

ODJFS Strategy	Status Update
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Forecasting Business Needs		Office: OWD	Status
<p>ODJFS will manage, organize and analyze data from an employer occupational forecasting survey (employer in demand occupations), merge and compare it with job posting data, labor market information long term industry and occupational projections and Board of Regents data. ODJFS will analyze for consistency across data sets, organize data into charts or graphs and prepare reports on project results. The research would focus on Ohio's targeted industries and business functions: Industries - aerospace and aviation, automotive, financial services, biohealth, advanced manufacturing, energy, food processing, information technology and services, polymers and chemicals. Business functions - headquarters and consulting, back office administrative services, logistics and research and development.</p>		<p>As of Date: 1/30/2014 % Complete: 95.00%</p> <p>Target Date: 11/30/2013</p> <p>Completed Date: N/A</p>	
OWD	Phase1 Pilot of forecasting effort (128 businesses).	<p>% Complete: 100.00%</p> <p>Past Target Dates: 3/8/2013 Completed Date: 6/4/2013</p>	
OWD	Phase 2 full survey execution	<p>% Complete: 100.00%</p> <p>Target Date: 9/15/2013 Completed Date: 9/15/2013</p>	
OWD	Incorporate educational data from the Ohio Board of Regents.	<p>% Complete: 84.00%</p> <p>Target Date: 10/30/2013</p>	
OWD	Final report designs and distribution to stakeholders and queries within e-OMJ.	<p>% Complete: 98.00%</p> <p>Target Date: 11/30/2013</p>	

ODJFS Strategy		Status Update
<p>Develop and implement a Work Opportunities Tax Credit (WOTC) marketing plan.</p> <p>The Work Opportunity Tax Credit (WOTC) program gives employers a federal tax credit of up to \$9,000 when they hire individuals from nine categories of disadvantaged job seekers, including Food Assistance recipients. ODJFS will develop and implement a marketing campaign for this program so that more employers take advantage of it, and more Ohioans who face barriers to employment can find jobs.</p>		<p>Office: OWD</p> <p>Partner(s): OCOMM, OIS</p> <p>As of Date: 1/31/2014</p> <p>% Complete: 100.00%</p> <p>Target: 10% (84,660)</p> <p>Target Date: 12/31/2013 Completed Date: 12/31/2013</p> <p>Status </p>
OCOMM	Development of a marketing plan.	<p>% Complete: 100.00%</p> <p>Target Date: 9/30/2013</p> <p>Completed Date: 12/4/2013</p> <p></p>
OWD	Inclusion of WOTC information on the OMJ web site.	<p>% Complete: 100.00%</p> <p>Target Date: 11/1/2013</p> <p>Completed Date: 4/30/2013</p> <p></p>
OWD	Simplicity (Easy as 1, 2, 3) of electronic processing.	<p>% Complete: 100.00%</p> <p>Target Date: 9/30/2013</p> <p>Completed Date: 4/30/2013</p> <p></p>
OWD	Update to WOTC web page.	<p>% Complete: 100.00%</p> <p>Target Date: 10/31/2013</p> <p>Completed Date: 4/30/2013</p> <p></p>
OCOMM	Updates to brochures and hard copy communication.	<p>% Complete: 100.00%</p> <p>Target Date: 10/1/2013</p> <p>Completed Date: 12/4/2013</p> <p></p>
OWD	Forums to reach employers and inform job seekers.	<p>% Complete: 100.00%</p> <p>Target Date: 11/30/2013</p> <p>Completed Date: 12/4/2013</p> <p></p>
OWD	Increase the number of WOTC certification by 10% to 84,660 from current number of 76,964 certifications.	<p>% Complete: 100.00%</p> <p>Target Date: 12/31/2013</p> <p>Completed Date: 12/4/2013</p> <p></p>
OWD	Obtain approval from Communications for marketing plan.	<p>% Complete: 100.00%</p> <p>Target Date: 10/12/2013</p> <p>Completed Date: 12/4/2013</p> <p></p>
OWD	Obtain approval from Communications for marketing material.	<p>% Complete: 100.00%</p> <p>Target Date: 11/15/2013</p> <p>Completed Date: 12/4/2013</p> <p></p>

ODJFS Strategy		Status Update
<p>Increase Ohio's workforce diversity.</p> <p>Through multiple collaborations and partnerships, the ODJFS Office of Workforce Development will strive to increase diversity within Ohio's workforce. These initiatives will target many populations in Ohio considered to be disadvantaged or difficult to serve, including minorities, ex-offenders and at-risk young people.</p>		<p>Office: OWD</p> <p>Partner(s): OFMS, OLAS</p> <p>As of Date: 1/31/2014</p> <p>% Complete: 88.00%</p> <p>Target Date: 12/31/2013</p> <p>Completed Date: N/A</p> <p>Status </p>
OWD	Central State University (CSU) accreditation - OWD will contract with Wright State University (WSU) to fund the Dean of Social Work to provide consultation to CSU. OWD also will contract with CSU to pay for all fees related to the accreditation process.	<p>% Complete: 100.00%</p> <p>Target Date: 11/1/2013</p> <p>Past Target Dates: 7/1/2013</p> <p>Completed Date: 1/2/2014</p> <p></p>
OWD	Housing program for growers – OWD will contract with a community partner to help develop a grant type process and implement small matching grants allowing for renovations to migrant housing.	<p>% Complete: 100.00%</p> <p>Target Date: 7/1/2013</p> <p></p>
OWD	Expand Commercial Driver's License (CDL) program with Ohio Dept. of Rehabilitation and Corrections (ODRC) – CDL training will be offered to offenders soon to be released from prison by ODJFS and ODRC entering into an interagency agreement.	<p>% Complete: 100.00%</p> <p>Target Date: 12/31/2013</p> <p>Past Target Dates: 6/15/2013</p> <p>Completed Date: 9/27/2013</p> <p></p>
OWD, ODYS	Department of Youth facilities One-Stop pilot – A pilot location will be selected and decided upon with DYS, renovations will be done to accommodate one-stop activities, partners will be secured to operate the facility, collect data and evaluation.	<p>% Complete: 60.00%</p> <p>Target Date: 12/31/2013</p> <p></p>
OWD	Ohio Department of Transportation CDL training – OWD is developing a referral system with ODOT to ensure applications that are received meet qualifications. Ongoing communication with ODOT will determine if other avenues should be explored.	<p>% Complete: 100.00%</p> <p>Target Date: 12/31/2013</p> <p>Completed Date: 4/4/2013</p> <p></p>
OWD	YouthBuild certification program – A grant agreement will be set up to pay for CDL, heavy equipment and Microsoft certifications for participants of YouthBuild. Ongoing reporting will determine success and future connections.	<p>% Complete: 100.00%</p> <p>Target Date: 12/31/2013</p> <p>Completed Date: 7/31/2013</p> <p></p>

