responsibility to: Inform all applicants that waivers of eligibility requirements are available for victims of Domestic Violence, Screen applicants for Domestic Violence, and make referrals for those that respond affirmatively to any screening questions for counseling and other supportive services.

Domestic Violence means being subjected to one of the following: Physical acts that resulted in or threatened to result in physical injury to an individual, sexual abuse, sexual activity involving a dependent child, being forced as a caretaker relative of a dependent child to engage in nonconsensual sexual acts or activities, threats/attempts at physical or sexual abuse, mental abuse, or neglect or deprivation of medical care.

Inform the applicant of DV waivers. Explain to the client that we would never ask the client to do engage in any CCMEP activity or services that would result or threaten to result in the health and safety of themselves or family members. If at any time someone feels that assigned activities would result in a DV situation (defined above), they may be eligible for a waiver/exemption from the requirement.

To screen applicants, employees will read DV script and ask the following questions:

We are asking the following questions to understand your ability to do work requirements and to refer you to other services that you might find helpful. To receive OWF/FS/CCMEP benefits, you may be assigned to do activities for a certain number of hours per week. The following questions relate to your family situation. Answering these questions is voluntary. Any answer given will remain confidential, except that information regarding suspected child abuse will be reported to the public children services agency.

- Do you believe that your partner or anyone else will make/has made it hard for you to meet, training or education requirements?
- Has your partner or anyone else done anything to interfere in your work, Job Training or schooling?
- Do you want us to use an alternative address for mailing document/information?
- Do you want to request a DV Waiver of work participation/activity assignments or cooperation with child support?

When a customer indicated interest in a waiver, the JFS 3803 form will be completed. If it is determined that the individual has been subjected to a DV situation and requirement with program guidelines/services/activities would make it more difficult for the individual to escape the situation or unfairly penalize the individual, or put individual/family in harms way, the county shall waive all requirements.

If waiver granted, the Job Counselor or Case Manager would notify the client that the waiver has been granted and make system updates. Waivers will be reviewed as often as needed, but at a minimum of every 6 months. There is no limit on how many times or length of time a waiver will be granted.

When documenting the case information regarding DV, we use the language waiver granted. WE do not use the term DV or domestic violence in case notes as they are part of public record. All documentation regarding DV and waiver determinations are kept in secured electronic document imaging system.

When an individual responds affirmatively to any of the DV screening questions, Job Counselors and Case Managers will **make all appropriate referrals** for guidance, counseling, housing, etc. to support the individual in removing themselves and family members from the situation.

When a non-owf program participant moves to another county and it is in the best interest of the program participant to be transferred in the new county, PCJFS, as the lead agency, will notify the new lead agency of the move within 10 calendar days from the date they become aware of the move. If it is in the best interest of the non-OWF participant to continue to receive services in Portage County, they will remain within a Portage County caseload. However, OWF recipients shall be transferred to the new county within 10 calendar days. It will be the responsibility of the new lead

agency to contact the participant within 10 calendar days to conduct a transfer meeting where an overview assessment and new IOP will be developed. In the case PCJFS is notified of CCMEP program participants transferring into Portage County, we will also outreach to client within 10 calendar days to schedule transfer meeting where overview of assessment and new IOP will be developed.

- X 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:

Because PCJFS is a quadruple combined agency, communication between the Public Assistance Division and the OMJ (workforce) Division is streamlined.

CCMEP Activities assigned for OWF individuals:

Once an individual completes an IOP after an intake/redet/change, it is shared in our joint Document Imaging System and is placed in EDMS workflow. Additionally, the Job Counselors or Case Managers (JC/CM) will issue a copy of the IOP with a list of appropriate assignment, location, and schedule directly to the client. The JC/CM will also email a copy of the IOP to a PA mailbox that is monitored by eligibility staff. This means that Public Assistance has immediate access to all participant assignments.

OWF Work required individual's status changes, income information, FLSA hours, Good Cause, Compliance, Hours updates, etc:

Similar to sharing of assignment activities, JC/CM route all documentation of required and completed hours, income verifications, FLSA compilations, good cause, etc. into a shared document imaging system with Public Assistance. By routing these documents into PA's EDMS workflow, it ensures that any necessary action on a customer's public assistance benefits occurs when needed. Additionally, we have designated staff in the OMJ Division that work on OWF cases. This supplies a point of contact for anyone in Public Assistance that has questions pertaining to an OWF/SNAP client that is involved in CCMEP.

Verification and participation in CCMEP activities for OWF work-eligible participants

Once a client who is receiving public assistance benefits is engaged in CCMEP, they do not monitor participation in monthly assignments. That is the role OMJ and the Job Counselors/Case Managers. However, at intake or upon compliance from a sanction, Public Assistance does need to know when a client completes their work activities so that benefits can be adjusted. In these instances, the OWF/CCMEP team monitors initial and compliance activities closely. When an individual completes a required activity, JC/CM will route an email to a designated email box that is monitored by PA within 30 calendar days from the date of application. They will advise if the client completed or failed an activity and if benefits should be approved or denied for the individual.

Failure of an OWF work-eligible participant to comply with the terms of an IOP (within 10 calendar days of the failure and Exiting individuals from CCMEP

If a client were to fail hours for any work activity assignment required by public assistance, the OMJ/CCMEP Team is also required to place the sanction in the CRISE system and notify Public Assistance within 10 calendar days of the failure. This is done by routing an email to a designated email box that is monitored daily by public assistance. Public Assistance would then run the case and take any negative action prior to adverse action for the given month.

