

Morrow County Job & Family Services



Morrow County Job and Family Services

- What ever happened to welfare? The mid 90's saw the onset of welfare reform. The days of individuals living their entire lives on welfare or public assistance were over. Work became the central theme and assisting families to achieve self sufficiency within 3 years became the goal. What we do at Morrow County Job and Family Services is so much more than welfare or even Human Services, it is assisting families of all income levels find work and to assist those families who are needy become self sufficient – again through work.
- Welfare in Ohio is County run and State supervised. Morrow County Job and Family Services is a combined Agency with responsibility for four major departmental areas. As this pamphlet shows, Morrow County Job and Family Services is really four agencies in one or a Quadruple Combined Agency. We are responsible for Child Support Enforcement, Child Protective Services or Children Services, Income Maintenance, and Workforce Development. The several programs are bulleted inside this pamphlet and a more detailed description of our programs and services can be obtained by calling our office and requesting a brochure or requesting to speak with a worker in one of the units shown on the inside of this pamphlet.

Morrow County Job and Family Services

Morrow County Job and Family Services

Child Support Enforcement Agency

- Establishment of Paternity
- Establishment of Child Support Orders
- Enforcement of Child Support Orders
 - IRS Tax Offset
 - License Suspension
 - Criminal Non-Support
- Location of Absent Parents
- Collection of Arrearages
- Modification of Child Support Orders

Family & Children Services

- Child Abuse/Neglect
- Investigations & Assessments
- Family Intervention & Case Planning
 - Foster Care & Adoption
- Home studies & Placement
- Adult Protective Services
- Child Care Provider Certification
 - Child Care Assistance
 - Independent Living Services for Youth (average age 16)
 - Homebased/Family Preservation Information & Referrals

Income Maintenance Medicaid & Nursing Home

- Food Stamps
- Works First Cash Assistance
- Services
 - Medicaid
 - Healthy Start – Health Insurance
 - Healthy Families-Health Insurance
 - Aged, Blind & Disabled
 - Home and Community Based Services Waivers
 - Nursing Home/Institutional Care
 - Medicare Premium Assistance
 - Enhanced Medicaid Transportation Program

Jobs

- Job Search Assistance
 - includes free internet service and fax service
- Resume Preparation
- Youth GED/Remedial Tutoring
- Youth Work Experience
- Labor Market Information
- Business Outreach
- Skills Training
- Supportive Services (PRC)
 - includes work transportation, uniforms, tools

Morrow County Job and Family Services

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Morrow County Job and Family Services

● **Family & Children Services**

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- Family Intervention & Case Planning
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Morrow County Job and Family Services

- **Income Maintenance Medicaid & Nursing Home**
- Food Assistance
- Ohio Works First Cash Assistance
- County Medical Services
- Medicaid
 - Healthy Start – Health Insurance
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Morrow County Job and Family Services

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Morrow County Job & Family Services

Fiscal and Personnel Unit

Denise Patterson, Administrator



Funding

- 46 State/Federal funding sources
 - Local match is required on 8
- 4 Separate Fiscal Years:
 - Calendar Year (CY) January-December
 - State Fiscal Year (SFY) July-June
 - Program Year (PY) July-September
 - Federal Fiscal Year (FFY) October-September

RMS (Random Moment Samples)

- Mechanism by which we justify our program staff time to the State/Federal Government
 - Allows us to access our allocations
- 4 Cost Pools as seen on the 4290 report
 - SH (Shared)
 - IM (Income Maintenance)
 - SS (Social Service)
 - CSEA (Child Support)

RMS (Random Moment Samples) cont.

- IM, SS & CSEA are responsible to pay a portion of the SH (Shared) costs and this is determined each quarter based on their percentages of FTE's on the 4290 report
- Each of these cost pools receive 354 RMS's per quarter which totals 1,062 per quarter for the agency

RMS (Random Moment Samples) cont.

- Staff are randomly chosen by the State system (have received 0-4 during a day)
- At the specified time they are to note the case being worked on, select a program and activity, attach proper documentation, initial the RMS and return within 24 hours
- 4% are control members - witness and document work at specified time

Contracts

- Currently 50 (in the past over 150)
 - 27 Administrative
 - (104 in the past) Child Care
 - 6 Garage
 - 2 MOU's (Memorandum of Understanding)
 - 1 NET (Non-Emergency Transportation)
 - 2 PRC (Prevention, Retention & Contingency)
 - 7 Social Service & 10 Placement Agreements
 - 4 Child Support
 - 1 WIA (Workforce Investment)

Morrow County Job & Family Services

**Income Maintenance Unit
and Clerical Support Unit**

Sundie Brown, Administrator



Programs

- Ohio Works First Cash Assistance (Temporary Assistance for Needy Families-formerly Aid for Dependent Children)
- Supplemental Food Assistance Program (SNAP) formerly Food Stamps
- Medicaid
- Disability Medical Assistance and Disability Financial Assistance

Complexity

Multiple programs/policy does not align
Minimum training 9 months/2 years

- Food Assistance Certification Handbook
703 pages
- Medicaid Eligibility Manual 882 pages
- Cash Assistance Manual 541 pages
- Ohio Administrative Code and Ohio Revised Code

Challenges

- Table of reason codes for authorizing every case (961 reason codes)
- Time frames in State Computer

Ohio Works First

- **Ohio Works First Cash Assistance** is a cash grant for families with children who have low income or relatives caring for children
- \$ 441,203 issued in 2007, **\$1,000,536 in 2010**
- Self-Sufficiency Contract (SSC), which is an agreement between the Job & Family Services and the recipient to help participants transition from welfare dependency towards personal responsibility, employment and self-sufficiency

Food Assistance Program

- **The Food Assistance Program** assists individuals in low income households to expand their buying power and purchase nutritious food
- \$ 3,306,424 issued in 2007, **\$7,761,929 in 2010**
- Electronic Benefits Transfer (EBT) using magnetic stripe cards with a pin number

Food Assistance Budgeting

- Budgeting for Food Assistance and Allowable Expenses
 - 15 desk aids to assist with budgeting the following
 - medical expenses (disabled or 60 years or older)
 - dependent care expenses
 - legally-obligated child support
 - shelter costs/utility costs

Challenges

- Case management through alerts and case changes – 10 days processing
- Eighteen-year-old flow chart
- Self-employment three page grid /tax forms and schedules

Food Stamp Accuracy Rate

- Federal Food Stamp Review of each county every month
- 94 % Accuracy Required
- 96 % Accuracy Required as of 10-1-07

Food Stamp Accuracy Rate

Accuracy History for FS

- FY10 96.9%
- FY09 100%
- FY08 99.98%
- FY07 100%
- FY06 99.61%
- FY05 91.84%
- FY04 95.16%

Accuracy History for FS

- FY03 97.61%
- FY02 89.35%
- FY01 95.58%
- FY00 92.07%
- FY99 88.13%
- FY98 75.17%

Family Food Stamp Benefits Receipt Rate

Standard = 63%

Goals = 83%

Participation History

- 2010 158.94%
- 2009 136.37%
- 2008 104.2%
- 2007 99.48%
- 2006 97.70%
- 2005 95.39%
- 2004 87.78%
- 2003 79.86%
- 2002 66.94%

Total Assistance Groups

- | | |
|------|-------|
| 2010 | 2,219 |
| 2009 | 1,929 |
| 2008 | 1,443 |
| 2007 | 1,324 |
| 2006 | 1,274 |
| 2005 | 1,248 |
| 2004 | 1,130 |
| 2003 | 1,033 |

Medicaid

- **Medicaid** is a state and federally funded health program
- Each state operates its own distinct program within guidelines established per the Social Security Act.
- Medicaid in Ohio is administered by the Ohio Department of Job & Family Services through the 88 local county departments of JFS.
- \$ 47,020,930 was paid by Medicaid for Morrow County recipients during 2007, In 2010 that number was **\$51,785,166**, not including NET
- In 2010, **\$943,986** was spent on the Non-Emergency Transportation Plan (NET).

