



ODJFS Coronavirus (COVID-19) Response Frequently Asked Questions

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SNAP/TANF

Workforce / Unemployment

Q1. We have had random customers and employees ask whether the Office of Unemployment is planning to provide identity protection. If you have not, will this request be considered?

A. That is something that has been suggested, and that we'll be looking at.

Q2. We've had a number of individuals that are receiving notices that they are the employer. How should they respond to that?

A. That was one of the fraud schemes referenced in the call on Monday. Individuals that are stealing identities are naming individuals who are not employers or not their employer. Please encourage individuals in this situation to call our fraud hotline as soon as possible at 1-833-658-0394.

Q3 Every week, we're getting the filings for unemployment, and there are filings for fraud. Every week, if you take the fraud numbers out, it still seems pretty high. We're just trying to decided... are the initial filings still high, or will a lot more of those be found to be fraud. How many actual dislocated workers do we typically have? Can we get revised numbers?

A. One of the things we have a team working on now is to do a revision on how we report out data, including those kinds of things. There's a lot of dynamism in those numbers, and things that might get flagged as fraud now might get adjudicated differently, and vice versa. Once we have those dashboards ready, we'll get them to you.

Q4. Will stimulus affect unemployment claims?

A. Please visit <https://jfs.ohio.gov/caa/> for the latest information on relief packages passed by Congress and how they impact unemployment.

Q5. Can we get more details on the OWCMS fix for RESEA UI Fraud claims?

A. Our system support team implemented an enhancement for the RESEA listings. It was successful in removing the individuals who have a "fraud" flag, which had prevented them from transferring to the RESEA lists. Because of the enhancement, this week's list included 1,760 individuals, down from 3,600 last week. We will continue to monitor the RESEA lists moving forward.

Child Care

Child and Adult Protective Services

Kinship/Foster Caregivers

Visitation

Adult Protective Services

Children's Services Workforce

Training

Young Adults

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Residential

Q1: Our county has run into issues recently with residential treatment centers requiring COVID test results as a condition of placement. Our local hospital had cooperated for a short time to get these kids a rapid COVID test. The residential facility accepted that. But now our hospital is unwilling to do this, and nobody else in our county has or can get the rapid tests. How can we obtain rapid testing or persuade the residential facility to accept placement and quarantine the children pending test results so that children do not have to live and sleep in the agency for days?

A: Each facility can develop its own admissions requirements, which may or may not include COVID testing. When ODJFS has been made aware of specific situations, we have reached out to provide education and technical assistance on other possible options. Agencies can reach out to their licensing specialists for assistance. Additionally, the Governor's State Testing Team has recently identified an option for rapid antigen testing that could be a solution for organizations with onsite medical resources. The BD Veritor antigen test is available for purchase in the marketplace with a reliable supply of testing materials. The State Testing Team can provide education and consultation regarding

whether the test can be effectively deployed and how testing can be obtained. Any organization interested in learning more should contact State Testing Team member Phil Ennen at Philip.ennen@insurance.ohio.gov.

Placements

Child Support

General Information

Q1. How long will the state continue to cover VPN costs?

A. It is an annual decision. If any changes arise, we will communicate that.

Q2. How quickly could a VPN be reactivated if needed? An employee may be working in the office and then need to begin teleworking if they have to quarantine.

A. VPN reactivation can often be completed on the same day, although reactivation can be delayed if a user deletes the DUO app from their device. We are working to automate the current manual setup. In the meantime, please advise users not to remove the app from their devices. If you have additional VPN questions, please email the UX Team at County_UX_Team@jfs.ohio.gov.

Q3. Is there any thought that child welfare workers who are mandated to make in-person contact in the residences of individuals receiving services from the Agency will be included in the priority list for vaccinations? Also, would local CDJFS staff also be included in that priority list since we are working directly with the public?

A. State and county child care licensing staff are included in phase 1C of the vaccination rollout. We are continuing conversations regarding both the state's children services workforce and county SNAP/TANF staff conducting in-person interviews. As soon as new information is available, we will share what we know.

Q4. During the OB (Ohio Benefits) down time (from 3 p.m. on Thursday, April 22, through 8 a.m. on Tuesday, April 27 for a major technical upgrade), does this mean no SETS interface?

A. Yes, there will be no SETS interface with OB during their upgrade. We will resume and process all files once it is back online. The upgrade includes Ohio Benefits, the Ohio Benefits Worker Portal reporting tool, the Self Service reporting tool and the Self Service portal that the clients use to apply for benefits. For the County Shared Services IVR: All queues will also be closed during this time. A message has already been put on the IVR

sharing this information with the clients. They are instructed to contact the county directly during the tech refresh upgrade. We explain that the county also will not have access to case data during this time. The Self Service portal has also been updated with the same message.

***New:* Q5. Is there a date when more information will be available regarding the opioid funds?**

A. Thank you all for your interest in the opioid funds. Could you please send your contact info to the Opioid Relief mailbox at OpioidRelief@jfs.ohio.gov? We will schedule a Teams meeting to discuss opportunities!

***New:* Q6. Is there any way for an IM worker to check if a family is receiving the Kinship check? We have a person on the CSS that is saying she thinks she is getting it, but we need to verify. Any guidance would be appreciated.**

A. The Office of Family Assistance and the Office of Family and Children have been working closely together on this. There is an initial list that has been provided and we will be running a job that will automatically shut down the TANF block tonight effective for April 30, 2021. The JFS OB help desk will send a list to the county point of contacts each month after the official run of any newly approved KSP that will need to be processed by the county worker to shut down the TANF block. We will send out an additional notification later today. Our teams have discussed in our monthly video conference (VC). That VC is recorded and can be accessed on demand for a county to review. If you have trouble accessing the recorded VC, please reach out to TANF-FSTA@jfs.ohio.gov.