



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

for

County or Counties: Williams County

Effective Date: 7/1/18

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 Williams County Job and Family Services			
Lead Agency Address 117 W. Butler St.	City Bryan	State OH	Zip Code 43506
First Name of Lead Agency Official Fred	Last Name of Lead Agency Official Lord	Title of Lead Agency Official Director	
Phone Number 419-633-5278	Email Address fred.lord@jfs.ohio.gov		

Program Contact Person Same as above	Phone Number
Phone Number	Email Address

Fiscal Contact Person Angie Johnson	
Phone Number 419-633-5281	Email Address angie.johnson20@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 Williams County			
Agency Address 1425 E. High St.	City Bryan	State OH	Zip Code 43506
First Name of Lead Agency Official Fred	Last Name of Lead Agency Official Lord	Title of Lead Agency Official Director	
Phone Number 419-633-5278	Email Address fred.lord@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 jtrott@clarkstate.edu

1.4 Identify the implementation manager for the Lead Agency.

First Name of Implementation Manager Fred	Last Name of Implementation Manager Lord	Title of Implementation Manager Director
Phone Number 419-633-5278	Email Address fred.lord@jfs.ohio.gov	

1.5 Lead Agency's performance and data management contact:

Contact Person Fred Lord	
Phone Number 419-633-5278	Email Address fred.lord@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:
Williams County Job and Family Services was designated as the Lead Agency for CCMEP in Williams County. Williams CDJDS is a quadruple-combined agency including Public Assistance, Child Support Enforcement Agency, Public Children's Services Agency and Workforce. WCDJFS operates the OhioMeansJobs Center in-house and strong partnerships and collaboration are inherently existant. Staff are cross-trained to assist clients and referral from JFS units are received and followed-up with by OMJ and CCMEP staff. Internal case managers regularly communicate with each other on the status of current and potential clients for services. WCDJFS was designated by Area 7 to implement CCMEP Framework and some of the 14 Program Elements. WCDJFS will jointly procure vendors for the remaining 14 program elements for WIOA and TANF but will retain Framework for both CCMEP TANF and WIOA Youth in-house.

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:
As the Lead Agency, Williams CDJFS is a member of the Area 7 Workforce Development Area. Within that area every workforce entity (i.e., provider of career services of 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. Area 7's Lead Agencies, including Williams CDJFS, 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. The Board will consist of no less than 51% business members. The Chief Elected Officials will appoint Board members consistent with the Workforce Innovation and Opportunity Act. By Laws are attached.

Currently, the Lead Agency has chosen to adopt WIOA Policy P7-401: Youth Work Experience from Area 7 for both WIOA and TANF funded Work Experience; policy attached. Area 7 has not created a CCMEP Incentive Policy. The Lead Agency has adopted a local CCMEP Incentive Policy for Williams County consistent with OAC 5101:14-1-03 and WIOAPL 15-13 Work Experience for Youth; policy attached. Since the area's work experience policy is being adopted for TANF funding, TANF funding will not be used for stipends as it may constitute as TANF "assistance" as defined in 45 C.F.R. 260.31.

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

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

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

The Lead Agency has adopted the following Area 7 board policies for CCMEP:
 1. Area 7 WIOA Policy P7-302: Career Services includes Supportive Services and Follow up services; policy attached. TANF funding will not be used for medical services. TANF funding will follow TANF "nonassistance" regulations as defined in 45 C.F.R. 260.31
 2. Area 7 WIOA Policy P7-103: Code of Ethics includes Disclosure of Relationship; policy attached
 3. Area 7 WIOA Policy: "Needs Additional Assistance Policy;" policy attached

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

The Lead Agency will work with Four County Career Center to assist those young adults that have scored at 8.9 or below on the basic skills assessment (TABE). Four County Career Center provides the Aspire program. Aspire will assist young adults to increase their basic skill levels. Referrals to Four County Career Center will also take place for dropout prevention strategies; these strategies encourage youth to stay in school and receive their high school diploma. Internal WCDJFS Case Managers will communicate frequently with Four County Career Center.

