



Department of
Job and Family Services

TO STRENGTHEN OHIO FAMILIES WITH SOLUTIONS TO TEMPORARY CHALLENGES



ANNUAL REPORT

SFY 2012



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LETTER FROM THE DIRECTOR

This past state fiscal year has been an exciting time. It began with the signing of Governor Kasich's Jobs Budget, which closed an \$8 billion shortfall without raising taxes. For ODJFS programs, the budget preserved the safety net for the state's most vulnerable citizens, maintained subsidized child care for all children currently in the program, and preserved funding for independent living services for young people aging out of the foster system, among many other things.

Under Governor Kasich's leadership, we worked hard in 2012 to grow jobs, reduce bureaucracy and improve customer service.

In spite of being challenged by declining federal dollars for our workforce programs, we've made getting more Ohioans back to work a top priority. Our primary tools for doing this have been **OhioMeansJobs.com**—the highly successful resume and job bank we created in partnership with **Monster.com**, the first-ever public-private partnership of its kind in the nation—and On-the-Job Training. On-the-Job Training is more cost effective and more successful than traditional long-term training. It reimburses employers directly for part of their cost of training new workers, up to \$8,000 per employee. Because it is employer-directed, it trains workers in the specific skills employers actually need.

To help recipients of Ohio Works First cash assistance get work experience and job training, we made enforcing the federal work participation requirements for this program a priority. Welfare-to-work laws were implemented nationally in 1998, but they never really took root in Ohio—until now. By getting on board with this for the first time, we not only made it more likely that Ohio will avoid federal penalties, but we began doing a better job of helping parents get the skills they need to support their families when their time-limited benefits expire.

Whenever possible, ODJFS is using technology to meet Governor Kasich's goals of reduced bureaucracy and improved customer service. In SFY 2012, we launched several new systems, including the Medicaid Information Technology System (MITS), the Employer Resource Information Center (ERIC) for unemployment compensation, the Electronic Child Care (ECC) swipe-card time and attendance system, and

ODJFS Statistics at a Glance

- The ODJFS state fiscal year (SFY) 2012 budget was more than \$22 billion, the largest of any state agency.
- More than \$15 billion of that supported the Medicaid program.
- Approximately 70 percent of our budget was federally supported.
- About \$2 billion in federal funding passed through ODJFS to other state agencies, including the departments of Developmental Disabilities, Mental Health and Aging.
- ODJFS supports more than 120 county offices and partner agencies in Ohio's 88 counties.

the Child Support Customer Service Web Portal. You can read more about these and many other innovations in the pages that follow.

SFY 2012 ended on a high note, with a statewide unemployment rate of 7.2 percent, initial unemployment claims down and a preliminary report showing 100,000 new jobs created. We look forward to continuing the progress we made, helping even more Ohioans get back to work, and looking for new, cost-effective and innovative ways to serve our customers.

Michael B. Colbert, Director



SERVICES FOR FAMILIES

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.

CASH AND FOOD ASSISTANCE

Ohio Works First (OWF) is the financial-assistance portion of the state's Temporary Assistance to Needy Families (TANF) program, which provides cash benefits to eligible low-income families for up to 36 months. Federal law requires at least 50 percent of all able-bodied adults receiving benefits to participate in work activities at least 30 hours a week. At least 90 percent of households containing two able-bodied parents are required to participate in work activities at least 35 hours a week or, if they are using federally subsidized child care, at least 55 hours a week. Allowable "work activities" include such things as on-the-job training, community service and education directly related to employment.

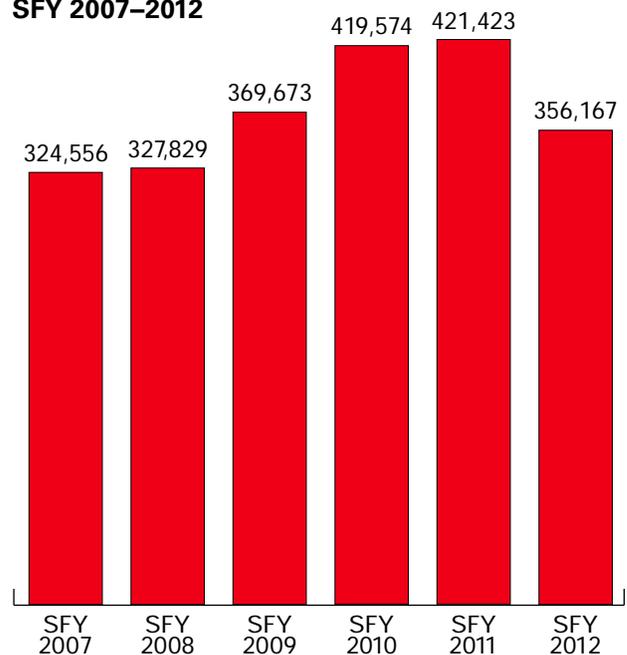
One of the ways Ohio reaches its work-participation targets is through the Prevention, Retention and Contingency program (PRC). County PRC programs help families overcome many barriers they may face to achieving self-sufficiency. Depending on the family and the circumstances, this can involve anything from help preventing eviction to help with transportation to job training.

Over the last year, Ohio has stepped up its efforts to improve its work participation rates, in order to avoid federal sanctions after many years of not meeting the rates and to better help recipients prepare for self-sufficiency when their benefits end. From January 2010 through May 2012, Ohio's "all-family" work participation rate rose

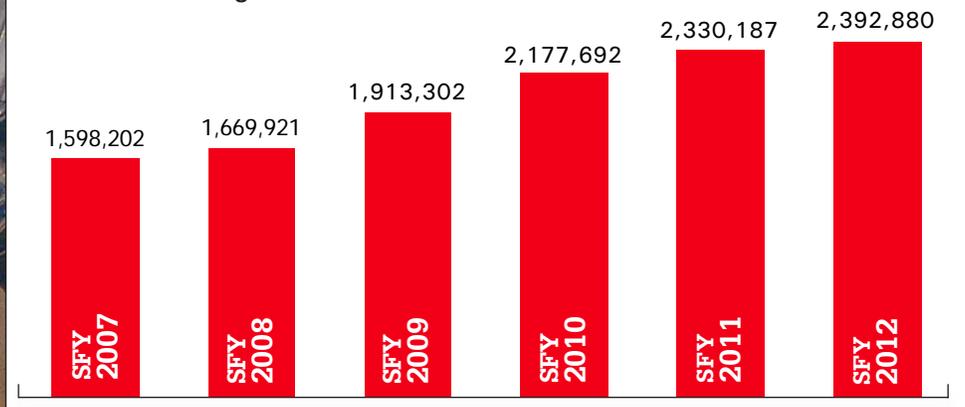
from 22.3 to 48.37 percent. Of Ohio's 88 counties, 69 were meeting or exceeding the 50 percent minimum in May.

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. Recipients use an electronic benefits transfer card, also known as the Ohio Direction Card, to buy most food or food products. Although the federal government pays for all benefits, states provide about half of the program's administrative costs.

Ohioans Receiving Cash Assistance, SFY 2007–2012



Ohioans Receiving Food Assistance, SFY 2007–2012



When it comes to payment accuracy, low error rates and numbers of replacement cards issued, Ohio outperforms most other states. When a card is reported lost, stolen or damaged, it is immediately deactivated, and the account is frozen. Replacement cards are issued in an amount equal to the recipient's unused balance. Individuals with unusually high replacement card requests are reported for review. With the onset of the national recession in 2008, Ohio Works First caseloads rose and then peaked in August 2010. Food assistance caseloads began rising in 2006 and were highest in March 2012.

FARMERS' MARKETS AND THE OHIO DIRECTION CARD

More than 75 farmers' markets accepted the Ohio Direction Card in SFY 2012, making it easier for families 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. In addition, in advance of the summer of 2012, Ohio received approximately \$161,000 from the federal government to purchase additional card readers for Ohio's markets.

TANF FUNDING FOR YOUTH SUMMER EMPLOYMENT

In April 2012, ODJFS announced that \$26 million in TANF funding was available for Ohio counties to create or expand subsidized summer employment programs for TANF-eligible youth ages 14 to 24. The funding was available from June to August 2012, to help businesses hire young people into jobs that might not otherwise exist. The programs provided subsidies to employers, and they gave

young people an opportunity to learn job skills while earning an income, building their resumes, and gaining business references and potential mentors.

DISASTER ASSISTANCE

Severe weather and tornados in March 2012 left nearly 100 Clermont County families with destroyed or severely damaged homes, prompting Governor Kasich to declare a State of Emergency. After deploying the Ohio National Guard to the area, the governor also activated two state-funded disaster relief programs to help families and local governments. The first program made \$240,000 available to low-income families with children. Families with incomes of up to 200 percent of the federal poverty level were eligible for up to \$1,500. In addition, low-income elderly or disabled Ohioans were eligible for up to \$750 to help with short-term needs until other assistance became available. ODJFS issued 14 vouchers to families with TANF funding and 13 vouchers to families with non-TANF funding. The agency also issued replacement food assistance benefits to 56 families in the area.

Another severe storm on June 29, 2012, knocked out power for nearly a million homes and businesses across two-thirds of the state. Governor Kasich declared a State of Emergency, and ODJFS made disaster assistance available to low-income families, elderly individuals and those with disabilities in counties that were hit hardest by the storm. ODJFS also applied for and received a waiver from the federal government to issue mass food assistance replacement benefits to individuals in the hardest hit counties.

CHILD CARE

ODJFS offers financial assistance to eligible parents to help pay for child care while they engage in work and training efforts. The agency, along with the county departments of job and family services, is responsible for regulating approximately 6,600 family child care homes, and for licensing and inspecting nearly 4,300 child care facilities. Every day, an estimated 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, more than 108,000 received financial assistance for that child care each month in state fiscal year 2012. This assistance allowed their parents to find and keep jobs and pursue education and training opportunities. It also 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 programs include

subsidized child care centers, family child care, pre-kindergarten, public school preschool programs, special education preschool programs and the federal Head Start program.

