



Department of  
Job and Family Services

TO STRENGTHEN OHIO FAMILIES WITH SOLUTIONS TO TEMPORARY CHALLENGES

# Annual Report

# SFY 2011



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# Letter from the Director

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Last year was a milestone year for the Ohio Department of Job and Family Services (ODJFS). A changing state and federal landscape gave us the opportunity to rethink our business practices, work with our local partners to reduce administrative costs, and prioritize reemployment services in our programs and for the people we serve.

ODJFS was formed as a result of the merger of the Ohio Department of Human Services and the Ohio Bureau of Employment Services on June 1, 2000. 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. The next ten years brought many additional changes:

- 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.
- 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. In addition, customers now receive benefits through direct deposit or debit cards.
- Ohio made great strides toward improving the state's child welfare system. We were successful in winning extensions of the ProtectOHIO Demonstration Project, which allows 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 Differential Response Pilot Project, to allow caseworkers to use an alternative approach when investigating some reports of child abuse and neglect. Both ProtectOHIO and Differential Response help keep families together and reduce 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.

State fiscal year (SFY) 2011 ended on a positive note, as the unemployment rate continued to slowly but steadily decline. 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) 2011 budget was more than \$21 billion, the largest of any state agency. This represented about 36 percent of the overall state budget.
- o More than \$14 billion of that supported the Medicaid program and approximately 90,000 Medicaid providers
- o Approximately 70 percent of our SFY 2011 budget was federally supported.
- o About \$1.8 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 2011, ODJFS received nearly \$1.4 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, the number of individuals receiving cash and food assistance benefits rose from SFY 2007 to SFY 2011.

### High Performance Bonus

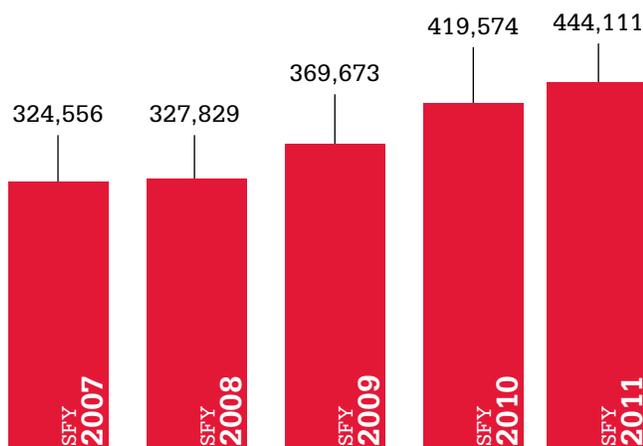
For the second year in a row, ODJFS learned that it would receive a "High Performance Bonus" from the USDA Food and Nutrition Service (FNS) for excellence in administering Ohio's Food Assistance program. FNS recognized Ohio, along with seven other states, for best overall payment accuracy rates in federal 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

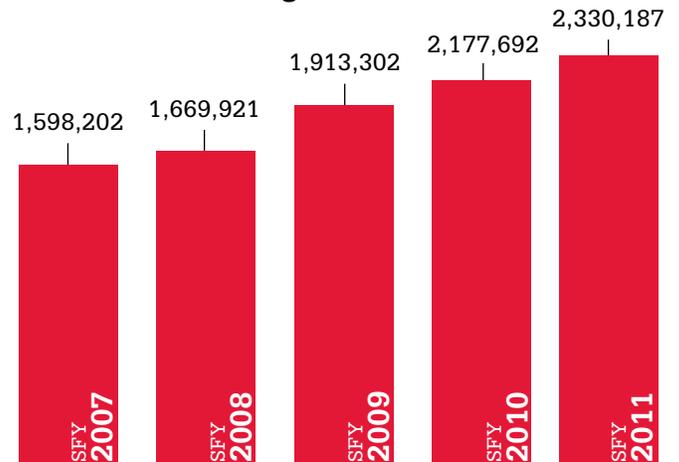
ODJFS took several steps in SFY 2011 to make it easier for needy Ohioans to receive cash and food assistance. One of those was the Online Benefit Application, which allows Ohioans to apply for cash and food assistance online at <http://ODJFSBenefits.ohio.gov>. (For more about the Online Benefit Application, 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.

**Ohioans Receiving OWF Cash Assistance**



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

**Ohioans Receiving Food Assistance**



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

Service delivery improvements made in SFY 2011 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.

### Recovery Act Impact

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 drew down more than \$215 million. Part of this was used to issue a one-time \$100 supplemental payment 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.

### Summer Youth Employment Programs

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 continued through May 31, 2011. More than 2,000 Ohioans were 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 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 50 farmers' markets throughout Ohio accepted the Ohio Direction Card in SFY 2011, 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 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 SFY 2011. 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.

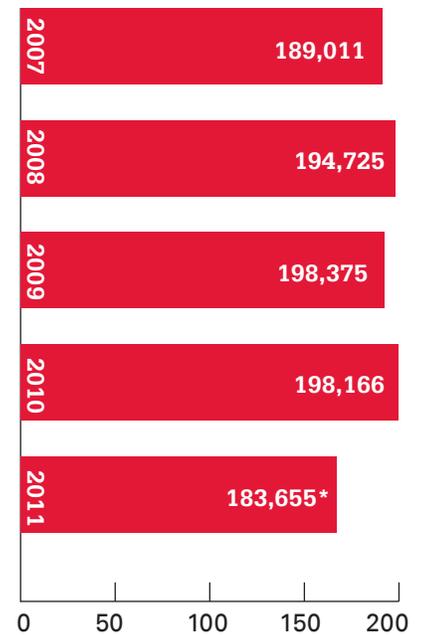
### Recovery Act Impact

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 through June 30, 2011. Of that, \$59,245,395 was used for subsidized child care; \$5,620,429 was used to provide a subsidy 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

Participation in Step Up to Quality (SUTQ), Ohio's voluntary quality rating system for child care programs, has grown steadily. SUTQ is designed to increase the number of high-quality programs,

### Children Enrolled in Publicly Funded Child Care, Total Annual Enrollment, State Fiscal Years 2007-2011



\* This number is not final as the year-end reconciliation has not yet occurred.

recognize and support programs that achieve 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 July 2011, 1,097 child care programs had achieved a star rating, serving more than 85,000 children throughout Ohio. 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 7/12/2011)

Rated Centers	1,097	
Counties with a Rated Program	84	↑
SFY 11 Target	1,200 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 (PCSA's). 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 SFY 2011, ODJFS undertook many initiatives aimed at keeping children safe and improving the lives of children in foster care.

### Differential Response Pilot Project

Eighteen additional Ohio counties began participating in Ohio's Differential Response Pilot Project in SFY 2011, bringing the total number of participating counties to 33. Differential 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. Differential 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. The SFY 2012-2013 budget lays the groundwork to expand Differential Response statewide.

### Improving Technical Assistance to Counties

In SFY 2011, Ohio began 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 Differential 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 Services Review (CFSR) Program Improvement Plan. The CFSR is

In SFY 2011, Ohio counties received:

- 23,169 reports of alleged child neglect
- 22,993 reports of alleged child physical abuse
- 12,340 reports of alleged child sexual abuse
- 1,583 reports of alleged child emotional maltreatment
- 1,289 reports of alleged medical neglect
- 10,580 reports with multiple allegation types

In addition:

- 23,783 children experienced more than 4.9 million days of foster care
- 1,260 children were adopted
- 22,995 children received adoption subsidies

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 the spring of 2011, 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

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, 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.

