



Department of  
Job and Family Services

TO STRENGTHEN OHIO FAMILIES WITH SOLUTIONS TO TEMPORARY CHALLENGES

# Annual Report 2010



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# Letter from the Director

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## **2010 was a milestone year for the Ohio Department of Job and Family Services (ODJFS), as the agency marked its tenth anniversary.**

On June 1, 2000, ODJFS was formed as a result of the merger of the Ohio Department of Human Services and the Ohio Bureau of Employment Services. This merger came on the heels of national welfare reform, the creation of the Temporary Assistance to Needy Families program and the passage of the Workforce Investment Act, which created the national One-Stop system. And those were just the start of many changes about to occur. To name a few others:

- Technological advances dramatically changed how we do business. New systems included the Support Enforcement Tracking System for child support, the Sharing Career Opportunities and Training Information system, the Ohio Job Insurance system, Ohio Means Jobs, the Statewide Automated Child Welfare Information System, the Electronic Gateway for our partnership with the Ohio Benefit Bank, the County Finance Information System and the Child Care Information Data System. In addition, by 2010 most of our customers were receiving benefits through electronic funds transfer or debit cards.
- Ohio's unemployment system changed dramatically, from a system in which claimants had to line up and wait at unemployment offices, to a completely self-serve system that claimants could use at home, via telephone or computer.
- Ohio made great strides toward improving the state's child welfare system. We were successful in winning extensions of the ProtectOHIO Demonstration Project, which allowed 18 participating counties to use federal Title IV-E foster care dollars more flexibly, for services such as family team meetings and kinship support services. We also expanded the Alternative Response Pilot Project, to allow caseworkers to use an alternative approach when investigating some reports of child abuse and neglect. Both ProtectOHIO and Alternative Response helped keep families together and reduced the number of children placed in out-of-home care, all without compromising child safety.
- Through cost-savings efforts, technological improvements and a variety of efficiency initiatives, we learned to do more with less while also improving the quality of our customer service. Even as caseloads for many of our programs grew, as a result of the national recession, Ohio received national recognition for quickly and accurately disbursing unemployment compensation benefits. In addition, for two years in a row, Ohio earned a "High Performance Bonus" from the USDA Food and Nutrition Service for excellence in administering the state's Food Assistance program.

2010 ended on a positive note, as the unemployment rate slowly but steadily declined for seven consecutive months. We remained more focused than ever on serving our customers, and giving them the temporary supports they needed to not only withstand tough times, but emerge from them better off than they were before.

Michael B. Colbert, Director

## ODJFS Statistics at a Glance

- o The ODJFS state fiscal year (SFY) 2010 budget was nearly \$20 billion, the largest of any state agency. This represented about 32 percent of the overall state budget.
- o More than \$14 billion of that supported the Medicaid program.
- o More than 73 percent of our SFY 2010 budget was federally supported.
- o About \$1.7 billion in federal funding passed through ODJFS to other state agencies, including the departments of Developmental Disabilities, Mental Health and Aging.
- o ODJFS supports more than 120 county offices and partner agencies in Ohio's 88 counties, including county departments of job and family services, public children services agencies and child support enforcement agencies.
- o In SFY 2010, ODJFS received nearly \$1.8 billion in federal stimulus funds.



## Cash and Food Assistance

ODJFS provides a variety of financial and supportive services to low-income families and individuals, most of whom are employed or seeking employment. A large part of this assistance comes through the Ohio Works First and Food Assistance programs.

Ohio Works First (OWF) is the financial-assistance portion of the state's Temporary Assistance to Needy Families (TANF) program, providing cash benefits to needy families for up to 36 months. OWF requires at least 50 percent of adults receiving benefits to work or engage in work-related activities, such as educational or training programs.

The federal Food Assistance Program (formerly the Food Stamp Program and known nationally as the Supplemental Nutrition Assistance Program, or SNAP) helps eligible needy Ohioans pay for food. In Ohio, recipients use an

electronic benefits transfer card—the Ohio Direction Card—to buy most food or food products, with the exception of alcohol, tobacco and hot food. Although the federal government pays for all benefits, states provide about half of the program's administrative costs.

As the charts below show, in 2010 the number of individuals receiving OWF benefits rose to 466,606, an increase of more than 20 percent since 2004. In addition, the number of individuals receiving Food Assistance rose to 2,362,792 in 2010, an increase of nearly 57 percent since 2004.

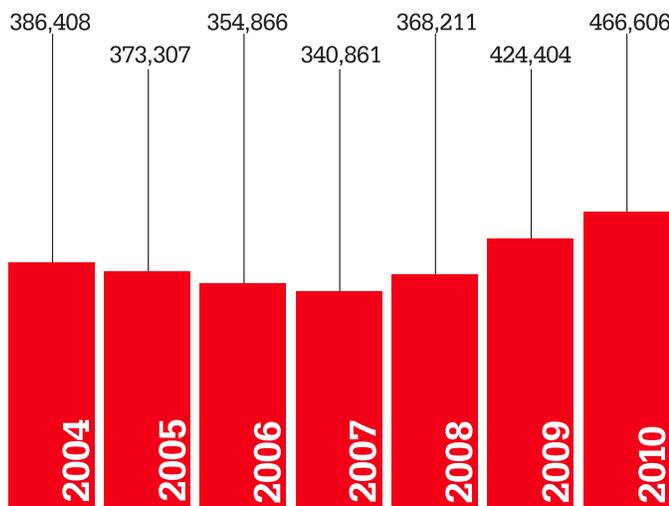
### High Performance Bonus

For the second year in a row, ODJFS learned that it would receive a "High Performance Bonus" from the USDA Food and Nutrition Service (FNS) for excellence in administering Ohio's Food Assistance program. FNS

recognized Ohio, along with seven other states, for best overall payment accuracy rates in federal fiscal year (FFY) 2009. The national average error rate for FFY 2009 was 4.36 percent. Ohio's error rate was 2.3 percent.

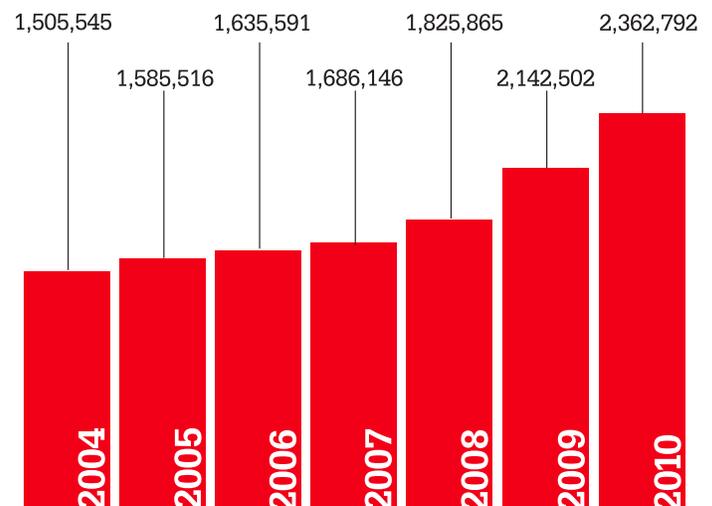
### Service Delivery Improvements

ODJFS took several steps in 2010 to make it easier for needy Ohioans to receive cash and food assistance. One of those was the Online Benefit Application, which allows Ohioans to apply for cash and food assistance online at <http://ODJFSBenefits.ohio.gov>. (For more about the Online Benefit Application, see page 25.) The agency also implemented several policy changes to make it easier for families to receive services, and easier for county agencies to help them.



Annual Unduplicated Number of Ohioans Receiving OWF Cash Assistance, Calendar Years 2004-2010

Source: Case Registry Information System - Enhanced (CRIS-E) via ODJFS Business Intelligence Channel (BIC)



Average Monthly Number of Ohioans Receiving Food Assistance Benefits, Calendar Years 2004-2010

(Source: Case Registry Information System - Enhanced (CRIS-E))

Service delivery improvements made in 2010 included the following:

- Ohio transitioned from 6- to 12-month certification periods for most cash and food assistance groups.
- Child-only cash assistance groups moved from 6- to 24-month reapplication periods.
- Households receiving Food Assistance now must report to county agencies only when their income exceeds 130 percent of the federal poverty guideline for their assistance group size, and when their gross monthly income increases by more than \$50.
- A new application and interview are no longer required when a case closes because of an eligibility factor but when the assistance group complies with all requirements within 30 days of the termination.
- When an assistance group is already receiving Food Assistance and then becomes eligible for Ohio Works First and/or Medicaid, that group is assigned the same certification period for all three programs.

### Stimulus Benefits for the Cash and Food Assistance Programs

The 2009 American Recovery and Reinvestment Act gave states more

money for their TANF programs by offering TANF Emergency Contingency Funds to states with increased TANF caseloads. Until this funding ended on September 30, 2010, Ohio was able to draw down more than \$215 million. Part of this was used to issue a one-time \$100 supplemental payment in June to all individuals in Ohio receiving OWF benefits. Approximately \$30 million was used to fund two employment programs: a Subsidized Summer Employment Program for Youth and a TANF Subsidized Employment program. More than 69 counties established summer youth employment programs, with nearly 15,000 young people and 2,500 employers participating. Approximately 780 employers participated in the TANF Subsidized Employment program, which was set to continue through May 31, 2011. More than 2,000 Ohioans have been employed through this program, which provides a subsidy to employers who hire those eligible for TANF.

### TANF Disaster Assistance

When several tornadoes caused widespread damage in Meigs, Perry and Athens counties in September 2010, more than 300 people were left homeless. To help low-income families displaced by the storms, TANF Disaster Assistance funding was made available. Meigs and Perry counties each received \$60,000, and Athens County received \$120,000. As a result, county departments of job and family services were able to offer TANF benefits of up to \$1,500 for families hurt by the disaster.

### Health Information for Refugees

The ODJFS Refugee Services Section developed a "Safe, Smart and Healthy" DVD in 2010 to educate refugees about basic health matters. The video was translated into 49 languages and disseminated to service providers and others throughout the state. It was so well-received that other states have begun using it as a model of how to effectively deliver basic health information to refugees.

### Ohio Neighborhood Harvest

More than 40 farmers' markets throughout Ohio accepted the Ohio Direction Card in 2010, making it easier for families who receive Food Assistance benefits to purchase fresh, locally grown foods. To spread the word about this, ODJFS sent notices and information about farmers' markets to nearly 85,000 families living near markets that accept the card.

### TANF Job-Related Services

ODJFS provides job training, employment assistance and work support services for many of those who qualify for help through TANF, in part through the Prevention, Retention and Contingency program (PRC). PRC helps families overcome many barriers they may face to achieving self-sufficiency. Depending on the family and the circumstances, this can involve anything from refundable earned-income tax credits to help with transportation to job training.

## Child Care

ODJFS offers financial assistance to eligible needy parents to pay for child care while they engage in work and training efforts. The agency, along with the county departments of job and family services, also is responsible for regulating approximately 7,500 family child care homes, and for licensing and inspecting 4,294 child care facilities. Every day in Ohio, more than 250,000 children under age 6 are cared for in settings outside the home that are certified or licensed in Ohio.

Of those 250,000 children who spend each day in regulated child care, more than 105,000 children received financial assistance for that child care each month in state fiscal year 2010. That not only allowed their parents to find and keep jobs, and pursue education and training opportunities, but it ensured that children in low-income families had access to an early care and education experience needed to succeed in school.

Collaboration among state agencies, public school systems and community-based programs has created several child care and early learning programs in Ohio. These include subsidized child

care centers, family child care, pre-kindergarten, public school preschool programs, special education preschool programs and Head Start, which is funded by the federal government through the U.S. Department of Health and Human Services.

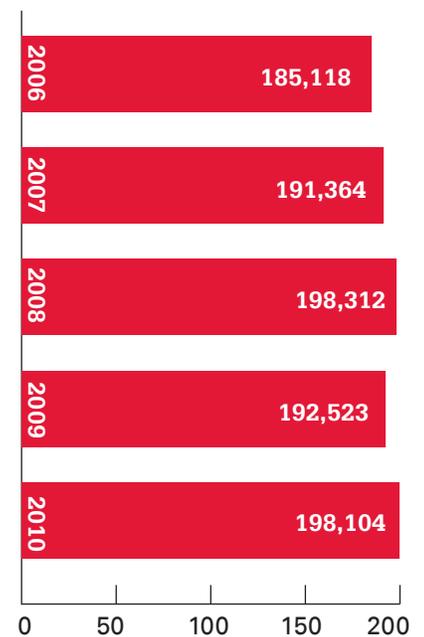
### Stimulus Benefits for the Child Care Program

As a result of the 2009 American Recovery and Reinvestment Act, Ohio received a total of \$68,140,840 for its early care and education programs in 2010. Of that, \$59,245,395 was used to stabilize the subsidized child care system; \$5,620,429 was used to provide a per-child subsidy enhancement for children in Step Up To Quality two- and three-star-rated programs; and \$3,262,319 was used to support statewide infant and toddler initiatives.