- Alcohol, Drug and Mental Health (ADAMH) Board

The Four County ADAMHS Board conducts quarterly meetings with the Lead Agency Director and program supervisors to discuss updates on internal WCDJFS programs and available mental health and addictions services.

- Businesses

Business engagement is a priority for OhioMeansJobs Williams County for all programs, including CCMEP. Employers are contacted regularly to discuss openings. OMJ Williams hosts weekly open interviews for several area employers in the OMJ Center. OhioMeansJobs Williams County and Williams County Economic Development Corporation are located at the same site at 1425 E. High St. Bryan, OH. OMJ-Williams staff, including CCMEP staff, communicate regularly with WEDCO staff on important workforce and economic development topics.

Career and Technical Education

The lead agency will work with local career (Four County Career Center) and technical schools (Northwest State Community College) to assist the participant in a secondary school offering. This will assist the participant to increase their academic competencies and increase their employability. Four County Career Center is a partner in the OMJ Center and participates in the quarterly Regional Advisory Council meetings. Aspire classes are held at Four County Career Center.

Child Care Providers

WCDJFS contracts with Northwest Ohio Community Action Commission (NOCAC) for child care. NOCAC completes an updated list of day care providers for the county that is regularly sent to staff at WCDJFS and the OMJ Center.

Child Support Enforcement Agency

As a quadruple-combined agency, CSEA in Williams county is a part of WCDJFS. CSEA has a commitment to the identification and referral of potential participants to CCMEP from their existing case loads; CSEA staff are also committed to ongoing communication with the Lead Agency and CCMEP staff to ensure participation in CCMEP Services. In many cases, enforcement action will be relaxed or postponed while an eligible individual is actively engaged in CCMEP services. Communication between CSEA and CCMEP staff is frequent and ongoing.

Children Services Agency

As a quadruple-combined agency, Williams PCSA is a part of WCDJFS. PCSA is a partner in CCMEP in Williams County and they are active in the identification and referral of potential CCMEP participations from their existing case loads; they are also committed to ongoing communication with the Lead Agency to ensure active participation after enrollment.

Community College(s)

Williams County has partnered with the CDJFS agencies in Auglaize, Defiance-Paulding, Henry and Wood County to enter in to a relationship with Northwest State Community College. NSCC staff work with the Lead Agency staff in each county to identify areas of improvement in their CCMEP including developing new outreach and recruitment strategies, working with community partners to develop new opportunities for CCMEP services and activities and by collaborating with employers to develop customized, short-term training opportunities for CCMEP participants.

Community Action Agency

Northwestern Ohio Community Action Commission (NOCAC) is the CAA for Williams County. NOCAC provides early childhood education services, child care and nutrition services, emergency services, weatherization and home repair for eligible individuals and families. NOCAC has also began working with the Lead Agency to develop Financial Education and Work Readiness Skill Programming for CCMEP participants. NOCAC provides workshops and one-on-one follow-up for CCMEP enrolled youth.

County Family Service Planning Committee

Williams County Family Service Planning Committee meets on an annual basis or as needed.

Family and Children First Council

WCDJFS is the administrative body for the Family and Children First Council in Williams County. Williams County FCFC has been an active group in the ongoing communication about the development of the CCMEP program in Williams County. Council and committee member agencies are committed to the identification, referral and ongoing communication for the purposes of eligibility determination, barrier removal and case management for CCMEP participants. CCMEP program materials and updates are given at quarterly FCFC meetings and monthly FAST wrap-around planning meetings.

Juvenile Court System

The Juvenile Court system in Williams County includes judges, court staff and probation officers, have been engaged in the development and implementation of CCMEP programming. CCMEP staff communicates regularly with the juvenile court system and information is provided often. Juvenile court judges are committed to appropriately using CCMEP services for eligible youth in lieu of incarceration.

Local Healthier Buckeye Council

Local School District(s)

School districts Williams County include: Bryan, Montpelier, Edgerton, North Central (Pioneer), Millcreek-West Unity, Stryker and Edon-Northwest. Regular meetings with school district Administration, Guidance Counselors and other school staff address needs with at-risk youth and provide opportunity for referral. OMJ services are available to students.