ODJFS Strategy		Status Update	
Market OhioMeansJobs (OMJ)		Office: OWD	Status
OhioMeansJobs is the premier resume and job bank in the state. Through a unique partnership with Monster.com, it lists more than 60,000 job postings on any given day and gives Ohio employers free access to millions of resumes, with excellent filtering tools so they can easily find qualified candidates. ODJFS will greatly increase its marketing of this excellent resource, so that more individuals, diverse populations, and employers take advantage of it.		Partner(s): OCOMM, OIS, OLO, OUC	✓
		As of Date: 1/31/2014	
		% Complete: 100.00%	
		Target Date: 11/30/2013	
		Completed Date: 1/31/2014	
OWD, OCOMM, WIB Members, Jobs Ohio Reps	Assemble a team of internal and external entities to address the lack of knowledge and awareness of OhioMeansJobs.com possibly via focus groups. Team will consist of members from OWD, OCOMM, WIB Members, and Jobs Ohio reps.	% Complete: 100.00%	✓
		Target Date: 4/30/2013	
		Completed Date: 5/31/2013	
OWD	Once team is assembled, provide them with a general marketing plan to use as a starting point.	% Complete: 100.00%	✓
		Target Date: 5/31/2013	
		Completed Date: 5/31/2013	
OWD, OCOMM	Expand our social media campaign and update the printed materials.	% Complete: 100.00%	✓
		Target Date: 8/31/2013	
		Completed Date: 11/27/2013	
OWD	Address knowledge needs of our core partners by providing training (via in-person, web meetings, and online videos) across the state.	% Complete: 100.00%	✓
		Target Date: 11/30/2013	
		Completed Date: 11/27/2013	

ODJFS Strategy	Status Update
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<p>Shift Rapid Response (RR) funding to support employer demand-driven back to work focus.</p> <p>ODJFS will shift Rapid Response funding to better support projects that are driven by employers' needs and that have a back-to-work focus for laid-off employees.</p>	<p>Office: OWD</p> <p>Partner(s): Monster, OIS, OLO, OUC As of Date: 1/28/2014 % Complete: 84.00%</p> <p>Target Date: 12/31/2013</p> <p>Completed Date: N/A</p>	<p>Status</p> <p></p>
<p>OWD Update policies to emphasize re-employment services.</p>	<p>% Complete: 95.00% Target Date: 8/31/2013</p>	<p></p>
<p>OWD Development of statewide Rapid Response presentation for worker orientations.</p>	<p>% Complete: 85.00% Target Date: 9/30/2013</p>	<p></p>
<p>OWD Revise the Rapid Response funding application.</p>	<p>% Complete: 95.00% Target Date: 8/31/2013 Past Target Dates: 5/30/2013</p>	<p></p>
<p>OWD Provide more targeted/customized training for affected workers.</p>	<p>% Complete: 50.00% Target Date: 10/30/2013</p>	<p></p>



ODJFS Strategy	Status Update
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<p>Implement the Ohio Learn to Earn (OLE) program.</p> <p>ODJFS will develop and implement the Ohio Learn to Earn program, which will allow unemployment compensation claimants to continue receiving benefits while in an approved training program for up to 24 hours a week for up to six weeks. It gives employers the opportunity to train potential employees at no cost and individuals the opportunity to enhance their skills, network and earn a training certification.</p>	<p>Office: OWD</p> <p>Partner(s): OFMS, OIS, OLO, OUC</p> <p>As of Date: 4/1/2013</p> <p>% Complete: 100.00%</p> <p>Target Date: 3/15/2013</p> <p>Completed Date: 3/15/2013</p>	<p>Status</p> <p>✓</p>
<p>OWD Develop eligibility parameters for claimants and businesses.</p>	<p>% Complete: 100.00%</p> <p>Target Date: 3/15/2013</p> <p>Completed Date: 3/15/2013</p>	<p>✓</p>
<p>OWD Develop guidelines for implementation.</p>	<p>% Complete: 100.00%</p> <p>Target Date: 3/15/2013</p> <p>Completed Date: 3/15/2013</p>	<p>✓</p>
<p>OWD Develop system for tracking participation.</p>	<p>% Complete: 100.00%</p> <p>Target Date: 3/15/2013</p> <p>Completed Date: 3/15/2013</p>	<p>✓</p>
<p>OWD Develop system to pay for workers' compensation.</p>	<p>% Complete: 100.00%</p> <p>Target Date: 3/15/2013</p> <p>Completed Date: 3/15/2013</p>	<p>✓</p>
<p>OWD Hire staff to support program.</p>	<p>% Complete: 100.00%</p> <p>Target Date: 3/15/2013</p> <p>Completed Date: 3/15/2013</p>	<p>✓</p>
<p>OWD Training for all parties.</p>	<p>% Complete: 100.00%</p> <p>Target Date: 3/15/2013</p> <p>Completed Date: 3/15/2013</p>	<p>✓</p>

ODJFS Strategy

Status Update

ODJFS PRIORITY 1 - GROWING JOBS - Promote job growth in Ohio.

Meet the MBE spending thresholds.

To better support minority-owned businesses, ODJFS will award at least 15 percent of all contracts to Minority Business Enterprises. An internal infrastructure will be developed to better encourage, nurture and support the growth and development of these businesses.

Office: All ODJFS Offices

Status

As of Date: 2/13/2014



% Complete: 7.26%

Target: 15% of MBE Eligible Contracts

Target Date: 6/30/2014

Completed Date: N/A

Code	Description	% Complete	Status
DIR	Meet or exceed allocating 15% of select contracts to MBE Vendors.	1.59%	
OCOMM	Meet or exceed allocating 15% of select contracts to MBE Vendors.	4.19%	
OCS	Meet or exceed allocating 15% of select contracts to MBE Vendors.	0.00%	
OEBS	Meet or exceed allocating 15% of select contracts to MBE Vendors.	15.47%	
OFA	Meet or exceed allocating 15% of select contracts to MBE Vendors.	1.71%	
OFC	Meet or exceed allocating 15% of select contracts to MBE Vendors.	0.71%	
OFMS	Meet or exceed allocating 15% of select contracts to MBE Vendors.	1.45%	
OIS	Meet or exceed allocating 15% of select contracts to MBE Vendors.	14.09%	
OLAS	Meet or exceed allocating 15% of select contracts to MBE Vendors.	2.93%	
OLEG	Meet or exceed allocating 15% of select contracts to MBE Vendors.	0.00%	
OLO	Meet or exceed allocating 15% of select contracts to MBE Vendors.	0.00%	
OUC	Meet or exceed allocating 15% of select contracts to MBE Vendors.	0.00%	
OWD	Meet or exceed allocating 15% of select contracts to MBE Vendors.	2.62%	
OCI	Meet or exceed allocating 15% of select contracts to MBE Vendors.	0.00%	

ODJFS Strategy

Status Update

ODJFS PRIORITY 1 - GROWING JOBS - Promote job growth in Ohio.

Meet the EDGE spending thresholds.

ODJFS will award at least 5 percent of all contracts to vendors participating in Ohio's Encouraging Diversity, Growth and Equity program, which provides assistance to small businesses that have been determined to be economically or socially disadvantaged.

Office: All ODJFS Offices

Status

As of Date: 2/28/2014



% Complete: 0.91%

Target: 5%

Target Date: 6/30/2014

Completed Date: N/A

Code	Description	% Complete	Status
DIR	Meet or exceed allocating 5% of our contracts to EDGE Vendors.	0.00%	
OCOMM	Meet or exceed allocating 5% of our contracts to EDGE Vendors.	0.00%	
OCS	Meet or exceed allocating 5% of our contracts to EDGE Vendors.	0.00%	
OEBS	Meet or exceed allocating 5% of our contracts to EDGE Vendors.	1.84%	
OFA	Meet or exceed allocating 5% of our contracts to EDGE Vendors.	0.00%	
OFC	Meet or exceed allocating 5% of our contracts to EDGE Vendors.	0.00%	
OFMS	Meet or exceed allocating 5% of our contracts to EDGE Vendors.	0.00%	
OIS	Meet or exceed allocating 5% of our contracts to EDGE Vendors.	0.52%	
OLAS	Meet or exceed allocating 5% of our contracts to EDGE Vendors.	1.47%	
OLEG	Meet or exceed allocating 5% of our contracts to EDGE Vendors.	0.00%	
OLO	Meet or exceed allocating 5% of our contracts to EDGE Vendors.	0.00%	
OUC	Meet or exceed allocating 5% of our contracts to EDGE Vendors.	0.00%	
OWD	Meet or exceed allocating 5% of our contracts to EDGE Vendors.	10.27%	
OCI	Meet or exceed allocating 5% of our contracts to EDGE Vendors.	0.00%	



ODJFS Strategy Status Update

ODJFS PRIORITY 2 - CUTTING GOVERNMENT BUREAUCRACY - Continuously evaluate and improve organizational structure, policies, procedures and processes to meet customer needs.