Ohio Medicaid

- Children (up to age 19)
- Pregnant Women
- Families with children under 18
- Adults age 65 and over
 - *spenddown
- Individuals with disabilities
 - *spenddown
- Certain women screened for breast and/or cervical cancer under the Center for Disease Control and Prevention's Breast & Cervical Cancer Early Detection Program
- Medicare Premium Assistance Programs
- Care in the Home and Community
- Nursing Home/Institutional Care

Challenges

- The complexity of Medicaid is all the various types of Medicaid which have different eligibility rules and different budgeting methods.
- 39 Categories of Medicaid in the State Computer System
- The Governor has appointed a Medicaid Transition team to rework how Medicaid is administered in Ohio. Hopefully this rework will help to simplify the program while insuring that the neediest citizens are still served.

Medicaid Measurements

- Medicaid reviews at random from the State ODJFS
- U.S. Citizenship verification
- Continuing Medicaid for Families who leave OWF Cash Assistance Standard =78%

Percentage of those leaving OWF but remaining on Medicaid

- 2010	88.41%
- 2009	80.94%
- 2008	80.73%
- 2007	81.51%
- 2006	87.83%
- 2005	86.58%
- 2004	86.13%
- 2003	83.12%
- 2002	87.13%

Non-Emergency Transportation (NET) Plan

- The Morrow County NET Plan provides vouchers/coupons to eligible Medicaid recipients in order to travel to and from Medicaid providers who meet provider participation requirements in accordance with Chapter 5101:3 of the Ohio Administrative Code who are providing Medicaid covered service(s).

NET

- The NET Plan also provides transportation through Morrow County Transportation Collaborative
- \$ 943,986 was paid through NET vouchers in 2007

Disability Determination Unit (formerly County Medical Services)

- Assists those who claim a disability but have not been determined disabled by the Social Security Administration yet (must be applying for Social Security)

Processing DDU Cases

- The client is seen for an interview to perform a social summary of the client's work history and health condition.
- Releases to medical providers
- Basic Medical, Mental Functional Capacity/Medication Dependency
- No primary physician- JFS pays for 1 office visit
- Records sent to Columbus to the Disability Determination Unit (DDU), same criteria as Social Security Administration
- County JFS ordered to pay for medical tests required by DDU Unit to determine disability

Disability Financial Assistance

- Cash assistance grant of \$115.00 for those with little or no income and have been approved by as disabled by the Disability Determination Unit
- \$ 128,762 issued in 2010

Fraud and Overpayments

- Incentives vary for various programs depending on overpayment type
 - Intentional Program Violation (IPV) is pursued whenever any intentional fraud is suspected. IPV overpayment draws incentives at a higher rate (20% verses 10%).
 - 166 new fraud referrals received in 2010
 - \$73,247.02 was collected for 2010
 - \$ 61,950.30 was collected for the Food Assistance Program
 - \$ 5,177.72 was collected for the Ohio Works First Cash program
- Fraud Investigator works all Income Eligibility Verification System Matches and New Hire Matches
- All Food Stamp fraud complaints must be worked within 30 days to meet a 90% timeliness federal requirement (in 2010 our rate was 98.75%).

Morrow County Job & Family Services

Family & Children Services

Sharla O'Keeffe, Administrator



Programs

- Child Protective Services (including Foster Care/Adoption, Intake and Assessment, and Family Intervention)
- Adult Protective Services (Assessment and On-Going Services)
- Child Care Certification and Eligibility

Monitoring for Family & Children Services Programs

- CPOE (Child Protection Oversight and Evaluation) review every two years with a self-assessment every two years
- CSFR (Child Safety Federal Review) similar to CPOE except on a Federal level. Occurs every 4 years
- Complaint reviews each time a client makes a complaint to our State or District Offices
- Child Fatality Reviews by the State each time there has been a child death in the community and our Agency has been involved with the family during the preceding year
- Title IV-E reviews by the State and Federal Officials

Monitoring for Family & Children Services Programs cont.

- Foster Care Reviews every 2 years – will now be every year to satisfy accreditation requirements.
- Adoption Reviews every 2 years
- MEPA reviews yearly (alternating between foster care placements and adoptive placements)
- Child Care Reviews yearly (alternating between eligibility and provider cases)
- Internal Reviews by administrators, peers and supervisors
- Accreditation reviews every 4 years

Morrow County Job & Family Services

Child Support Enforcement Agency

Cynthia Libster, Administrator



Numbers, Numbers, Numbers!! (Based on 2010 statistics)

- 4 Ongoing Case Managers process an average of 479 cases per caseload (loss of 1 case managers since 2008)
- 1 Intake Case Managers process an average of 231 cases (loss of 1 case manager since 2008)
- 1 CSEA Administrator processes 35 IV-E or Foster Care Cases
- 1 CSEA Supervisor establishes an average of 4 new Administrative Orders per month
- The Agency shared CSEA Attorney held 340 CSEA hearings. Referred 5 Felony non- support cases

Numbers, Numbers, Numbers!! (Based on 2010 statistics) (cont.)

- Total Child Support Collected **\$4,471,208.00**
- Total 2% Admin. Fees Collected & 15% medical support **\$84,867.89.** **
- IV-D Contracts brought in **\$79,722.88** from Federal funds to other county agencies as follows:
 - Clerk, \$28,427.31
 - Court , \$17,228.53
 - Prosecutor , \$5,243.04
 - Sheriff, \$28,824.00

** Program income to CSEA

CSEA AWARDS OF EXCELLENCE

- **2004** Ohio Family Support Association “Best Practice Award”
- **2005** Office of Child Support “Outstanding Performance Award” for collections on arrearages
- **2006** Office of Child Support “Outstanding Performance Award” for collections on arrearages
- **2007** OCDA Child Support Supervisor of the Year Award (Sheila Swanger)

2008 CSEA Performance & 2009 Goals

Category	2011 Performance Goals needed to earn 100% of Incentives \$\$	2009 Morrow County ** Earning 100%	2010 Morrow County ** Earning 100%
Paternity Est.	80%	*109.72%	*112.88%
Support Est.	80%	* 89.26%	*87.16%
Collections on Current Support	80%	69.41%	67.86%
Collections Made on Arrearages	80%	74.52%	71.76%

Morrow County Job & Family Services

Job Training Office

Cathy Francis, Administrator



DKMM Job Network

- One Stop offers Job Seekers access to the internet, fax, phone, copier at no cost
- 23,372 units of core services in 2010
 - Core
 - Intensive
 - Training

Prevention, Retention & Contingency

- Supportive services to keep families working and off of cash assistance
 - Rent
 - Utilities
 - Work boots, uniforms, tools, gas coupons, etc.
 - Car repairs
 - Wheels to Work

OWF Work Activities

- Placements at work sites for those on cash assistance (OWF – Ohio Works First) to guide them to **self-sufficiency**

MCJFS

An Agency in Transition

- Since 2007 have lost 50% of funding
- Staff has been reduced by over 30%
- PRC has been reduced
- Staff and funding have been reduced at the same time case loads have increased over 30%

MCJFS

An Agency in Transition

- Collabor8 – Eight County Pilot for Food Stamps, Medicaid, and OWF
 - “Virtual” Call Center
- In Child Welfare Case Loads have become “dangerously” high.
- And those cases have become increasingly more complex and difficult.

MCJFS

An Agency in Transition

- We have managed by using various cost saving measures:
 - MULA
 - VULA
 - Four Day Work Week
 - Wage Freeze
 - Lay Off/Reorganization
 - Technology
 - Other cost cutting measures, e.g., put off purchases, use leasing, etc.

MCJFS

An Agency in Transition

Success of The Four Day Work Week

- We still work 40 hours per week.
 - Over Time \$42,808.92
 - Sick Leave \$43,925.21
 - Unpaid Leave \$57,559.67
 - Efficiencies \$63,298.30
 - Utilities \$24,141.52
- **Total Savings \$231,733.62**

MCJFS

An Agency in Transition

Other Considerations :

- 1. Public response has been overwhelmingly positive, to date only two complaints received by the agency.
 - One from a citizen
 - One from a client
- 2. Extended hours of operation, i.e. 10 hour day has provided better service to our customer
- 3. A four day work week makes sense because Citizens expect their government to operate as efficiently and cost effectively as possible.
- 4. Employees who have lost wages are saving on their commute - 20%

MCJFS

An Agency in Transition

- 5. Employees have realized other work related savings such as lunches, wear and upkeep of work clothes, and child care
- 6. Employee morale has remained positive at a time when case loads have increased.
- 7. Overtime hours before 2177.4, after 155.25
- 8. Sick leave hours before 5560.38, after 3455.50
- 9. Efficiencies are based on time saved starting up and shutting down on that 5th day as well as break time of 30 minutes. Total estimated efficiency is 1.25 hours per employee.
- 10. Utilities savings based on degree days are calculated to be 36% for electricity and 21% gas.

