

ANNUAL REPORT

SFY 2013



The artwork in this report is excerpted from a mural created for the ODJFS Office of Families and Children's Partners for Ohio's Families campaign. The mural was painted by students at Dana Elementary, an ODJFS Partners-in-Education school.

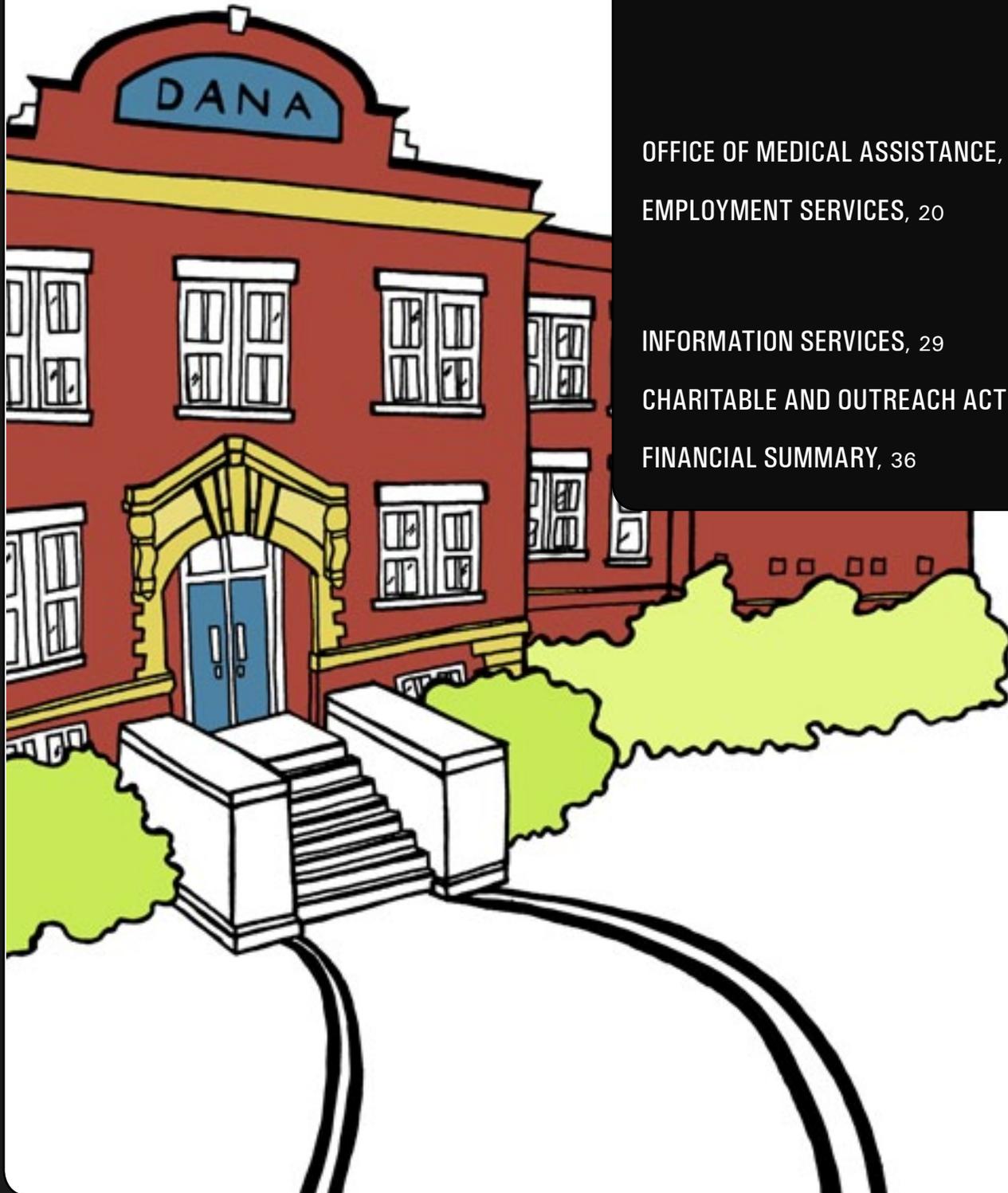


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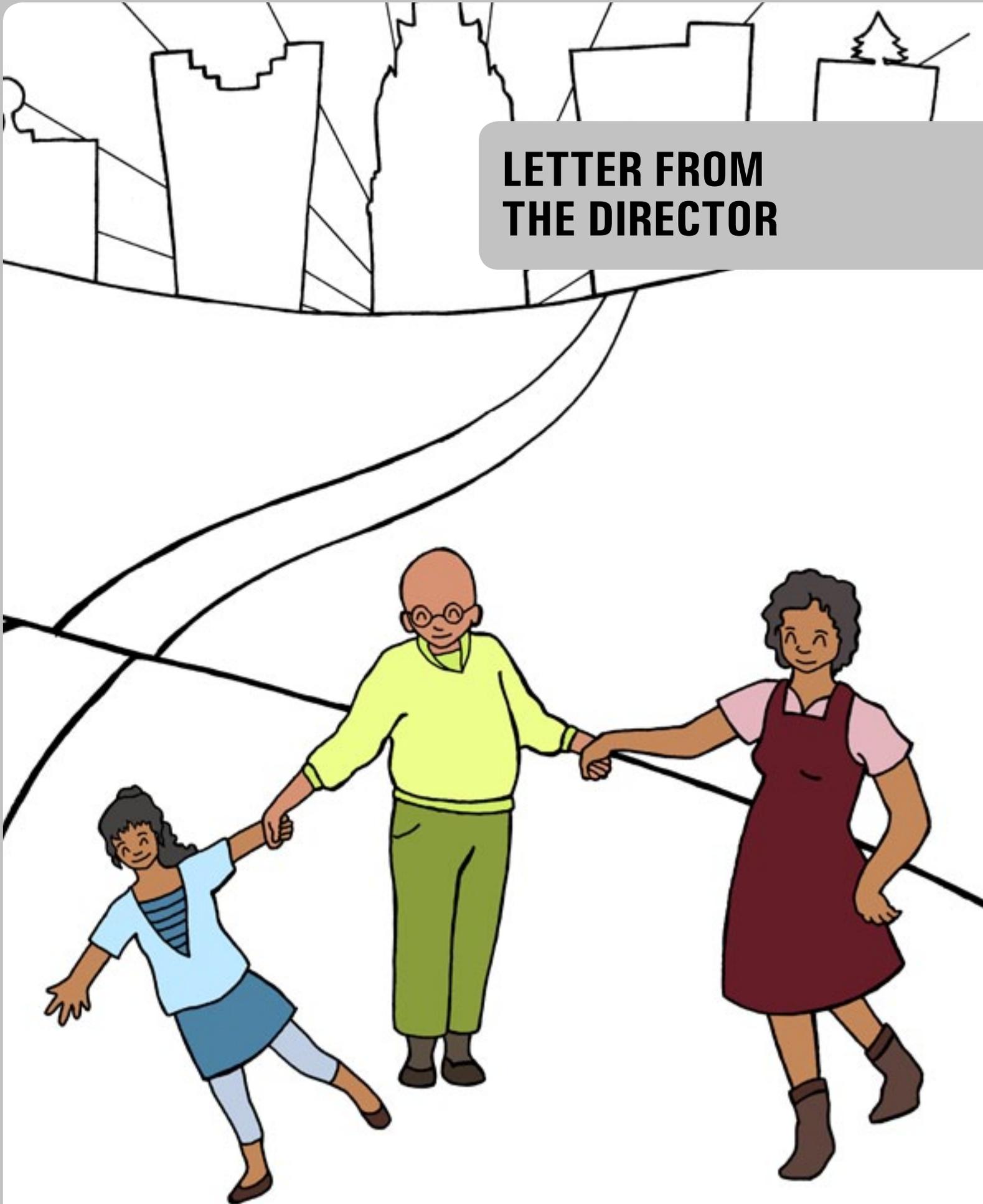
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LETTER FROM THE DIRECTOR





LETTER FROM THE DIRECTOR

In state fiscal year (SFY) 2013, the Ohio Department of Job and Family Services (ODJFS) was a \$23 billion agency supervising county offices in every corner of the state, all working together to provide a safety net for Ohioans in need. Under Governor Kasich's leadership, Ohio continued its steady recovery from the national recession. However, many families still were struggling, and many children still were at risk. More than one in five Ohioans came through our doors to access one or more of our services.

The programs ODJFS supervises include cash assistance, which serves more than 135,000 Ohioans, including more than 109,000 children; food assistance, which serves more than 1.9 million Ohioans; publicly funded child care, which serves more than 104,000 children; foster care, which serves about 12,000 children on any given day; adoption, which provides subsidies to about 21,000 families; and child support, which serves more than 3.3 million people, including 1.3 million children.

The agency also supervises unemployment compensation, which distributed benefits to more than 435,000 Ohioans in 2012, and several workforce job-training programs, which serve more than half a million people each year and also help employers find qualified candidates for job openings.

Steps were taken in SFY 2013 to separate Medicaid from ODJFS and create a cabinet-level Medicaid agency. This change will allow ODJFS to focus on its core mission: 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. It also will allow us to focus on our two main types of services: human services for families and children, and employment services for individuals and businesses.

During the last year, we improved the well-being of Ohio's families and children by intensifying efforts to find permanent homes for children in foster care, by better equipping young people who age out of foster care for life on their own, and by creating the first-ever statewide hotline for reporting suspected child abuse and neglect: 1-855-OH-CHILD.

We improved the well-being of Ohio's workforce by helping more Ohioans get trained

ODJFS Statistics at a Glance

- The SFY 2013 budget was more than \$23 billion, the largest of any state agency.
- More than \$16 billion of that supported the Medicaid program.
- Approximately 68 percent of our budget was federally supported.
- About \$1.4 billion in federal funding passed through ODJFS to other state agencies.
- ODJFS supports more than 120 county offices and partner agencies in Ohio's 88 counties.

in industries that need workers, by offering more On-the-Job Training opportunities to train workers in skills employers need, and by significantly improving our welfare-to-work efforts, to help parents get the work experience they need to support their families when their time-limited benefits expire.

Of course, these are just a few examples. Many more can be found in the pages that follow. For the first time ever, we're making this an interactive annual report. To quickly and easily find what you need, just click on the tabs at right. Also remember that you can learn much more about our programs and services at www.jfs.ohio.gov.

Michael B. Colbert, Director

SERVICES FOR FAMILIES



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 is the financial-assistance portion of the state's Temporary Assistance for Needy Families (TANF) program, which provides cash benefits to needy 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. A more stringent requirement exists for households containing two able-bodied parents receiving benefits. At least 90 percent of these households 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 supportive services that help families overcome barriers they may face while trying to achieve 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 two years, Ohio has stepped up its efforts to improve its work participation rates after many years of not meeting the rates and to better help recipients prepare for self-sufficiency. From January 2010 through May 2013, Ohio's

"all-family" work participation rate rose from 22.3 to 55.11 percent. Of Ohio's 88 counties, 68 were meeting or exceeding that minimum in May.