### Recovery Act Impact

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.

### Ohio Children's Trust Fund

The mission of the Ohio Children's Trust Fund (OCTF) 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 SFY 2011, the OCTF invested approximately \$5.3 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 Differential Response Pilot Project, and the implementation of the Strengthening Families Framework in early care and education. OCTF also 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 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 2011, counties received a total of 15,359 reports of abuse, neglect and exploitation for adults age 18 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 FFY 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.

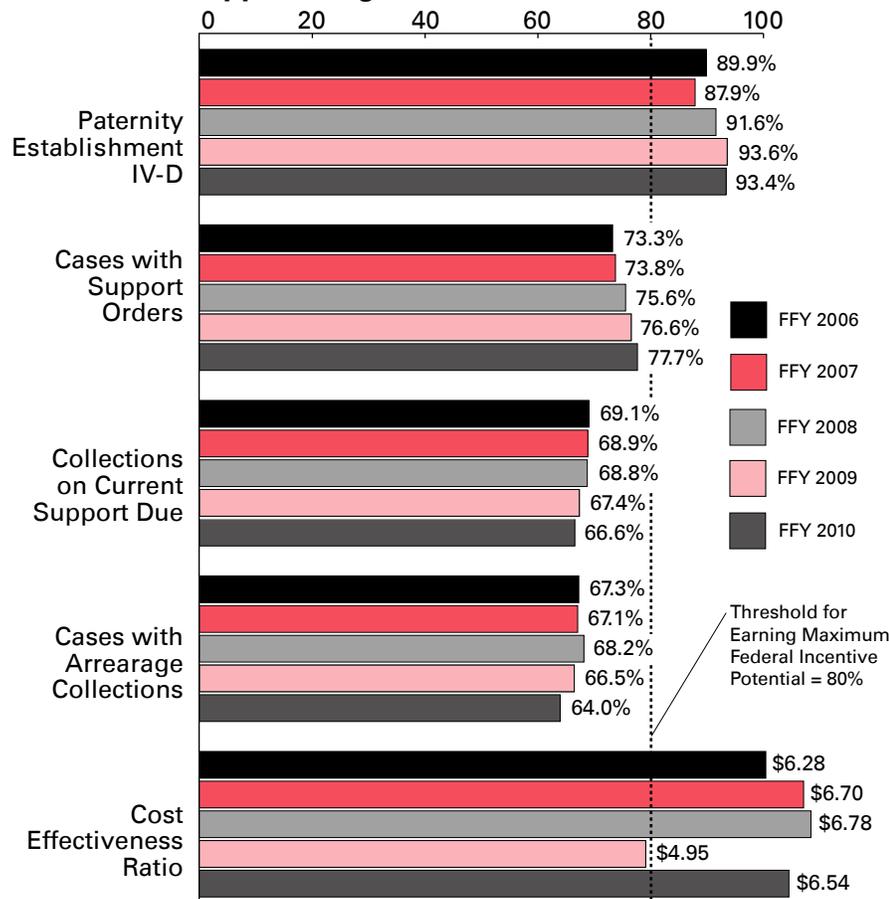
### Recovery Act Impact

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 used federal matching funds on both earned and estimated incentives. This generated more than \$95 million in additional funding.

### 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, Ohio ranks eighth in the nation in percentage of collections received via electronic payment. More than 60 percent of Ohio employers participated in

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



FFY 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 FFY 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 FFY 2010, 70 percent more than the previous year. This was because of a rule change that clarified when CSEAs may request the reinstatement of denied passports.

### Demonstration Grant Funding

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 is being used to fund statewide outreach, as well as two local pilot programs. The statewide outreach kicked 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 SFY 2011. These included the following:

**Clark County** – Parents as Partners – This \$990,000 demonstration grant project promotes healthy marriage and healthy parental relationships. Among other things, it is expected 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 helps 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 is helping 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 FFY 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 SFY 2011. 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 addition, Office of Child Support staff presented information at various fatherhood conferences, summits and trainings throughout the state.

In SFY 2011, 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 2011, 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 2011, Ohio processed more than 75 million Medicaid provider claims and encounters.

During SFY 2011, Ohio’s Medicaid caseload grew by almost 80,000, or 3.9 percent, with monthly enrollment increasing to 2.16 million as of May 2011. Most caseload growth 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 2010 to SFY 2011, Medicaid also experienced total enrollment growth of 14,000, or 3.5 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 2011 under budget. In addition, much progress was made to improve the efficiency and effectiveness of the program.

## Medicaid at a Glance

Medicaid spending makes up about 30 percent of Ohio’s budget. In SFY 2011, over \$14 billion of the ODJFS budget supported the Medicaid program, including both state and federal funds. From July 2010 through May 2011, Ohio Medicaid provided health care coverage for 2.5 million, or more than 1 in 5, Ohioans.

This included:

- 1.3 million children, including more than 40 percent of all births
- 184,000 older adults
- 44,000 children with disabilities
- 303,000 non-elderly adults with disabilities
- 669,000 low-income parents and/or expectant mothers
- 54,000 people in nursing facilities, or about 66 percent of all nursing facility care
- More than 85,000 Ohioans in home- and community-based waiver programs

### Ohio's Medicaid Caseload

Program	May 2010 Caseload	May 2011 Caseload *	Net Change in Caseload	% Change in Caseload
Covered Families and Children (CFC)	1,585,856	1,640,233	54,377	3.4%
Aged, Blind, and Disabled (ABD) **	398,480	412,575	14,095	3.5%
Medicare Premium Assistance Program (MPAP)	92,671	103,315	10,644	11.5%
Other	3,555	4,858	1,303	36.7%
<b>Total</b>	<b>2,080,562</b>	<b>2,160,981</b>	<b>80,419</b>	<b>3.9%</b>

\* May 2011 totals are preliminary estimates because the retroactive and backdated enrollments had not yet been included. For this month retroactive and backdated enrollment was estimated based on historical trends.

\*\* Includes Medicaid Buy-In for Workers with Disabilities (MBI WD).

Source: ODJFS, OHP, BHSR

## Health Transformation

In January 2011, Governor John Kasich created the Office of Health Transformation to modernize the fragmented Medicaid system in Ohio, improve the quality of health services available to consumers and families, and provide the best value to taxpayers. The SFY 2012-2013 budget bill, which was signed on June 30, 2011, will make it possible for ODJFS to implement many of modernization initiatives the Office of Health Transformation proposed. Among other things, the budget will:

- Provide more accountable care for children. The budget invests \$87 million in start-up funding to improve access and coordination of care for more than 37,000 children with disabilities who are currently served through Ohio Medicaid's fee-for-service program. The state will encourage the development of pediatric accountable care organizations and will enroll children who are disabled in Medicaid managed care plans.
- Create a unified long-term care system. The budget bill creates a unified budget for long-term care services for seniors and people with disabilities, allowing individuals' choices to drive spending decisions. The bill will consolidate five home- and

community-based waivers that serve individuals with a nursing-facility level of care into a single, seamless waiver.

