Ohio Department of Job and Family Services

COMPREHENSIVE CASE MANAGEMENT AND EMPLOYMENT PROGRAM (CCMEP) PLAN

for

County or Counties: Lucas

Effective Date: 10/1/2017

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.

Table of Contents

1. Lead Agency and Coordination with Partners 3
2. Population Served 6
3. Coordination of Services 7
4. Outreach, Referral, and Eligibility 7
5. CCMEP Comprehensive Assessment and Individual Opportunity Plan (IOP) .. 9
6. Program Services 16
7. Case Management 12
8. Performance Measures 13

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 Lucas County Department of Planning and Development			
Lead Agency Address 1 Government Center, Suite 800	City Toledo	State OH	Zip Code 43604-2259
First Name of Lead Agency Official Megan	Last Name of Lead Agency Official Casiere	Title of Lead Agency Official Lucas County Administrator	
Phone Number 419-213-3300	Email Address mvcasiere@co.lucas.oh.us		

Program Contact Person Michael Veh	Phone Number
Phone Number 419-213-3404	Email Address mveh@co.lucas.oh.us

Fiscal Contact Person Dave Glaza	
Phone Number 419-213-3402	Email Address dglaza@co.lucas.oh.us

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

Agency Name Lucas County Department of Job and Family Services			
Agency Address 3210 Monroe Streeet	City Toledo	State OH	Zip Code 43604
First Name of Lead Agency Official Michelle	Last Name of Lead Agency Official Niedermier	Title of Lead Agency Official Director	
Phone Number 419-213-8871	Email Address michelle.niedermier@jfs.ohio.gov		

1.3 Identify the workforce development board and area for the county.

Workforce Development Area 9	
Workforce Development Board Chair Name Joe Luzar	
Workforce Development Board Director Name Megan Vahey Casiere	
Phone Number 419-213-3300	Email Address mvcasiere@co.lucas.oh.us

1.4 Identify the implementation manager for the Lead Agency.

First Name of Implementation Manager Norman	Last Name of Implementation Manager McFall	Title of Implementation Manager Monitor
Phone Number 419-213-3111	Email Address nmcfall@co.lucas.oh.us	

1.5 Lead Agency's performance and data management contact:

Contact Person Norman McFall	
Phone Number 419-213-3111	Email Address nmcfall@co.lucas.oh.us

1.6 How does the Lead Agency partner with the other local participating agency (CDJFS or workforce development agency) to implement CCMEP?

Describe:
Design of the original CCMEP local plan was a joint effort between the Lucas County Department of Planning and Development (LCDPD) as the Lead Agency and the Lucas County Department of Job and Family Services (LCDJFS). As a result, the local CCMEP plan calls for a cooperative process that considers the processes and procedures of both organizations and leads to a collaborative method for intake and referral, for eligibility determination and for supportive services as necessary. Referrals for TANF eligible CCMEP participants are made by LCDJFS to the youth providers on a daily basis. All CCMEP eligibility, both WIOA and TANF, is verified by LCDPD and that confirmation is shared between the youth providers and LCDJFS. As a result, verbal or electronic communication, either directly or through the youth providers, between the two Departments takes place on almost a daily basis with face-to-face meetings occurring when necessary.

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

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

Describe:
The Lucas County Workforce Development Board fully supports the local CCMEP initiative and has developed relevant policies for implementation and ongoing improvement of the program. In addition, the Board updates existing policy and creates new policy as needed to maintain or expand the program. The Board's current strategic plan also creates an environment supporting CCMEP through the goal of creating a pipeline of work-ready individuals based on employer needs, providing proactive and adaptable business services and employer engagement. Updates regarding CCMEP are presented to the WDB at their quarterly meetings, so they can speak about the program when meeting with other businesses and community stakeholders through their normal business activities. The WDB strategic plan also includes more direct outreach by having board members speak at groups such as Rotary about the board's work in the community including CCMEP. The work experience policy created by the WDB will be used for the complete CCMEP population (WIOA and TANF) with the exception that TANF funding will not be used for stipends as this would constitue at TANF "assistance" as defined by 45 CFR 260.31 as it is likely covering basic needs. In the case of gas or gift cards purchased with TANF funds, the guidelines established in Family Assistance Letter 103 will be followed.