### Step Up To Quality

Step Up to Quality (SUTQ), Ohio's voluntary quality rating system for child care programs, grew steadily in 2010. SUTQ is designed to increase the number of high-quality programs, recognize and support programs that achieve

**Children Enrolled in Publicly Funded Child Care, Total Annual Enrollment, Calendar Years 2006-2010**



higher quality standards, and provide parents with an easy-to-use tool to assist them in making more informed choices on behalf of their children. Programs that obtain a quality rating qualify for funding to support the ongoing maintenance of their improved standards. As of December 2010, 1,051 child care programs had achieved a star rating, serving approximately 79,000 children in 83 of Ohio's 88 counties. Ohio was the 13th state to implement a child care rating system, and it has been recognized as a pioneer in this field.

**Number of Child Care Centers Rated for Step Up to Quality**  
(As of 6/30/2010)

Rated Centers	1,051	↑
Counties with a Rated Program	83	↑
SFY 10 Target	1,150 Centers 88 Counties	

## Child Protective Services

ODJFS administers and oversees the state's child and adult protective services programs. These include programs that prevent child abuse and neglect; provide services to abused and/or neglected children and their families (birth, foster and adoptive); license foster homes and residential facilities; and investigate allegations of adult abuse, neglect and exploitation. Child protective services in Ohio are provided by a network of 88 public children services agencies (PCSAs). Sixty-three of these are located within county departments of job and family services, and twenty-five operate independently.

Ohio's child protective services system is state-supervised and county-administered. This means that county agencies have discretion in determining the ways in which they deliver services to Ohio's children and families. ODJFS develops policies and procedures to guide them. It also provides technical assistance to the counties and monitors their program implementation for compliance with federal and state laws, rules and policies.

Through all of these efforts, children's safety and well-being are the paramount concerns. In 2010, ODJFS undertook many initiatives aimed at keeping children safe and improving the lives of children in foster care.

### Alternative Response Pilot Project

Ten additional Ohio counties began participating in Ohio's Alternative Response Pilot Project in 2010, bringing the total number of participating counties to 25. Alternative Response gives caseworkers the freedom to use

an alternative approach when responding to some reports of child abuse and neglect. This approach begins with a non-threatening, non-adversarial, family assessment, and allows caseworkers to guide families to local social service programs that might meet their needs. Alternative Response has been found to keep more families together and reduce the number of children placed in out-of-home care, all without compromising child safety. Plans were under way to offer the option statewide.

### Improving Technical Assistance to Counties

In April 2010, after a highly competitive process, Ohio was chosen to participate in a three-and-half-year partnership with the Midwest Child Welfare Implementation Center (MCWIC), in order to develop a new model for providing technical assistance to the state's public children services agencies. This honor came with a grant of nearly \$700,000 and access to the resources of the federal Children's Bureau Training and Technical Assistance Network, as well as experts from the University of Tennessee and the National Child Welfare Resource Center for Organizational Improvement at the University of Southern Maine. The project is expected to have many long-lasting positive benefits for Ohio's families and children. It will support the agency's ongoing improvement initiatives, such as Alternative Response and our Child and Family Services Review Program Improvement Plan (see below).

### Program Improvement Plan

In October 2010, the U.S. Department of Health and Human Services (HHS) approved Ohio's second two-year Child and Family

In SFY 2010, Ohio counties received:

- 33,500 reports of alleged child neglect
- 26,399 reports of alleged child physical abuse
- 11,104 reports of alleged child sexual abuse
- 1,840 reports of alleged child emotional maltreatment
- 1,453 reports of alleged medical neglect
- 9,879 reports with multiple allegation types

In addition:

- 25,275 children experienced more than 5.2 million days of foster care
- 1,436 children were adopted
- 24,312 children received adoption subsidies

Services Review (CFSR) Program Improvement Plan. The CFSR is an ongoing quality improvement process that HHS uses to evaluate states' child welfare systems. Ohio completed its first CFSR in 2004. The state entered into a program improvement plan and was successful in completing all action steps and goals. For the second CFSR, HHS reviewed the Franklin, Lorain and Belmont County public children services agencies. While Ohio was formulating its second improvement plan, it successfully achieved national standards for "absence of maltreatment of children in foster care," "timeliness of adoptions" and "placement stability."

### ProtectOHIO Child Welfare Waiver Demonstration Project

In 2010, ODJFS successfully petitioned the U.S. Administration for Children and Families to extend the demonstration project known as ProtectOHIO. ProtectOHIO allows 18 participating counties to use federal Title IV-E foster care dollars – which are traditionally used to support out-of-home placements – more flexibly, for services such as family team meetings and kinship support services. Over the last ten years, 13 of the 18 participating counties experienced a reduction of more than 1.6 million days in foster care placement. The flexible funding not only results in better outcomes for children and families, but is cost-effective, as well. About a third of Ohio's foster care caseload is served by this waiver.

### Science of Early Childhood Symposium

In June 2010, ODJFS co-hosted a symposium in Columbus to bring together national early childhood development experts with Ohio child welfare professionals. Approximately 180 people attended. The symposium was paid for by Casey Family Programs and cosponsored by the Ohio Children's Trust Fund, the Ohio Family and Children First Cabinet Council, and the Early Childhood Cabinet. Dr. Jack P. Shonkoff, professor of Child Health and Development at the Harvard School of Public Health and the Harvard Graduate School of Education, delivered the keynote address. He described how positive interactions with parents help form synapses in children's brains. In contrast, prolonged exposure to abuse, neglect and other forms of "toxic stress" not only negatively impact children's brain circuitry, but can lead to health problems later in life. An afternoon session explained

how scientific research into early childhood development can be applied at the local level.

### Reducing Racial Gaps in Child Welfare

Also with support from Casey Family Programs, in 2010 ODJFS formed a Disproportionality Workgroup, to address the problem of racial disproportionality in child welfare. For every Caucasian child placed in foster care in Ohio in 2009, 2.29 African-American children were placed. The workgroup undertook a collaboration with county protective services agencies, juvenile justices and other stakeholders to address this issue. In addition, ODJFS hosted a symposium titled "Reducing Disproportionality in Child Welfare," to bring together national experts with Ohio's child welfare professionals. ODJFS continues to research ways to eliminate disparities. It also provides data, data analysis training, tools and information to county agencies to help them develop and implement their own strategies. Many counties have sponsored community awareness campaigns and events to address this issue.

### Stimulus Benefits for Children's Services Agencies

In order to provide more funds for states' child welfare systems, the American Recovery and Reinvestment Act (ARRA) gave Title IV-E agencies – including children's services agencies, 34 juvenile courts and the Ohio Department of Youth Services – increased federal reimbursement for their Title IV-E foster and Title IV-E adoption assistance expenditures. From federal fiscal year (FFY) 2009 through the second quarter of FFY 2011, Ohio received \$22.8 million for foster care programs and \$17.9 million for adoption programs as a result of ARRA.

### Ohio Children's Trust Fund

The mission of the Ohio Children's Trust Fund is to prevent child abuse and neglect through investing in strong communities, healthy families and safe children. Partnering with statewide and county entities, the OCTF supports prevention programs that recognize and build on existing strengths within families and communities to effectively intervene long before child abuse or neglect occur. In 2010, the OCTF invested approximately \$5.1 million in prevention programs at the local level. Other activities included the statewide promotion of Child Abuse and Neglect Prevention Month in April, co-sponsorship of Ohio's Alternative Response Pilot Project, and the implementation of the Strengthening Families Framework in early care and education. Also in 2010, OCTF became the Ohio provisional chapter of the Prevent Child Abuse America organization, making it the premier statewide organization dedicated to preventing child abuse and neglect.

### Adult Protective Services

ODJFS administers the state's Adult Protective Services program, which helps vulnerable adults age 60 and older who are in danger of harm, are unable to protect themselves, and may have no one to assist them. ODJFS has the authority to plan and develop programs, and write rules and regulations pertaining to adult protective services. It also provides technical assistance to county staff. The county departments of job and family services receive and investigate reports of abuse, neglect and exploitation of vulnerable adults and evaluate the need for protective services. During SFY 2010, the counties received a total of 14,696 reports of abuse, neglect and exploitation for adults age 60 and over.

## Child Support

With more than 992,344 cases, Ohio had the third-largest “IV-D”-designated child support caseload in the country in federal fiscal year (FFY) 2010. IV-D refers to the section of federal law that created the child support program. IV-D cases qualify for a variety of child support services, such as locating noncustodial parents, establishing legal paternity, establishing child support or medical support orders, and enforcing such orders. Ohio’s child support program is administered locally by 88 county child support enforcement agencies

(CSEAs). Most CSEAs – 64 – are located within county departments of job and family services. The rest are either stand-alone agencies or are located within the office of the county prosecutor.

It is very important that Ohio’s children get the money owed to them, so that their basic needs for food, clothing and shelter can be met. In 2010, Ohio collected more than \$1.7 billion in support. In spite of the recession, the child support program continued to perform

well. From FFY 2009 to FFY 2010, Ohio improved its performance in establishing support orders for the seventh consecutive year. It also improved its cost-effectiveness ratio, from \$4.95 in FFY 2009 to \$6.54 in FFY 2010. This means that for every dollar spent on the program, \$6.54 in support was collected.

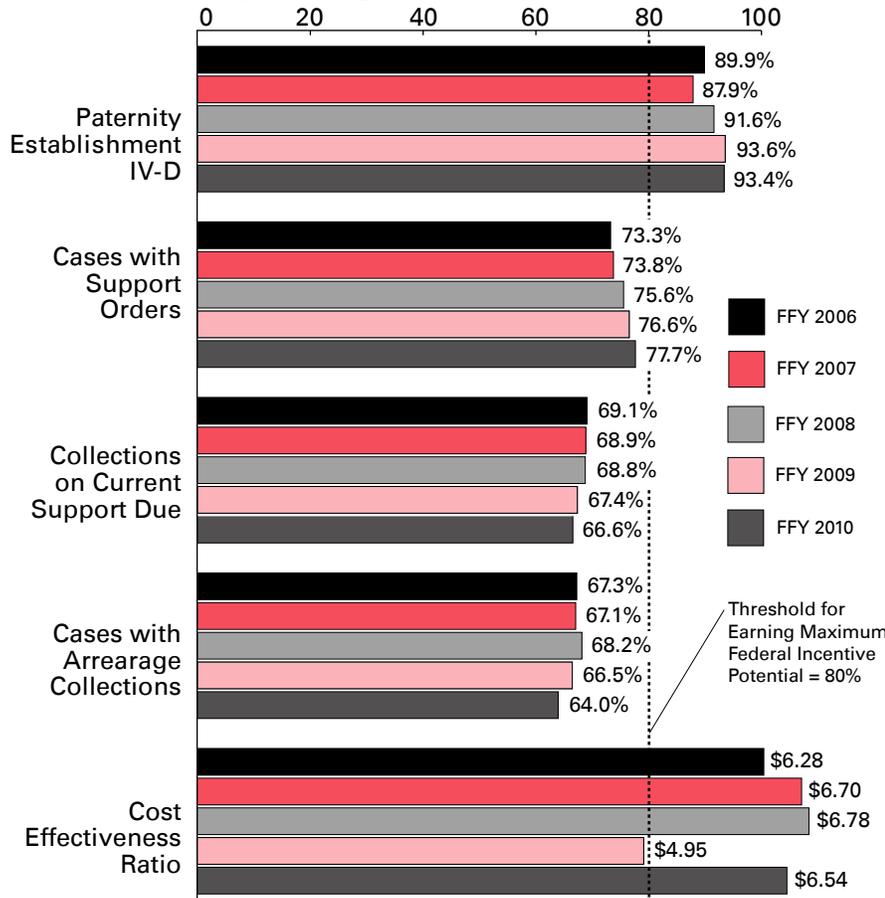
### Stimulus Benefits for the Child Support Program

Under a provision of the 2009 American Recovery and Reinvestment Act, the federal government temporarily allowed state child support programs to use federal incentive dollars as a match to draw down additional federal reimbursement funds. During the two years that this provision was in effect, Ohio was allowed to use federal matching funds on both earned and estimated incentives. This generated more than \$95 million in additional funding during this time period. That funding allowed CSEAs to continue providing child support services and also helped both the state and CSEAs continue to operate effectively while maximizing performance.

### Electronic Collections, Disbursement and Income Withholding

About 95 percent of Ohio’s child support disbursements are made electronically. This includes payments to about 400,000 Ohio parents and caretakers who receive child support through eQuickPay, a debit-like MasterCard. According to the federal Office of Child Support Enforcement, in 2010 Ohio ranked eighth in the nation in percentage of collections received via electronic

**Ohio's Child Support Program Performance, FFY 2006–2010**



payment. Starting in 2009, Ohio joined a national effort to implement electronic processing of income withholding documents. More than 60 percent of Ohio employers participated in 2010. More than 17,200 income withholding notices were issued electronically, for an estimated cost savings of slightly more than \$8,200 in postage and paper costs.