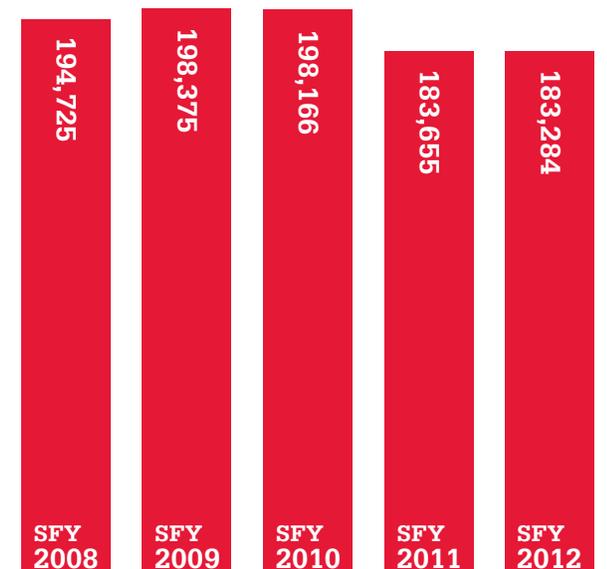
STEP UP TO QUALITY

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, to recognize and support programs that achieve higher quality standards, and to provide parents with an easy-to-use tool to help them make 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 June 5, 2012, Ohio had 1,122 star-rated child care programs serving approximately 84,000 children in 84 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. SUTQ providers commit to having fewer children per classroom, better trained teachers and a more comprehensive early education experience.

RACE TO THE TOP – EARLY LEARNING CHALLENGE GRANT

In December 2011, Ohio was one of nine states in the nation to receive a Race to the Top – Early Learning Challenge Grant to support the infrastructure of its early childhood system. The state will receive nearly \$70 million over the next four years to focus on improving school readiness programs for children with high needs throughout Ohio. The grant also includes funds to create professional development, technical assistance and higher education scholarships, and it expands the Step Up to Quality program. All provider types will be eligible for SUTQ by 2014, and participation will become mandatory by 2020 for programs receiving state funding. For Type B providers, who care for one to six children in their own homes, the grant will help standardize licensing and certification standards. This will ensure a more consistent level of monitoring across all early care and education settings, and give parents consistent information that will help them make informed decisions when choosing a child care provider.

Children Enrolled in Publicly Funded Child Care, Total Annual Enrollment, State Fiscal Years 2008-2012



CHILD PROTECTIVE SERVICES

ODJFS administers and oversees the state's child 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); and license foster homes and residential facilities. Child protective services in Ohio are provided by a network of 88 public children services agencies (PCSAs). Sixty-two of these are located within county departments of job and family services, and twenty-six operate independently.

Ohio's child protective services system is state-supervised and county-administered. This means that county agencies have discretion in how 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 2012, ODJFS undertook many initiatives aimed at keeping children safe and improving the lives of children in foster care.

DIFFERENTIAL RESPONSE

The SFY 2012-2013 biennial budget bill authorized the expansion of Differential Response to all 88 counties in Ohio. Differential Response gives caseworkers the freedom to use an alternative approach when investigating some reports of child abuse and neglect. That freedom helps keep families together and reduces the

In SFY 2012, Ohio counties received:

- Approximately 15,000 reports of alleged child neglect.
- More than 20,000 reports of alleged child physical abuse.
- More than 9,000 reports of alleged child sexual abuse.
- Approximately 1,000 reports of alleged child emotional maltreatment.
- Approximately 1,500 reports of alleged medical neglect.
- Approximately 33,000 reports with multiple allegation types.

In addition:

- Approximately 12,000 children in Ohio were in foster care.
- Nearly 1,300 children were adopted.
- More than 20,000 children received adoption subsidies.

number of children placed in out-of-home care, all without compromising child safety. Differential Response begins with a non-threatening, non-adversarial family assessment. It allows caseworkers to guide the family to local social service programs that might meet the child's and the family's needs. By the end of SFY 2012, Differential Response was an option in 40 Ohio counties. It was expected to be an option in all counties by mid-2014.

CONNECTING THE DOTS FROM FOSTER CARE TO EMPLOYMENT AND INDEPENDENT LIVING

Each year in Ohio, 1,000 to 1,300 young people age out of the foster care system and enter legal adulthood. In order to better help them pursue careers and live successfully on their own, ODJFS launched a new initiative called “Connecting the Dots from Foster Care to Employment and Independent Living.” Connecting the Dots is bringing together foster care independent living caseworkers with staff at Ohio’s One-Stop Career Centers, to better coordinate the services offered to older foster youth. The initiative has three main components: cross-program training for staff; vocational services, including mentoring, tutoring and work experience; and better independent living support services. Five areas have been chosen to be part of a two-year pilot project: Hamilton County, Cuyahoga County, Lake County, Summit County, and a consortium of Clinton, Preble, Greene and Montgomery counties. The best practices learned in these pilot areas will be shared with counties throughout the state.

DAVE THOMAS FOUNDATION PARTNERSHIP

In order to prevent so many children from aging out of the foster system – and instead help them find permanent homes with adoptive families – ODJFS began a partnership with the Dave Thomas Foundation for Adoption in May 2012. The agency will spend \$2.3 million, including \$1.1 million in state funding, to hire specialized, child-focused recruiters whose sole mission will be to find adoptive families for older children in foster care. The Dave Thomas Foundation will train and oversee the recruiters, who will follow the Wendy’s Wonderful Kids program model. Research shows that children in this program are up to three times more likely to be adopted. Initially, the recruiters will work in selected Ohio counties where at least 20 children between the ages of 9 and 17 are available for adoption. More than 1,000 young Ohioans in that age group have been in foster care for more than two years.

OHIO ADOPTION LOAN PROGRAM

In February 2012, in conjunction with Fifth Third Bank, ODJFS launched a new program that will provide loans to adoptive parents to help defray the initial costs of adopting a child. Fifth Third Bank is managing the program, including receiving, reviewing and approving all loans. Prospective parents may be eligible for loans of up to \$3,000 for adopting a child living within the state and up to \$2,000 for adopting a child living outside the state if the adoption is finalized in Ohio. Loans are subject to credit review and approval. Parents can learn more at their county public children services agency, private child placing agency or private noncustodial agency. They may apply at any Fifth Third Bank branch.

KINSHIP CARE

For children who are not able to live with their parents, kinship care is considered the next best option because it gives them stability, the comfort of family bonds and a sense of belonging. It has been estimated that as many as 200,000 children in Ohio are being raised by their grandparents or other kinship caregivers. Ohio’s SFY 2012-2013 biennial budget maintained the Kinship Permanency Incentive (KPI) Program for kinship caregivers. KPI provides time-limited incentive payments to help defray some of the initial costs of placement. In addition, in May 2012 ODJFS began partnering with the Public Children Services Association of Ohio on a three-year federal Statewide Kinship Navigator Grant. ODJFS will provide a \$1 million match for this grant, which will establish a system of regional kinship navigators across the state. Kinship caregivers and child welfare staff will be able to call a kinship hotline and be instantly connected with a live kinship navigator, whenever they need information, referrals, training or mentoring.

PARTNERS FOR OHIO'S FAMILIES

In SFY 2012, ODJFS child welfare staff launched a new campaign called "Partners for Ohio's Families," to improve the technical assistance the state provides to local agencies and achieve better outcomes for Ohio's children and families. The initiative is part of Ohio's three-and-a-half-year partnership with the Midwest Child Welfare Implementation Center (MCWIC), which gives Ohio 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 many ongoing child welfare improvement initiatives, such as Differential Response and Connecting the Dots from Foster Care to Employment and Independent Living.

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 an ongoing quality improvement process that HHS uses to evaluate states' child welfare systems. ODJFS collaborated with county agencies, other state departments, the Ohio Commission on Fatherhood and the Supreme Court of Ohio to identify multiple methods to promote the safety, permanency and well-being of children and families who come to the attention of public children services agencies. During SFY 2012, technical assistance and training were provided to public children services agencies on the ongoing assessment of children's safety and on engaging mothers, fathers and other family members in case planning and identifying service needs. Through ongoing work with other state departments, multiple programs were able to address the educational, mental health and health care needs of children, youth and families.

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, in order to see whether doing so results in better outcomes for children and families. Over the last ten years, 13 of the 18 participating counties have seen a reduction in total foster care placement days of more than 1.6 million. 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.

OHIO CHILDREN'S TRUST FUND

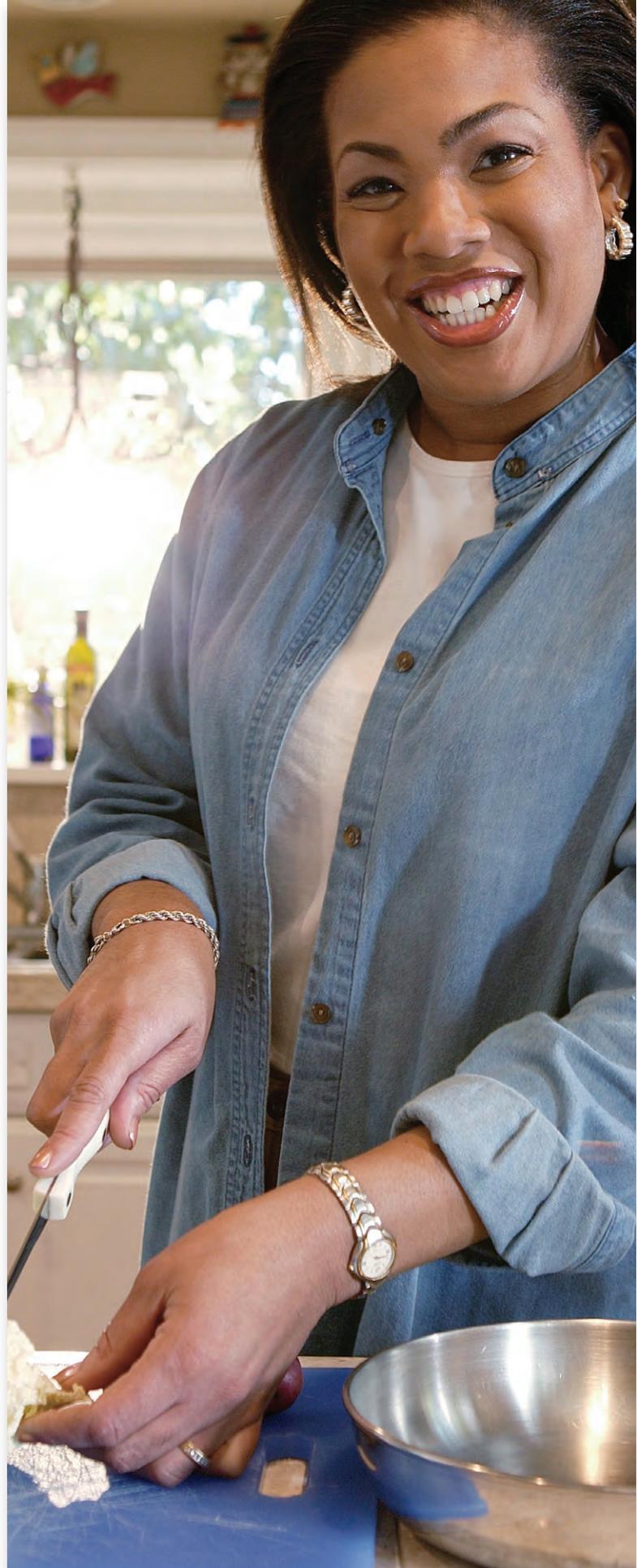
The mission of the Ohio Children's Trust Fund (OCTF) is to prevent child abuse and neglect through investing in strong communities, healthy families and safe children. Partnering with statewide and county entities, the OCTF supports prevention programs that recognize and build on existing strengths within families and communities to effectively intervene long before child abuse or neglect occur. In SFY 2012, the OCTF invested approximately \$4.3 million in prevention programs at the local level and provided start-up funding for two new Child Advocacy Centers in Ohio. Child advocacy centers are community-based programs that allow investigators and service providers to coordinate a less-disruptive, less-intrusive response when helping children who have been victims of child abuse.

