



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

for

County or Counties: Shelby

Effective Date: 10/1/2017 - 9/30/2019 (rev. 5/24/2018 and 7/31/2018)

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 Shelby County Department of Job and Family Services			
Lead Agency Address 227 S. Ohio Avenue		City Sidney	State OH
Zip Code 45365			
First Name of Lead Agency Official Steve	Last Name of Lead Agency Official Pulfer	Title of Lead Agency Official Assistant Director	
Phone Number 937.498.4981		Email Address Steven.Pulfer@jfs.ohio.gov	

Program Contact Person Helen Scott		Phone Number 937.498.4981 ext. 2814	
Phone Number		Email Address Helen.Scott@jfs.ohio.gov	

Fiscal Contact Person Susan Ashcraft			
Phone Number 937-498-4981 ext. 2802		Email Address Susan.Ashcraft@jfs.ohio.gov	

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

Agency Name Shelby County Department of Job and Family Services - OhioMeansJobs Shelby County			
Agency Address 227 S. Ohio Avenue		City Sidney	State OH
Zip Code 45365			
First Name of Lead Agency Official Steve	Last Name of Lead Agency Official Pulfer	Title of Lead Agency Official Assistant Director	
Phone Number 937.498.4981		Email Address Steven.Pulfer@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 Helen	Last Name of Implementation Manager Scott	Title of Implementation Manager Employment & Family Services Administrator
Phone Number 937.498.4981 ext. 2814		Email Address Helen.Scott@jfs.ohio.gov

1.5 Lead Agency’s performance and data management contact:

Contact Person Helen Scott	
Phone Number 937.498.4981 ext. 2814	Email Address Helen.Scott@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 Shelby County Department of Job and Family Services (SCDJFS) and OhioMeansJobs Shelby County are the same agency. The Employment & Family Services (EFS) Unit within the SCDJFS administers all employment and training programs within the agency, which includes workforce programming and CCMEP. These programs are managed by the EFS Unit Administrator and Supervisor. Coordination between the Lead Agency and the workforce entity in Shelby County will be maximized because, they are the same organization.

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

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

Describe:
The SCDJFS/OhioMeansJobs Shelby County is a member of the Area 7 Workforce Area. Shelby County agency representatives attend the bi-monthly Area 7 Board Meetings. The composition of the Area 7 Board meets WIOA requirements with appropriate representation of businesses and community partners. The Area 7 Board has adopted the relevant ODJFS policies in whole as local policy. The Area 7 Work Experience Policy is attached and is also adopted for TANF purposes. After much discussion Shelby County will not offer incentives to CCMEP participants.

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:

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; however, Shelby County uses the TABE. For allowable Supportive Services under TANF and WIOA, Shelby County follows the CCMEP Matrix developed by ODJFS. CCMEP TANF will follow TANF "nonassistance" regulations as defined in 45 C.F.R. 260.31. All relevant policies are attached and are also adopted for TANF purposes.

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

Youth are referred to the Upper Valley Career Center Aspire Program for basic skills classes, English as a Second Language, and GED preparation classes.

Alcohol, Drug and Mental Health (ADAMH) Board

Youth are referred to various Counseling resources within the community, one of these is the Shelby County Counseling Center.

Businesses

Various businesses within the county are sites for work experience opportunities for CCMEP youth participants.

Career and Technical Education

Youth are referred to Upper Valley Career Center as one option for career and technical education. Upper Valley is the closest career center to Shelby County. Youth have also been referred to other area career and technical education providers.

Child Care Providers

Youth in need of child care are encouraged to apply for the state subsidized child care program. Youth may select from various types of child care providers who have agreements with ODJFS to provide services.

Child Support Enforcement Agency

Youth are referred to this unit in our agency when appropriate.

Children Services Agency

Youth are referred to this unit in our agency when appropriate.

- Community College(s)

Youth are referred to Edison State College for advanced training. Youth may also be referred other area training providers.

- Community Action Agency

Youth are referred for utility assistance and other available services when needed.