- Prioritize funding for home- and community-based services. The budget makes a significant investment in home- and community-based services for seniors, people with physical disabilities and people with developmental disabilities. All told, the budget will allow the spending of \$532 million more on home- and community-based services over the biennium than was spent in SFY 2011. This will make it possible for nearly 13,000 more Ohioans to receive Medicaid home- and community-based services, instead of being admitted to an institution.
- Reform nursing home payments. Nursing home payment reforms in the budget will link more of the Medicaid payment to quality measures and increase the amount of funding for services provided directly to residents. The budget also enacts common-sense regulatory-reform provisions that will provide nursing facilities with greater flexibility in how they provide care while increasing the focus on quality. The reforms will save approximately \$360 million

over the biennium and ensure that seniors and people with disabilities will have access to quality nursing home care if they need it.

- Reform managed care plans. More than 1.6 million Ohioans are enrolled in Medicaid managed care plans. The budget bill modifies the capitation rates paid to managed care plans and provider panel requirements, saving the state more than \$144 million over the biennium. It also develops a more standardized set of prior authorization criteria than was used previously, requires plans to meet national performance standards, and carves the Medicaid pharmacy benefit back into the managed care program, which will improve care coordination for Medicaid beneficiaries.

## Medicaid Provider Incentive Program

In June, ODJFS began accepting applications for a new Medicaid Provider Incentive Program (MPIP). MPIP provides financial incentives to qualified Medicaid providers who adopt, implement or upgrade, and meaningfully use, certified electronic health record (EHR) technology. EHRs improve patient care and safety through system checks such as e-prescribing, which

ensures multiple prescriptions written by multiple doctors are safe when taken together. EHRs also save money by consolidating and digitizing a patient's health information, expediting diagnoses, and reducing duplicative and redundant testing. Ohio was among the first states in the nation to successfully launch a Medicaid EHR incentive program.

### Cost Containment

In SFY 2011 Medicaid cost-avoided more than \$592 million worth of commercial insurance and Medicare-billed charges. In addition, Medicaid recovered more than \$79 million from claims that were paid but later found to have been the responsibility of third parties.

### Recovery Act Impact

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—has brought approximately \$3.5 billion to Ohio.

### Service Delivery Improvements

ODJFS took several steps in SFY 2011 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.

### 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 2011 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 are participating in Medicaid waiver programs. 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.

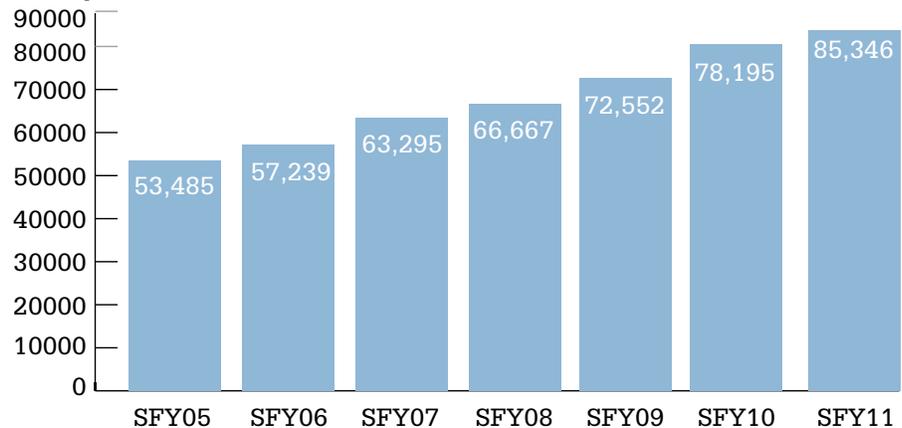
In program year 2011, more than 85,000 Ohioans took advantage of Ohio’s eight waiver programs. As the single-state Medicaid agency for Ohio, ODJFS oversaw all waivers in SFY 2011, including the Ohio Home Care, Transitions Developmental Disabilities (DD) and Transitions Carve Out waivers. Through interagency agreements,

the Ohio Department of Aging operates the PASSPORT, Choices 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), SFY 2005–2011**



## 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 SFY 2011.

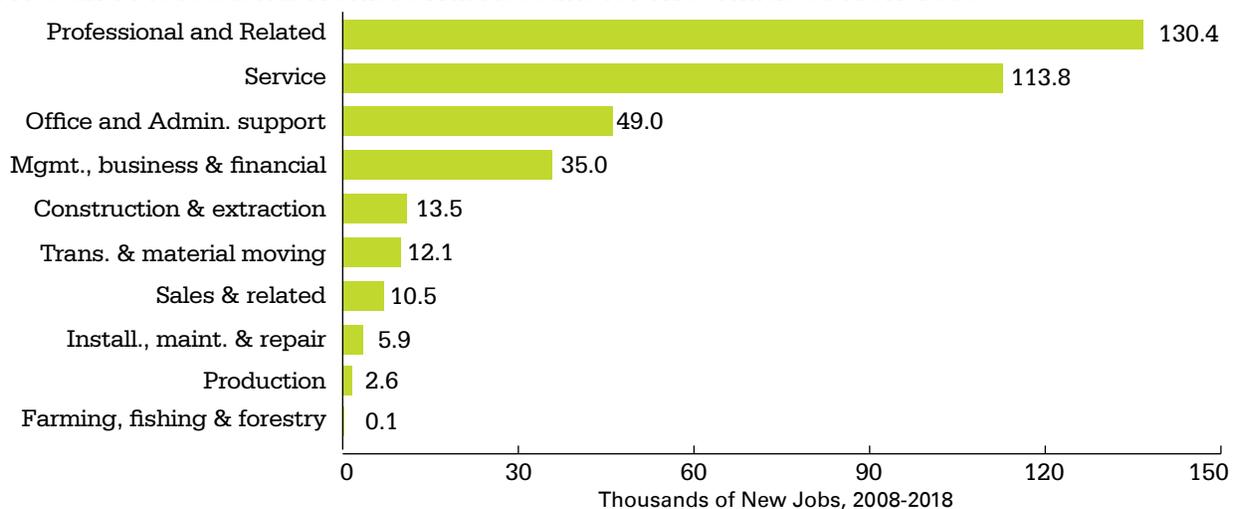
The bureau also undertook an extensive research effort aimed at building a skilled workforce for "green jobs" in Ohio, as a result of two grants it received the previous year. For the first grant, which was for \$1 million, LMI partnered with the Governor's Workforce Policy Advisory Board, the Ohio Board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

As a result of these grants, in 2011 the bureau issued the reports *The Obstacles and Opportunities to Defining Green Pathways*, *Exploring the Potential for GreenJobs*, and *The Workforce Skills and Training Ohio Green Industries Need: Small Employer Analysis*.

### 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	

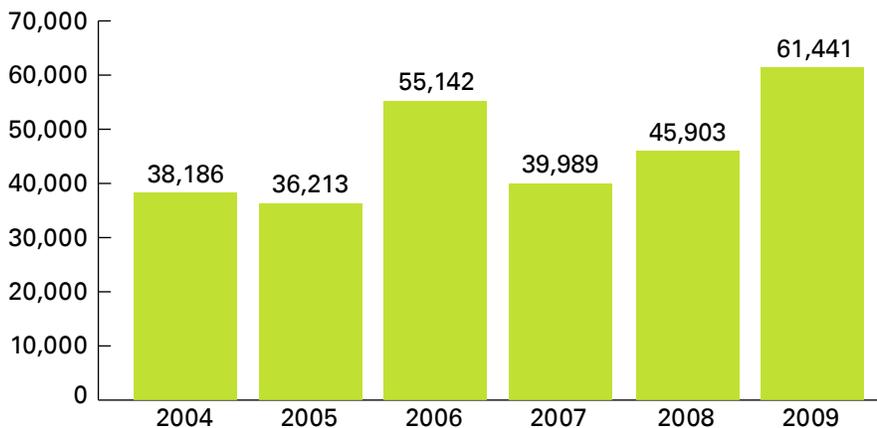
#### Performance Color Scale

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.