In addition, in 2010 Ohio collected the largest amount ever in the history of the Passport Denial Program, which denies passports to parents who owe more than \$2,500 in child support. When a parent's past-due support reaches \$2,500 or more, the U.S. Department of State automatically receives notice to deny that individual's passport. If the parent needs to travel for business reasons, and that parent's employer withholds income for child support, the parent must provide the CSEA with a written statement on the employer's letterhead indicating that the need to travel is for business-related purposes, in order for the passport to be released. If the reason for travel is leisure, the parent owing support must pay all arrears in full before Ohio will release the denied passport. Ohio collected almost \$1.2 million as a result of this program in 2010, 70 percent more than was collected in 2009. This was because of a rule change that clarified when CSEAs may request the reinstatement of denied passports.

### Demonstration Grant Funding

In 2010, Ohio's Office of Child Support was approved to receive a three-year federal demonstration grant of more than \$660,000 to help low-income noncustodial fathers learn financial literacy skills

and achieve financial stability. The grant will be used to fund statewide outreach, as well as two local pilot programs. The statewide outreach will kick off with a conference in Columbus, followed by a series of regional meetings. Partners in the project include the Ohio Community Development Corporation Association, the Ohio Commission on Fatherhood, the Ohio Practitioners' Network for Fathers and Families, and the Ohio Benefit Bank. The pilot programs will involve the Cuyahoga and Hamilton CSEAs. They will refer low-income noncustodial fathers to agencies that offer financial education and services for low-income Ohioans.

Several other demonstration grant activities were ongoing in Ohio in 2010. These included the following:

**Clark County** – Parents as Partners – This \$990,000 demonstration grant project promoted healthy marriage and healthy parental relationships. Among other things, it was designed to increase the paternity establishment rate for children born out-of-wedlock, increase parental commitment at the beginning of new support orders, and increase the marriage rate among unwed parents.

**Cuyahoga County** – Project to Address the Sudden and Prolonged Effect of the Economic Downturn on the IV-D Caseload and Program Operations – This \$206,000, 17-month grant helped noncustodial parents in default on their child support orders connect with job readiness and placement programs.

**Franklin County** – Pathfinder-Prisoner Re-Entry Initiative – This

\$517,000, three-year grant helped formerly incarcerated parents navigate the child support and justice systems.

**Stark County** – Project to Address the Sudden and Prolonged Effect of the Economic Downturn on the IV-D Caseload and Program Operations – This \$360,000, 17-month grant established "Project Child Support Rapid Response," a program for recently unemployed noncustodial parents.

### Access/Visitation Programs

Seven Ohio counties participated in Access/Visitation programs in FFY 2010: Allen, Clermont, Coshocton, Darke, Mercer, Ottawa and Seneca. Access/Visitation programs help custodial and noncustodial parents who have visitation agreements but difficulty interacting in a non-threatening manner. The programs provide such things as supervised visitation at neutral locations, mediation and parent education classes. In addition to being good for families, the programs also have been shown to result in increased support collections.

### Help for Incarcerated and Formerly Incarcerated Parents

In 2010, the federal Office of Child Support Enforcement recognized Ohio for a collaboration between the ODJFS Office of Child Support and the Ohio Department of Rehabilitation and Correction designed to empower parents and remove barriers to child support payment. The Office of Child Support provided outreach materials to incarcerated parents during re-entry fairs and presentations at several correctional facilities. In addition, 13

counties – Athens, Butler, Clermont, Cuyahoga, Delaware, Erie, Franklin, Hamilton, Lorain, Lucas, Stark, Summit and Warren – participated in prison diversion pilot programs. These were designed to reduce the number of noncustodial parents sentenced to prison for nonpayment of support. The programs resulted in a 50.5 percent increase in the amount of child support collected and a 25.6 percent decrease in prison commitments.

### **Education and Outreach for Hispanic Ohioans**

The Office of Child Support recognized the state's first Child Support Hispanic Awareness Month in August 2010. Several CSEAs that had experienced rapid growth in their Hispanic communities held special events and celebrations during the month, including festivals, outreach to community groups, and public service announcements on local Hispanic television and radio talk shows. Several CSEAs posted information on the Internet and distributed booklets and newly translated fact sheets about child support. Ohio continues to develop partnerships with Hispanic community leaders, to collaborate on ways to reach the Hispanic community effectively, to dispel myths and to provide information about Ohio's child support services.

### **Commission on Fatherhood**

The Office of Child Support increased its collaboration with the Ohio Commission on Fatherhood in 2010. The commission organizes statewide and regional summits and funds nine fatherhood programs that build fathers' parenting skills, provide employment assistance, prevent premature fatherhood, improve family bonds and raise awareness of the role fathers play in their children's lives. An employee from the Office of Child Support was appointed to serve on the commission in 2010. In addition, Office of Child Support staff presented information at various fatherhood conferences, summits and trainings throughout the state.

In SFY 2010, ODJFS managed four publicly financed health programs:

- Medicaid (Title XIX of the Social Security Act)
- State Children’s Health Insurance Program (SCHIP, Title XXI of the Social Security Act)
- The Children’s Buy-In Program
- The Medicare Premium Assistance Program

Ohio Medicaid and Medicaid-related programs provide health care coverage to low-income children, pregnant women, families, older adults and Ohioans with disabilities. In SFY 2010, more than \$14 billion of the ODJFS budget supported the Medicaid program.

Medicaid services are delivered via agreements with about 99,000 health care providers. This vast network ensures that individuals enrolled in Medicaid have access to needed services, such as physician visits, hospital inpatient care, prescription drugs and home health services. In SFY 2010, Ohio processed about 60 million Medicaid provider claims and encounters.

During SFY 2010, Ohio’s Medicaid caseload grew by almost 154,000, or 7.8 percent, with monthly enrollment increasing to 2.11 million as of June 2010. Most caseload growth—134,000 people—occurred among families with incomes less than 150 percent of the federal poverty guideline. This was indicative that caseload growth was driven by the national economic downturn.

From SFY 2009 to SFY 2010, Medicaid also experienced total enrollment growth of 12,845, or 3 percent, among older Medicaid consumers (age 65 and up) and adults with disabilities. These Ohioans receive Medicaid as part of the Aged, Blind and Disabled (ABD) coverage group.

In spite of this, the Ohio Medicaid program ended SFY 2010 under budget. In addition, much progress was made to improve the efficiency and effectiveness of the program.

### Cost Containment

In SFY 2010 Medicaid cost-avoided more than \$705 million worth of commercial insurance and Medicare-billed charges, an increase

## Medicaid at a Glance

Medicaid spending makes up about 30 percent of Ohio’s budget. In SFY 2010, more than \$14 billion of the ODJFS budget supported the Medicaid program, including both state and federal funds. In SFY 2010, Ohio Medicaid provided health care coverage for 2.4 million, or 1 in 5, Ohioans.

This included:

- 1.3 million children, including more than 40 percent of all newborn births
- 184,000 older adults
- 44,000 children with disabilities
- 301,000 non-elderly adults with disabilities
- 643,000 low-income parents and/or expectant mothers
- 54,000 people in nursing facilities, or about 66 percent of all nursing facility care
- 69,000 Ohioans in home- and community-based waiver programs

### Comparison of SFY 2009 and SFY 2010 Medicaid Enrollment

Medicaid Enrollment Category of Individuals	SFY 2009	SFY 2010	Number Difference	Percent Change
<b>Children</b>				
All Children (Ages 0-17)	1,215,307	1,264,243	48,935	4.0 %
<b>Adults</b>				
Covered Families and Children (CFC)	591,478	642,956	51,478	8.7 %
Aged, Blind, and Disabled (ABD) (includes duals)	422,916	435,761	12,845	3.0 %

Final SFY 2010 performance reported from the Decision Support System (DSS) (Upload: March 2010)

of more than \$1.2 million from the previous year. In addition, Medicaid recovered more than \$76 million in SFY 2010 from claims that were paid but later found to have been the responsibility of third parties.

### Stimulus Benefits for the Medicaid Program

The Federal Medical Assistance Percentage (FMAP) is the federal share of the state's Medicaid expenditures. The 2009 American Recovery and Reinvestment Act increased the FMAP by using a formula that took into account states' unemployment rates. This temporary program – known as eFMAP, for Enhanced Federal Medical Assistance Percentage – brought approximately \$3.5 billion to Ohio through state fiscal year 2011.

### Pharmacy Carve-Out

On February 1, 2010, Ohio Medicaid transitioned all pharmacy benefit administration back to the fee-for-service program, to bring more consistency to the drug formulary and prior authorization process and further use the state's substantial buying leverage to negotiate lower prescription drug costs. The move was expected to save more than \$235 million.

### Service Delivery Improvements

ODJFS took several steps in 2010 to make it easier for needy Ohioans to receive Medicaid benefits. One of those was the Online Benefit Application, which allows Ohioans to

apply for medical assistance online at <http://ODJFSBenefits.ohio.gov>. The agency also implemented two new strategies to make it easier for children to get and maintain health care coverage:

- 12 Months' Continuous Eligibility – which allows children to maintain their Medicaid coverage for an entire year, even if their family income changes.
- Presumptive Eligibility – which allows children to be enrolled in Medicaid temporarily while their applications are being processed.

### Reducing Emergency Visits

In April 2010, ODJFS kicked off a major initiative to reduce the number of avoidable emergency department visits in Ohio. The project – known as "Implementing Medicaid Programs for the Reduction of Avoidable Visits to the Emergency Department" (IMPROVE) – was a collaboration between ODJFS, community leaders, hospitals, health care providers, managed care plans, and consumer and family advocates, in response to research showing that patients can be treated just as safely, and much more effectively, in a primary care setting and with better coordination of care. Key objectives of IMPROVE were to:

- Improve health care quality by redirecting emergency department visits to the most appropriate care setting,

- Improve the efficiency of a community's health care resources by increasing communication between providers and health care systems, and
- Promote meaningful alternatives to emergency department visits that are consistent with the concept of the "medical home," an approach that delivers comprehensive primary health care and involves the patient, the provider and the family members.

### Money Follows the Person/ HOME Choice Project

More than 600 Ohioans who once lived in long-term care facilities moved to home settings between 2008 and 2010 as a result of HOME Choice (Helping Ohioans Move, Expanding Choice), a federal Money Follows the Person (MFP) demonstration project. HOME Choice relocates individuals enrolled in Medicaid who have lived for at least six months in nursing facilities, intermediate care facilities for people with developmental disabilities, hospitals or residential treatment facilities for children. The project also pays for some services not traditionally funded by Medicaid, to ensure a successful transition. This can include help finding housing, help developing independent living skills and help coordinating benefits.

In August 2010, Ohio's HOME Choice program received national recognition from the U.S. Department of Housing and Urban

Development (HUD). At a HUD Fair Housing Policy conference, speakers praised the partnership between ODJFS and the Cuyahoga Metropolitan Housing Authority for helping those in long-term care facilities move back into their communities and homes.

Ohio was one of 34 states to receive funding for the MFP project, as part of the Federal Deficit Reduction Act of 2005. The state will ultimately receive funds to transition an estimated 2,200 people.

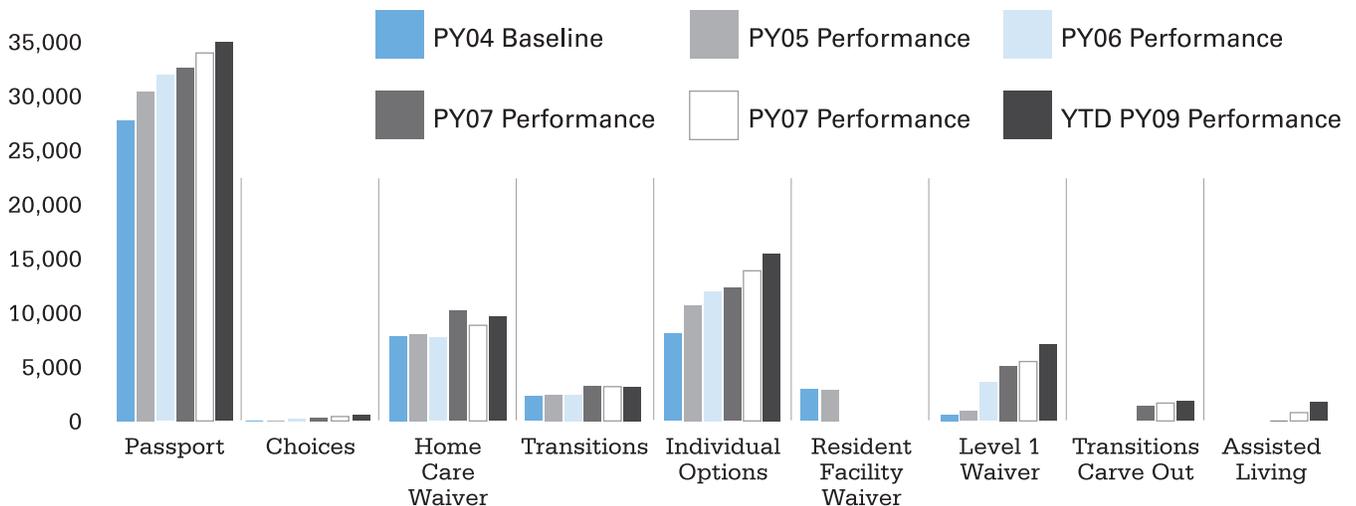
### Medicaid Waiver Programs

More Ohioans than ever participated in Medicaid waiver programs in 2010. Waiver programs allow people with disabilities to receive care in their homes and communities instead of in long-term care facilities, hospitals or intermediate care facilities. These programs are called waiver programs because, under current law, eligible people with disabilities are entitled to facility-based care, but home- and community-based care is considered optional. Therefore, states must

apply for “waivers” from the federal government in order for Medicaid to provide home- and community-based services.