In addition, the OCTF supported two evidence-based programs statewide: the Stewards of Children Sexual Abuse Prevention Program and Incredible Years, which is aimed at reducing children's aggression and behavior problems and increasing their social competence at home and at school. Other activities included the statewide

expansion of the Ohio Intimate Partner Violence Collaborative, the statewide promotion of Child Abuse and Neglect Prevention Month in April, and the co-hosting of an event with the Franklin County Family and Children First Council titled "Building Better Lives: Changing the Cycle of Child Abuse and Family Violence." This day-long event brought together policymakers and child welfare advocates from across the state and featured a presentation by Dr. Bruce Perry, a book author and senior fellow for the ChildTrauma Academy, a national nonprofit training and research organization.

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 2012, the counties received a total of 14,344 reports of abuse, neglect and exploitation of adults age 60 and over.



CHILD SUPPORT

The ODJFS Office of Child Support collects and distributes nearly \$2 billion annually to more than 1 million Ohio children. In federal fiscal year (FFY) 2011, Ohio had the third-largest “IV-D”-designated child support caseload in the country. 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). Sixty-seven CSEAs 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 spite of a still-recovering economy, the child support program continued to perform well. From FFY 2010 to FFY 2011, Ohio improved its performance in establishing support orders for the eighth consecutive year, passing the threshold for earning the maximum federal incentive potential for the first time. It also improved its cost-effectiveness ratio, from \$6.54 in FFY 2010 to \$6.77 in FFY 2011. This means that for every dollar spent on the program, \$6.77 in support was collected.

ELECTRONIC COLLECTIONS, DISBURSEMENT AND INCOME WITHHOLDING

About 95 percent of Ohio’s child support disbursements are sent electronically. This includes payments to about 400,000 Ohio parents and caretakers who receive child support through eQuickPay, a debit-like MasterCard. Ohio ranks

Child Support Program Performance, FFY 2007-2011



Source: Expenditures: OCSE-396 Child Support Financial Report; Collections: OCSE-34A Child Support Enforcement Program Report of Collections

third in the nation in percentage of collections received via electronic payment, with more than 60 percent of payments received from noncustodial parents and employers made electronically. Ohio is one of 16 states and territories (including Guam) with legislation mandating electronic funds transfer for child support.

Ohio also is part of a national effort to implement electronic processing of income-withholding documents. As of December 2011, more than 209 companies nationwide were participating in this federal initiative, a 60 percent increase from 2010. In 2011 more than 33,000 income-withholding notices were issued electronically, for an estimated savings of \$14,500 in postage and paper costs for Ohio.

DEMONSTRATION GRANT FUNDING

Ohio's Office of Child Support received 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 funding was used to launch a campaign called "Building Assets for Fathers and Families" (BAFF), which involved both statewide outreach and two local pilot programs. The office collaborated with the Columbus Urban League to conduct a statewide Fatherhood/BAFF Summit in June 2012, followed by a series of regional meetings. Partners included 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 involve the Cuyahoga and Hamilton CSEAs. They provide low-income noncustodial fathers with free access to financial literacy workshops and one-on-one coaching sessions through referrals to the Wealth, Education, Collaboration and Opportunity Fund in Cuyahoga, and Smart Money Community Services in Hamilton. These workshops and sessions teach fathers how to manage and save money, develop personal financial plans, use credit responsibly, and more.

The following demonstration grant activities also were ongoing in SFY 2012:

- **Clark County** – Parents as Partners – This \$990,000 demonstration grant project promoted healthy marriage and healthy parental relationships. Among other things, it was 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. Although the grant funding ended prior to SFY 2012, the Clark County CSEA was considering options to continue the program.
- **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 was designed to help noncustodial parents in default on their child support orders connect with job readiness and placement programs.
- **Franklin County** – Pathfinder-Prisoner Re-Entry Project – 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 2011: 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 nonthreatening 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

Work continued in SFY 2012 to improve outreach to incarcerated and formerly incarcerated parents, to give them more information about Ohio's child support program and help remove barriers to the payment of support. As part of a collaboration between the Franklin County Pathfinder-Prisoner Re-Entry Project, the ODJFS Office of Child Support, and the Ohio Department of Rehabilitation and Correction, a video explaining paternity establishment was completed and distributed to state prisons and CSEAs and posted online. By the end of SFY 2012, a second video was being developed on the support order review and adjustment process. The Office of Child Support provided outreach materials to incarcerated parents during re-entry fairs and made presentations at several correctional facilities. In order to reduce the number of noncustodial parents sentenced to prison for nonpayment of support, 13 counties – Athens, Butler, Clermont, Cuyahoga, Delaware, Erie, Franklin, Hamilton, Lorain, Lucas, Stark, Summit and Warren – participated in prison diversion pilot programs.

EDUCATION AND OUTREACH FOR HISPANIC OHIOANS

Once again, the Governor recognized August as Child Support Awareness Month. Several CSEAs held special events and celebrations during this time, 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 translated fact sheets about child support. The Office of Child Support participated in the March 2012 ODJFS Hispanic Community Summit and presented information about child support and responsible fatherhood programming. 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 2012. The commission organizes statewide and regional summits and funds eight 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, staff in the Office of Child Support presented information at various fatherhood conferences, summits and trainings throughout the state.





OHIO HEALTH PLANS

Ohio Medicaid and Medicaid-related programs provide health care coverage to low-income children, pregnant women, families, older adults and Ohioans with disabilities. The largest single program operated by the state, Medicaid is a complex system of health care providers, clients and insurers meeting Ohio residents' medical needs. Services are provided through multiple agencies, including the Ohio departments of Job and Family Services, Mental Health, Developmental Disabilities, Aging, Alcohol and Drug Addition Services, and others.

From SFY 2011 to SFY 2012, Medicaid experienced enrollment growth in all eligibility categories. In spite of this, the Ohio Medicaid program ended SFY 2012 under budget. During SFY 2012, the state of Ohio spent more than \$14 billion in federal and state funds for the medical support of Ohioans. (More information regarding enrollment, expenditures, utilization and performance can be found at <http://jfs.ohio.gov/OHP/infodata/Reports.stm>). In addition, working in partnership with the Governor's Office of Health Transformation, much progress was made to improve the efficiency and effectiveness of the program.

CABINET-LEVEL MEDICAID AGENCY

The Governor's Office of Health Transformation (OHT) began the process of creating a stand-alone state Medicaid agency, separate from ODJFS, in SFY 2012. Elevating the Office of Ohio Health Plans (OHP) to a cabinet-level agency will streamline administrative processes, reduce confusion, and allow the office to better serve individuals, health care providers, and state and local partners. The Mid-Biennium Review gave Ohio's Medicaid Director cabinet-level operation authority. ODJFS and OHP will seek authority to create a stand-alone agency in the 2014-2015 operating budget.

MANAGED CARE

In January 2012 ODJFS issued a request for applications (RFA) from qualified managed care organizations interested in providing service to Ohioans enrolled in Medicaid. The contracts Ohio Medicaid signs with the selected health plans will increase expectations regarding the national

Ohio's Publicly Financed Health Programs

In SFY 2012, ODJFS managed three 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 Medicare Premium Assistance Program

performance standards the plans must meet to receive financial incentive payments. In addition, the chosen plans will be required to develop incentives for providers that are tied to improving quality and health outcomes for enrollees.

In SFY 2012, seven Medicaid managed care plans served more than 1.6 million Ohioans in eight regions. In January 2013, when the new contracts take effect, five plans will serve Ohioans in three regions. In addition, Ohio will combine coverage for the Covered Families and Children (CFC) and Aged, Blind and Disabled (ABD) populations into a single contract in each region, and each selected plan will provide service in all regions. This will position Ohio to be a national leader by increasing the stability of the program, providing consumers with more choices, and increasing efficiency for providers, payers and the state.

Ohio's Medicaid Caseload

Benefits Program	June 2010	June 2011	Change	**Dec 2011	
Full	Covered Families and Children (CFC)	1,606,265	1,646,565	2.5%	1,661,400
	Fee for Service	160,385	149,606	-6.7%	149,172
	Managed Care Enrolled	1,445,880	1,496,959	3.5%	1,512,228
	Aged, Blind and Disabled (ABD)	396,192	407,041	2.7%	402,534
	Fee for Service	275,227	281,628	2.3%	277,325
	Managed Care Enrolled	120,965	125,412	3.7%	125,209
	Medicaid Buy-In for Workers with Disabilities (MBIwD)	4,482	6,537	45.9%	7,247
	Other Medicaid/Non-Medicaid*	13,992	11,141	-20.4%	4,213
TOTAL (Full Benefits)	2,020,931	2,071,284	2.5%	2,075,394	
Limited	Medicare Premium Assistance	93,307	103,578	11.0%	106,782
	GRAND TOTAL	2,114,238	2,174,862	2.9%	2,182,176

* Previous to implementation of MITS (Aug. 2011), Community Spouse was identified within the Non-Medicaid category. The removal of this group from MITS has caused an approximate decrease of 6,000. **Preliminary data.

INTEGRATING MEDICARE AND MEDICAID

Approximately 182,000 Ohioans are covered by both Medicare (because they are over age 65 or disabled) and Medicaid (because they have low income). Because Medicaid and Medicare are designed and managed with almost no connection, the long-term care services, behavioral health services and physical health services that are provided to individuals who are eligible for both programs have been poorly coordinated. The result has been a diminished quality of care and high costs to both the Medicaid system and to taxpayers. Although dual-eligible individuals make up only 14 percent of total Ohio Medicaid enrollment, they account for 40 percent of total Medicaid spending.

