



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

for

County or Counties: Wayne

Effective Date: April 1, 2018 – September 30, 2019

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 Wayne County Department of Job and Family Services (WCDJFS)			
Lead Agency Address 356 W. North St.	City Wooster	State OH	Zip Code 44691
First Name of Lead Agency Official Richard A.	Last Name of Lead Agency Official Owens	Title of Lead Agency Official Director	
Phone Number (330) 287-5800	Email Address Richard.Owens@jfs.ohio.gov		

Program Contact Person Crystal Brown	Phone Number
Phone Number (330) 264-5060	Email Address Crystal.Brown@jfs.ohio.gov

Fiscal Contact Person Julie Kastner	
Phone Number (330) 287-5800	Email Address Julie.Kastner@jfs.ohio.gov

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

Agency Name OhioMeansJobs Wayne County			
Agency Address 358 W. North St.	City Wooster	State OH	Zip Code 44691
First Name of Lead Agency Official Crystal	Last Name of Lead Agency Official Brown	Title of Lead Agency Official Workforce Administrator	
Phone Number (330) 264-5060	Email Address Crystal.Brown@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 Crystal	Last Name of Implementation Manager Brown	Title of Implementation Manager Workforce Administrator
Phone Number (330) 264-5060		Email Address Crystal.Brown@jfs.ohio.gov

1.5 Lead Agency’s performance and data management contact:

Contact Person Crystal Brown	
Phone Number (330) 264-5060	Email Address Crystal.Brown@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?

OhioMeansJobs Wayne County is co-located in the Wayne County Department of Job And Family Services (WCDJFS) building. OhioMeansJobs Wayne County staff are employees of WCDJFS. WCDJFS competitively procured CCMEP youth services to Goodwill Industries of Wayne and Holmes Counties. WCDJFS and Goodwill Industries of Wayne and Holmes Counties conduct a variety of outreach activities in Wayne County including, but not limited to, community lunch meetings, schools, faith-based organizations and non-profits.

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

WCDJFS/OhioMeansJobs Wayne County is a member of the Area 7 Workforce Area. Within that area every workforce entity (i.e., provider of career services or Job Center) has also been identified as the Lead Agency by their respective county commissioners. In each case, coordination between the Lead Agency and the workforce entity will be maximized because they are, in fact, the same organization. The Area 7 Board meets bi-monthly. The Chief Elected Officials will appoint Board members consistent with WIOA.

This Lead Agency is a member of the Area 7 Workforce Area. Within that area every workforce entity (i.e., provider of career services or Job Center) has also been identified as the Lead Agency by their respective county commissioners. In each case, coordination between the Lead Agency and the Workforce Entity will be maximized because they are, in fact, the same organization. All of Area 7’s Lead Agencies communicate and coordinate regularly with the staff and members of the Area & Workforce Development Board, providing input to policy development and operational practices. Board meetings take place bi-monthly. Area 7 technical assistance meetings take place continually (e.g., there are monthly all-county webinars) throughout the program year.

Attached to the CCMEP Plan is the Incentive policy (Addendum A) and Area 7 policy for youth work experience, WIOA P7-401 (Addendum B).

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.

The Area 7 Workforce Board does not have any CCMEP-specific policies. With the exception of basic skills assessments, 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. Typically, the basic skills assessment used has been the Test of Adult Basic Education (TABE) and it is expected this will continue to be the assessment of choice. Regarding “needs additional assistance”, the Area 7 policy WIOA PL 15-03 (Addendum C) has been attached. The Area 7 Policy for Monitoring & Oversight (Addendum D) and Code of Ethics (Addendum E) policies have been attached. The contract with Goodwill Industries of Wayne and Holmes Counties requires availability of the 14 services under WIOA and requires data entry into the Ohio Workforce Case Management System (OWCMS). WCDJFS follows state policies for WIOA and has two local policies for TANF supportive service and follow-up service (Addendum F & G).

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

A partner in the WIOA Memorandum of Understanding and a representative attends meetings at OhioMeansJobs Wayne County. Aspire (f.k.a ABLE) conducts the Test of Adult Basic Education (TABE) during framework services to assess and identify appropriate IOP services. Post-testing with TABE is used for measurable skill gains during the program year. Aspire’s high school equivalency program is used for alternative school services and/or tutoring. Aspire tutors are on-site at Goodwill Industries of Wayne and Holmes Counties weekly.

- Alcohol, Drug and Mental Health (ADAMH) Board

Mental Health Recovery Board is a partner in the WIOA Memorandum of Understanding and a representative attends meetings at OhioMeansJobs Wayne County. Through a sub-grant agreement between Goodwill Industries of Wayne and Holmes Counties and Anazao (Alcohol, Drug, and Mental Health provider), a licensed specialist may be on-site at Goodwill Industries of Wayne and Holmes Counties and/or WCDJFS/OhioMeansJobs Wayne County, as needed for assessment, individual counseling, or group counseling. Referrals may be made to Anazao or other Mental Health Recovery Board programs (The Counseling Center or One-Eighty) for comprehensive treatment/counseling and/or ADA modifications to service delivery.

- Businesses

Goodwill Industries of Wayne and Holmes Counties is a volunteer partner in the WIOA Memorandum of Understanding and a representative attends meetings at OhioMeansJobs Wayne County. Goodwill

Industries of Wayne and Holmes Counties provides initial paid and unpaid work experiences, career counseling, and comprehensive guidance and counseling.