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

OOD is a partner in the OMJ Center in Williams County. OOD is co-located at the 1425 E. High St. site. CCMEP staff make referrals to OOD for appropriate CCMEP participants.

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: 5-10

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: 60

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: 25

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:

Effective 7/1/18, the Lead Agency will be internally employing the case managers who provide CCMEP TANF, WIOA Youth and co-enrolled services to youth. These case managers are located in the OMJ Center in Williams County and communicate with other OMJ Center staff for the purposes of meeting the needs of and engaging local employers. WCDJFS participates in Chamber of Commerce and Economic Development meetings and events. Williams County Economic Development is co-located in the same building as the OMJ Center and there is frequent communication between staff members. They provide important feedback from employers they serve on filling vacancies and assessing necessary education and skills needs. TANF and WIOA funds are made available to assist eligible clients in obtaining those skills along with supportive services to successfully integrate clients in to the workforce through opportunities for education and training. WCDJFS works with locally approved training providers to collect information on offerings for in-demand career paths and and to connect clients to those opportunities. WCDJFS also works directly with employers when asked. Several employers hold on-site job interviews and hiring events at the OMJ on a weekly basis, the OMJ Center does pre-hire testing for employers, and OMJ staff fill job orders and post them on OhioMeansJobs.com.

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:

In Williams County, the CDJFS is the Lead Agency and also operates the OMJ and WIOA funded Youth Services. Case management is done by internal case managers that are located in the OMJ Center. WCDJFS will procure a payroll provider for paid work experiences, but WCDJFS will be responsible for the development and management of work experiences. The payroll provider will be the Employer of Record, but OMJ staff will work with youth and worksites to complete all paperwork, complete site visits, and collect and submit timesheets to the payroll provider. WCDFJS will also procure vendors for specific program elements that will not be done by internal staff. Some of these may include financial education, leadership development and adult mentoring. When a CCMEP service will be provided by a partner of a vendor, the CCMEP case manager will fill out the referral form and send to the service provider. The CCMEP Case Manager will follow-up regularly with the youth and the provider to ensure ongoing participation and provide barrier removal when necessary.

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: _____

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:

Once the Income Maintenance (IM) Unit determines a CCMEP mandate or volunteer OWF work-eligible applicant, the IM unit will email a referral to the CCMEP Case Manager; the CCMEP Case Manager will contact the youth within 48 business hours to schedule an appointment to complete the Comprehensive Assessment, Basic Skills Assessment and IOP. The appointment will occur within 10 days of the referral from IM. Once the IOP is signed by the youth, the CCMEP Case Manager will email the IM Case Manager a copy of the signed IOP. For WIOA youth and PRC volunteers, a referral form is filled out and emailed to the CCMEP Case Manager who will reach out to schedule an appointment for intake.

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:

Both the IM case manager and a CCMEP Case Manager will meet with the CCMEP required individual and explain the basic OWF requirements which include time frames. Once the IOP is signed the IM case manager will review the number of months remaining for OWF for the applicant and number of required hours for OWF. The IM case manager will keep record of the number of months the participant has left and will advise the CCMEP Case Manager each month. The IM Case Manager will communicate all information regarding OWF time limits to the CCMEP Case Manager.

- 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:

Each work eligible individual will be screened at the appraisal/reappraisal for possible signs of domestic violence. If a required individual has been determined to be a victim of domestic violence, the individual may be granted a waiver from work requirements if the requirement would make it more difficult for the participant to escape domestic violence, pursuant to rule 5101:1-3-20 of the Ohio Administrative Code.

However, the individual may choose to participate and may be assigned to and engaged in a work activity. However, if the individual fails to comply with the work requirement as a result of domestic violence, the individual will be excused from the work requirement and a sanction for failure to comply with the work activity requirement will not be imposed, as pursuant to rule 5101:1-3-20 of the Ohio Administrative Code. The excused non-participation will be reviewed at least once every six months or more frequently if necessary. Cases are either made confidential or sensitive documents are scanned under medical records to ensure protection. The individual will be referred to Sarah's Friends for connection to needed resources.