In 2010, more than 78,000 Ohioans took advantage of Ohio’s eight waiver programs. As the single-state Medicaid agency for Ohio, ODJFS oversees all the waivers, including the Ohio Home Care, Transitions Developmental Disabilities (DD) and Transitions Carve Out waivers. Through interagency agreements, the Ohio Department of Aging operates the PASSPORT, Choices

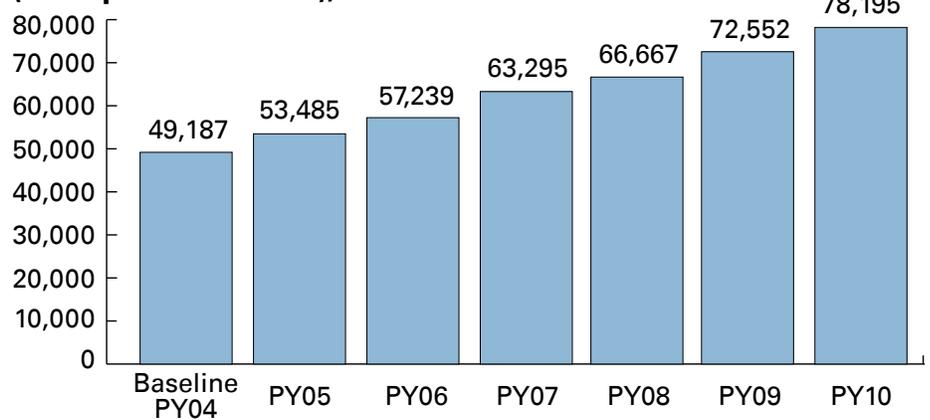
Change in Usage of Home- and Community-Based Services Waivers, PY 04 - PY 09



and Assisted Living waivers, and the Ohio Department of Developmental Disabilities operates the Individual Options and Level One waivers.

Waiver programs have the potential to save the state a great deal of money because home and outpatient care are less expensive than institutional care. In addition, most people prefer to remain in their own homes rather than move into nursing homes or other institutions. The charts at right and on page 15 illustrate the growing demand for home- and community-based care.

### Individuals Served by Community-Based Waivers (Unduplicated Count), PY 2004–2010



## Labor Market Information

Through its Bureau of Labor Market Information (LMI), ODJFS collects and analyzes industry, occupational and employment information, in order to provide current statistics on economic and workforce indicators for Ohio. This includes such things as employment levels, unemployment rates, wages and earnings, employment projections, career information, and initial and continued unemployment claim trends. This information is used extensively by ODJFS and Ohio's local employment program operators, as well as by the Ohio Department of Education, the Ohio Board of Regents, the Ohio Department of Development, state and national media organizations, private citizens and industry groups. All of these groups rely heavily on the Bureau of Labor Market Information's reporting,

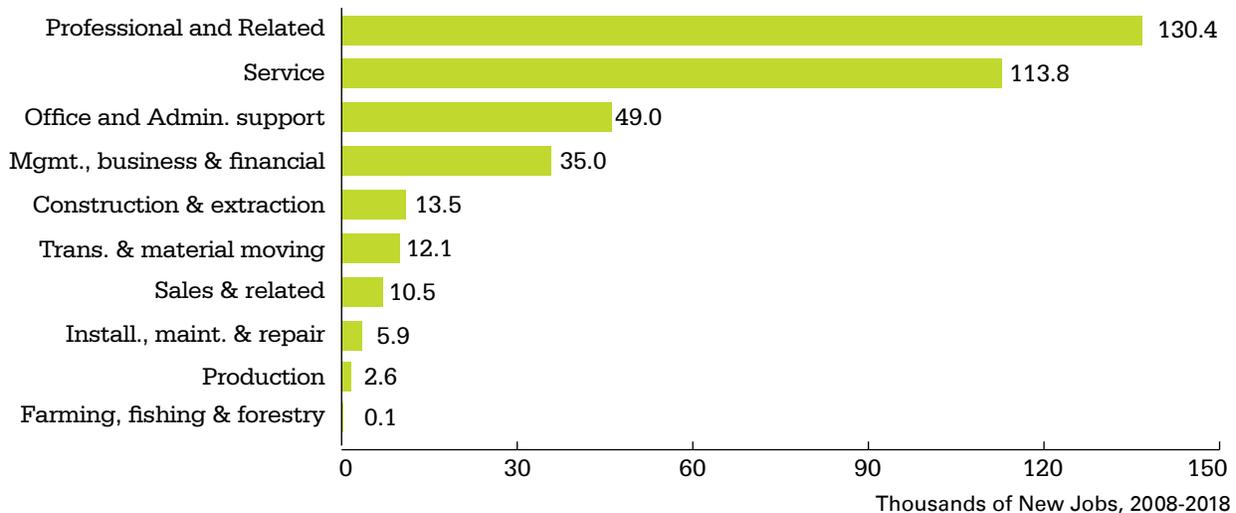
analysis and expertise. The agency's LMI Web site drew nearly 2 million page views in 2010.

During 2010, LMI issued the reports *2010 Economic Analysis: A New Beginning, A Statistical Dilemma: New and Emerging Occupations* and *The Ohio Job Outlook to 2018*. LMI also updated the award-winning publication *What's in a Word: Maybe Your Next Job*, a resume-writing guide for unemployed workers.

The bureau also undertook an extensive research effort aimed at building a skilled workforce for "green jobs" in Ohio, as a result of two grants it received the previous year. For the first grant, which was for \$1 million, LMI partnered with the Governor's Workforce Policy Advisory Board, the Ohio Board of

Regents and the University System of Ohio to identify the skills most needed by green industries, so that curricula and training programs could be developed around those needs. Ohio shared the second grant, which was for \$4 million, with Indiana and Michigan, so that all three states could coordinate efforts to help dislocated auto industry workers pursue new career paths in green industries. Ohio's role was to gather information from auto industry manufacturers and parts suppliers about their changing business environments and labor force needs. LMI staff also conducted a "green jobs survey" of Ohio employers, to better identify the number of green jobs available in the state, and the skills required to fill them.

### New Jobs by Sector, 2010-2018: Service and Professional Workers Will Account for Two-Thirds of New Jobs



## Workforce Services

As administrator of several federal workforce programs, ODJFS oversees a network of 30 full-service and 59 satellite "One-Stop Centers" that provide free job training and other employment services to Ohioans looking for work and to employers seeking workers. The centers match job seekers with businesses looking

to hire workers, and help laid-off workers learn new skills and find new jobs.

ODJFS receives federal funds for these programs as a result of the Workforce Investment Act (WIA) of 1998. The federal government keeps track of how well states administer WIA services by rating how well

they perform in a variety of areas, including entered employment rate (percentage of participants who found jobs within three months of exiting the program) and employment retention rate (percentage of participants still employed six months later). States are required to maintain performance levels of at least 80

### WIA Program Year 2009\* Annual Performance

Program	Indicators of Performance	PY 2009 State Negotiated Performance	80% of State Negotiated Performance	PY 2009 Annual Statewide Performance
Adult	Entered Employment Rate	78.0%	62.4%	64.1%
	Employment Retention Rate	87.0%	69.6%	81.0%
	Average Earnings	\$14,500	\$11,600	\$14,614
	Total Adult Participants during PY 2009 Q4			24,043
	Total Adult Exiters during PY 2009 Q4			8,980
Dislocated Worker	DW Entered Employment Rate	87.0%	69.6%	68.0%
	DW Employment Retention Rate	92.0%	73.6%	86.0%
	DW Average Earnings	\$17,000	\$13,600	\$17,079
	Total DW Participants during PY 2009 Q4			23,014
	Total DW Exiters during PY 2009 Q4			6,322
Youth (14-21)	Youth Placement in Empl. or Ed. Rate	63.0%	50.4%	53.2%
	Youth Certificate or Diploma Rate	42.0%	33.6%	57.2%
	Youth Literacy and Numeracy Rate	37.0%	29.6%	39.1%
	Total Youth Participants during PY 2009 Q4			14,384
	In-School Youth Participants during PY 2009 Q4			9,124
	Out-of-School Youth Participants during PY 2009 Q4			5,260
	Total Youth Exiters during PY 2009 Q4			4,728
	In-School Youth Exiters during PY 2009 Q4			2,867
Out-of-School Youth Exiters during PY 2009 Q4			1,861	

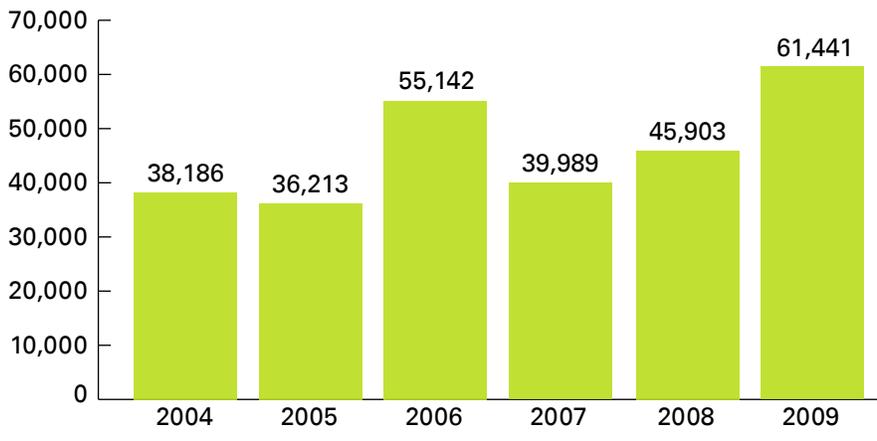
#### Performance Color Scale

Exceeded	> "State Negotiated Performance Level"	4
Met	≥ "80 % of State Negotiated Perf. Level" but ≤ "State Negotiated Perf. Level"	4
Not Met	< "80 % of State Negotiated Performance Level"	1
<b>Total Number Exceeded and Met</b>		<b>8</b>

Data Source: ODJFS/OWD, The Workforce Investment Act Program Year 2009 Q4/Annual Report, based on the SCOTI (Sharing Career Opportunities and Training Information) data.

\*The most recent year for which figures were available.

### Workforce Investment Act Program Participants, PY 2004–2009



percent of their negotiated goals. If a state reaches 80 percent or better of a goal, it is considered to have met that goal.

In program year 2009, the most recent year for which figures were available, 61,441 Ohioans received WIA-funded services, an increase of more than 33 percent over the previous year. During that time, the state met or exceeded all but one program performance goal.

#### Stimulus Benefits for Workforce Programs

The American Recovery and Reinvestment Act (ARRA) offered significant funding for Ohio's workforce programs in 2009 and 2010, so that more Ohioans than ever could receive WIA services. For example, it provided \$138 million for dislocated worker job training, job search assistance, youth employment programs and other services. It also provided nearly \$15 million for reemployment services, job-matching assistance and related

services to be delivered at Ohio's One-Stop Centers.

#### National Emergency Grants

Ohio received funding from six National Emergency Grants in 2010, totaling more than \$20 million. National Emergency Grants provide additional WIA resources in response to large, unexpected events that cause significant job losses, such as mass layoffs or disasters. These grants allowed the hiring of 200 temporary workers to help clean up flooded rivers (\$3.7 million); paid for retraining and job search assistance for 2,400 unemployed auto workers (\$5 million); and offered support, training and reemployment assistance for more than 2,000 workers affected by the shutdown of the Wilmington Air Park (\$8.3 million) and closure of G.E. Lighting in Lake County (\$271,075).

