



ADMINISTRATION FOR
CHILDREN & FAMILIES

330 C ST, S.W., Washington, DC 20201 www.acf.hhs.gov

December 9, 2016

Cynthia C. Dungy, Director
Ohio Department of Job and
Family Services
30 East Broad Street
Columbus, OH 43215

Dear Ms. Dungy:

We are pleased to inform you that the FY 2017 State Plan for the Ohio Refugee Resettlement Program is approved. Based on our review, your Plan is in compliance with the Office of Refugee Resettlement (ORR) regulations per 45 CFR Part 400. However, budget estimates for FY 2017 included in your State Plan are not approved, but will be reviewed as part of your ORR-1 submission.

We appreciate the work of your office to successfully resettle refugees in Michigan and we look forward to continuing our partnership with the Ohio Refugee Resettlement Program.

If you have any questions pertaining to this approval letter, please contact Chandra Allgood-Foster, your Regional Representative, at Chandra.allgoodfoster@acf.hhs.gov or Carl Rubenstein, Director, the Division of Refugee Assistance, at Carl.Rubenstein@acf.hhs.gov.

Sincerely,

Robert Carey
Director
Office of Refugee Resettlement



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Robert Carey
Director
Office of Refugee Resettlement



**State of Ohio
Refugee Services Program Federal
Fiscal Year 2017
State Plan**

Cynthia C. Dungey, Director

Ohio

**Department of
Job and Family Services**

Table of Contents

- I. Administration 3
 - A. AUTHORITY 3
 - Designation of Accountable State Agency..... 3
 - Identification of State Refugee Coordinator and Health Coordinator..... 3
 - B. ORGANIZATION..... 4
 - Ohio Refugee Resettlement Program..... 5
 - Ohio Refugee Services Section..... 5
 - Agency Support 6
 - Ohio Refugee Advisory Council..... 6
 - Funding..... 7
 - C. ASSURANCES 8
- II. ASSISTANCE AND SERVICES 9
 - A. REFUGEE CASH AND MEDICAL ASSISTANCE 10
 - B. REFUGEE MEDICAL ASSISTANCE AND HEALTH SCREENING..... 12
 - Priorities for Clients..... 13
 - Existing Health Screening Services Covered Under Medicaid 14
 - Additional Health Screening Services..... 14
 - C. THE REFUGEE SOCIAL SERVICES PROGRAM 15
 - English Language Training (ELT) 17
 - OhioMeansJobs Centers 17
- III. EMERGENCY OPERATIONAL PLANS 17
 - A. PANDEMIC EMERGENCY PLAN..... 17
- Ohio Refugee Services FFY 2017 State Plan Signature 19
- APPENDIX A: ODJFS AND FAMILY ASSISTANCE TABLE OF ORGANIZATION..... 20
- APPENDIX B: OHIO REFUGEE SERVICES COST ALLOCATION PLAN..... 23
- APPENDIX C: ODJFS LANGUAGE ACCESS POLICY 25

I. Administration

A. AUTHORITY

On March 17, 1980, the Refugee Act of 1980 (P.L. 96-212) amended the Immigration and Nationality Act of 1952 and the Migration and Refugee Assistance Act of 1962. This was in turn augmented by the Trafficking Victims Protection Act of 2000 (P.L. 106-386).

Designation of Accountable State Agency

The Ohio Department of Job and Family Services (ODJFS) is designated in Ohio Revised Code section 5101.49 as the single state agency responsible for the development and administration of the Refugee Resettlement Program (Refugee Act of 1980 (P.L. 96-212)), and the Cuban/Haitian Entrant Program (Fascell-Stone Amendment to the Refugee Education Assistance Act of 1980 (P.L. 96-422)). The Ohio Refugee Services Section, in the Office of Family Assistance, Bureau of Policy and Initiatives, is responsible for developing and supervising administration of the plan. This plan serves as Ohio's State Plan for both the Refugee Resettlement and Cuban/Haitian Entrant Programs and was prepared in compliance with the requirements detailed in 45 CFR Part 400.5.

Identification of State Refugee Coordinator and Health Coordinator

The State Refugee Coordinator is appointed with sole responsibility for coordinating Refugee Services program activities within the state among participating County Departments of Job and Family Services (CDJFS) and service providers. The State Refugee Health Coordinator is responsible for coordinating refugee health-related activities in the state. Ohio's State Refugee Coordinator is:

Jennifer R. Johnson, Section Chief
Refugee Services
Office of Family Assistance
Ohio Department of Job and Family Services
P.O. Box 183204
Columbus, Ohio 43218-3204
614-644-1174 (voice)
E-mail: Jennifer.Johnson@jfs.ohio.gov

Ohio's Refugee Health Coordinator is:

Sandra Hollingsworth
Refugee Services
Office of Family Assistance
Ohio Department of Job and Family Services
P.O. Box 183204
Columbus, Ohio 43218-3204
614-752-2953
E-Mail:Sandra.Hollingsworth@jfs.ohio.gov

B. ORGANIZATION

ODJFS develops and oversees programs and services designed to help Ohioans be healthy and safe while gaining and maintaining employment and independence. The department employees are organized as shown on the Table of Organization (Appendix A.)

Ohio operates a state supervised, county administered model. Many department programs are administered locally by CDJFSs, county public children services agencies, and county child support enforcement agencies, while others are administered directly by ODJFS.

ODJFS programs include:

Adoption	Prevention, Retention, and Contingency
Child Care	Refugee Services
Child Support	Protective Services
Food Assistance	Trade Act Programs
Foster Care	Unemployment Compensation
Labor Exchange	Veteran's Services
Ohio Works First	Workforce Investment Act

The Department of Medicaid (DOM) is a cabinet level department which works collaboratively with ODJFS staff to administer the Refugee Medical Assistance program.

ODJFS' mission is: "To improve the well-being of Ohio's workforce and families by promoting economic self-sufficiency and ensuring the safety of Ohio's most vulnerable citizens." The values of ODJFS are: accountability, innovation, teamwork, integrity, and compassion.

Key priorities and strategies of ODJFS are:

- Promoting job growth in Ohio
- Cutting government bureaucracy
- Improving customer services

- Improving access to information and services

Ohio Refugee Resettlement Program

Ohio's Refugee Resettlement/Entrant Program is one of the many ODJFS programs that follow a state supervised, county administrated model.