Workforce Innovation Network (WIN) is a collaboration between Wayne County Economic Development, OhioMeansJobs Wayne County, local chambers of commerce, business leaders, and career and technical education centers to align and promote workforce development for target groups; i.e. youth and unemployed/underemployed. A staff member from OhioMeansJobs Wayne County attends monthly meeting and communicates pertinent information back to WCDJFS, OhioMeansJobs Wayne County center staff, and Goodwill Industries of Wayne and Holmes Counties.

Career and Technical Education

Wayne County Schools Career Center is a partner in the WIOA Memorandum of Understanding and a representative attends meetings at OhioMeansJobs Wayne County. Referrals are made to Wayne County Schools Career Center for possible tuition and other educational assistance when a need has been determined for an in-demand career through occupational skills training service. Reverse referrals are made to CCMEP program from Wayne County Schools Career Center to OhioMeansJobs Wayne County, WCDJFS, and/or Goodwill Industries of Wayne and Holmes Counties for possible enrollment into CCMEP.

Child Care Providers

Child Care services are provided through WCDJFS. Referrals for Child Care services completed through existing internal communication methods. Managerial WCDJFS staff meet weekly and full staff meetings are held monthly.

Child Support Enforcement Agency

Wayne County Child Support Enforcement Agency (CSEA)
Quarterly meetings are held between WCDJFS, CSEA, and CSB. Reverse referrals are made to CCMEP program from CSEA to OhioMeansJobs Wayne County, WCDJFS, and/or Goodwill Industries of Wayne and Holmes Counties for possible enrollment into CCMEP. A CSEA representative is on-site at Goodwill Industries of Wayne and Holmes Counties monthly to discuss personal cases with CCMEP participants.

Children Services Agency

Wayne County Children Services

Quarterly meetings are held between WCDJFS, CSEA, and CSB. Reverse referrals are made to CCMEP program from Child Services Agency to OhioMeansJobs Wayne County, WCDJFS, and/or Goodwill Industries of Wayne and Holmes Counties for possible enrollment into CCMEP.

Community College(s)

The Ohio State University Agricultural Technical Institute is a partner in the WIOA Memorandum of Understanding and a representative attends meetings at OhioMeansJobs Wayne County. Referrals are made to The University of Akron Wayne College for possible tuition and other educational assistance when a need has been determined for an in-demand career through occupational skills training service. Reverse referrals are made to CCMEP program from The Ohio State University Agricultural Technical Institute to OhioMeansJobs Wayne County, WCDJFS, and/or Goodwill Industries of Wayne and Holmes Counties for possible enrollment into CCMEP.

The University Of Akron Wayne College is a partner in the WIOA Memorandum of Understanding and a representative attends meetings at OhioMeansJobs Wayne County. Referrals are made to The University of Akron Wayne College for possible tuition and other educational assistance when a need has been determined for an in-demand career through occupational skills training service. Reverse referrals are made to CCMEP program from The University of Akron Wayne College to OhioMeansJobs Wayne County, WCDJFS, and/or Goodwill Industries of Wayne and Holmes Counties for possible enrollment into CCMEP.

Community Action Agency

Community Action of Wayne and Medina is a partner in the WIOA Memorandum of Understanding and a representative attends meetings at OhioMeansJobs Wayne County. Referrals are made to Community Action Wayne and Medina for a variety of community programs, including but not limited to, housing assistance, home weatherization assistance program, and transportation assistance. Reverse referrals are made to CCMEP program from Community Action Wayne/Medina to OhioMeansJobs Wayne County, WCDJFS, and/or Goodwill Industries of Wayne and Holmes Counties for possible enrollment into CCMEP.

County Family Service Planning Committee

Family and Children First Council

Wayne County Family and Children First Council has continued involvement with WCDJFS through bi-monthly meetings.

Juvenile Court System

Reverse referrals are made to CCMEP program from Juvenile Court System to OhioMeansJobs Wayne County, WCDJFS, and/or Goodwill Industries of Wayne and Holmes Counties for possible enrollment into CCMEP.

Local Healthier Buckeye Council



Local School District(s)

Any of the 14 Wayne County local school districts may provide reverse referrals to OhioMeansJobs Wayne County, WCDJFS, and/or Goodwill Industries of Wayne and Holmes Counties for possible enrollment into CCMEP through summer youth employment and at-risk youth programs. Goodwill Industries of Wayne and Holmes Counties conducts outreach to market CCMEP in the local school districts.

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

Opportunities for Ohioans with Disabilities is a partner in the WIOA Memorandum of Understanding and a representative attends meetings at OhioMeansJobs Wayne County. Referrals are made to OOD to assist individuals with physical, intellectual, mental health and sensory disabilities to obtain and retain employment. A licensed specialist/counselor may be on-site at Goodwill Industries of Wayne and Holmes Counties and/or OhioMeansJobs Wayne County as needed. Reverse referrals are made to CCMEP program from OOD to OhioMeansJobs Wayne County, WCDJFS, and/or Goodwill Industries of Wayne and Holmes Counties for possible enrollment into CCMEP.