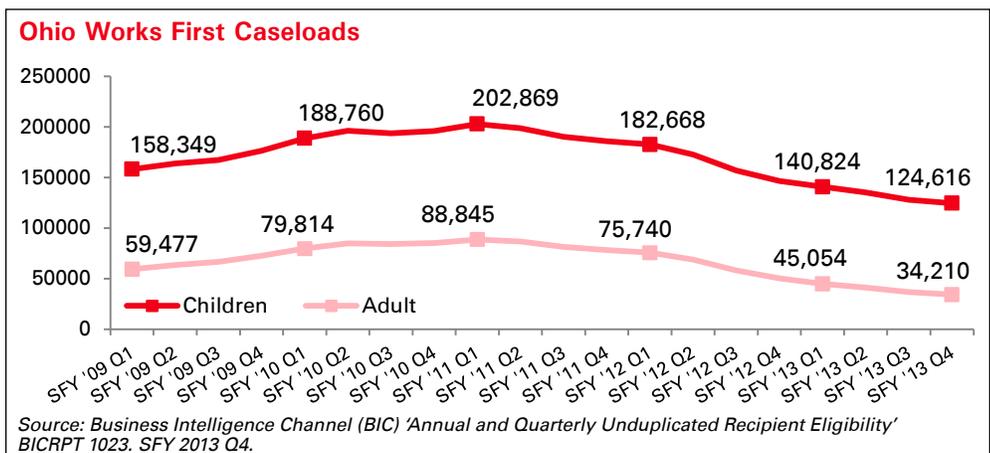
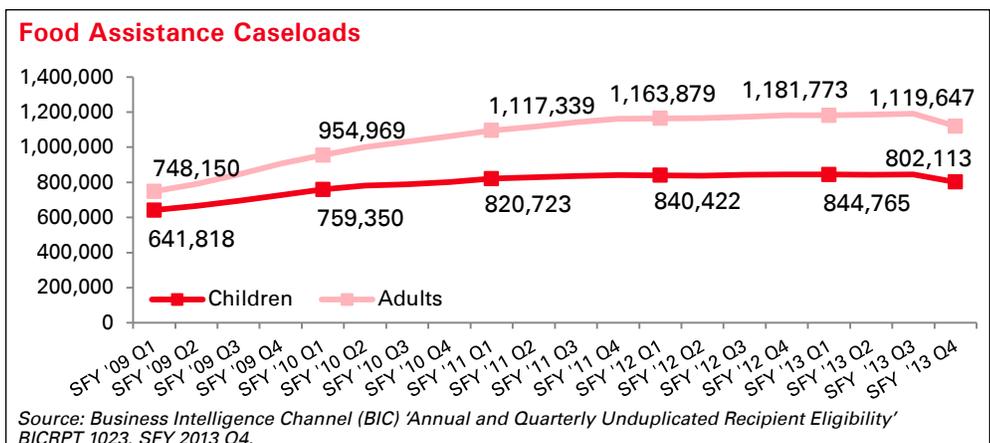
Ohio's Food Assistance Program – formerly the Food Stamp Program and known nationally as the Supplemental Nutrition Assistance Program, or SNAP – helps eligible needy Ohioans pay for food. In Ohio, recipients use an electronic benefits transfer card, also known as the Ohio Direction Card, to buy most food or food products. Although the federal government pays for all benefits, states provide about half of the program's administrative costs.

TANF FUNDING FOR YOUTH SUMMER EMPLOYMENT

For the summer of 2013, ODJFS made available \$35 million in TANF funding for Ohio counties to create or expand subsidized summer employment programs for TANF-eligible youth between the ages of 14 and 24. The funding was available from June to August 2013, to help local businesses hire young people into jobs that might not exist otherwise. The programs provided subsidies to employers and gave young people an opportunity to learn job skills while earning an income, building their resumes, and gaining business references and potential mentors.

FARMERS' MARKETS AND THE OHIO DIRECTION CARD

More than 66 farmers' markets throughout Ohio accepted the Ohio Direction Card in SFY 2013, 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 approximately 129,000 families living near markets that accept the card. In addition, in advance of the summer of 2013, Ohio received approximately \$158,000 from the federal government to purchase additional card readers for Ohio's markets.

REPLACEMENT FOOD ASSISTANCE

After a severe storm caused a power outage in 34 Ohio counties, the federal government granted ODJFS a waiver to issue \$10 million in mass replacement benefits to 280,000 food assistance recipients in those counties in July 2012. This allowed families to quickly repurchase food that may have spoiled as a result of the outage, without having to visit a county agency and fill out forms.

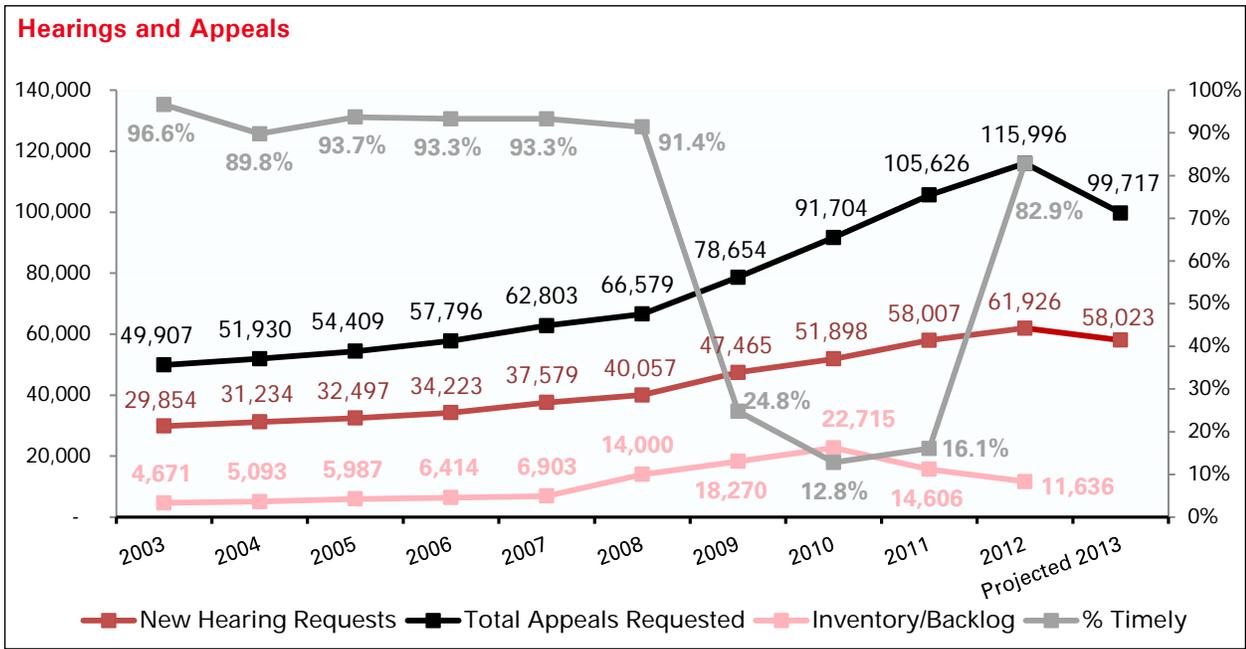
HOLIDAY DISTRIBUTION TO OHIO FOODBANKS

In December 2012, Governor Kasich and ODJFS Director Michael Colbert authorized the release of \$1 million in TANF funds to the Ohio

Association of Foodbanks for distribution to Ohio's foodbanks before the holidays. The Ohio Association of Foodbanks (formerly the Ohio Association of Second Harvest Foodbanks) represents Ohio's 12 Feeding America foodbanks and 3,300 member charities, including food pantries, soup kitchens and shelters. Through its buying power, the association estimates that it can turn every dollar it receives into four meals for hungry Ohioans.

PROGRAM INTEGRITY EFFORTS

Ohio has a very good track record when it comes to payment accuracy and fraud prevention in its cash and food assistance programs. When an Ohio Direction 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 flagged and reported for review. In overpayments recouped through the Treasury Offset Program, which collects debts owed to federal agencies by reducing income tax refunds, Ohio was fifth in the nation in the first half of 2013. In April 2013,



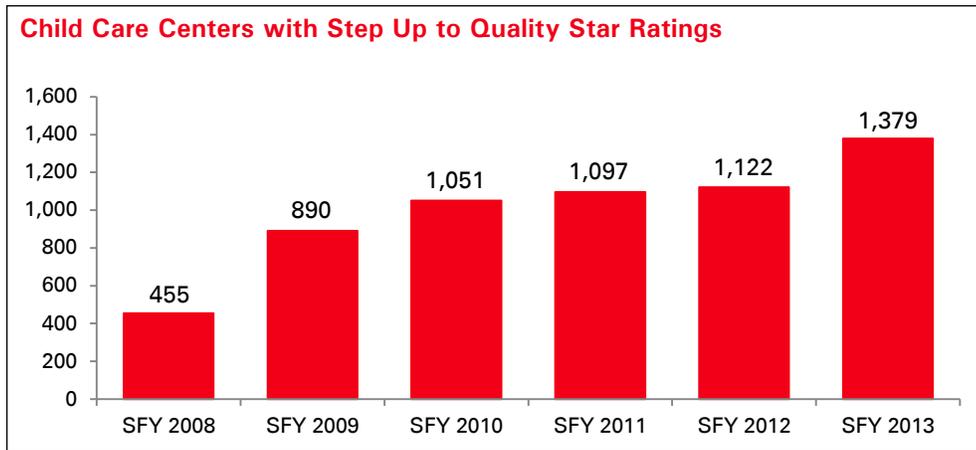
Ohio entered into a data-sharing agreement with the U.S. Department of Agriculture to cross-match cardholder transaction data with retailer transaction data in order to better spot signs of fraud in the Food Assistance Program. Ohio is one of only four states involved in this effort.

STATE HEARINGS

In Ohio, whenever people believe they have been mistakenly denied benefits or services for many ODJFS programs – or if they disagree with a decision made about their case – they can ask for a hearing from the ODJFS Bureau of State Hearings. The bureau then schedules a meeting between the person requesting the hearing, a hearing officer and someone from the person’s county department of job and family services. The hearing officer listens to all evidence and then issues a written decision by mail. Hearings can be requested by applicants, recipients or former recipients of cash, food or medical assistance; Adoption Assistance; or child support. The federal government requires at least 90 percent of all hearing decisions to be issued within 30 days. After the onset of the national recession in December 2007, the number of hearing requests more than doubled, and by early 2011 the backlog of cases had grown to 22,715. Since then, a number of improvement strategies were implemented. Ohio is now meeting the federal standard.

OHIO COMMISSION ON FATHERHOOD

Five more counties signed on to participate in the Ohio Commission on Fatherhood’s County Fatherhood Initiative in SFY 2013: Cuyahoga, Hamilton, Lake, Lucas and Perry. The commission organizes statewide and regional summits and uses TANF dollars to fund local fatherhood programs that build fathers’ parenting skills, provide employment assistance, prevent premature fatherhood, improve family bonds and raise awareness of the important role fathers play in their children’s lives. Through the County Fatherhood Initiative, it offers training and guidance to help organizations design local programs to engage fathers and promote responsible parenting. Each participating county receives a one-time \$10,000 seed grant to launch or continue programs in their communities. By the end of SFY 2013, a total of 17 counties were participating.



CHILD CARE

ODJFS offers financial assistance to eligible parents to assist with child care costs 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 5,100 family child care homes and for licensing and inspecting nearly 4,300 child care facilities. Every day in Ohio, an estimated 292,000 children are cared for in certified or licensed settings outside the home.

Of those children, more than 104,000 received financial assistance for child care each month in SFY 2013. This assistance allowed 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.

STEP UP TO QUALITY

In SFY 2013, Ohio had a 20 percent increase in the number of programs with ratings through Step Up To Quality (SUTQ), the state's voluntary quality rating system for child care programs. As of July 1, 2013, Ohio had 1,379 star-rated programs serving approximately 91,500 children in 85 of Ohio's 88 counties. 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. 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

As one of nine states in the nation to receive a federal Race to the Top – Early Learning Challenge Grant, Ohio will receive nearly \$70 million over the next three years to improve school readiness programs for children with high needs. The grant also includes funds to create professional development, technical assistance and higher education scholarships, and it expands SUTQ. All provider types (including small family child care homes and preschools licensed by the Ohio Department of Education) 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 requirements and include these settings in the state data system. This will ensure a more consistent level of monitoring and give parents consistent information that will help them make informed decisions when choosing a child care provider.

PROGRAM INTEGRITY EFFORTS

To combat fraud and reduce erroneous payments to child care providers, ODJFS formed a Child Care Program Integrity work unit in SFY 2013. The four members of this unit monitor data from card swipes in the state's new electronic time-and-attendance system to look for irregularities that may indicate improper billing. Between October 2012 and April 2013, the unit identified 14 child care centers that overbilled the state a combined \$154,590. All were removed from the publicly funded child care program.

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. Of these, 64 are located within county departments of job and family services, and 24 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 2013, ODJFS undertook many initiatives aimed at keeping children safe and improving the lives of children in foster care.

STATEWIDE CHILD ABUSE NUMBER

In January 2013, ODJFS began offering an easy way for anyone in the state to quickly report suspected child abuse or neglect: a new toll-free number, 1-855-OH-CHILD (855-642-4453). This automated telephone directory links callers directly to child welfare or law enforcement officials in their county. It supplements existing local numbers and allows reports to be made anonymously.

