Update on Ohio's New Comprehensive Case Management and Employment Program

A closer look at a complex transition
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- Be healthy and safe
- Afford the basics
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A New Way to Work

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August 2016
Comprehensive Case Management and Employment Program (CCMEP)

Beginning July 1 with youth ages 16-24:

- Aligns public assistance and workforce programs
- Presents opportunities for new partnerships
- Creates a common client experience
- Removes barriers to employment
- Focuses on improved employment and educational outcomes

A job is the best anti-poverty program
Each county designates either:

- County department of job and family services, or
- Workforce development agency

Single accountable agency responsible for performance.

Manage activities and funding in accordance with TANF and WIOA requirements.

Partner with local Workforce Development Board.
County Plan

Provides description of how county will operate CCMEP including:

- Partnerships
- Co-located services to provide one-stop access
- Eligibility and referral processes
- Priority populations and intensive case management
- Caseworker qualifications and caseload size
Populations Served

- **Required**
  - TANF (ages 16-24)
  - WIOA (ages 16-24)
  - OWF work-required
  - Low-income in-school and out-of-school youth w/ barrier to employment

- **Volunteers**
  - TANF (ages 16-24)
  - OWF not work-required
  - PRC recipients
Providing Comprehensive Services

Core services include:

- Educational supports to obtain high school diploma or GED
- Job training, including pre-apprenticeships and job shadowing
- Financial literacy
- Occupational skills training
- Paid and unpaid work experience
- Supportive services, including access to child care, transportation and counseling

Follow-up services for 12 months
Common Client Experience

Registration on OhioMeansJobs.com

Standardized forms include:

- Intake application
- Comprehensive assessment to identify barriers
- Individual Opportunity Plan (IOP) to provide a customized pathway to success
**Systems Support**

- Case management system will be OWCMS – Ohio Workforce Case Management System
  - Available July 1 to enroll CCMEP clients
  - System enhancement Early 2017
- OMJ.com – OhioMeansJobs.com website
- CFIS – County Finance Information System
Resources

CCMEP Implementation webpage:
http://humanservices.ohio.gov/CCMEPImplementation/index.stm

Questions?
Send email to: CCMEPQNA@jfs.ohio.gov
CCMEP: Creating a Common Client Experience

Reviewed current process for OWF/TANF Work Program and WIOA Youth eligibility and assessment process

Made changes to current structure
OWF Customer Flow

7200/Intake → Individual Assessment/SSC → Job Search Job Readiness (Pay for Performance) → Applicant approval/denial OWF → OWF Assignment

WIA Customer Flow

WIA/WIOA Application → Eligibility Determination → TABE Testing → Appraisal/ISS → Program Referral
CCMEP Customer Flow

7200/Intake → Individual Assessment/SSC → CCMEP Assignment

CCMEP Application → CCMEP Orientation → Eligibility Determination → Comprehensive Assessment → IOP

Traditional OWF Services
Creating a Common Client Experience

Program Planning

► What services will be provided?
► How will they be provided?
CCMEP/WIOA Program Components

**PHASE 1**
- AOD Treatment
- Remediation / Tutoring
- Basic Needs
- Transportation
- Child Care
- Medical
- Supportive Services
- Counseling

**PHASE 2**
- Mentoring
- Leadership
- Job Coaching
- Soft Skills
- Financial Literacy
- Career Exploration
- Job Search

**PHASE 3**
- Work Experience
- Education
- Entrepreneurial Skills Training
- Occupational Skills

**PHASE 4**
- Unsubsidized Employment

**PHASE 5**
- Follow Up
Creating a Common Client Experience

Program Design/Procurement

- What is our current WIOA program structure and how does it fit with our CCMEP program plan?

- Procuring Services vs Programs
  - Framework activities-in house
  - Funding streams-TANF, PRC, FAET, WIOA
CCMEP Structure

LMI: in-demand industries/occupations
Tutoring, study skills, dropout prevention
Alternative school offerings
Paid and unpaid work experience
Occupational skills training
Leadership development
Supportive services
Adult mentoring
Follow-up activities
Comprehensive guidance & counseling
Financial literacy
Entrepreneurial skills
Post-secondary preparation & transition
Integrated & job-specific training

IOP will be JFS/CCMEP staff driven
JFS/CCMEP staff will monitor & manage progress
Staff Preparation

- Invite local social service providers to information sessions at OMJ for staff

- Reached out to Central Ohio Technical College regarding developing a very basic introduction to human services/social services.
Social Services Training