Other

Wayne Metropolitan Housing Authority (HUD E&T) is a partner in the WIOA Memorandum of Understanding. Referral to Wayne Metropolitan Housing Authority for low rent public housing program. Reverse referrals are made to CCMEP program from Wayne Metropolitan Housing Authority to OhioMeansJobs Wayne County, WCDJFS, and/or Goodwill Industries of Wayne and Holmes Counties for possible enrollment into CCMEP.

Ohio Department of Job & Family Services Veteran's Workforce Program (ODJFS Veterans Workforce Services) is a partner in the WIOA Memorandum of Understanding and a representative attends meetings at OhioMeansJobs Wayne County. Referrals are made to ODJFS Veterans Workforce Services for employment, training, and other career services to eligible veterans and spouses of veterans. A DVOP is located in the OhioMeansJobs Wayne County center. Reverse referrals are made to CCMEP program from ODJFS Veterans Workforce Services to OhioMeansJobs Wayne County, WCDJFS, and/or Goodwill Industries of Wayne and Holmes Counties for possible enrollment into CCMEP.

Ohio Department of Job & Family Services Wagner Peyser (Labor Exchange Services) is a partner in the WIOA Memorandum of Understanding and a representative attends meetings at OhioMeansJobs Wayne County. Referrals are made to ODJFS Wagner Peyser services for possible one-on-one assistance with career services. Reverse referrals are made to CCMEP program from ODJFS Wagner Peyser to OhioMeansJobs Wayne County, WCDJFS, and/or Goodwill Industries of Wayne and Holmes Counties for possible enrollment into CCMEP.

Wayne County Re-entry Coalition through The Counseling Center is a partner in the WIOA Memorandum of Understanding and a representative attends meetings at OhioMeansJobs Wayne County. Referrals are made to The Counseling Center and/or Re-entry Coalition for additional alignment of community services/programs for re-employment and barrier removal. Reverse referrals are made to CCMEP program from Wayne County Re-entry Coalition/The Counseling Center to OhioMeansJobs Wayne County, WCDJFS, and/or Goodwill Industries of Wayne and Holmes Counties for possible enrollment into CCMEP.

United Way of Wayne and Holmes Counties is a volunteer partner in the WIOA Memorandum of Understanding and a representative attends meetings at OhioMeansJobs Wayne County. Referrals are made to United Way of Wayne and Holmes Counties for access to other community services/programs for employment, job retention, and barrier removal through 211 network. Reverse referrals are made to CCMEP program from United Way of Wayne and Holmes Counties to

OhioMeansJobs Wayne County, WCDJFS, and/or Goodwill Industries of Wayne and Holmes Counties for possible enrollment into CCMEP.

Wayne County Public Library is a volunteer partner in the WIOA Memorandum of Understanding and a representative attends meetings at OhioMeansJobs Wayne County. Referrals are made to Wayne County Public Library for after-hours employment related needs and other community services/programs. Reverse referrals are made to CCMEP program from Wayne County Public Library to OhioMeansJobs Wayne County, WCDJFS, and/or Goodwill Industries of Wayne and Holmes Counties for possible enrollment into CCMEP.

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: WCDJFS anticipates serving 35 OWF work-required and 25 WIOA individuals annually.

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: WCDJFS anticipates serving 10 volunteers annually.

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: Wayne County anticipates serving 10 co-enrolled CCMEP individuals annually.

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?

WCDJFS/OhioMeansJobs Wayne County has rapport with many Wayne County businesses by providing WIOA business services. OhioMeansJobs Wayne County and Goodwill Industries of Wayne and Holmes Counties conduct outreach to engage local businesses into CCMEP through a variety of

business events. CCMEP participants may receive paid or unpaid work experience, internships, and on-the-job training through youth provider and/or OhioMeansJobs Wayne County. OhioMeansJobs Wayne County is a member of WIN's steering committee to align and strategize workforce development activities for businesses.

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)?

For OWF required individuals, an individual completes a Request for Cash, Food, and Medical Assistance Application (JFS 7200) through WCDJFS Income Maintenance unit. After a determination of OWF eligibility, the cash applicant is sent to WCDJFS Work Activities unit for an immediate consultation with a WCDJFS Workforce Development Eligibility Referral Specialist 2 (case manager). The applicant is given the WIOA Youth Eligibility Application (JFS 3002) to complete. The cash applicant meets one-on-one with a WCDJFS case manager, where the JFS 3002 is reviewed for accuracy and OWF requirements are discussed. WCDJFS and Goodwill Industries of Wayne and Holmes Counties share in the completion of the Assessment and IOP at OhioMeansJobs Wayne County. After completion of Assessment, TABE Test, and IOP, the WCDJFS case manager sends an "authorization for benefits" to the Income Maintenance Department for OWF approval. After cash benefit has been authorized, the individual is referred to CCMEP; no later than 7 days from authorization. WCDJFS case manager notifies Goodwill Industries of Wayne and Holmes Counties via email that the individual has been referred. After the individual receives at least one of the fourteen services, the signed Assessment and IOP are entered into OWCMS & CFIS. While the individual is participating in CCMEP, there is constant communication between WCDJFS and Goodwill Industries of Wayne and Holmes Counties via email or phone with a follow-up email. A daily attendance sheet is sent from Goodwill Industries of Wayne and Holmes Counties. WCDJFS reviews CCMEP participant case notes and schedules monthly one-on-one meeting with participants.