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:
Current policies include:
CCMEP Youth Eligibility Policy, CCMEP Youth Incentive Policy, Training Services Policy, Individual Training Account Policy
Policies being adapted to include CCMEP Youth programs include:
Career Services Policy, Work Experience Policy
The supportive services policy submitted with this plan, while developed on behalf of the WDB, is intended to cover the full CCMEP population, both WIOA and TANF however, any supportive services using TANF funding will meet the definition of "non-assistance" as defind in 45 CFR 260.31(b). Likewise, the included follow-up services policy will also encompass the full CCMEP population, limited where appropriate, to meet the TANF definition of "non-assistance" and as limited by 20 CFR 681.580 to supportive services, adult mentoring, financial literacy, case management, labor market information, career counseling, and other activities to assist in the transition to post-secondary education.

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

Owens Community College Workforce and Community Services, Penta Career Center: Adult & Continuing Education, Toledo Public Schools, Herzing University, Pathway, Northwest State Community College, Lifeskills High School, University of Toledo College of Lifelong and Adult Education

☒ Alcohol, Drug and Mental Health (ADAMH) Board

Mental Health and Recovery Services Board of Lucas County, Unison Behavioral Health, Zepf Center, A Renewed Mind, Harbor Behavioral Health

☒ Businesses

Promedica Health System

☒ Career and Technical Education

Toledo Public Schools, Penta Career Center, NetWORK Healthcare Professions Opportunity Grant program

☒ Child Care Providers

Lucas County Department of Job & Family Services

☒ Child Support Enforcement Agency

Lucas County Division of Child Support Services

☒ Children Services Agency

Lucas County Children Services

☒ Community College(s)

Northwest State Commuity College, Owens Community College

☒ Community Action Agency

Pathway Inc.

☐ County Family Service Planning Committee

☒ Family and Children First Council

Lucas County Family Council

☒ Juvenile Court System

Lucas County Juvenile Court (not to include court funded services)

☒ Local Healthier Buckeye Council

Impact Coalition

☒ Local School District(s)

Toledo Public Schools

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

Opportunities for Ohioans with Disabilities

☒ Other

Family & Child Abuse Prevention Center Project Access, Legal Aid of Northwest Ohio, Harbor, YMCA, OMJ partners, Charter and Alternative Schools

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: 760

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: 440

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: 120

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: Lucas County is leveraging the existing relationships between employers and the contracted youth providers to create learning and employment opportunities while meeting the needs of local businesses. In addition, LCDPD, as part of the department's economic development function, is promoting the need for opportunities for youth as a business service to employers and polling those companies about the essential skills needed to succeed in the company. One of the contracted youth providers is also a WEP contractor with the local JFS and has used that agency's expertise and relationships to engage with those employers. LCDPD also coordinates the WorkReady

Lucas County initiative, part of ACT Inc.'s Work Ready Communities program, and has contacted the more than 200 supporting businesses asking their help in identifying the core skills they look for when hiring new workers.

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:
Where possible, LCDPD encourages common forms and processes between all participating partners including single points of entry, cross-program referrals and, in the case of summer employment, a single website for all youth interested in enrolling. By encouraging a singular process regardless of entry point or appropriate program, youth are not deterred or presented barriers to enrollment.

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:
Currently there are three primary points of entry for youth interested in CCMEP – the OMJ Center, the local JFS and the contracted Youth Providers. For the youth who visit the OMJ Center, they will complete the application form which will be immediately reviewed by a member of the application team to be made up of representatives from the lead agency, the local JFS and the Youth Providers. Based on the initial review, the youth will either be referred to the WIOA youth program or to JFS for enrollment into the appropriate services.
Should the youth contact either the Youth Provider or JFS directly; a similar review process will take place. If it is determined that the youth applicant is appropriate for the services being provided by the agency reviewing the application, they will immediately be processed into the program. However, if the information on the application suggests the youth would be better served by the other agency, a direct referral will be made and the appropriate staff member will be contacted, notifying them of the pending referral. This direct connection will allow for smoother transition of the youth from one agency to the other.