The SFY 2012-2013 budget bill authorized Ohio Medicaid to design and implement a Medicare-Medicaid Integrated Care Delivery System to manage the full continuum of benefits for those enrolled in both programs. Ohio was one of seven states to submit a proposal for an Integrated Care Delivery System to the U.S. Centers for Medicare and Medicaid Services. If the proposal is approved, Ohio Medicaid plans to implement a demonstration project in selected regions across the state starting in January 2013. The project is expected to make it possible for more people to receive care in their homes and communities instead of in institutions. It also is expected to improve the quality of care, reduce health disparities across populations and reduce costs.

MODERNIZING ELIGIBILITY

Ohio uses more than 160 categories to determine eligibility for Medicaid and two processes to determine eligibility based on disabling conditions. In addition, CRIS-E – the database that supports the processing of Ohio's Medicaid, Disability Assistance, cash and food assistance, and related programs – is more than 30 years old. As a preliminary step in an effort to simplify and modernize Ohio's Medicaid eligibility system, in March 2012 the Governor's Office of Health Transformation issued a concept paper that it shared with the U.S. Centers for Medicare and Medicaid Services. Ohio subsequently was awarded federal planning dollars to determine the business and technical requirements necessary to design and implement a new system prior to January 2014.

ACCOUNTABLE CARE FOR CHILDREN

The SFY 2012-2013 budget bill required Ohio Medicaid to recognize pediatric accountable care organizations. Accountable care organizations provide higher-quality, better-coordinated and more cost-effective care for those with multiple chronic conditions. The budget bill also encouraged children's hospitals, networks of physicians and Medicaid managed care plans to provide additional attention and care for the approximately 37,000 children enrolled in Medicaid who are considered to be medically fragile, who have a developmental delay or behavioral health issue, or who have suffered from

abuse and neglect. These children and their families often receive little assistance in accessing and coordinating care so their care is often fragmented and expensive.

MEDICAID PROVIDER INCENTIVE PROGRAM

By May 2012, more than 2,800 providers had received incentives through Ohio's Medicaid Provider Incentive Program (MPIP), which launched in June 2011. 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 duplication and redundant testing. Ohio was among the first states in the nation to successfully launch a Medicaid EHR incentive program. Eligible health care practitioners can earn more than \$63,000 in federal incentive payments over six years. Eligible hospitals can earn several million dollars over four years.

COST CONTAINMENT

In SFY 2012 Medicaid cost-avoided more than \$1.2 billion worth of commercial insurance and Medicare-billed charges, an increase of more than \$600 million from the previous year. This large increase was caused in large part by the implementation of a new Medicaid claims payment system – the Medicaid Information Technology System, or MITS (see page 34) – as well as by providers billing multiple times for the same claim. In addition, Medicaid recovered more than \$60 million in SFY 2012 from claims that were paid but later found to have been the responsibility of third parties.

REDUCING EMERGENCY VISITS

In October 2011, ODJFS hosted a summit to announce the results of an 18-month trial to reduce avoidable emergency department visits by individuals enrolled in Medicaid. The initiative – known as IMPROVE, for “Implementing Medicaid Programs for the Reduction of Avoidable Visits to

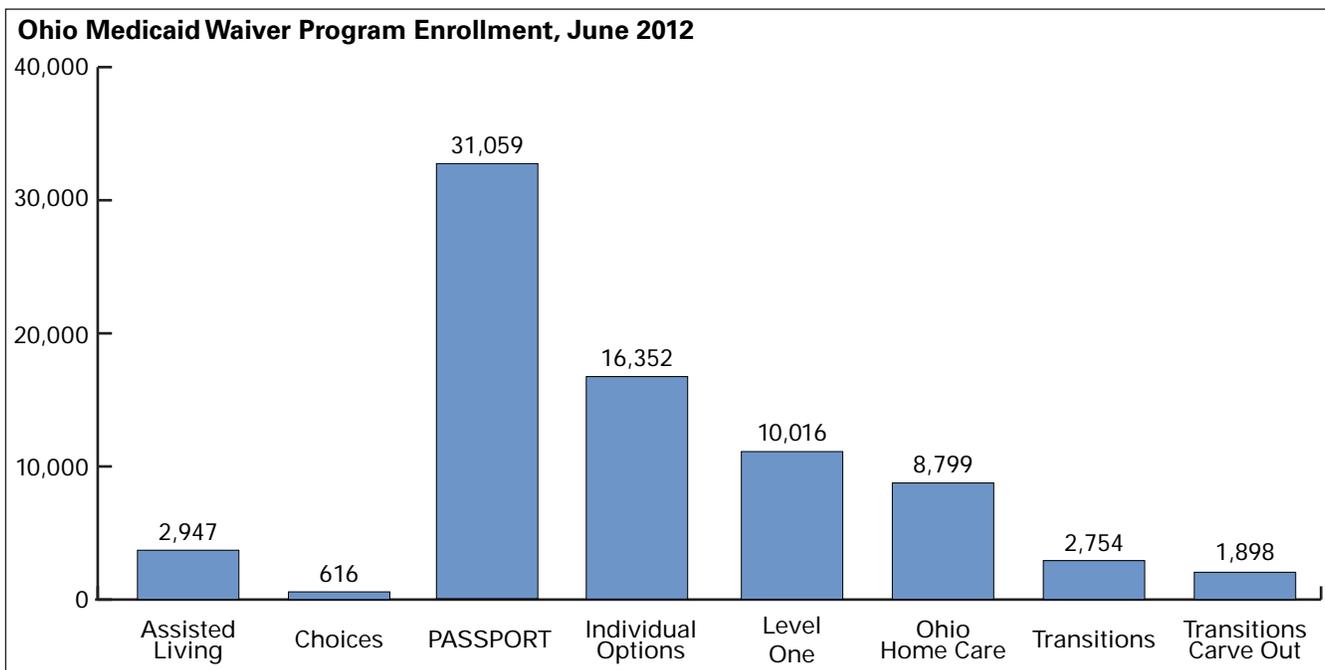
the Emergency Department” – was a statewide collaborative that brought together key stakeholders, including health systems, community leaders, health care providers, managed care plans, and consumer and family advocates. Regional steering committees in five cities (Toledo, Cincinnati, Columbus, Akron and Cleveland) achieved significant reductions in avoidable emergency department visits and hospitalizations for almost all targeted patients. They explained how the IMPROVE model benefited their high-need and complex-care populations, and offered suggestions for how other communities could implement the model.

MONEY FOLLOWS THE PERSON/HOME CHOICE

More than 2,180 Ohioans who once lived in long-term care facilities moved to home settings between 2008 and May 2012 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 three 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. 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 4,566 people.

MEDICAID WAIVER PROGRAMS

More Ohioans than ever participated in Medicaid waiver programs in SFY 2012. 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 2012, more than 87,000 Ohioans took advantage of Ohio’s eight waiver programs. As the single-state Medicaid agency for Ohio, ODJFS oversaw all waivers in SFY 2012, 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 SFY 2012-2013 budget bill made it easier for Ohioans to access waiver programs by authorizing the state to create a single Medicaid waiver for more than 46,000 adults with disabilities and individuals age 65 and over with a nursing home level of care. On January 20, Ohio Medicaid and the Ohio Department of Aging released a concept paper that provides a high-level overview of the state’s initial proposal for the design of the new waiver program. By the end of SFY 2012, both agencies continued to solicit input from all interested parties as they worked to modify and add important details to the concept paper.





EMPLOYMENT SERVICES

ODJFS oversees a variety of employment-related services for Ohioans. As the state's unemployment rate declined throughout the year, the agency expanded its reemployment activities for unemployment compensation recipients; enhanced OhioMeansJobs, the resume and job bank created in partnership with **Monster.com**; and refocused efforts to increase the number of On-the-Job Training opportunities available for Ohioans.

LABOR MARKET INFORMATION

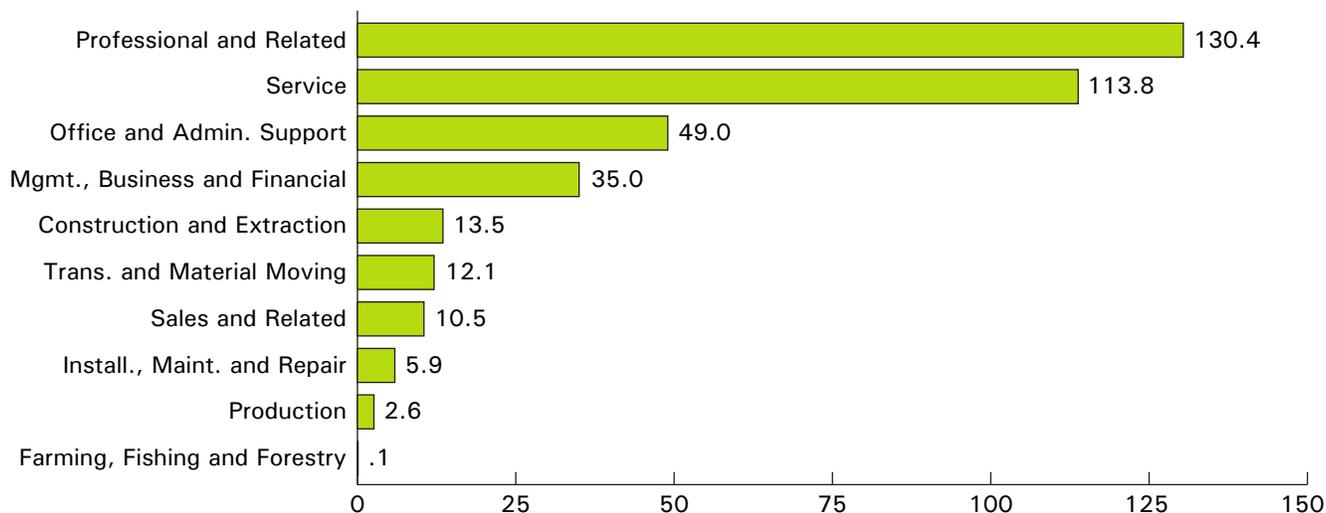
Through its Bureau of Labor Market Information (LMI), ODJFS collects and analyzes industry, occupational and employment information to provide statistics on economic and workforce indicators for Ohio. This includes employment levels, unemployment rates, wages and earnings, employment projections, career information, and initial and continued unemployment claim trends. This information is used by ODJFS and Ohio's local employment program operators, as well as by the Ohio Departments of Education and

Development, the Ohio Board of Regents, state and national media, private citizens and industry groups. The LMI website drew nearly 1.5 million page views in SFY 2012.