Develop consistent business practices across Ohio's WIA programs.		Office: OWD	Status
ODJFS will work to ensure that customers of our Workforce Investment Act programs will receive the same or similar services, no matter which part of the state they live in or which One-Stop Center they visit. State policies will be developed or modified to support this. (Depends on legislation)		As of Date: 1/31/2014 % Complete: 100.00%	✓
		Target Date: 8/30/2013 Past Target Date(s): 12/31/2013	
		Completed Date: 1/30/2014	
OWD	Develop a policy on utilizing Individual Training Accounts.	% Complete: 100.00% Target Date: 8/30/2013 Past Target Dates: 7/1/2013 Completed Date: 1/30/2014	✓
OWD	Utilization of OhioMeansJobs.com for job matching across the state.	% Complete: 100.00% Target Date: 8/30/2013 Past Target Dates: 7/1/2013 Completed Date: 12/26/2013	✓
OWD	Develop policy on determination of limited-funds status.	% Complete: 100.00% Target Date: 8/30/2013 Past Target Dates: 7/1/2013 Completed Date: 1/9/2014	✓

ODJFS Strategy		Status Update
ODJFS PRIORITY 2 - CUTTING GOVERNMENT BUREAUCRACY - Continuously evaluate and improve organizational structure, policies, procedures and processes to meet customer needs.		
Increase recovery of fraudulently obtained unemployment insurance payments.		
<p>The Office of Unemployment Compensation (OUC) will work with multiple federal and state agencies – including the U.S. Treasury, the Internal Revenue Service and the Ohio Office of the Attorney General – to plan, coordinate and implement the Treasury Offset Program (TOP). This program allows state agencies to collect outstanding debts by intercepting federal income tax returns.</p>		<p>Office: OUC</p> <p>Partner(s): OIS</p> <p>As of Date: 12/31/2013</p> <p>% Complete: 100.00%</p> <p>Target Date: 3/15/2013</p> <p>Completed Date: 9/30/2013</p>
OUC	An IRS approved confidential information exchange agreement with ODJFS and OAG, must be in place before TOP implementation and data is exchanged. OUC and OAG have adjusted and documented key process changes as directed by IRS to satisfy the agreement.	<p>% Complete: 100.00%</p> <p>Target Date: 3/15/2013</p> <p>Completed Date: 9/30/2013</p>
OUC	OUC and OIS have had preliminary discussions on the project build, business requirements and rules are under development, and project testing strategies are being addressed. However, the agreement must be in place before the build can commence in earnest.	<p>% Complete: 100.00%</p> <p>Target Date: 3/15/2013</p> <p>Completed Date: 9/30/2013</p>
OUC	OUC has also identified staff needs for IRS certification in securing Federal Tax Information (FTI), and required training is nearly complete.	<p>% Complete: 100.00%</p> <p>Target Date: 2/28/2013</p> <p>Completed Date: 9/30/2013</p>
OUC	OUC has identified staff process training needs and is formulating the curriculum. Staff training is expected to be completed during the 2 weeks prior to implementation.	<p>% Complete: 100.00%</p> <p>Target Date: 3/29/2013</p> <p>Completed Date: 9/30/2013</p>
OUC	Information is also being crafted to announce TOP and assist staff with responding to customer inquiries. Staff communication is expected the week prior to implementation.	<p>% Complete: 100.00%</p> <p>Target Date: 3/29/2013</p> <p>Completed Date: 9/30/2013</p>
ODJFS	ODJFS has issued a press release and posted information to applicable web pages regarding TOP. However, additional messaging and education will be needed leading up to implementation.	<p>% Complete: 100.00%</p> <p>Target Date: 3/29/2013</p> <p>Completed Date: 9/30/2013</p>

ODJFS Strategy

Status Update

ODJFS PRIORITY 2 - CUTTING GOVERNMENT BUREAUCRACY - Continuously evaluate and improve organizational structure, policies, procedures and processes to meet customer needs.

Implement the County Finance Information System (CFIS) Web WIA Module

ODJFS will make the County Finance Information System (CFIS) Web Portal available to local Workforce Investment Boards, in addition to the county departments of job and family services. Currently, local workforce fiscal agents are using a variety of individual systems to administer programs. Transitioning them to CFIS-Web will allow for more consistent, timely, and accurate financial reporting.

Office: OFMS Status

Partner(s): OIS, OWD

As of Date: 2/3/2014 ✓

% Complete: 100.00%

Go Live: 10/1/2013

Target Date: 10/1/2013

Completed Date: 10/1/2013

OFMS System Design.

% Complete: 100.00% ✓

Target Date: 5/9/2013

Past Target Dates: 2/28/2013

Completed Date: 5/9/2013

OFMS System Development.

% Complete: 100.00% ✓

Target Date: 6/30/2013

Past Target Dates: 4/30/2013

Completed Date: 8/2/2013

OFMS System Testing.

% Complete: 100.00% ✓

Target Date: 6/30/2013

Completed Date: 7/15/2013

OFMS User Acceptance Testing.

% Complete: 100.00% ✓

Target Date: 7/31/2013

Completed Date: 7/25/2013

OFMS Training.

% Complete: 100.00% ✓

Target Date: 9/13/2013

Past Target Dates: 8/31/2013

Completed Date: 9/13/2013

OFMS Implementation.

% Complete: 100.00% ✓

Target Date: 10/1/2013

Completed Date: 10/1/2013

ODJFS Strategy	Status Update
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ODJFS PRIORITY 2 - CUTTING GOVERNMENT BUREAUCRACY - Continuously evaluate and improve organizational structure, policies, procedures and processes to meet customer needs.

			Status
Successful Implementation of Ohio Shared Services (OSS)			
	<p>Office: OFMS</p> <p>As of Date: 2/19/2014</p> <p>% Complete: 75.00%</p> <p>Target Date: 12/31/2014</p> <p>Past Target Date(s): 12/31/2013, 7/31/2013</p> <p>Completed Date: N/A</p>		
OFMS	Invoice processing Timeliness.	% Complete: 50.00%	
		Target Date: 12/31/2014	
		Past Target Dates: 7/31/2013	
Shared Services	Resolving processing issues.	% Complete: 50.00%	
		Target Date: 12/31/2014	
		Past Target Dates: 7/31/2013	
ODJFS will develop automated federal financial reporting to eliminate the current manual processing required to compile the federal reports.			
	<p>Office: OFMS</p> <p>Partner(s): OIS</p> <p>As of Date: 2/19/2014</p> <p>% Complete: 50.00%</p> <p>Target Date: 6/30/2014</p> <p>Past Target Date(s): 12/31/2013</p> <p>Completed Date: N/A</p>		
OIS	Phase 1 - Develop database in order to automate Federal Reporting.	% Complete: 100.00%	
		Target Date: 12/31/2014	
		Completed Date: 12/31/2013	
OIS	Phase 2 - Will include the development of several automated quarterly reports that will improve accuracy, increase efficiency and eliminate outdated, manual, paper-based tasks whenever possible.	% Complete: 25.00%	
		Target Date: 12/31/2014	

