



CCMEP Update

Coronavirus Information

For up-to-date information, visit coronavirus.ohio.gov and/or call the Ohio Department of Health hotline at 1-833-4-ASK-ODH (1-833-427-5634). The hotline is staffed 7 days a week from 9 a.m. to 8 p.m.

CCMEP Coronavirus Guidance

Please see Procedure Letter 6, OMJ resource guide, online activity guide, COVID-19 Q & A, and guidance memo released on 3/19/20 (available on the [CCMEP webpage](#)).

- COVID-19 guidance
- Verbal signatures through basic Skills Assessment
- TANF eligibility extension for recertifications due
- Engagement
- Work experience
- Basic Skills Assessment

Planning Summer CCMEP-Services

Mark Anderson

It is Spring and many of you are planning for the summer CCMEP services and the increases in both expenditures and numbers of services provided to CCMEP clients which will require some creativity in this current climate. As you start your planning it is important to know what to expect and what it will cost. Another important point that many agencies can miss, or underestimate is how to keep the youth energized and motivated as the summer passes and school and fall activities begin. Keeping the clients involved and active is key to keeping them interested in the CCMEP program and a successful outcome and life.

While planning all of this remember the current CCMEP TANF allocation must have services provided by September 30th and a new allocation will begin October 1st for future services. Work with your fiscal staff to maximize the utilization of your CCMEP TANF funding and provide the best services possible.

If you need any assistance with budgeting and planning, please contact Mark Anderson at mark.anderson@jfs.ohio.gov or 614.359.3468.

OWEN'S Corner

Gerrie Cotter, Project Manager

As the summer months approach, now is when many lead agencies prepare participants for summer work experiences. With COVID-19, there are real challenges to identifying work experience sites as well as discussing the health and safety of participants who are interested in working. We have reached out to lead agencies for ideas on what work experience ideas are working and will share the information when it's available. With high unemployment rates, it is more important than ever to help participants gain industry-recognized credentials to ensure they can compete in the job market and enter a career pathway successfully. Online training may be the only option available for a while which requires internet access, computer access, and a structured schedule. CCMEP supportive services can cover most of the needs and case managers can help participants with setting up a reasonable schedule for completing assignments.

Mathematica has invited Ohio agencies to participate in a learning community for case managers, supervisors and managers on a variety of human services topics to help agencies cope with transition to remote work and use of new technologies to engage participants. Please opt in [here](#) to participate. Now, more than ever participants will need help staying positive, healthy and focused on achieving their goals and entering a career pathway. Please remember to take care of yourself and your families too! Please stay safe and healthy!



Helpful BIC Cognos Reports for Case Management

Roxanne Clark

The Business Intelligence Channel (BIC) Cognos is a reporting tool that is used to extract data from the Ohio Workforce Case Management System (OWCMS). Anyone who can log into OWCMS is able to access BIC Cognos with the same credentials. Each night the data in OWCMS is copied over into BIC Cognos, and therefore the BIC Cognos reports contain data from OWCMS from the previous day.

A sample of available reports in BIC Cognos which are helpful for case management include:

- Lapse Planned End Date Report – a list of participants who have services with a planned end date past the current date
- Service Report – a list of all services given within a user-defined time period
- Case Note Report – a list of all case notes within a user-defined time period.

Individual Performance Measure Reports – in the “WIOA and CCMEP Performance” folder

- Education, Training or Employment at Exit (for CCMEP Youth)
- Education, Training, or, Employment 2nd Quarter after Exit
- Education, Training, or Employment 4th Quarter after Exit
- Credential Attainment Rate
- Current Participants
- Exiters

NOTE: The performance reports are available for individual quarters (which are not comprehensive for the program year) or for the annual program year (which is comprehensive for the program year).

For BIC Cognos user guides, report directory, training webinars, and more, please see the “Business Intelligence Channel (BIC) Cognos” section on the **Training for Workforce Development Professionals website**.