MCJFS Annual Report

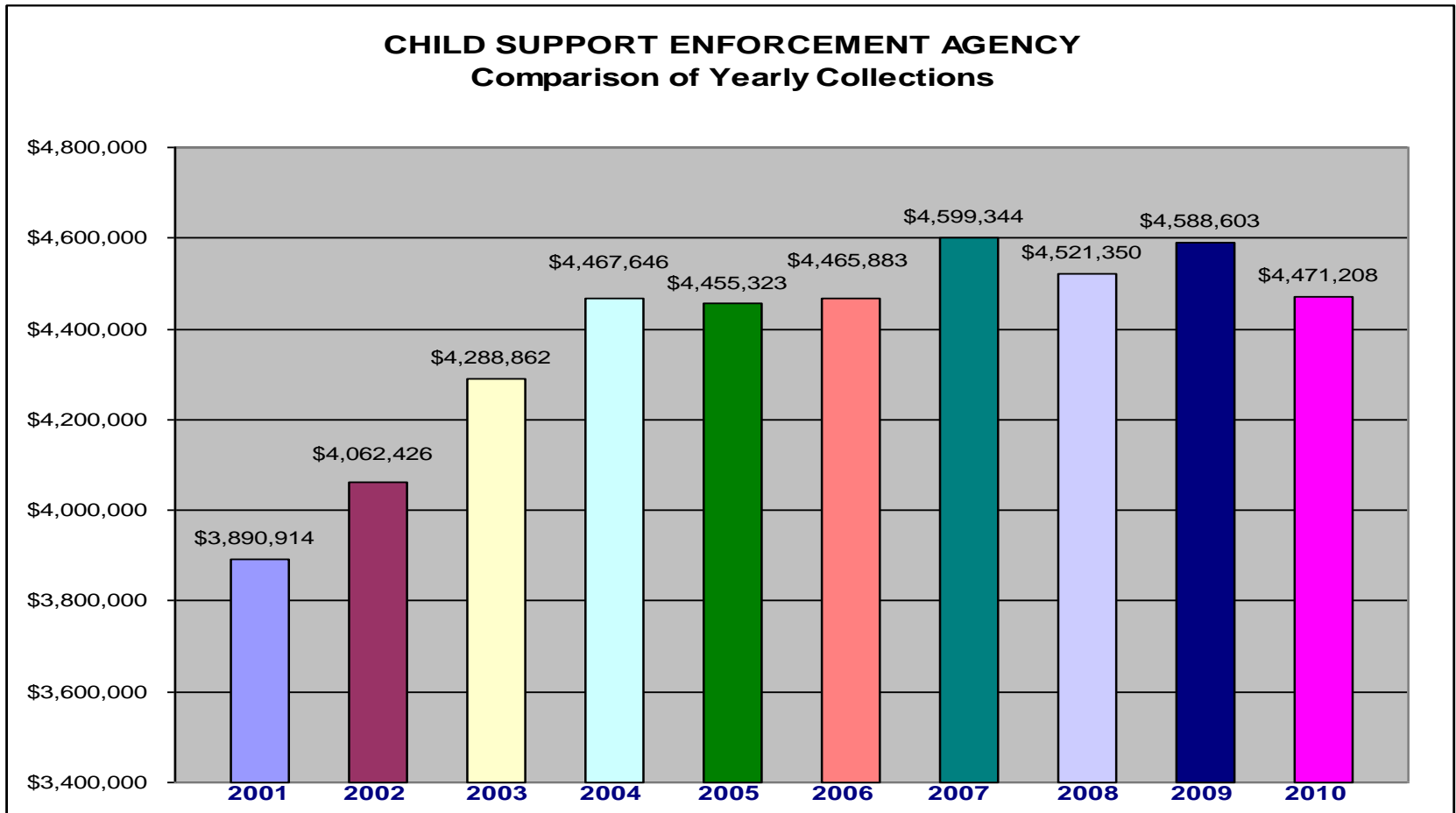
- **Annually**

- Every year Morrow County Job and Family Services produces an Annual Report. This Report is filed with the Auditor's Office and County Commissioners.
- This report contains a summary of the activity, challenges, and achievements of the Agency over the past County Fiscal Year or Calendar Year.