ODJFS Strategy	Status Update	
ODJFS PRIORITY 2 - CUTTING GOVERNMENT BUREAUCRACY - Continuously evaluate and improve organizational structure, policies, procedures and processes to meet customer needs.		
Partners for Ohio's Families will improve outcomes for families and children through support to public and private child welfare agencies.	Office: OFC	Status
ODJFS will continue its Partners for Ohio's Families initiative, to improve the technical assistance given to local agencies so that better outcomes can be achieved for Ohio's children and families. The initiative is part of Ohio's three-and-a-half-year partnership with the federal Midwest Child Welfare Implementation Center (MCWIC). It supports all of the agency's ongoing child welfare initiatives and will have many long-lasting, positive benefits for Ohio's children and families.	As of Date: 2/11/2014	
	% Complete: 100.00%	
	Target Date: 9/30/2013	
	Completed Date: 9/30/2013	
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Develop and implement a document imaging and case management system pilot for South Central JFS Office (Hocking, Vinton & Ross).	Office: OFA	Status
Develop and implement a document imaging and case management system pilot for South Central JFS Office (Hocking, Vinton & Ross). If the pilot is successful, ODJFS will offer this imaging system to counties that do not currently have this type of system. This system could be a tremendous help for small- and medium-sized counties still relying heavily on paper. It will help counties do more with less and improve their customer service.	Partner(s): OIS	
	As of Date: 2/11/2014	
	% Complete: 100.00%	
	Go Live: 3/25/2013	
	Target Date: 4/30/2013	
	Past Target Date(s): 12/2012, 1/2013	
	Completed Date: 4/12/2013	

ODJFS Strategy	Status Update
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ODJFS PRIORITY 2 - CUTTING GOVERNMENT BUREAUCRACY - Continuously evaluate and improve organizational structure, policies, procedures and processes to meet customer needs.

Ohio Department of Job and Family Services (ODJFS) will transition regulations for Type B family child care providers from county-issued certifications to state-issued licenses.

Implementing a licensing system that includes Type B family child care will increase consistency with the application of licensing regulations across the state and allow access to Type B home compliance data previously unavailable to families. Adjusting the role to state licensure will also provide more consistency in monitoring all Type B family child care homes.

Office: OFA Status

Partner(s): OCOMM, OFMS, OLAS

As of Date: 3/3/2014 ✔

% Complete: 100.00%

Go Live: 1/1/2014

Target Date: 1/1/2014

Completed Date: 1/1/2014

OFA	Develop a communication plan for counties and providers.	% Complete: 100.00%	✔
		Target Date: 7/11/2013	

OFA	Hire staff to provide the technical assistance, training and monitoring of the counties and family child care.	% Complete: 100.00%	✔
		Target Date: 10/30/2013	

OFA	Modify the 3299 data system to collect interim data on Type B family child care providers until the new data system is available in January 2015.	% Complete: 100.00%	✔
		Target Date: 11/30/2013	

OFA	Provide training to the counties on the new procedures.	% Complete: 100.00%	✔
		Target Date: 12/31/2013	

Develop and implement a Child Support document generation system. (DGS)	Office: OCS	Status
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ODJFS will develop and implement a document generation system for county child support enforcement agencies. This will allow county staff to develop their own forms, which can be populated with real-time state data for local program initiatives. This will reduce IT labor and contract costs by allowing county users to create and modify document templates on their own, without assistance from state staff.

As of Date: 2/11/2014 ⚠

% Complete: 95.00%

Target Date: 9/30/2013

Past Target Date(s): 12/2011, 1/2012, 3/2013, 5/2013, 6/28/2013

Completed Date: N/A - Project Terminated

ODJFS Strategy		Status Update	
ODJFS PRIORITY 3 - IMPROVING CUSTOMER SERVICE & ACCESS TO INFORMATION/SERVICES - Customers/clients in need of temporary assistance will receive access to information and services in a timely manner.			
Modernize Office of Workforce Development (OWD) and Unemployment Compensation (UC) technology platforms.		Office: OWD	Status
ODJFS will modernize its workforce development and unemployment compensation technology platforms, in order to operate more effectively and efficiently and to better serve customers.		As of Date: 2/14/2014 % Complete: 100.00%	
		Target Date: 7/25/2013	
		Past Target Date(s): 10/2012, 6/2013	
		Completed Date: 12/31/2013	
OIS	Phase 1: Oracle Forms & Oracle Reports Components to the Websphere platform from the Oracle Application Server platform; Phase 2: Transfer information from OWD Batch systems to Websphere.	% Complete: 100.00%	
		Target Date: 7/25/2013	
		Completed Date: 12/31/2013	
The ODJFS Veterans Program will increase outreach to returning veterans.		Office: OWD	Status
In order to better help Ohio's veterans as they transition from the battlefield to the homefront, the ODJFS Veterans Services program will increase its outreach to both veterans and employers. ODJFS offers incentives for employers who hire veterans, through the WOTC and On-the-Job Training program. It also offers employment assistance for veterans at the state's One-Stop Centers and through On-the-Job Training, Apprenticeship programs, OhioMeansJobs and OhioMeansVeteranJobs.		Partner(s): OCOMM, OIS As of Date: 2/4/2014 % Complete: 100.00%	
		Target Date: 12/31/2013	
		Completed Date: 12/31/2013	
OWD	Develop and improve case management of veteran One-Stop customers.	% Complete: 100.00%	
		Target Date: 10/1/2013	
		Completed Date: 12/31/2013	
OWD	Develop and improve outreach efforts to employers.	% Complete: 100.00%	
		Target Date: 10/1/2013	
		Past Target Dates: 7/1/2013	
		Completed Date: 12/31/2013	
OWD	Develop and improve outreach efforts to veterans.	% Complete: 100.00%	
		Target Date: 10/1/2013	
		Past Target Dates: 9/1/2013	
		Completed Date: 12/31/2013	
OWD	Increase staff outreach to college campuses.	% Complete: 100.00%	
		Target Date: 10/1/2013	
		Past Target Dates: 9/1/2013	
		Completed Date: 12/31/2013	

ODJFS Strategy		Status Update	
ODJFS PRIORITY 3 - IMPROVING CUSTOMER SERVICE & ACCESS TO INFORMATION/SERVICES - Customers/clients in need of temporary assistance will receive access to information and services in a timely manner.			
Expand and enhance OhioMeansJobs to create a new virtual One-Stop environment.		Office: OWD	Status
<p>ODJFS will use a \$12 million grant from the U.S. Department of Labor to enhance Ohio Means Jobs and create a virtual, online One-Stop Center. The system will allow Ohioans to manage their career development from any computer with Internet access and will ease the burden on local administrators. It also will improve access to the state's workforce development services for both individuals and employers.</p>		Partner(s): OCOMM, OIS, OLO, OUC, OWD As of Date: 1/31/2014 % Complete: 100.00% Go Live: 6/8/2013 Target Date: 9/30/2013 Completed Date: 12/31/2013	
OWD, Monster, OIS	Enhance the current OhioMeansJobs.com system to assist users in receiving traditionally "bricks and mortar" services in an online environment.	% Complete: 100.00%	
		Target Date: 9/30/2013	
		Completed Date: 12/31/2013	
OWD	Complete requirements around expected enhancements for both phases of the project.	% Complete: 100.00%	
		Target Date: 8/31/2013	
		Completed Date: 9/30/2013	
OWD	Assemble different teams to ensure success of endeavor including, but not limited to Executive Committee; Marketing Team; SMEs; and Trainers.	% Complete: 100.00%	
		Target Date: 9/30/2013	
		Completed Date: 8/29/2013	
OWD	Complete Evaluation Plan in conjunction with OSU and submit to DOL.	% Complete: 100.00%	
		Target Date: 2/28/2013	
		Completed Date: 7/31/2013	
OWD	Determine which are the expected pilot locations and engage WIB directors for commitments.	% Complete: 100.00%	
		Target Date: 3/15/2013	
		Completed Date: 3/29/2013	
OWD	Establish expected standards of services for eOMJ staff to follow.	% Complete: 100.00%	
		Target Date: 6/30/2013	
		Completed Date: 7/31/2013	
OWD	Train eOMJ pilot staff on system and expected standards of service.	% Complete: 100.00%	
		Target Date: 8/31/2013	
		Completed Date: 9/30/2013	