Communication Plan

Since OMJ and PA fall under the same JFS umbrella (lead agent for CCMEP), we work together daily through our DI/EDMS system to ensure all documents pertaining to assignments (IOP), income, number of months,

sanctions, good cause, compliance, hours completion, waivers, referrals, etc are all shared and available to both OMJ and PA should they need them. We also route emails with direct coorespondance or when immediate action is required to PA through a separate and designated email box that is monitored daily by PA staff.

- 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 that is engaged in CCEMP is transferred to a neighboring county and wishes to have CCMEP services continue the following steps will be taken within 10 calendar days:
CCMEP Team will document case notes in CRISE case of request to transfer
The PA division will be notified that the case needs to be transferred and name county of transfer
The PA division will complete the case transfer following current inter-county transfer process and using JFS form #3900.
The CCMEP worker will follow-up to ensure that the case is appropriately transferred
They will use SMUA to determine the worker in NEW county to contact and notify of need for CCMEP/IOP appointment.
If there is no CRISE case, then the CCMEP team will reach out to the NEW county to obtain contact information to share client relocation and need for IOP appointment.
On the reverse, when a case is transferred into Portage County the following will occur:
CCMEP team will be notified of the Transfer in of CCMEP eligible individual
If there is an active CRISE case, ensure case is now in Portage County caseload.
Document CRISE case notes of such happenings
Reach out to client to set up appointment for new ISS/IOP

4.4 The Lead Agency must provide an assurance that it will comply with all requirements of the Americans with Disabilities Act (ADA) including that participants will have the right to request reasonable modification in CCMEP activities, including hours.

- The Lead Agency certifies compliance with ADA in accordance with rule 5101:9-2-02 of the Administrative Code and section 188 of WIOA.

4.5 Define how the Lead Agency forms a household based upon Title IV-A federal regulations and state law for income counting purposes for TANF funding eligibility for WIOA youth individuals and for the semi-annual process. (Please attach any related policies.)

Describe

The following rule 5101:1-23-10 is used to determine household formation for CCMEP TANF eligibility individuals. The following policy is used to determine 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's 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's income will be counted to determine whether they meet the 200% FPL.
- (iv) A pregnant individual; or
For the pregnant individual *, Parents, Step-Parents, Domestic Partner's income will be counted to determine whether they meet the 200% FPL if the pregnant individual is a minor. If the pregnant individual is an adult, only the income of her domestic partner will be counted.
- (v) An individual age 18 to 24 that is part of a family that includes a minor child.
For the individual age 18-24*, the individual (18-24) to be served, parents, step-parents, domestic partner's income will be counted to determine whether they meet the 200% FPL. For this individual, there will not need to be a relationship between the individual and the minor child other than living in the same household.

*Any of these denoted individuals to be served may be "couch surfing" or in the household temporarily and not receiving financial support other than shelter.

Individuals being reviewed for CCMEP eligibility must complete the JFS 3002. To be determined TANF eligibility, they must self-attest to having income under the 200% FPL using the guidelines above, have (or applied for) an SSN, are of eligible citizen status, do not have any TANF overpayments, have been afforded the opportunity to register to vote, and is the minor child or the parent of a minor child. They will be deemed CCMEP WIOA eligibility when they are determined to be low-income adult, in-school / out-of-school youth or determined to have a barrier to employment outlined in WIOA policy. Individuals that are both WIOA and TANF eligibility will be co-enrolled as to maximized funding opportunities for program participants.

When re-evaluating TANF eligibility for both WIOA and TANF youth, each youth is mailed a re-determination packet (JFS 03002) that asks them to re-attest to the following: having income under the 200% FPL based on guidelines above, have (or applied for) an SSN, are of eligible citizen status, do not have any TANF overpayments, have been afforded the opportunity to register to vote, and is the minor child or the parent of a minor child. This is redetermination process is completed every 6 months.

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.

1. Describe:

When CCMEP was first developed, policy outlined barriers as intensive or non-intensive and the required engagement period with youth differed for each. To accommodate, we developed a case manager position in comparison to our current job counselor positions. Job counselors were slated to handle more typical barriers that involved training needs, transportation or child care issues while a case manager position required someone to be more equipt to handle individuals with bigger struggles like domestic violence, addition issues, homelessness, etc. These two positions also varied on the pay scale having case managers earning a higher wage. When the state changed to the CCMEP policy and removed the requirement for an intensive barrier track we were left with a structure already designed to differentiate between barriers. Additionally, our team liked this structure as some Job Counselors didn't feel they had the ability to work with youth that had more of the intensive needs. For this reason, we still differentiate between barriers, but not for engagement purposes, but rather to determine who they will work with for case management services within the agency.

When a CCMEP individual schedules their initial intake/assessment, they will meet with a Jobs Counselor. At this time, the counselor will determine if the individual is a TANF, WIOA or dually eligible participant. Then, a brief assessment will be completed to see if the youth have any more intensive barriers. Any youth with a barrier requiring intensive shall be forwarded on to a case manager. Again, this is not because of engagement requirements, but rather the case managers are better equipt to deal with such barriers. (Barriers requiring intensive services include: A parenting class as part of a case plan with PCSA, alcohol or drug addiction treatment, homelessness, domestic violence related issues, ex-offender status, social security supplemental security income (SSI) case management, mental health counseling, dropout prevention or recovery services, basic skills deficiency, foster care youth, and any other services determined by the lead agency.)