Two National Emergency Grants were new in 2010. One provided \$3.8 million to reimburse employers who hired up to 800

prolonged unemployed workers and provided those workers with on-the-job training. The other provided \$1.3 million to allow four counties that had nearly exhausted all available workforce development funds to continue assisting laid-off workers needing employment and training.

#### Rapid Response Services

ODJFS offers a variety of services for employers and workers during times of plant closures and layoffs. Ohio's Rapid Response system is managed regionally by state and local Rapid Response teams. These teams include representatives from ODJFS, the local One-Stop/Workforce Investment Board, the Ohio Department of Development and the "state-contracted designee." Representatives from the state-contracted designee are workforce professionals responsible for implementing peer-to-peer counseling, workforce transition committees and outreach centers.

The Rapid Response services offered to employers can assist with early warning networks, layoff aversion, and matching employer needs with state and local resources. If layoffs are unavoidable, Rapid Response services can help make the transition as smooth as possible. The Rapid Response services offered to affected workers are designed to help them get reemployed as quickly as possible. These services can include informational sessions, career counseling, and education and/or

career fairs, sometimes offered at on-site Transition Centers.

During SFY 2010, the ODJFS Rapid Response Unit received 222 Worker Adjustment Retraining Notifications (WARNs) potentially impacting 25,016 workers. Employers of 100 or more employees are required to send WARNs 60 days in advance of most plant closings and layoffs. The number of WARNs received in SFY 2010 was very similar to the number received in SFY 2009. However, the number of potentially impacted workers in SFY 2010 was considerably lower than the number impacted in SFY 2009, when the state received WARN notices impacting 36,543 workers. The Rapid Response Unit also received 695 non-WARN notices in SFY 2010, potentially impacting

25,727 additional workers. Non-WARNs are confirmed other sources of information about potential layoffs, such as newspaper articles, notification from a union or notification from individual workers. Information regarding non-WARN notices was not tracked prior to SFY 2010.

### **'Gold Standard' for Continuous Improvement**

The "Gold Standard" Continuous Improvement Program for the One-Stop system was designed to encourage continuous improvement as a regular One-Stop activity, and to provide four levels of certification for One-Stops that meet and exceed certain benchmarks. The program has 12 benchmarks in three categories: business services, job

seeker services and One-Stop system management. It offers several diagnostic tools and survey instruments for collecting information, including online business surveys, partner self-assessments based on Malcolm Baldrige Criteria for Performance Excellence, on-site observations, desk reviews and "mystery shopping."

Results are captured on scorecards and provided periodically to the local workforce investment boards, which establish local policies for One-Stops. In 2010, of the 30 One-Stop systems, 3 ranked as "compliant," 21 ranked as "exceeds," 4 ranked as "superior," and 2 ranked as "exemplary"

## Unemployment Compensation

ODJFS administers Ohio's unemployment compensation (UC) program, which provides short-term income to unemployed workers who lose their jobs through no fault of their own. It reduces the hardship felt by families during periods of temporary unemployment and bolsters local economies by maintaining the purchasing power of the unemployed workers.

Unemployment compensation is financed by quarterly premiums paid by employers to both the federal and state governments. The

employer taxes paid to the federal government cover most of the administrative costs; the employer taxes paid to states fund the actual benefits.

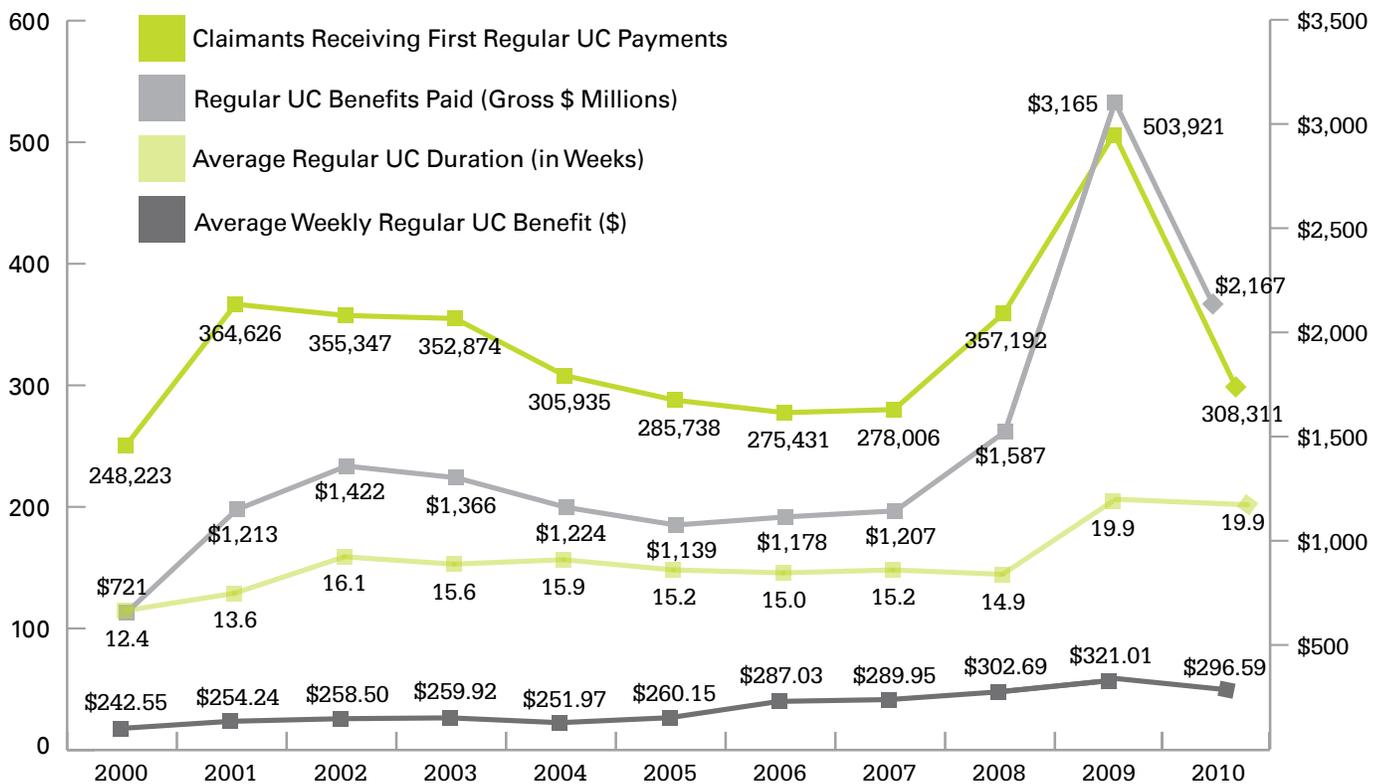
In Ohio in 2010, unemployed workers who earned an average of at least \$213 a week for at least 20 weeks could qualify to receive UC benefits for up to 99 weeks: 26 weeks of "regular" unemployment benefits, followed by 53 weeks of federal Emergency Unemployment Compensation (EUC) benefits, followed by another 20 weeks of Ohio Extended Benefits, or Ohio

EB, for eligible claimants who exhausted their EUC benefits.

The weekly benefit amount is typically half the claimant's previous wages up to a set maximum, based on the number of eligible dependents. In 2010, the maximum weekly benefit was \$508. The average weekly payment was approximately \$296.59.

The number of claimants in Ohio receiving first UC payments declined from 2009 to 2010, as fewer businesses initiated layoffs, and the economy began showing

**Ohio Regular Unemployment Compensation Payments and Duration, Calendar Years 2000-2010**



signs of improvement. From 2009 to 2010, the number of first-time claimants decreased by more than 38 percent, from 503,921 to 308,311. At the same time, during 2010, ODJFS issued more than 450,000 first federal EUC payments to claimants who had exhausted their regular benefits. This was an increase of 62 percent from the 278,000 first EUC payments issued in 2009. The agency distributed nearly \$3 billion in federal EUC and EB payments to Ohioans in 2010, up from \$1.8 billion in 2009.

Despite high caseloads, Ohio continued to be a national leader in the timely issuance of first benefit payments. In 2010, Ohio was named the top-performing large state in the nation for quickly and accurately disbursing unemployment compensation benefits.

### Stimulus Benefits for Unemployment Compensation

The American Recovery and Reinvestment Act had several provisions affecting recipients of unemployment compensation in 2010. The Recovery Act gave Ohio three special grants to help it manage and maintain its unemployment compensation program. This included a grant to restore previously withheld administrative funds, a grant to maintain and enhance various components of the UC system, and a grant to continue the Federal Additional Compensation (FAC)

program through December 2010. The FAC program gave eligible individuals an additional \$25 for each week they received regular or federal extended unemployment compensation.

Another benefit of the Recovery Act was that it waived – through December 31, 2010 – interest payments on all state borrowings from the Federal Unemployment Account. The Federal Unemployment Account loans funds to states with unemployment compensation trust fund deficiencies, so that they can continue to pay claimants. Like many other states, Ohio began borrowing from this account midway through the recession.

### Trade Services

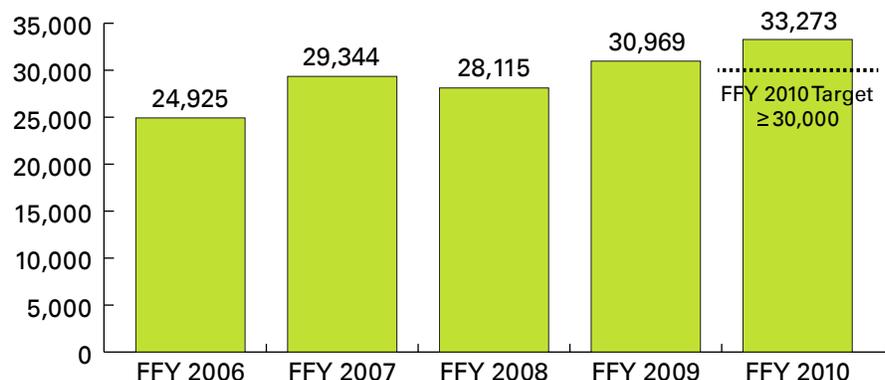
More Ohioans than ever were eligible for additional unemployment benefits through the Federal Trade Program in 2010, as a result of the Trade and Globalization Adjustment Act of 2009. The Federal Trade Program offers a variety of

benefits and services for workers who become unemployed as a result of increased imports from, or shifts in work to, foreign countries. This includes extended unemployment benefits, known as Trade Readjustment Allowances (TRA); retraining benefits, known as Trade Adjustment Assistance (TAA); a wage supplement for older dislocated workers, known as Alternative Trade Adjustment Assistance (ATAA) or Reemployment Trade Adjustment Assistance (RTAA); a Health Coverage Tax Credit (HCTC); relocation expense reimbursement; and job search allowances. The Trade and Globalization Adjustment Act temporarily expanded both eligibility requirements and available services for this program. As a result, an estimated 25,822 Ohioans were eligible for Trade services in 2010, up from 12,404 in 2009.

### Reemployment Eligibility Assessment (REA) Services

State law requires reemployment services to be provided to

## State of Ohio Reemployment and Eligibility Assessment (REA) Program Sessions, FFY 2006–2010



unemployment claimants who do not have a return-to-work date, whose most recent employment was in a declining industry, and who are determined to be likely to exhaust their unemployment benefits. Selected claimants attend orientation sessions designed to help them overcome barriers to reemployment. They also can take the Barriers to Employment Success Inventory, a computerized assessment. Staff members evaluate the assessments and, with input from the participants, help them create customized job search plans. Staff members refer participants to One-Stop partners and offer 14- and 30-day follow-up and additional assistance. More than 33,000 Ohioans took this inventory during federal fiscal year 2010. This was an increase of nearly 8 percent from the previous year.

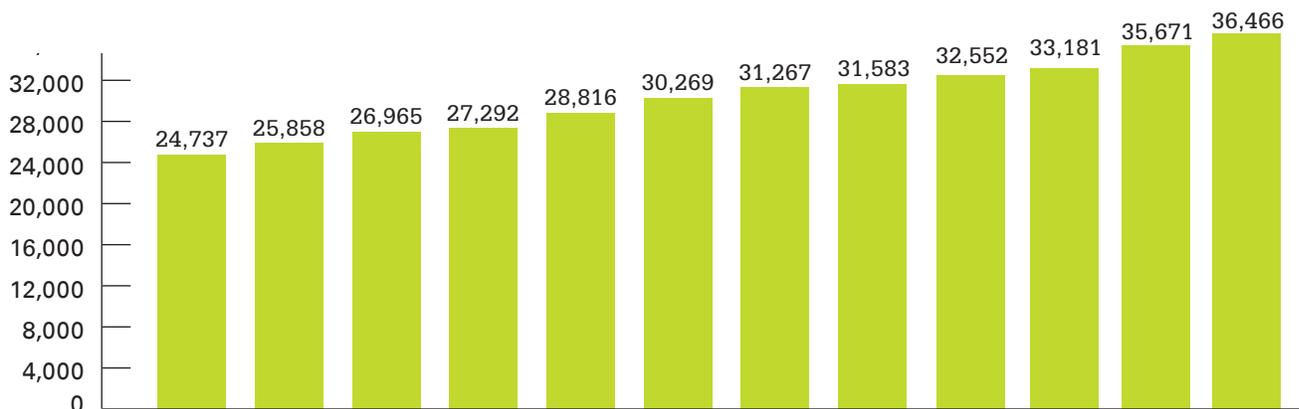
### Fraudulent Payment Recovery

ODJFS recovered more than \$9.8 million in fraudulently obtained unemployment benefits during 2010, as a result of stepped-up efforts and two new fraud detection tools. One of these tools – UC-IT, or the Unemployment Compensation-Integrity Tool – automatically creates and mails overpayment determinations when claimants fail to respond to requests for information. The other – AWARE for Benefits – pulls data from the Ohio Job Insurance (OJI) system to identify fraud. For example, it detects discrepancies in multiple-claimant identifiers, birth date and education patterns. AWARE allows any type of data to be gathered from OJI for fraud detection and/or identification of trends.