ODJFS Strategy		Status Update	
ODJFS PRIORITY 3 - IMPROVING CUSTOMER SERVICE & ACCESS TO INFORMATION/SERVICES - Customers/clients in need of temporary assistance will receive access to information and services in a timely manner.			
Rebrand the One-Stop system		Office: OWD	Status
<p>ODJFS will rebrand the state's One-Stop Centers as Ohio Means Jobs Centers, to make them more easily identifiable as members of one well-known and trustworthy network. This will increase access to the centers' services by both businesses and individuals, and benefit the financial health of Ohio's families, businesses, communities and the state as a whole. (Target dates depend on legislation.)</p>		Partner(s): OFMS, OIS, OLO, OUC As of Date: 2/3/2014 % Complete: 100.00% Target Date: 12/31/2013 Completed Date: 11/1/2013	
OWD	A branding policy and guide will be developed, enacted and distributed.	% Complete: 100.00% Target Date: 8/31/2013 Completed Date: 11/1/2013	
OWD	Distribute \$600,000.00 in WIA Discretionary funds to help pay for new signage, outreach materials, website enhancements, etc.	% Complete: 100.00% Target Date: 8/31/2013 Completed Date: 11/1/2013	
OWD	Develop and provide technical assistance.	% Complete: 100.00% Target Date: 12/31/2013 Completed Date: 11/1/2013	
Validate Unemployment Compensation data integrity		Office: OUC	Status
<p>The ODJFS Office of Unemployment Compensation and the Unemployment Compensation Review Commission have three systems that collect data reported to the U.S. Department of Labor. This data allows DOL and ODJFS to measure performance, allocate funding and prepare economic analyses. ODJFS will validate the data integrity of these systems, to ensure accurate reporting.</p>		Partner(s): OIS, OWD As of Date: 1/28/2014 % Complete: 90.00% Go Live: 6/10/2013 Target Date: 12/31/2013 Completed Date: N/A	
OUC	Phase 1: OUC staff will test and review OIS coding changes and provide feedback.	% Complete: 100.00% Target Date: 6/10/2013 Past Target Dates: 3/31/2013 Completed Date: 6/10/2013	
OIS	Phase 2: OUC staff will work with OIS to identify specific task requirements. Once coding changes are complete, OUC staff will use an iterative process to test changes and provide feedback to OIS within an acceptable timeframe.	% Complete: 90.00% Target Date: 12/31/2013	

ODJFS Strategy		Status Update	
ODJFS PRIORITY 3 - IMPROVING CUSTOMER SERVICE & ACCESS TO INFORMATION/SERVICES - Customers/clients in need of temporary assistance will receive access to information and services in a timely manner.			
Ohio will reduce the total annual rate of improper unemployment payments.		Office: OUC	Status
<p>Through multiple initiatives, the ODJFS Office of Unemployment Compensation will reduce the annual rate of improper payments to 13.96 percent by June 2013. This will represent a decrease of 20 percent from the 2012 rate of 17.45 percent.(June 2013 data is lagged one quarter. June results will be available September 2013.)</p>		As of Date: 12/31/2013 % Complete: 90.00% Target: 13.96% Target Date: 6/30/2013 Completed Date: N/A	↓
OUC	Subject matter experts will assemble actions that target specific improper payment root causes.	% Complete: 85.00% Target Date: 6/30/2013	↓
OUC	Establish individual project plans to ensure successful and timely implementation.	% Complete: 100.00% Target Date: 6/30/2013	✓
OUC	Continue to educate staff and customers on actions to prevent improper payments.	% Complete: 100.00% Target Date: 6/30/2013	✓
Increase the percentage of appeals certified to the Unemployment Compensation Review Commission (UCRC) within 72 hours.		Office: OUC	Status
<p>The ODJFS Office of Unemployment Compensation will increase the percentage of appeals certified to the Unemployment Compensation Review Commission (UCRC) within 72 hours to 88 percent for calendar year 2013. This will represent an increase of 1.1 percentage points from the 2012 rate. Improving the timeliness of appeals will help the UCRC meet or exceed federal standards and improve customer service.</p>		As of Date: 12/31/2013 % Complete: 100.00% Target: 88.0% Target Date: 12/31/2013 Completed Date: 12/31/2013	✓
OUC	Track the appeals received and the time taken for the weekly certifications.	% Complete: 100.00% Target Date: 12/31/2013 Completed Date: 12/31/2013	✓
OUC	Analyze the statistics each week and communicate subsequent weekly goals to the front line staff.	% Complete: 100.00% Target Date: 12/31/2013 Completed Date: 12/31/2013	✓

ODJFS Strategy	Status Update
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ODJFS PRIORITY 3 - IMPROVING CUSTOMER SERVICE & ACCESS TO INFORMATION/SERVICES - Customers/clients in need of temporary assistance will receive access to information and services in a timely manner.	
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Increase the percentage of all wage items that are filed electronically.	Office: OUC	Status
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The ODJFS Office of Unemployment Compensation will increase the percentage of all “wage items” filed by employers and third-party administrators (TPAs) online via the Employer Resource Information Center (ERIC) to 62 percent by July 2013 and 75 percent by December 2013. Wage items contain confidential personal information, such as employees’ names, wages paid and weeks worked. Filing this information online not only saves employers time and postage costs, but greatly improves the safety and security of the information.

As of Date: 1/31/2014	
% Complete: 100.00%	
Target: 75%	
Target Date: 12/31/2013	
Completed Date: 7/30/2013	

OUC	Phase 1: Identifies our top 5 TPAs who account for approximately 38% of all wage items for contact and encourages the electronic filing via FTP.	% Complete: 100.00%	
		Target Date: 4/30/2013	
		Completed Date: 9/30/2013	

OUC	Phase 2: Identifies all of the remaining TPAs and the 50 largest employers who currently file using portable media. This group accounts for 13% of the current wage items filed.	% Complete: 100.00%	
		Target Date: 4/30/2013	
		Completed Date: 7/30/2013	

OUC	Phase 3: Focus efforts on working with the employers who report more than 250 wage items each quarter (approximately 18% of all wage items) to begin filing using ERIC’s secure file upload.	% Complete: 100.00%	
		Target Date: 7/31/2013	
		Completed Date: 7/30/2013	

OUC	Phase 4: Contact the remaining employers and TPAs to encourage online filing in ERIC.	% Complete: 100.00%	
		Target Date: 10/31/2013	
		Completed Date: 1/31/2014	

Reduce the statewide average duration of Regular Unemployment Compensation (UC) benefit claims.	Office: OUC	Status
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ODJFS will reduce the average duration of regular unemployment compensation claims by one week, from an average of 16.6 weeks in 2012 to an average of 15.6 weeks in 2013. Helping claimants find jobs more quickly by facilitating the use of reemployment services provided by Ohio Means Jobs Workforce Centers will benefit them and their families, and save the Unemployment Compensation Trust Fund approximately \$61.5 million.