In SFY 2013 in Ohio:

- Approximately 12,000 children were in foster care on any given day.
 - More than 1,200 children were adopted.
 - About 21,000 families received adoption subsidies.
-

DIFFERENTIAL RESPONSE

ODJFS continued the statewide expansion of the Differential Response system in SFY 2013. 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 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 families to local social service programs that might meet the child's and the family's needs. By the end of SFY 2013, Differential Response was an option in 70 Ohio counties. It was expected to be an option in all 88 counties by mid-2014.

DAVE THOMAS FOUNDATION FOR ADOPTION PARTNERSHIP

ODJFS continued to prioritize finding permanent homes for children in foster care in SFY 2013 by renewing and expanding the agency's partnership with the Dave Thomas Foundation for Adoption. ODJFS is spending \$2.3 million, including \$1.1 million in state funding, to hire 35 specialized, child-focused recruiters whose sole mission is to find adoptive families for older children in foster care. The Dave Thomas Foundation is training and overseeing the recruiters, who 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 are working 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. The kickoff training for recruiters was held in October 2012, and the first adoptions finalized through the program in February 2013.

CONNECTING THE DOTS FROM FOSTER CARE TO EMPLOYMENT AND INDEPENDENT LIVING

Each year in Ohio, 1,000 to 1,400 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 county OhioMeansJobs Centers, to better coordinate the services offered to older foster youth. The initiative has four main components: cross-program training for staff; vocational services, including tutoring, work experience and mentoring through a partnership with Big Brothers Big Sisters; pregnancy prevention education; and better independent living support services. Five areas were chosen to be part of a two-year pilot project: Hamilton County, Cuyahoga County, Lake County, Summit County, and a consortium of Montgomery, Preble, Greene and Clinton counties. The best practices learned in these pilot areas will be shared with counties throughout the state.

HUMAN TRAFFICKING PREVENTION

In SFY 2013, ODJFS began leading a multi-agency work group aimed at preventing children from being victims of human trafficking. Human trafficking is a crime in which individuals are forced to engage in forced labor and/or sex trafficking. More than 1,000 Ohio children become victims of human trafficking each year. At least 3,000 more are considered to be at risk. Other state agencies participating in the work group are the departments of Alcohol and Drug Addiction Services, Developmental Disabilities, Education, Mental Health, Public

Safety, and Youth Services, along with state stakeholders, service providers and survivors. Working together, the group identified the youth populations most at risk and created multi-agency protocols designed to provide a range of prevention services for at-risk populations. This was the first coordinated state effort to address this problem of vital and urgent concern.

PARTNERS FOR OHIO’S FAMILIES

ODJFS child welfare staff continued the “Partners for Ohio’s Families” campaign in SFY 2013, 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. In addition to better supporting counties in their work with Ohio’s children and families, it seeks to establish an environment that sustains innovative approaches such as Differential Response and Connecting the Dots.

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 Service 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 2013, 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 17 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, in order to see whether doing so results in better outcomes for children and families. Over the last 10 years, 13 of the 17 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.

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 2013, the counties received a total of 14,227 reports of abuse, neglect and exploitation for adults age 60 and over.

OHIO CHILDREN'S TRUST FUND

The mission of the Ohio Children's Trust Fund (OCTF) is to prevent child abuse and neglect by 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 2013, the OCTF invested approximately \$4.5 million in prevention programs at the state and local levels. These initiatives addressed five key areas: parenting education, home visiting, child sexual abuse prevention, public awareness, and building the infrastructure for child abuse and neglect prevention in Ohio. The OCTF continued supporting programs that have been shown to improve children's social and emotional competence and parents' knowledge of child development, as well as other programs that strengthen families and help prevent child sexual abuse.

The OCTF promoted Child Abuse and Neglect Prevention Month in April 2013. It also promoted statewide awareness by hosting an online video contest. The OCTF invited high school and career students throughout Ohio to submit 30- to 60-second videos. Each of the four winners' schools received \$5,000, and the videos were used by the OCTF's child abuse and neglect prevention partners and stakeholders in their promotional efforts. For the first time ever, ODJFS employees were given the opportunity to donate to the OCTF's child abuse and neglect prevention efforts in SFY 2013, by purchasing \$2 "dress-down stickers" March 4-7. This campaign raised more than \$4,800.

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) 2012, Ohio had the sixth-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). Of these, 67 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 their basic needs for food, clothing and shelter can be met. Throughout FFY 2012, the child support program continued to perform well. From FFY 2011 to FFY 2012, Ohio improved its performance in establishing support orders for the ninth consecutive year, passing the threshold for earning the maximum potential federal incentive for the second time. It also improved its cost-effectiveness ratio, from \$6.77 in FFY 2011 to \$7.31 in FFY 2012. This means that for every dollar spent on the program, \$7.31 in support was collected.

PROJECT I-70

Ohio consistently ranks in the top five of all states for collections on current support due. However, the state would like to do to an even better job of collecting the support owed to Ohio’s children. To do this, in SFY 2013 the ODJFS Office of Child Support launched “Project I-70,” an initiative designed to increase the state’s current support collection rate from

66.6 to 70 percent. This would allow Ohio to reach a more stringent federal benchmark, which could potentially result in additional federal funding. The Office of Child Support established collection goals for each county and began providing regular performance reports to CSEAs highlighting their progress. It also has encouraged CSEAs to develop innovative processes and share best practices. To make that easier, the office began conducting monthly videoconferences on-site at individual CSEAs. The videoconferences highlight the extraordinary efforts CSEAs are making to collect more of the support owed to the children they serve.

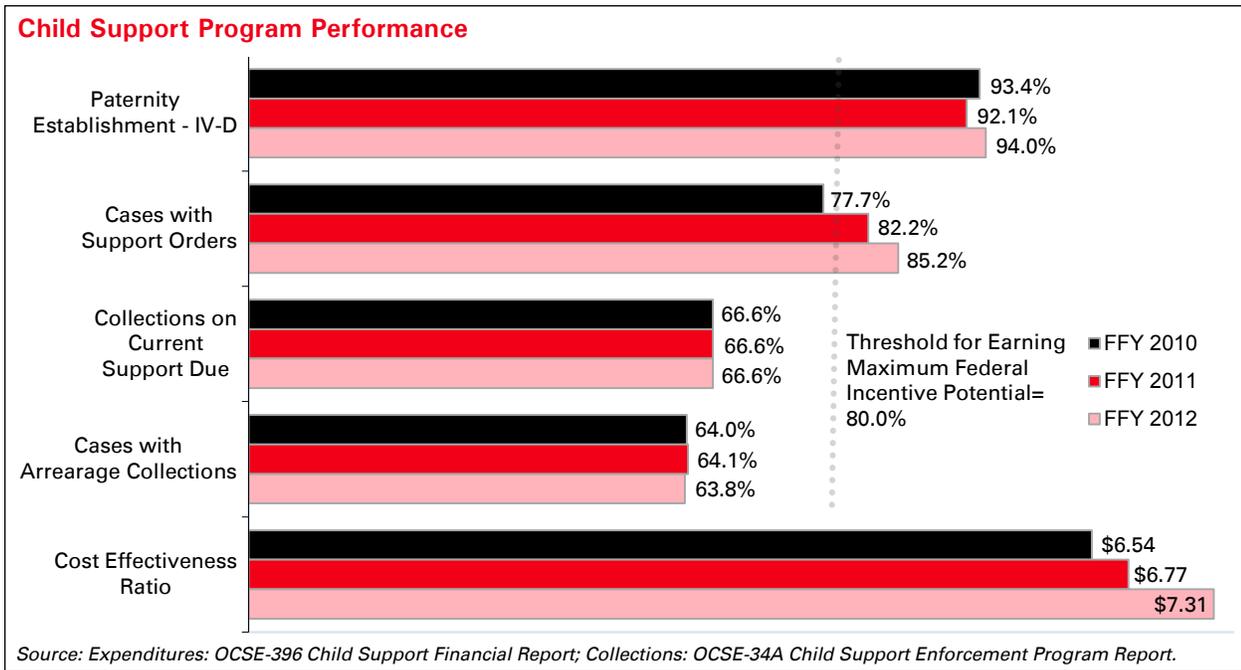
ELECTRONIC COLLECTIONS, DISBURSEMENT AND INCOME WITHHOLDING

About 95 percent of Ohio’s child support disbursements are sent electronically. This includes payments to more than 500,000 Ohio parents and caretakers who receive child support through eQuickPay, a debit-like MasterCard. Ohio ranks fourth in the nation in percentage of collections received via electronic payment, with approximately 65 percent of payments received from noncustodial parents and employers made electronically.

Ohio also is part of a national effort to implement electronic processing of income withholding documents from support-paying parents. As of May 2012, 308 companies nationwide were participating in this federal initiative, a 47 percent increase from the previous year. In 2012 more than 60,000 income-withholding notices were issued electronically in Ohio, for an estimated savings of \$26,000 in postage and paper costs. Ohio nearly doubles the number of electronic income-withholding notices it sends each year.

CHILD SUPPORT LIEN NETWORK

In an effort to collect more past-due support, Ohio entered into a contract in May 2013 to join the Child Support Lien Network, which intercepts insurance settlements to pay delinquent support owed to children and families. The network houses a database of 3.7 million parents who owe child support, from 32 participating states. When it identifies a local match, the



network reports this information directly to the appropriate CSEA so that steps can be taken to intercept the payment.

DEMONSTRATION GRANT FUNDING

ODJFS continued its support for the Building Assets for Fathers and Families (BAFF) initiative, with a three-year federal demonstration grant of \$660,000. The BAFF program helps low-income noncustodial fathers learn financial literacy skills and achieve financial stability. In addition to partnering with Cuyahoga and Hamilton counties on pilot programs, ODJFS has promoted the program statewide. In the spring of 2013, it cohosted a series of free workshops throughout the state to help county child support staff, local fatherhood organizations and local financial education groups learn how to build BAFF programs in their communities.

Several other demonstration grant activities also were ongoing in Ohio in SFY 2013. These included the following:

Franklin County – Pathfinder-Prisoner Re-Entry Project – This \$517,000, three-year grant helped formerly incarcerated parents navigate the child support and justice systems. This grant began on September 1, 2009, and was originally scheduled to end on August 31, 2012. A no-cost extension was approved through August 31, 2013.

Stark County – The National Child Support Noncustodial Parent Employment Demonstration Project – Stark County was awarded a grant of \$200,000 to give noncustodial parents the

opportunity to participate in the “Right Path for Fathers Partnership” program, which teaches job skills and provides referrals for employment services. By the end of SFY 2013, all staff who serve program participants were scheduled to receive domestic violence training. In addition, steps were being taken to encourage formerly incarcerated noncustodial parents to participate in the program.

HELP FOR INCARCERATED AND FORMERLY INCARCERATED PARENTS

Work continued in SFY 2013 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, three videos were created and circulated to Ohio’s 32 institutions to be used as tools to educate incarcerated noncustodial parents. The Office of Child Support continues to provide outreach materials to incarcerated parents during re-entry fairs. Staff members also have made presentations at several correctional facilities and have conducted workshops at the new employment centers located within Trumbull and Pickaway correctional institutions. The centers help ex-offenders and those nearing their release more successfully reenter the workforce, by offering many of the same services available at county employment centers.

PARENTING TIME OPPORTUNITIES PILOT

Child support professionals from 12 Ohio counties held a retreat in January 2013 to kick off a pilot project designed to strengthen ties between children and noncustodial parents. The project – known as “Parenting Time Opportunities for Children to the 12th Power,” or PTOC12 – brought together a coalition of agency directors, members of the judiciary, domestic violence subject matter experts and access/visitation providers, all from both urban and rural counties. Over the next four years, the PTOC12 members will plan, implement and evaluate strategies to establish “parenting time orders” at the same time as initial child support orders. Parenting time orders give noncustodial parents the opportunity to spend time with their children. The program will screen participants for family violence risks at intake, as well. Participating counties are Coshocton, Cuyahoga, Fairfield, Franklin, Licking, Montgomery, Perry, Pickaway, Stark, Summit, Union and Wayne.