For TANF Volunteers, an individual completes the JFS 3002 and meets one-on-one with WCDJFS case manager. The JFS 3002 is reviewed for accuracy and determined TANF eligible by the WCDJFS case manager. WCDJFS and Goodwill Industries of Wayne and Holmes Counties share in the completion of the Assessment and IOP. WCDJFS case manager notifies Goodwill Industries of Wayne and Holmes Counties via email that the individual has been referred to CCMEP; no later than 7 days after being determined TANF eligible. After the individual receives at least one of the fourteen services, the signed Assessment and IOP are entered into OWCMS & CFIS. While the individual is participating in CCMEP, there is constant communication between WCDJFS and Goodwill Industries of Wayne and Holmes Counties via email or phone with a follow-up email. WCDJFS reviews CCMEP participant case notes and schedules monthly one-on-one meeting with participants.

For WIOA, an individual completes the JFS 3002. All JFS 3002 applications route to WCDJFS case manager where it's reviewed for accuracy and TANF eligibility is determined. The WCDJFS case manager signs JFS 3002 and returns to Goodwill Industries of Wayne and Holmes Counties where WIOA eligibility is determined. Goodwill Industries of Wayne and Holmes Counties case manager completes the Assessment and IOP. After the individual receives at least one of the fourteen services, the signed Assessment and IOP are entered into OWCMS & CFIS. WCDJFS meets monthly with Goodwill Industries to discuss WIOA participants.

Through the WCDJFS contract with Goodwill Industries of Wayne and Holmes Counties summer employment and year-round employment opportunities are secured by Goodwill Industries of Wayne and Holmes Counties. Goodwill Industries of Wayne and Holmes Counties ensures all worksites used for employment opportunities have worksite agreements. To attract youth to participate in summer employment opportunities and encourage youth engagement year-round, incentives are provided for in-school youth and out-of-school youth. In-school youth and Out-of-School youth incentive programs are attached to plan.

WCDJFS monitors our youth provider in two ways: first, monthly desk reviews are conducted on all invoices prior to payment to ensure accuracy, timeliness, reasonableness of expenditures, and billing

in accordance with the terms of the subcontract; second, an onsite monitoring visit is made with both a fiscal and program monitor in attendance annually to review all processes and procedures, from intake and eligibility determination through invoicing, to ensure that the overall goals of the contract are met and are in compliance with all federal, state and local contractual and procurement terms and conditions. The Business Administrator and the Workforce Administrator have been directly hands-on throughout the development of the CCMEP program with our youth provider, Goodwill Industries of Wayne and Holmes counties. Through these specific fiscal and program points of contact, regular communication is streamlined and efficient between our partnering provider and our agency, allowing decisions to be made quickly and effectively to meet developing and emerging needs of the program.

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: Word of mouth

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.

OWF work eligible applicants/volunteers are required to meet one-on-one with WCDJFS case manager for completion of Assessment and IOP prior to benefit approval, at which time the JFS 03002 is completed. WCDJFS and Goodwill Industries of Wayne and Holmes Counties share in the completion of the Assessment and IOP at OhioMeansJobs Wayne County. After the pay-for-performance (which includes completion of the Assessment, TABE Test, and IOP) period, the WCDJFS case manager sends an "authorization for benefits" to the Income Maintenance unit for OWF approval. After cash benefit has been authorized, the work-required individual is referred by email to Goodwill Industries of Wayne & Holmes Counties for CCMEP; no later than 7 calendar days from authorization. WCDJFS case manager notifies Goodwill Industries of Wayne and Holmes Counties via email that the individual has been referred.

PRC volunteers are required to complete the JFS 3002 after a PRC benefit is received within the 90 day timeframe. After determination of TANF eligibility from the JFS 3002, the individual is referred by email to Goodwill Industries of Wayne & Holmes Counties for CCMEP; no later than 7 days from TANF determination. WCDJFS case manager notifies Goodwill Industries of Wayne and Holmes Counties via email that the individual has been referred.

WIOA volunteers are required to complete the JFS 3002, after receiving a completed JFS 3002 Goodwill Industries forwards JFS 3002 to WCDJFS case manager for determination of TANF eligibility. After TANF determination, WCDJFS returns signed JFS 3002 via email for Goodwill Industries of Wayne and Holmes Counties to determine WIOA eligibility and appropriateness.

Goodwill Industries of Wayne and Holmes Counties and/or WCDJFS will refer the individual to CCMEP within 7 calendar days after WIOA and/or TANF eligibility has been determined.

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.

WCDJFS is the lead agency and follows the policies and procedures of the CDJFS and OhioMeansJobs center. WCDJFS has sub-contracted with Goodwill Industries of Wayne and Holmes Counties to provide CCMEP services. The number of countable OWF months the individual has received can be found on page 3 of the JFS 3004 (10/2017 revision). Before leaving first one-on-one appointment with WCDJFS case manager, OWF individuals are hand delivered a letter, which is signed by OWF individual and includes, but not limited to, the start date, worksite location, hours, transportation, and end date. WCDJFS case manager sends an email to Goodwill Industries of Wayne and Holmes Counties with an attachment of a copy of the hand delivered letter.

- 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.