In order to help more people take advantage of labor market research, the LMI team developed and launched a series of real-time interactive webinars and prerecorded self-guided tours of the website. Six modules were designed for workforce development professionals. Another five were designed for cash assistance recipients, to help them in their career planning efforts.

The LMI team also developed and released the publication *Profile of Unemployment: A Post Recession Analysis in SFY 2012*. It examines

Projected New Jobs by Sector, 2008-2018



WIA Program Year 2010 Annual Performance (7/01/10 - 6/30/11)

Program	Indicators of Performance	PY 2010 State Negotiated Performance Standards	80% of State Negotiated Performance	PY 2010 Statewide Performance
Adult	Adult Entered Employment Rate	70.0%	56.0%	67.5%
	Adult Employment Retention Rate	87.0%	69.6%	84.6%
	Adult Average Earnings	\$14,500	\$11,600	\$14,655
	Total Adult Participants during PY 2010 Q4			18,789
	Total Adult Exiters during PY 2010 Q4			9,276
Dislocated Worker	DW Entered Employment Rate	78.0%	62.4%	73.3%
	DW Employment Retention Rate	92.0%	73.6%	89.4%
	DW Average Earnings	\$17,000	\$13,600	\$19,101
	Total DW Participants during PY 2010 Q4			19,789
	Total DW Exiters during PY 2010 Q4			8,554
Youth (14-21)	Youth Placement in Empl. or Ed. Rate	60.0%	48.0%	65.1%
	Youth Certificate or Diploma Rate	42.0%	33.6%	64.1%
	Youth Literacy and Numeracy Rate	37.0%	29.6%	44.1%
	Total Youth Participants during PY 2010 Q4			13,240
	In-School Youth Participants during PY 2010 Q4			8,020
	Out-of-School Youth Participants during PY 2010 Q4			5,220
	Total Youth Exiters during PY 2010 Q4			5,007
	In-School Youth Exiters during PY 2010 Q4			2,956
	Out-of-School Youth Exiters during PY 2010 Q4			2,051
Performance Color Scale				
Exceeded	> "State Negotiated Performance Level"			5
Met	= > "80 % of State Negotiated Perf. Level" but < = "State Negotiated Perf. Level"			4
Not Met	< "80 % of State Negotiated Performance Level"			0
Total Number Exceeded and Met				9

Data Source: ODJFS/OWD, The Workforce Investment Act Program Year 2010 (07/01/10 - 06/30/11), based on the SCOTI (Sharing Career Opportunities and Training Information) data.

*The most recent year for which figures were available.

which industries and occupations lost the most workers during the most recent recession and where the best opportunities for reemployment are.

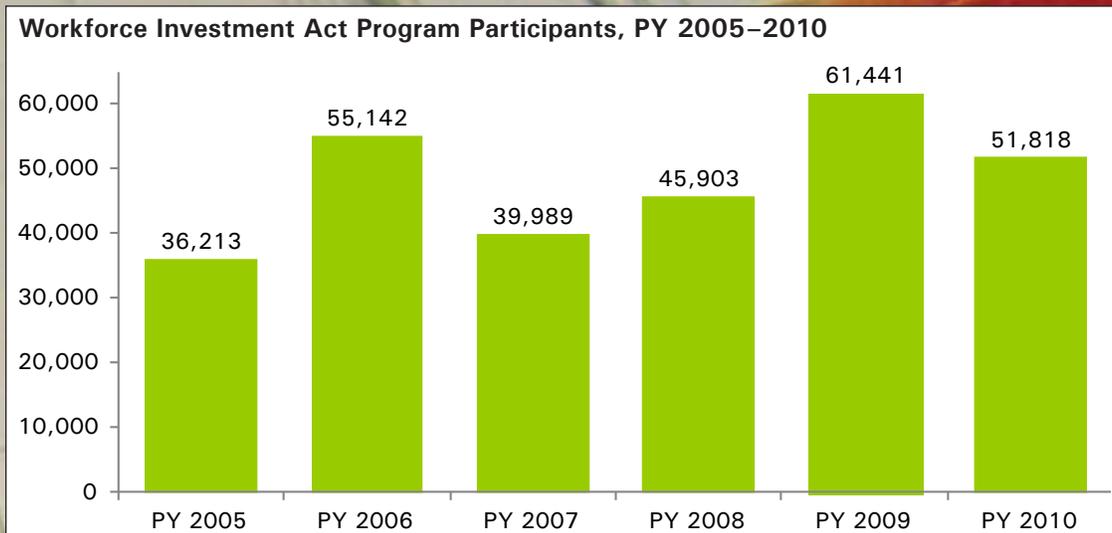
WORKFORCE SERVICES

As administrator of several federal workforce programs, ODJFS oversees a network of 30 full-service and 60 satellite "One-Stop Centers" that provide free job training and other services to Ohioans looking for work and employers seeking workers. The centers match job seekers with employers and help laid-off workers learn new skills and find jobs.

ODJFS receives federal funds for these programs as a result of the Workforce Investment Act (WIA) of 1998. Nationally, for the last several years the

total amount of WIA funding available to all states has declined. The federal government allocates this funding based on a formula that takes into account each state's unemployment and poverty rates. The formula awards more money to states whose unemployment and poverty rates increased most in relation to other states. Ohio's relative share of this funding has gone down each year since SFY 2009. The most recent allocation, of approximately \$105 million, was the smallest amount Ohio has received in the history of the program.

The federal government keeps track of how well states administer WIA services by rating how 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 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 2010, the most recent year for which figures were available, 51,818 Ohioans received WIA-funded services, a decrease of almost 16 percent from the previous year. During that time, the state met or exceeded all program performance goals.

NATIONAL EMERGENCY GRANT

Ohio received funding from one National Emergency Grant in SFY 2012. National Emergency Grants provide additional WIA resources in response to large, unexpected events that cause significant job losses, such as mass layoffs or disasters. Ohio’s grant was for up to \$16.2 million to fund the cleanup of flood and storm debris in southern and southeast Ohio. The grant allowed 15 counties to hire crews of temporary workers to remove flood debris from public lands and waterways and to help with cleaning, repairing or demolishing damaged public structures and facilities.

ON-THE-JOB TRAINING

In order to use limited federal dollars more effectively, in recent years Ohio has shifted from a traditional, long-term training model to a more responsive short-term model, with an emphasis on On-the-Job Training. On-the-Job Training allows workers to learn and earn. It reimburses employers

for part of the cost of training new workers, up to \$8,000 per employee. The training is employer-directed, which means it trains workers in the skills employers actually need, and cost-effective, as most people who participate keep their jobs after the training ends. From July 2011 through May 2012, more than 1,400 Ohioans participated in On-the-Job Training programs.

JOB-TRAINING GRANTS

In October 2011, Ohio learned it would receive more than \$12 million in federal grants for job training and other employment initiatives designed to help get more Ohioans back to work. One of the grants – a Disability Employment Initiative Grant for nearly \$3 million – was aimed at helping adults and youth with disabilities. Ohio was one of seven states to receive this grant, to improve education, training and employment opportunities and outcomes for youth and adults who were unemployed, underemployed and/or receiving Social Security benefits.

The other two grants – H-1B Technical Skills Training grants totaling nearly \$9 million – were designed to help unemployed Ohioans learn the skills they need to find jobs in specialized information technology and health care fields. Ohio was one of 20 states to receive these grants. They were designed to provide education, training and job placement assistance related to high-growth fields in which employers often use the H-1B program to hire foreign workers.

O.N.E.–STOP GRAND OPENING

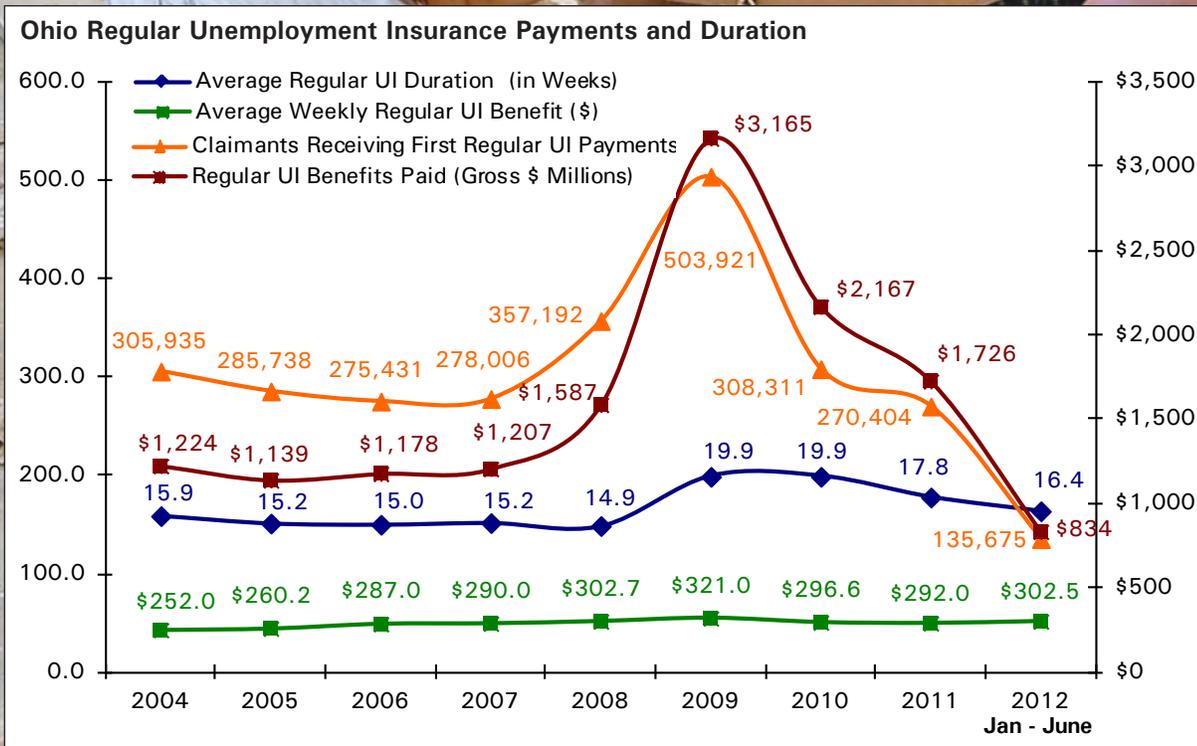
Through a collaboration with the Ohio Department of Rehabilitation and Correction, the Trumbull County One-Stop System, and many community and faith-based partners, ODJFS opened the first-ever One-Stop Center at a correctional facility in June: at the Trumbull Correctional Institution in Leavittsburg. Officially, the center is called a “O.N.E.–STOP,” for “Offender Network for Employment to STOP Recidivism.” It offers many of the same services available at traditional One-Stop Centers, to help offenders who are within one year of their release prepare to reenter the workforce. Services include a computer lab, live access to **OhioMeansJobs.com**, various job search and skills workshops, career exploration materials, assistance with resumes and job interviewing, and access to the latest office and labor market research software. Plans are to open six more of these facilities over the next year.