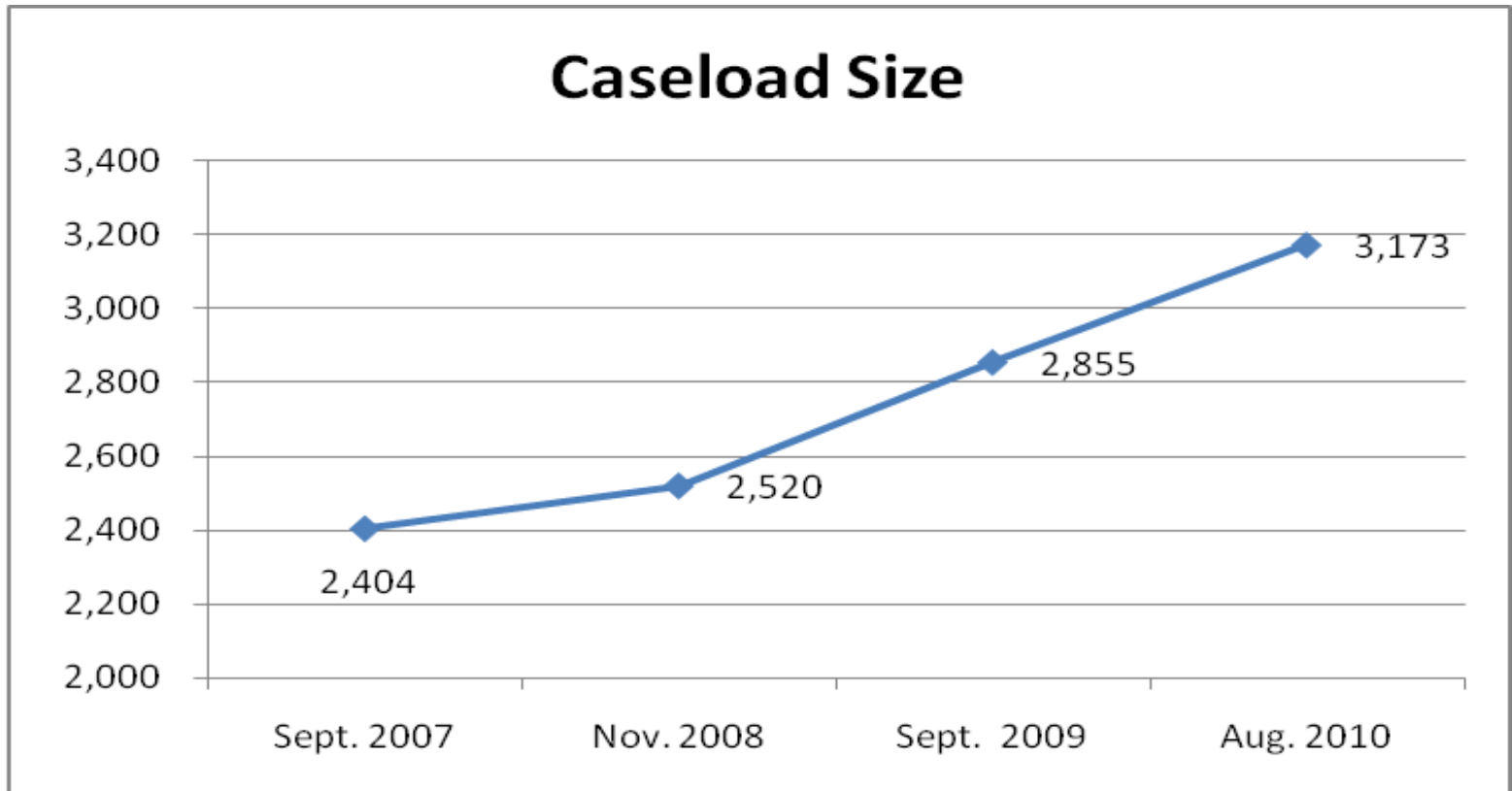
Child Support 2010 Annual Report - p.11

<i>Category</i>	<i>2001</i>	<i>2002</i>	<i>2003</i>	<i>2004</i>	<i>2005</i>	<i>2006</i>	<i>2007</i>	<i>2008</i>	<i>2009</i>	<i>2010</i>
NPA Collections	\$2,987,097	\$3,185,881	\$4,231,731	\$4,411,724	\$4,427,771	\$4,422,884	\$4,551,554	\$4,457,639	\$4,505,468	\$4,364,822
Current & former PA Collections										
4289	\$899,825	\$870,422	\$56,012	\$55,228	\$26,188	\$39,695	\$36,368	\$57,857	\$77,643	\$91,792
Foster Care (IV-E) Collections										
4289	\$3,992	\$6,123	\$1,119	\$694	\$1,364	\$3,304	\$11,422	\$5,854	\$5,492	\$14,594
Total Collections	\$3,890,914	\$4,062,426	\$4,288,862	\$4,467,646	\$4,455,323	\$4,465,883	\$4,599,344	\$4,521,350	\$4,588,603	\$4,471,208
Admin fees	\$55,294	\$48,876	\$65,195	\$78,419	\$77,546	\$84,456	\$83,992	\$86,734	\$82,198	\$81,023
15% Med. Incentives	\$790	\$570	\$821	\$845	\$848	\$500	\$483	\$401	\$1,912	\$3,845
Open Cases	2,010	2,015	1,828	1,861	1,845	1,919	2,002	2,042	2,082	2,147
Paternity Established	57	55	36	44	44	54	44	55	57	45
Admin Orders Established	54	49	71	83	77	103	75	90	106	59
Court Hearings Held	113	132	150	135	193	256	215	157	263	340
Criminal Non-support Filings	10	9	20	19	18	11	6	18	6	5
WVO Issued	502	679	912	804	760	794	755	738	716	733
FIDM Collections Began in 04/02	N/A	\$23,352	\$6,007	\$10,367	\$7,434	\$3,177	\$4,791	\$10,698	\$2,130	\$00

Child Support 2010 Annual Report - p.11

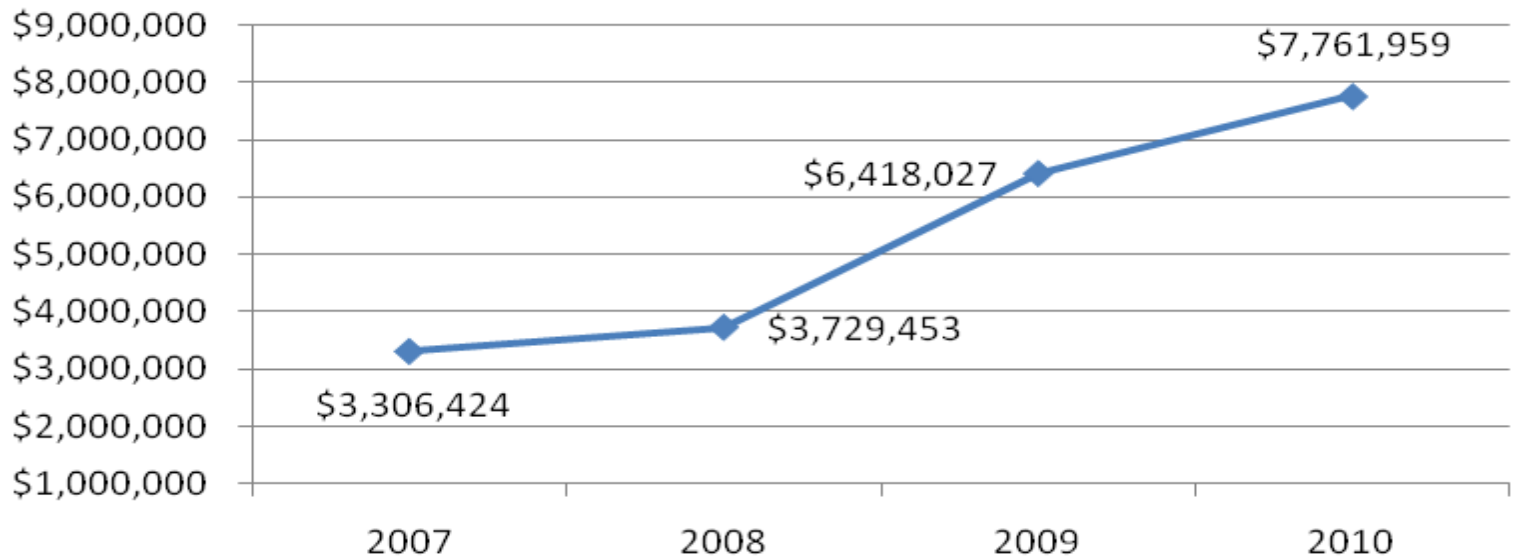


Income Maintenance Annual Report - p.12 (32%)

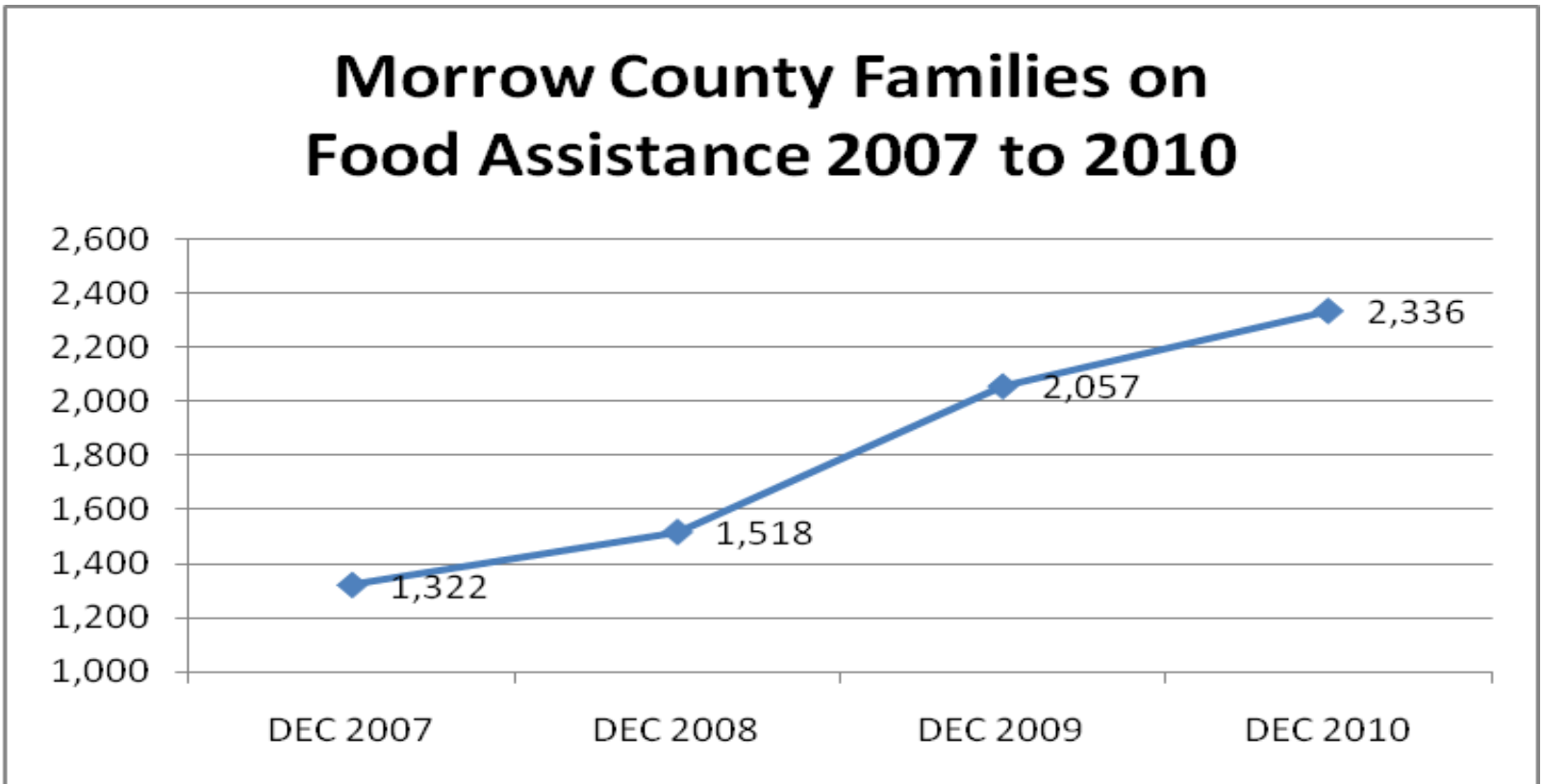


Income Maintenance Annual Report - p.12 (135%)