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:
Through an intergovernmental agreement and consensus with the Lucas County Department of Job & Family Services, referrals between LCDJFS, LCDPD and the contracted youth providers will be a part of an open

communication ensuring that relevant data and information will pass seamlessly between the various organizations.

☒ 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:
All agencies involved in CCMEP will use JFS Form 03002 (CCMEP Comprehensive Assessment) when working with non-secondary school participants to identify various barriers to employment including domestic violence situations. The contracted youth providers will make referrals where appropriate to partner organizations whose mission includes addressing the barriers identified. As a component of these referrals, strict confidentiality will be assured and personal information not relevant to the challenge being addressed will not be shared. Likewise, information from those partner agencies regarding the individual will not be released outside of the program. In the case of reported domestic violence, the Lead Agency and Youth Providers will work with the local JFS to modify the hours of participation and other requirements as outlined in the Cash Assistance Manual Transmittal Letter Number 124 and in 5101:1-3-20 (D). These modifications and referrals to external agencies for support and assistance will be communicated between the youth provider, the local JFS and the Lead Agency either verbally or through a secure, encrypted email system.

☒ 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:
LCDJFS utilizes a customized referral program to refer participants to CCMEP as well as to share changes in the participant's current status within CCMEP. This system is also designed to allow the designated youth providers to report back any significant changes to the individual's status including CCMEP activity assignments for OWF work-eligible individuals, 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, and exiting processes. In addition, all data will be entered into the CCMEP portion of OWCMS which will provide access to progress reports and other essential data.

☒ 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:
Typically, when a participant leaves one county and applies for services in another, the new county will reach out to the previous case managers and notify them of the change within 10 calendar days of the move. This often involves the transfer or sharing of information about the participant and closing of the case in the original county. However, if it is determined that it would be in the best interest of a non-OWF participant to continue to receive services in Lucas County, the new county will be notified of the situation and the participant case will remain

open. This will allow for continued, uninterrupted services. If the original agency is aware of the participant's move, the new Lead Agency would be contacted. This outreach would be accomplished by using the list of Lead Agencies provided by the Office of Human Services Innovation.In the case of transfers to Lucas County, if the original county fails to respond to a request of transfer, Lucas County will contact the State for assistance. Should it be determined, following conversations and agreement of the casemanagers of both counties and the participant who is not an OWF recipient, that the participant would be better served by the original county, then the participant will remain with that county. This will allow for continuity of services and build upon the existing relationship between the participant and their caseworker -- particularly in cases where the distance moved was relatively short but resulted in crossing into an adjacent county.

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:
Since many these Youth will enter through the WIOA door, we will follow State guidance as outlined in OAC 5101:14-1-01 referring to WIOA eligibility and document family income when required. Family income will be documented for all In-School Youth and all Out-of-School Youth whose sole barrier is either Basic-Skills Deficiency or whose barrier is one or more of the 12 locally-defined "Needs Additional Assistance" categories. For TANF eligible youth, the Lead Agency will follow OAC 5101:14-1-04 (2) using the following to define a family and calculate household income under CCMEP:

- If the participant is a minor child, the income of the participant, parents, step-parents, or domestic partners will be counted to determine if the family meets the 200% Federal Poverty Level
- If the participant is a parent, specified relative, legal guardian or legal custodian of a minor child, the income of the participant, parents, step-parents, or domestic partners will be counted
- If the participant is a non-custodial parent who lives in the state but not with his or her minor child or children, the income of the participant, parents, step-parents or domestic partners will be counted
- If the participant is a pregnant minor, the income of the participant, parents, step-parents, or domestic partners will be counted
- If the participant is a pregnant adult, the income of only the participant and domestic partner will be counted
- If the participant is between the ages of 18 and 24 and is part of a family that includes a minor child, the income of the participant, parents, step-parents, or domestic partner will be counted regardless of the relationship between the participant and the minor child

The lead agency verifies each initial CCMEP eligibility and will remind the Providers when the six-month review is due for non OWF-recipient participants in receipt of TANF funded services.