#### Recovery Act Impact

The 2009 American Recovery and Reinvestment Act (ARRA) provided \$138 million for dislocated worker job training, job search assistance, youth employment programs and other services through 2010. 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 eight National Emergency Grants in SFY 2011, totaling more than \$29 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); offered support, training and reemployment assistance for more than 2,000 workers affected by the shutdown of the Wilmington Air Park (\$11 million) and closure of G.E. Lighting in Lake County (\$271,000); provided funds to reimburse employers who hired and trained up to 800 prolonged unemployed workers (\$3.8 million); and provided funding to allow

four counties that had nearly exhausted all available workforce development funds to continue assisting laid-off workers (\$1.3 million).

Two National Emergency Grants were new in SFY 2011. These grants allowed employment and training services to be provided to workers facing layoffs at Severstal Steel facilities in eastern Ohio (\$500,000) and at the Masco Corp. facility in Pike County (\$3.5 million).

#### 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 2011, the ODJFS Rapid Response Unit received 110 Worker Adjustment Retraining Notifications (WARNs) potentially impacting 10,811 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 2011 was significantly lower than the 222 WARNs received in SFY 2010. The Rapid Response Unit also received 689 non-WARN notices in SFY 2011, potentially impacting 17,162 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. The number of non-WARN notices received was similar to the number received in SFY 2010. However, the number of potentially impacted workers was considerably lower: 17,162 in SFY 2011, down from 25,727 in 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 the most recent score cards issued, 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.

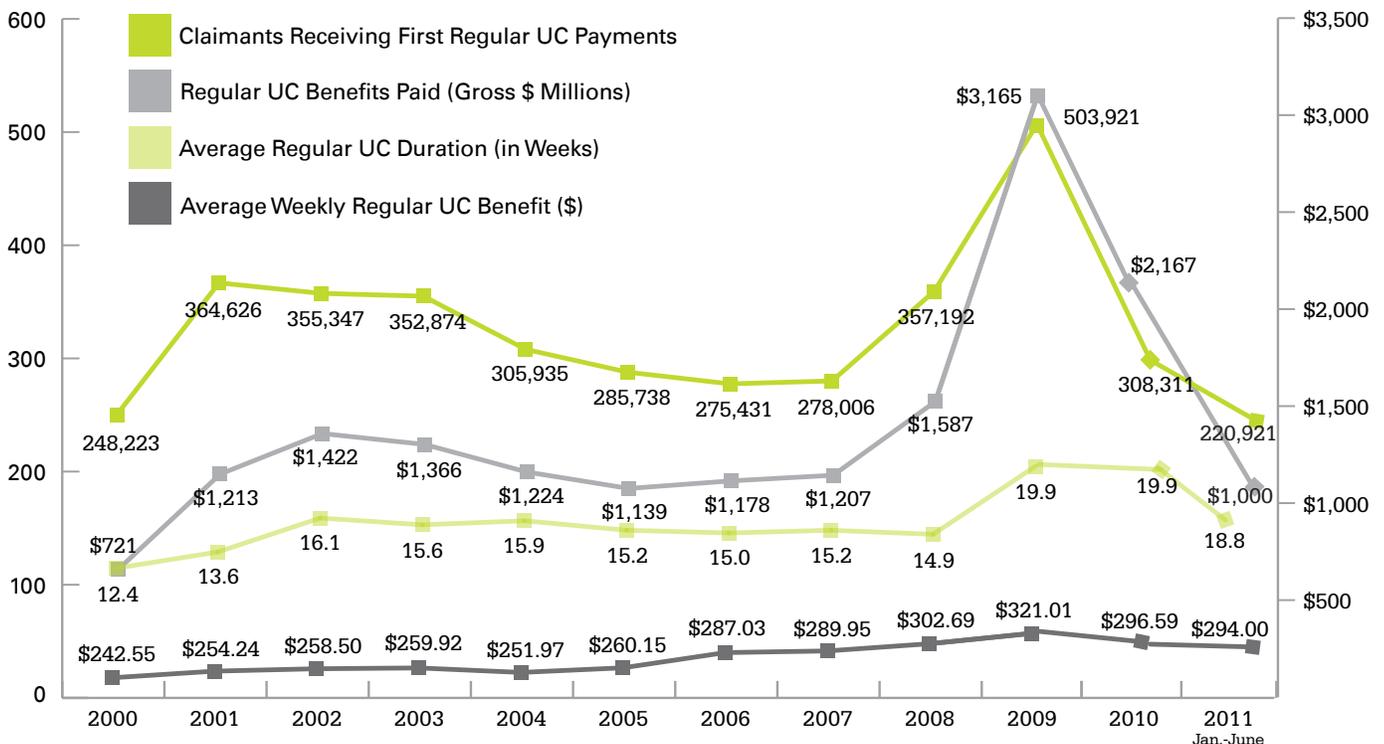
From June 26, 2008, through December 31, 2011, unemployed Ohio workers who earned an average of at least \$213 a week for at least 20 weeks could qualify to receive UC benefits for up to 99 weeks: 26 weeks of "regular" unemployment benefits, followed by 53 weeks of federal Emergency Unemployment Compensation (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 2011, the maximum weekly benefit was \$524. The average weekly payment was approximately \$294.

The number of claimants in Ohio receiving first UC payments has declined, from 308,311 in 2010 to 220,921 in the first six months of 2011. The number of Ohioans

**Ohio Regular Unemployment Compensation Payments and Duration,**



receiving first EUC payments also declined, to approximately 55,000 from January to June 2011. The agency distributed nearly \$3.9 billion in federal EUC and EB payments to Ohioans in SFY 2011, down from \$5.5 billion in SFY 2010.

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

### Recovery Act Impact

The 2009 American Recovery and Reinvestment Act gave Ohio three grants for its unemployment compensation program. This included 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. The Recovery Act also 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.

### Trade Services

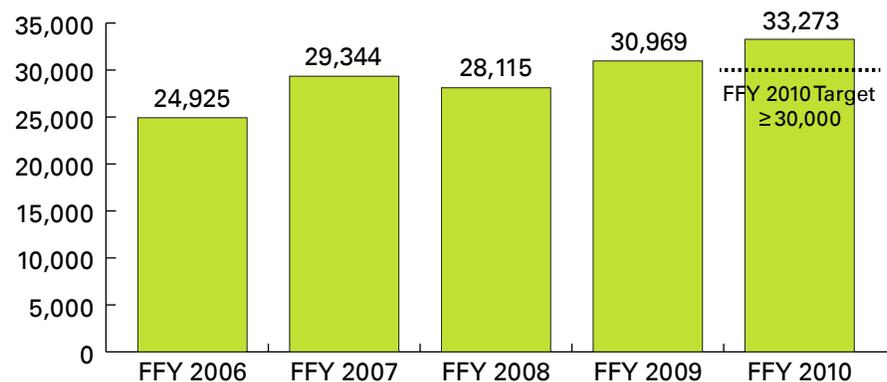
More Ohioans than ever were eligible for additional unemployment benefits through the Federal Trade Program through February 2011, as a result of the Trade and Globalization Adjustment Act of 2009. The Federal Trade Program offers a variety of benefits and services for workers who become unemployed as 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 24,485 Ohioans were eligible for Trade services in SFY 2010. The expanded program ended in February 2011. From January through June, approximately 4,200 Ohioans were eligible for Trade Services.