WCDJFS uses the screening criteria developed by ODJFS that are in the statewide automated eligibility system, as stated in rule 5101:1-3-20 of the Administrative Code. If a program participant has been determined to be a victim of domestic violence, the participant will be asked to complete the JFS 03803 "Ohio Works First (OWF) & Food Assistance: Domestic Violence Waiver Request and Verification Form" and participation in CCMEP will be waived. The JFS 03803 form is kept in a locked office and not placed in any electronic data management system or case notes. The program participant would be given information on area domestic violence resources, as well as a referral to One Eighty domestic violence case worker. If participation in CCMEP would make it more difficult to escape the violence, or would unfairly penalize the individual, participation from CCMEP may be excused. If excused, a referral for CCMEP services is not made. However, should the determination be made after CCMEP enrollment, the WCDJFS case manager would work with the participant to modify the existing IOP.

- 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.

CCMEP activities assigned for OWF work-required individuals are assigned hours based on the assistance group composition. Income Maintenance & Work Activities units are in WCDJFS.

Applications for OWF are received and processed by the Income Maintenance unit. The state computer system is used by Income Maintenance unit to refer individuals required to participate in a work activity. OWF AG's are not authorized until the Work Activities unit notifies Income Maintenance unit that Assessment, IOP, and related forms have been completed. All required OWF work eligible individuals (CCMEP or regular) complete their work assignment at Goodwill Industries of Wayne and Holmes Counties. Weekly attendance is reported by Goodwill Industries of Wayne and Holmes Counties case managers to WCDJFS staff. The OWF work-eligible individual is assigned CCMEP framework activities (job readiness). The Comprehensive Assessment and IOP are completed as CCMEP framework activities within 30 calendar days from the date of application for OWF, pending cooperation from OWF applicant. After successful completion of framework activities, the OWF is authorized followed with a referral to CCMEP (within 7 calendar days of cash authorization).

For failure of an OWF work-eligible participant to comply with the terms of an IOP (within 10 calendar days of the failure) Goodwill Industries of Wayne & Holmes Counties submit attendance information daily via email to the WCDJFS. Goodwill will request good cause from the individual, which must be submitted within 10 calendar days of the failure. If an individual submits good cause, it is scanned via email from Goodwill Industries of Wayne & Holmes Counties to WCDJFS. After a determination is made on good cause, the decision is communicated via email from WCDJFS to Goodwill Industries of Wayne & Holmes Counties and case noted in the file. If an individual fails without good cause, WCDJFS will impose a sanction according to adverse action and notify Goodwill Industries of Wayne & Holmes Counties via email.

For 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 (exemptions), and other factors impacting CCMEP activity hours or OWF eligibility the Work Activities unit is notified by the Income Maintenance unit, or by the client when changes are made to the case. WCDJFS then notifies Goodwill Industries of Wayne and Holmes Counties. Goodwill Industries of Wayne and Holmes Counties provide a daily attendance sheet, as well as good cause for missing hours to WCDJFS for verification and participation in CCMEP services/activities. WCDJFS will process sanctions or changes to the case, as needed. Any change in eligibility or activity hours are made by WCDJFS.

OWF work-required individuals are exited based on the 4 CCMEP exit reasons. Goodwill Industries of Wayne and Holmes Counties sends an email to WCDJFS requesting an exit. For CCMEP participants that fail to follow through in the program, multiple attempts over a minimum of 90 days are made by Goodwill Industries of Wayne and Holmes Counties and/or WCDJFS to encourage participation. Goodwill Industries of Wayne and Holmes Counties attempts to engage the participant for 90 days. If an OWF work-required individual is not participating for the required number of hours a sanction/non-compliance is proposed on the case. After the sanction is imposed, the individual becomes a CCMEP volunteer. When exiting a participant a letter of adverse action is mailed.

Daily communication exists between WCDJFS and Goodwill Industries of Wayne and Holmes Counties to address the ever-changing status and needs of the participants we serve. We realize communication is a necessity to help navigate CCMEP participants through all the available services and resources because of the many barriers this population encounters.

- 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.

Transfer Out-of-County

When WCDJFS is made aware a CCMEP participant has moved out of county, WCDJFS, OhioMeansJobs Wayne County, or youth provider will contact the new county's Lead Agency via phone and/or email within 10 calendar days to inform of case transfer. OWF case is transferred via the state computer system and WCDJFS attempts to contact the new county's Lead Agency via phone and/or email to notify CCMEP case transfer. After the new county acknowledges the transfer,

the application, assessment, IOP and any other documentation requested by the new county is scanned and sent via email. The services on the IOP will remain open until the new county transfers the case to their county. After the new county completes the IOP, Wayne County's IOP services will be end dated with the final date of service(s) received by participant. WCDJFS expects to serve only Wayne County residents. WCDJFS will determine if it's in the best interest of a CCMEP participant to receive CCMEP services after moving outside of Wayne County.

Transfer In-to-County

WCDJFS will follow standard referral process, dependent upon which eligibility route an individual may enter CCMEP. When WCDJFS is notified that a CCMEP participant (OWF work required, OWF volunteer, or PRC volunteer) has moved into the county, WCDJFS will request the youth application, assessment, and IOP from the transferring county via email. An appointment letter will be sent to the CCMEP participant for a meeting with WCDJFS and Goodwill Industries of Wayne & Holmes County. OWCMS will be updated with the transfer and a new IOP will be completed. The county of transfer will be notified via email that the transfer is complete and they may close the CCMEP services. Please see response to question 4.2 for detailed referral enrollment process.

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.)