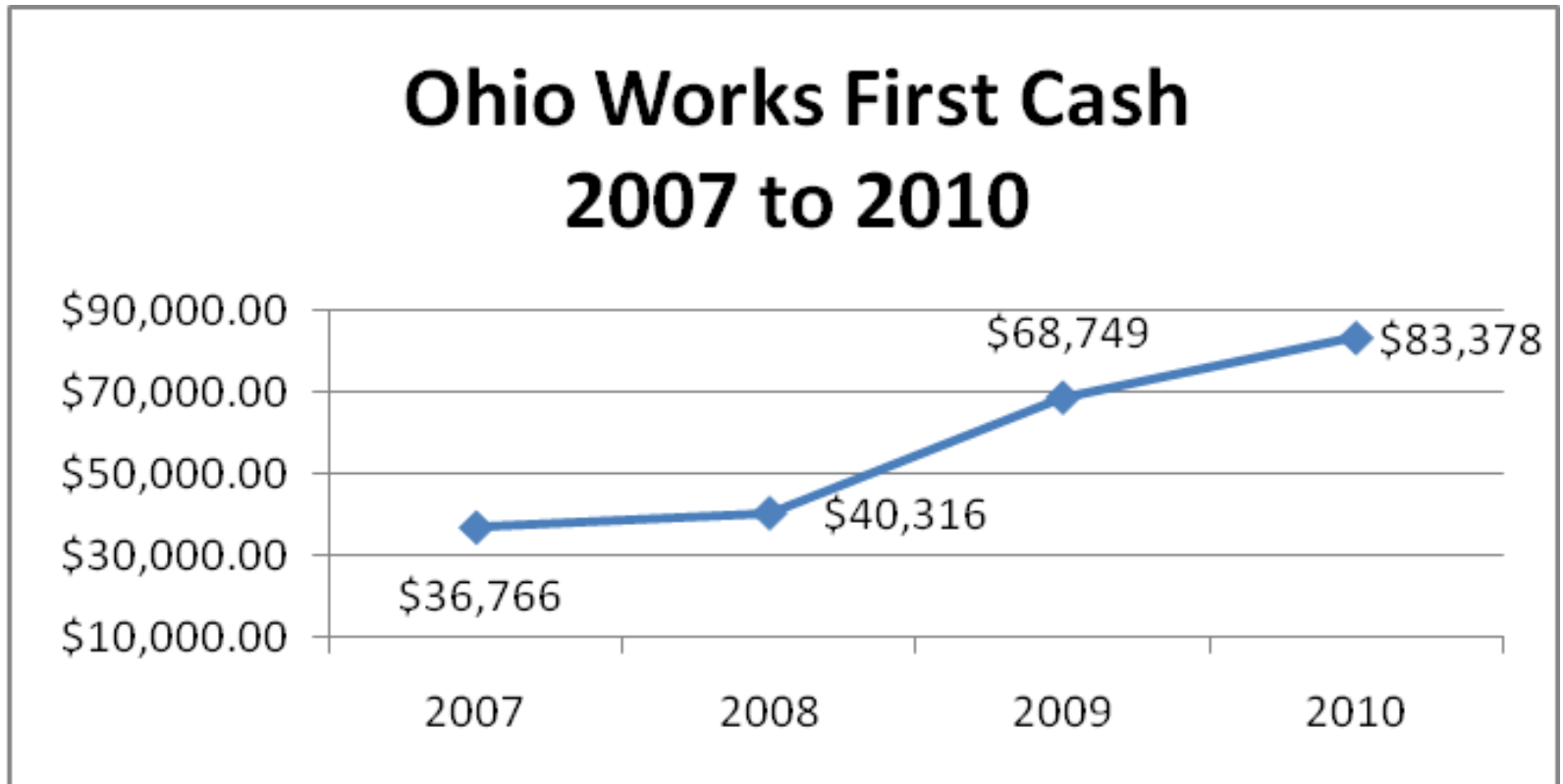
Food Assistance Amounts Issued 2007 to 2010



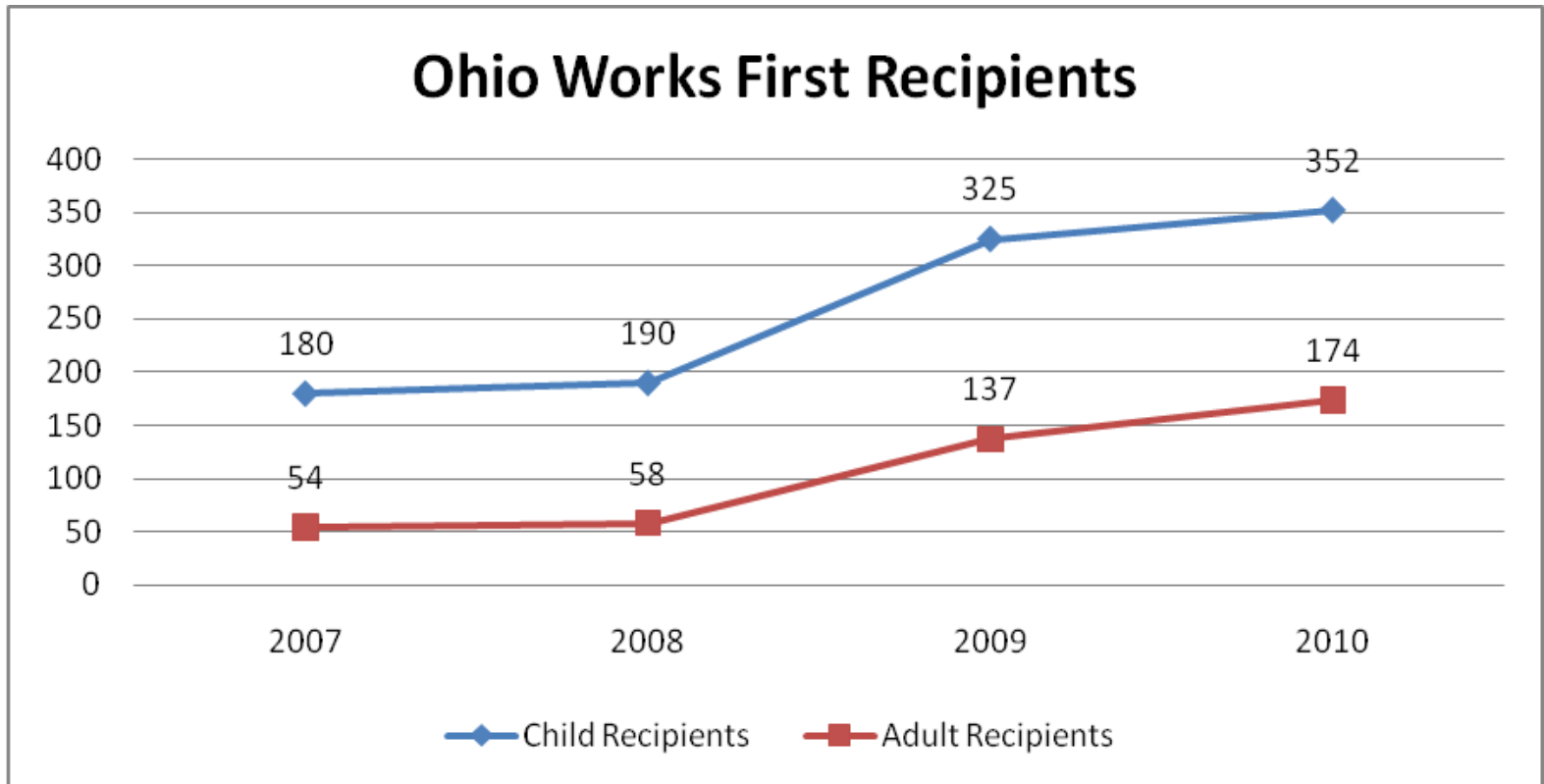
Income Maintenance Annual Report - p.12 (77%)