RAPID RESPONSE SERVICES

ODJFS offers a variety of early intervention 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 (regional coordinator and workforce specialist), the local One-Stop/Workforce Investment Board (Rapid Response coordinator) 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. These services are offered at One-Stop Centers and sometimes at on-site Transition Centers.

During SFY 2012, the ODJFS Rapid Response Unit received 75 Worker Adjustment Retraining Notifications (WARNs) potentially impacting 11,362 workers. Employers of 100 or more employees are required to send WARNs 60 days in advance of most plant closings and layoffs. The Rapid Response Unit also received 423 non-WARN notices in SFY 2012, potentially impacting 11,458 additional workers. Non-WARNs can include newspaper articles, notification from a union or from individual workers.



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 2012, unemployed Ohio workers who earned an average of at least \$222 a week for at least 20 weeks could qualify to receive UC benefits. From June 26, 2008, through April 7, 2012, eligible claimants could receive up to 99 weeks of UC benefits: 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 EB program ended on April 7, 2012. In addition, Ohio's declining unemployment rate triggered a

reduction in the maximum number of available EUC weeks. As a result, from April 7, 2012, through the end of SFY 2012, the maximum number of weeks it was possible to receive unemployment benefits was 73.

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 2012, the maximum weekly benefit was \$539. The average weekly payment was approximately \$303.

The number of claimants in Ohio receiving first UC payments declined from 2010 to 2011, as fewer businesses initiated layoffs, and the economy began showing signs of improvement. From 2011 through the first half of 2012, the number of first-time claimants decreased by more than 12 percent, from 308,311 to 270,404. At the same time, during 2011, ODJFS issued more than 161,000 first federal EUC payments to claimants who had exhausted their regular benefits. This was a decrease of 33 percent from the 239,000-plus first EUC payments issued in 2010. The agency distributed nearly \$2.5 billion in federal EUC and EB payments to Ohioans in 2011, down from \$3.2 billion in 2010.

Despite high caseloads, Ohio continued to be a national leader in the timely issuance of first benefit payments.

TRADE SERVICES

Federal Trade programs offer a variety of benefits and services for workers who become unemployed because 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 of 2009 and the Trade Adjustment Assistance Extension Act of 2011 temporarily expanded eligibility requirements and available benefits and services for many of these programs.

During SFY 2012, fewer companies were “Trade-certified” by the U.S. Department of Labor. While fewer Ohioans were eligible for Trade programs, however, the amount of benefits available was more than in previous years.

REEMPLOYMENT ELIGIBILITY ASSESSMENT (REA) SERVICES

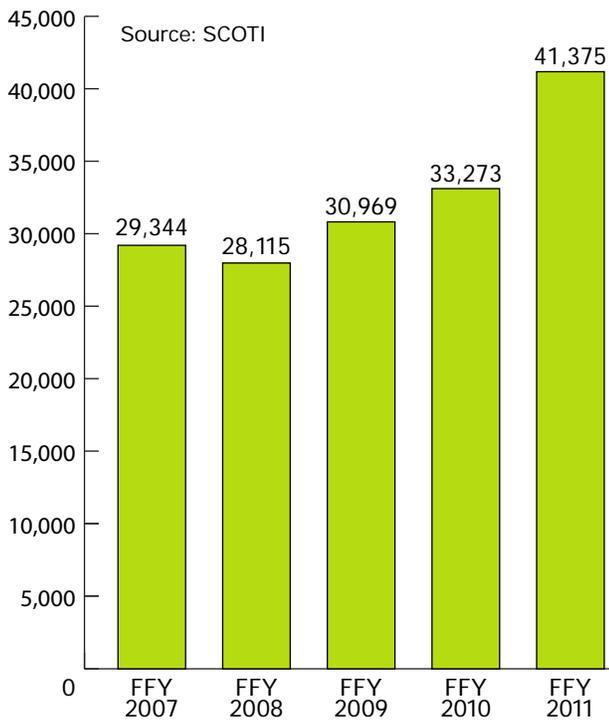
Claimants who are determined to be likely to exhaust their unemployment benefits because they were laid off and have no expectation of returning to their former job or occupation may be selected for participation in the federal Reemployment Eligibility Assessment program. This involves orientation sessions designed to help them overcome barriers to reemployment. They also 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 Centers and offer 14- and 30-day follow-up and additional assistance. More than 41,000 Ohioans participated in reemployment programs during FFY 2011. This was an increase of more than 24 percent from the previous year.

In addition, federal legislation signed in February 2012 required that all claimants who were beginning to receive EUC benefits participate in REA sessions at One-Stop Centers to help them find work and training opportunities.

PROGRAM INTEGRITY EFFORTS

From April 2011 through March 2012, more than \$9 million was assessed to employers for State Unemployment Tax Act (SUTA) dumping and related unemployment tax avoidance schemes. SUTA dumping is a tax evasion scheme in which shell companies are formed and creatively manipulated to obtain low unemployment tax rates. Employers then illegally shift, or “dump,” payroll with higher tax rates to accounts with lower rates. In 2011, Ohio ranked second in the nation for the largest amounts of unemployment tax collected as a result of SUTA dumping detection efforts. In addition, ODJFS auditing efforts led to the detection of 11,477 workers who had been improperly classified as independent contractors

State of Ohio Reemployment and Eligibility Assessment (REA) Program Sessions, FFY 2007–FFY 2011. FFY 2011 Target: > 40,000



Employers Filing Quarterly Payroll Reports and Taxes Through Ohio Business Gateway (OBG) Q1 2009–Q4 2012

Source: Monthly summary report of OBG activity, as collected and provided by Department of Administrative Services: Q4 2011 ending March 2012



so that their employers could avoid paying unemployment taxes. This resulted in assessments of more than \$1.8 million in unpaid taxes.

FRAUDULENT PAYMENT RECOVERY

From April 2011 through March 2012, ODJFS identified more than \$79.8 million in erroneous or fraudulent overpayments to claimants, significantly more than the \$66.4 million identified during the previous 12 months. It also identified 458,928 “penalty weeks,” up from the 407,202 identified during the previous 12 months. Penalty weeks are weeks that are determined to be not eligible for payment. Two penalty weeks are assessed for each week fraud was committed. During the 12 months ending on March 31, 2012, total assessments identified for reimbursement to Ohio’s Unemployment Compensation Trust Fund exceeded \$81.6 million.

ODJFS recovered more than \$9.6 million in fraudulently obtained unemployment benefits during this time, because of stepped-up efforts, automated fraud detection tools and a new website that allows anyone to report fraud online, instantly and anonymously. Now Ohioans can report suspected UC fraud online at <https://unemployment.ohio.gov/fraud>, by mail (to Benefit Payment Control, P.O. Box 1618, Columbus, OH 43219-1618), by email (to ucbenprotest@jfs.ohio.gov), by fax (614-752-4808) or by calling the toll-free fraud hotline at 1-800-686-1555. ODJFS pursues criminal prosecution against anyone who flagrantly commits fraud. Those found guilty of fraud face probation or jail time, must repay the improperly obtained funds with interest, and may have future

unemployment benefits withheld. In 2011, more than 120 individuals in Ohio were found guilty of unemployment theft or similar charges.

OHIO BUSINESS GATEWAY

By the end of 2011, more than 43,000 small-business owners were using the Ohio Business Gateway to report and pay unemployment and other state taxes, up from more than 36,000 at the end of 2010. The Ohio Business Gateway allows all of this work to be done electronically, with one online application. It also lets business owners pay their taxes with a credit card and delay payments until the date of their choosing, as long as it is before their due date. The system provides the names and Social Security numbers of employees and performs calculations that save time and reduce the chance for errors in filings.

UC REVIEW COMMISSION

In June 2012, Ohio’s Unemployment Compensation Review Commission (UCRC) announced that it had eliminated a backlog of cases, reduced wait times for hearings and, for the first time in more than a decade, was meeting federal standards for promptness. The UCRC hears appeals to unemployment compensation eligibility determinations made by ODJFS. In January 2011, the UCRC had a backlog of more than 12,200 cases, and individuals and businesses were forced to wait an average of 124 days for a decision. By May 2012, the UCRC had eliminated its backlog entirely and reduced the total caseload to slightly more than 2,300. The average wait time between filing an appeal and receiving a decision was just 29 days.



INFORMATION SERVICES

ODJFS reached several information-system milestones in SFY 2012. All improved our ability to provide efficient and effective customer service.

CFIS-WEB

In July 2011 ODJFS began upgrading the County Finance Information System (CFIS) to a web-based format. CFIS allows county family services agencies and workforce development agencies to capture and report financial data in a way that is compatible with the state's financial system. It also gives county agencies and ODJFS the ability to "talk" to each other in the same financial language, using automated rather than manual processes. When CFIS-Web went live in July 2012, it gave counties 24/7 access to CFIS reports and data. In addition, financial data from any county finance system can be imported into CFIS-Web.

CHILD SUPPORT WEB PORTAL

ODJFS launched a new Child Support Customer Service Web Portal in January 2012. The portal gives families 24-hour access to their child support case information online, so they can look up information about their cases themselves, without having to call or visit a local office. The portal gives families access to their recent payment activity, as well as their payment information for the previous two years. It also provides a link to frequently asked questions about Ohio's child support program, such as how to establish paternity, how to establish a child support order, and options for making and receiving payments. Future enhancements to the site will provide a way for families to communicate directly with their county child support enforcement agencies, and also a way for them to apply for services online, such as paternity establishment, support enforcement, or a request for a review and adjustment of a child support order.

ELECTRONIC CHILD CARE

ODJFS also launched an Electronic Child Care (ECC) swipe card system in January 2012, to record the time and attendance of children receiving publicly funded child care. Parents or guardians simply swipe the card when dropping off their children, and swipe it again when picking them up. The card is easy to use, reduces fraud and greatly increases payment accuracy. ECC is the latest enhancement to the two-year-old Child Care Information Data System (CCIDS), which streamlined and centralized 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 county agencies.