The Ohio Refugee Resettlement Program has four components:

1. Refugee Cash Assistance (RCA): provides cash payments to eligible refugees. Ohio operates a publically-administered RCA program modeled after Ohio's Temporary Assistance for Needy Families (TANF) cash assistance program Ohio Works First (OWF).
2. Refugee Medical Assistance (RMA): provides medical assistance to eligible refugees. Ohio operates a publically-administered RMA program modeled after Ohio's Medicaid program.
3. Refugee Social Services Program (RSSP): provides employability services, English language training, and other services aimed at helping refugees attain self-sufficiency.
4. Refugee Health Screening: provides health screening services to refugees after their arrival in the U.S.

Ohio does not operate an Unaccompanied Refugee Minor Program.

Ohio Refugee Services Section

The Ohio Refugee Services Section is responsible for the management of all refugee related activities in the state. The Refugee Services Section coordinates and monitors all services and benefits, provided by CDJFS, designed to meet Ohio refugee resettlement and health screening needs.

The goal of the Refugee Resettlement Program is to assist refugees in achieving economic self-sufficiency in the shortest possible time after they enter the U.S. The Refugee Services Section:

- Coordinates refugee policy on cash, food, and medical assistance;
- Coordinates a comprehensive system to ensure the continuity of social services for refugee families, children, the elderly, and the disabled;
- Distributes funds to CDJFS, health care providers, schools, and other community-based partners specializing in services to refugees;
- Provides administrative support, training, and technical assistance to CDJFS and partner agencies;
- Participates in federally sponsored training and policy development programs offered by the Office of Refugee Resettlement (ORR);
- Provides consultation to resettlement agencies regarding reception and placement policies and trends that affect Ohio's refugee population;

- Monitors the use of refugee funds to ensure compliance with federal and state regulations;
- Facilitates interagency collaboration in the delivery of services to refugees;
- Assists service partners in reducing or eliminating barriers which prevent refugees from receiving needed services;
- Assists service partners in enhancing or expanding services to refugees;
- Sends “Asylee Welcome Letters” explaining the available benefits and services;
- Sends “SIV Welcome Letters” to Iraqi and Afghan Special Immigrant Visa holders explaining available benefits and services; and
- Provides information and staff support to the Ohio Refugee Advisory Council by facilitating quarterly meetings, providing training, and reporting programmatic details.

Agency Support

To achieve Ohio’s refugee goals and objectives, ODJFS, ODM, and/or CDJFS will:

- Issue policy and promulgate rules required by federal regulations;
- Determine refugee eligibility for TANF/OWF, RCA, Disability Financial Assistance (DFA), Medicaid, and RMA;
- Collect overpayments (as necessary);
- Correct underpayments (as necessary);
- Hold hearings concerning the denial of refugee benefits and provide for the sanction and/or reinstatement of benefits after the hearing; and
- Ensure proper and correct allocation of federal funds, monitor expenditures, and report, as required, to ORR of the status of the funds.

Ohio Refugee Advisory Council

Ohio’s State Refugee Coordinator is charged with administering the Ohio Refugee Resettlement Program in compliance with federal regulation, advocating for refugees, and creating a climate of acceptance and understanding in the general community. These goals are met by program evaluation, local level service coordination, and involvement in the Ohio Refugee Advisory Council (ORAC).

ORAC, created in 1981, serves to advise the State Refugee Coordinator and ODJFS on matters related to refugee resettlement. ORAC meets on a quarterly basis in Columbus, Ohio. ORAC members include representatives from local resettlement agencies, community service agencies, other agencies that serve refugees, OFJFS staff, CDJFS staff, local government representatives, and refugees. Meetings are open to the public. ORAC meetings are a method of consultation with resettlement agencies and serve as a forum for discussing emerging refugee resettlement issues. Meetings include a discussion of current refugee issues and one or more educational presentations.

Funding

Ohio's Refugee Services Program is 100% federally funded from ORR. ODJFS receives mandatory awards, including Cash/Medical/Administration (CMA), and formula grants including Social Services and Targeted Assistance. ODJFS pursues ORR funding opportunities that target specific populations, such as discretionary grants for older refugees, preventive health, young adult mentoring, and school impact. All awards are used to coordinate a broad range of services for refugees residing in Ohio.

CMA funds for RCA and RMA are made available to ODJFS, subject to the availability of federal funds, as set forth in 45 CFR 400 Subpart J. Eligibility for RCA and RMA is determined by the CDJFS. Integration of services facilitates refugees achieving self-sufficiency. A local service delivery approach allows:

- Open access for accepting applications;
- Prompt determination of eligibility;
- Expedited processing of benefits;
- Assurance of due process and hearing rights;
- Maintenance records;
- Adherence to required confidentiality provisions; and
- Connection to applicable social services and organizations;

The State Refugee Coordinator's Office contracts directly with public and non-profit health provider organizations for initial health screenings. The Ohio Medicaid program does not cover most health screenings. Therefore, ODJFS, with the ORR Director's approval, charges refugee health screening costs to the CMA grant.

Refugee Social Services and Target Assistance Program (TAP) funds are used to provide employability and other social services to help refugees become self-sufficient as soon as possible after their arrival in the U.S. Although emphasis is placed on providing services within the first year of arrival, services are available for up to five years after arrival. Providers receiving a RSSP grant may offer services directly or subcontract with community organizations for specific services (i.e. job skills training and vocational English as a second language.)

When ODJFS receives discretionary grants designed to serve specific refugee populations, the funds are distributed to agencies serving refugees through contracts and interagency agreements with service providers, school systems, and other state agencies. Ohio will continue to pursue open funding opportunities to increase services to refugees. ODJFS administers the TAP through grant agreements with qualified providers. The administration of the TAP through grant agreements improves the speed and efficiency with which refugees receive services. ODJFS monitors the TAP program to ensure referrals to services are occurring and that benefits are accurately provided. ODJFS will continue to apply appropriate monitoring standards and methods to assure

grant funds are used in compliance with the grant agreements and in conjunction with the state goals for FFY 17.

As required under 45 CFR 400.11(c), financial status reports for all grants are submitted to ORR. Program performance reports are submitted consistent with grant conditions and guidelines.

As required by ORR State Letter 12-13 and 45 CFR 400.13, administrative costs associated with the Ohio Refugee Services Section are allocated to all refugee grants. An effort reporting approach is used to determine the appropriate allocation of such costs. See Appendix B, "Ohio Refugee Program Cost Allocation Plan."

