ISSUE 1: WORKING WITH JOB SEEKERS	**Opioid Toolkit / Background, Page 2**
• *Ensure that people leaving treatment "exit" into the job center* • *Concern over the workforce system role – shouldn't we be on the tail end of this?* • *Don't need to be up front but workforce needs to be at the table*	To combat this opioid crisis, it is extremely important that the workforce system immediately begin developing partnerships and comprehensive strategies that dedicate ample resources to assist individuals and employers impacted by opioid use disorder. Establishing partnerships with local behavioral health authorities, treatment providers, drug treatment courts, probation departments, children services agencies, and recovery housing agencies will help to ensure that OUD individuals are exiting treatment and being immediately connected to their local job centers. These new engagement approaches should be embedded into the normal course of business in each of the OhioMeansJobs Centers. Contact listings are included in the appendix section of the OWD toolkit.
	Opioid Toolkit / Pillar 2: Holistic Care Management, Page 8
	Historically, the OhioMeansJobs Center approach for case management has been to help an individual find work and retain employment. Most supportive service activities related to work-based needs, such as tools for the job, child care while at work (or in training for work), or transportation to work (or training for work). However, to be successful when working with an individual in recovery, the approach should change from "case" management to "*care*" management. Care Management focuses on the needs of the individual as a whole, rather than concentrating solely on employment activities. It brings together different community organizations in a structured manner so that they can collectively provide the critical support and services that are needed to promote an individual in recovery's long-term success. The workforce system should have an active role, as a partner at the table, helping in the development of the individual's care management plan.
	Draft FAQs / Question 2. Job Seeker Services Questions
	Why should an OhioMeansJobs Center work with individuals while they are in recovery rather than just waiting until they are fully ready to begin work or enter training? According to the National Institute of Health, opioid addiction is a long-lasting (chronic) disease. Recovery is defined as the act or process of becoming healthy after an illness/injury. Long-term recovery is where the person learns to manage the disease and reduce or eliminate symptoms. An individual in recovery can live a full and productive life, including maintaining long-term employment. Therefore, assisting a person early-on in their recovery process enables him or her to build trusting relationships with a team of professionals who can support and encourage success.

ISSUE 2: WORKING WITH EMPLOYERS • *Seek out second-chance employers to work with and use as champions for raising awareness among other employers* • *Identify and meet business needs and build second and third-chance opportunities (could be temporary, full-time work substitute programs)* • *Set up a lunch for employers and recovery professionals to discuss/educate and better understand the problem* • *Create formal partnerships (MOUs?) with business organizations to develop wrap-around service plans* • *Provide incumbent worker training and add drug, alcohol addiction and pain management certifications to social workers and other recovery professionals*	**Opioid Toolkit / Pillar 5: Knowledgeable Staff, Personnel Working with Employers, Pages 14-15** **The Ohio Chamber of Commerce** in cooperation with **Working Partners** has created an Employer Opioid Toolkit that provides an overview of the legal and operational issues that a business should consider in dealing with an employee's use of opioids and other substances. Each module is between 13-16 minutes and is provided at no cost. Offerings are found at https://ohiochamber.com/opioid-toolkit/. Employers are encouraged to offer second-chance opportunities for individuals in recovery and provide recovery-friendly work environments. Peer recovery support specialists are key to the successful transition into stable employment. Under the brand name **Generation Rx, Cardinal Health Foundation and The Ohio State University College of Pharmacy** have developed a variety of free training courses that promote responsible medication practices. Courses are suitable for both employers and employees and are found at http://generationrxworkplace.com/training.html. Additionally, **Generation Rx** has also created a variety of workplace materials that employers can customize and use to promote employee awareness of prescription substance dependency. These resources include fliers, wallet cards, table tents, and posters. They are found at http://generationrxworkplace.com/downloads.html. Examples that business services personnel can share with employer customers are also included under **Tool 18 – Generation Rx Workplace Materials**. **The National Safety Council** has prepared, "The Proactive Role Employers Can Take: Opioids in the Workplace," a 15-page report that discusses current evidence surrounding opioid medications and their potential impact on the workplace. It also contains information about how to partner effectively with benefit providers, assess current workplace policies and scope of drug testing, prioritize essential education efforts, and improve access to confidential help for employees. Reference: https://www.nsc.org/Portals/0/Documents/RxDrugOverdoseDocuments/RxKit/The-Proactive-Role-Employers-Can-Take-Opioids-in-the-Workplace.pdf.