- County Family Service Planning Committee

- Family and Children First Council

- Juvenile Court System

- Local Healthier Buckeye Council

- Local School District(s)

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

Youth are referred for services through OOD when deemed appropriate. An OOD representative is housed in the agency and is available to receive referrals from the CCMEP Case Manager.

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: 10-15

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: 10-15

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: 15-20

3. Coordination of Services

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

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

Describe:

The CCMEP staff engage local businesses when setting up work experience opportunities for the youth. The goal is for these opportunities to lead to full-time, unsubsidized employment. The program may recruit speakers from the business community for CCMEP youth meetings/workshops.

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:

Processes are streamlined since the Lead Agency and the local participating agency are a combined agency and CCMEP is administered by the Employment and Family Services unit. The subcontractor is also physically housed within this unit. Discussions concerning cases and processes, such as enrolling youth in appropriate work experience, including summer work experience opportunities, are held daily as the supervisors meet with the CCMEP Caseworkers.

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: CCMEP outreach is conducted to all applicants applying or OWF, SNAP, and Medicaid assistance.

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 Lead Agency and the local participating agency is the same agency. Youth who come to the SCDJFS facility for WIOA or public assistance are referred the day they apply for benefits to the CCMEP Intake Worker/Case Manager for eligibility determination. Applicants for OWF are required to meet with the CCMEP Intake Worker the day they apply for OWF to begin the assessment/IOP process. If the OWF application is submitted on-line, an in-house referral is made to the CCMEP Case Manager within one business day of receipt of the application. An appointment is scheduled for the youth to meet with the CCMEP Case Manager within 7 days of the date of referral.

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

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

Describe:

The CCMEP Case Manager is the OWF Work Activity Case Manager and reviews pertinent case information in the statewide public assistance eligibility computer system in order to determine the number of months the youth have received OWF 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:

The Lead Agency and the local participating agency is the same agency. The CCMEP Case Manager is the OWF Work Activity Case Manager. This worker completes the screening during the assessment process and makes appropriate referrals to community resources. If needed, an appropriate release of information form is signed by the youth. If the youth is an OWF or SNAP recipient and required for the Work Activity Program, this worker also inputs the information concerning domestic violence situations on the appropriate screens in the statewide eligibility system. Adjustments to the hours of participation are made as needed. Cases are reviewed with the EFS Unit supervisors to determine if a work activity waiver is needed. All personal client information is protected and all agency confidentiality requirements are followed.

- 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:

As stated earlier in this Plan and stated above, the Lead Agency (SCDJFS) is also local participating agency and the CCMEP Case Manager is also the OWF Work Activity Case Manager. This Case Manager is responsible for all aspects of the CCMEP OWF cases, including all bulleted items listed above. Information affecting a client's OWF eligibility is given to the agency's eligibility unit for processing..

- 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:

If it is in the best interest of the youth to continue to work with the CCMEP Case Manger in Shelby County and the youth is not in receipt of OWF, the CCMEP case will remain in Shelby County. However, if the youth is receiving OWF and/or it is in the best interest of the youth to transfer the case to the new county of residence, the CCMEP Case Manager will notify, via e-mail and/or phone, the new Lead Agency within the required 10 day timeframe and will transfer the case. The OWF case (and any other open benefits) will be transferred by the agency's eligibility unit according to agency processing.

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:
Household Members and Income Counting for CCMEP TANF Funding Eligibility

Is one of the following:

- (i) A minor child;
For the minor child*, Parents, Step-Parents, and Domestic Partners' income will be counted to determine whether the group meets the 200% FPL.
- (ii) The parent, specified relative, legal guardian or legal custodian of a minor child;
For the parent, specified relative, legal guardian or custodian*, Parent, Specified Relative, Legal Guardian or Legal Custodian to be served, the Parents, Step-Parents, Domestic Partner income will be counted to determine whether they meet the 200% FPL.
- (iii) A non-custodial parent who lives in the state, but does not reside with his/her minor child(ren);
For the non-custodial parent*, Parents, Step-Parents, Domestic Partner income will be counted to determine whether they meet the 200% FPL.
- (iv) A pregnant individual; or
For the pregnant individual*, Parents, Step-Parents, and Domestic Partner income will be counted to determine whether they meet the 200% FLP if the pregnant individual is a minor. If the pregnant individual is an adult, only the income of her domestic partner would be counted.
- (v) An individual age 18 to 24 that is part of a family that includes a minor child.
For the individual age 18 to 24*, the Individual (18-24) to be served, Parents, Step-Parents, Domestic Partner income will be counted to determine whether they meet the 200% FPL? For this individual, there would not need to be a relationship between the individual and the minor child other than living in the same household.