CHILD SUPPORT AWARENESS MONTH EVENTS

Many county CSEAs held events during Child Support Awareness Month in August 2012. The Lucas County CSEA held an open house attended by more than 100 people. They learned more about the Child Support Customer Service Web Portal, which gives customers 24-hour access to their case information, and learned about the process for requesting that their cases be reviewed. The Summit County CSEA held a “Child Support Solutions” amnesty event, which offered participants the chance to resolve outstanding child support warrants, apply for waivers or settlements of past-due child support owed to the state, make payment arrangements for back child support, undergo genetic testing to determine paternity, and reinstate driver’s licenses. The Stark County Department of Job and Family Services also hosted an amnesty event, which was attended by more than 60 people representing more than \$500,000 in arrearages. Many worked out payment arrangements at the event, which was cosponsored by the Stark Family Court and the Interdenominational Ministerial Association of Stark County.

**OFFICE OF MEDICAL
ASSISTANCE**



OFFICE OF MEDICAL ASSISTANCE

The Office of Medical Assistance (OMA) provides health care coverage to low-income children, pregnant women, families, older adults and Ohioans with disabilities through the Medicaid program. The largest single program operated by the state, Medicaid is a system of health care providers and insurers meeting the medical needs of Ohio's residents served by the program. 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.

During SFY 2013, 2.3 million Ohioans were enrolled in Medicaid. Though budgeted to spend \$18 billion in federal and state funds throughout the year, the Ohio Medicaid program continued to operate under budget on a monthly basis. Newspapers and media outlets across Ohio regularly praised the various reforms made by the Kasich administration in its first two years. In partnership with the Governor's Office of Health Transformation, OMA made considerable progress to improve the efficiency and effectiveness of the program. This resulted in more than \$2 billion in taxpayer savings during the administration's first two years.

SFY 2013 was a time of great transition for OMA. Beginning with passage of House Bill 487 of the 129th General Assembly – the Mid-biennium Budget Review – steps were taken to create Ohio's first cabinet-level Medicaid agency. The Office of Ohio Health Plans became the Office of Medical Assistance in September 2012 as it prepared to become the Ohio Department of Medicaid in July 2013. Additionally, Governor Kasich's plan to extend Medicaid coverage to more than 274,000 uninsured Ohioans became a cornerstone of his SFY 2014-2015 budget proposal.

MANAGED CARE

In the previous program year, OMA solicited applications for qualified managed care plans interested in providing services to Ohioans enrolled in Medicaid. Much of SFY 2013 was spent readying the Medicaid program for Ohio's new managed care landscape. This included signing contracts with the five selected managed care plans to begin service delivery on July 1,

2013. The state's new Medicaid managed care program includes Buckeye Community Health Plan, CareSource, Molina Healthcare, Paramount and UnitedHealthcare.

All five plans will have a presence across the entire state, and beneficiaries – regardless of region – will have the power to choose which plan best suits their care needs. Each plan also will be required to serve individuals enrolled in both the Covered Families and Children (CFC) and Aged, Blind and Disabled (ABD) programs. Approximately 37,000 children with special health care needs who receive Supplemental Security Income (SSI) and are eligible for Medicaid also will be enrolled in managed care plans.

Under the new contracts, increased expectations have been placed on the plans to meet national performance standards. More specifically, the revised performance incentive program requires plans to perform well on six measures that together comprise an overarching quality strategy. Plans that achieve positive health outcomes for enrollees will be eligible for an additional 1 percent of health plan payments. The new contract also requires each plan to locate key personnel call centers within Ohio's borders.

In order to prioritize and coordinate payment reform among public and private purchasers and to align expectations for better health care, Ohio began participating in the Catalyst for Payment Reform (CPR) initiative in SFY 2013. Under CPR, Medicaid managed care plans are required to develop new payment methods that result in improved care quality and health outcomes.

Ohio's Medicaid Caseload					
Benefits	Program	June 2011	June 2012	Change	***Dec 2012
Full	Covered Families and Children (CFC)	1,646,565	1,731,480	5.2%	1,701,914
	Fee for Service	149,606	146,672	-2.0%	179,631
	Managed Care Enrolled	1,496,959	1,584,808	5.9%	1,522,283
	Aged, Blind and Disabled (ABD)	407,041	396,482	-2.6%	380,057
	Fee for Service	281,628	268,468	-4.7%	257,084
	Managed Care Enrolled	125,412	128,014	2.1%	122,973
	Medicaid Buy-In for Workers with Disabilities (MBIwD)	6,537	8,179	25.1%	8,610
	Other Medicaid/Non-Medicaid*	11,141	4,196	-62.3%	4,746
	TOTAL (Full Benefits)	2,071,284	2,140,337	3.3%	2,095,327
Limited	Medicare Premium Assistance	103,578	111,102	7.3%	111,239
	Family Planning**		76,349	— %	133,849
	TOTAL (Limited Benefits)	103,578	187,451	81.0%	245,088
GRAND TOTAL		2,174,862	2,327,788	7.0%	2,340,415

* Previous to implementation of MITS (Aug. 2011), Community Spouse was identified within the Non-Medicaid category. MITS does not include ~6,000 individuals who were not Medicaid eligible but had a Community Spouse Resource Allowance due to their Medicaid eligible institutional spouse. Reports post-MITS do not include this population. Additionally, Non-Medicaid and Presumptive Eligibility populations may have limits on duration / some benefits.

** Family Planning is a new limited benefits population which was implemented in January 2012.

*** Preliminary data.

INTEGRATING MEDICARE AND MEDICAID BENEFITS

In SFY 2013, approximately 182,000 Ohioans were covered by both Medicaid and Medicare, a federal program that pays for certain health-care expenses for people age 65 and older. Because Medicaid and Medicare were designed and are managed with almost no connection, the various services provided by each program to the same individuals are often poorly coordinated. The result has been a diminished quality of care and high costs to both the Medicaid system and to Ohio's taxpayers. While dual-eligible individuals make up only 14 percent of the state's total Medicaid enrollment, the population accounts for 34 percent of all Medicaid spending.

The SFY 2012-2013 budget bill authorized OMA to design and implement a Medicare-Medicaid Integrated Care Delivery System to comprehensively manage the full continuum of benefits for those enrolled in both programs. Ohio became the third state in the nation to have its proposal approved by the Centers for Medicare and Medicaid Services (CMS).

OMA plans to implement this demonstration project in seven regions – including 29 counties and approximately 114,000 people – in March 2014. The initiative is also expected to reduce health disparities and improve the quality of care.

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, the Client Registry Information System-Enhanced (CRIS-E) – the database that supports the processing of Ohio Medicaid and other assistance programs – is more than 30 years old.

In an effort to improve efficiency and capacity, Ohio Medicaid chose to take advantage of enhanced federal matching dollars available for modernized Medicaid eligibility systems. The office worked with the Ohio Department of Administrative Services to award a vendor contract to design and build a modernized electronic eligibility determination system with a shared services approach. In SFY 2013, OMA began collaborating with the contractor to implement Phase 1 of the new system prior to January 2014. During this time, it also was decided that the transitioning of all Medicaid eligibility determinations into the new system from the legacy system will occur before the end of 2014.

MEDICAID PROVIDER INCENTIVE PROGRAM

From June 2011 through June 2013, more than 5,500 providers received incentives totaling more than \$217 million through Ohio's Medicaid

Provider Incentive Program (MPIP), which encourages providers to adopt electronic health information technology. In addition, CMS recognized Ohio as a top-performing state for the successful implementation of its MPIP. The program is part of a series of OMA strategies aimed at improving care coordination and paying for quality rather than volume.

MODERNIZING HOSPITAL PAYMENTS

In SFY 2013, OMA finished updating the All-Patient Refined Diagnosis-Related Groups, which are coding classifications used to bill for services. The new classifications incorporate subclasses that capture severity of illness and risk of mortality. They also mirror classifications used by Medicare. The groups were scheduled to become effective July 1, 2013. They will make it easier for Ohio to transition to the new ICD-10 inpatient diagnosis and procedure codes, which will be implemented on October 1, 2014.

COST CONTAINMENT

Throughout SFY 2013, OMA successfully served its customers while operating well under budgeted amounts. Through May 2013 overall subsidy payments were 5 percent (or \$774 million) less than projected amounts. These significant cost savings were generated largely through reforms and policies implemented through the SFY 2012-2013 budget. Noteworthy reforms included changes to reimbursement policies for hospitals, nursing facilities and managed care plans, as well as the implementation of Ohio's new Medicaid Information Technology System (MITS).

MEDICAID WAIVER PROGRAMS

SFY 2013 saw more Ohioans than ever participating in Medicaid waiver programs. Waiver programs provide people with disabilities the opportunity to receive care in home- and community-based settings rather than in institutions. Home- and community-based care options provided through these waivers are less expensive than traditional institutional settings.

In program year 2013, more than 89,700 Ohioans took advantage of Ohio's eight waiver programs. OMA played a critical role in overseeing these waivers and, in some cases, managed certain waivers through interagency agreements with other health and human services agencies.

The General Assembly also authorized the creation of a new, unified long-term-care services and supports waiver to serve individuals enrolled in Ohio's five "nursing facility" level-of-care waiver programs. Stakeholders were invited to submit feedback over the course of a year. As a result of their input, and in light of the diverse populations served, it was determined that an incremental approach to this waiver's development would be most appropriate.

METROHEALTH CARE PLUS

Ohio received CMS approval in SFY 2013 for a Cuyahoga County demonstration project that will provide free medical care for up to 30,000 people with low incomes who do not qualify for Medicaid and have no insurance. The program, called MetroHealth Care Plus, was designed to provide the high-quality services people need to maintain their health while also reducing health care spending. The MetroHealth System financed the project with the \$36 million annual subsidy it receives from Cuyahoga County taxpayers. This allowed it to leverage another \$64 million in annual federal Medicaid matching funds. No state dollars were used for this project.

EMPLOYMENT SERVICES



EMPLOYMENT SERVICES

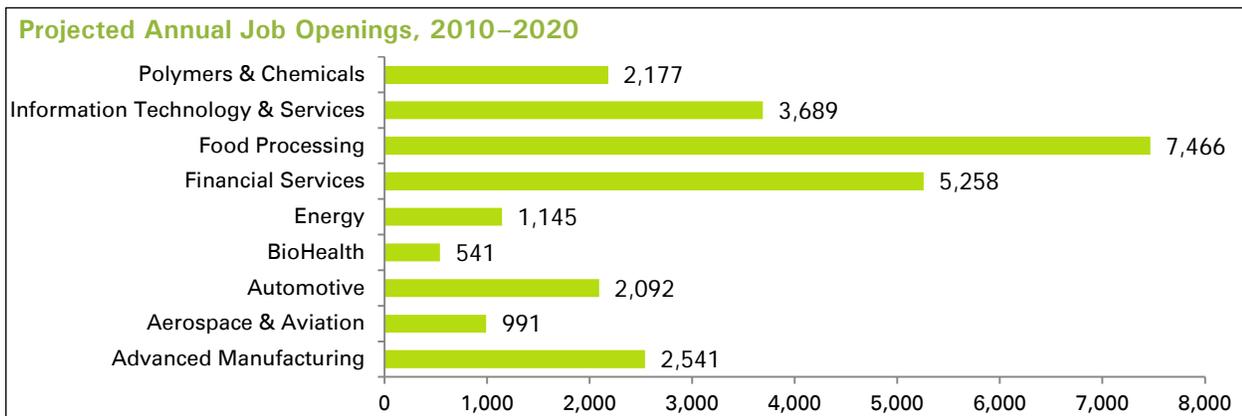
ODJFS oversees a variety of employment-related services for Ohioans. During SFY 2013, the agency expanded its reemployment activities for unemployment compensation recipients; enhanced OhioMeansJobs, the resume and job bank created in partnership with Monster.com; and refocused efforts to increase the 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 current 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 extensively by ODJFS and Ohio's local employment program operators, as well as by the Ohio Department of Education, the Ohio Board of Regents, JobsOhio, state and national media organizations, private citizens, and industry groups. All of these groups rely heavily on the bureau's reporting, analysis and expertise.

Among the new reports LMI issued in SFY 2013 were *Ohio Shale: Quarterly Economic Trends for Ohio Oil and Gas Industries* and *Manufacturing in Ohio: A Post-Recession Employment Outlook*. The *Ohio Shale* report tracks changes in Ohio's oil and gas industry to give policy makers, workforce development professionals and the public insight into how the shale industry is impacting Ohio's economy. This report will continue to be published quarterly. The *Manufacturing in Ohio* report was a one-time report analyzing changes and opportunities in Ohio's manufacturing industry.