Coming Soon: OWCMS System Changes

Dawn Toure

The following are upcoming changes to OWCMS. These changes are focused on enhancing the system’s ability to track participants who are either interested in apprenticeship opportunities as well as those who are already enrolled:

A. New questions added to **OhioMeansJobs (OMJ) registration process**. Any new or existing OMJ participants can identify their interest in being an apprentice. This information will then update and display in OWCMS.

1. Once the participant identifies their interest, they’ll be

required to choose at least one ONET code for which area they’re looking for an apprentice opportunity.

This information will update and display in OWCMS under a new view details section on the basic intake screen.

2. Participants can also identify if they need additional services to support their interest in apprenticeship. These details will display in OWCMS under the same view details section.

B. New changes to the Program Involvement. Participants who enroll and receive an apprenticeship training service in the program involvement section will also update with a new ‘yes’ apprentice indicator.

C. New data matching features using Department of Labor’s Registered Apprenticeship Partners Information Data System (RAPID’s). New functionality to update OWCMS to allow for better case management and tracking.

D. Adding a new Apprenticeship supportive service to the IOP. New Apprenticeship supportive service dollars available for those participants who are enrolled and participating in registered apprenticeship programs.

State In-Demand Occupations and Critical Jobs

Paige Perigo

For a participant to receive an Individual Training Account (ITA) service, the participant must select a training program that is considered in-demand or considered critical through state strategic priority. In-demand occupations, found **here** are determined through a variety of industry and occupation focused measures such as, projected job openings and growth, select **JobsOhio** industry cluster occupations, and historic job posting data.

Critical jobs are a recent initiative of Governor Mike DeWine and the Office of Workforce Transformation (OWT). Critical jobs are occupations that have been determined through state strategic priority and are considered critical to the health and well-being of Ohioans. Some examples may include jobs outlined by **RecoveryOhio** and children’s initiatives focused on pediatric health. Each program year, at least 85 percent of new ITA enrollments for the local area must be in an in-demand occupation or critical job as defined by the state of Ohio.

Ohio Wi-Fi Hotspot Locations

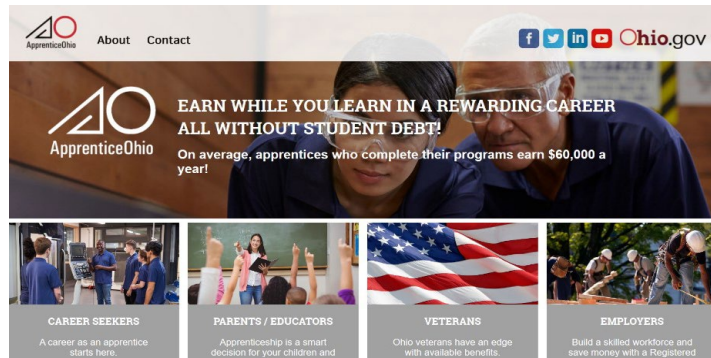
Sharon Shulok

Governor Mike DeWine announced the creation of BroadbandOhio, an office dedicated to improving access to high-speed internet across Ohio. Through BroadbandOhio, we have been working with providers to find public hotspot locations that Ohioans can use in areas where they may not otherwise have access to internet from home. The hotspots are located all over Ohio. Providers not currently listed that are offering public wi-fi hotspots are encouraged to email **together@governor.ohio.gov** with contact information to be included.

ApprenticeOhio recently launched their newly redesigned website

Rebecca DeMatteis

The new website has more comprehensive information for Career Seekers, Parents/Educators, Veterans and Employers and is optimized for mobile devices.



The new design includes pre-apprenticeship information, links to studies and testimonials from apprentices and sponsors, information for veterans, infographics and a new map of the **Apprenticeship Service Provider Areas** and contact information.

If you have any questions, please email Rebecca DeMatteis, Program Supervisor, ApprenticeshipOhio at Rebecca.DeMatteis@jfs.ohio.gov.

Leverage Technology to Engage Participants

Sharon Shulok

Email and telephone calls are just the tipping points for connecting with participants remotely. Case managers can also take advantage of various forms of technology, including video conferencing like Microsoft Teams, Skype, and Google Meets (was Google Hangouts) and messaging apps like WhatsApp and I messaging.