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

4.6 Confirm that the Lead Agency forms a family for income counting purposes for WIOA funding eligibility based upon the definition in paragraph (A)(5) of rule 5101:10-3-01 of the Administrative Code.

- Yes, the Lead Agency is forming a family for income counting purposes for WIOA funding eligibility based upon the definition in paragraph (A)(5) of rule 5101:10-3-01 of the Administrative Code.

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

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

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

5.2 What basic skills assessment does the Lead Agency use?

- WorkKeys®

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

Describe:

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

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

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

Describe:

The CCMEP Case Manager will set appointments with the youth according to the needed services determined during the objective assessment and IOP process. Youth will be given a printout with their upcoming appointments at their initial IOP appointment and during each follow up appointment. Each completed and missed appointment will be documented. In order to build a rapport with the youth, contacts will be made more frequently than once every 30 days when a youth enters the program. As the youth make progress toward goal completion, the contacts may become less frequent, but not less than once every 30 days. Regular meetings are held with the unit Administrator and/or Supervisor regarding the status of the youth cases. All case action is documented in case notes, Case Managers also use a spreadsheet to assist with caseload monitoring.

6. Program Services

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

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

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

1. Tutoring, study skills training, instruction and dropout prevention - TANF Purpose(s) 1, 2

Describe:

This service is provided by the contracted youth provider and through referrals to available services in the community. This service helps youth attain their high school or high school equivalency diploma, which increases employment potential and higher wages.

2. Alternative secondary school services/dropout recovery services - TANF Purpose(s) 1, 2

Describe:

This service is provided by the contracted youth provider and through referrals to available services in the community. This service helps youth attain their high school or high school equivalency diploma, which increases employment potential and higher wages.

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

Describe:

This service is provided by the contracted youth provider. Paid and unpaid work experience will build employment skills and work history and provide wages (paid work experience). These work experience opportunities may also lead to unsubsidized, full-time employment.

4. Occupational skill training - TANF Purpose(s) 1, 2

Describe:

This service is provided by the contracted youth provider and through referrals to eligible training providers. Youth are referred to the institutions' financial aid offices in order to explore all possible funding sources, in addition to WIOA and TANF funds. This service helps youth attain industry recognized credentials, which increases employment potential and higher wages.

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

Describe:

This service is provided by the contracted youth provider and through referrals to available services in the community and area training providers. This service helps youth gain workforce and basic academic skills along with occupational skills training, which increases employment potential and higher wages.

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

Describe:

This service is provided by the contracted youth provider, the Lead Agency, and through referrals to available services in the community. This element encompasses a variety of services that encourage the youth to become more responsible, make healthier life choices, and builds self-confidence and self-esteem. These services will make youth more employable and help to provide more daily living stability

7. Supportive services - TANF Purpose(s) 2

Describe:

This service is provided by the contracted youth provider, the Lead Agency, and through referrals to available services in the community. These supportive services will enable the youth to participate in CCMEP. Successful completion of the program may lead to advanced training and/or employment. The CCMEP matrix is followed in order to determine allowable expenses.

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

Describe:

This service is provided by the contracted youth provider and through referrals to available services in the community. Mentors will work with the youth as they experience various life experiences related to work and personal relationships and daily challenges that the youth may experience.

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

Describe:

This service is provided by the contracted youth provider and the Lead Agency. Regular contact will be made by the CCMEP Case Managers to determine what additional services may be needed in order to ensure the youth's post-program success by encouraging the youth to maintain employment and/or complete training.