ERIC

By the end of April 2012, more than 12,000 employers were registered and actively using the Employer Resource Information Center (ERIC), Ohio's new Internet-based unemployment tax system. In addition, the system successfully issued 2012 contribution rate determinations to more than 215,000 employers. ERIC can process more than \$1 billion in tax revenues each year. It is a one-stop shop in which employers and third-party administrators can manage all their business related to unemployment contributions, including registering new businesses, filing quarterly reports and making tax payments, among other transactions.

MIT S

In August 2011, Ohio launched the Medicaid Information Technology System (MIT S), a new Medicaid claims payment system that replaced a legacy system that was more than 25 years old. MIT S automates many business processes that formerly were paper-based and labor-intensive. It meets all industry standards, offers enhanced claims decision support to ODJFS and its sister state agencies, and provides ODJFS with near real-time data about health care trends and the medical needs of Ohioans enrolled in Medicaid. The system accurately processes approximately 6.5 million claims a month for more than 90,000 Medicaid providers, and pays more than \$1.5 billion to providers monthly.

ODJFSBENEFITS.OHIO.GOV

In October 2011, ODJFS made enhancements to **ODJFSBenefits.ohio.gov**, the website that allows Ohioans to apply online for food, cash and medical assistance. Now applicants and recipients of those services can use the site to check the status of their online applications, review current and past case information, complete reapplication forms, and complete interim reports. They also can go to **ODJFSBenefits.ohio.gov** to check the balance on their food and cash assistance cards and enroll in a Medicaid managed care plan.

OHIO MEANS JOBS

Many enhancements were made to **OhioMeansJobs.com** in SFY 2012. OhioMeansJobs is the premier resume and job bank in the state. For job seekers, it lists tens of thousands of job openings. For employers, it lists millions of resumes, with advanced filtering tools that make it easy for them to narrow down many resumes to the most promising ones. In January 2012, ODJFS launched a mobile phone application for the site, to allow Ohioans to search, save and apply for jobs from their iPhone, iPad or Android device. In addition, an OhioMeansVeteranJobs section was added. Now employers can go to the site to search thousands of veterans' resumes, and veterans can use it to look for jobs, learn how their skills can be used in private sector careers, and find out

about all the programs they might be eligible for. From July 2011 through March 2012, employers used OhioMeansJobs to view more than 385,000 resumes. In January 2012, the site had more than 3.9 million hits, its highest number ever.

OHIO HERE TO HELP

ODJFS continued to promote **OhioHereToHelp.com** in SFY 2012. OhioHereToHelp 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 2011 through April 2012, the site had more than 4.6 million hits.

SACWIS

The Statewide Automated Child Welfare Information System (SACWIS) supports more than 5,000 county caseworker and private agency staff who serve children throughout Ohio and across county lines, 24 hours a day, 365 days a year. It supports cases from intake to adoptions and includes assessment tools, alerts and reminders to assist with day-to-day case management, to improve the safety, permanency and well-being of Ohio’s children and families. In SFY 2012, SACWIS was made available to more than 80 ODJFS-certified private adoption and foster care agencies. Throughout the year, system enhancements were made to improve data collection, to improve service consistency, and to simplify the collection of kinship placement data. In addition, county child welfare staff, court representatives, prosecutors and state legal staff collaborated to develop a “client/attorney privileged area” within SACWIS to increase the security and protection of confidential information. Other critical accomplishments included a comprehensive upgrade of the system infrastructure, the development of an interface

with CRIS-E – the database that supports Ohio’s cash and food assistance and related programs – and the development of a “data mart” to support results-oriented management and business intelligence child welfare outcome reporting tools.

WORK PARTICIPATION TIMECARD PORTAL

In February 2012 ODJFS launched a new web-based tool that makes it easier to track whether recipients of Ohio Works First cash assistance are meeting their work requirements. Ohio Works First is the financial assistance portion of the state’s Temporary Assistance to Needy Families program. Federal law requires most able-bodied adults enrolled in the program to participate in work activities at least 30 hours a week. In the past, counties used many different systems for time and attendance reporting, many of which were paper-based. Now they can use the same system. The portal makes it easier to give those with assigned work activities credit for that work, and eases the administrative burden for county agencies.





CHARITABLE ACTIVITIES

Community service is a core ODJFS value, and employees gave back to the community in a multitude of ways in SFY 2012. 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 SFY 2012 ODJFS raised more than \$290,000 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 26 percent above its goal and was fourth in giving out of all state agencies.

FOOD DRIVES

ODJFS held two major fundraisers in SFY 2012 to raise food and money for needy Ohioans. The agency exceeded the total amount raised the previous year by more than 14 percent. During the state's Holiday Food Basket Campaign in November, ODJFS employees donated 2,702 pounds of food and more than \$8,860 – or the equivalent of 20,422 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 68,000 meals to the Mid-Ohio Foodbank, nearly double its goal. Also during that campaign, employees from four field offices provided the equivalent of 3,103 meals to the Cleveland Foodbank, the Akron-Canton Regional Foodbank and the Athens County Food Pantry. Altogether, for both campaigns, ODJFS employees contributed the equivalent of 88,655 meals for needy Ohioans.

BLOOD DRIVES

From July 2011 through June 2012, ODJFS participated in the American Red Cross's Central Ohio Life Sharing Challenge. The agency earned

first place among all Ohio state agencies.

ODJFS held 17 blood drives during the year, and employees donated 564 whole units of blood. ODJFS is pleased to have four designated blood drive coordinators, including a coordinator at our field office in The Plains.

PROJECT MENTOR

In SFY 2012, ODJFS made a new volunteer opportunity available to its employees. Project Mentor, which is run by Big Brothers Big Sisters of Central Ohio, connected more than 100 ODJFS volunteer mentors with students at Columbus City middle schools. These volunteers committed to spending one hour each week for an entire school year with their assigned students, usually at the schools during the students' lunch hour. The goal is to help central Ohio students graduate and empower them for a lifetime of success.

PARTNERS-IN-EDUCATION

In SFY 2012, 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 money.

- **School Supply Drive**

To get students' school year off to a good start, ODJFS employees donated nearly 3,500 items, including paper, pencils, glue, book covers, folders and other much-needed supplies, in addition to more than \$13,000 to help teachers buy classroom supplies. Every ODJFS office participated in this drive.

- **Holiday Music Visit**

Fifty members of the Dana Elementary School choir visited ODJFS employees at two Columbus-area locations in December. For the first time, employees at the 4020 E. Fifth Avenue location enjoyed a performance before the buses traveled for the students' second and traditional performance at the Lazarus location. Students performed holiday classics on string and wind instruments, followed by a choral performance. After the Fifth Ave. performance, the musicians received gift bags of candy. After the Lazarus performance, they were treated to a pizza lunch.

- **Adopt-A-Family**

In December ODJFS "adopted" 18 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 more than \$23,000 in monetary donations to purchase gift cards for the families to use to buy their holiday meals.

OHIO STATE FAIR

For the first time, ODJFS partnered with the Central Ohio Workforce Investment Corporation (COWIC) to feature a career fair in the ODJFS booth during the Ohio State Fair. Five employers had the opportunity to interact with visitors to the booth, invite those interested to fill out job applications on the spot, and even interview candidates right at the fair. The result was several filled positions, happy employers and grateful new hires. The booth also featured presentations on OhioMeansJobs, a Job Resource Center similar to what job seekers find at One-Stop Centers,

helpful publications for visitors to read and take home, and veterans' representatives on hand for the fair's Military/Veterans Day. Once again, 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. In addition, visitors could apply for benefits themselves on site via the agency's MyODJFSBenefits website. For the third consecutive year, an unemployment compensation hotline was available for those with existing unemployment compensation claims to speak with customer service representatives.

JOB SHADOW DAY

The agency hosted 68 high school students at several of its locations for Columbus Public Schools' Job Shadow Day in April 2012. Forty-six students from Mifflin High School visited the ODJFS Air Center locations. Twenty-two students from Columbus Downtown High School visited the downtown Columbus locations. Students spent time in six ODJFS offices — Communications, Fiscal and Monitoring Services, Information Services, Ohio Health Plans, Unemployment Compensation, and Workforce Development — before returning to school in the early afternoon.

HEALTH AND WELLNESS

In order to support the health and wellness of employees, ODJFS partnered with APS Healthcare — the firm that administers the state's Take Charge! Live Well! program — in early 2012 to present a series of "Wellness Wednesday" webinars. Topics included heart disease, diabetes, men's health and women's health. Also in SFY 2012, the agency provided diabetes screenings and encouraged employees to participate in a statewide walking challenge.