### Ohio Business Gateway

More small-business owners than ever used the Ohio Business Gateway (OBG) to report and pay unemployment and other state taxes in 2010. OBG allows this work to be done electronically, with one online application. At the end of the fourth quarter, it had 36,466 employer filings, up from 31,583 the previous year. Business owners who use the Ohio Business Gateway can pay their taxes with a credit card, and they can also delay payments until the date of their choosing, as long as it is before their due date. The system retains the names and Social Security numbers of employees and performs calculations that save time and reduce the chance for errors in filings.

**Employers Filing Quarterly Payroll Reports and Taxes through Ohio Business Gateway (OBG)  
Q1 2007-Q3 2009 (Q3 2009 reports filed 10/1/2009-12/31/09)**



### Unemployment Tax Integrity Efforts

ODJFS has increased its unemployment tax-avoidance-detection efforts since 2005, when Ohio passed a law outlawing “SUTA (State Unemployment Tax Act) dumping,” one of many accounting schemes some employers use to evade taxes. In 2010, more than \$29.3 million was assessed to employers who had committed unemployment tax avoidance schemes. This was 57 percent – or \$10.6 million – more than was assessed in 2009.

Also in 2010, ODJFS auditing efforts led to the detection of 7,297 misclassified workers, which

was 22 percent more than were detected in 2009. This resulted in assessments of more than \$708,000 in unpaid contributions. The agency identified more than \$33.6 million in erroneous or fraudulent overpayments, significantly more than the \$21.8 million identified in 2009. It also identified 213,000 “penalty weeks,” up from the 144,138 identified in 2009. Penalty weeks are benefit weeks that, because of fraud detection efforts, are determined to be not eligible for payment. Because of these efforts, total assessments identified for reimbursement to Ohio’s Unemployment Compensation Trust Fund in 2010 exceeded \$64 million.

## Information Services

ODJFS reached several information-system milestones in 2010. All improved our ability to reach our customers, and to provide efficient and effective service.

### Ohio Means Jobs

October 2010 marked the second anniversary of Ohio Means Jobs, an innovative online job-matching tool that ODJFS developed in collaboration with the Ohio Department of Development and the Ohio Board of Regents. Through a partnership with **Monster.com**, **OhioMeansJobs.com** gives employers free access to millions of resumes from within a 50-mile radius of the state, and job seekers access to tens of thousands of electronic job openings. Ohio developed – and became the first state in the nation to adopt – this groundbreaking model of public-private collaboration. In 2010, employers used Ohio Means Jobs to view more than 253,000 resumes. In December, the site had almost 2.5 million hits.

### Ohio Here to Help

ODJFS launched another useful tool for unemployed Ohioans in 2010: **OhioHereToHelp.com**. Ohio Here to Help is designed to quickly connect visitors to a wide range of information and resources – from both public and private entities – that can help them search for a job, find education and training opportunities, and learn about the other services and supports that are available to Ohioans. The site includes links to employment and economic news, video tutorials, and online skill-building courses. It also features, for download or

print, a “Back on Track Checklist,” which can help users ensure they’re getting all the assistance available to them. From July through December 2010, the site had approximately 4.62 million hits.

### Online Benefit Application

Starting in November 2010, Ohioans have been able to apply for food, cash and medical assistance online, in their homes, at their local libraries, or wherever they can access a web connection. The website, **ODJFSBenefits.ohio.gov**, was made possible by a grant from the U.S. Department of Agriculture. Ohioans who believe they are eligible for assistance or who need to update their case information can now do so 24 hours a day from any available computer with Internet access. After an individual fills out the online application, the paperwork is automatically forwarded to a county caseworker for review.

### CCIDS

In April 2010, ODJFS launched the Child Care Information Data System, or CCIDS (pronounced “Kids”), a new system to streamline and centralize the administration of publicly funded child care in Ohio. CCIDS helps county caseworkers determine families’ eligibility for services, authorizes individual children to specific providers, and issues direct deposit payments to providers. Previously, these things were done at the counties. Work continued throughout the year on a time and attendance swipe card system, which was scheduled to be implemented in 2011.

### SACWIS

ODJFS completed the rollout of the financial portion of the State-wide Automated Child Welfare Information System (SACWIS) to all counties in 2010, five months ahead of schedule. All 88 counties are now actively using SACWIS to improve the safety, permanency and well-being of Ohio’s children and families. The system allows more than 5,000 county caseworkers to track children throughout Ohio and across county lines, 24 hours a day, 365 days a year. It supports cases from intake to closure and includes such tools as alerts and reminders to assist in day-to-day case management. Also in 2010, ODJFS staff completed the Foster Care Maintenance component of SACWIS and began making system adjustments to support the statewide rollout of Alternative Response (see page 8). County staff have been instrumental in defining requirements and testing the system, which went live in all counties in 2008.

### MITS

Work continued in 2010 on the implementation of the Medicaid Information Technology System (MITS), to replace the legacy Medicaid Management Information System with a state-of-the-art, industry-standard system. Many Medicaid service providers were already submitting their claims electronically, via electronic data interchange (EDI). In addition, since July 2007, providers have been able to access the Medicaid provider web portal to submit claims, verify consumer eligibility and

review remittance advice online, at <http://medicaidremit.ohio.gov>. Although MITS will not completely eliminate paper transactions, it will offer many opportunities for electronic alternatives.

### **ERIC**

The Employer Resource Information Center (ERIC) is a new Internet-based unemployment tax system designed to manage the unemployment tax accounts of more than 220,000 employers and to process more than \$1 billion in tax revenues each year. ERIC launched internally in September 2010. When it is fully operational in early 2011, it will allow employers to access their accounts to file quarterly reports, make tax payments, update account information and communicate with the Office of Unemployment Compensation. ERIC offers secure, easy-to-use, online filing options, including the ability to upload tax return data and payment information directly into the system.

### **SIDES**

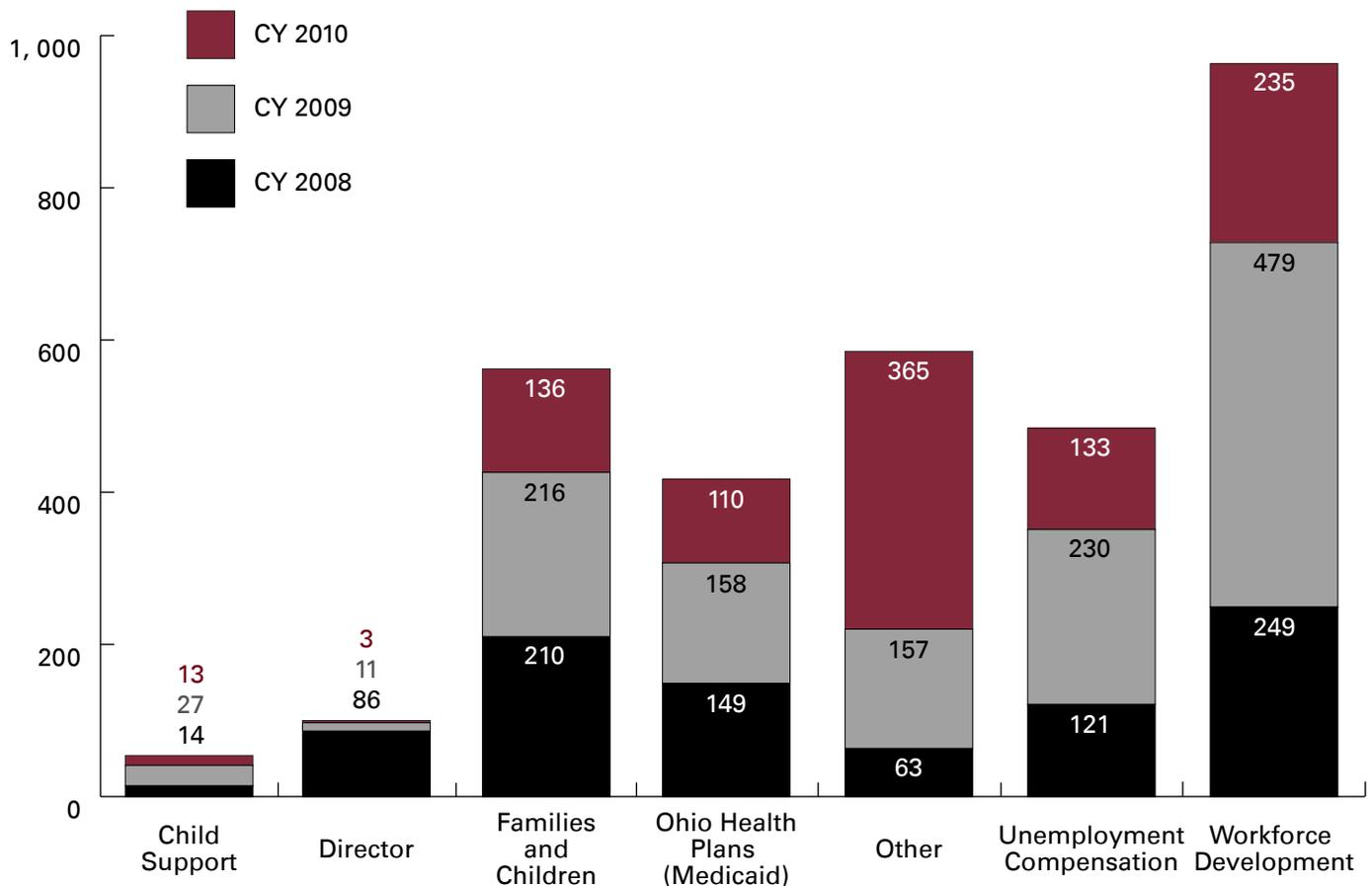
In December 2010, the ODJFS Office of Unemployment Compensation made Ohio the third state and largest thus far to begin using the State Information Data Exchange System (SIDES) to verify some claimants' employment information and determine their eligibility for benefits. SIDES is a new national interstate, multi-employer data exchange project. It is expected to reduce postage and mailing costs and improve the quality, accuracy and timeliness of first-time benefit payments, by allowing states, employers and third-party administrators to exchange information in a standard automated format. The U.S. Department of Labor is encouraging more states and employers to use the system.

## Communications

In 2010 ODJFS Communications staff fielded nearly 1,000 calls from media organizations, responded to their information requests and, when appropriate, arranged interviews with members of the ODJFS executive staff. They also worked with the program offices to develop nearly 200 publications explaining

ODJFS programs and services, including pamphlets, booklets, fact sheets, brochures and other materials. The Office of Communications also maintains the agency's web pages, which provide information about ODJFS programs to the general public, other service providers, county agencies and employees.