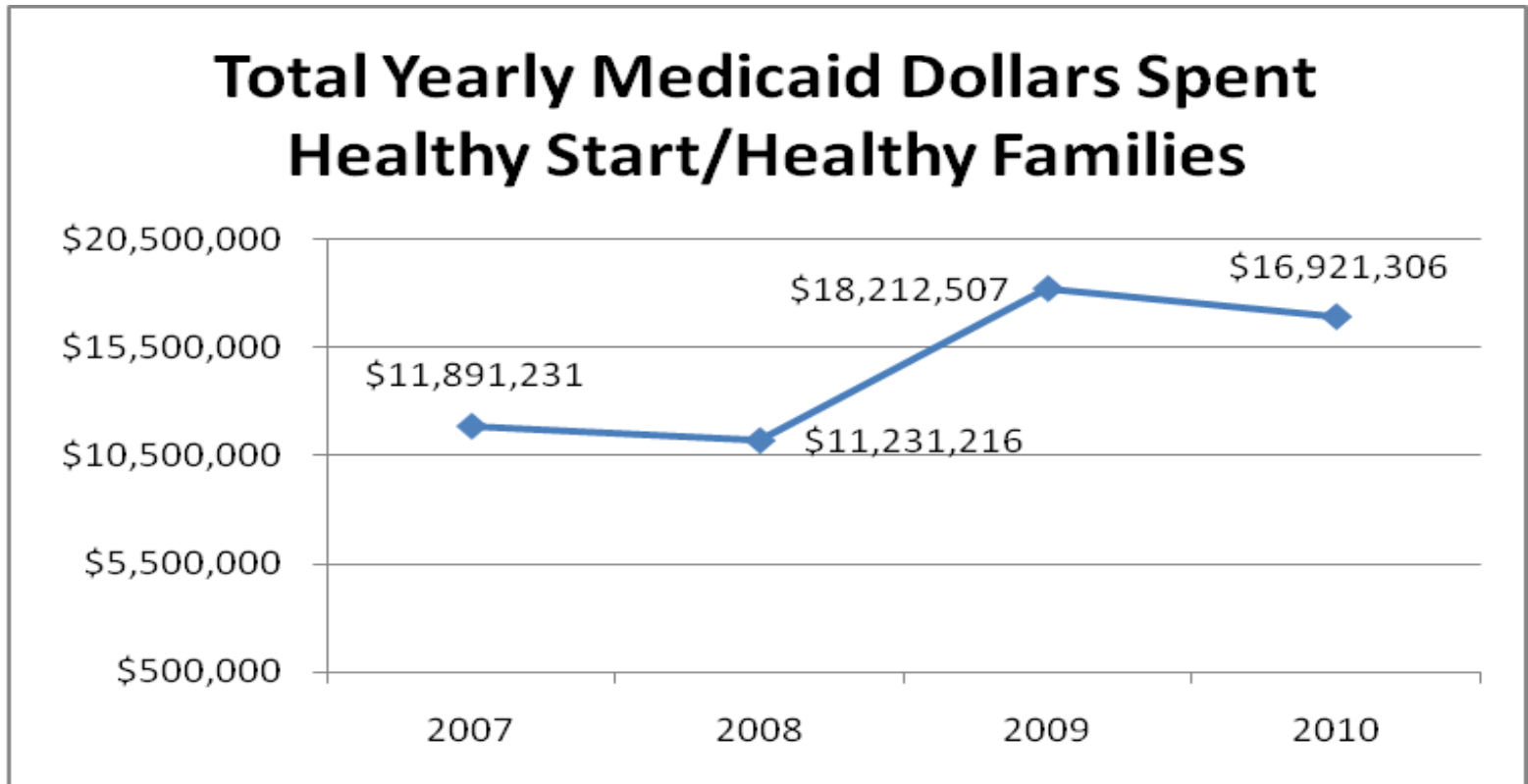
Income Maintenance Annual Report - p.13 (127%)



Income Maintenance Annual Report - p.13 (95% & 222%)

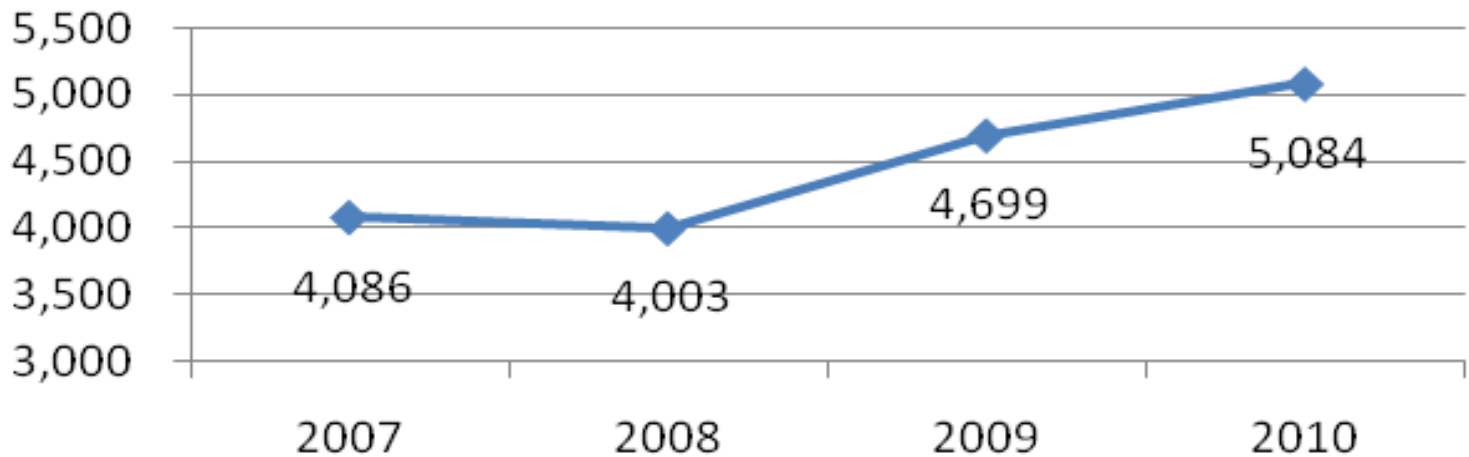


Income Maintenance Annual Report - p.13 (42%)