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

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

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

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

Describe:
The responsibility for completing the JFS Form 03003, the Comprehensive CCMEP Assessment, will fall on the contracted Youth Providers for volunteers and LCDJFS for required TANF clients. For those youth entering CCMEP through the TANF program, LCDJFS case managers will ensure the 3002 and the CCMEP assessment are completed as well as assist with supportive services. The youth will be provided with instructions to complete the TABE test and IOP at the provider location. The youth will be informed that the requirements (TABE and IOP) are needed to be approved for OWF. Within seven (7) calendar days, youth eligible for CCMEP will be referred to the appropriate provider though the LCDJFS "iWAM" system.

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:
TABE will be the primary basic-skills test utilized; however, for Youth wanting to participate in the Lucas County Work Ready initiative, the WorkKeys ("Career Ready 101") test, leading to the National Career Ready Certificate (NCRC) will also be utilized.

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:
LCDJFS uses a proprietary data system for scheduling and tracking appointments and attendance. This system will be shared with both the Lead Agency and the contracted youth provider as a way to monitor participation in the program. Alerts built into the system will notify of missed appointments or activities and the Lead Agency will be able to follow up with providers to ensure regular contact is made with the participants.

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) 2

Describe:
Harbor employs a full time Teacher and a full time Educational Assistant. They offer tutoring Monday-Friday from 8:30am-4:30pm. Clients come in to work on GED. They also study for the Ohio Graduation Test, as well as college entrance exams. Clients also increase basic skill levels in preparation for occupational skills trainings.
The YMCA partners with 10 program sites to provide 6 hours of programming per week. Upon enrollment the participants are required to register for Career Ready and complete a minimum of two modules per month as a part of their tutoring goals. The participants are also required to bring in their grade card every quarter which allows the staff to monitor the student's progress in school and set goals and offer additional support to the student when necessary.

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

Describe:
In addition to GED preparation, Harbor pays for all of the GED practice and official tests. They also partner with area high schools to assist those students who are better suited for finishing high school rather than attaining a GED.
The YMCA works closely with the staff from the schools and offers additional support to the students. As a part of the enrollment packet the parent signs a release form which allows YMCA staff to have access to attendance records and grades. Students also have access to the YMCA's computer lab which can be used for credit recovery programs and tutors to assist the students.

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

Describe: Harbor offers paid work experience for those who complete basic program requirements. (guidance, leadership, labor market information, and financial literacy) These clients are monitored and mentored by a job coach who maintains contact with both the client and the employer to address any soft skill issues that arise. We also offer an unpaid work experience to those who are planning to enter occupational skills training, so they can volunteer for a couple hours in the field. In addition to what Harbor provides, the YMCA offers year round work readiness training and activities to prepare the student in most cases for their first job. Some examples include resume writing, mock interviews and practice in completing employment applications, along with teamwork, workplace responsibilities, and soft skills. Also, all students are required to register for Back Pack through OhioMeansJobs and use the program for career exploration and assessments. YMCA also provides summer employment opportunities and paid internships.

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

Describe: Once clients increase basic skill levels and complete basic programming (in order to prove commitment and reliability) they are eligible to participate in occupational skills training to earn an industry recognized credential. Some examples are STNA, CDL, and Pharmacy Technician.

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

Describe:
Harbor partners with area businesses to place youth in various positions that give them some experience in the field in which they were trained.

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

Describe:
The YMCA supports the participants to organize and engage in a minimum of two community service or learning projects a year. The student also has an opportunity to join Youth in Government and YMCA Storer Camp Leadership weekend. The YMCA also organizes a 3-day conference every year that offers variety workshops, activities and presenters. Students are also selected to participate on the Youth Leadership Council, an advisory board.
Harbor provides job search assistance and provides a variety of guest speakers every month who serve as positive role models and illustrate how hard work and determination can lead to long-term success. Some examples of these topics include mental health, nutrition, safe sex, parenting, child abuse, domestic violence, marriage, as well as visits from college representatives. Addressing these difficult topics is intended to illustrate the challenges faced by young adults – particularly those who are pregnant or single parents – and how many of these challenges are interconnected.
All these activities are designed to help the youth to engage in positive behaviors while developing confidence in themselves, a sense of personal responsibility, and a realization that they have the power to determine their own futures. Through these and other available activities, the participants develop the "soft-skills" expected by employers that will ultimately lead to long-term career growth.