The bureau also began producing JobsOhio Snapshot reports in SFY 2013. These are snapshots of long-term employment projections for 11 industry clusters identified by the JobsOhio network. The reports provide estimates of the number of annual job openings expected for common occupations within each industry cluster. The reports provide industry and occupation wage data, as well.



WORKFORCE SERVICES

As administrator of several federal workforce programs, ODJFS oversees a network of 30 full-service and 60 satellite OhioMeansJobs employment centers that provide free job training and other 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. 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 SFY 2013 allocation of \$93.6 million was the smallest

Federal Workforce Investment Act (WIA) Program Year 2011*

Program	Performance Indicators	PY 2011 Negotiated Performance Standards	80% of Ohio Negotiated Performance Standards	PY 2011 Ohio Performance
Adult	Adult Entered Employment Rate	70.0%	56.0%	78.1%
	Adult Employment Retention Rate	87.0%	69.6%	88.0%
	Adult Average Earnings	\$14,500	\$11,600	\$16,337
	Total Adult Participants			16,020
	Total Adult Exiters			8,337
Dislocated Worker	DW Entered Employment Rate	78%	62.4%	80.2%
	DW Employment Retention Rate	92.0%	73.6%	91.4%
	DW Average Earnings	\$17,000	\$13,600	\$19,494
	Total DW Participants			13,048
	Total DW Exiters			7,470
Youth (14-21)	Youth Placement in Empl. or Ed. Rate	60.0%	48.0%	64.2%
	Youth Certificate or Diploma Rate	42.0%	33.6%	59.6%
	Youth Literacy and Numeracy Rate	37.0%	29.6%	52.5%
	Total Youth Participants			10,994
	In-School Youth Participants			6,669
	Out-of-School Youth Participants			4,325
	Total Youth Exiters			5,626
	In-School Youth Exiters			3,210
Out-of-School Youth Exiters			2,416	

Performance Color Scale

Exceeded	' > "State Negotiated Performance Level"	8
Met	' = > "80 % of State Negotiated Perf. Level" but < = "State Negotiated Perf. Level"	1
Not Met	< "80 % of State Negotiated Performance Level"	0
Total Number Exceeded and Met		9

Data Source: Ohio Workforce Case Management System.
* The most recent year for which figures were available.

amount Ohio ever 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 2011, the most recent year for which figures were available, 40,062 Ohioans received WIA-funded services, a decrease of 23 percent from the previous year. During that time, the state met or exceeded all program performance goals. In addition, 526,628 Ohioans received staff-assisted workforce services funded through the federal Wagner-Peyser program. These are typically of shorter duration and require less staff involvement than WIA program services.

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 2012 through May 2013, more than 1,894 Ohioans participated in On-the-Job Training programs.

JOB-TRAINING GRANTS

Throughout SFY 2013, Ohio oversaw 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 grant – H-1B Technical Skills Training funds totaling nearly \$9 million – was 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 this grant, which provided education, training and job placement assistance related to high-growth fields in which employers often use the H-1B program to hire foreign workers. ODJFS partnered with the Ohio Board of Regents on this initiative; 50 individuals were enrolled by June 2013.

NATIONAL EMERGENCY GRANT

Ohio received funding from one new National Emergency Grant in SFY 2013, to fund the cleanup of 19 Ohio counties damaged by a windstorm that occurred in June 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 was awarded \$21 million to fund the cleanup of flood and storm debris in Athens, Belmont, Gallia, Guernsey, Hancock, Harrison, Hocking, Jackson, Lawrence, Licking, Logan, Meigs, Monroe, Morgan, Muskingum, Perry, Putnam, Vinton and Washington counties. The grant allowed these 19 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.

OUTREACH TO EX-OFFENDERS

ODJFS continued its many collaborations with the Ohio Department of Rehabilitation and Correction in SFY 2013, in order to help ex-offenders and those nearing their release more successfully re-enter the workforce. By the end of the state fiscal year, employment centers were operating at Trumbull and Pickaway correctional institutions. Called “O.N.E.-STOPS” for “Offender Network for Employment to

STOP Recidivism,” they offer many of the same services available at traditional county employment centers, including computer labs, 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 more of these facilities in the future. ODJFS also began a partnership with the Department of Rehabilitation and Correction to help nonviolent offenders nearing their release complete commercial driver’s license (CDL) training that guarantees them jobs. ODJFS is providing funding for up to 10 inmates total from the Richland and Pickaway correctional institutions to participate in the CDL program each month.

OUTREACH TO VETERANS

ODJFS continued to prioritize helping veterans find jobs in SFY 2013. The agency’s Veterans Services staff provide employment and training assistance to Ohio’s veterans at OhioMeansJobs Centers across the state. Veterans can get help with their job searches, attend workshops and other training programs, learn about local labor market information, and get referrals to other service providers. They are given priority of service in referrals to job openings and other services. Veterans Services staff began conducting outreach to colleges, universities and trade schools in SFY 2013, to increase awareness of the programs and services available to eligible veteran students. In addition, the ODJFS Veterans Services Program was recognized in September 2012 for supporting employee participation in the U.S. National Guard and U.S. Army Reserve. The Veterans Services Program also was nominated for the 2012 Secretary of Defense Employer Support Freedom Award, the highest recognition given by the U.S. government to employers who support employees in the Guard and Reserve.

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 supervised by the state and administered locally by Rapid Response teams. These teams include representatives from ODJFS and local Workforce Investment Boards.

The Rapid Response services offered to employers can help avert layoffs and match employer needs with state and local resources. If layoffs are unavoidable, Rapid Response services can help the affected workers get reemployed as quickly as possible and make their transition to new employment smoother. These services can include such things as workshops, peer support, career counseling, short-term certifications, customized training and career fairs. Rapid Response services are typically offered on-site at the affected workplace, at nearby Transition Centers or at local OhioMeansJobs Centers.

During SFY 2013, the ODJFS Rapid Response Unit received 647 Worker Adjustment Retraining Notifications (WARNs) potentially impacting more than 18,000 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 562 non-WARN notices in SFY 2013, potentially impacting more than 10,000 additional workers. Non-WARNs are confirmed, alternate sources of information about potential layoffs, such as newspaper articles, notification from a union or notification from individual workers.

FARM WORKER PROGRAM

The Ohio Farm Worker Program helps match Ohio’s agricultural and other employers with seasonal workers, including workers who travel from other states when local workers cannot be found. Program staff provide services to both employers and workers. They maintain a migrant worker hotline and make sure workers get the services they need, from both inside and outside the JFS system.

Ohio continues to rank seventh in agriculture production nationally, with employers growing more than 30 types of commercial crops. Migrant farm labor is used in the planting, cultivating, harvesting, packing and processing of approximately 70 percent of these crops. Migrant workers and their families typically live in migrant camps near the work sites. About 30 percent of the camps in Ohio need upgrades because of the age of the facilities. In SFY 2013, ODJFS announced it will fund a state migrant housing matching grant program to address this need.

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.

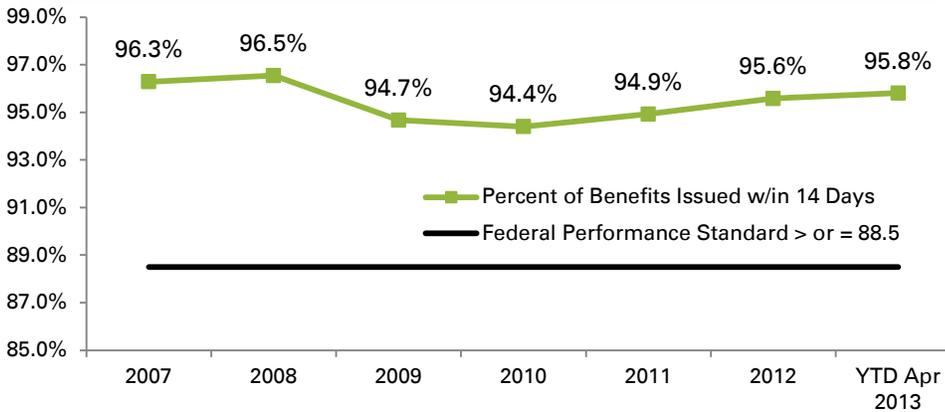
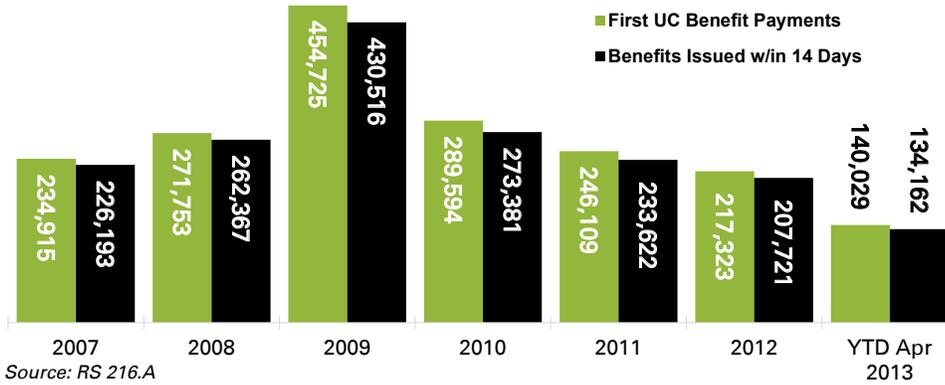
Unemployment compensation is financed by quarterly premiums paid by employers to both the federal and state governments. The employer taxes paid to the federal government cover most of the administrative costs; the employer taxes paid to states fund the actual benefits. In 2013, unemployed Ohio workers who earned an average of at least \$230 per week for at least 20

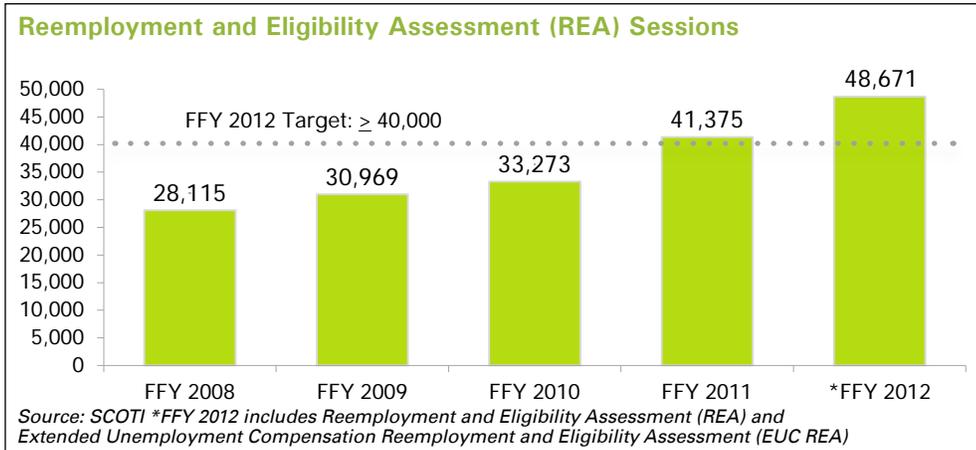
weeks could qualify to receive UC benefits. For a time during the recession, eligible claimants could receive up to 99 weeks of UC benefits: 26 weeks of “regular” unemployment benefits, followed by 53 weeks of federal Emergency Unemployment Compensation (EUC) benefits, followed by another 20 weeks of Ohio Extended Benefits. Ohio’s declining unemployment rate triggered a reduction in the maximum number of available EUC weeks. During SFY 2013, it varied from 54 to 73 weeks.

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 2013, the maximum weekly benefit was \$557. The average weekly payment was about \$319.

In the first quarter of 2013, the number of first-time claimants was 7.6 percent less than it was in the first quarter of 2012. The agency distributed nearly \$1.04 billion in federal EUC and EB payments to Ohioans in 2012, down from

First UC Benefit Payments Issued within 14 Days, FFY 2007–FFY 2013





\$1.9 billion in 2011. Likewise, the total amount of regular UC paid decreased from \$1.3 billion in 2011 to \$1.2 billion in 2012.