Ohio Department of Education (ODE) Posts New Information

Sharon Shulok

The Ohio Department of Education continues to update its website with information related school statewide test-ing and graduation requirements as new details become available. Please see the **2019-2020 Testing Dates**, update information on the **Grading, Promotion and Retention**, and **Graduation Requirements** in Light of Coronavirus-Related School-Building Closures @ <http://education.ohio.gov/Topics/Student-Supports/Coronavirus>.

Case Transfers and Warm Hand Offs

Sharon Shulok

Under **OAC Rule 5101:14-1-02-04** OWF recipients who have moved to a new county must be transferred to the new county while other CCMEP participants not receiving OWF should only be transferred if it is in their best interest. Decisions on what is in the participants best interest should be a mutual discussion between participant and case managers.

For every transfer, lead agencies should strive to provide a coordinated warm hand off to the new county. This would include contacting the new county's CCMEP implementation manager to find out who the new case manager would be and then facilitating a call or video conference between the current case manager, the new case manager and the participant. In addition, the new and old case manager will need to coordinate changes in OWCMS like ending the current services shortly before new services are created with an updated IOP in the new county. This process helps to ensure that participants are not accidentally exited and/or don't "slip through the cracks." If you need help connecting with the new or old county about a transfer, please email CCMEPQNA@jfs.ohio.gov.

June Training

Sharon Shulok

Motivational Interviewing Techniques Working with Customers

Due to COVID-19 restrictions, the in-person regional trainings scheduled in June will be provided as online videos by Jodie Sue Kelly. The content will focus on motivational interviewing as a proven communication method to facilitate participants in identifying goals based on their personal motivation and make changes to achieve their goals. The content will cover how motivational interviewing works, how to assess a client's readiness to change, five critical motivational interviewing skills, and how best to use them.

Once the videos are available, they will be shared broadly. For more information, please email Sharon.Shulok@jfs.ohio.gov.

Upcoming Webinars

Please mark your calendars and register for the upcoming webinars below. To register use the link below to visit the CCMEP Training page and click on 'Register for Upcoming Webinars'. <https://register.gotowebinar.com/rt/2080829440237896963>

May - Youth Engagement Series

June - Trauma Informed Family Engagement

June 18 – Measurable Skills Gain

Aug. 13 – Exiting, Follow-up and FAFSA

Oct. 8 – Customer Focus and Annual Performance Report Preliminary Data

Dec. 10 – Case Notes and Monitoring Cleanup

Listen to prior webinars by visiting the CCMEP Training page (<http://jfs.ohio.gov/owd/CCMEP/Training.stm>) and go to the "CCMEP Webinars" section.

CCMEP Participant Success Story in Perry County



Shania Hensley grew up in an unstable household and found herself homeless and pregnant. A high school dropout at just 15 years old, she was trapped in an abusive relationship for three years and left without a home. Her trauma manifested into a drug addiction.

Jace Jackson, CCMEP supervisor for Perry County, said she was referred to CCMEP by the Drug Court committee, and in March of 2018 was co-enrolled into CCMEP. Shania relapsed and entered an in-patient treatment center in another county. She completed treatment in September of 2018 and returned to Perry County where her CCMEP case manager assisted Shania in securing housing for her and her daughter, Brayleigh. She obtained her driver's license and gained employment. After two years of sobriety, she graduated from Drug Court in May 2019. Shania will be completing the State Tested Nursing Assistant (STNA) program at Tri-County Career and has already received an interview offer from a local hospital. Shania is preparing for the GED exam with the help from her CCMEP case manager who is supplying a laptop she can use to prepare for the GED exam.

"CCMEP has helped me by setting goals and providing the support I need to reach those goals. I value the care and support shown by CCMEP staff and the advice I receive," says Shania. A webinar of her accomplishment can be viewed here:

https://www.youtube.com/watch?v=0vE-9wS9HfBo&feature=youtu.be&fbclid=I-wAR1QGXYjZ9oT-CNQKlyoHU_0dYlPkXD-VTIgSDMKFvqgr6GMYpPB4d7YhxPg