

House Committee on Finance and Appropriations
Subcommittee on Human Services
Mary Ann Drewry, Assistant Director of Operations
Ohio Department of Job and Family Services
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Mr. Chairman Stewart, Ranking Member Brown and distinguished members of the Subcommittee, my name is Mary Ann Drewry and I am the Assistant Director of Operations for the Ohio Department of Job and Family Services (ODJFS). Thank you for the opportunity to appear before you today.

Overview

I am responsible for the Division of Operations within ODJFS. The Division of Operations includes fiscal, human resources, contracts and information technology services; essentially, all the supportive functions and infrastructure for ODJFS. The Operations Division serves the Director's Office, the Governor's Office of Faith-Based Initiatives, Services to Employers, Services to Children and Families, Ohio Health Plans, and the Family Stability programs.

As I stated earlier, the Division of Operations consists of several departments:

Employee and Business Services (EBS)

Employee Services provides the full range of human resource services for the 3,927 employees of ODJFS. This includes recruitment, hiring, benefits, labor relations, civil rights, staff development, and training. Business Services provides facility management for over 37 facilities located statewide. They also provide records management and mail services for the entire Department.

Management Information Services (MIS)

MIS provides system operations and technical support for all of the telecommunications, and computer hardware and software throughout the State. This includes software development, network and data security, data warehousing, and oversight for all technology initiatives, i.e. Benefits Eligibility Network (BEN) and Medicaid Information Technology System (MITS). Over 22,000 desktop computers located throughout the state are supported and maintained by MIS staff. MIS is responsible for the ongoing development and maintenance for over 12 different statewide software applications.

Office of Fiscal Services (OFS)

Fiscal Services provides accounting, cost and cash management, budget management and analysis, federal fiscal reporting, and county finance and

technical assistance to all 88 counties throughout the State. Fiscal Services is responsible for the processing of the Department's \$18 billion budget.

Office of Contracts and Acquisitions (OCA)

The Office of Contracts and Acquisitions develops all ODJFS personal services contracts, grant agreements, inter-agency and inter-branch agreements, and any other contractual type documents. In total, they process approximately 2,500 contracts/agreements per biennium worth over \$2 billion in value.

OCA also is responsible for managing the procurement process for all purchases for ODJFS and providing technical assistance to the counties in these matters.

Office of Research, Assessment, and Accountability (ORAA)

ORAA is responsible for measuring the compliance of ODJFS administered programs with federal and state standards, for promoting accountability, and for leading performance management efforts. This is achieved by conducting site visits, audits, and data analysis. Performance measurement, technical assistance and corrective action result from these efforts.

In addition to ensuring proper administration and provision of services, much of our efforts within the Division of Operations are in support of the Governor's Turnaround Ohio Plan. Over the next two years, we will re-prioritize our operating needs within the Department to assure that the financial resources are available to support the technology initiatives outlined in the Turnaround Ohio Plan:

- Provide web-based employment services that provide case management, service integration, and job matching tools used by job seekers and employers (SCOTI-Shared Career Opportunities and Training Information).
- Support the food stamp benefit transfer system, the client eligibility system for the assistance programs, and the child care information system and develop the Benefits Eligibility Network (BEN) to replace the outdated legacy systems.
- Support the Support Enforcement Tracking System (SETS) which handles approximately 1.7 million transactions per day.
- Support the State Automated Child Welfare Information System (SACWIS) which will be fully implemented by the end of 2007.
- Develop the Medicaid Information Technology System (MITS) to process Medicaid claims for services rendered by medical providers.
- Support the Unemployment Compensation benefits system (Ohio Job Insurance- OJI) and the Unemployment Tax system that will bill employers, accept payments, process refunds, collect monies due, track employer records, assure employer compliance, and provide customer support to employers (Employer Resource Information Center (ERIC)).

We also are exploring new strategies for managing within the state fiscal year budget for '08 -'09, which include:

- Evaluating and monitoring staffing levels to identify cost savings through re-organization and attrition.
- Re-prioritizing technical enhancements to the outdated legacy systems (CRIS-E and MMIS).
- Partnering with the Department of Administrative Services to achieve economies of scale wherever possible.

Conclusion

In closing, I would like to say that I am very happy to be here today. I have been a social worker for 28 years. Until just two months ago I worked in a county agency. Everyday I saw the effects of poverty, mental illness, and domestic violence on the faces of the children and families that walked through our doors. They were desperate for help and lacked hope for the future. I believe the Governor's Turnaround Ohio Plan is a plan that will work. It not only serves to meet the immediate basic needs of children and families, but it also outlines a long-term plan to lift them out of poverty by providing early childhood education, medical coverage, and workforce development.

I would be happy to respond to any questions.