If an individual does NOT meet any of the intensive barriers outlined above, they will complete the comprehensive assessment tool with their Job Counselor and subsequently all other necessary forms (IOP). Note that we require OWF required individuals to complete job readiness assignments before authorizing OWF benefits (pay for performance).

However, if an individual does meet any of the intensive barriers outlined above, they will be scheduled to meet with a CCMEP Case Manager who is trained to deal with such barriers. If it's on OWF client, this appointment will be built in as part of their IOP job readiness assignment. Once the participant meets with the Case Manger, they will complete the comprehensive assessment tool and any necessary forms (IOP).

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:

The test used by PCJFS to determine skills assessment is the TABE.

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:

To ensure that CCMEP Program Participants are engaged with the program and working toward goals, OMJPC has created service blocks that are a combination of the 14 WIOA Youth Elements and 32 CCMEP activities at outlined in 5101:14-1-02 (E).

The service blocks are outlined below:

Block 1--Tutoring

Block 2--Paid/Unpaid Work Experience

Block 3-Occupational Skills Training--NO RFP (Similar to ITA process)

Block 4-Education Concurrently w/Workforce Prep

Block 5-Activities that Help Prepare Youth for Post-Secondary

Block 6-Leadership/Entrepreneurial Skills

Block 7-Supportive Services--NO RFP/Policy on how to apply Supportive Services

Block 8-Follow-Up Services--IN HOUSE/NO RFP

Block 9-Labor Market Information-IN HOUSE/NO RFP

Block 10-Adult Mentoring

Block 11-Re-entry Program

Block 12-Mental Health/Substance Abuse Counseling & Guidance

Block 13-Financial Literacy

To track and ensure engagement with CCMEP program participants is being met timely, the caseload for each case manager will be tracked on an excel spreadsheet. This spreadsheet identifies the last date of contact for case management services. This will be used as a guide by the case managers to ensure they are meeting with their participants at least every 30 days. Additionally, job counselors and case managers update outlook calendars with meetings and appointments as a tickler system. In most cases, follow up appointments are scheduled with the participant before the participant leaves their current appointment. In addition, the CCMEP supervisor will be monitoring these spreadsheets monthly and referencing them when they meet monthly with their case management team.

Since OMJPC contracts many of the services provided to our participants, the providers act and offer secondary case management services. These providers reach out and are in contact with the youth a regular basis. To ensure we are all on the same page, we conduct regular team meetings where all providers and OMJPC are at the table monthly to discuss mutual clients and ensure monthly contact.

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:
 OMJPC has created service blocks that are a combination of the 14 WIOA Youth Elements and 32 CCMEP activities at outlined in 5101:14-1-02 (E). If a program participant feels that they would benefit from this service or it would support meeting one of the goals outlined in the IOP, then the service would be provided.
 The service blocks are outlined below:
 Block 1--Tutoring
 Block 2--Paid/Unpaid Work Experience
 Block 3--Occupational Skills Training--NO RFP (Similar to ITA process)
 Block 4--Education Concurrently w/Workforce Prep
 Block 5--Activities that Help Prepare Youth for Post-Secondary
 Block 6--Leadership/Entrepreneurial Skills
 Block 7--Supportive Services--NO RFP/Policy on how to apply Supportive Services
 Block 8--Follow-Up Services--IN HOUSE/NO RFP
 Block 9--Labor Market Information--IN HOUSE/NO RFP
 Block 10--Adult Mentoring
 Block 11--Re-entry Program
 Block 12--Mental Health/Substance Abuse Counseling & Guidance
 Block 13--Financial Literacy

Tutoring and Study Skills was combined with Alternative to secondary School/Drop out recovery to form one service in Portage County. Participants in this program can receive up to 8 hours of tutoring and study skills training each week. The service is offered primarily in one location Monday-Friday from 8:30 AM to 7:00 PM, but if necessary satellite offices or one on one arrangements can be made.

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

Describe:
 Combined with our Tutoring and Study Skills service, we have one provider that can assist with drop out recovery and/or prevention.

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

Describe:
 OMJPC has created service blocks that are a combination of the 14 WIOA Youth Elements and 32 CCMEP activities at outlined in 5101:14-1-02 (E). If a program participant feels that they would benefit from this service or it would support meeting one of the goals outlined in the IOP, then the service would be provided.
 The service blocks are outlined below:
 Block 1--Tutoring
 Block 2--Paid/Unpaid Work Experience
 Block 3--Occupational Skills Training--NO RFP (Similar to ITA process)
 Block 4--Education Concurrently w/Workforce Prep
 Block 5--Activities that Help Prepare Youth for Post-Secondary
 Block 6--Leadership/Entrepreneurial Skills
 Block 7--Supportive Services--NO RFP/Policy on how to apply Supportive Services
 Block 8--Follow-Up Services--IN HOUSE/NO RFP
 Block 9--Labor Market Information--IN HOUSE/NO RFP
 Block 10--Adult Mentoring
 Block 11--Re-entry Program

Block 12-Mental Health/Substance Abuse Counseling & Guidance
Block 13-Financial Literacy

Work experience helps youth understand proper workplace behavior and what is necessary in order to attain and retain employment. They are designed to enable youth to gain exposure to the working world and its requirements. Under this service, participants may be eligible for job shadowing, paid internships and paid or unpaid work experience. Once a preferred field is identified, participants can receive long term or short term work placement opportunities. We have developed 3 Work Experience Tracks for paid work experience. They include Summer Work Experience, Skills Building Year-Round Work Experience and Placement Work Experience (results in long-term unsubsidized employment).