ODJFS uses a web based system to capture RSSP and TAP participation, employment, and placement statistics for refugees.

C. ASSURANCES

ODJFS assures ORR that it administers the Refugee Services Program according to the Refugee Act, Federal Regulations, and ORR State letters. ODJFS provides the following assurances:

- ODJFS will comply with the provisions of Title IV, Chapter 2 of the Refugee Act and official issuances of the Director of ORR.
- ODJFS will meet the requirements in 45 CFR parts 400 and 401.
- The state plan meets the requirements of 45 CFR part 400.5.
- ODJFS will comply with all other applicable federal statutes and regulations in effect during the time it receives grant funding.
- ODJFS will amend the plan as needed to comply with standards, goals, and priorities established by the Director.
- Eligibility for OWF, Supplemental Security Income (SSI) and/or all categories of Medicaid (including SCHIP) is explored prior to determining RCA and/or RMA eligibility.
- Assistance and services funded under the State of Ohio Refugee Services State Plan, will be provided to refugees without regard to race, religion, nationality, sex, or political opinion.
- The State Refugee Coordinator will meet with local resettlement agencies quarterly to plan and coordinate the appropriate placement of refugees. When there are unique problems, such as unanticipated secondary migrants, special working committees will be formed and meetings will be held as often as needed to resolve problems and find acceptable solutions.
- ODJFS will monitor activities and performance of grant recipients and contracted county, health screening, and social service providers to

ensure appropriate administration for services to refugees and sound fiscal management.

- ODJFS will use the same mediation/conciliation procedures as those for Ohio's TANF program.
- An applicant or recipient of RCA and RMA has hearing rights in accordance with 45 CFR parts 400.23 and 400.83(b) and Chapter 5101:6 of the Ohio Administrative Code.
- The State Refugee Coordinator will be responsible for the timely expenditure of all grant funding and will ensure that costs do not exceed their allocations. The State Refugee Coordinator will monitor the expenditure of these funds on a quarterly basis.
- ODJFS will ensure that agency policy materials and all notices required in 45 CFR parts 400.54, 400.55, 400.82, 400.83, 400.93, and 400.145 are made available in written form in English. When a significant number or the recipient population requires the policy materials and notices in a language other than English, ODJFS will ensure the materials are available in appropriate languages.
 - ODJFS publishes "Program Enrollment and Benefit Information," JFS 07501, rev. 11/2014 in English, Spanish, Arabic, and Somali, explaining all available programs, information on citizenship and immigration rules, and information on civil rights.
 - "Request for Cash, Food Stamp, and Medical Assistance," JFS 07200, rev. 9/2014, used to apply for all public assistance benefits, is available in fourteen languages, including Arabic, Burmese, and Somali. This publication and other forms can be found at <http://www.odjfs.state.oh.us/forms/inter.asp>
 - ODJFS provides written translations and oral interpretation of other documents through the use of contracted interpreter and translation services.
 - Notices mailed to individuals and families applying for assistance contain a statement, in the individual's primary language, indicating the notice is important and a number to call if help is needed to understand the notice.
 - ODJFS assures that the Refugee Services programs and refugee populations are included in the state pandemic influenza plan and other emergency operational plans.

II. ASSISTANCE AND SERVICES

ODJFS ensures that public benefits are available to refugees in accordance with the regulations established by ORR. The types of public assistance available to Ohio's

refugees through the CDJFS include food assistance, TANF/OWF, RCA, DFA, Medicaid, RMA, and RSSP.

Cuban and Haitian entrants are served with federal refugee funds and are covered by the policies in the Ohio Refugee Services Program State Plan. Ohio also serves certain Amerasians, secondary migrants, asylees (from the date they are granted asylum status), victims of trafficking (once they are certified by ORR), and Iraqi and Afghan Special Immigrants (from the date they are granted their status or enter the U.S.); these refugee populations are also covered by the policies in the Ohio Refugee Services State Plan.

Ohio's Refugee Services Program rules are on the ODJFS website:

http://jfs.ohio.gov/refugee/adminRefugee_Rules.stm. RCA and formula targeted assistance rules are located in the Cash Assistance Manual. RMA rules are located in the Medicaid Eligibility Manual.

In compliance with Title VI of the Civil Rights Act of 1964, ODJFS has strategies in place to ensure all programs, support services, and administrative offices have access to translation services and qualified interpreters. The ODJFS Language Access Protocols (Appendix C) details protocols for refugees who are Limited English Proficient (LEP.)

A. REFUGEE CASH AND MEDICAL ASSISTANCE

Pursuant to the Department of Health and Human Services ORR final rules for RCA, and in accordance with 45 CFR parts 400.65 through 400.68, Ohio operates the RCA program as a public administered program modeled after Ohio's TANF program, Ohio Works First (OWF). Ohio's current TANF State Plan can be found at:

http://jfs.ohio.gov/owf/plan_new.stm. The RCA program is consistent with the provisions of the OWF program in regard to:

- The determination of initial and ongoing eligibility (treatment of income and resources, budgeting methods, needs standard);
- The determination of benefit amounts (payment levels based on size of the assistance unit, income disregards); and
- All state TANF rules relating to financial eligibility and payments.

When processing an application for RCA or RMA, the CDJFS caseworker notifies the refugee's initial resettlement agency of the application for assistance. If the refugee is applying for RCA, the caseworker also asks the initial resettlement agency if the refugee has refused employment offers or quit employment in the 30 days prior to the application date. When considering eligibility for RCA or RMA, the CDJFS does not consider:

- Any resources remaining in the applicant's county of origin;
- A sponsor's income and resources to be accessible to a refugee solely because the person is serving as a sponsor; or
- Any cash grant received by the applicant under the Department of State or Department of Justice Reception and Placement programs.

RCA recipients are not subject to TANF work requirements. However, refugees in receipt of RCA who do not meet an exemption (individuals under the age of sixteen; individuals under the age of nineteen and are full-time students in a secondary school or in the equivalent level of vocational or technical training; individuals over sixty-four years of age; individuals who are the sole caregiver of a child under one year of age or other fully dependent person; or individuals who are unable to work for physical or mental health reasons) are required to participate in RSSP by completing and complying with a family self-sufficiency and individual employability plan.