**ODJFS Media Inquiries Received by Office, CY 2008–2010**



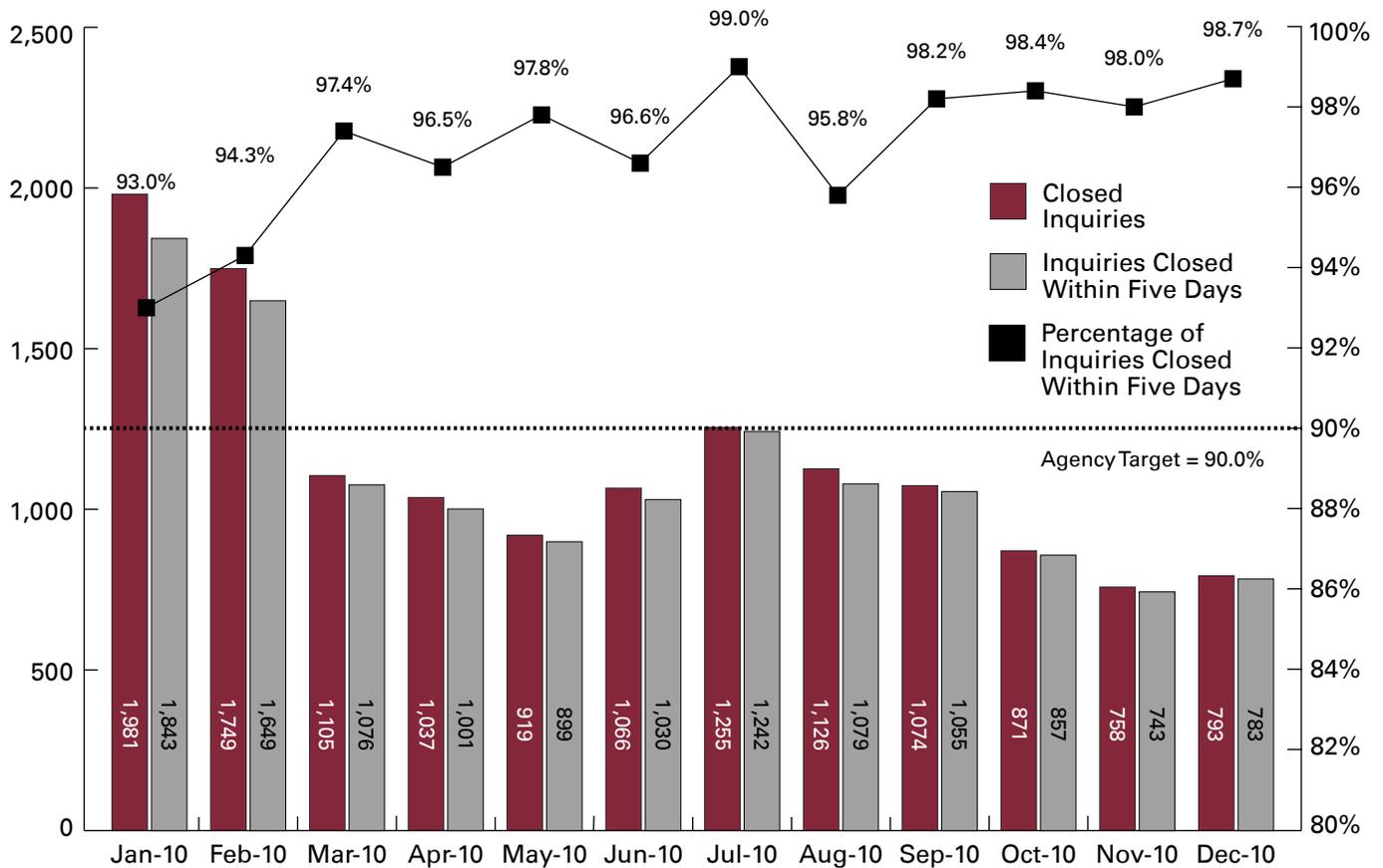
## Constituent Services

The governor’s office, state legislators and the ODJFS director’s office field hundreds of inquiries each month regarding ODJFS programs. They forward these inquiries to Constituent Services staff, who make every attempt to resolve

them as quickly as possible, ideally within five business days. Despite fielding 13,734 inquiries in 2010, Constituent Services staff continued to respond promptly, achieving the agency target throughout the year of replying to at least 90

percent of calls and emails within five working days. In January 2010, in spite of receiving nearly 2,000 calls and emails—the most of any month that year—they replied to 93 percent within five working days.

**Constituent Inquiries Closed Within Five Days, CY 2010**



Community service is a core ODJFS value, and employees gave back to the community in a multitude of ways in 2010. Employees volunteered their time and resources to support everything from food and blood drives to enrichment activities for children at our two Columbus Partners-in-Education schools. ODJFS supports all of these efforts, as well as health and wellness activities that promote the well-being and morale of agency staff.

## Combined Charitable Campaign

In 2010 ODJFS raised more than \$306,000 for the Combined Charitable Campaign, the annual fund-raising effort in which state employees donate to thousands of local, national and global charities through one-time gifts and payroll deductions. ODJFS finished 10 percent above its goal and ranked fourth in giving out of all state agencies.

## Food Drives

ODJFS held two major fundraisers in 2010 to raise food and money for needy Ohioans. The agency exceeded the total amount raised the previous year by almost 10 percent. As part of the community-wide Operation Feed campaign in the spring, employees donated the equivalent of more than 104,000 meals to the Mid-Ohio Foodbank. Also during that campaign, employees from four field offices provided the equivalent of 2,427 meals to the Cleveland Foodbank, the Cincinnati Foodbank, the Akron Canton Regional Foodbank

and the Athens Foodbank. During the state's Holiday Food Basket Campaign in November, ODJFS employees donated 4,061 pounds of food and more than \$10,000 – or the equivalent of 14,737 holiday meals – for families served by the Mid-Ohio Foodbank. Altogether, for both campaigns, ODJFS employees contributed the equivalent of 119,287 meals for needy Ohioans in 2010.

## Blood Drives

From July 1, 2009, through June 1, 2010, ODJFS participated in the American Red Cross's Central Ohio Life Sharing Challenge. The agency placed second in the competition's "State Government" category. ODJFS held 15 Blood Mobile drives during this time, and employees donated 485 whole units of blood. ODJFS is pleased to have four designated blood drive coordinators.

## Partners-In-Education

In 2010 ODJFS demonstrated its support to its two Partners-in-Education schools: Dana Elementary and Starling Middle School in Columbus. Staff members generously used their personal leave time to donate the gifts of time, supplies, clothing and monetary donations.

- **School Supply Drive**  
To get students' school year off to a good start, ODJFS employees donated more than 11,000 items, including paper, pencils, glue, book covers, folders and other much-needed supplies, in addition to almost \$7,000 to

help teachers buy classroom supplies. Every ODJFS office participated in this drive.

- **Lotto Success Attendance Incentive Program**  
ODJFS employees provided funding in 2010 for Dana Elementary's "Lotto Success Attendance Program." This program provided students with one "bear paw" for each week of perfect attendance. The bear paws were then placed in a drawing, with one student from each class winning toys and gifts.
- **Amish Country Field Trip**  
In October ODJFS employees served as chaperones and provided charter bus funding for the entire fourth-grade Dana Elementary class to visit Ohio's Amish country. The children enjoyed a cultural experience while gathering educational material to help them write essays for their fourth grade proficiency test.
- **Thanksgiving Turkey Dinner**  
A full-course turkey dinner was provided for the first-grade students at Dana Elementary, just before their Thanksgiving vacation break. For some students, this experience was their first exposure to a traditional Thanksgiving meal, complete with all the trimmings.
- **Christmas Music Visit**  
The Dana Elementary School choir visited ODJFS employees at the Lazarus building in December, to sing Christmas carols and perform holiday

classics on string and wind instruments. Afterward, they enjoyed a pizza lunch provided by staff from the ODJFS Office of Families and Children. ODJFS employees also provided 128 pairs of gloves and numerous hats and scarves for the school to distribute to students throughout the winter months.

- Adopt-A-Family**  
In December ODJFS “adopted” 11 needy families with children at our Partners-in-Education schools, to make their holidays more enjoyable. Employees bought not only necessities, but many items on the family members’ “wish lists,” as well. They wrapped and delivered all gifts, and used the nearly \$10,000 in monetary donations to purchase gift cards for the families to use to buy their holiday meals.
- Santa Visit**  
The famous jolly old elf and his helpers spent time with every student in every class at Dana Elementary School in December. A generous group of ODJFS staff members delivered wrapped educational gifts to all students, and also took photos of each student with Santa, which they gave to the kids as souvenirs. This truly was a joyful event for both volunteers and students.

### Haiti Relief Effort

ODJFS employees donated more than \$10,700 to Haiti disaster

relief efforts in 2010, after the 7.0-magnitude earthquake that killed at least 300,000 people and left more than a million homeless. All contributions were given to the American Red Cross, to help Haitian families devastated by this disaster.

### Ohio State Fair

ODJFS extended its outreach to Ohio’s citizens by providing an exhibit at the 2010 Ohio State Fair, July 27–August 7. ODJFS operated the booth in partnership with the Ohio Benefit Bank, which allows people to apply online for ODJFS benefits and services with help from trained volunteers. For some programs, Benefit Bank workers were able to establish people’s eligibility right at the fair. In keeping with the exhibit’s theme, “We Are Here to Help,” two Unemployment Compensation hotlines were available for the second consecutive year. This allowed people with existing Unemployment Compensation claims to pick up a phone and speak to customer service representatives at the Columbus Call Center. The offices of Child Support, Families and Children, Ohio Health Plans, Unemployment Compensation, and Workforce Development provided written materials, so the exhibit’s 7,000-plus visitors could learn more about the agency’s programs.

### Job Shadow Day

The agency hosted 47 high school students at several of its locations for Columbus Public Schools’ Groundhog Job Shadow Day in 2010. Twenty-eight

students from Mifflin High School visited the ODJFS Air Center locations. Nineteen students from Independence High School visited the downtown Columbus locations. Students spent time in ten ODJFS offices: Employee and Business Services, External Affairs, Families and Children, Fiscal and Monitoring Services, Information Services, Legal and Acquisition Services, Local Operations, Ohio Health Plans, Unemployment Compensation, and Workforce Development. They returned to school in the early afternoon.

### Health and Wellness

In order to support the health and wellness of employees, ODJFS partnered with the Ohio Civil Service Employees Association to host spring health fairs in 2010, at the agency’s 4020 E. Fifth Avenue and Lazarus Building locations. The Health and Education Fair held in May drew more than 25 educational and health care vendors. ODJFS sponsored two additional health fairs in November. These attracted more than 28 health care vendors and were held in conjunction with state Take Charge! Live Well! Road Shows. This allowed employees and spouses enrolled in state of Ohio health plans to receive blood pressure, weight and cholesterol checks. All appointments were booked, and walk-in customers also were served. Feedback from both employees and vendors was very positive.

## ODJFS State Fiscal Year (SFY) 2010 Expenditures

Program	Federal Special Revenue	General Revenue	General Services	State Special Revenue	Total
<b>Family Stability</b>					
Ohio Works First Cash Asst.	\$208,179,442	\$106,539,603	\$25,378,532		\$340,097,577
Non-Cash Family Support	\$155,311,551	\$51,723,317		\$3,886,851	\$210,921,719
Disability Financial Asst.	(\$82,139)	\$24,001,914	(\$21,838)		\$23,897,937
Food Programs	\$148,671,609	\$62,001,603	\$3,212,516	\$500,000	\$232,839,540
Child Care	\$416,259,079	\$212,521,186			\$628,780,266
Refugee Services	\$7,283,828				\$7,283,828
Family Stability Prg. Mgmt.	\$2,983,684	\$10,351,297	\$254,533	\$62	(\$8,818,036)
Family Stability Info Tech	\$2,255,432	\$13,330,444	\$145,893		\$15,731,769
ARRA TEFAP Administration	\$1,613,022				\$1,613,022
ARRA Food Assistance State	\$6,688,734				\$6,688,734
ARRA Ohio Works First	\$121,960,894				\$121,960,894
ARRA Child Care and Dev, Fund	\$60,791,456				\$60,791,456
<b>Total</b>	<b>\$1,131,916,592</b>	<b>\$476,515,564</b>	<b>\$28,969,636</b>	<b>\$4,386,913</b>	<b>\$1,641,788,705</b>
<b>Child Support</b>					
Child Support Activities	\$145,127,731	\$32,298,036	\$126,975		\$177,552,742
Child Support Info Tech	\$5,656,103	\$2,854,591	\$62,479		\$8,573,173
ARRA Child Support Incentives	\$36,836,767				\$36,836,767
<b>Total</b>	<b>\$187,620,601</b>	<b>\$35,152,627</b>	<b>\$189,453</b>	<b>\$0</b>	<b>\$222,962,681</b>
<b>Children and Families</b>					
Child Prev & Protective Services	\$11,426,313	\$22,311,395		\$960,980	\$34,698,689
Social Services	\$85,517,693	\$546,335	\$47,303	\$1,108	\$86,112,440
Adoption Services	\$66,869,458	\$68,468,436		\$148	\$135,338,043
Foster Care	\$254,812,354	\$32,400,368			\$287,212,722
Family And Children Prg. Mgmt.	\$34,234,125	\$5,280,074	\$186,543	\$7,118,408	\$46,819,151
Family and Children Info. Tech	\$1,998,461	\$2,812,434	\$347,082	\$214,371	\$5,372,349
<b>Total</b>	<b>\$454,858,405</b>	<b>\$131,819,042</b>	<b>\$580,928</b>	<b>\$8,295,016</b>	<b>\$595,553,392</b>
<b>OHP/Medicaid</b>					
Medicaid	\$3,268,510,921	\$8,053,596,707	\$216,228,275	\$1,047,188,861	\$12,585,524,764
Medicare Part D		\$173,855,239			\$173,855,239
Disability Medical Assistance		\$8,645,696			\$8,645,696
Children's Health Insurance	\$3,460,577	\$299,065,159			\$302,525,735
Health Care Prg. Mgmt.	\$85,463,279	\$79,041,687	\$3,872,910	\$14,456,537	\$186,788,212
Health Care Info. Tech.	\$24,910,154	\$4,725,024	\$34,248	\$2,780,305	\$32,449,732
eFMAP	\$7,909,665				\$7,909,665
<b>Total</b>	<b>\$3,390,254,595</b>	<b>\$8,622,883,312</b>	<b>\$220,135,433</b>	<b>\$1,064,425,703</b>	<b>\$13,297,699,043</b>