OHIO LEARN TO EARN

ODJFS launched a new program in SFY 2013 to give UC claimants the opportunity to continue receiving benefits while participating in approved, part-time training. Through Ohio Learn to Earn, claimants can be trained for up to 24 hours a week for up to six weeks at the employers' work sites. The experience allows them to reconnect to the workplace, broaden their network of work-related contacts and gain occupational skills. It also could potentially lead to employment. More than 180 employers have signed up to offer training opportunities.

REEMPLOYMENT AND ELIGIBILITY ASSESSMENT 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 and Eligibility Assessment (REA) program. This involves orientation sessions designed to help them be successful in their required work-search efforts. Claimants 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. They require participants to follow up after 14 and 30 days and provide additional assistance, as needed. The Middle Class Tax Relief and Job Creation Act of 2012 required states to begin providing REA services for all EUC claimants, in addition to select regular UC claimants. As a result, more than 48,000 Ohio claimants received REA services in FFY 2012, up from more than 41,000 in FFY 2011.

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 2013, fewer companies were "Trade-certified" by the U.S. Department of Labor, and fewer Ohioans were eligible for Trade programs than in previous years.

PROGRAM INTEGRITY EFFORTS

From April 2012 through March 2013, more than \$5.1 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 manipulated to obtain low unemployment tax rates. Employers then illegally shift, or "dump," payroll with higher tax rates to accounts with lower rates.

In addition, in 2012 ODJFS auditing efforts led to the detection of 13,608 workers who had been improperly classified as independent contractors so that their employers could avoid paying unemployment taxes. This resulted in assessments of more than \$3.9 million in unpaid taxes. An ODJFS workgroup also identified

and deterred a new type of fraud, in which the perpetrators posed as Ohio employers, established accounts with names and Social Security numbers of alleged employees, and then filed unemployment applications on the individuals' behalf. As a result of this discovery, an estimated half million dollars in potentially fraudulent benefits were either not paid or recovered.

Ohio's fraud prevention and detection efforts have won the state national praise. In November 2012, the U.S. Department of Labor asked ODJFS to help lead a new, national anti-fraud initiative. Ohio joined Colorado, New Jersey, South Carolina, Washington and New York in overseeing a new Unemployment Insurance Integrity Center of Excellence. The center will identify promising techniques for preventing unemployment fraud, reducing improper payments and improving payment accuracy, and share them with all state workforce agencies. The center will focus on developing new technologies, automated systems, and training curricula that will help states detect and deter fraud and recoup benefits that were obtained fraudulently. As a member of the Integrity Steering Committee, Ohio will actively participate in the center's activities, solicit input from other states and guide the center's work.

FRAUDULENT PAYMENT RECOVERY

From April 2012 through March 2013, ODJFS identified more than \$79.9 million in erroneous or fraudulent overpayments to claimants, slightly more than the \$79.8 million identified during the previous 12 months. It also identified 233,002 "penalty weeks," which 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.

ODJFS introduced several automated tools in SFY 2013 to help detect possible fraud more quickly. The most significant of these was the New Hire Return to Work tool. In most cases, fraud occurs when people attempt to collect unemployment benefits while they are working or after they return to work. By automating the New Hire report information submitted by employers, this tool has reduced New Hire

overpayments by 70 percent. As a result of this and other efforts, total assessments identified for reimbursement to Ohio's Unemployment Compensation Trust Fund during the 12 months ending March 31, 2013, exceeded \$66.3 million.

ODJFS recovered more than \$11.6 million in fraudulently obtained unemployment benefits during this time, because of stepped-up efforts, automated tools and a website that allows anyone to report fraud online, instantly and anonymously. In addition to the website (<https://unemployment.ohio.gov/fraud>), Ohioans can report suspected UC 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 2012, 38 individuals in Ohio were found guilty of unemployment theft or similar charges.

In July 2012, ODJFS and Ohio Attorney General Mike DeWine announced forthcoming efforts to crack down on Ohioans who fraudulently received unemployment benefits by withholding the federal income tax refunds of those who failed to repay what they owe. By participating in the Treasury Offset Program (TOP), Ohio soon may collect outstanding fraudulently obtained unemployment benefits by intercepting federal income tax returns.

ELECTRONIC EMPLOYER FILING

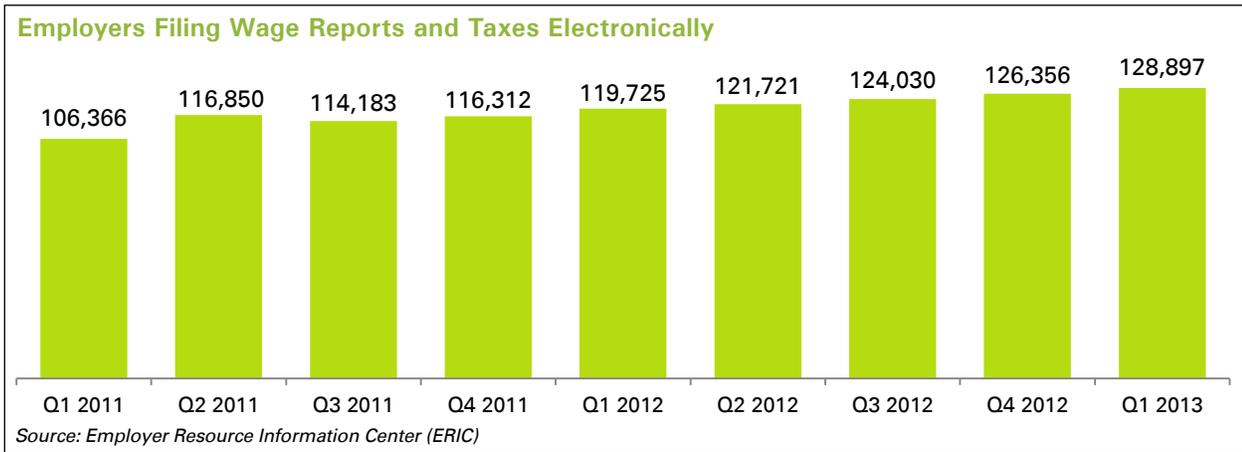
More Ohio employers than ever filed their unemployment tax reports electronically in SFY 2013, through the Employer Resource Information Center (ERIC), the Ohio Business Gateway (OBG) or portable media devices. ERIC is Ohio's Internet-based unemployment tax system for employers. It allows employers and third-party administrators to manage all their business related to unemployment contributions online, including registering new businesses, filing quarterly reports and making tax payments. OBG allows Ohio employers to pay their unemployment contributions, as well

as other state taxes, online. ODJFS strongly encourages employers to file through ERIC or OBG because online filing is the best way to protect employees' confidential personal information. By the end of the first quarter of 2013, nearly 129,000 employers were filing wage reports electronically.

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. By May 2013, the total on-time caseload was slightly more than 2,400, and the commission still had no backlog. The average wait time between filing an appeal and receiving a decision was just 32 days.



INFORMATION SERVICES



INFORMATION SERVICES

ODJFS information systems form the backbone of the agency's service delivery system. They make it possible for Ohioans to get the help they need and to quickly find answers to their questions. In SFY 2013, ODJFS enhanced many of its systems and undertook several initiatives to help county agencies operate more efficiently.

CFIS-WEB

In July 2012, ODJFS unveiled a web-based version of its County Finance Information System (CFIS), which 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. CFIS-Web gives 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

Security enhancements were made to Ohio's Child Support Customer Service Web Portal in SFY 2013. 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 payment activity over 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 include a message center for customers to communicate online with their county agencies. Customers also will be able to view appointments; report address, employment and health insurance changes; and view payment dates via a new calendar page.

COUNTY MODERNIZATION SUPPORT

ODJFS undertook several initiatives in SFY 2013 to support county efforts to operate more efficiently. For example, in April 2013 the agency launched a document imaging and case management system that will help small- and medium-sized counties rely less on paper. This system was being piloted at the South Central Ohio Job and Family Services, which serves Hocking, Ross and Vinton counties. In addition, a document generation system was being developed for county child support enforcement agencies. The system will allow county agencies to develop their own forms, which can be populated quickly and easily with state data, for local program initiatives. The system also will allow the ODJFS Office of Child Support to create and update federal and state-mandated forms and publications using real-time data from Ohio's Child Support Enforcement Tracking System (SETS). This will reduce reliance on technical staff assistance.

ELECTRONIC CHILD CARE

ODJFS launched an Electronic Child Care (Ohio ECC) swipe card system in January 2012 to record the time and attendance of children receiving publicly funded child care. Parents or guardians 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 Child Care Information Data System (CCIDS), which streamlined and centralized the administration of publicly funded child care in Ohio. CCIDS helps county caseworkers determine eligibility for services, authorizes children to specific providers and issues direct deposit payments to providers. Previously, these things were done at the counties.

ERIC

By the end of April 2013, more than 16,800 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 2013 contribution rate determinations to more than 216,000 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.

MITIS

Ohio's new Medicaid Information Technology System (MITIS) was launched in August 2011 to replace a legacy claims payment system that was more than 25 years old. It automates many business processes that were previously paper-based and labor-intensive. In May 2013, the Centers for Medicare and Medicaid Services officially "certified" MITIS. This affirmed that the system meets the requirements needed to receive enhanced federal matching funds. MITIS meets all industry standards and provides Ohio Medicaid with near real-time data about health care trends and the medical needs of Ohioans enrolled in the program. MITIS accurately processes approximately 6.5 million claims per month for more than 100,000 Medicaid providers and pays more than \$1.5 billion to providers on a monthly basis.

ODJFSBENEFITS.OHIO.GOV

In SFY 2013, more than 243,000 Ohioans used ODJFSBenefits.ohio.gov to apply online for food, cash and medical assistance; request changes to their cases; complete reapplication forms; or complete interim reports. Recipients also used ODJFSBenefits.ohio.gov to check the balance on their food and cash assistance cards, check the status of online applications, review current and past case information, and enroll in Medicaid managed care plans.

OHIOHERETOHELP

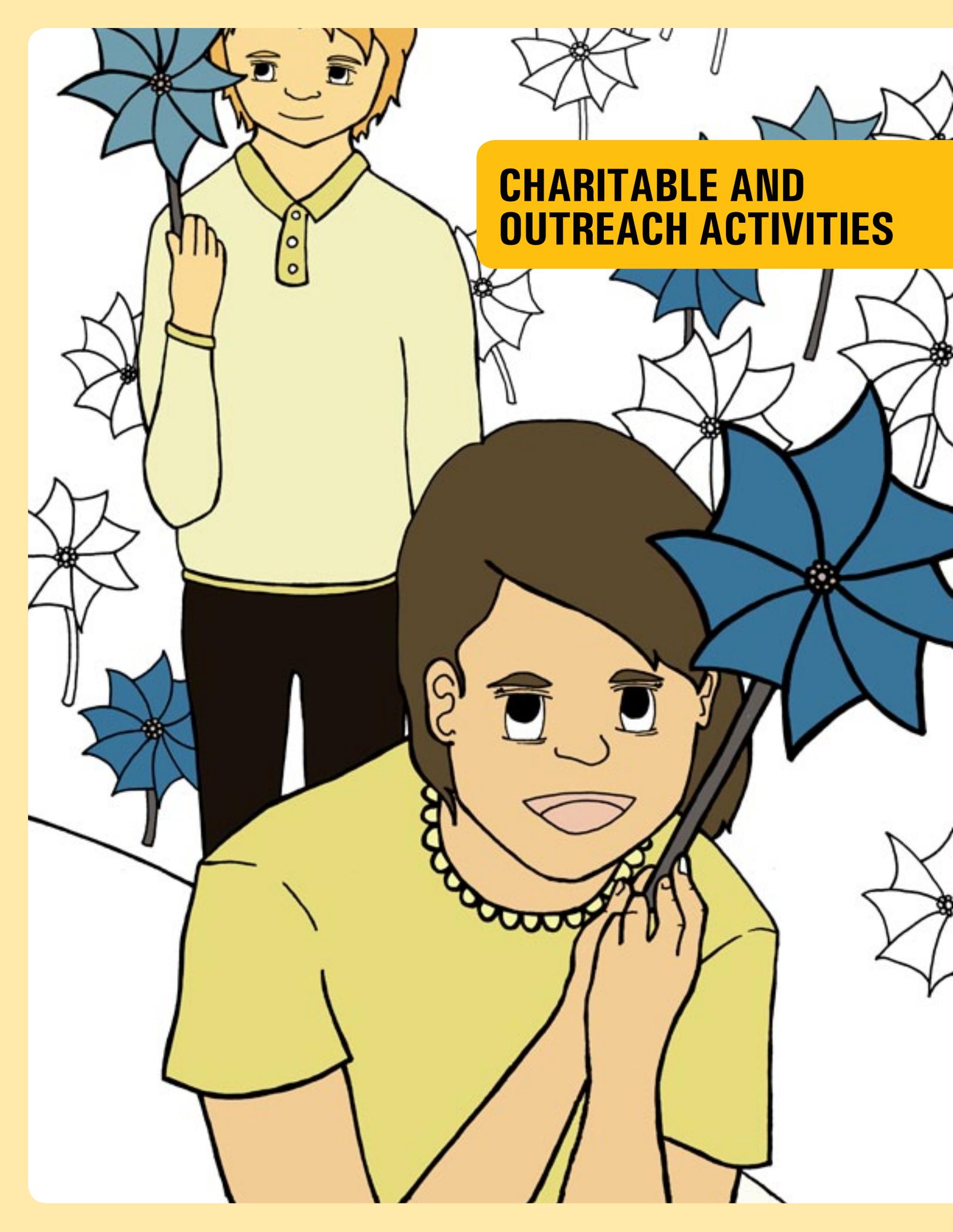
In SFY 2013, ODJFS continued promoting OhioHereToHelp.com. OhioHereToHelp is designed to quickly connect visitors to a wide range of information and resources – from both public and private entities – that can help them search for a job, find education and training opportunities, and learn about the 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 a "Back on Track Checklist," which can be downloaded or printed to help users ensure they're getting all the assistance available to them. From July 2012 through April 2013, the site had more than 4.2 million hits.