- 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:

IM case manager will inform CCMEP Case Manager of the following:

- Number of months remaining of OWF for the applicant
- Number of required hours for OWF
- Schedule for Job Find (job search) ** This needs to be listed on the signed IOP- IOP is the SSC**
- Any supportive services to be received (PRC, child care, etc.) ** This needs to be listed on the signed IOP- IOP is the SSC**

IM Case Manager will follow-up regularly with CCMEP Case Manager to provide the following information:

- Applicants progress in Job Find
- Approval date of OWF
- Any reported changes that may require revision of the IOP
- Decisions concerning any good cause for non-participation

CCMEP Case Manager will also follow up regularly with OWF case manager to inform the worker of the following:

- Participation in CCMEP services including failures
- Must notify within 7 days; if not sooner
 - Any good cause requested for non-participation
 - Any reported changes that may affect OWF eligibility
- Number of hours completed in CCMEP activities on a monthly basis

The OWF case manager will be responsible for the following:

- Entering all hours of participation in the state eligibility system
- Determining good cause and sanctions

The Lead Agency is communicating internally and/or externally (choose which applies) with the local participating agency OWF status changes, OWF recipient income information, FLSA hour maximums, good cause, OWF sanctions, compliance activity assignment and completion, hourly requirement updates, 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 within 30 days, failures to comply with the IOP within 10 days, OWF or SNAP recipients' information and acting on it, or exiting processes (explain through email, phone call, etc.)

- The Lead Agency has a process of notifying the new Lead Agency within 10 calendar days when a program participant moves to another county and it is in the best interest of the program participant to be served in the new county. OWF recipients must be transferred to a new county within 10 calendar days of the move.

Describe:

Once the lead agency has been notified that a participant has moved out of the county, the lead agency will immediately contact that county's lead agency by phone and email to alert them that a new CCMEP participant is arriving in their county. The participant will also receive a letter with the contact information of their new CCMEP Lead Agency. When the lead agency is notified that a participant moved into the county, the lead agency will work with the prior county to transfer information. The new Lead agency will make an immediate appointment with the participant to get acquainted and continue with assignments.

If the participant is moving to a surrounding county, but would still like to receive services in current county and it is in the best interest of the participant to continue, then the new county of resident will not be notified and the client will remain on the Williams County CCMEP Case Managers case load.

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:
For TANF funded individuals – please see attached policy.
For WIOA funded individuals – please see attached policy, WIOAPL 15-03 Youth Program Eligibility.
Semi-annual process - The CCMEP Case managers use an excel spreadsheet that lists all the eligible participants and the dates of when their semi-annual determination is due.

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:
WCDJFS is responsible for eligibility determination and Framework activities for CCMEP TANF and WIOA Youth. After a young adult is determined eligible for CCMEP, a CCMEP Case Manager will contact them to schedule an intake appointment. The CCMEP Comprehensive Assessment is completed in a one-on-one setting in OWCMS.

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:

CCMEP Case Managers maintain an Excel Spreadsheet with CCMEP participant information including dates for re-determination, IOP's and monthly check-in date. CCMEP Case Managers use Outlook to create appointment reminders to contact at least once every 30 days. Typically, case management contact for active youth is more frequent than once per 30 days. Documentation of contacts and attempts to contact are recorded in OWCMS. CCMEP Case Managers primarily use text messages and phone calls to do check-ins with participants between face-to-face appointments. When necessary, they will also use email or send a letter to the youth's home address. CCMEP Case Managers will also meet the youth where they are at, sites close to the youth's home, at school or other community sites. CCMEP Case Managers also stay in frequent contact with other agencies and people involved in the youth's case plan such as teachers, counselors, or probation officers and follow up with youth to check on plan progress.

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:

Tutoring, study skills and dropout prevention are assigned based on needs identified in the Comprehensive Assessment. The Lead Agency recognizes the importance of providing ongoing support and services to those youth working towards obtaining their high school diploma or recognized equivalent. CCMEP Case Managers can make referrals to Four County Career Center, Aspire, Sylvan Learning Center, or the Northwest Ohio Education Service Center. Tutoring services are provided by referral to a qualified tutoring service to address basic skills deficiencies and to assist youth who are behind grade level or at risk for failing specific courses.