- What is Case Management?
- The Importance of Relationships
- Laying the Foundation-Assessment
  - Role playing using the actual assessment
- Documentation and Case Notes
- Moving Forward-Keeping Clients Motivated
Community Preparation

- Created academic/soft skills class at OMJ (pre-GED, GED & WorkKeys prep)
- Discussions with LCJFS Planning Committee
- Discussions with OMJ Partner Staff
- Conversations with community providers regarding CCMEP
Other Considerations

- Numbers served
  - Start with the required then incorporate “volunteers” as funding and staffing allows
    - Transition out of school youth participating in TANF Summer Employment (19)
    - Transition Current WIOA out of school youth (12)
    - Transition work required OWF to CCMEP (12)

- Youth transition
  - WIOA out of school youth programs end
  - Summer youth to springboard into CCMEP
Service Providers

- Required to procure WIOA/CCMEP elements services/Issued RFP
- RFP process yielded 2 CCMEP providers
- Negotiate contracts
- Develop referral process
Contact information

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A New Way to Work
Initial Scenes of a County Comprehensive Case Management & Employment Program
Youth Employment Specialist aka
The YES Man

- Family Advocate – Head Start Program
- Juvenile Rehabilitation Center
- Foster Parent
- Youth Pastor
- Inclined toward technology and social media
- Education - Health and Human Services
Comprehensive Case Management Employment Program/A New Way to Work

Process Overview

1. Initial Ohio Works First (OWF) Assessment (Y.E.S./W.A.)
   - OWF Self Sufficiency Contract (SSC) developed at this meeting
   - Comprehensive Assessment is scheduled within 10 days of OWF benefit being approved.

2. OWF Applicant attends/completes requirements of OWF SSC
   - OWF is approved

3. Recipient completes Comprehensive Assessment with Y.E.S.
   - Recipient completes the TABE
   - Peer to Peer case review completed (Fridays)
   - Individual Opportunity Plan (IOP) is developed
   - CRISE update completed
   - OWCMS Updated
   - Individual Follow-Up Plan initiated

4. Y.E.S. Updates Ohio Workforce Case Management System (OWCMS) and CRISE system

5. Peer to Peer is used to help determine appropriate level and types of activities/services. Process includes staff from: OMJ Marion and MCJFS. As appropriate community partners and agencies will be involved and provide input.

6. IOP includes goals and plan/pathway to accomplish the goals. Coordination and information is required of all participating agencies. The plan is developed with participant’s input. It will become the new SSC and OWF recipients are required to participate.
TANF CCMEP Eligible: 8/8/2016

Dolly is a 21 year old female with one child, and a second child due in September. She is currently staying at the homeless shelter with her child. She stated her boyfriend lives in Indiana, and does not want to move to Ohio because he cannot make the same money as in Indiana. He does send money to help.

- Her primary support for child care is her local family. Her mother is an active heroin addict.
- She has her high school diploma through Penn Foster (online educator)
- Dolly states that she cannot live with family because there are currently 7 individuals already living in the home.
- She participated in the Jobs Corp program and successfully obtained her Certified Nurse Assistant (CNA) certificate. Certificate has expired and she would like help with renewal.
- She lost her last job (warehousing) due to pregnancy as she could not perform the duties required. Dolly wants to work now while she is pregnant to save money.
- No driver’s license but does have state ID
- Dolly withdrew from the OWF program to prevent a child support order being established. She would like to continue with the CCMEP program. She would like help getting work because she feels as though no one is hiring her because she is so near her due date.
- Career Goal is to be a registered nurse/medical coding and billing
TANF CCMEP Eligible: 8/8/2016

1. Applicant completed OMJ Registration and completed the JFS03002 (application)

2. Applicant completed Comprehensive Assessment (8/15/2016)
   A. Participant assigned to research health care training requirements and training providers

3. TABE Completed: scheduled and completed (TABE Assessment Results: Math Score is 5.9 (needs to be 8.9) (Goal).

4. Peer to Peer (8/22/2016): IOP Recommendations:
   A. Y.E.S. work with boyfriend to find local employment (universal career services)
   B. Assign Dolly appropriate worksite and number of hours (accommodating pregnancy)
   C. Coordinate new OWF application (to provide financial support 6 weeks post partum)
   D. Coordinate transportation (bus pass, cab, etc.)
   E. Assist in coordinating child care
   F. Needs to increase TABE score

RED FLAG: Undisclosed involvement with court system
TANF CCMEP Participant: “Dolly”

The Plan

5. Develop the Individual Opportunity Plan: **Intensive Case Management Required**
   
   A. Develop worksite with Goodwill Industries, based on career interests and current capabilities. Will include job coach/mentor.
   