### Reemployment Eligibility Assessment (REA) Services

State law requires reemployment services to be provided to 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

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



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 \$9.4 million in fraudulently obtained unemployment benefits during

SFY 2011, 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**

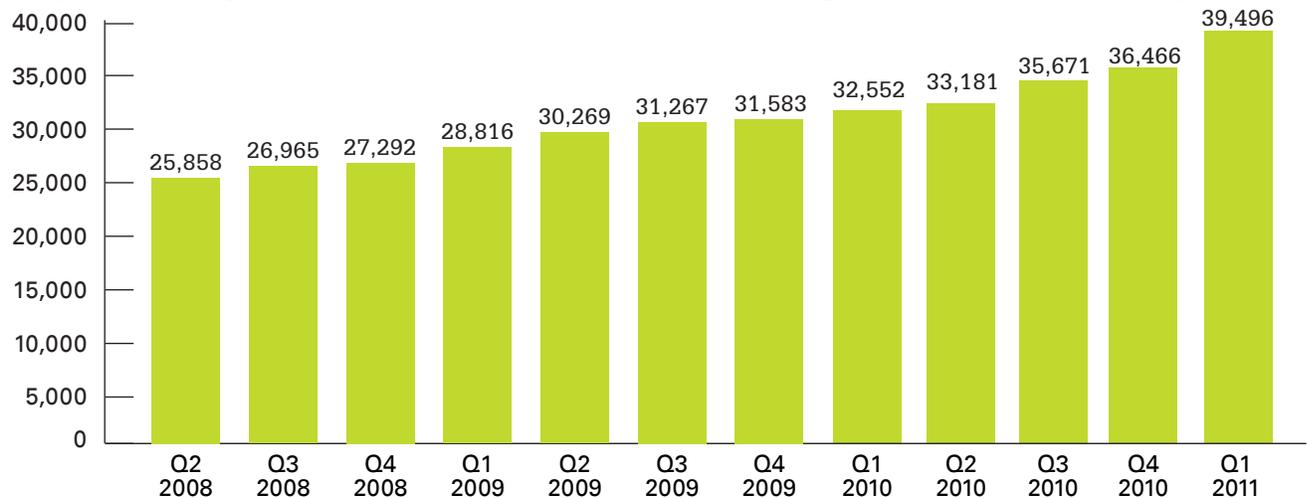
More small-business owners than ever are using the Ohio Business Gateway (OBG) to report and pay unemployment and other state

taxes. OBG allows this work to be done electronically, with one online application. At the end of the first quarter of 2011, it had 39,496 employer filings, up from 32,552 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.

**Unemployment Tax Integrity Efforts**

ODJFS has increased its unemployment tax-avoidance-detection efforts since 2005, when Ohio passed a law outlawing

**Employers Filing Quarterly Payroll Reports and Taxes through Ohio Business Gateway (OBG)**



“SUTA (State Unemployment Tax Act) dumping,” one of many accounting schemes some employers use to evade taxes. In SFY 2011, more than \$13.2 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 2010.

Also in SFY 2011, ODJFS auditing efforts led to the detection of 6,300 misclassified workers, which resulted in assessments of more than \$450,000 in unpaid contributions. The agency identified more than \$70.4 million

in erroneous or fraudulent overpayments to claimants, significantly more than the \$46.4 million identified in SFY 2010. It also identified 442,658 “penalty weeks,” up from the 283,367 identified in SFY 2010. Penalty weeks are benefit weeks that, because of fraud detection efforts, are determined to be not eligible for payment. Two penalty weeks are assessed for each week in which fraud is committed. Because of these efforts, total assessments identified for reimbursement to Ohio’s Unemployment Compensation Trust Fund in SFY 2011 exceeded \$84 million.

## Information Services

ODJFS reached several information-system milestones in SFY 2011. All improved our ability to reach our customers, and to provide efficient and effective service.

### Ohio Means Jobs

In SFY 2011, ODJFS enhanced and expanded its promotion 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. From January through June 2011, employers used Ohio Means Jobs to view more than 243,000 resumes. In June, the site had almost 2.5 million hits.

### Ohio Here to Help

ODJFS launched another useful tool for unemployed Ohioans in SFY 2011: **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 onTrack Checklist,” which can help users ensure they’re getting all the assistance available to them. From January through June 2011, the site had approximately 4.78 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 SFY 2011, ODJFS continued the implementation of 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 will be implemented in SFY 2012.

### SACWIS

In SFY 2011, ODJFS staff implemented the Foster Care Maintenance component of the Statewide Automated Child Welfare Information System (SACWIS) in 57 counties and also began making adjustments to support the statewide rollout of Differential Response (see page 8). County staff were instrumental in participating in testing of the system. SACWIS serves more than 6,500 county caseworkers and state staff to track children throughout Ohio and across county lines, 24 hours a day, 365 days a year. It supports

cases from intake to closures and includes such tools as alerts and reminders to assist in day-to-day case management, to improve the safety, permanency and well-being of Ohio's children and families.

### **MIT S**

Work continued in SFY 2011 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. Since it became fully operational in early 2011, it has allowed 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**

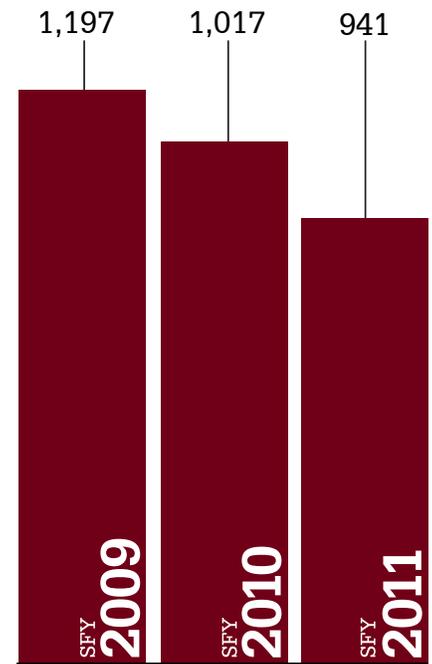
In December 2010, the ODJFS Office of Unemployment Compensation made Ohio the third state and largest thus far to begin using the State Information Data Exchange System (SIDES) to verify some claimants' employment information and determine their eligibility for benefits. SIDES is a new national interstate, 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 SFY 2011 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. One publication, developed in June

2011, was a new, streamlined Program Enrollment and Benefit Information guide expected to save Ohio taxpayers tens of thousands of dollars annually in printing costs and Ohio's largest counties hundreds of thousands of dollars annually in postage. 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**