The CDJFS case manager will be responsible for referring refugees to RSSP providers. The CDJFS case manager will be responsible for communicating to the provider the refugees' employment status, participation in services, etc. The providers will determine what services are needed for the refugee to obtain and retain employment in the shortest period of time. Providers will prepare an employability plan. The employability plan should be appropriate for the refugee and should lead to self-sufficiency. The employability plan may include employment services, English Language Training (ELT), employment related case management, and any other social services necessary to assist the refugee in becoming self-sufficient. Failure, without good cause, to comply with a provision in the employability plan, could result in a reduction or termination of the RCA benefit.

RCA and RMA are limited to the first eight months from the date the refugee enters the U.S. or is granted asylum or other eligible status. Eligibility for RCA is limited to those refugees found ineligible for OWF or SSI. All refugees who are blind, disabled, or at least sixty-five years of age are immediately referred to the Social Security Administration (SSA) to apply for SSI. Such refugees may receive RCA until SSI benefits are initiated, provided the conditions of eligibility for RCA continue to be met.

Under Ohio's expanded Medicaid coverage, eligibility for RMA is limited to refugees who are not eligible for any category of Medicaid. RMA may be retroactive up to three months prior to the application date, or the date of entry, whichever is later.

Refugees, who, due to increased earnings from employment during the eight month eligibility period, lose eligibility for any category of Medicaid, are entitled to the remaining months of RMA. Such refugees are not required to complete an application or redetermination of eligibility. Refugees covered by employer-provided health insurance will have any RMA payments reduced by the amount of the third party payment.

There are no work requirements for recipients receiving only RMA. RMA recipients may voluntarily participate in the RSSP.

B. REFUGEE MEDICAL ASSISTANCE AND HEALTH SCREENING

Under the Refugee Act, Section 412(b)(5), the Director of ORR is responsible for the provision of medical screening and initial medical treatment to all arriving refugees. ODJFS administers the health screening process and ensures that Refugee Health Screening is available to refugees in accordance with regulations established by ORR and requirements detailed in ORR State Letter #12-09 and 45CFR 400.107. ODJFS is committed to having refugees complete the health screening process upon arrival in Ohio.

ODJFS is authorized by Title 8 of the US Code 1521-1525 to contract with public and private agencies for the provision of health screening services. In Ohio, the Medicaid program does not cover a full range of health screening services for all individuals; therefore, ODJFS allocates funds for health screening services from the Cash/Medical/Assistance (CMA) grant by entering into grant agreements with health care providers in communities with the greatest influx of refugees.

ODJFS and health providers have access to the Center for Disease Control's (CDC) Electronic Database Notification (EDN). The EDN is used to monitor refugees and to request, when necessary, overseas medical records.

Each health screening provider has an ODJFS funded Refugee Navigator. The Refugee Navigator coordinates all elements of the refugee health screening process; improving communication between the resettlement agencies and the health screening providers. This also reduces wait times for appointments and ensures scheduling, including transportation, for follow-up care.

The Ohio Refugee Services Program works in partnership with local resettlement agencies and contracted health providers to provide refugee health screenings. Coordination with local partners increases the number of completed refugee health screenings and improves refugee access to medical care and referrals.

The contracted providers from the Ohio Refugee Health Screening program perform health screening services for a unit rate of \$796.00 per completed health screening. Compensation is determined on an annual basis. Health screens are performed by physicians or civil surgeons. The cost of interpretation is the responsibility of the health screening provider. Local resettlement agency staff work closely with each health screening provider's RMA-funded Refugee Navigator to schedule appointments and to ensure the completion of follow-up visits and testing. The Refugee navigator is funded at \$50 per refugee, based on the number of projected refugee arrivals in each area. Payment for treatment beyond the initial health screening (e.g. further examination,

follow-up, or special treatment), is the responsibility of the refugee or their health coverage plan.

ODJFS prepares a Health Screening contracts budget (Appendix D.) Ohio's contracted refugee health screening providers for FY17 are:

Summit County: Summit County Health Department and International Community Health Center

Hamilton County: City of Cincinnati Health Department

Cuyahoga County: Neighborhood Health Care, Inc. and International Community Health Center

Franklin County: OSU Occupational Medicine

Montgomery County: Public Health Dayton and Montgomery County

Lucas County: Toledo Lucas County Health Department

The refugee health screening is designed to:

- Prevent threats to public health;
- Ensure follow-up of refugees with conditions identified during the overseas medical exam;
- Evaluate the current health status of refugees and identify health problems not identified during, or developed subsequent to, the overseas exam;
- Ensure refugees are referred for necessary primary and specialty follow-up care;
- Identify conditions with a potential to adversely impact effective resettlement;
- Initiate appropriate immunizations as required for all refugees to adjust status to become lawful permanent residents of the U.S., and
- Provide orientation to the U.S. health care system, including education about the availability and appropriate use of health services.

Priorities for Clients

Priorities for serving clients eligible to receive health screening and follow-up include:

1. Refugees who have been identified overseas as having medical conditions, a need for follow-up observation, and/or a need for treatment.
2. Refugees who have arrived in Ohio within the last 90 days.
3. Secondary refugee migrants from other states who have arrived in the U.S. within the last 90 days, and who have verification from the state of initial resettlement indicating no health screening was completed.
4. Refugees in receipt of RMA who have been in the U.S. longer than 90 days.

Current policies and procedures related to the refugee health screening process are available on the Ohio Refugee Services health screening website:

<http://jfs.ohio.gov/refugee/healthScreening.stm>

Existing Health Screening Services Covered Under Medicaid

Once a refugee enrolls and identifies a provider who accepts new patients, Ohio Medicaid provides preventive health screenings services as identified in the table below. Only two services are duplicated in the contracted Ohio Refugee Health Screening and the Ohio Medicaid preventive screening: influenza and pneumonia vaccines.

Ohio Medicaid Preventive Health Screening

Service	Who should have this service?	How often?
Work physicals	Individuals who are required to have a physical for a job when an employer does not provide a physical free of charge.	As needed
Prostate exams (test for prostate cancer)	For men beginning at age 50	Once a year
Mammography (test for breast cancer)	For women between the ages of 35-40	One screening for women between the ages of 35-40 and then once a year thereafter
Pap smears and pelvic exams	For adult women and young women who are sexually active	Once a Year
Tetanus-Diphtheria (TD) booster shot	For all adults	Every 10 years
Flu shot	For adults, teens and children	Once a year, usually given in October- December
Pneumonia shot	For consumers age 65 and older or those with weak immune systems or chronic health problems	Once a year
Chest X-ray	For long-term care facility residents	Once a year
Physical exam	For residents in residential facilities licensed by the Ohio Department of Mental Retardation & Developmental Disabilities	Once a year
Dermatology (skin) services	All recipients	Must be medically necessary and related to a disease or condition.