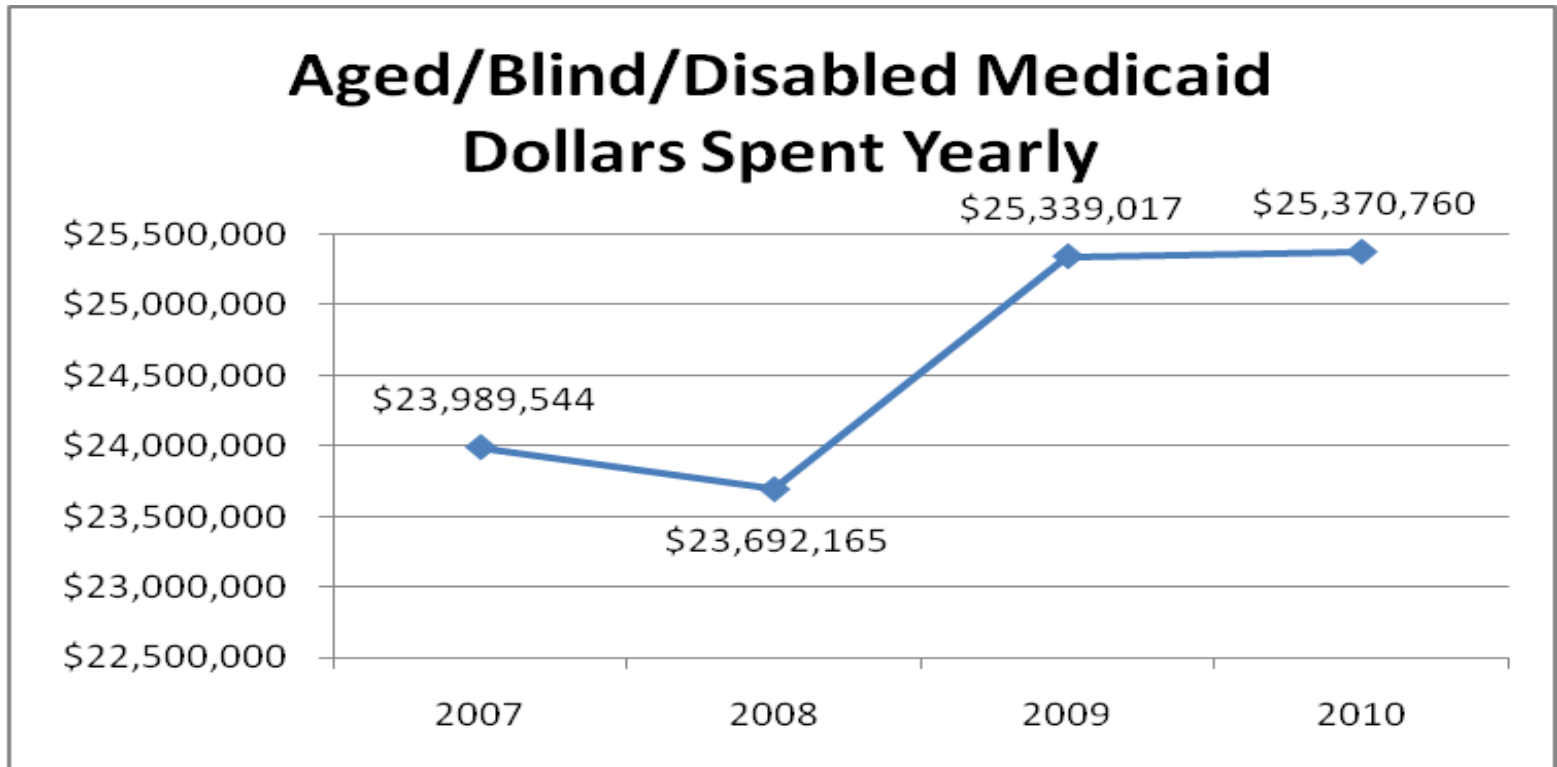


Income Maintenance Annual Report - p.13 (24%)

Healthy Start/Healthy Families Avg. # Monthly Recipients

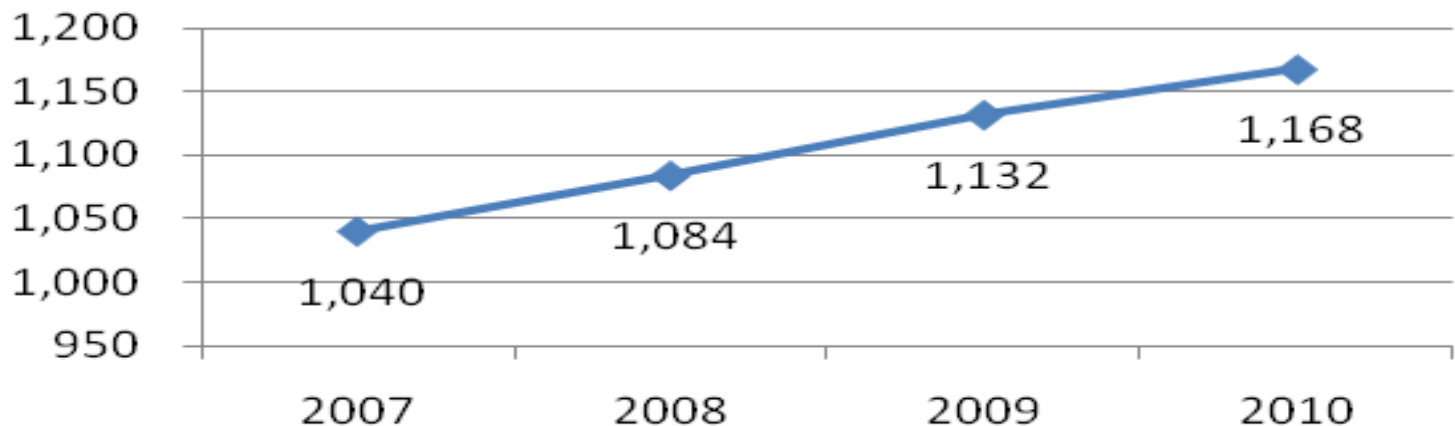


Income Maintenance Annual Report - p.14 (6%)



Income Maintenance Annual Report - p.14 (12%)

Aged/Blind/Disabled Medicaid Average # Monthly Recipients



Workforce Investment – Jobs Annual Report - p.17

2010	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
CORE SERVICES												
Resumé Preparation	32	35	17	22	28	16	16	20	27	22	26	17
Internet Usage for Job/Career Search	1,560	2,255	1,817	2,042	2,352	1,756	1,850	2,608	1,790	1,753	1,850	1,720
Initial Assessment	9	5	5	2	3	4	0	3	1	1	3	1
INTENSIVE SERVICES												
Intense Counseling Case Mgmt.	27	34	36	28	17	10	8	12	11	10	21	23
TRAINING												
Occupational Skills Training	22	22	31	39	32	17	18	12	21	22	12	23
GED Students	17	17	16	9	5	0	0	0	2	6	4	6

Workforce Investment – Jobs Annual Report - p.17

Morrow County Annual PY 2009 Performance

Performance Measure	Numerator\		Rate	PY 09 Std	80% Std	PY 09 E/M/F
	Denominator					
Adult Entered Employment	18	26	69.2%	78%	62.4%	M
Adult Retention Rate	15	18	83.3%	87%	69.6%	M
Adult Average Earnings	\$98,640	8	\$12,330	\$14,500	\$11,600	M
DW Entered Employment	11	14	78.6%	87%	69.6%	M
DW Retention Rate	7	7	100%	92%	73.6%	E
DW Average Earnings	\$86,255	6	\$14,376	\$17,000	\$13,600	M
Youth Placement in Emp or Ed	3	7	42.9%	63%	50.4%	F
Youth Certificate or Diploma	4	6	66.7%	42%	33.6%	E
Youth Literacy and Numeracy	NA	NA	NA	37%	29.6%	NA
Participants During PY 2009	Adults		DW	Youth	Out-Of School Youth	In-School Youth
	51		43	5	3	2
Exiters During PY 2009	28		18	8	2	6

Family and Children Services Annual Report - p.19

- **2010 Child Abuse/Neglect Report Totals:**

● Neglect	73
● Physical Abuse	60
● Sexual Abuse	53
● Emotional Maltreatment	33
● Withholding Medical Treatment	2
● Other	30