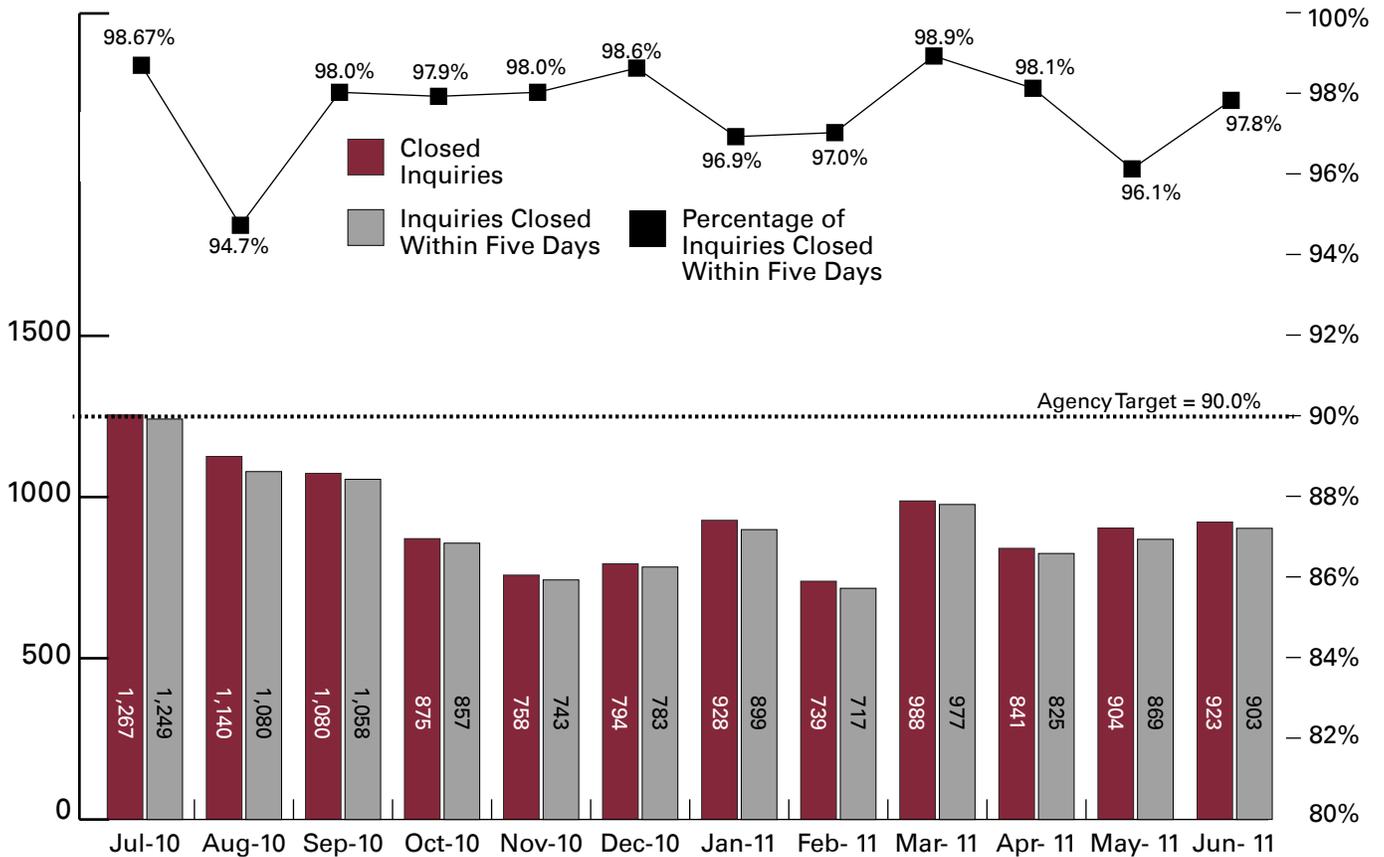
## Constituent Services

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 11,237 inquiries in SFY 2011, 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 July 2010, in spite of receiving more than 1,200 calls and emails—the most of any month that year—they replied to more than 98 percent within five working days.

**Constituent Inquiries Closed Within Five Days, SFY 2011**



Community service is a core ODJFS value, and employees gave back to the community in a multitude of ways in SFY 2011. 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

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 to raise food and money for needy Ohioans. 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. As part of the community-wide Operation Feed campaign in the spring, employees donated the equivalent of more than \$32,000 and 68,000 meals to needy Ohioans. Most donations went to the Mid-Ohio Foodbank.

However, employees from four field offices donated cash and food to the Cleveland Foodbank, the Akron Canton Regional Foodbank and the Athens County Food Pantry.

## Partners-In-Education

ODJFS continued to demonstrate 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 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.

### **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**

In March, the agency hosted 58 high school students at several of its locations for Columbus Public Schools' Groundhog Job Shadow Day. Students from Independence High School and Columbus Downtown High school visited various ODJFS offices with the assistance of coordinators and mentors, who dedicated time to share information about their respective offices and roles. They learned about the agency's mission of improving the well-being of Ohio's workforce and families by promoting economic self-sufficiency and ensuring the safety of Ohio's most vulnerable citizens.

### **Health and Wellness**

In order to support the health and wellness of employees, ODJFS partnered with the Ohio Civil Service Employees Association to host May health fairs at the agency's 4020 E. Fifth Avenue and Lazarus Building locations. ODJFS also participated in state Take Charge! Live Well! Road Shows, which allow employees and spouses enrolled in state of Ohio health plans to receive free blood pressure, weight and cholesterol checks.

## ODJFS State Fiscal Year (SFY) 2011 Expenditures

Program	Federal Special Revenue	General Revenue	General Services	State Special Revenue	Total
<b>Family Stability</b>					
Ohio Works First Cash Assistance	\$247,017,678	\$121,324,862	\$23,234,860		\$391,577,400
Non-Cash Family Support	\$172,930,777	\$43,391,534	\$21,509	\$5,427,017	\$221,770,838
Disability Financial Assistance	\$156,136	\$24,175,203	\$0		\$24,331,339
Food Programs	\$137,757,369	\$39,099,347	\$5,045,180		\$181,901,895
Child Care	\$477,095,443	\$213,726,727			\$690,822,169
Refugee Services	\$8,591,412				\$8,591,412
Family Stability Program Management*	(\$2,711,956)	\$23,358,692	\$229,916	\$1,516	\$20,878,169
Family Stability Information Technology	\$5,022,629	\$9,130,762	\$786,168		\$14,939,559
ARRA TEFAP Administration	\$1,182,019				\$1,182,019
ARRA Food Assistance State	\$3,576,140				\$3,576,140
AARA CCDF Discretionary	\$7,238,723				\$7,238,723
AARA TANF	\$65,157,141				\$65,157,141
<b>Total</b>	<b>\$1,123,013,511</b>	<b>\$474,207,126</b>	<b>\$29,317,633</b>	<b>\$5,428,534</b>	<b>\$1,631,966,804</b>
<b>Child Support</b>					
Child Support Activities	\$117,654,849	\$31,284,342			\$148,939,191
Child Support Information Technology	\$5,492,621	\$2,826,429			\$8,319,050
ARRA Child Support Incentives	\$54,218,322				\$54,218,322
<b>Total</b>	<b>\$177,365,791</b>	<b>\$34,110,771</b>	<b>\$0</b>	<b>\$0</b>	<b>\$211,476,563</b>
<b>Children and Families</b>					
Child Prevention & Protective Services	\$12,133,692	\$23,481,469		\$509,170	\$36,124,331
Social Services	\$66,667,390	\$1,953,712	\$20,100,784	\$96	\$88,721,983
Adoption Services	\$44,992,522	\$62,630,705		\$185,535	\$107,808,762
Foster Care	\$270,365,176	\$31,322,166		\$656,340	\$302,343,683
Family and Children Program Management	\$32,956,252	\$3,434,138		\$5,737,279	\$42,127,669
Family and Children Information Technology	\$4,512,199	\$3,547,267	\$2,541,482	\$68,689	\$10,669,638
<b>Total</b>	<b>\$431,627,232</b>	<b>\$126,369,458</b>	<b>\$22,642,266</b>	<b>\$7,157,109</b>	<b>\$587,796,065</b>
<b>OHP/Medicaid</b>					
Medicaid	\$2,907,784,965	\$10,005,394,965	\$378,157,256	\$834,732,967	\$14,126,070,153
Medicare Part D		\$187,770,639			\$187,770,639
Disability Medical Assistance		\$2,573,209			\$2,573,209
Children's Health Insurance	\$3,702,729	\$350,326,224			\$354,028,953
Health Care Program Management	\$55,825,255	\$83,132,608	\$501,871	\$3,908,294	\$143,368,028
Health Care Information Technology	\$20,199,188	\$355,810	\$280,388	\$4,958,205	\$25,793,590
eFMAP	\$1,016,272			\$125,641	\$1,141,913
Health Center Integrated	\$611,070				\$611,070
<b>Total</b>	<b>\$2,989,139,478</b>	<b>\$10,629,553,455</b>	<b>\$378,939,515</b>	<b>\$843,725,107</b>	<b>\$14,841,357,555</b>