4. Occupational skill training – TANF Purpose(s) 1 and 2

Describe:

OMJPC has created service blocks that are a combination of the 14 WIOA Youth Elements and 32 CCMEP activities as outlined in 5101:14-1-02 (E). If a program participant feels that they would benefit from this service or it would support meeting one of the goals outlined in the IOP, then the service would be provided.

The service blocks are outlined below:

Block 1--Tutoring

Block 2--Paid/Unpaid Work Experience

Block 3-Occupational Skills Training--NO RFP (Similar to ITA process)

Block 4-Education Concurrently w/Workforce Prep

Block 5-Activities that Help Prepare Youth for Post-Secondary

Block 6-Leadership/Entrepreneurial Skills

Block 7-Supportive Services--NO RFP/Policy on how to apply Supportive Services

Block 8-Follow-Up Services--IN HOUSE/NO RFP

Block 9-Labor Market Information-IN HOUSE/NO RFP

Block 10-Adult Mentoring

Block 11-Re-entry Program

Block 12-Mental Health/Substance Abuse Counseling & Guidance

Block 13-Financial Literacy

Occupational skills training shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with state and local in-demand industry sectors and occupations. An individual training account (ITA) is one of the primary methods through which training is financed and provided. ITAs are established on behalf of the youth participant to purchase a program of training services from an eligible training provider. The use of an ITA is allowed for all youth age 14-24 years of age.

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

Describe:

OMJPC has created service blocks that are a combination of the 14 WIOA Youth Elements and 32 CCMEP activities as outlined in 5101:14-1-02 (E). If a program participant feels that they would benefit from this service or it would support meeting one of the goals outlined in the IOP, then the service would be provided.

The service blocks are outlined below:

Block 1--Tutoring

Block 2--Paid/Unpaid Work Experience

Block 3-Occupational Skills Training--NO RFP (Similar to ITA process)

Block 4-Education Concurrently w/Workforce Prep

Block 5-Activities that Help Prepare Youth for Post-Secondary

Block 6-Leadership/Entrepreneurial Skills

Block 7-Supportive Services--NO RFP/Policy on how to apply Supportive Services

Block 8-Follow-Up Services--IN HOUSE/NO RFP

Block 9-Labor Market Information-IN HOUSE/NO RFP

Block 10-Adult Mentoring

Block 11-Re-entry Program

Block 12-Mental Health/Substance Abuse Counseling & Guidance

Block 13-Financial Literacy

This service requires integrated education and training to occur concurrently and contextually with workforce preparation activities and training. Our provider for this services works in either small groups or one on one with the youth to prepare them for the workforce by offering a rotating curriculum on workforce topics that include but are not limited to: soft skills, writing a resume, interviewing, etc.

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

Describe:

OMJPC has created service blocks that are a combination of the 14 WIOA Youth Elements and 32 CCMEP activities at outlined in 5101:14-1-02 (E). If a program participant feels that they would benefit from this service or it would support meeting one of the goals outlined in the IOP, then the service would provided.

The service blocks are outlined below:

Block 1--Tutoring

Block 2--Paid/Unpaid Work Experience

Block 3-Occupational Skills Training--NO RFP (Similar to ITA process)

Block 4-Education Concurrently w/Workforce Prep

Block 5-Activities that Help Prepare Youth for Post-Secondary

Block 6-Leadership/Entrepreneurial Skills

Block 7-Supportive Services--NO RFP/Policy on how to apply Supportive Services

Block 8-Follow-Up Services--IN HOUSE/NO RFP

Block 9-Labor Market Information-IN HOUSE/NO RFP

Block 10-Adult Mentoring

Block 11-Re-entry Program

Block 12-Mental Health/Substance Abuse Counseling & Guidance

Block 13-Financial Literacy

The leadership and entrepreneurial elements were combined to offer one service that focused on leadership opportunities and community projects that allow youth to use their entrepreneurial mind-set.

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

Describe:

OMJPC has created service blocks that are a combination of the 14 WIOA Youth Elements and 32 CCMEP activities at outlined in 5101:14-1-02 (E). If a program participant feels that they would benefit from this service or it would support meeting one of the goals outlined in the IOP, then the service would provided.