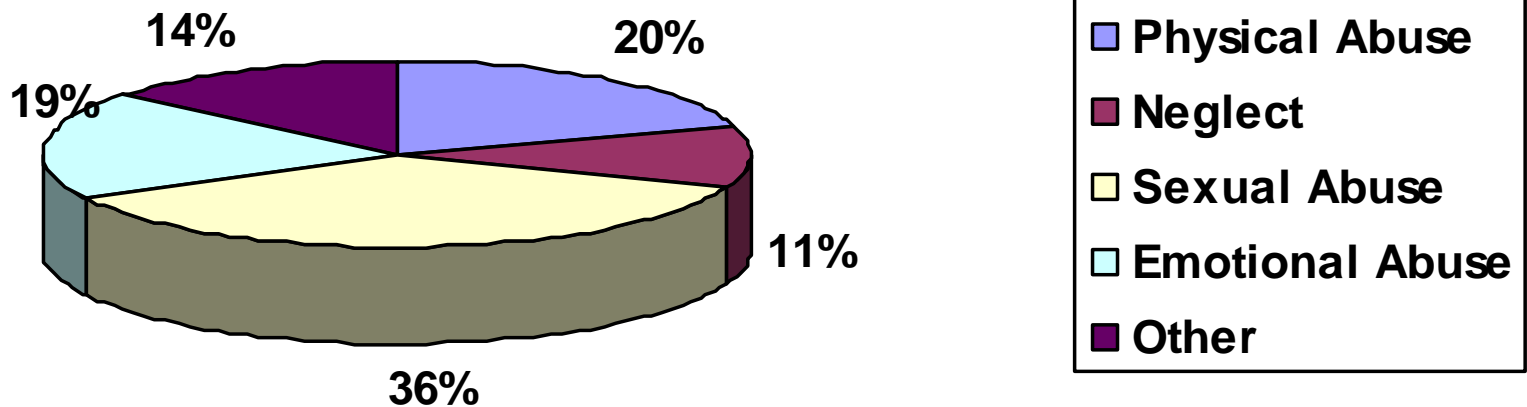
- (includes supportive referrals
- and interviews for other
- counties)

- ---
- Total 251

- The reports involved a total of 555 children.

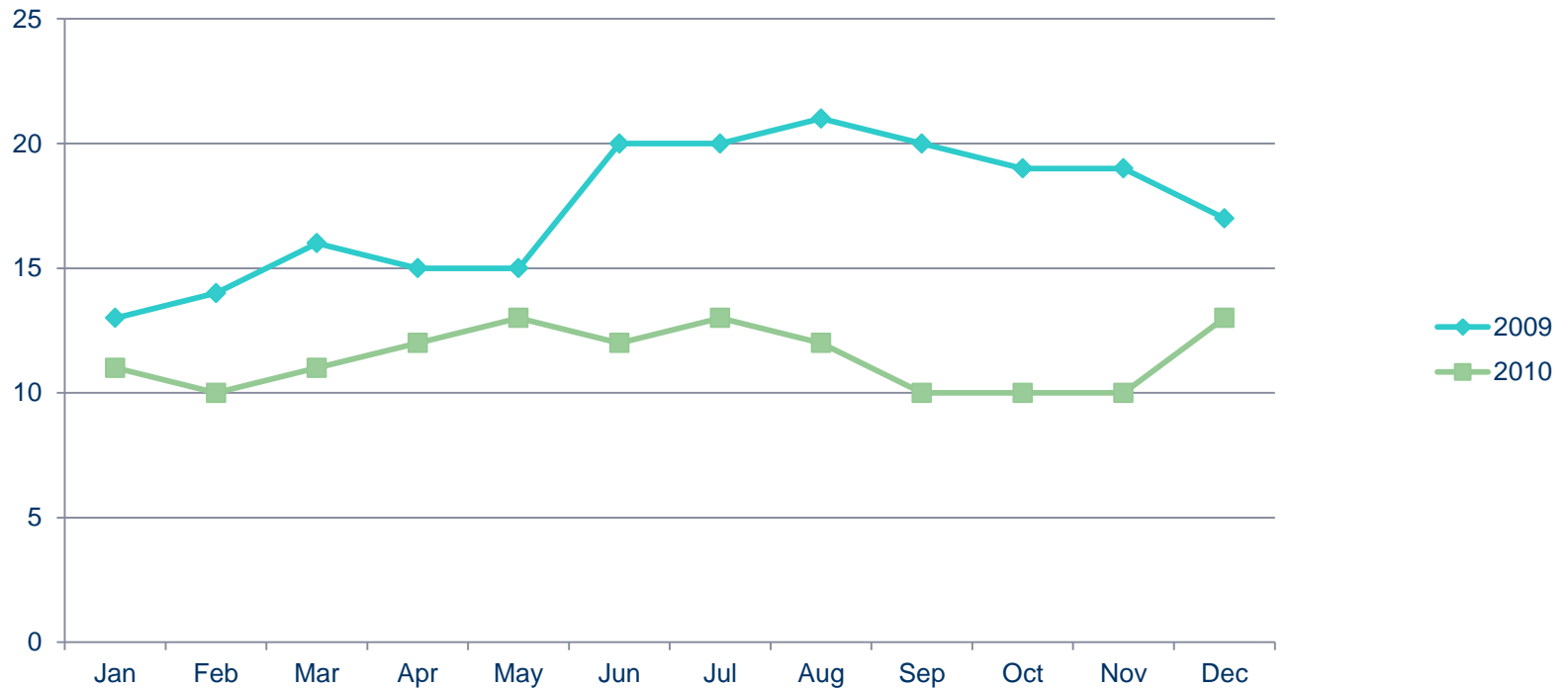
Family and Children Services Annual Report - p.19

Substantiated Indicated Reports by Report Type



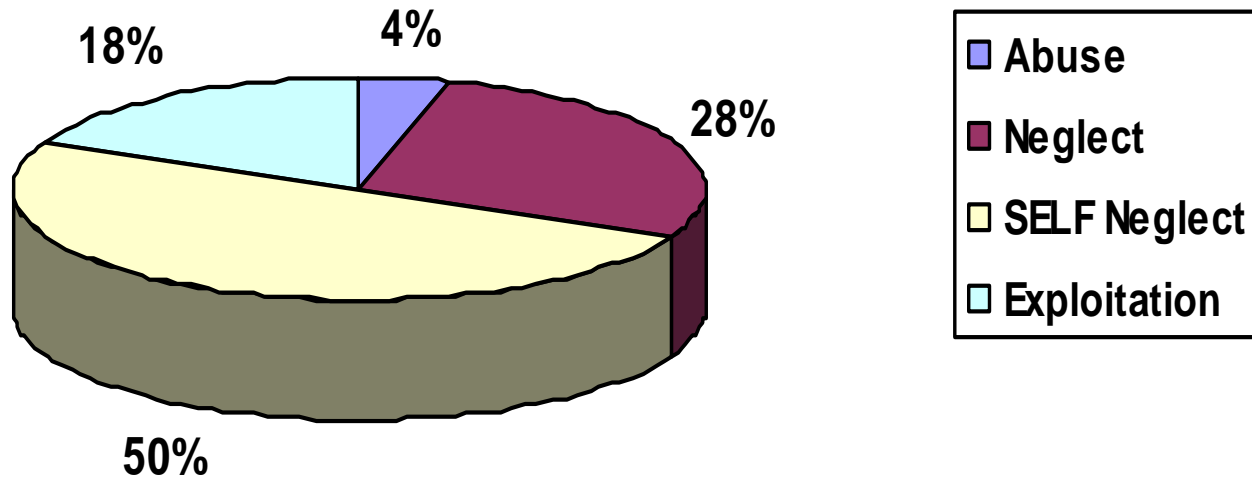
Family and Children Services Annual Report - p.20

- Children in Custody by Month 2009 and 2010



Family and Children Services Annual Report - p.22

Elder Abuse/Neglect in 2010 by Type



Bench Marks Annual Report - p. 24

2010 Bench Marks for Morrow County JFS

Description of Bench Mark	Goals / State Requirements	How did Morrow County perform in 2010?
Child Support		
Paternity Establishment	80%	112.88%
Support Establishment	80%	87.16%
Current Support Collections	80%	67.86%
Collections on Arrearages	80%	71.76%
NOTE: Performance in any category of 80% or above earns 100% of incentives allotted to the agency for that category.		
Fiscal		
% of budget spent	90%	90%
Income Maintenance		
Payment Accuracy Rate for Food Assistance	96%	Fiscal Year 10-1-2009 through 9-30-2010 =97% \$1514 issued \$47 errors
Application Timeliness Rate for Food Assistance & OWF	95%	FA=94% OWF=94%
Overpayment Claim Processing	90%	98.75%
Income Eligibility Verification System Matches	80%	92.88%
Workforce		
Work Participation	50%	12.31%

WEB Site

- For more information about our Agency,
- To access both the 2010 Annual Report and a version of this slide presentation,
- Go to morrowjfs.com and click on the links.