## ODJFS State Fiscal Year (SFY) 2011 Expenditures (contd.)

Program	Federal Special Revenue	General Revenue	General Services	State Special Revenue	Total
<b>Workforce Development</b>					
Workforce Investment Act	\$110,667,730			\$79	\$110,667,809
Employment Services	\$7,885,084				\$7,885,084
Veterans Programs	\$6,039,715		\$1,216,103	\$884,000	\$8,139,817
Labor Market Information	\$2,857,231				\$2,857,231
One Stop Services	\$19,562,451			\$7,292,123	\$26,854,574
Workforce Program Management	\$1,573,177	\$89,044			\$1,662,220
Workforce Information Technology	\$2,272,372				\$2,272,372
ARRA WIA - Adult	\$17,263,029				\$17,263,029
ARRA WIA - Youth	\$609,837				\$609,837
ARRA WIA - Dislocated	\$10,956,030				\$10,956,030
WIA Dislocated Worker NEG	\$1,429,267				\$1,429,267
ARRA Employment Services	\$182,011				\$182,011
ARRA Reemployment Services	\$3,711,240				\$3,711,240
WIA NEG ARRA LMI REV	\$13,000				\$13,000
WIA NEG ARRA Dual Enrollment	\$2,000				\$2,000
LMI Green Jobs Improvement	\$99,320				\$99,320
NEG - OJT OH21 ARRA	\$146,325				\$146,325
LMI - E Learning Module ARRA	\$1,169				\$1,169
<b>Total</b>	\$185,270,986	\$89,044	\$1,216,103	\$8,176,202	\$194,752,334
<b>Unemployment Compensation</b>					
Unemployment Compensation	\$65,555,762			\$2,647,261	\$68,203,023
Trade Programs	\$37,892,098				\$37,892,098
UC Program Management	\$2,151,130				\$2,151,130
UI Administration Reed Act	\$3,163,741				\$3,163,741
ARRA Extended Unemployment Compensation Administration	\$3,456				\$3,456
ARRA Extended Unemployment Compensation Administration	\$367,600				\$367,600
UI Administration non-Reed Act	\$9,309				\$9,309
<b>Total</b>	\$109,143,097	\$0	\$0	\$2,647,261	\$111,790,358
<b>Local Operations for Workforce and Unemployment Services</b>					
Local Operations Program Management	\$45,135,844				\$45,135,844
<b>Total</b>	\$45,135,844	\$0	\$0	\$0	\$45,135,844
<b>Program Support Services</b>					
Program Management	\$44,488,915	\$40,984,210	\$2,630,985	\$5,482,515	\$93,586,626
Program Management Information Technology	\$46,867,429	\$43,161,954	\$457,022	\$540,515	\$91,026,920
<b>Total</b>	\$91,356,344	\$84,146,165	\$3,088,007	\$6,023,030	\$184,613,546
SFY 2011 Total Expenditures	\$5,152,052,284	\$11,348,476,018	\$435,203,524	\$873,157,242	\$17,808,889,068

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

\*Adjustments between program codes may result in a negative expenditure on the report.

Medicaid, Adoption Services and Foster Care GRF include part of the federal share of GRF matching.

These numbers exclude transfers from ODJFS to other state agencies.

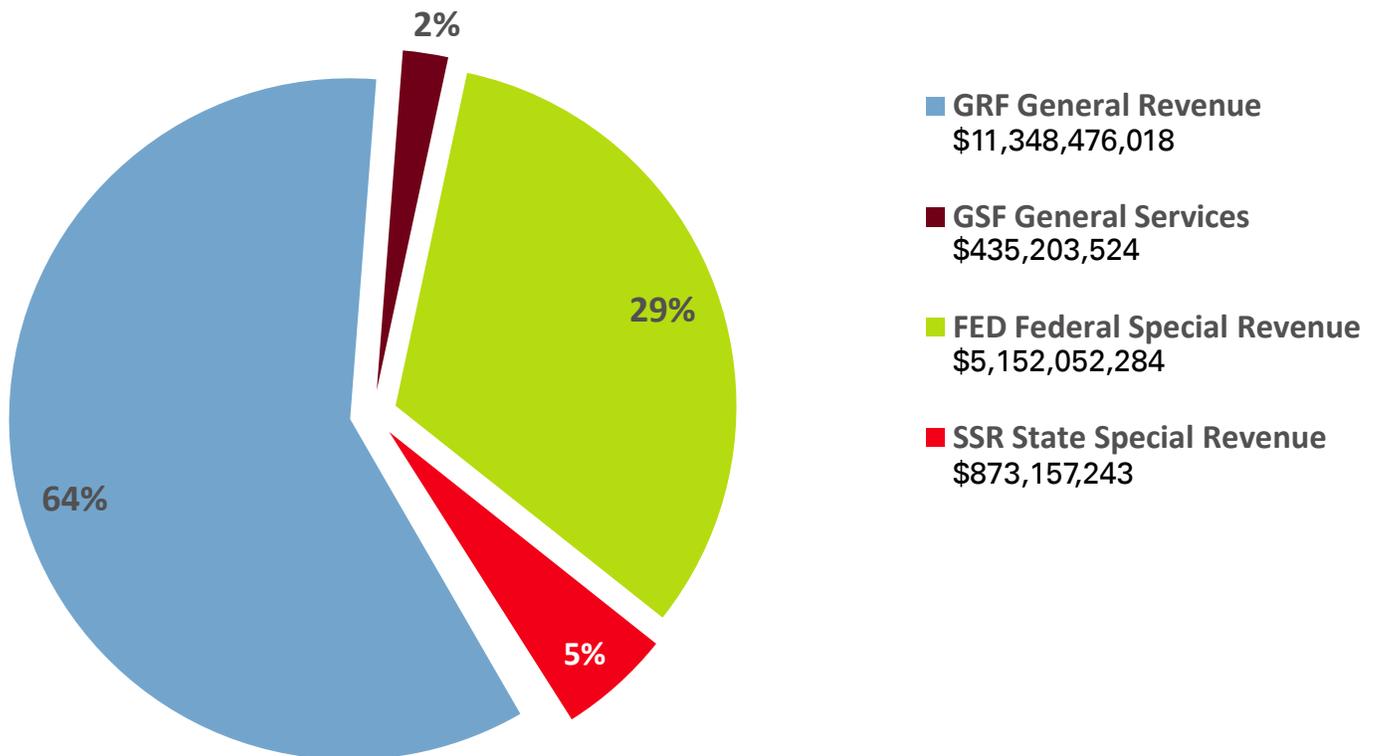
Source: Ohio Administrative Knowledge System (OAKS), Report date - July 18, 2011.