7. Supportive services - TANF Purpose(s) 2

Describe:
Among the supportive services Harbor provides the participants, is assistance in purchasing uniforms, work shoes and other job related materials, providing bus fare, and covering required testing fees. The YMCA also assists with bus fare and testing, but also application and books fees when students are applying for college, document fees, and work attire.

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

Describe:
Other departments at Harbor provide case management services and assist with housing, health care, transportation, etc. Harbor also works closely with other agencies for mentoring. Some examples are Unison, juvenile court, Lucas County Children Services, as well as business mentors on job sites. The YMCA provides adult mentoring, peer mentoring and job coaching. The YMCA also provides additional support for the parents and works closely with the case managers from Lucas County Children services. The Career Specialist holds monthly coaching job chats with the students that are working during the school year.
By connecting the participants with positive role models, the youth will begin to better understand the opportunities before them and the choices they will face. The youth can connect the information learned in other portions of CCMEP to real-life examples through their mentor who may have already faced similar challenges regarding safe sex, pregnancy, and parenting.

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

Describe:
Once a client is exited, Harbor Vocational Specialists maintain contact for at least a year. Harbor will attempt contact in 5 ways: phone, text, mail, email, home visit. During these contacts, the clients are offered additional services needed to maintain employment or school. After exit, YMCA Youth Specialists make every effort to stay in contact with the participant for at least a year. The YMCA offers a free membership to all the participants, which is still valid during the follow-up period which will allow the YMCA to maintain contact with the participant and continue to offer support. The YMCA also attempts to contact the participant via phone, text, mail, phone, email, home visits and social media.

For both providers, this follow-up allows them to remain engaged with the youth as they leave the services of CCMEP and to provide encouragement and support as the participant proceed on their own. By staying connected to them, the providers can also continue to stress the importance of making positive choices in their lives and to consider the alternatives when facing difficult decisions.

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

Describe:
Harbor offers the highest quality mental health counseling in the area. Additionally, each client is offered individual or group sessions to improve communication, problem solving, stress management, assertiveness, and positive thinking. In addition, Harbor partners with Brothers United which is a fatherhood program, Bethany House that provides a program dealing with domestic violence and promotes healthy relationships, and the Lucas County Health Department for reproductive and sexual health education. The YMCA makes referrals to agencies such as Harbor, as needed. These services assist the youth in addressing the challenges they face daily and help them recognize all the options before them. Counseling services can lead the participants to understand the impact poor choices and decisions can make on their lives and provide direction and advice toward more positive goals.

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

Describe:
All clients are offered financial literacy in the form of a class or as a one on one session with their vocational specialist. We cover banks, pay stubs, credit, predatory lending, saving, etc.
In addition, the YMCA offer the students assimilation activity using Real Money Real World curriculum to connect the student with career choices. YMCA also partner with the FOC's to offer classes and workshops. We also partner with Sun Federal Credit union to open saving accounts for all the students that participate in Summer Youth Employment.

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

Describe:
Harbor offers individualized information and resources to those who are interested.
The YMCA offers workshops and activities throughout the school year that provides information on entrepreneurship, Social Branding and networking.

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

Describe:
All Harbor clients are offered this service as a class or individualized session. The session includes registering for and navigating OhioMeansJobs.
All participants enrolled in CCMEP at the YMCA must registered for Back Pack and complete a career assessment. In addition, workshops are presented throughout the school year that identify in demand jobs and careers. YMCA staff also organizes job shadowing and workplace tours.

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

Describe:
Those clients wishing to enter college are assisted with applying for grants and scholarships. Also, vocational specialists make sure the client has all needed supplies and offers continuous support and tutoring as needed. The YMCA organizes four college tours a year. Speaker from the various colleges and universities present on site workshops and informational sessions for youth and parents. YMCA staff organize two FASFA workshops for the students and parents during the school year.

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:
All payments for subsidized youth employment will be processed through the contracted youth providers and not the lead agency.

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:
All of the 14 core WIOA elements, along with other supportive services, will be made available to youth participants as part of the extended post-exit follow-up.