## ODJFS State Fiscal Year (SFY) 2010 Expenditures *(continued)*

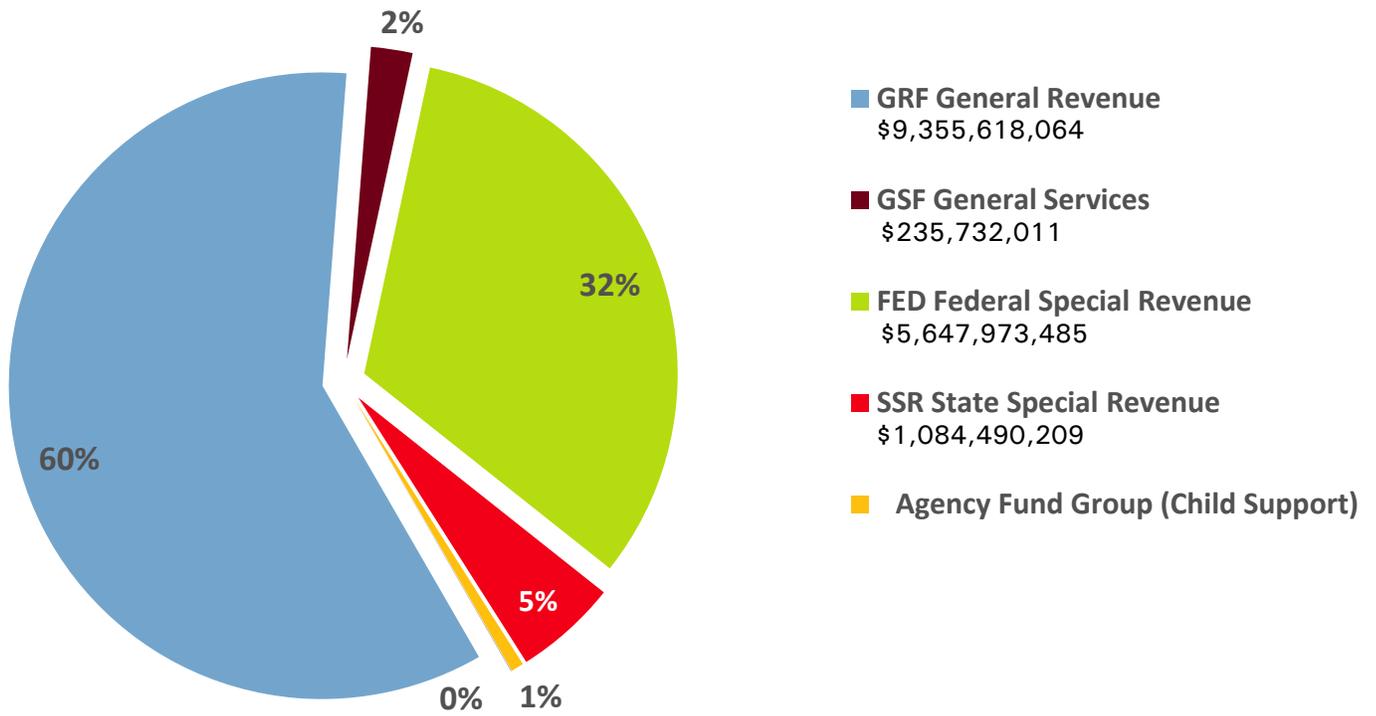
Program	Federal Special Revenue	General Revenue	General Services	State Special Revenue	Total
<b>Workforce Development</b>					
Workforce Investment Act	\$145,477,724				\$145,477,724
Employment Services	\$10,349,738				\$10,349,738
Veterans Programs	\$391,927			\$1,287,670	\$1,679,597
Labor Market Information	\$2,945,109				\$2,945,109
One Stop Services	\$16,085,380			\$546,114	\$16,631,493
Workforce Prg. Mgmt.	\$896,490	\$5,396		\$54	\$901,939
Workforce Info Tech	\$1,739,251				\$1,739,251
ARRA WIA- Adult	\$21,033,101				\$21,033,101
ARRA WIA- Youth	\$39,918,106				\$39,918,106
ARRA WIA- Dislocated	\$36,348,631				\$36,348,631
WIA Dislocated Worker Ng.	\$1,695,837				\$1,695,837
ARRA Employment Services	\$5,153				\$5,153
ARRA Employment Services	\$166,899				\$166,899
ARRA Reemployment Services	\$1,652,435				\$1,652,435
<b>Total</b>	<b>\$278,705,782</b>	<b>\$5,396</b>	<b>\$0</b>	<b>\$1,833,838</b>	<b>\$280,545,015</b>
<b>Unemployment Compensation</b>					
Unemployment Compensation	\$22,210,530			\$2,312,296	\$24,522,826
Trade Programs	\$26,852,375				\$26,852,375
UC Prg. Mgmt.	\$1,566,235			\$151,590	\$1,717,825
UC Information Technology	\$1,364,146				\$1,364,146
UI Admin. Reed Act	\$32,417,428				\$32,417,428
ARRA Extended Unemp. Comp Admin.	\$5,973				\$5,973
ARRA Extended Unemp. Comp Admin.	\$13,193				\$13,193
UI Admin. Non-Reed Act	\$643,050				\$643,050
<b>Total</b>	<b>\$85,072,929</b>	<b>\$0</b>	<b>\$0</b>	<b>\$2,463,886</b>	<b>\$87,536,815</b>
<b>Local Operations for Workforce and Unemployment Services</b>					
Local Ops Pgm. Mgmt.	\$46,120,448	\$341			\$46,120,789
<b>Total</b>	<b>\$46,120,448</b>	<b>\$341</b>	<b>\$0</b>	<b>\$0</b>	<b>\$46,120,789</b>
<b>ODJFS Program Support Services</b>					
Program Mgmt.	\$35,944,355	\$39,790,214	\$3,312,029	\$2,111,957	\$81,158,555
Program Mgmt. Info Tech	\$37,479,779	\$49,451,568	\$544,532	\$972,896	\$88,448,775
<b>Total</b>	<b>\$73,424,134</b>	<b>\$89,241,782</b>	<b>\$3,856,560</b>	<b>\$3,084,853</b>	<b>\$169,607,329</b>
<b>SFY 2010 Total Expenditures</b>	<b>\$5,647,973,485</b>	<b>\$9,355,618,064</b>	<b>\$253,732,011</b>	<b>\$1,084,490,209</b>	<b>\$16,341,813,770</b>

\* Medicaid GRF includes the Federal share of GRF matching

Source: Ohio Administrative Knowledge System (OAKS), Report date - January 31, 2011

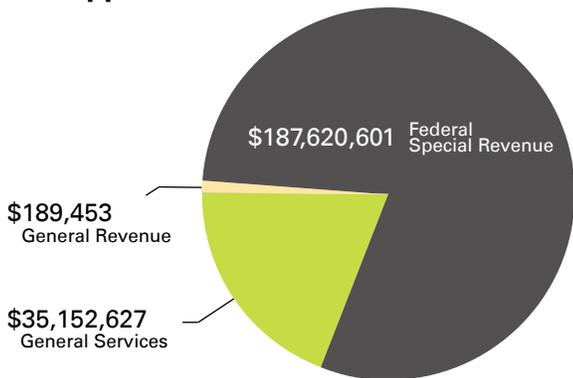
Total dollar amounts are rounded and may account for any calculated dollar differences.

### ODJFS Entire Agency Numbers and Percentages

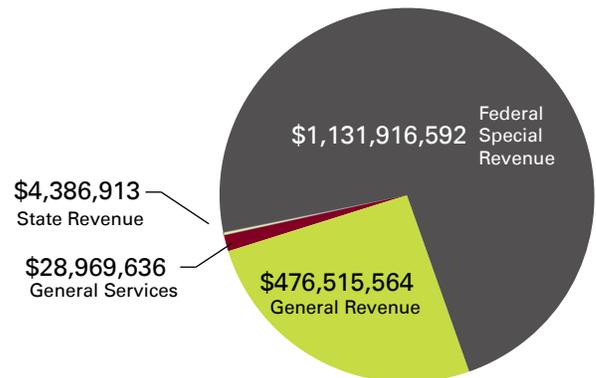


## State Fiscal Year 2010 - ODJFS Expenditures by Funding Source

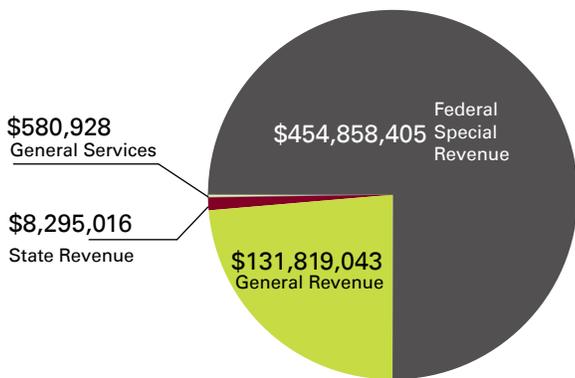
### Child Support



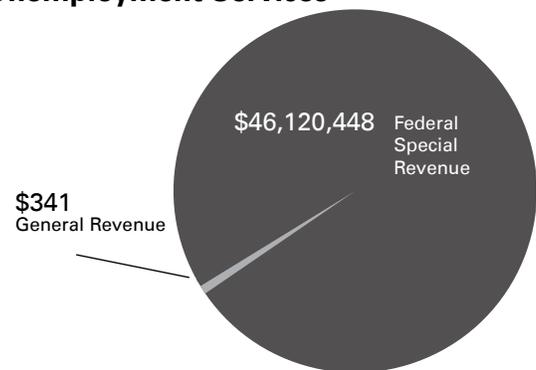
### Family Stability



### Children and Families

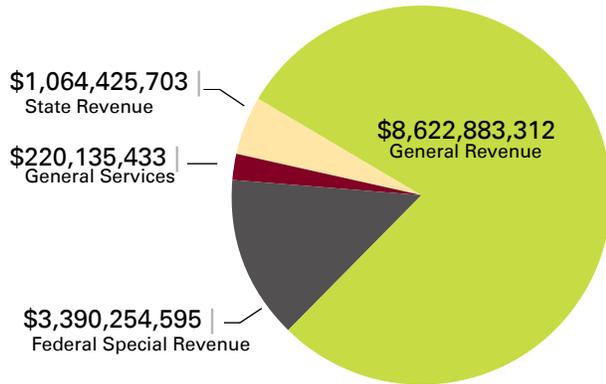


### Local Operations for Workforce and Unemployment Services

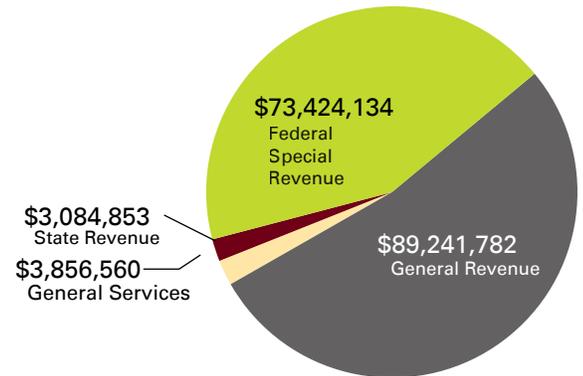


## State Fiscal Year 2010 - ODJFS Expenditures by Funding Source (contd.)

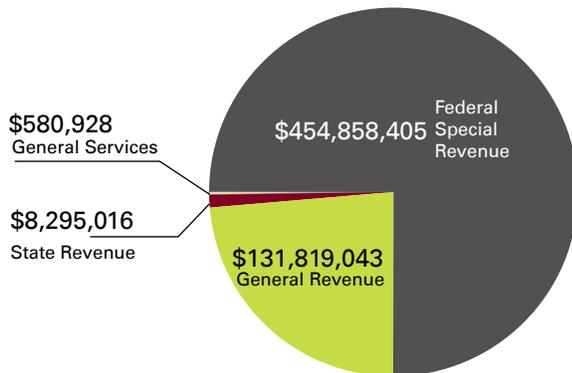
### Ohio Health Plans / Medicaid



### Program Support Services



### Children and Families



### Workforce Development