The service blocks are outlined below:

Block 1--Tutoring

Block 2--Paid/Unpaid Work Experience

Block 3-Occupational Skills Training--NO RFP (Similar to ITA process)

Block 4-Education Concurrently w/Workforce Prep

Block 5-Activities that Help Prepare Youth for Post-Secondary

Block 6-Leadership/Entrepreneurial Skills

Block 7-Supportive Services--NO RFP/Policy on how to apply Supportive Services

Block 8-Follow-Up Services--IN HOUSE/NO RFP

Block 9-Labor Market Information-IN HOUSE/NO RFP

Block 10-Adult Mentoring

Block 11-Re-entry Program

Block 12-Mental Health/Substance Abuse Counseling & Guidance

Block 13-Financial Literacy

Supportive services for youth may include, but are not limited to:



Linkages to community services;

<input type="checkbox"/> Assistance with transportation; <input type="checkbox"/> Assistance with child care and dependent care; <input type="checkbox"/> Assistance with housing; <input type="checkbox"/> Needs-related payments; <input type="checkbox"/> Assistance with educational testing; <input type="checkbox"/> Reasonable accommodations for youth with disabilities; <input type="checkbox"/> Referrals to health care; and <input type="checkbox"/> Assistance with uniforms or other appropriate work attire and work-related tool costs
<p>Supportive services may be provided to youth both during participation and after program exit.</p>

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

<p>Describe: OMJPC has created service blocks that are a combination of the 14 WIOA Youth Elements and 32 CCMEP activities at outlined in 5101:14-1-02 (E). If a program participant feels that they would benefit from this service or it would support meeting one of the goals outlined in the IOP, then the service would provided. The service blocks are outlined below: Block 1--Tutoring Block 2--Paid/Unpaid Work Experience Block 3-Occupational Skills Training--NO RFP (Similar to ITA process) Block 4-Education Concurrently w/Workforce Prep Block 5-Activities that Help Prepare Youth for Post-Secondary Block 6-Leadership/Entrepreneurial Skills Block 7-Supportive Services--NO RFP/Policy on how to apply Supportive Services Block 8-Follow-Up Services--IN HOUSE/NO RFP Block 9-Labor Market Information-IN HOUSE/NO RFP Block 10-Adult Mentoring Block 11-Re-entry Program Block 12-Mental Health/Substance Abuse Counseling & Guidance Block 13-Financial Literacy</p> <p>The purpose of adult mentoring is to buld positive, supportive relationships between youth and adults to provide positive adult role models for youth. Our mentoring service provides an adult role model who building working relationships with the youth and who fosters the development of positive life skills.</p>
--

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

<p>Describe:</p>

OMJPC has created service blocks that are a combination of the 14 WIOA Youth Elements and 32 CCMEP activities at outlined in 5101:14-1-02 (E). If a program participant feels that they would benefit from this service or it would support meeting one of the goals outlined in the IOP, then the service would be provided.

The service blocks are outlined below:

Block 1--Tutoring

Block 2--Paid/Unpaid Work Experience

Block 3--Occupational Skills Training--NO RFP (Similar to ITA process)

Block 4--Education Concurrently w/Workforce Prep

Block 5--Activities that Help Prepare Youth for Post-Secondary

Block 6--Leadership/Entrepreneurial Skills

Block 7--Supportive Services--NO RFP/Policy on how to apply Supportive Services

Block 8--Follow-Up Services--IN HOUSE/NO RFP

Block 9--Labor Market Information--IN HOUSE/NO RFP

Block 10--Adult Mentoring

Block 11--Re-entry Program

Block 12--Mental Health/Substance Abuse Counseling & Guidance

Block 13--Financial Literacy

Follow-up services are critical services provided following a youth's exit from the program to help ensure the youth is successful in employment and/or post-secondary education and training. Follow-up services may include:

- Leadership development and supportive service activities;
- Regular contact with a 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 or training;
- Work-related peer support groups;
- Adult mentoring; and/or
- Services necessary to ensure the success of youth participants in employment and/or post-secondary education

All youth participants must receive some form of follow-up services for a minimum duration of 12 months. Follow-up services may be provided beyond the 12 months at the local board's discretion. The types of services provided and the duration of services must be determined based on the needs of the youth and therefore, the type and intensity of follow-up services may differ for each participant. However, follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance outcome.

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

Describe:

OMJPC has created service blocks that are a combination of the 14 WIOA Youth Elements and 32 CCMEP activities at outlined in 5101:14-1-02 (E). If a program participant feels that they would benefit from this service or it would support meeting one of the goals outlined in the IOP, then the service would be provided.

The service blocks are outlined below:

Block 1--Tutoring

Block 2--Paid/Unpaid Work Experience

Block 3-Occupational Skills Training--NO RFP (Similar to ITA process)
 Block 4-Education Concurrently w/Workforce Prep
 Block 5-Activities that Help Prepare Youth for Post-Secondary
 Block 6-Leadership/Entrepreneurial Skills
 Block 7-Supportive Services--NO RFP/Policy on how to apply Supportive Services
 Block 8-Follow-Up Services--IN HOUSE/NO RFP
 Block 9-Labor Market Information-IN HOUSE/NO RFP
 Block 10-Adult Mentoring
 Block 11-Re-entry Program
 Block 12-Mental Health/Substance Abuse Counseling & Guidance
 Block 13-Financial Literacy

Comprehensive guidance and counseling provides individualized counseling to participants. This includes career and academic counseling, drug and alcohol counseling, mental health counseling, and referral to partner programs.

The purpose of comprehensive guidance and counseling is to promote growth in each youth's educational, personal, social, and employability skills. Comprehensive guidance and counseling programs impart through counselor-directed learning opportunities that help youth achieve the success through academic, career, personal, and social development.

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

Describe:

OMJPC has created service blocks that are a combination of the 14 WIOA Youth Elements and 32 CCMEP activities at outlined in 5101:14-1-02 (E). If a program participant feels that they would benefit from this service or it would support meeting one of the goals outlined in the IOP, then the service would be provided.