**Other ODJFS-Administered SFY 2011 Disbursements \*\***

<b>Program</b>					<b>SFY 11 Total</b>
<b>Child Support Payments</b>					<b>\$1,940,405,889</b>
<b>Supplemental Nutrition Assistance</b>					<b>\$2,950,716,862</b>
<b>Unemployment Compensation Benefits</b>					<b>\$1,436,309,939</b>

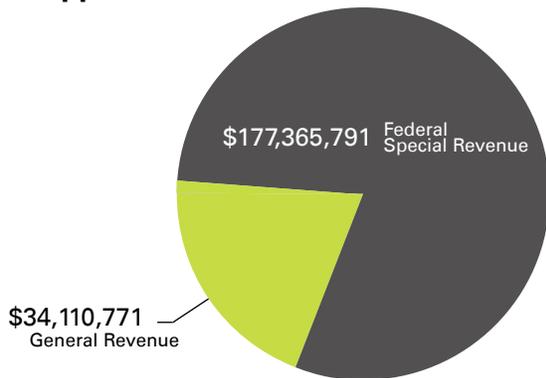
\*\*Unappropriated amounts

## ODJFS Revenue Streams by Dollar and Percentage

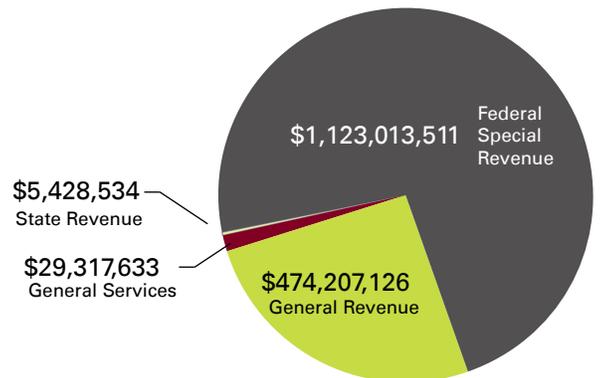


## State Fiscal Year 2011 - ODJFS Expenditures by Program Area

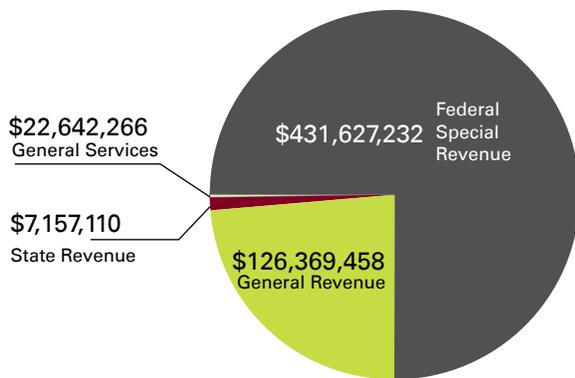
### Child Support



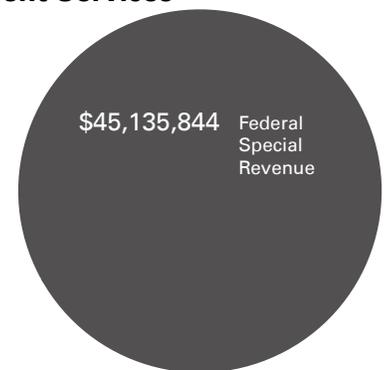
### Family Stability



### Children and Families

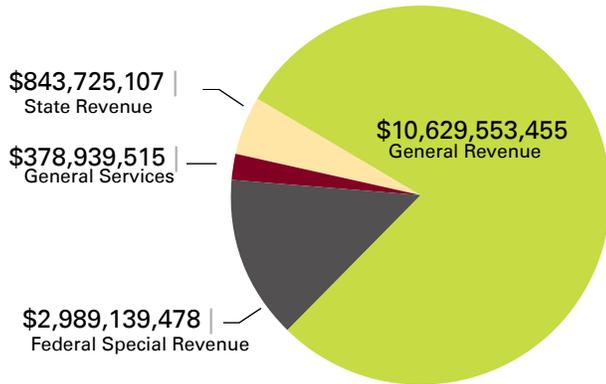


### Local Operations for Workforce and Unemployment Services

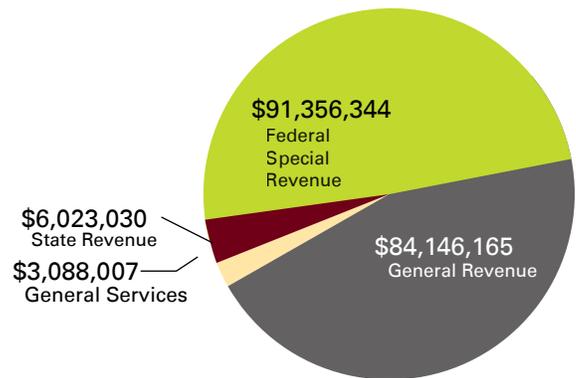


## State Fiscal Year 2011 - ODJFS Expenditures by Program Area (contd.)

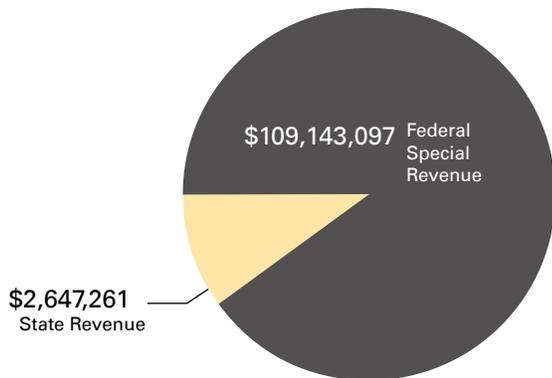
### Ohio Health Plans / Medicaid



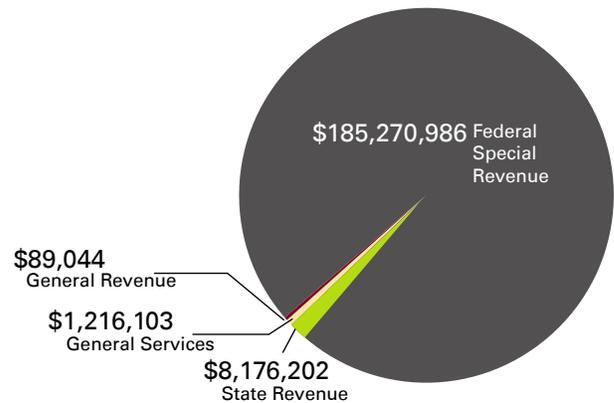
### Program Support Services



### Unemployment Compensation



### Workforce Development





John R. Kasich, Governor  
Michael B. Colbert, Director

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