Additional Health Screening Services

Ohio's screening reimbursement rate was revised in April 2014 to reflect the federal guidelines and pricing provided by ORR and the Centers for Disease Control and Prevention. Documentation on the calculation of each component's per capita rate is found in Appendix E.

C. THE REFUGEE SOCIAL SERVICES PROGRAM

ODJFS allocates RSSP funding for employability services and other services as described in 45 CFR parts 400.154 and 400.155. RSSP grant funding is allocated to the eligible providers using the following formula:

- 40% is based on the number of refugee arrivals in the geographic region in the four most recent completed fiscal quarters.
- 20% is based on data derived from the number of refugee arrivals received by each geographic region in the second and third of the four most completed quarters and the number of asylees matched in the most recent U.S. Department of Health and Human Services Office of Refugee Resettlement asylee report for the geographic region.
- 35% is based on the geographic region's total number of TANF and RCA eligible refugee recipients, as compared to the total number of refugee recipients for all eligible geographic regions, for the four most recent completed fiscal quarters.
- 5% is allocated equally among geographic regions.

ODJFS administers the RSSP funding through grant agreements with providers. Each provider serves one of six geographical regions in Ohio. The geographic regions are:

1. Central: (Franklin, Delaware, Fairfield, Licking, Madison, Pickaway, and Union counties)
2. Southwestern: (Hamilton, Butler, Clermont, and Warren counties)
3. Northeastern: (Cuyahoga, Geauga, Lake, Lorain, and Medina counties)
4. Northern: (Summit, Portage, Stark, and Carroll counties)
5. Western: (Montgomery, Greene, and Miami counties)
6. Northwestern: (Lucas, Fulton, Ottawa, and Wood counties)

Refugee Social Services are provided by the providers directly or through contracts between providers and other local service providers. The providers administering the Refugee Social Services grants have the responsibility to ensure:

- Services and benefits for, or used by, refugees are coordinated within the provider agency;
- Required services and benefits available;
- Eligibility for services is determined accurately and timely;
- Communication and collaboration occurs among refugees, refugee resettlement agencies, social service agencies, health providers, and public agencies serving refugees within the county;
- Refugee Social Service funds are primarily used for employment and employability services designed to assist refugees in obtaining jobs within

one year of becoming enrolled in services, and to achieve and maintain economic self-sufficiency; and

- All refugees have access to services and are not discriminated against based upon their limited English proficiency in accordance with Title VI of the Civil Rights Act.

The Ohio RSSP provides services to refugees for the first five years after they enter the U.S. or are granted asylum or other eligible status. Translation and interpreter services, information and referral services, and naturalization preparation services may be provided to refugees indefinitely. Eligibility is determined by the CDJFS and participation is required for non-exempt recipients of RCA.

The priority order for RSSP is:

1. All newly arrived refugees during their first year in the U.S.
2. Refugees who are receiving cash assistance under OWF or RCA.
3. Unemployed refugees who are not receiving OWF, SSI, or RCA.
4. Employed refugees in need of services to retain employment or to attain economic independence.

When an application is made for cash or medical assistance, no separate application is required for RSSP. Refugees who are not applying for cash or medical assistance and who live in a region that has a RSSP provider may apply for RSSP at their CDJFS. Because they have surpassed time eligibility for RCA and RMA (45 CFR 400.43(a) (6)), refugees and asylees who have adjusted to permanent resident status are eligible only for RSSP. To ensure refugees remain within eligible timeframes and that priority order for services is considered, 12 month reapplications for RSSP are required.

The goal of the RSSP is to help refugees obtain economic self-sufficiency as quickly as possible. The RSSP focuses its efforts on employment services including: development of family self-sufficiency and individual employability plans, world-of-work and job orientation, job clubs, job workshops, job development, referral to job opportunities, job search, and job placement with follow-up. Another focus of the RSSP is employability services such as: employability assessment services, on-the-job-training, English Language Training (ELT), vocational training, skills recertification, child care related to employment or employability services, driver's education, and employment related case management.

Direct contracting for RSSP services has improved the speed and efficiency with which refugees receive RSSP services. ODJFS continues to work closely with CDJFS staff to ensure referrals to RSSP services are occurring and that benefits are accurately provided. ODJFS applies monitoring standards and methods to assure grant funds are

used in compliance with the grant agreements and in conjunction with the state goals for FFY 2017.

English Language Training (ELT)

ELT is provided while the refugees are receiving OWF, RCA, RMA, and/or RSSP. ELT is provided concurrently with employment services to increase the opportunity for refugees to become quickly self-sufficient. Refugees are evaluated and those who are deemed in need participate in ELT classes.

OhioMeansJobs Centers

In addition to the services available to refugees through RSSP agreements with local service providers, employment services are available in Ohio's OhioMeansJobs Centers. The OhioMeansJobs Centers serve anyone needing public assistance, Medicaid, food assistance, and/or employment and training services. A number of services are available to refugees through the OhioMeansJobs Center. Typical services refugees receive include: access to job postings, Internet job search availability, career counseling, self-service career assessment, resume creation, translation and interpreter services, and training services. OhioMeansJobs Centers have active outreach components for everyone needing a job.

III. EMERGENCY OPERATIONAL PLANS

A. PANDEMIC EMERGENCY PLAN

Ohio's Refugee Services program works in cooperation with Ohio's Emergency Management Agency (OEMA) and all associated agencies, to ensure that Ohio's refugee population is included in Ohio's Emergency Management Plans. The Ohio Emergency Operations Plan (Ohio EOP) establishes a framework through which State of Ohio Agencies and other designated non-state agencies assist local jurisdictions to respond to and recover from disasters that affect the health, safety, and welfare of the citizens of Ohio. The Ohio EOP follows the Emergency Support Function structure as outlined in the U.S. Department of Homeland Security's National Response Plan, and incorporates the National Incident Management System.