As of Date: 1/28/2014	
% Complete: 25.00%	
Target: 15.6 weeks	
Target Date: 12/13/2013	
Completed Date: N/A	

OUC	Facilitate the use of the reemployment services provided by the Ohio Means Jobs Workforce Centers and the use of OhioMeansJobs.com as a job search tool to assist claimants return to work.	% Complete: 25.00%	
		Target Date: 12/13/2013	

ODJFS Strategy		Status Update
<p>ODJFS PRIORITY 3 - IMPROVING CUSTOMER SERVICE & ACCESS TO INFORMATION/SERVICES - Customers/clients in need of temporary assistance will receive access to information and services in a timely manner.</p>		
<p>Transform the appeal and hearing process to improve the timeliness of state hearing decisions.</p> <p>The ODJFS Bureau of State Hearings will streamline the hearings process utilizing Lean Six Sigma process improvement strategies to consistently meet federal requirements, and implement a new and enhanced Hearing and Appeals Tracking System (HATS X).</p>		<p>Office: OLAS Status</p> <p>Partner(s): OIS </p> <p>As of Date: 1/31/2014</p> <p>% Complete: 60.00%</p> <p>Target Date: 6/1/2014</p> <p>Past Target Date(s): 12/2011, 12/2012, 12/2013</p> <p>Completed Date: N/A</p>
OLAS	Improve the timeliness of state hearing decisions utilizing Lean Six Sigma process improvement strategies.	<p>% Complete: 100.00% </p> <p>Target Date: 6/30/2013</p> <p>Past Target Dates: 12/31/2012</p> <p>Completed Date: 5/31/2013</p>
OIS	ODJFS will modernize the Hearing and Appeals Tracking System (HATS X), a workflow system that captures and tracks documents associated with the appeals process for ODJFS and the Office of Medical Assistance (OMA) benefits.	<p style="text-align: right;"></p> <p>Target Date: 5/29/2014</p> <p>Past Target Dates: 7/2011, 10/2011, 7/2012, 11/15/2013</p>
<p>CaseGen</p> <p>ODJFS will develop a process for obtaining and installing VoIP services for JFS operations. This process will allow for a common telephone service throughout the ODJFS network, which will simplify operations and maintenance.</p>		<p>Office: OIS Status</p> <p>As of Date: 1/27/2014 </p> <p>% Complete: 85.00%</p> <p>Go Live: 3/31/2014</p> <p>Target Date: 12/31/2013</p> <p>Past Target Date(s): 12/31/2012, 9/30/2013</p> <p>Completed Date: 12/16/2013</p>

ODJFS Strategy	Status Update
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ODJFS PRIORITY 3 - IMPROVING CUSTOMER SERVICE & ACCESS TO INFORMATION/SERVICES - Customers/clients in need of temporary assistance will receive access to information and services in a timely manner.		
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			Status
Active Directory		Office: OIS	
ODJFS will transition all 25,000 state and county users of its computer network from Novell to Microsoft's Active Directory service. This will allow upgrades to the Microsoft Windows 7 operating system, Office 2010 software and Internet Explorer 9 web browser, and allow employees to use Active Directory for file and print services.		As of Date: 2/3/2014 % Complete: 89.00%	
		Go Live: 4/30/2014 Target Date: 4/30/2014 Past Target Date(s): 10/31/2013, 7/31/2013 Completed Date: N/A	
OIS	Phase 1: Design and build a "Greenfield" Enterprise Active Directory 2008 network that supports 25,000 users.	% Complete: 100.00%	
		Target Date: 10/31/2012 Completed Date: 10/31/2012	
OIS	Phase 2: Migrate 4000 campus users and two county environments of approximately 500 user to Active Directory.	% Complete: 100.00%	
		Target Date: 12/31/2012 Completed Date: 12/31/2012	
OIS	Phase 3: Migration of all remaining county users and workstations (86 counties and approximately 18,000 users).		
		Target Date: 4/30/2014 Past Target Dates: 10/31/2013, 7/31/2013	
Improve detection and communication of potential program fraud and waste for Cash Assistance, Food Assistance, and Childcare.		Office: OFMS	Status
ODJFS has no tolerance for fraud. The agency will improve the detection and communication of potential fraud and waste in the cash assistance, food assistance and child care programs. It will start by conducting gap analyses for each program in order to identify any areas in need of improvement.		Partner(s): OFA As of Date: 2/3/2014 % Complete: 90.00%	
		Go Live: 2/7/2014 Target Date: 2/28/2014 Past Target Date(s): 02/05/2014, 12/31/2013 Completed Date: N/A	
OFMS	Food Assistance (SNAP) fraud and waste GAP Analysis.	% Complete: 90.00%	
		Target Date: 12/31/2013	
OFMS	Child Care fraud and waste GAP Analysis.		
		Target Date: 12/31/2013	
OFMS	Cash Assistance (TANF) fraud and waste GAP Analysis.		
		Target Date: 12/31/2013	

ODJFS Strategy	Status Update
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ODJFS PRIORITY 3 - IMPROVING CUSTOMER SERVICE & ACCESS TO INFORMATION/SERVICES - Customers/clients in need of temporary assistance will receive access to information and services in a timely manner.

Improve information delivery to counties & local areas to support local program administration.	Office: OFMS	Status
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The ODJFS Office of Fiscal and Monitoring Services will improve its information delivery to county agencies to better support their program administration, especially after staff changes. This includes information provided to Workforce Investment Boards. The office will offer additional training and technical assistance when needed.

Partner(s): OWD	
As of Date: 2/3/2014	
% Complete: 100.00%	
Go Live: 10/13/2013	
Target Date: 12/31/2013	
Completed Date: 12/19/2013	

OFMS	Improve county information delivery.	% Complete: 100.00%	
		Target Date: 12/31/2013	
		Completed Date: 10/31/2013	

OFMS	Improve information delivery to Workforce Investment Boards (WIB's).	% Complete: 100.00%	
		Target Date: 12/31/2013	
		Completed Date: 12/19/2013	

OFMS	Provide training and technical assistance to help counties be successful.	% Complete: 100.00%	
		Target Date: 12/31/2013	
		Completed Date: 12/31/2013	

Expand the number of counties implementing Differential Response.	Office: OFC	Status
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Differential Response gives caseworkers two options for responding to reports of abuse and neglect: a traditional response and an alternative response. The SFY 2012-2013 biennial budget bill authorized the expansion of Differential Response to all 88 counties. As of January 2013, 59 counties were approved to implement Differential Response. Implementation is expected to be complete by mid-2014.