The service blocks are outlined below:

Block 1--Tutoring
 Block 2--Paid/Unpaid Work Experience
 Block 3-Occupational Skills Training--NO RFP (Similar to ITA process)
 Block 4-Education Concurrently w/Workforce Prep
 Block 5-Activities that Help Prepare Youth for Post-Secondary
 Block 6-Leadership/Entrepreneurial Skills
 Block 7-Supportive Services--NO RFP/Policy on how to apply Supportive Services
 Block 8-Follow-Up Services--IN HOUSE/NO RFP
 Block 9-Labor Market Information-IN HOUSE/NO RFP
 Block 10-Adult Mentoring
 Block 11-Re-entry Program
 Block 12-Mental Health/Substance Abuse Counseling & Guidance
 Block 13-Financial Literacy

Financial literacy includes activities which:

- Support the ability of youth participants to create household budgets, initiate savings plans, and make informed financial decisions about education, retirement, home ownership, wealth building, or other savings goals;

- Support participants in learning how to effectively manage spending, credit, and debt, including student loans, consumer credit, and credit cards;
- Teach participants about the significance of credit reports and credit scores; what their rights are regarding their credit and financial information; how to determine the accuracy of a credit report and how to correct inaccuracies; and how to improve or maintain good credit;
- Support a participant's ability to understand, evaluate, and compare financial products, services, and opportunities and to make informed decisions;
- Educate participants about identity theft, ways to protect themselves from identity theft, and how to resolve cases of identity theft and in other ways under their rights and protection related to personal identity and financial data; and
- Support activities that address the particular financial literacy needs of non-English speakers, including providing the support through the development and distribution of multilingual financial literacy and education materials.
- Provide financial education that is age appropriate, timely, and provides opportunities to put lessons into practice, such as by access to safe and affordable financial products that enable money management and savings; and
- Implement other approaches to help participants gain the knowledge, skills, and confidence to make informed financial decisions that enable them to attain greater financial health and stability by using high quality, age-appropriate, and relevant strategies and channels, including where possible, timely and customized information, guidance, tools, and instructions.

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

Describe: The leadership and entrepreneurial elements were combined to offer one service that focused on leadership opportunities and community projects that allowed youth to use their entrepreneurial mind-set to complete.	Describe:
---	-----------

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

Describe: OMJPC has created service blocks that are a combination of the 14 WIOA Youth Elements and 32 CCMEP activities at outlined in 5101:14-1-02 (E). If a program participant feels that they would benefit from this service or it would support meeting one of the goals outlined in the IOP, then the service would provided. The service blocks are outlined below: Block 1--Tutoring Block 2--Paid/Unpaid Work Experience Block 3--Occupational Skills Training--NO RFP (Similar to ITA process) Block 4--Education Concurrently w/Workforce Prep Block 5--Activities that Help Prepare Youth for Post-Secondary	
--	--

Block 6-Leadership/Entrepreneurial Skills
 Block 7-Supportive Services--NO RFP/Policy on how to apply Supportive Services
 Block 8-Follow-Up Services--IN HOUSE/NO RFP
 Block 9-Labor Market Information-IN HOUSE/NO RFP
 Block 10-Adult Mentoring
 Block 11-Re-entry Program
 Block 12-Mental Health/Substance Abuse Counseling & Guidance
 Block 13-Financial Literacy

Under this services OMJ provides labor market information and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services.

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

Describe:

OMJPC has created service blocks that are a combination of the 14 WIOA Youth Elements and 32 CCMEP activities at outlined in 5101:14-1-02 (E). If a program participant feels that they would benefit from this service or it would support meeting one of the goals outlined in the IOP, then the service would provided.

The service blocks are outlined below:

Block 1--Tutoring
 Block 2--Paid/Unpaid Work Experience
 Block 3-Occupational Skills Training--NO RFP (Similar to ITA process)
 Block 4-Education Concurrently w/Workforce Prep
 Block 5-Activities that Help Prepare Youth for Post-Secondary
 Block 6-Leadership/Entrepreneurial Skills
 Block 7-Supportive Services--NO RFP/Policy on how to apply Supportive Services
 Block 8-Follow-Up Services--IN HOUSE/NO RFP
 Block 9-Labor Market Information-IN HOUSE/NO RFP
 Block 10-Adult Mentoring
 Block 11-Re-entry Program
 Block 12-Mental Health/Substance Abuse Counseling & Guidance
 Block 13-Financial Literacy

Under this service, our provider works in either small groups or one on one with the youth to prepare them for or help them transition to post secondary schooling. These services include but are not limited to: SAT/ACT Prep Testing, scholarship searches, FAFSA completion, College Navigator, higher education process, etc. .

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:

Once a youth has a paid/subsidized services deemed appropriate for them on their IOP, they are referred to our service provider. The service providers are actually the “employer of record” for the youth and receive an onboarding by the provider. They complete payroll paperwork as to receive paychecks/direct deposits directly from the provider. The providers use payroll timesheet by each worksite and are required to turn them timely for processing in accordance with the provider’s payroll schedule.

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:

To be consistent and operate a unified CCMEP program, PCJFS has adopted the NOC COG area policies for both WIOA and TANF CCMEP participants.

