



Department of  
Job and Family Services

John R. Kasich, Governor  
Cynthia C. Dungey, Director

**Family Assistance Letter #144E**  
**OFFICE OF FAMILY ASSISTANCE**  
**March 16, 2016**

**TO:** Directors, County Departments of Job and Family Services

**FROM:** Kara B. Wentz, Deputy Director, Office of Family Assistance

*Kara B. Wentz*

**SUBJECT: Application Processing Timeliness Rates for Food Assistance - UPDATE**

**Background**

Family Assistance Letter (FAL) #144 explained that the Ohio Department of Job and Family Services (ODJFS) received an early warning notice on March 12, 2015 from the United States Department of Agriculture Food and Nutrition Service (FNS) regarding the State's application processing timeliness (APT) rate and that as a result, ODJFS was required to modify its corrective action plan and demonstrate immediate and sustained progress in improving the rate. FNS has continued to monitor the State's APT rate on a monthly basis.

**Update**

On February 4, 2016, FNS wrote to ODJFS acknowledging the important strides the State has made in improving its APT rate. Based on monthly data reported to FNS which reflect sustained improvement to the APT rate over the past several months, FNS has released Ohio from the early warning letter. However, FNS will continue to monitor the State's rate on a monthly basis and may reissue the letter (or skip the warning letter altogether) if the State does not continue to maintain an acceptable APT rate. ODJFS expects that FNS will now turn its attention to payment accuracy and will likely expect significant improvement through the rest of FFY 2016 and beyond. ODJFS is exploring ways to assist county agencies on improving this important metric.

ODJFS will continue to monitor APT rates on a weekly basis and will provide technical assistance as needed. Many county agencies have been preparing for an influx of faxed applications from tax filers in the coming weeks. We have been advised by FNS that Intuit has "indefinitely suspended" the practice of faxing applications and it appears they will link potentially eligible TurboTax customers to the State's website.

**Recognition of Achievements**

The vast improvement statewide is, of course, attributed to the hard-work of each individual county agency. With the first submission of the FNS monitoring report in March 2015, the State's overall APT rate was 79.17% and only 30 counties were at or above 90%. By January

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2016, the State's overall rate was up to 91.62% and all but 11 counties were at or above 90%. The State's APT rate has remained above 90% for the entire first quarter of FFY 2016 (October through January) and the current six-month average rate is 90.94%. The attached chart reflects the tremendous progress between March 2015 and January 2016.

If you have any training or technical assistance needs, please contact Denise Olson at (419)247-0472 or at [Denise.Olson@jfs.ohio.gov](mailto:Denise.Olson@jfs.ohio.gov)

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