   B. Assist in coordinating a child care plan
   
   C. Assist in developing a transportation plan (supportive service)
   
   D. Assist in completing new OWF application to assist with 6 weeks post partum time frame.

Coordination of Activities and Follow Up

A. OhioMeansJobs Marion: *Case Management/Supportive Services/Transportation*

B. Marion County Job and Family Services Work Activities: *Child Care Assistance*

C. Marion County Job and Family Services Customer Service: *Benefits Application*

D. Marion Goodwill Industries: *Paid Work Experience/Work Site Development*

E. Marion Technical College: *ABLE Program/Health Care Training*

F. Follow-up required every two weeks

G. Staff time commitment to date: 6-7 hours
WIOA CCMEP Eligible: 8/8/2016

Client A: 21 year old male is currently homeless. (Referred from: Girlfriend: Girlfriend completed application for OWF assistance, attended OWF orientation, signed off because she did not want to participate with CSEA and require her boyfriend to pay support, knowing his current situation.)

- He is currently on probation for felony forgery, receiving stolen property, and drug paraphernalia. He reports to a probation officer once a month for drug screening.
- Has a State ID, owes fines to get drivers license back.
- He and his girlfriend have one child and are expecting their second (due Sep 2016). His girlfriend lives in government housing. He is not allowed to stay with her because of his background but does periodically. He also states that at times he sleeps in the city park and stays with his mom occasionally as permitted.
- During the assessment the client disclosed that he remains high from the time he wakes up until the time he goes to sleep, from smoking marijuana.
- Graduated from high school and scored very well on the TABE test.
- Client stated that he knows he has to clean himself up due to his second child arriving soon. He stated he is willing and wanting to get treatment for his drug use, but because he is on his mom’s insurance (Humana), he has to pay a $25 copay per counseling session. He can’t afford to pay the copay.
- Unsure of Career
1. Attended OMJ Workshop & completed the JFS03002 (application)
2. Completed Comprehensive Assessment (8/16/2016)
3. Case presented for Peer to Peer on 8/11/2016, prior to Comprehensive Assessment because of an emergent need.
4. **Peer Recommendations:**
   A. Contact probation officer
   B. Coordinate intervention/treatment Maryhaven or MACC
   C. Assist in coordinating a safe sober living location
   D. Coordinate Cap, Cops, Copes assessment (Use as a Goal)
   E. Coordinate Paid Work Experience
   F. Coordinate Adult Mentor
4. Blake completed the TABE (8/12/2016): Scored very well in all areas.
6. Contacted: Probation Officer, Counseling Centers, and Sober Living facilities. Results:

   A. Results from Probation Officer: Probation Officer Input: Work Participation is fine, with restrictions. He does not want our client assigned to sites that might jeopardize his sobriety or attending mandatory drug screening.

   B. Results Drug Counseling Coordination: Client is covered under his mothers insurance except copays

      1) Contacted Marion Area Counseling Center: Copayment sliding scale, based on income.

      2) Contacted Mary Haven Treatment Center. Mandatory $25.00 copay to attend counseling sessions

         Concerns: Client can’t afford the copayment. Can WIOA CCMEP funds be used to cover the copays?

   C. Safe/Sober housing options being reviewed: (Client is not allowed to stay in government housing with girlfriend).

      1) Girlfriend’s mother has expressed a willingness to allow client to stay with her.

      2) Exploring sober living facilities, however there are costs associated with staying in the facilities: $300.00 to $400.00 per month.

      3) Speaking with client’s mother as a third option.
7. Develop the Individual Opportunity Plan: **Intensive Case Management Required**

A. Develop worksite with Goodwill Industries, based on current capabilities. Will include job coach/mentor.
B. Explore Medicaid coverage.
C. Research probation requirements and allowable activities, Results:
D. Assist in developing a transportation plan (supportive service)
E. Coordinate initial meeting with treatment center.

Note: Goal is to cover the costs of the first 4 to 5 counseling sessions.

Note: Research conducted with MCJFS Family Assistance Worker on 8/22/2016 discovered that the client is eligible and has been covered by Medicaid (2014). He was unaware.