OHIOMEANSJOBS

From July 2012 to February 2013, employers viewed more than 336,000 resumes on OhioMeansJobs, the state's premier resume and job bank, which ODJFS developed in partnership with Monster.com. On any given day, OhioMeansJobs 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. From July 2012 to April 2013, the site had more than 32 million hits. ODJFS began expanding and enhancing OhioMeansJobs in SFY 2013, as a result of a \$12 million Workforce Innovation Grant it received from the U.S. Department of Labor. The grant will fund the transformation of OhioMeansJobs into an online career counseling center, in which Ohioans will be able to access online all the services and assistance available at regional OhioMeansJobs Centers. Among other features, the enhanced OhioMeansJobs will allow users to create employment portfolios with their specific needs, requests and interests. Individuals can use their portfolios to apply for training opportunities, scholarships, foundations, internships and other services.

SACWIS

The Statewide Automated Child Welfare Information System (SACWIS) supports more than 7,000 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. Throughout SFY 2013, SACWIS system enhancements improved both data collection and service consistency. An interface with CRISE-E – the database that supports Ohio's cash and food assistance and related programs – was implemented. New functionality was added to reduce workloads for local child welfare staff. In addition, a "results-oriented management" data-reporting tool was implemented to help state and county staff better monitor performance outcomes.

An illustration featuring two individuals. In the foreground, a woman with short brown hair, wearing a light green short-sleeved shirt and a white scalloped necklace, holds a large blue pinwheel. Behind her, a man with short blonde hair, wearing a light green long-sleeved polo shirt and dark pants, holds a blue pinwheel. The background is filled with several white pinwheel outlines and a few more blue pinwheels. A yellow banner with black text is positioned in the upper right area.

CHARITABLE AND OUTREACH ACTIVITIES

CHARITABLE AND OUTREACH ACTIVITIES

Community service is a core ODJFS value, and employees gave back to the community in a multitude of ways in SFY 2013. 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.

COMBINED CHARITABLE CAMPAIGN

In SFY 2013 ODJFS raised more than \$322,000 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 third in giving out of all state agencies.

FOOD DRIVES

ODJFS held two major fundraisers in SFY 2013 to raise food and money for needy Ohioans. The agency exceeded the total amount raised the previous year by more than 6.5 percent. During the state's Holiday Food Basket Campaign in November, ODJFS employees donated 2,213 pounds of food and more than \$7,322 – or the equivalent of 24,182 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 77,500 meals to the Mid-Ohio Foodbank, nearly double its goal. During both campaigns, many field offices also supported food banks in their areas. Altogether, for both campaigns, ODJFS employees contributed the equivalent of 101,777 meals for needy Ohioans.

PROJECT MENTOR

Thirty-one ODJFS employees participated in Project Mentor in SFY 2013. This Big Brothers Big Sisters of Central Ohio program connects volunteer mentors with students at Columbus City middle and high schools. The goal is to provide support and encouragement for the students so that they graduate and are

empowered for a lifetime of success. The volunteers spend one hour each week during the school year with their assigned students, usually at the schools during the students' lunch hour. Mentors are assigned to schools based on proximity to their work locations. ODJFS employees volunteered at 10 different schools.

PARTNERS-IN-EDUCATION

In SFY 2013, ODJFS demonstrated support of 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, school supplies, clothing and money.

- **School Supply Drive**
To get students' school year off to a good start, ODJFS employees donated nearly 4,059 items, including paper, pencils, glue, book covers, folders and other much-needed supplies, in addition to more than \$11,600 to help teachers buy classroom supplies. Every ODJFS office participated in this drive.
- **Holiday Music Visit**
Sixty-five fifth-graders from Dana Elementary School visited ODJFS employees at two Columbus-area locations in December: 4020 E. Fifth Ave. (the Air Center) and 50 W. Town St. (the Lazarus building). The students serenaded employees with holiday songs performed by members of the Dana band, orchestra and choir. Afterward, ODJFS staff generously provided a pizza lunch and goody bags to all students and accompanying staff.

- **Adopt-A-Family**

In December, ODJFS employees “adopted” 16 needy families with children at the agency’s Partners-in-Education schools, to make their holidays more enjoyable. Employees bought not only necessities, but also many items on the family members’ “wish lists.” They wrapped and delivered all gifts and used the more than \$8,800 in monetary donations to purchase requested holiday items and gift cards for the families to use to buy their holiday meals.

BLOOD DRIVES

In September 2012, for the fourth year in a row, the American Red Cross of Greater Columbus honored ODJFS with a “first place” award for the number and success of the blood drives it held during the previous state fiscal year. Each year, the Red Cross gives local business, government and community groups points for the number of blood drives they hold, blood drive success rates, number of drives held during the key summer months and holidays, number of first-time donors, and employee participation. Between June 2011 and June 2012, ODJFS employees donated 581 units of blood. According to the Red Cross, each donation it receives has the potential to save three lives.

OHIO STATE FAIR

For the second year in a row, ODJFS partnered with the Central Ohio Workforce Investment Corporation (COWIC) to feature a career fair in the ODJFS booth during the Ohio State

Fair. Forty 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 the candidates right at the fair. The booth also featured presentations on OhioMeansJobs, a Job Resource Center similar to what job seekers find at county agencies, 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.ohio.gov website.

JOB SHADOW DAY

The agency hosted 38 high school students at several of its locations for Columbus City Schools’ Job Shadow Day in April 2013. Fifteen students from East High School and Columbus International High School visited the agency’s 4020 E. Fifth Ave. location. Twenty-three students from Columbus Downtown High School visited the downtown Columbus locations. Students spent time in five ODJFS offices — Communications, Fiscal and Monitoring Services, Family Assistance, Unemployment Compensation, and Workforce Development — before returning to school in the early afternoon. The visit gave them a first-hand look at the working world and an overview of the agency’s programs and services.

FINANCIAL SUMMARY



FINANCIAL SUMMARY

ODJFS STATE FISCAL YEAR (SFY) 2013 EXPENDITURES

Program		Federal Revenue	General Revenue	General Services	State Special Revenue	Total
Family Assistance						
7625B	OHIO WORKS FIRST CASH ASST.	\$178,904,470	\$110,521,130	\$25,595,443	\$0	\$315,021,043
7626B	NON-CASH FAMILY SUPPORT	\$74,453,627	\$32,800,735	\$633,343	\$0	\$107,887,705
7627B	DISABILITY FINANCIAL ASST.	\$0	\$18,414,055	\$0		\$18,414,055
7628B	FOOD PROGRAMS	\$124,047,538	\$41,154,663	\$2,005,150	\$500,000	\$167,707,351
7629B	CHILD CARE	\$509,722,003	\$213,209,684	\$0	\$0	\$722,931,687
7630B	REFUGEE SERVICES	\$8,912,246				\$8,912,246
7631B	FAMILY STABILITY PRG. MGMT.	\$1,076,579	\$2,807,048	\$3	\$0	\$3,883,630
7632B	FAMILY STABILITY INFO TECH	\$5,971,640	\$9,806,509	\$0	\$32,836	\$15,810,985
7789C	04.05 ARRA TANF	\$1,110,938				\$1,110,938
7771C	ARRA HEAD START	\$583,779				\$583,779
Total		\$904,782,818	\$428,713,823	\$28,233,939	\$532,836	\$1,362,263,416
Child Support						
7650B	CHILD SUPPORT ACTIVITIES	\$139,802,368	\$28,538,658	\$636,942		\$168,977,968
7651B	CHILD SUPPORT INFO TECH	\$14,799,884	\$7,755,416	\$0		\$22,555,300
Total		\$154,602,252	\$36,294,074	\$636,942	\$0	\$191,533,268
Families & Children						
7675B	CHILD PREV & PROTECTIVE SRVS	\$12,432,121	\$56,240,977		\$3,668,036	\$72,341,134
7676B	SOCIAL SERVICES	\$77,492,405	\$708,055	\$0	\$0	\$78,200,460
7677B	ADOPTION SERVICES	\$121,545,497	\$60,680,532		\$0	\$182,226,028
7678B	FOSTER CARE	\$177,460,184	\$4,032,966		\$204,864	\$181,698,014
7679B	FAMILY AND CHILDREN PRG. MGMT.	\$22,521,266	\$3,631,356	\$784,209	\$2,907,120	\$29,843,952
7680B	FAMILY AND CHILDREN INFO TECH	\$4,396,772	\$5,542,499	\$0	\$31,750	\$9,971,022
Total		\$415,848,246	\$130,836,385	\$784,209	\$6,811,770	\$554,280,611
OMA/Medicaid						
7700B	MEDICAID	\$2,667,704,745	\$11,296,832,263	\$377,591,779	\$1,102,728,093	\$15,444,856,880
7701B	MEDICARE PART D		\$299,988,973			\$299,988,973
7704B	CHILDREN'S HEALTH INSURANCE	\$4,316,791	\$360,471,385			\$364,788,176
7705B	HEALTH CARE PRG. MGMT.	\$53,205,059	\$59,754,155	\$816,187	\$5,195,216	\$118,970,617
7706B	HEALTH CARE INFO TECH	\$62,747,720	\$8,403,139	\$0	\$19,689,086	\$90,839,945
7706C	HEALTH CARE INFO TECH	\$102,419,724				\$102,419,724
7760B	05.03 HEALTH CENTER INTEGRTD	\$27,300				\$27,300
Total		\$2,890,421,338	\$12,025,449,915	\$378,407,966	\$1,127,612,395	\$16,421,891,615

