



Cincinnati - Hamilton County

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Area 13 OhioMeansJobs Center Operator Report

Program Year Jul 2019 – Jun 2020

April 2020 Report for the Executive Committee Meeting 4/9/2020

Comparable Timeframe: Current and Previous Year's Performance					
Performance	2020	2019	Demographics	2020	2019
New Enrollments	316	403	18-30	32%	34%
Training	294	335	31-40	22%	22%
ITA	222	242	41-50	21%	23%
OJT	72	93	51-60	23%	18%
Hamilton County ITA	90%	88%	61+	2%	3%
New Employments	231	289	Disability	5%	4%
Average Wages All	\$21.24	\$21.69	Ex-Offenders	21%	22%
Average Wages Training Related	\$22.91	\$24.96	Female	41%	43%
Average Wages Non-Training	\$15.04	\$14.73	Male	59%	57%
Seeker Exits	154	163	Black	51%	47%
Closed with Employment	67%	88%	White	41%	47%
Employers Served 2+	260	176	Other (Mixed)	7%	6%

- PARTNER AND OHIOMEANSJOBS CENTER ACTIVITY**

- Jobseeker Self-Registration & Self-Check-In at Resource Room electronic kiosk (CFIS)

Total Visits:	9324	55+yrs:	670
Total Clients:	3265	OWF/TANF Recipient:	96
New Clients:	947	Unemployed:	377
Returning Clients:	2318	Did Not Complete High School:	237
Female:	2174	High School Diploma/GED:	264
Male:	1055	Some College No Degree:	324
Veteran:	132	Associate or Technical Degree:	121
Dislocated Worker:	597	Bachelor's Degree:	74
Listed a Disability:	127	Graduate Degree:	36

- We've added another new workshop. Effective March of 2020 FAFSA workshops will be available at the OMJ center. We also now offer a financial workshop with a licensed financial advisor.
 - The honor book collection in our lobby, is proving to be a success with visitors to the center, both the young and older populations. This is a service provided by Friends of the Cincinnati Public Library.

- PERFORMANCE**

- Performance is a mixed story. In the annual report for the year ending 6/30/20 Area 13 exceeds all performance measures that are in effect and out-performs metro peers. In the subsequent first quarter report for the new year (7/19-9/19) we struggled. We reviewed those scores and found them to be accurate, but skewed by a small sample size. We have reviewed upcoming exit cases and have confidence that performance scores will rise in the next and subsequent quarterly reports. We have also revised case exit procedures to assure that no opportunity to improve performance is lost.

- **CONTINUOUS IMPROVEMENT**

DOL monitoring in 2019 has prompted a wholesale revision of WIOA activities at OMJ. Specifically, new policies and procedures are in place for quality assurance, orientation, Intake, case notes, training eligibility, training provider selection, supportive services, and case file contents.

- **EMPLOYER SERVICES**

- Companies Served: 371
- Companies Served more than once: 260
- Hiring Events: 47
- Job Postings: 385

- **AUDITS**

- SWORWIB contracted monitoring on 4/19 and 12/19
- ODJFS Fiscal monitoring in 11/19
- ODJFS Program monitoring in 11/19
- DOL Opioid monitoring 9/19

- **Staffing**

Staffing under Holt notes:

14 WIOA funded* as of 2/4/20

Holt

- Murphy* does not have direct reports because of the nature of her classification.
- Walters* has three BSU staff at this time (Peterson*, Busemeyer*, Hunter*)
- Scott* has four direct reports (Carpenter, Frietch*, Herbers*, Richardson*)
- Scott-Herrmann has six direct reports (Collins, Ireland*, Mansu, Woosley*, Massie, McCarthy, Dukes*, Jensen)

- **Threats**

- Youth contracts are substantially dependent on TANF funds
- Employer retention measures will be challenging in 2019
- The DoL monitoring remains concerning, but we have state meetings and DoL webinars set up to move that forward.

- **Efficiency**

- 63% of OhioMeansJobs expenses in July were for direct services (ITA, OJT, Supports). We hope to drive this figure to near 70% by June of 2020.
- 14 of 27 Operator staff are funded by non-WIOA (Adult/DW/Youth) dollars diverting \$84,000 in occupancy costs to direct services each year.
- In the span 1/1/20-3/31/20 OhioMeansJobs staff issued \$1,330,000 worth of TANF vouchers to provide work supports and reduce infant mortality rates.

- **Initiatives:**

We are completing quality reviews of a volume of cases, reviewing and re-writing policy, retraining staff, and adding a staff person. Our intention is to be well prepared for the high demand we expect in the coming months.

- **Opioid grants status**

Area 13 and the State of Ohio are withdrawing from Grant 2. We are working with the State to address concerns identified by DoL re grant 2. We are stepping away from similar opioid grant opportunities.