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

Describe:

Alternative secondary school services are services that assist youth who have struggled in traditional secondary education. Dropout recovery services are those that assist youth who have dropped out of school. Both types of services help youth to re-engage in education that leads to the completion of a recognized high school equivalent. These services are assigned based on needs identified in the Comprehensive Assessment as well as part of the career planning process. CCMEP Case Managers work with youth to identify their career plan, as well as what school setting will fit their learning needs. CCMEP Case Managers can make referrals to Aspire, Four County Career Center, or other school settings that will meet their needs in order to ensure they obtain their high school diploma or equivalency.

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

Describe:

The goal of work experience services is to give youth work readiness and employability skills which will prepare them for the world of work. CCMEP in Williams County offers a wide variety of work experience opportunities. These opportunities will be available during the summer as well as year round. Worksites will be developed through partnerships with local businesses (profit and non-profit), organizations, and communities. CCMEP Case Managers will be responsible for the development and management of work experiences, but the Lead Agency will procure a payroll provider who will be the Employer of Record. Work Experiences are short-term learning opportunities and CCMEP Case Managers will work with youth to assess their skills, interests and goals in order to identify if a work experience is needed and what site may be the best fit for their career plan. On-the-job training opportunities and pre-apprenticeship opportunities will also be developed for out-of-school youth in coordination with the Area 7 WDB Director.

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

Describe:

Occupational skills training is an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. The Lead Agency recognizes that the development of skills through acquiring post-secondary certificates and credentials is an important step for CCMEP participants to assist them in obtaining living wage jobs in in-demand sectors. After the Comprehensive Assessment, CCMEP Case Managers will work with each youth to develop a career plan. This plan includes self-assessment, career exploration and identification of education and training needs. When occupational skills training is a part of the plan to assist a youth to move down their career pathway, the CCMEP case managers will connect youth to approved training providers such as Northwest State Community College, Four County Career Center, and other local training providers. The Lead Agency places a priority on connecting youth with certificate and credential programs such as STNA, Welding, Machine Maintenance, and other programs that will lead to employment in an in-demand industry.

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

Describe:

Ensuring the participant is interested in a training/education program that will lead to a high demand job and will help them be successful in that occupation is the goal of this service. This service will be made available by referral to an education partner or approved training provider. Youth will be referred for services such as the Adult Diploma Program from Four County Career Center or Northwest State Community College by CCMEP Case Managers. Case Managers will follow-up regularly to ensure active participation and positive progress and provide intervention and connection with supportive services where necessary.

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

Describe:

Leadership Development opportunities are opportunities that encourage responsibility, confidence, employability, self-determination, and other positive social behaviors. The Lead Agency will make Leadership Development opportunities available through a combination of internal programming, referral to partners and referral to contracted vendors obtained through procurement. Leadership Development opportunities can be available in a one-on-one or group format and are based on needs identified in the Comprehensive Assessment. Some Leadership Development activities could include Parenting Classes, Life Skills Training, Professionalism, Teamwork and Problem-solving or community service.

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

Describe:

WCDJFS will provide supportive services through a combination of internal services and connection via referral to community partner services. These services enable an individual to participate in CCMEP activities (such as, but not limited to, assistance with transportation, child care, housing, health care, educational testing, and work-related tools). Supportive Services will be provided based on needs identified in the Comprehensive Assessment and to remove barriers to program participation. The Lead Agency will follow the Area 7 Supportive Services policy: TANF funding will not be used for medical services.

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

Describe:

Mentoring is a formal relationship between a youth participant and an adult mentor that includes structured activities where the mentor offers guidance, support, and encouragement to develop the competence and character of the mentee. Assignment to Adult Mentoring will be based on identified need in the Comprehensive Assessment. The Lead Agency will work partners like the Hope Center and the Bryan YMCA to recruit, train and match mentors to youth in need of mentoring services. Mentoring will occur for no less than 12 months and a mentoring contact will occur at least once every 30 days in person. The CCMEP Case Manager will provide support to allow the participant to be able to attend mentoring contacts.