These include:

B-04 Youth Supportive Services Policy

Note that under Supportive Services Policy, TANF funding will not be used to pay for any medical services beside pre-pregnancy planning services. For the use of gas card issuance, PCJFS adheres to FAL #103 for all TANF issued gas cards for our reconciliation process. Additionally, OMJPC will align our Supportive Services and Follow-up services with the TANF non-assistance regulations.

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 are those activities provided to an individual after completion of participation in the CCMEP program (or after exit) that assist them in a successful transition to employment and/or higher education. To be consistent and operate a unified CCMEP program, PCJFS has adopted the NOC COG area follow up policy for both TANF and WIOA CCMEP program participants. Follow up services offered to TANF and WIOA CCMEP youth in follow up include, but are not necessarily limited to:

- Items and Supplies Needed in Relation to completing an Educational Program
- Miscellaneous Costs Associated with Completing a Training or Educational Program
- Fees and Expenses Associated with Post-Secondary Education Courses
- Extraordinary Transportation Expenses
- Finding and maintaining Employment/Continuing Education Expenses
- Emergent Needs of Youth
- Provision of Food in General during Programming Activities
- Incentives
- Miscellaneous Supportive Service Expenses

If a youth is unreachable for follow up services, OMJPC will make 5 attempts to contact the youth via phone, text, email, or paper mail to re-engage youth before considering discontinuing services. Each contact attempt is dictated in OWCMS case notes for tracking.

Individuals in follow up that are only TANF eligible will NOT receive any follow up services beyond their 6 month of eligibility unless their TANF eligibility has been re-established.

Note that under follow up services, TANF funding will not be used to pay for any medical services beside pre-pregnancy planning services. For the use of gas card issuance, PCJFS adheres to FAL #103 for all TANF issued gas cards for our reconciliation process.

Additionally, OMJPC will align our Supportive Services and Follow-up services with the TANF non-assistance regulations.

See workforce policy B-06

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

Describe:
Portage County Good Cause Policy

Good Cause is defined as a valid reason for a n applicant or participate to refuse or fail to participate with Ohio Works First requirements per Ohio Administrative Code (OAC) 5101:14-1-05 (H). Reasonable discretion will be exercised to evaluate your personal circumstances in considering your claim for good cause.

It is your responsibility to contact your CCMEP Unit, Support Enforcement or Children’s Services worker each time (and by the scheduled start time of any activity or appointment) to explain why you are not participating as scheduled. This reporting time can be extended if you verify that compelling circumstances prevented timely contact.

If you claim good cause (and the reason does not involve a failure by PCDJFS), documentation is required to verify your reason for non-participation. Documentation must be provided to CCMEP Unit or Support Enforcement within five (5) calendar days from date of failure for OWF and CCMEP clients and within seven (7) calendar days for FAET individuals. The good cause documentation must verify all time missed.

If good cause is not established, a sanction will be imposed. NOTE: Job sites are encouraged to work with you to make up missed assignments whether you establish good cause or not. If good cause is established, the sanction will not be imposed.

The following are good cause reasons and any documentation that may be required for you to establish that good cause existed:

- Lack of Child Care: Good cause exists if the parent is unable to obtain child care that meets all of the following criteria:
- Unavailability of a licensed or certified child care provider within a reasonable distance from the parent’s home or work site.
- Reasonable distance: Is defined by Portage CDJFS as allowing you to be at a work site within 4 hour of departing your home. Travel time not to exceed 4 hours roundtrip.
- Appropriate: Unavailability or unsuitably of informal child care by a relative or other arrangements. Unsuitability of informal child care is a decision made by the county agency and is based on information received from the Public Children Services Agency (PCSA) that the PCSA determines is relevant to share with the county in order to protect children pursuant to rule 5101:2-33-21 of the Administrative Code.
- Affordable: Work eligible individuals are guaranteed eligibility for child care subsidy with co-payments that are based on your income and family size.

If you are not able to participate for lack of child care, you must discuss the circumstances with PCDJFS. PCDJFS will determine good cause based on the above standards and in consultation with designated PCDJFS Child Care Section personnel.

- Illness: the work eligible individual or of another family member related by blood, marriage or adoption, living in the same household, if care by the work eligible is necessary;
- Verification is required from a physician or other health professional, if medical attention was sought, indicating the diagnosis, when you were treated and when you can return to work/school. A statement must include the name of the family member under care and why the participant was needed to care for the patient.
- Medical Appointment: the work eligible individual or family member living in the same household has a previously scheduled appointment necessary for medical, dental or vision care. Documentation from the provider verifying the schedule appointment must be provided prior to the appointment date and time.

If another adult is designated as the caretaker of a child or family member during the scheduled work site hours, verification will be required to explain why work eligible was needed to attend.