Household composition is determined based on OAC Rule 5101:1-23-10.
Household Members and Income Counting for CCMEP TANF Funding Eligibility

Is one of the following:

(i) A minor child;

For the minor child, household member(s)'s income will be counted to determine whether they meet the 200% FPL (e.g., Minor Child to be served, Parents, Step-Parents, Domestic Partner, Boyfriends, Girlfriends, Roommates, Grandparents, Aunts, Uncles, Adult Siblings, Minor Siblings, Cousins, etc.)

(ii) The parent, specified relative, legal guardian or legal custodian of a minor child;

For the parent, specified relative, legal guardian or custodian, which household member(s)'s income will be counted to determine whether they meet the 200% FPL (e.g., Parent, Specified Relative, Legal Guardian or Legal Custodian to be served, Parents, Step-Parents, Domestic Partner, Boyfriends, Girlfriends, Roommates, Grandparents, Aunts, Uncles, Adult Siblings, Minor Siblings, Cousins, etc.)

(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*, household member(s)'s income will be counted to determine whether they meet the 200% FPL (e.g., Non-custodial parent to be served, Parents, Step-Parents, Domestic Partner, Boyfriends, Girlfriends, Roommates, Grandparents, Aunts, Uncles, Adult Siblings, Minor Siblings, Cousins, etc.)

(iv) A pregnant individual; or

For the pregnant individual*, household member(s)'s income will be counted to determine whether they meet the 200% FPL (e.g., Pregnant Individual to be served, Parents, Step-Parents, Domestic Partner, Boyfriends, Girlfriends, Roommates, Grandparents, Aunts, Uncles, Adult Siblings, Minor Siblings, Cousins, etc.)

(v) An individual age 18 to 24 that is part of a family that includes a minor child;
Wayne County takes more conservative view of federal law and therefore have a more restrictive view of the assistance groups.

All payments received by household members are considered income for purposes of determining eligibility for TANF funding except for:

- All income excluded under the food assistance program regulations.
- The gross earnings of a minor child in the household who is a full-time student as defined by the school, unless the minor is a parent.
- Child support payments paid by a household member for a child outside the household, up to the amount ordered.
- The verified amount garnished from the income.
- Income of a recipient of supplemental security income (SSI), including the SSI payment.
- Income of a child for whom federal, state or local foster care maintenance payments are made, including the foster care payment.
- Income of step siblings who are not included in the household.
- Any other income amounts that federal statutes or regulations and sections 5101.17 and 5117.10 of the Revised Code require be excluded.

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.

An individual (volunteer) may already be determined CCMEP TANF eligible or an individual completing OWF initial work assignment will meet with a WCDJFS case manager to begin completing the Comprehensive Assessment. To immediately connect the individual with their Goodwill Industries of Wayne and Holmes Counties case manager, the WCDJFS case manager provides a "warm transfer" with the CCMEP individual to the Goodwill Industries of Wayne and Holmes Counties case manager. During the individual's time with a Goodwill Industries of Wayne and Holmes Counties case manager, the remaining Assessment questions are completed, such as Mental Health, Substance Abuse, Interests and Aptitudes, and Summary. A licensed social worker/counselor may complete the Mental Health and Substance Abuse questions on the Comprehensive Assessment. After the Comprehensive Assessment is complete, the individual will complete the basic skills assessment with Aspire. The basic skills assessment may be completed at Aspire or onsite at Goodwill Industries of Wayne & Holmes Counties. The case manager and individual develop the Individual Opportunity Plan (JFS 03004) based on the Comprehensive Assessment and basic skills assessment results and in accordance with the Services Matrix.

For WIOA eligible only, an individual meets one-on-one with Goodwill Industries of Wayne and Holmes Counties case manager to begin completing the Comprehensive Assessment. After the Comprehensive Assessment is complete, the individual will complete the basic skills assessment with Aspire. The basic skills assessment may be completed at Aspire or onsite at Goodwill Industries of Wayne & Holmes Counties. The case manager and individual develop the Individual Opportunity Plan (JFS 03004) based on the Comprehensive Assessment and basic skills assessment results and in accordance with the Services Matrix.

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).

Area 7 has not mandated a common basic skills assessment. The basic skills assessment used has been the Test of Adult Basic Education (TABE), and it is expected this will continue to be the assessment of choice.

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.

IOP's are developed with program participants based on their needs and goals. CCMEP participants are encouraged to meet weekly with Goodwill Industries of Wayne and Holmes Counties case manager, however not less than once every 30 days. Engagement methods may include, but not limited to, individual meetings, phone calls, text messages, and emails. All engagement attempts and contacts are documented in client case notes. WIOA eligible participants receive paid work experience, while gaining hands-on work experience, which encourages CCMEP engagement. TANF eligible participants may also receive incentives for achieving education and/or training related activities, including but not limited to, passage of GED or its equivalent or obtaining and/or retaining employment. Incentive Policy (Addendum A) is attached.

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

Participants may be transported by Goodwill Industries of Wayne and Holmes Counties to Aspire (fka ABLE), approximately 2 days per week. An Aspire math tutor is onsite at least once a week at Goodwill Industries of Wayne and Holmes Counties for CCMEP participants.

2. Alternative secondary school services/dropout recovery services – TANF Purpose(s) 1&2

Participants may be transported by Goodwill Industries of Wayne and Holmes Counties to Aspire (fka ABLE) or other community program with a structured curriculum.