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

Describe:

This service is provided by the contracted youth provider and through referrals to available services in the community. This service may include drug and alcohol abuse counseling and other needed counseling services. These services will assist the youth with over-coming challenges, including those that interfere with obtaining and retaining employment.

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

Describe:

This service is provided by the contracted youth provider, the Lead agency, and through referrals to available services in the community. This service includes activities to provide the youth an understanding of basic financial information and the importance of obtaining and retaining employment. An increased knowledge of financial concepts will enable to youth to meet basic needs, plan for emergency situations, and plan for the future.

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

Describe:

This service is provided by the contracted youth provider and through referrals to available services in the community. This service will build employment skills and potentially provide income for the youth.

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

Describe:

This service is provided by the contracted youth provider and the Lead Agency in our OhioMeansJobs Center and through OhioMeansJobs.com. This service will increase employment potential

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

Describe:

This service is provided by the contracted youth provider, the Lead Agency, and through referrals to available services in the community. This service will assist the youth as they prepare to enter post-secondary training in order to gain employment.

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

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

Describe:

Subsidized employment payments for the youth will be made by the contracted youth provider, which will be the employer of record.

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 will be provided to the youth, as determined needed by the objective assessment and IOP, to enable participation in the program. These services may include access to other community services, assistance with transportation, reasonable accommodations for youth with disabilities, and other services determined necessary on a case-by-case basis. The CCMEP Matrix will be used to determine allowable services under both WIOA and TANF funding.

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 will be provided following the youth's exit from CCMEP. These services will assist the youth with job retention or successful participation in post-secondary education and training. Follow-up services will be provided for a minimum of 12 months. The types of services provided will be based on the youth's needs. These services may include leadership development, regular contact with the youth and the youth's employer, access to community services, assistance with transportation, and other allowable services determined necessary on a case-by-case basis. Follow-up service provision will be documented in case notes, whether contacts are successful or unsuccessful. Documentation in case notes will be made should the youth opt out of or choose to discontinue 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:

Since it is expected that the youth will be in regular contact with their CCMEP Case Manager, the youth will be required to contact the Case Manager within one business day of a failure to participate. The Case Manager may require the youth to provide documentation, such as a doctor's note or court notice, to verify good cause. Documentation is to be provided by the youth within 5 days of the failure. This policy is based upon what employers expect from employees in the "real world." Having these parallel expectations in CCMEP will better prepare the youth for employment.

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

Describe:

The CCMEP Case Manager will set appointments with the youth according to the needed services determined during the objective assessment and IOP process. Youth will be given a printout with their upcoming appointments at their initial IOP appointment and during each subsequent appointment. The Case Manager will notify the youth of any additional appointments via mail and/or e-mail.

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 youth without a high school diploma, the Case Manager will provide information on educational options available in order for the youth to obtain their high school diploma or its equivalent. If appropriate, this will be included in the youth's IOP.

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:

The Area 7 Board provides the greatest flexibility possible for Lead Agencies to design and structure services to maximize customer care, program funding, and program performance. The Lead Agency will provide services through TANF funding, unless otherwise addressed in the contract with the selected WIOA youth provider. WIOA services are procured through the Request for Proposal process.

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 training offered by ODJFS and other related training offered by training resources. Continuing education is encouraged and supported by the agency. CCMEP Case Managers will be scheduled for various training opportunities when available.

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

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

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

Describe:

A survey, developed by either ODJFS or SCDJFS, will be provided to youth upon exit and at the end of the follow-up period in order to receive feedback about CCMEP.

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:

Regular meetings will be held in order to receive feedback from the CCMEP Case Managers to review rules, procedures, client cases, etc. as part of continuous program improvement. These meetings will be held more frequently during program infancy. As the program progresses, the timeframes for these meetings will be adjusted accordingly.

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:

The CCMEP Case Managers will obtain information through regular contact with the youth participants. Verification of the information obtained will be kept in the case record. This verification will be done through case notes, OWCMS entry, copies of test scores, degree attainment verification, etc.

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

Thomas Bev. Director



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

John Trott, Area 7 Director

Signature



Date

8/2/18