- Death in the family: "Family" is defined as spouse, domestic partner, (domestic partner is defined as one who stand in place of a spouse and who resided with the work eligible individual), child grandchild, parents, grandparents, siblings, stepchild, step-parent, step-siblings, great-grandparents, mother-in-law, father-in-law, sister-in-law, brother-in-law, daughter-in-law, or legal guardian or other person who stands in the place of a parent. A copy of the obituary from the newspaper or statement from the funeral home is required. Good cause absences may not exceed 3 days per event.
- Court Ordered Appearance: a document or statement from the court or an attorney is required that indicates the date, time and room number of the court appearance and that the appearance was ordered by the court.
- Appointment with another social service agency or program When attendance at a school conference or meeting with Children's Services or a health or social services provider is required, a statement from the teacher or caseworker is necessary.
- Domestic Violence: Circumstances which makes it difficult for the individual to comply in full with a provision of the self-sufficiency contract.
- Job Interview: previously scheduled job interview for work eligible individual, including subsequent interviews and/or test requirements. A copy of the job application or other document indicating the date and time of the interview may also be required at the discretion of PCDJFS.
- School, Place of Work or Work Site Closing: a statement from the school or worksite verifying the place of business was closed due to weather, emergency or for another reason. If participant has prior knowledge, worker must contact PCJFS to see if worker can be re-assigned to another work site.
- Failure of the county agency to provide supportive services
- Failure of the county agency to provide the work eligible individual with all information necessary about the assignment.
- PCDJFS Discretion: other circumstances determined on a case by case basis by county agency PCDJFS.

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

Describe:

When a client needs to be scheduled for an appointment with their case manager, they will be mailed an appointment letter to confirm the date, time and location of their appointment giving 10 days in advance. If the appointment is made via the telephone, the case notes will reflect this and a paper copy of the appointment letter will be mailed as follow up and stored in the case file.

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

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

Describe:

For an individual to obtain employment to become self-sufficient, it is our goal to ensure that individuals who do not obtain a high school diploma are afforded the opportunity to do so. More often than not the appropriate steps to obtaining this diploma will be outlined in the individuals IOP. In addition, the providers of the ASPIRE program will regularly reach out to the agency to educate the CCMEP staff of ASPIRE process, procedures, and requirements so we can better serve this population. ASPIRE recently became a partner in our OMJPC Center and are in the building at least 20 hours per week. Additionally, they hold weekly APSIRE classes in the center to ensure transportation issues are not a barrier to someone completing their program.

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:

PCJFS has been designated as the lead agency for CCMEP pursuant to Ohio Revised Code. As such, PCJFS has the sole authority to determine which of the three parts of CCMEP services it is retaining, and which of those it will contract for with third party agencies, utilizing TANF funding. The three parts of CCMEP services are pre-enrollment services including eligibility determination, framework design including case management, and the provision of the 14 elements, 32 activities, (14/32) PCJFS has elected to retain the TANF pre-enrollment services, the framework design, and a few select 14/32 services. PCJFS has elected to competitively procure the remainder of the 14/32 services.

The Northeast Ohio Consortium Council of Governments ("NOC COG") is the staffing and fiscal agent for the Area 19 Workforce Development Board. As such, the NOC COG has the sole authority to determine which entities will perform pre-enrollment, framework design, and 14/32 services, utilizing WIOA funding. The NOC COG has elected to competitively procure pre-enrollment, framework design and the the WIOA 14/32 services.

As both PCJFS and the NOC COG both elected to competitively procure most of the 14/32 services, they agreed to competitively procure those together, issuing a joint WIOA/TANF competitive procurement in the last quarter of 2016. This allowed for the unification of the CCMEP program utilizing both TANF and WIOA funding. PCJFS and NOC COG met numerous times to produce a combined RFP and score proposals. It was determined that the following services would be awarded to Family and Community Services for both TANF and WIOA: Tutoring, Paid/Unpaid Work Experience, Leadership/Entrepreneurial Skills, Mentoring, Re-Entry, Guidance and Counseling Services, and Financial Literacy. Paid/Unpaid work Experience, Workforce Prep, and Activities to help youth prepare for Post-Secondary School were awarded to Ohio Guide Stone for both TANF and WIOA.

For those 14/32 services that PCJFS awarded itself relating to TANF funding, NOC COG issued a competitive procurement by itself for the provision of those services utilizing WIOA funds, and invited PCJFS to bid on those along with others in the community. That procurement processes resulted in those services being awarded to PCJFS, making the TANF and WIOA programs aligned.

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:

State offered Case Management Training, CCMEP Monthly webinars, OWCMS Training, and internal training on the CCMEP Program

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

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

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

OMJPC surveys program participants for feedback to learn how implementation of the program can be improved. Surveys are reviewed on a quarterly basis to address areas of concern.

7.4 What process does the Lead Agency use for case manager’s feedback and how will the Lead Agency utilize this information for ongoing improvements?

Describe:
The CCMEP Team/Case Managers meeting monthly to discuss cases and topics relevant to CCMEP. Their feedback from these meetings is used to adjust processes, policies, and procedures to make the program as streamlined as possible.

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:
We collect a vast amount of data on the CCMEP program. Monthly we track youth by enrollment in each provision of service. Additionally, we track each service a youth receives by WIOA and TANF. The state recently created a BIC report for us to generate monthly to make this information more easy to obtain. An adjustment was requested to also be able to determine services by In-School and Out-of-School for WIOA youth involved in the program. This information is used to determine the meeting of WIOA ratios as required for ISY/OSY and work experience.

Additionally, we collect and enter supplemental data for employment, education and median wages in OWCMS regularly to ensure we are capturing positive performance data as quickly as possible without relying on wage record data. To do this, we review on a quarterly basis our caseloads and ensure tracking of all data tied to performance (skills gain, employment, etc.) As an added measure to ensure performance reports are accurate, when reports are released quarterly, OMJPC requests cohort data and compares information received with our own record keeping data to be certain cohort information matches.

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	
Signature	Date

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

Name and Title	
Signature	Date