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

Goodwill Industries of Wayne and Holmes Counties has variety of occupational readiness courses and conducts paid and unpaid work experience. Wayne County businesses (private and non-profit) are used for summer and year round employment opportunities.

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

Tuition assistance for occupational skill training may be available for a short-term in-demand occupation after a participant is determined to be in need. Training must lead to a recognized post-secondary credential.

5. Education offered concurrently with workforce preparation – TANF Purpose(s) 1&2

Occupational readiness courses, basic skills, and hands-on training are available through youth provider and other community training centers when deemed appropriate.

6. Leadership development opportunities – TANF Purpose(s) 1&2

Positive social behaviors are taught and modeled through classes at youth provider. Other community programs may be used when determined appropriate.

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

Supportive services are provided when participant needs to secure and/or retain employment, as well as educational activities. Supportive services are available to both current and exited participants.

8. Adult mentoring – TANF Purpose(s) 1&2

One-on-one supportive mentoring relationships may be provided to participants when deemed appropriate for the minimum 12 month duration.

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

CCMEP participants may receive a minimum of 12 months follow-up from case manager to monitor successes and provide assistance.

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

Goodwill Industries of Wayne and Holmes Counties provides a variety of courses to help prepare individuals for education and employment, as well as promoting personal growth. Mental health

provider is onsite most days at Goodwill Industries of Wayne and Holmes Counties. Participants may be seen and/or treated onsite or offsite location by mental health provider.

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

Goodwill Industries of Wayne and Holmes Counties provides a class on understanding basic financial information to participants. OhioMeansJobs Wayne County provides weekly financial classes from a recognized financial institution.

12. Entrepreneurial skills training – TANF Purpose(s) 1&2

Goodwill Industries of Wayne and Holmes Counties may connect interested participants to SCORE, as well as providing tools through OhioMeansJobs.com for identifying the career pathways and/or skills to be learned.

13. Labor market and employment information – TANF Purpose(s) 1&2

Goodwill Industries of Wayne and Holmes Counties utilizes OhioMeansJobs.com to obtain labor market info and career exploration.

14. Post-secondary preparation and transition activities – TANF Purpose(s) 1&2

Goodwill Industries of Wayne and Holmes Counties may provide one-on-one assistance and/or class setting to prepare participants for post-secondary education. Goodwill Industries of Wayne and Holmes Counties may also provide transportation to post-secondary education center for participant to visit and meet with academic advisor.

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:

Participants enrolled in paid work experience are compensated through Goodwill Industries of Wayne and Holmes Counties. Goodwill Industries of Wayne and Holmes Counties assumes all risk, including but not limited to, unemployment compensation, taxes, and workers compensation.

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:

Supportive services may be provided to participants determined to be in-need. Supportive services are focused on needs for job obtainment or retention, educational activities, or some basic needs may be provided within short time frame (less than 4 months). WCDJFS and Goodwill Industries of Wayne & Holmes Counties adhere to TANF rules, including TANF assistance vs TANF non-assistance. Examples may include, gas vouchers, work clothing, driver's license exam, etc. Area 7 is reworking a supportive service policy, which is expected to be approved by WDB in October 2018. WCDJFS follows state guidance (WIOAPL 15-10) on supportive service and the local TANF policy is attached (Addendum F.)

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:

Goodwill Industries of Wayne and Holmes Counties case manager assists exited eligible participants with their new employment and/or post-secondary education to ensure success. Case managers will meet with new employers or school counselors, as needed. At a minimum of every 30 days, a Goodwill Industries of Wayne and Holmes Counties case manager requests an in-person meeting or phone call with exited participant to discuss current successes, review goals, and provide additional support. Direct costs may be provided by Goodwill Industries of Wayne and Holmes Counties during follow-up with the approval from WCDJFS. Should a solely TANF funded participant lose TANF eligibility, WCDJFS does not require Goodwill Industries of Wayne and Holmes Counties to provide follow-up services. In order to locate participants, multiple attempts are made such as, phone, email, and/or United States Postal Service. Follow-up documentation is recorded in case notes and

OWCMS, as well as any request to opt out. WCDJFS follows state guidance (WIOAPL 15-10) on follow-up services and the local TANF policy is attached (Addendum G).

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

WCDJFS lists on the IOP that it is the client's responsibility to notify Goodwill Industries of Wayne and Holmes Counties case manager within 1 business day of when they are unable to report for an assignment. The participant is to provide documentation to the Goodwill Industries of Wayne and Holmes Counties case manager within 1-2 business days of the first missed or failed hour of participation of each assigned day. Within 1 business day of receiving "good cause" the Goodwill Industries of Wayne and Holmes Counties case manager emails the documentation to WCDJFS case manager.

WCDJFS also follows the good cause outlined in the IOP. Good cause is determined in accordance with OAC Rule 5101:1-3-13 (C) items 1 through 11. Domestic violence also constitutes good cause, as addressed previously in the CCMEP plan.

- If client is ill; if it were necessary for them to take care of an ill family member that is related by blood, marriage or adoption and living in the household.
- If the client or a family member living in the household, have a previously scheduled appointment necessary for medical, dental, or vision care.
- If the client had a previously scheduled job interview, including any subsequent interviews and/or testing requirements.
- If the client has a court ordered appearance.
- If the client as an appointment at another social service agency or program.
- If the client has a death in the family.
- The school, place of work or worksite was closed a day the client was assigned.
- If the client is a single custodial parent caring for a minor child under six and did not have child care.
- A failure by the Youth Provider to provide supportive services.
- A failure by the Youth Provider to provide all information about the necessary assignment.
- Circumstances involving domestic violence that make it difficult for the client to comply in full.