As of Date: 2/11/2014	
% Complete: 80.00%	
Target Date: 6/30/2014	
Completed Date: N/A	

ODJFS Strategy		Status Update	
<p>ODJFS PRIORITY 3 - IMPROVING CUSTOMER SERVICE & ACCESS TO INFORMATION/SERVICES - Customers/clients in need of temporary assistance will receive access to information and services in a timely manner.</p>			
<p>Complete critical SACWIS interfaces: MITS (Medicaid Information Technology Systems)/SETS (Support Enforcement Tracking System) & CRIS-E (Client Registry Information System-Enhanced) defects, to improve report capabilities and increase training opportuniti</p>		Office: OFC	Status
<p>ODJFS will continue to enhance the Statewide Automated Child Welfare Information System (SACWIS). Reporting capabilities and performance will be improved to better support local business needs, and training will be offered regionally.</p>		<p>Partner(s): OCS, OFA, OIS, Vendors As of Date: 2/11/2014 % Complete: 25.00%</p> <p>Target Date: 12/31/2013 Completed Date: N/A</p>	
OFC	Business requirements will be completed and approved, Security Assessment Documents will be completed, development work will be successfully deployed and utilized by county staff.	% Complete: 10.00%	
		Target Date: 12/1/2013	
OFC	Additional reports will be developed, technical and social QA review mechanisms will be implemented, on-line report performance and defects will be reviewed and managed at acceptable levels.	% Complete: 65.00%	
		Target Date: 12/1/2013	
OFC	Training environment will be deployed, OCWTP RFP will be released and vendor will incorporate SACWIS training into core caseworker training curriculum, SACWIS staff will work within the new Technical Assistance Team model to provide onsite support.	% Complete: 75.00%	
		Target Date: 12/1/2013	

ODJFS Strategy	Status Update
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ODJFS PRIORITY 3 - IMPROVING CUSTOMER SERVICE & ACCESS TO INFORMATION/SERVICES - Customers/clients in need of temporary assistance will receive access to information and services in a timely manner.		
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			Status
	<p>Connecting the Dots for Youth in Foster Care</p> <p>ODJFS will continue to make helping young people who age out of the state's foster system a priority. Among other things, the agency will sponsor the 2013 Connecting the Dots conference for Foster Care Teens and Young Adults, make recommendations for a transitional youth housing task force, continue the independent living allocation for SFY 2013, and provide support for a youth-managed website.</p>	<p>Office: OFC</p> <p>Partner(s): OEBS, OFMS, OWD</p> <p>As of Date: 2/11/2014</p> <p>% Complete: 100.00%</p> <p>Target Date: 12/31/2013</p> <p>Completed Date: 12/31/2013</p>	
OFC	Enter into a contract with Big Brothers Big Sisters to provide vocational mentoring to youth in the 5 pilot sites.	<p>% Complete: 100.00%</p> <p>Target Date: 3/15/2013</p>	
OFC	Hire two former foster youth "Project Employees" to assist with project coordination for Connecting the Dots.	<p>% Complete: 100.00%</p> <p>Target Date: 6/30/2013</p> <p>Past Target Dates: 3/15/2013</p>	
OFC	Enter into grant agreements with each local pilot location and oversee the implementation of the educational support and work experience components of Connecting the Dots.	<p>% Complete: 100.00%</p> <p>Target Date: 3/15/2013</p>	
OFC	Support the Second Annual Connecting the Dots Youth Conference scheduled for July 25, 2013.	<p>% Complete: 100.00%</p> <p>Target Date: 7/25/2013</p>	

ODJFS Strategy	Status Update
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ODJFS PRIORITY 3 - IMPROVING CUSTOMER SERVICE & ACCESS TO INFORMATION/SERVICES - Customers/clients in need of temporary assistance will receive access to information and services in a timely manner.

		Office: OFC	Status
	<p>Human Trafficking Prevention</p> <p>In order to help prevent young people in Ohio from becoming victims of human trafficking, ODJFS will implement recommendations from the Ohio Human Trafficking Task Force. Prevention services will be offered to at-risk youth, training provided to foster parents, and a statewide provider network identified, where young victims can go to receive initial medical screenings and intensive case management services.</p>	<p>Partner(s): OLAS, Vendors As of Date: 2/11/2014 % Complete: 100.00%</p> <p>Target Date: 7/31/2013 Completed Date: 7/31/2013</p>	
OFC	Develop a unified multi-agency plan for providing prevention services to at-risk youth.	% Complete: 100.00%	
		Target Date: 5/31/2013	
OFC	Implement unified prevention services plan.	% Complete: 100.00%	
		Target Date: 7/31/2013	
OFC	Develop details of partnership and services to be provided.	% Complete: 100.00%	
		Target Date: 3/31/2013	
OFC	Begin providing services to minor victims of Human Trafficking.	% Complete: 100.00%	
		Target Date: 7/31/2013	
OFC	Develop and offer specialized training on risks of Human Trafficking and how to effectively care for victims of human trafficking.	% Complete: 100.00%	
		Target Date: 12/31/2012	
OFC	Offer specialized training on human trafficking to foster care parents caring for victims.	% Complete: 100.00%	
		Target Date: 12/31/2012	
OFC	Establish work-group to identify youth populations are risk.	% Complete: 100.00%	
		Target Date: 10/31/2012	
OFC	Identify youth populations most at risk.	% Complete: 100.00%	
		Target Date: 11/30/2012 Completed Date: 9/1/2012	
OFC	Identify appropriate statewide provider network partner.	% Complete: 100.00%	
		Target Date: 9/30/2012	

ODJFS Strategy	Status Update
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ODJFS PRIORITY 3 - IMPROVING CUSTOMER SERVICE & ACCESS TO INFORMATION/SERVICES - Customers/clients in need of temporary assistance will receive access to information and services in a timely manner.	
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To transition to a new electronic benefit transfer card vendor for cash and food assistance: Electronic Benefits Transfer (EBT) / Electronic Payment Card, (EPC) Conversion.

ODJFS will transition to a new vendor for its cash and food assistance benefit cards, and it will expand reporting requirements for the cards to improve fraud detection.

Office: OFA Status

Partner(s): OIS
 As of Date: 3/3/2014
 % Complete: 40.00%

 Target Date: 6/2/2014
 Completed Date: N/A

OFA	Communication to Ohio retailers.	% Complete: 90.00%	
		Target Date: 8/21/2013	
OFA	New equipment sent to current retailers with educational materials.	% Complete: 100.00%	
		Target Date: 2/28/2013	
OFA	Training for state and county staff for the EBT and EPC Systems.	% Complete: 98.00%	
		Target Date: 5/31/2013	
OFA	System Acceptance Testing begins 2/2013.		
		Target Date: 8/15/2013	
OFA	Transition to the new EPC card.	% Complete: 40.00%	
		Target Date: 9/22/2013	
OIS	Electronic Benefits Transfer (EBT) / Electronic Payment Card (EPC) Conversion.	% Complete: 93.00%	
		Target Date: 10/31/2013	
		Past Target Dates: 7/26/2013, 10/31/2013	
OFA	Reporting requirements will be established and reporting will be expanded to increase fraud detection.	% Complete: 25.00%	
		Target Date: 10/31/2013	
OIS	Transition to the new EBT Card.	% Complete: 40.00%	
		Target Date: 12/31/2013	

ODJFS Strategy		Status Update	
ODJFS PRIORITY 3 - IMPROVING CUSTOMER SERVICE & ACCESS TO INFORMATION/SERVICES - Customers/clients in need of temporary assistance will receive access to information and services in a timely manner.			
Expand the 10 day issuance cycle for food assistance from the first ten days of each month to the first twenty days of the month.		Office: OFA	Status
<p>Currently, counties have the option to stagger Food Assistance benefits to recipients over the first ten days of the month. Starting in 2013, ODJFS will begin implementing programming so that the ten issuance dates can be staggered over a 20-day period. Starting in March 2014, all new Food Assistance customers will be given a benefit issuance date that falls within this 20-day window.</p>		Partner(s): OIS As of Date: 3/3/2014 % Complete: 95.00%	
		Go Live: 2/28/2014 Target Date: 3/1/2014 Completed Date: N/A	
OFA	OFA will work with OIS to establish business requirements, review system documents outlining the necessary coding changes and conduct user acceptance testing. In addition, the Office of Family Assistance will work with Legal Aid and our advocate communit	% Complete: 100.00%	
		Target Date: 8/31/2013	
To achieve the two parent federal work participation rate of 90% and to maintain the all-family work participation rate of 50%.		Office: OFA	Status
<p>The state and county agencies must work together to remove barriers to ensure recipients receive the supportive services necessary to complete and accomplish work assignments that will guide them toward self sufficiency. Achieve and maintain the federal work participation rates.</p>		As of Date: 3/3/2014 % Complete: 100.00%	
		Target Date: 9/30/2013 Completed Date: 9/30/2013	
OFA	Develop Corrective Action Plans for those counties not meeting the rates. (Rekurs FFY. FFY 2013 due 9/30/2013.	% Complete: 100.00%	
		Completed Date: 9/30/2013	
OFA	Continue monthly program monitoring and reporting to county agency executives and county commissioners.	% Complete: 100.00%	
		Completed Date: 9/30/2013	
OFA	Review the Public Consulting Group recommendations, and implement where necessary and possible. (Contract drafts available for review)	% Complete: 100.00%	
		Target Date: 6/30/2013 Completed Date: 9/30/2013	
OFA	Establish a compliance component prior to a sanctioned individual regaining eligibility.	% Complete: 100.00%	
		Target Date: 9/1/2013 Completed Date: 9/30/2013	