Ohio's Pandemic Response plan corresponds to the State of Ohio Emergency Operations Plan; Tab C to Emergency Support Function #8; Public Health and Medical Services: Human Infectious Disease Incident Plan. The primary goal of this plan is to provide direction and control of state and federal efforts to prevent, stop and/or eliminate the spread of human infectious disease. This Plan incorporates elements of the Pandemic Response Plan. The plan coordinates state-level resources providing support and assistance to local jurisdictions and local health districts (LHDs) and provides guidance for identifying the health and medical needs of victims of a pandemic disease emergency. The plan can be found at:

http://www.ema.ohio.gov/Documents/Ohio_EOP/HUMAN%20INFECTIOUS%20DISEASE%20INCIDENT%20PLAN%20-%20TAB%20C%20to%20ESF-8.pdf.

Ohio addresses the needs of refugee families in the Ohio Emergency Operational Plan; Emergency Support function #6 – Mass Care; Tab A: Functional Needs Plan. The functional needs plan provides planning guidance for meeting federal regulations that impact access and functional needs, and the sheltering of children and adults with functional needs in general population shelters. The guidance was developed to support local, tribal, State and Federal governments to integrate children and adults with and without disabilities who have access and functional needs into every aspect of emergency shelter planning and response.

Ohio Refugee Services FFY 2017 State Plan Submitted August 15, 2016

The Ohio Department of Job and Family Services (ODJFS) is designated in the Ohio Revised Code Section 5101.49 as the single state agency responsible for the development and administration of the Refugee Resettlement Program, Refugee Act of 1980 (Public Law 96-212) and the Cuban-Haitian Entrant Program as mandated by the Fascell-Stone Amendment to the Refugee Education Assistance Act of 1980 (Public Law 96-422). ODJFS has the authority to plan and develop programs and make rules and regulations pertaining to refugee resettlement programs. Within ODJFS, the Refugee Resettlement Program is administered by the Refugee Services Program Section, Bureau of Family Assistance Policy and Initiatives, Office of Family Assistance.

The Refugee Services Program Section is responsible for the coordination of all services for eligible refugees in Ohio. The State Refugee Coordinator is responsible for the coordination of public and private agency services, cash assistance, medical assistance and social services. Jennifer Johnson is the State Refugee Coordinator for Ohio.

This plan is being submitted to Office of Refugee Resettlement (ORR) with the approval of ODJFS' Director as the Governor's designee.

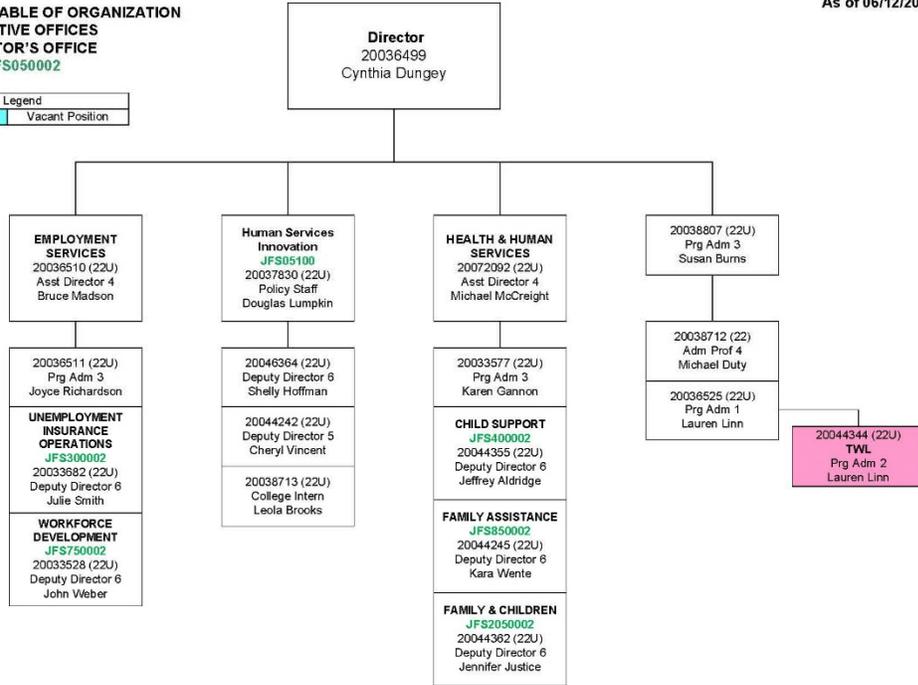
Cynthia C. Dungey, Director
Ohio Department of Job and Family Services

APPENDIX A: ODJFS AND FAMILY ASSISTANCE TABLE OF ORGANIZATION

ODJFS OFFICIAL TABLE OF ORGANIZATION
EXECUTIVE OFFICES
DIRECTOR'S OFFICE
JFS050002

As of 06/12/2016

Legend
Vacant Position



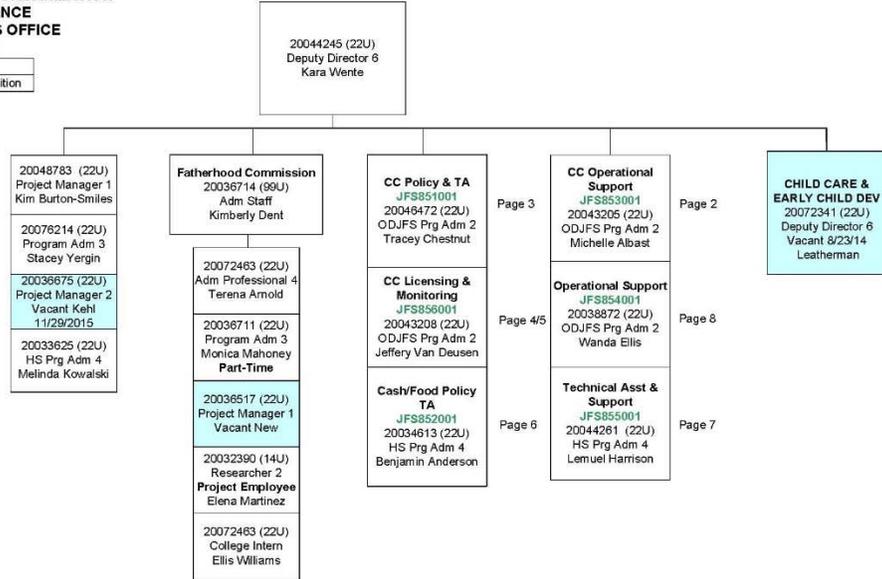
APPROVED BY: Tiffany Richardson , Deputy Director, Employee & Business Services