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

Describe:

The Lead Agency staff will provide follow-up contacts to each youth after exit for a period of no less than 12 months. Contacts will occur at least once every 30 days and more often as needed to ensure youth maintains progress. The goal of follow-up services is to help ensure that youth are successful in employment and/or post-secondary education and training. Follow-up can be done via in person meeting, text message, phone call, email, or via social media. Follow-up services may also include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise. All follow-up contacts will be documented in OWCMS.

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

Describe:

This services provides individualized counseling to participants. This program element also includes substance and alcohol abuse counseling, mental health counseling, and referral to partner programs. Assignment to this service will be based on needs identified in the participant's Comprehensive Assessment. This service will be made available by referral to community behavioral health and substance abuse assistance providers. Williams County may refer to Shalom Counseling Center, Maumee Valley Guidance Center or other provider based on preference of the participant and needs present. The CCMEP Case Manager will make a formal referral, work with the provider and youth to obtain necessary release of information and stay in frequent communication with the provider about the treatment plan for the youth. The CCMEP Case Manager will be aware of all appointments, groups, meetings and follow-up activities that need to occur and stay in contact to ensure active participation as well as provide supportive services to ensure the youth can continue to receive services. CCMEP Case Manager will collect documentation of attendance and participation.

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

Describe:

The Lead Agency has a short-term vendor agreement with NOCAC to provide Financial Education Classes and one-on-one follow-ups from referral from the CCMEP Case Managers. NOCAC keeps attendance records and CCMEP Case Managers follow-up to ensure active participation and attendance. The Lead Agency will procure this service for the new federal fiscal year beginning 10/1/18.

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

Describe:

This training helps youth develop the skills associated with entrepreneurship and the economy, such as the ability to take initiative, creatively seek out and identify business opportunities, develop budgets and forecast resource needs, understand various options for acquiring capital and the trade-offs associated with each option, and communicate effectively and market oneself and one's ideas. The Lead Agency will procure services for Entrepreneurial Skills Training and CCMEP Case Managers will make referral to service provider based on need and goals identified in Comprehensive Assessment.

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

Describe:

Labor market information refers to services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area and includes career awareness, career counseling, and career exploration services.

Labor market information also identifies employment opportunities, and provides knowledge of job market expectations, including education and skill requirements and potential earnings. This service will be made available through a combination of internal programming offered by CCMEP Case Managers and referral to community partners. CCMEP Case Managers will work with each participant to build a career plan and connect them to a career pathway. These services can be completed online, one-on-one or in a group format.

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

Describe:

These services include helping youth explore post-secondary education options, including technical training schools, community colleges, 4-year colleges and universities, and Registered Apprenticeship programs.

Examples of other post-secondary preparation and transition activities include:

- Assisting youth to prepare for SAT/ACT testing
- Assisting with college admission applications
- Searching and applying for scholarships and grants
- Filling out the proper Financial Aid applications and adhering to changing guidelines
- Connecting youth to post-secondary education programs

This service will be made available via internal programming, usually on a one-on-one basis provided by the CCMEP Case Manager and designed to address specific goals identified in the Comprehensive Assessment. CCMEP Case Manager may also make referrals or provide information to services that offer exploratory options.

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:

The Lead Agency will procure a payroll provider to act as the Employer of Record for all paid work experience activities. The payroll provider will issue wages to youth and submit to reimbursement on a monthly basis to the Lead Agency. Participants will be paid the starting wage equivalent for the same position at that worksite. Youth complete timesheets, those timesheets are collected by the CCMEP Case Manager and will be submitted to the payroll provider to process payroll.

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:

WCDJFS will follow the Area 7 Supportive Services policy which is attached. TANF funding will not be used for medical services. Supportive Services will be determined on a case by case basis for each participant based on needs and goals identified in the Comprehensive Assessment. Supportive services such as, but not limited to, assistance with transportation, child care, housing, health care, educational testing, and work-related tools will be made available by the Lead Agency. TANF funding will follow TANF "nonassistance" regulations as defined in 45 C.F.R. 260.31.