	Draft FAQs / Question 2. Employer Services Questions **In addition to the ones provided in the Toolkit, does OWD have any other suggestions regarding possible employer resources?** Yes, a Local Workforce Board should reach out to its local chapter(s) for the Society for Human Resource Management (SHRM) to find out what types of services and/or tools they may be offering (or may be creating) to help businesses impacted by the opioid crisis. To find the nearest local chapter the Board should go to http://www.ohioshrm.org/chapters/chapter-finder.cfm.
	Draft FAQs / Question 12. General Policy Questions **Can a Local Workforce Board provide funding for Recovery-Friendly Workplace training (e.g., drug awareness, intervention techniques, etc.) at a business location as Incumbent Worker Training activities using WIOA funding or the USDOL opioid grants?** This is an allowable *business* service. However as of July 2019, it is not currently defined as an Incumbent Worker Training activity.
ISSUE 3: WORKING WITH PARTNERS • *Define needed resources for treatment, housing, medical and other supportive services* • *Define/align supportive services policies and providing a one-stop referral source for wrap-around services for those in recovery* • *Build partnerships with Alcohol, Drug Addiction and Mental Health (ADAMH) Boards, Mental Health, Drug Courts and Alcohol and Other Drug (AOD) providers* • *Develop a resource for career exploration targeted to those in recovery*	**Opioid Toolkit / Pillar 1: Strong Local Partnerships, Page 3** A Workforce Board should develop a network of community partners to provide the holistic services needed by customers that have been impacted by the opioid crisis. These partners should: ***already work directly with individuals in recovery or offer readily available services that provide support and solutions for individuals in recovery.*** At a minimum, representatives from Legal, Mental Health, Physical Health, Children Services, Housing, Peer Support, Education and Training, and Workforce should be included. An overview of these partners is provided in the toolkit and a chart is included as **Tool 4 – Chart of Primary Partners.**
	Opioid Toolkit / Getting Started, Partners, Page 18 The Workforce Board should begin by reaching out to each local partner to explain the Board's interest in combating the opioid crisis. They should request a meeting to discuss how the Board can partner with them to jointly develop an appropriate menu of services along with possible outreach strategies to recruit individuals and businesses. **Tool 21 – Initial Outreach to Potential Partners** provides a customizable email/script that a Board may be use for this initial contact. After speaking to (or meeting with) each potential partner, the Board should convene all interested parties for a series of group strategy sessions. Collectively, the partners should: • Determine the most urgent needs as well as any unmet needs in the community.

• *Set up a lunch for employers and recovery professionals to discuss/educate and better understand the problem* • *Have dialogue re: what the workforce role should be (may look different in different local areas)* • *Partner with Mental Health about recovery and what is possible for future employment* • *Supported Employment programs*	• Define the specific services they can provide, including job seeker, business, and supportive services. • List all eligibility requirements for each partner or program. • Discuss any associated costs or budgetary constraints. • Pinpoint the typical timeline for services (i.e., do they have a scheduling system, or any type of backlog). • Decide "who will be responsible for what" • Identify the prime organization where services may overlap. • Develop and execute confidentiality agreements or MOU's as may be required by partners or programs. These documents should also include provisions for maintaining Personally Identifiable Information (PII). • Identify worker shortages for occupations needed to help with the opioid crisis. • Determine staff training needs for each partner and identify the organizations may be able to provide some of these sessions or workshops. • Create the Care Management Team as described in **Pillar 2: Holistic Care Management,** including team members and meeting schedule. • Establish methods for outreach, referral, tracking, and reporting.

ISSUE 4: CONDUCTING OUTREACH
 	
• *Develop and implement a marketing and outreach campaign to promote the support and resources available through the system and reinforce partnerships that includes:*
 	
   o *Social media*
 	
   o *National and local presentations*
 	
   o *Targeted outreach and messaging to sober living facilities*
 	
   o *Partnerships with ADAMH Boards*
	OWD is working with RecoveryOhio to develop these statewide resources. More information to come.

ISSUE 5: IDENTIFYING BEST PRACTICES • *Take best practices in "care management" in Ohio statewide to provide more comprehensive and consistent services*	This is a newly identified population of workforce participants and the newly acquired engagement and partnering approaches from the OWD Opioid Toolkit will need to be developed over time by each workforce area.

• *Establish a structured approach to identify best practices*
  o *Bring people together to talk about what's working*
  o *Define a method for ongoing assessment of practices*
	As local workforce development areas share their success stories and best practices that result in achievable desired outcomes, we will add these success stories and best practices to our newly established website to be shared broadly among all workforce development areas.
	
	Website: http://jfs.ohio.gov/owd/WorkforceProf/OpioidGrants.stm
	
	Mailbox: OpioidRelief@jfs.ohio.gov

• *Develop a network of local experts statewide. Partner with other agencies more connected to treatment as well as strategic partnership among the many entities that serve the community:*
  o *Alcohol and Drug Addiction Services (ADAS)*
  o *Mental Health*
  o *Libraries*
  o *Schools*
  o *Other*
	We will also facilitate opportunities for workforce champions of this work to share their practice methods and benefits of established partnerships.

• *Develop, identify and share best practices on reattachment to the labor force*	See responses above.

• *Understand how the system can use WIOA funding to implement innovative strategies to address this problem.*	See responses above.