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:
Our youth providers will make multiple attempts to locate and document the status of participants who are non-responsive. They will call, send text messages, send mail, send email and, if necessary, make a home visit. They enter notes into OWCMS documenting this process. If nothing else works, they also check social media like Facebook or Instagram for possible employment updates and, if they detect one, will attempt to verify employment through the employer.

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

Describe:

"Good cause" reasons will mirror those currently being used by the local JFS and include the following:

- Illness of the participant or another family member living in the same household who requires the assistance and care of the participant
- A previously scheduled medical appointment, including dental and vision care, for the participant or a family member living in the same household
- A previously scheduled job interview and any following interviews or job-related testing
- Court ordered appearances
- An appointment with another social service agency or program
- The death of a spouse, domestic partner, child, grandchild, parent, grand-parent, sibling, stepchild, stepparent, great-grandparent, mother or father-in-law, sister or brother-in-law, daughter or son-in-law, legal guardian, or another person who stands in the place of a parent
- A school, worksite or place of employment closed for the day
- Lack of child care due to unavailability of a licensed or certified provider within reasonable distance of the home, the unavailability or unsuitability of informal care by a relative or through other arrangements, or the unavailability of appropriate or affordable formal child care arrangements
- Failure of the county agency to provide supportive services
- Failure of the county agency to provide complete information and location of the service provider
- Circumstances regarding domestic violence
- Other situations determined on a case by case basis

Participants will be expected to provide written verification within 3 days of the verification request and are responsible for ensuring delivery of the documentation although it may be delivered by an authorized representative or the individual providing the documentation on behalf of the participant. This verification may be delivered in person, by mail, fax, or by email. Examples of "good cause" verifications include written notes from doctors, schools or employers, copies of appointment reminders, court documents, receipts, etc.

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

Describe:
Written notification of appointments will be sent by US mail or handed directly to the individual when possible. In addition, email confirmations will also be sent if possible. Other options include sending text messages and making reminder calls of appointments already scheduled.

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:
All youth participants who do not currently possess at GED or high school diploma will be informed of the various educational opportunities available by the LCDJFS and/or the youth provider case managers who complete the CCMEP Assessment. These individuals will be referred to appropriate programs depending on their identified course of action.

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:
As the Lead Agency for Workforce Area 9, the Lucas County Department of Planning and Development is also the fiscal agent for WIOA programs and used existing WIOA processes for youth procurement, expanding the program expectations to match those of CCMEP. From that starting point, CCMEP was expanded to include TANF youth so they could benefit from the 14 services elements identified in WIOA. The procurement process for WIOA youth providers was approved and implemented by the WDB with the final decision on contract award coming from a panel made up of board members and others who did not represent the Lead Agency.

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:
In addition to case management training as included in the job requirements of the contracted youth agencies, all case managers have also been through CCMEP case management training as provided by the State of Ohio and, in the case of newly hired workers, they will participate in online and in-person training as soon as it is made available.

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

☐ 15 cases or less
☐ Between 15 and 25 cases
☒ Between 50 and 100 cases
☐ 100 cases or more

☐ Between 25 and 50 cases ☐ Other:

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

Describe:
The LCWDB is currently designing processes for customer follow-up and feedback to include a variety of surveys, secret shoppers and focus groups. While initially being designed to measure customer satisfaction with services through the OhioMeansJobs center, this process will be adapted for youth participants and information collected will be used for continuous 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:
Currently, LCDPD does not collect feedback from CCMEP case managers but is in the process of developing a plan to gather this information. As the group most directly implementing the program, this feedback is extremely important and should be used for continuous improvement, not only at the local level, but also shared at the State level as well.

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:
LCDPD tracks enrollment and exit data throughout the process. Supplemental information collected includes credentials, certificates or diplomas earned, additional measurable skills gains, and youth placement. In this case, placement is defined as entering post-secondary education, the military and/or unsubsidized employment. All of this data is then entered into OWCMS.

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 William Brennan, Acting Director, Lucas County Department of Planning and Development	
Signature	Date 6/19/18

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

Name and Title Joseph Luzar, Chair, Lucas County Workforce Development Board	
Signature	Date 6/19/18