**Coordination of Activities and Follow Up**

A. OhioMeansJobs Marion: *Case Management/Supportive Services*
B. Marion County Job and Family Services Customer Service: *Medicaid Coverage*
C. Marion Probation Department: *Sobriety and Participation Buy-in, Follow Up*
D. Marion Goodwill Industries: *Case Management, Work Site Development, Adult Mentor/Transportation*
E. Marion Area Counseling Center: *Program Progress and Periodic IOP Review*
F. Maryhaven Treatment Center: *Program Progress and Periodic IOP Review*
G. **Follow-up required every two weeks**
WIOA CCMEP Eligible: 8/12/2016

Carrie is a 23 year old female with one child.

She is currently staying at the domestic violence shelter, and was given information on the program from another individual within the shelter.

Has driver’s license and car.

Client stated her child is currently staying with grandma in another county while she is trying to sort out things for herself.

Charged for fighting as a juvenile, no adult interaction with the courts.

During the assessment, she stated she is interested in just getting to work in order to not live at the shelter any longer and is danger of being forced out due not progressing toward employment.

Her TABE results came in avg. of 5.6.

At a later date it was brought to attention that this client has also filled out an application for Opportunities for Ohioan’s with Disabilities, and listed a number of mental illnesses she has been diagnosed with which were not disclosed during the CCMEP assessment.

Career Interest: Sonography
1. Applicant attended initial meeting with Y.E.S. JFS03002 application completed
2. Applicant completed Comprehensive Assessment
3. Recipient completed the TABE (8/10/2016)
4. Case presented for Peer to Peer (8/11/2016): Staff Present: OMJ Marion/Goodwill:
   IOP Recommendations:
   A. Parenting Workshop
   B. Enroll in ABLE to increase TABE scores
   C. Enroll in soft skills training (indicated by poor employment history)
   D. Coordinate activities with O.O.D. (was not disclosed in Comprehensive Assessment)
   E. Coordinate appropriate paid work experience
   F. Assist in coordinating housing plan for transition from shelter.
5. Eligibility determined 8/12/2016.
WIOA CCMEP Participant: “Carrie”

The Plan

7. Develop the Individual Opportunity Plan: **Intensive Case Management Required**
   
   A. Enroll in Employment Soft Skills Work Shop
   B. Coordinate activities with O.O.D.
   C. Develop worksite with Goodwill Industries, based on career interests and current capabilities. Will include job coach/mentor.
   D. Enroll in Parenting Workshop
   E. Assist in coordinating housing
   F. Enroll in ABLE to increase TABE scores

Coordination of Activities and Follow Up

A. OhioMeansJobsMarion: *Case Management*
B. Tri Rivers Career Center: *Employment Soft Skills Training (Transitions)/Health Care Training Research*
C. O.O.D.: Treatment Plan, *Verify Employment Capabilities*
D. Marion Goodwill Industries: *Case Management/Worksite Development*
E. Children Services: Parenting Workshop or Online
F. Housing Assistance
G. Marion Technical College: *ABLE Program/Health Care Training*
H. **Follow-up required every two weeks**
1. TABE assessment on all participants (2 hour process)
2. Interaction and data sharing with multiple agencies (time consuming)
3. Release of Information for minor youth enrolled in high school (parent cooperation and engagement)
4. Youth participation and follow through
5. Initial IOP is fluid and dependent upon external variables (i.e. community resources)
6. Twelve months of follow up
7. Data entry into up to four systems (OMJ, OWCMS, CFIS and CRISE)
8. Health Care – ACA work hour restrictions
Local Intersections
Straight A Work Simulation Grant

- Enrollment – 300: Current Wait List: 50
- Weekly Home Visits
- 24/7 Crisis Intervention/Help Line
- Connection of students and their families to community resources
- On-Site Child Watch Program (funded by Nucor Steel Co.)
- Job Placement (TANF Summer Youth Employment & TANF School Year Work/Study Program)
  - Goodwill serves as employer of record through subgrant agreement
  - Work Simulation Experience – Will replicate work skills, business culture and social skills.
Straight A “13th Year” Grant

- Marion City Schools – Harding High School
- Portrait of a Graduate - Diploma “Plus Acceptance” to postsecondary education, high demand career, or military.
- Project will link to and support youth the entire year following high school graduation.
- 2016 Graduate Survey – 40% had no acceptance and no plan.
- Goal: Identify graduates who require comprehensive support to achieve work/life success.
- Outreach Event: Sept. 20th Inform project staff of CCMEP intersection points and opportunities for 13th Year youth.
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