Page 1 of 2

ODJFS OFFICIAL TABLE OF ORGANIZATION
FAMILY ASSISTANCE
DEPUTY DIRECTOR'S OFFICE
JFS850002

As of 06/12/2016

Legend
Vacant Position

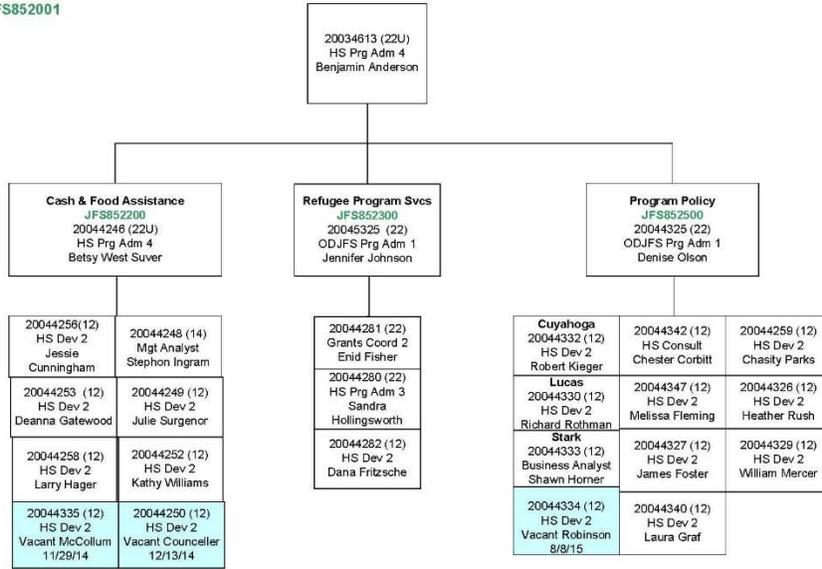


APPROVED BY: Tiffany Richardson , Deputy Director, Employee & Business Services

Page 1 of 7

**ODJFS OFFICIAL TABLE OF ORGANIZATION
FAMILY ASSISTANCE
CASH/FOOD POLICY TA
JFS852001**

As of 06/12/2016



APPROVED BY: Tiffany Richardson , Deputy Director, Employee & Business Services

Page 5 of 7

APPENDIX B: OHIO REFUGEE SERVICES COST ALLOCATION PLAN

OFFICE OF FAMILY ASSISTANCE

Refugee Program Services

Refugee Program Services - JFS852300 provides administrative support benefiting several State and Federal programs

(Section IV-D provides a list of programs and defines Cost Pool JFS0020200). Therefore, staff payroll and fringe benefits, as well as general operating expenses associated with department JFS852300, are assigned to Cost Pool JFS0020200, which distributes costs based on employee effort reporting data using the Timekeep effort reporting system. All employees coded to department JFS852300 record their hours to the appropriate effort RCFs shown below, on a daily basis. Supervisors at or above the Chief level and their administrative staff, record all of their effort as “General Administrative” effort because their supervisory/administrative support role is an ever-present component of their daily activities.

Staff in department JFS852300 can report their effort to the RCFs and activities listed below. If an employee performs an activity that benefits a program or activity outside of the activities shown below, a manual adjustment to the pool data will be performed by staff in the Office of Fiscal and Monitoring Services upon receipt of a written notification from the employee’s Activity Tracking Coordinator, signed by the employee.

To determine the quarterly distribution of expenditures associated with department JFS852300, data is downloaded from the Timekeep effort reporting system to determine the number of hours reported to each of the effort RCFs listed below. To determine the percentage of Cost Pool JFS0020200 expenditures distributed to each RCF, the number of hours coded to each RCF is divided by the total hours coded to all RCFs by staff assigned to departments JFS852300 during the covered period. All staff payroll and fringe benefits, as well as general operating expenses coded to pool JFS0020200, are distributed to the appropriate RCFs based on these percentages. Vacation, holiday, sick time, as well as hours coded to Cost Pool JFS0020200 as General administration, are excluded in the calculation of these percentages.

Where hours are charged to other cost pools, those hours are distributed based on the allocation methodology of the component cost pool.

Current quarter costs are distributed based on current quarter statistics.

Cost pools, program RCFs and activity codes available in Timekeep for staff whose hours make up the cost pool

JFS0020200 distribution base:

JFS0020200 – Refugee Program Services Pool

JFSREB0220 RCA – Administration

JFSREB0520 RMA Administration

JFSREB0720 RMA Medical Screening Admin

JFSREB1220 Administration – Planning & Coordination

JFSRE40120 Refugee School Impact – General Administration

JFSRE50120 Refugee Targeted Assistance – General Administration

JFSRE70120 Refugee Social Services – General Administration

JFSRE80120 Refugee Preventive Health – General Administration

JFSRE90120 Older Refugee – General Administration

APPENDIX C: ODJFS LANGUAGE ACCESS POLICY

IPP.9004. Language Access Protocols

IPPMTL 0247

October 27, 2011 - Original

CLICK HERE to acknowledge that you have read, understand, and will comply with this policy

I. PURPOSE/REASON:

Pursuant to Title VI of the Civil Rights Act of 1964, no person shall be discriminated based on race, color or national origin. Title VI has been interpreted by the US Department of Justice to prohibit discrimination against individuals who are Limited English Proficient (LEP).

To ensure compliance with Title VI the Ohio Department of Job and Family Services (ODJFS) has strategies in place to ensure all programs, support services and administrative offices have access to translation services and qualified interpreters.

II. REFERENCE/AUTHORITY:

A. REFERENCES

Note: ORC references can be accessed at LAWriter's Ohio Revised Code (<http://codes.ohio.gov/>) website.

1. Civil Rights Act of 1964 (Title VI)
2. IPP 9002 Employment Discrimination & Sexual Harassment Prevention
3. IPP 0003 Standards of Employees Conduct
4. Ohio Revised Code (ORC) 5101.02

B. AUTHORITY

1. This policy is established by order of the director, ODJFS, hereinafter referred to as director.

2. Per ORC 5101.02, all duties conferred on the various work units of the department by law or by order of the director shall be performed under such rules as the director prescribes and shall be under the director's control.

III. SUPERSEDES:

There are no previous ODJFS policies issued on language access protocols.