ODJFS Strategy		Status Update	
ODJFS PRIORITY 3 - IMPROVING CUSTOMER SERVICE & ACCESS TO INFORMATION/SERVICES - Customers/clients in need of temporary assistance will receive access to information and services in a timely manner.			
Implement the revised and expanded Step Up To Quality program standards.		Office: OFA	Status
<p>As part of Ohio's Race to the Top – Early Learning Challenge grant, ODJFS will begin expanding the Step Up To Quality child care rating system to include programs in school districts, child care facilities and homes funded by the Ohio Department of Education or ODJFS. This expansion will improve the quality of all child care programs that serve high-needs children, birth to 5 years.</p>		Partner(s): OCOMM, OFMS, OIS, OLAS As of Date: 3/3/2014 % Complete: 100.00% Target Date: 12/31/2013 Completed Date: 10/1/2013	
OFA	Develop a guidance document that includes procedures and definitions for obtaining a star rating.	% Complete: 100.00%	
		Target Date: 7/31/2013	
OFA	Finalize the Step Up To Quality program standards.	% Complete: 100.00%	
		Target Date: 10/31/2013	
OFA	Roll out a new, modern data system that will track the operations and administration of the rating process.	% Complete: 100.00%	
		Target Date: 11/30/2013	
OFA	Develop a training plan to support the implementation of an integrated staff model where ODJFS staff is completing licensing and quality observations and reviews during the same visit.	% Complete: 100.00%	
		Target Date: 11/30/2013	

ODJFS Strategy		Status Update	
ODJFS PRIORITY 3 - IMPROVING CUSTOMER SERVICE & ACCESS TO INFORMATION/SERVICES - Customers/clients in need of temporary assistance will receive access to information and services in a timely manner.			
Complete the development of the Child Care Program Integrity process.		Office: OFA	Status
As part of the agency's ongoing efforts to reduce inaccurate child care attendance reporting and improve provider payment accuracy, ODJFS will eliminate providers who have improperly billed the state's publicly funded child care program.		Partner(s): OLAS As of Date: 8/31/2013 % Complete: 100.00%	
		Target Date: 7/1/2013	
		Completed Date: 8/26/2013	
OFA	Finalize guidelines for taking action, (i.e. provider agreement termination, suspension, revocation, over-payments, etc.) due to a program integrity investigation.	% Complete: 100.00%	
		Target Date: 3/31/2013	
OFA	Identify thresholds for fraudulent activity that would warrant a referral to the Ohio AG office for possible criminal investigation and charge.	% Complete: 100.00%	
		Target Date: 5/31/2013	
OFA	Determine the process for collecting overpayments.	% Complete: 100.00%	
		Target Date: 6/30/2013	
OFA	Child Care staff will develop a matrix defining the roles and responsibilities between state staff and county staff.	% Complete: 100.00%	
		Target Date: 5/31/2013	

ODJFS Strategy	Status Update
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ODJFS PRIORITY 3 - IMPROVING CUSTOMER SERVICE & ACCESS TO INFORMATION/SERVICES - Customers/clients in need of temporary assistance will receive access to information and services in a timely manner.

			Status
	<p>Enhance the Child Support Customer Service Web Portal (OCSWP)</p> <p>ODJFS will enhance the Child Support Customer Service Web Portal with new features that will allow customers to email case workers and update their case information online.</p>	<p>Office: OCS</p> <p>Partner(s): OIS</p> <p>As of Date: 3/3/2014</p> <p>% Complete: 90.00%</p> <p>Go Live: 7/26/2013</p> <p>Target Date: 10/1/2013</p> <p>Past Target Date(s): 3/31/2013, 9/30/2013</p> <p>Completed Date:</p>	
OIS	Phase 1 - Deliver participant and financial information to child support program participants.	<p>% Complete: 100.00%</p> <p>Target Date: 4/16/2013</p> <p>Completed Date: 4/16/2013</p>	
OIS	Phase 2 - Improve the user registration process, develop a county worker screen view, and implement an interactive message center so customers can submit updates.	<p>% Complete: 100.00%</p> <p>Target Date: 6/30/2012</p> <p>Completed Date: 6/30/2012</p>	
OCS	Phase 3b - Deliver the ability for users to update case information online; train county staff.		
OIS	Phase 3a - Deliver a message center enabling email communications between program participants/case workers to integrate child support information, apply for Child Support Services on line, view payments & records, obtain up to date case information.	<p>% Complete: 100.00%</p> <p>Target Date: 10/1/2013</p> <p>Past Target Dates: 3/31/2013, 9/30/2013</p> <p>Completed Date: 9/27/2013</p>	

ODJFS Strategy	Status Update
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ODJFS PRIORITY 3 - IMPROVING CUSTOMER SERVICE & ACCESS TO INFORMATION/SERVICES - Customers/clients in need of temporary assistance will receive access to information and services in a timely manner.	
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Increase Child Support Collection on Current Support to 70 percent.	Office: OCS	Status
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The Office of Child Support will increase collections on current support from an average of 66.4 percent to 70 percent, to help Ohio's children get the money owed to them so that their basic needs for food, clothing and shelter can be met. This increase will also earn more federal incentive dollars for Ohio's child support program.

As of Date: 1/31/2014	
% Complete: 35.77%	
Target: 70%	
Target Date: 9/30/2015	
Completed Date: N/A	

OCS	Conduct Strategy meetings with local partners.	% Complete: 27.78%	
		Target Date: 9/30/2015	

OCS	Provide project oversight, leadership and regular communications.	% Complete: 27.78%	
		Target Date: 9/30/2015	

OCS	Develop Monthly tracking reports and county specific work list.	% Complete: 27.28%	
		Target Date: 9/30/2015	

OCS	Provide Awards and Recognition to leading counties.	% Complete: 27.78%	
		Target Date: 9/30/2015	

OCS	Establish alternative options to current barriers.	% Complete: 27.78%	
		Target Date: 9/30/2015	

OCS	Expand collection tools.	% Complete: 27.78%	
		Target Date: 9/30/2015	

Identify and address areas of inconsistency in program delivery to customers.	Office: OCS	Status
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Standard agreement, harmony, compatibility and/or uniformity in the application and enforcement of program policies, procedures and processes across a wide spectrum of stakeholders that contain reasonable parameters and lack contradiction or ambiguity.

As of Date: 2/6/2014	
% Complete: 25.00%	
Target Date: 12/31/2014	
Completed Date: N/A	

OCS	Develop a plan to identify inconsistent application of program delivery and services.	% Complete: 10.00%	
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