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:

Internal CCMEP Case Managers will provide follow-up services for all enrolled youth after exit. Follow-up services will occur no less than once every 30 days and continue for no less than 12 months unless a youth decided to waive those services. CCMEP Case Managers will contact each exited youth via in-person meeting, text message, phone call, email, or social media to check in on how they are doing. CCMEP Case Managers may also contact parent and/or guardians, employers or other involved entities to check on the youth's ongoing progress. Follow up contacts will occur as often as needed. The types of services must be determined based on the individual needs of the CCMEP participant. These services may include, but are not limited to leadership development, employment support and assistance, mentoring, and peer centered activities.

CCMEP Case Managers will make every attempt to contact the participants, through phone, email, social media, mail and other possible means available to them. They will document this contact information in OWCMS. If the participants opt-out, they will need to put it in writing and the documentation will be placed in their file. If the Case Manager cannot obtain this documentation, at minimum, a case note will be made in OWCMS to document the youth's request 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:

When the CCMEP Case Manager informs the IM Case Manager someone is failing, a sanction is entered. A notice is generated through the CRISE system informing of the closing reasons. Participants have 7 calendar days to provide good cause. Documentation is required based on the situation. For example: (a medical provider statement, hospital inpatient, lack of child care, lack of transportation, etc).

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

Describe:

IM Case Managers will refer all OWF required youth to CCMEP Case Manager. CCMEP Case Manager will call and schedule an initial appointment with the youth within 48 business hours after a referral is made. The appointment will be within 10 days from the date of the original referral. CCMEP Case Manager will notify the IM Case Manager of the date and time of the appointment; the IM Case Manager will issue an appointment notice as a reminder to the youth. The CCMEP Case Manager will complete Framework with the participant and make all necessary entries into OWCMS and send a copy of the signed IOP with schedule of assigned activities to the IM Case Manager.

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:

During the Comprehensive Assessment process, if it is identified that a youth did not complete high school (HS) or equivalency, a referral will be made to Aspire at Four County Career Center or the Adult Diploma program if the youth is age 22 or older. The Lead Agency received updated course material from Four County Career Center and Northwest State Community College each season and has copies in the OMJ for CCMEP participants. The CCMEP Case Manager will work with the participant to identify their needs and talk with them about their resources for completing HS or their equivalency.

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 plans to provide the greatest flexibility possibility for Lead Agencies to design and structure services to maximize customer care, program funding, and program performance. The Lead Agency applied for and was approved to do Framework services and some program elements for WIOA Youth by the Area 7 WDB. Having The Lead Agency manage both TANF and WIOA series fosters collaboration and co-enrollment. The Lead Agency will procure all services not done internally for both CCMEP TANF and WIOA Youth including payroll services for Work Experiences.

6.9 Confirm that the Lead Agency is not utilizing Prevention, Retention, and Contingency (PRC) funding for CCMEP program participants.

Yes, the Lead Agency is not utilizing PRC funding for CCMEP program participants.

7. Case Management

Case managers and their efforts to build relationships with program participants are the key to the success of CCMEP and program participants' outcomes.

7.1 What case management training has or will the Lead Agency require for CCMEP case managers?

Describe:

CCMEP Case Managers attend all monthly CCMEP webinars, regional CCMEP trainings and the CCMEP and Workforce related sessions at the ODJFS Conference. CCMEP Case Managers have also participated in Bridges out of Poverty training and will continue to participate in all training opportunities made available by ODJFS for CCMEP.

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

- | | |
|--|---|
| <input type="checkbox"/> 15 cases or less | <input type="checkbox"/> Between 50 and 100 cases |
| <input type="checkbox"/> Between 15 and 25 cases | <input type="checkbox"/> 100 cases or more |
| <input type="checkbox"/> Between 25 and 50 cases | <input checked="" type="checkbox"/> Other: 30 |

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:
WCDJS has an internal customer feedback form. This form is offered to all CCMEP participants in order for them to offer feedback on their experience. These are reviewed by the CCMEP team and training is done to improve in areas identified as needing improvement.

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:
WCDJFS supervisors communicate and get feedback regularly from CCMEP Case Managers. Changes are made where necessary based on this feedback.

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:
WCDJS CCMEP Case Managers maintain an Excel spreadsheet of all CCMEP participants. This is reviewed monthly by the supervisor.

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	[Redacted]
Signature	[Redacted]

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

Name	[Redacted]
[Redacted]	[Redacted]