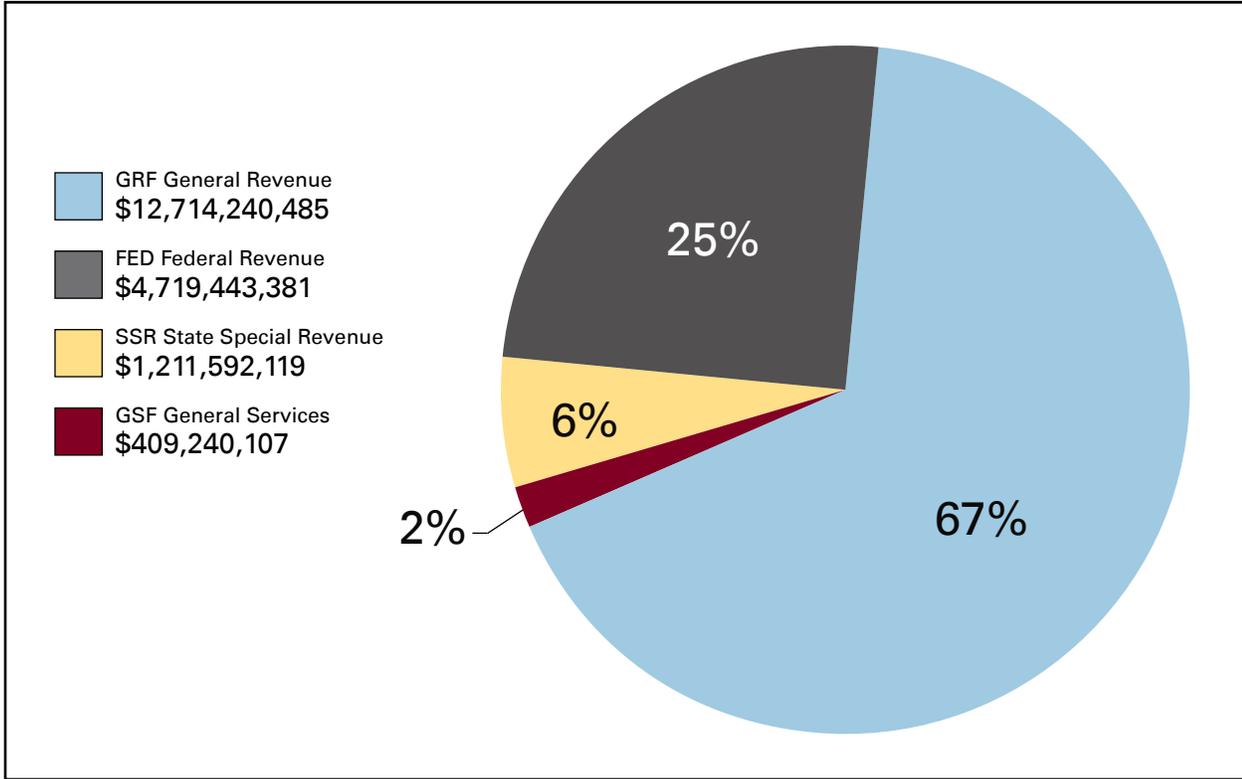
ODJFS STATE FISCAL YEAR (SFY) 2013 EXPENDITURES, CONTINUED

Workforce Development						
7600B	WORKFORCE INVESTMENT ACT	\$112,000,531	\$0		\$0	\$112,000,531
7601B	EMPLOYMENT SERVICES	\$3,505,481				\$3,505,481
7602B	VETERANS PROGRAMS	\$5,267,151		\$450,000	\$102,500	\$5,819,651
7604B	LABOR MARKET INFORMATION	\$2,765,243				\$2,765,243
7605B	ONE STOP SERVICES	\$18,870,842	\$0		\$0	\$18,870,842
7606B	WORKFORCE PRG. MGMT.	\$1,096,725	\$9,069		\$0	\$1,105,794
7765C	01.01 WIA DISLOCATED WORKER NG	\$9,798				\$9,798
7769C	01.02 NEG - OJT OH21 ARRA STIM	\$1,052,157				\$1,052,157
	Total	\$144,567,927	\$9,069	\$450,000	\$102,500	\$145,129,497
Unemployment Compensation						
7725B	UNEMPLOYMENT COMPENSATION	\$56,006,978			\$52,860,681	\$108,867,659
7726B	TRADE PROGRAMS	\$16,761,200	\$0		\$0	\$16,761,200
7727B	UC PRG. MGMT.	\$1,441,680			\$14,985,000	\$16,426,680
7781C	06.01 UI ADMIN. REED ACT	\$1,369,688				\$1,369,688
7782C	06.01 UI ADMIN NON-REED ACT	\$1,205,295				\$1,205,295
	Total	\$76,784,841	\$0	\$0	\$67,845,681	\$144,630,522
Local Operations for Workforce & Unemployment Services						
7750B	LOCAL OPS PRG. MGMT.	\$31,957,555	\$4,605,462		\$3,083,550	\$39,646,567
	Total	\$31,957,555	\$4,605,462	\$0	\$3,083,550	\$39,646,567
Program Support Services						
7775B	PROGRAM MANAGEMENT	\$56,197,608	\$36,989,123	\$190,260	\$5,423,774	\$98,800,765
7776B	PROGRAM MANAGEMENT INFO TECH	\$44,280,795	\$51,342,633	\$536,791	\$179,612	\$96,339,830
	Total	\$100,478,403	\$88,331,756	\$727,051	\$5,603,386	\$195,140,596
		\$4,719,443,381	\$12,714,240,485	\$409,240,107	\$1,211,592,119	\$19,054,516,091

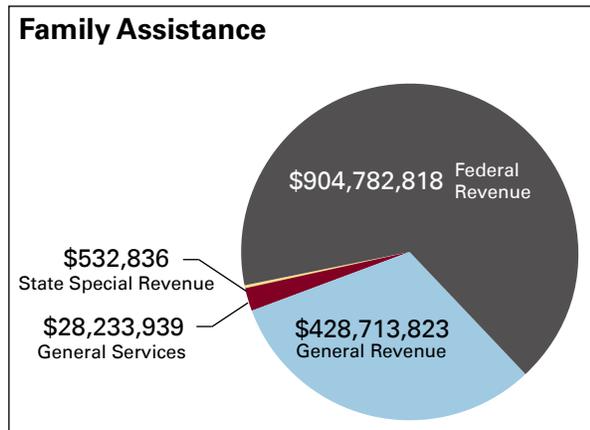
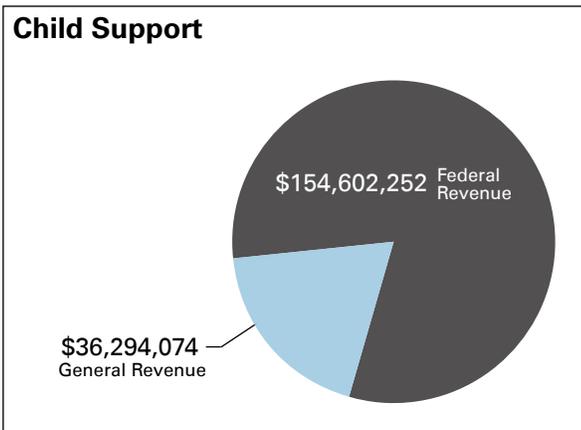
Notes:

- 1) Total dollar amounts are rounded and may account for any calculated dollar differences.
 - 2) Federal funds are deposited into GRF in the following line items: 600321 Program Support, 600416 Information Technology Projects, 600425 Health Care Program, 600525 Health Care/Medicaid and 600528 Adoption Services. These federal expenditures are shown as GRF expenditures in the table.
 - 3) These numbers exclude transfers from ODJFS to other state agencies (account codes starting with 59).
 - 4) OMA/Medicaid amounts shown in the chart include JFS Medicaid expenditures only. This chart excludes significant Medicaid spending by other state agencies.
- Source: Ohio Administrative Knowledge System (OAKS), Report date - July 9, 2013

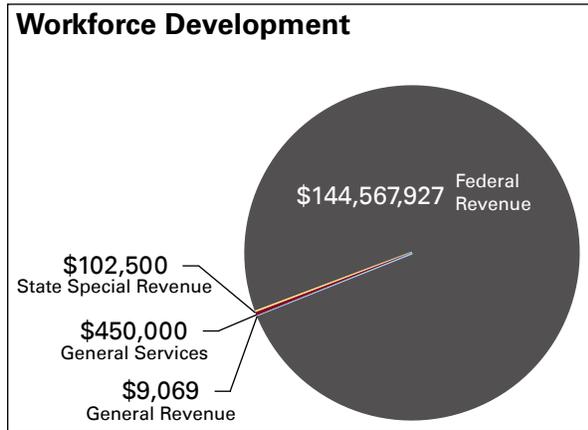
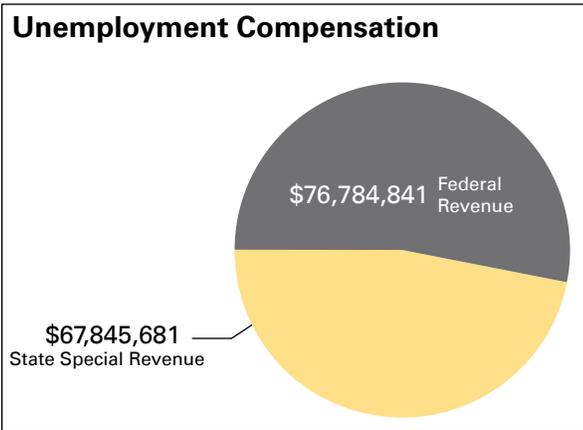
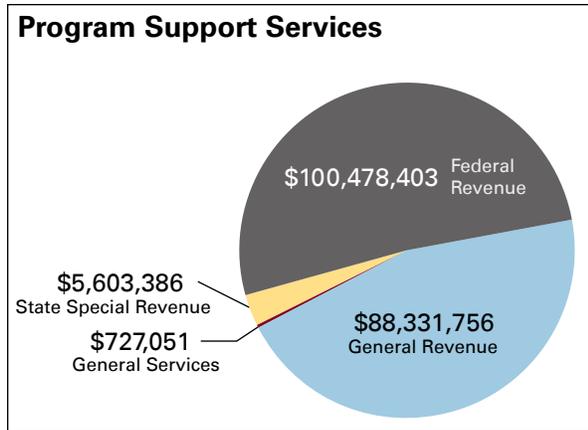
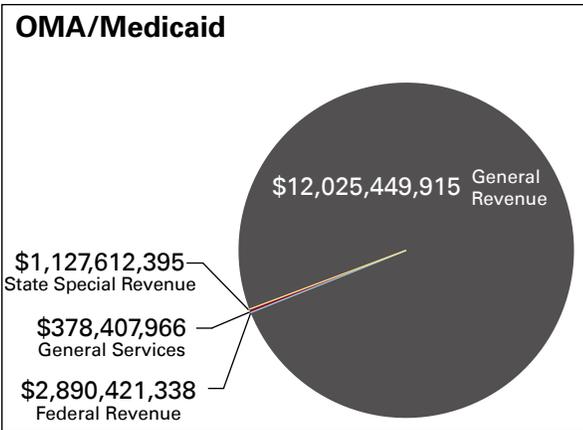
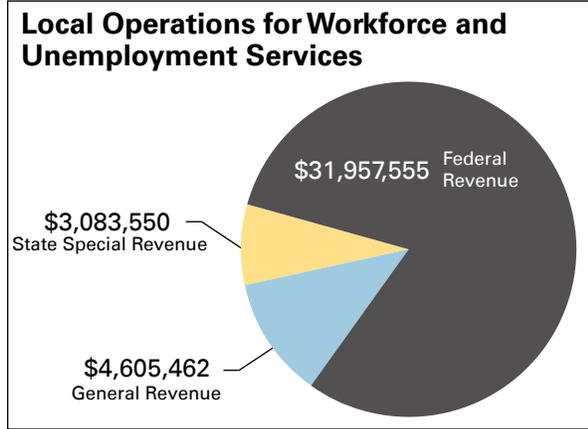
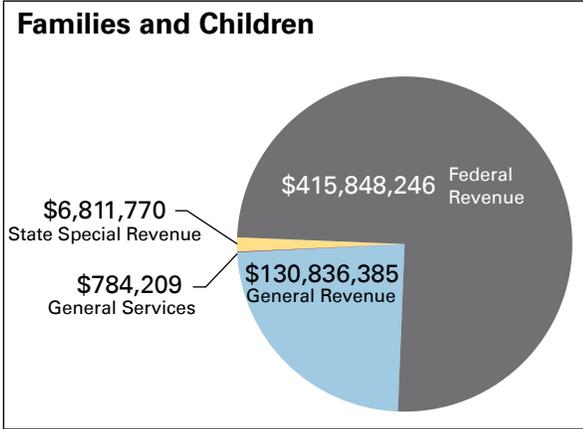
ODJFS REVENUE STREAMS BY DOLLAR AND PERCENTAGE



SFY 2013 ODJFS EXPENDITURES BY PROGRAM AREA



SFY 2013 ODJFS EXPENDITURES BY PROGRAM AREA, CONTINUED



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