FINANCIAL SUMMARY

ODJFS STATE FISCAL YEAR (SFY) 2012 EXPENDITURES

Program	Federal Revenue	General Revenue	General Services	State Special Revenue	Total	
FAMILY STABILITY						
7625B	OHIO WORKS FIRST CASH ASST.	\$248,747,759	\$106,573,334	\$33,856,233	\$389,177,325	
7626B	NON-CASH FAMILY SUPPORT	\$84,502,446	\$47,516,460	\$15,091	\$132,210,657	
7627B	DISABILITY FINANCIAL ASST.	\$166,713	\$21,297,178		\$21,463,891	
7628B	FOOD PROGRAMS	\$120,048,093	\$44,148,078	\$2,038,614	\$166,734,785	
7629B	CHILD CARE	\$502,072,012	\$206,698,147		\$708,770,160	
7630B	REFUGEE SERVICES	\$7,465,747			\$7,465,747	
7631B	FAMILY STABILITY PRG. MGMT.	\$1,182,462	\$19,503,587		\$20,686,049	
7632B	FAMILY STABILITY INFO TECH	\$6,994,782	\$13,058,846	\$26,716	\$20,106,852	
7790C	ARRA CCDF DISCRETIONARY	\$107,542			\$107,542	
	TOTAL	\$971,287,556	\$458,795,629	\$35,936,654	\$703,170	\$1,466,723,009
CHILD SUPPORT						
7650B	CHILD SUPPORT ACTIVITIES	\$148,150,888	\$34,155,709		\$182,306,597	
7651B	CHILD SUPPORT INFO TECH	\$8,344,636	\$4,334,215		\$12,678,851	
7792C	ARRA CHILD SUPPORT INCENTIVES	-\$313,901			-\$313,901	
	TOTAL	\$156,181,623	\$38,489,924	\$0	\$0	\$194,671,546
CHILDREN & FAMILIES						
7675B	CHILD PREV & PROTECTIVE SRVS	\$12,767,159	\$43,901,423		\$1,612,441	\$58,281,023
7676B	SOCIAL SERVICES	\$114,040,921	\$1,499,326		\$2,795,876	\$118,336,123
7677B	ADOPTION SERVICES	\$60,355,036	\$61,661,579		\$48,942	\$122,065,558
7678B	FOSTER CARE	\$243,235,800	\$4,358,865		\$468,180	\$248,062,846
7679B	FAMILY AND CHILDREN PRG. MGMT.	\$26,144,593	\$4,269,302		\$3,836,751	\$34,250,646
7680B	FAMILY AND CHILDREN INFO TECH	\$5,195,827	\$5,117,260	\$1,294,886	\$138,611	\$11,746,584
	TOTAL	\$461,739,336	\$120,807,755	\$1,294,886	\$8,900,802	\$592,742,779
OHP/MEDICAID						
7700B	MEDICAID	\$2,721,578,611	\$10,971,589,366	\$383,993,200	\$1,092,296,530	\$15,169,457,708
7701B	MEDICARE PART D		\$265,521,439			\$265,521,439
7702B	DISABILITY MEDICAL ASSISTANCE		\$742,052			\$742,052
7704B	CHILDREN'S HEALTH INSURANCE	\$3,893,525	\$331,101,583			\$334,995,108
7705B	HEALTH CARE PRG. MGMT.	\$57,158,130	\$93,656,657		\$2,851,943	\$153,666,729
7706B	HEALTH CARE INFO TECH	\$25,542,897	\$2,335,913	\$86,457	\$4,598,570	\$32,563,838
7706C	Health Care Info Tech	\$117,271,204				\$117,271,204
7777B	eFMAP	\$1,958,734				\$1,958,734
7760B	HEALTH CENTER INTEGRTD	\$159,215				\$159,215
	TOTAL	\$2,927,562,317	\$11,664,947,011	\$384,079,657	\$1,099,747,043	\$16,076,336,028
WORKFORCE DEVELOPMENT						
7600B	WORKFORCE INVESTMENT ACT	\$105,542,984				\$105,542,984
7601B	EMPLOYMENT SERVICES	\$5,442,352				\$5,442,352
7602B	VETERANS PROGRAMS	\$6,464,701		-\$1,000	\$220,500	\$6,684,201
7604B	LABOR MARKET INFORMATION	\$3,159,292				\$3,159,292
7605B	ONE STOP SERVICES	\$21,172,085			-\$7,475	\$21,164,610
7606B	WORKFORCE PRG. MGMT.	\$4,372,678	\$73,679			\$4,446,357
7607B	WORKFORCE INFO TECH	\$93,592				\$93,592
7765C	01.01 WIA DISLOCATED WORKER NG	\$93,086				\$93,086
7768C	01.04 LMI:GREEN JOBS SUB EXP	\$791,697				\$791,697
7769C	01.02 NEG - OJT OH21 ARRA STIM	\$2,629,121				\$2,629,121
7778B	01.02 ARRA WIA- ADULT	\$2,164				\$2,164
7778C	01.02 ARRA WIA- ADULT	\$1,560,841				\$1,560,841
7780C	01.02 ARRA WIA- DISLOCATED	\$1,303,333				\$1,303,333
7787C	01.02 ARRA EMPLOYMENT SERVICES	\$92,606				\$92,606
7788B	ARRA REEMPLOYMENT SERVICES	\$3,572				\$3,572
7788C	01.02 ARRA REEMPLOYMENT SERV	\$61,154				\$61,154
	TOTAL	\$152,785,256	\$73,679	-\$1,000	\$213,025	\$153,070,960
UNEMPLOYMENT COMPENSATION						

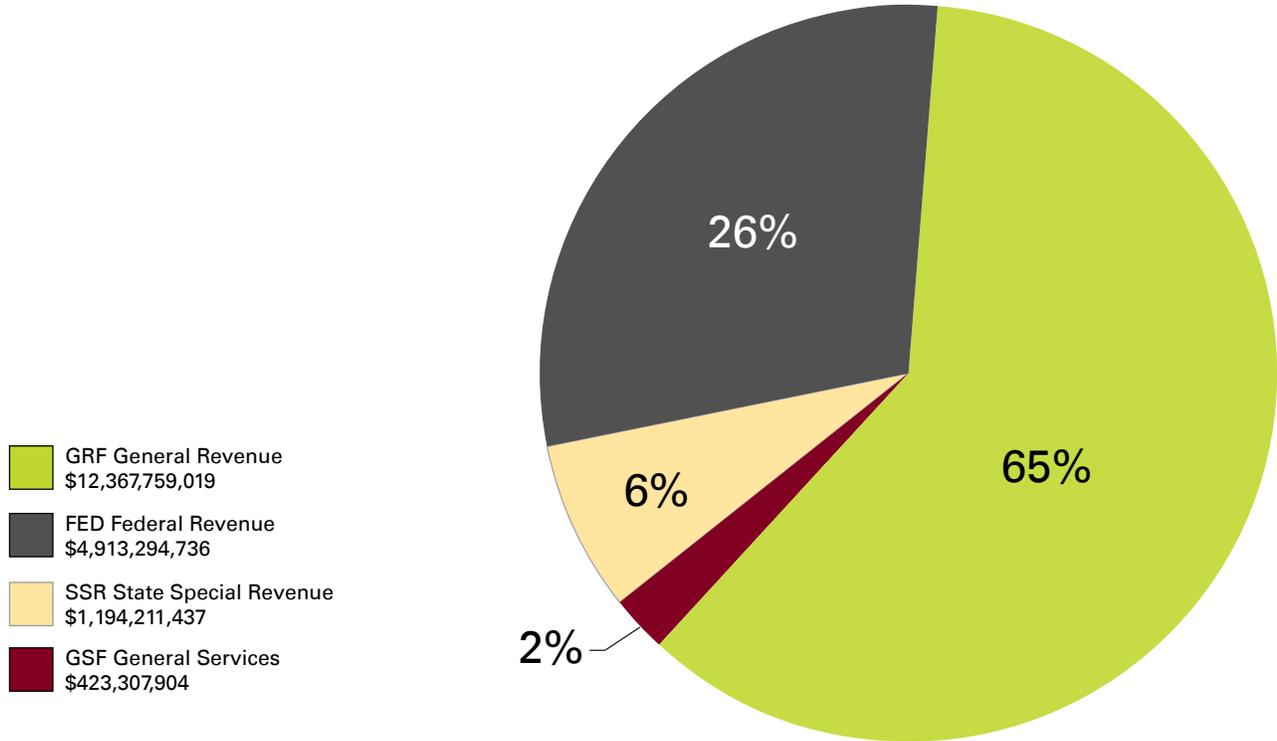
ODJFS State Fiscal Year (SFY) 2012 Expenditures, Continued

Program	Federal Revenue	General Revenue	General Services	State Special Revenue	Total
7725B UNEMPLOYMENT COMPENSATION	\$63,611,791			\$3,049,794	\$66,661,584
7726B TRADE PROGRAMS	\$26,399,658				\$26,399,658
7727B UC PRG. MGMT.	\$1,412,812			\$70,738,127	\$72,150,938
7728B UC INFORMATION TECHNOLOGY	\$3,737,094				\$3,737,094
7781B 06.01 UI ADMIN. REED ACT	\$22,704				\$22,704
7781C 06.01 UI ADMIN. REED ACT	\$186,135				\$186,135
7782C 06.01 UI ADMIN NON-REED ACT	\$209,774				\$209,774
TOTAL	\$95,579,968	\$0	\$0	\$73,787,920	\$169,367,888
LOCAL OPERATIONS FOR WORKFORCE & UNEMPLOYMENT SERVICES					
7750B LOCAL OPS PRG. MGMT.	\$39,616,594	\$502,822		\$155,239	\$40,274,655
TOTAL	\$39,616,594	\$502,822	\$0	\$155,239	\$40,274,655
PROGRAM SUPPORT SERVICES					
7775B PROGRAM MANAGEMENT	\$50,497,269	\$36,813,164	\$1,610,359	\$9,788,742	\$98,709,534
7776B PROGRAM MANAGEMENT INFO TECH	\$58,044,818	\$47,329,035	\$387,349	\$915,496	\$106,676,697
TOTAL	\$108,542,087	\$84,142,198	\$1,997,707	\$10,704,238	\$205,386,231
SFY 2012 TOTAL EXPENDITURES	\$4,913,294,736	\$12,367,759,019	\$423,307,904	\$1,194,211,437	\$18,898,573,096

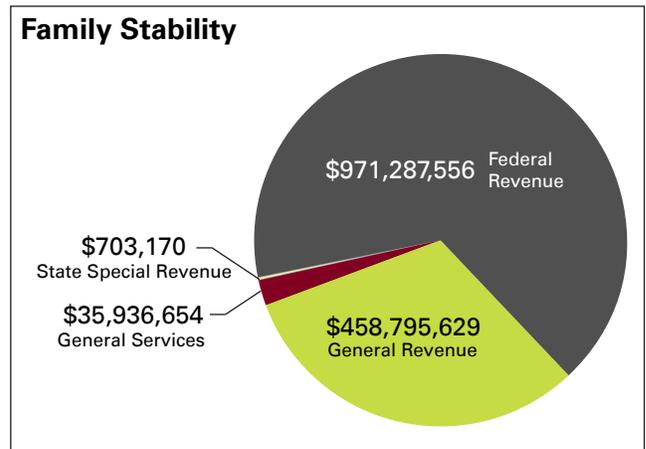
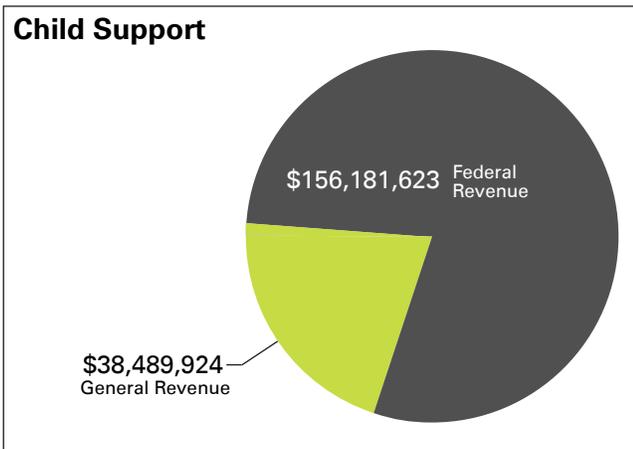
Total dollar amounts are rounded and may account for any calculated dollar differences.

*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 6, 2012

ODJFS REVENUE STREAMS BY DOLLAR AND PERCENTAGE



SFY 2012 ODJFS EXPENDITURES BY PROGRAM AREA



SFY 2012 ODJFS EXPENDITURES BY PROGRAM AREA, CONTINUED