IV. SCOPE:

This procedure applies to ODJFS and its offices and program areas.

V. DEFINITIONS:

A. Limited English Proficient (LEP): is someone who is unable to speak, read, write or understand the English language at all levels that permit him or her communicate effectively with health and social service providers.

A. Interpreter: a person who transfers in spoken or signed form a message from one language into another.

C. Translator: a person who translate written documents from one language into another.

VI. POLICY:

A. To ensure LEP persons have access to all benefits/services ODJFS will provide interpreters when needed as well as translate "vital" and "outreach" documents into certain languages.

1. Vital Documents - All vital documents are translated for each LEP group of 5% or 1,000 (whichever is less) of the eligible population for a particular program administered or supervised by ODJFS.

a. Vital documents are documents that significantly impact an individual's eligibility for a benefit/service administered or supervised by the office.

b. The inability to read the document could result in denial, termination or have a negative impact on the applicant/recipient of the benefit/service being received or sought.

Examples of Vital Documents may include but are not limited to: applications, notices, request for verifications, reunification plans, etc.

2. Outreach Documents - All written materials are translated for each LEP group of 10% or 3,000 (whichever is less) of the eligible population for a particular program administered or supervised by ODJFS. Outreach documents must be reviewed by the ODJFS Office of External Affairs before approved for printing and distribution.

B. The Bureau of Civil Rights/Labor Relations (BCR/LR) is available to provide technical assistance to ODJFS offices with their assessments. Each office within ODJFS will review its documents to determine whether they are vital documents.

VII. PROCEDURES:

A. PROCESSING TRANSLATION OF VITAL DOCUMENT

1. All translation requests must be submitted to BCR/LR electronically in "Word" format. The vendor will then be provided the electronic file. BCR/LR will secure an estimate for the translation of the document in the language (s) requested from the reviewing vendor. Once an estimate from the vendor is received by BCR/LR, it will be sent to the originating Office/Program Area for approval. Once approval is obtained, the Office/Program Area will be responsible for the preparation of a purchase order or a contract (if vendor on

DAS term schedule is not available or the request is extremely voluminous). Whenever possible, BCR/LR will obtain estimates from vendors already under the Department of Administrative Services (DAS) Term Schedule to expedite the translation process. Allow at least 48 hours for an estimate. Translation of these documents shall be available within 15 to 20 days depending on the complexity or length of the documents. BCR/LR will be available to assist in either of these processes.

2. Once the vendor completes the translation of the document(s); BCR/LR will review the translation or have an approved third party review the translation for accuracy, intent, clarity and quality control purposes.

NOTE: If problem(s) with the translation are discovered, BCR/LR will contact the vendor and resolve the translation issue(s). Upon satisfactory completion of this quality control process, the translated document(s) will be returned to the Office/Program Area with written approval for use.

3. Translations: To schedule translation services of vital or outreach documents for any ODJFS Office/Program Area, please contact Julia Arbin Carbonell in BCR/LR at (614) 387-0310, or e-mail at Julia.arbin-carbonell@jfs.ohio.gov. NOTE: In Julia Arbin Carbonell's absence, please contact Jorge Irizarry at (614) 995-7760 or e-mail at jorge.irizarry@jfs.ohio.gov.

B. PROCESSING INTERPRETERS REQUESTS

Over the telephone interpreting services will be provided to ODJFS offices as requested. Language Line Services is provided to all program areas in ODJFS with the exception of the Office of Local Operations (OLO) and Unemployment Compensation (UC).

NOTE: Local Operations contracts through their Department of Labor (DOL) funds for these services, which also covers UC.

1. All person-to-person interpreting requests must be submitted electronically (e-mail) to BCR. Requests must include full name of customer, location where the interpretation is needed day and time day when the interpretation is required as well as the customer's case and phone number. BCR will prepare an Interpreter Request which will be sent to the vendor electronically. The Interpreter Request needs to be signed by an authorized staff member at the ODJFS site.

NOTE: Interpreter Requests must be signed at the beginning and end of the interpreting encounter.

2. Allow at least 24 hours when scheduling an interpreting appointment.

NOTE: Appointments made in less than 24 hours will be considered emergency appointments and will be charged at a higher rate of reimbursement.

3. To schedule an interpreter or for translation services for any ODJFS related business, please contact Julia Arbini-Carbonell at the Bureau of Civil Rights/Labor Relations at (614) 387-0310, or e-mail at Julia.arbini-carbonell@jfs.ohio.gov. In Arbini-Carbonell's absence please contact, Meisy Birtcher at (614) 466-7202 or e-mail at Meisy.birtcher@jfs.ohio.gov. and Shanna Bagner at 614 995-7770 or e-mail at Shanna.Bagner@jfs.ohio.gov.

NOTE: To ensure that your request is processed without delay, please copy all three individuals listed above when requesting an interpreter. [CLICK HERE](#) to acknowledge that you have read, understand, and will comply with this policy

VIII. APPENDIXES:

A. SUBJECT MATTER EXPERTS

Owning Entity	Address	Name (SME)	Phone/ Fax/ E-mail
Bureau of Civil Rights	30 E. Broad St. 30th Floor Columbus, OH 43215	Shanna Bagner	614-995-7770 614-752-6380 shanna.bagner@jfs.ohio.gov

**Ohio Department of Job and Family Services Bureau of Civil Rights/Labor
Relations Translation Services Program**

Translation services include but are not limited to the following languages:

Amharic	Laotian
Arabic	Lingala
Belorussian	Macedonian
Bengali	Mandarin and other Chinese dialects
Cambodian	Oromo
Cantonese	Portuguese
Farsi	Russian
French	Spanish
German	Somali
Hebrew	Swahili
Italian	Thai
Japanese	Tigrinia
Korean	Vietnamese
Kurdish	Ukranian

Other languages are available as well.

**Ohio Department of Job and Family Services Bureau of Civil Rights/Labor
Relations Interpreter Services Program**

Languages Covered for On-Site Interpretations

This is a sample list of the languages provided.

Amharic	Laotian
Arabic	Lingala
Belorussian	Macedonian
Bengali	Mandarin and other Chinese dialects
Cambodian	Oromo
Cantonese	Portuguese
Farsi	Russian
French	Spanish
German	Somali
Hebrew	Swahili
Italian	Thai
Japanese	Tigrinia
Korean	Vietnamese
Kurdish	Ukranian