Other circumstances determined on a case-by-case basis by Goodwill Industries of Wayne and Holmes Counties and approved by the WCDJFS. Good cause for work activities program non-participation has been attached (Addendum H).

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

OWF one-on-one eligibility intake interviews are conducted by the Income Maintenance unit of WCDJFS. Individuals are immediately referred/scheduled to meet with the Work Activities unit following the Income Maintenance interview, regardless of what type of assessment (traditional or CCMEP).

For CCMEP re-assessments, appointment letters are sent via USPS the month prior to the interview. CCMEP participants and WCDJFS case manager meet one-on-one or by phone at least once per month. During these meetings, the participant is reminded verbally of their scheduled appointment.

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.

The importance of obtaining a GED for obtaining employment and enrolling in post-secondary education is stressed to participants during the Assessment process and incorporated into the IOP as necessary. An Aspire instructor is co-located at the OhioMeansJobs Wayne County center and/or Goodwill Industries of Wayne and Holmes Counties and will be used as a resource to discuss the GED program. Referrals are made to Aspire. GED and Adult Diploma information is available at the OhioMeansJobs Wayne County center. On-line high school diploma schools and Workforce Readiness/Industry Credentials are viable options as well.

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.

Upon designation by Area 7 in 2016 as a Lead Agency, WCDJFS designed a comprehensive Request for Proposals in conjunction with Area 7 guidance, to ensure all the required elements of CCMEP were fully addressed. All CCMEP elements, inclusive of framework elements with the exception of CCMEP TANF funding eligibility verification conducted by WCDJFS, were competitively procured in accordance with all applicable Federal, State and local laws. A successful procurement was conducted and one-year award period, with a renewal for a second year award, was authorized by WCDJFS and given Area 7 Board approval. Upon the creation of WIOAPL 17-03 in late 2017, WCDJFS reviewed its existing Procurement Plan to ensure compliance with WIOAPL 17-3. Finding it was in compliance, WCDJFS strengthened language in Section 1.2 to specifically name ODJFS Policy Letters and TEGs, in addition to Federal, State and local law citations. WCDJFS Procurement Policy is attached in Addendum I. Upon continued designation by Area 7 as a Lead Agency in 2018, WCDJFS again designed a comprehensive Request for Proposals in conjunction with Area 7 guidance, to ensure all the required elements of CCMEP were fully addressed. All CCMEP elements, inclusive of framework elements with the exception of CCMEP TANF funding eligibility verification conducted by WCDJFS, were competitively procured in accordance with all applicable Federal, State and local laws, as outlined in the attached WCDJFS Procurement Policy in Addendum I. A successful procurement was conducted and one-year award period, beginning July 1, 2018 was authorized by WCDJFS and approved by Area 7 Board at their June 6, 2018 meeting.

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?

CCMEP case managers attend state, regional, and/or virtual training sessions. CCMEP case managers may possess a college degree in related Human Service field or high school diploma with related work experience. Case managers must pass a background check.

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?

WCDJFS case manager(s) meet with CCMEP TANF funded participants throughout the service delivery. These meetings are one-on-one at least once a month. Participants also complete surveys on Goodwill Industries of Wayne and Holmes Counties. WCDJFS leadership reviews completed surveys and monthly reporting from Goodwill Industries of Wayne and Holmes Counties. WCDJFS and Goodwill Industries of Wayne and Holmes Counties management and case managers meet regularly (minimum of monthly) to discuss operations, successes, and constructive criticism. After WCDJFS case manager reviews the information, pertinent information is shared with WCDJFS Management and Goodwill Industries of Wayne and Holmes Counties. WCDJFS case managers will continue to meet with the participants to ensure they continue on the path to self-sufficiency.

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?

WCDJFS management continuously review CCMEP operations. WCDJFS and Goodwill Industries of Wayne and Holmes Counties management and case managers are included in email correspondences. Program operations are discussed between Goodwill Industries of Wayne and Holmes Counties and WCDJFS. WCDJFS has final decision with program changes/improvements, and is responsible for the communication to WCDJFS case managers and Goodwill Industries of Wayne and Holmes Counties management. WCDJFS assists Goodwill Industries of Wayne and Holmes Counties with implementing improvements. WCDJFS and Goodwill Industries of Wayne and Holmes Counties management and case managers meet regularly (minimum of monthly) to discuss operations, successes, and constructive criticism. All changes/improvements are completed in a timely manner.

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.

WCDJFS and Goodwill Industries of Wayne and Holmes Counties are committed to continuous engagement with CCMEP participants. Case manager follow-up is conducted at a minimum of once

every 30 days. To ensure outcome measures are obtained, two additional forms are utilized; employer verification and release of information. Employer verification forms are signed by participants, and sent to the employer on record for wage data. Release of Information forms are signed by participants to use for specific purposes, including but not limited to, secondary or post-secondary education centers for achievement of diploma or credential. Wages, employment, and education data collected from participants are entered into OWCMS.

CCMEP Plan Certification

Please provide the name, title, and signature of the administrator, director or executive

[Redacted]

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

[Redacted]