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### Warren County Job & Family Services Division of Human Services Management Team

Dave Gully, JFS Executive Director  
Lauren V. Cavanaugh, Director  
Arlene Byrd, Supervisor  
Cyndi West, Supervisor  
Kiley Dane, Supervisor

### Agency Divisions for 2014

Lauren Cavanaugh, Director  
Supervisors  
Fiscal & Technical Division  
QC Reviewer/Training

Arlene Byrd, Supervisor  
Adult Protective Services  
Front Desk & Clerical Support  
Nursing Home  
Transportation

Cyndi West, Supervisor  
Hearings & Overpayments  
Intake Division  
Processing Division

Kiley Dane, Supervisor  
Child Care  
Change Division  
OWF Division  
Medicaid Division

# Warren County Job and Family Services

## Division of Human Services

### 2013 Annual Report

It is an honor to present the 2013 Annual Report for Warren County Job and Family Services, Division of Human Services. In June of 2013, I took over as the Director for the Department. This change in leadership meant stepping into the shoes of a long standing Director. With any shift in leadership, challenges and concerns can arise; however with the support of the staff and their willingness to embrace change, we are moving ahead and making great progress.

The 2013 Annual Report contains summaries for each of the Divisions within the Department. Additionally, the report provides statistical information and descriptions of how each division impacts our community.

For several years Warren County Job and Family Services, Division of Human Services has felt the impact of the economic challenges in our Country. The Department experienced a tremendous increase in the number of Food Assistance and Medicaid recipients from 2008-2012. We continued to see an increase in these numbers in 2013.

Another notable change in 2013 was the separation of Medicaid from the Ohio Department of Job and Family Services, and the creation of the new Department of Medicaid. One of the most significant changes from the Department of Medicaid has been the implementation of the new Ohio Integrated Eligibility System (OIES). Our agency is focused on the implementation of this system and successfully implementing the new policies in order to assist our clients who are eligible for Medicaid coverage.

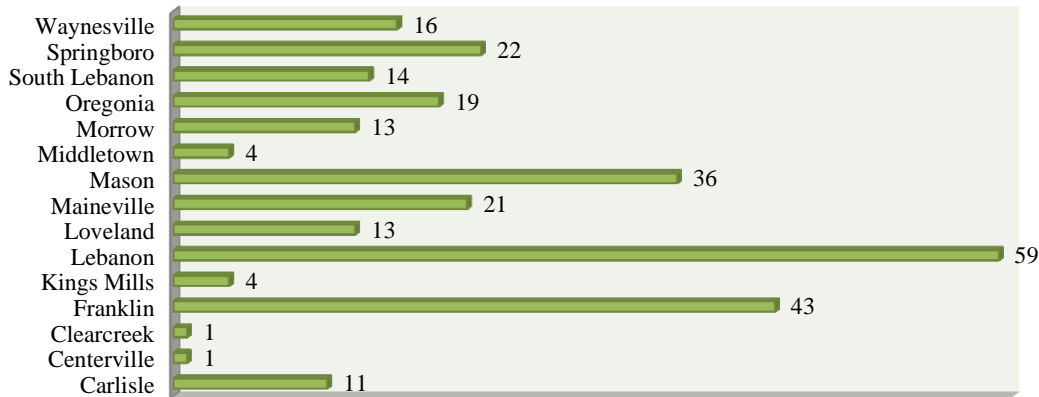
The benefits and services administered by Warren County JFS, Division of Human Services impact children, families, and seniors throughout our county, with a strong focus on safety, stability, basic needs, and self-sufficiency. Those of us who work in the Health and Human Services System are fortunate to have jobs which allow us to serve as public servants to some of the most vulnerable citizens in our community. We serve our fellow citizens, our neighbors and our friends. We protect the poor, the children, the elderly and all those in need. The work of the dedicated professionals at Warren County Human Services makes a huge difference in the lives of thousands of residents each day. I am honored to be part of this team and look forward to 2014.

*Lauren V. Cavanaugh*  
*Director*

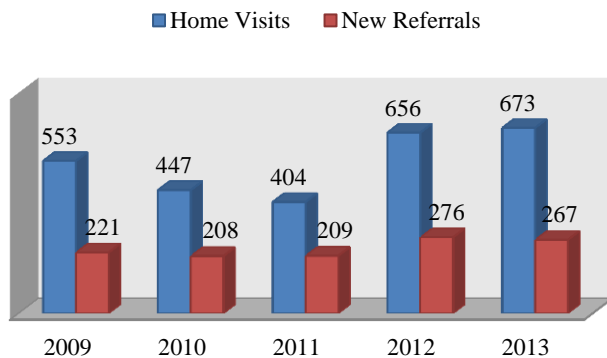
# ADULT PROTECTIVE SERVICES DIVISION

Warren County Job and Family Services, Division of Human Services is the mandated agency responsible for providing protective services for adults sixty (60) years of age or older at risk of abuse, neglect, or exploitation. The division engages in a wide spectrum of protective activities including the assessment of hundreds of cases of elder abuse reported each year. The Adult Protective Services Division which consists of 2 full time Investigator's, coordinates with multiple local agencies to ensure proper services and benefits are provided to vulnerable seniors. Through the hard work and dedication of the staff, County Partners, and the community the Warren County Adult Protective Services Division continues to protect vulnerable adults age 60 and older who are in danger of harm. On average, the agency has 41 active cases under investigation or under an Adult Protective Services Plan. The majority of our clients are female, accounting for 63% of our cases while male clients account for 37%. The average age for an Adult Protective Services client is 76. Self Neglect is the most common allegation the agency receives.

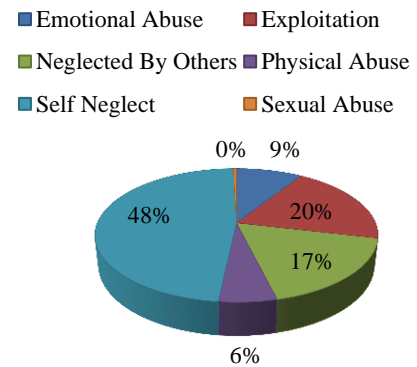
## Warren County Adult Protective Services Cases Reported in 2013 by City



## Warren County Adult Protective Services Total Home Visits and Total Referrals 2009-2013



## Warren County Adult Protective Services Types of Allegations 2013



The APS program is primarily funded by Title XX of the Social Security Act, also known as Social Services Block Grant. In addition to the Title XX funding the program is funded by Ohio General Revenue Fund. Ohio General Revenue Funds for 2013 totaled \$3,138.

## Warren County JFS Income Maintenance Facts for 2013

### FOOD ASSISTANCE

Average yearly recipients: 9,861  
 Average monthly benefits: \$1.2 million  
 Average Issuance Per Person: \$124.00  
 Total 2013 Benefits: \$14.6 million

*1 in 23 people in Warren County receives Food Assistance*

### OHIO WORKS FIRST

Average yearly recipients: 664  
 Average monthly benefits: \$127,369  
 Total 2013 Benefits: \$1.5 million  
 Number of Children Receiving: 577

### MEDICAID

Average yearly recipients: 18,307  
 2013 Medicaid Expenditures: \$182 mil

*1 in 13 people in Warren County receives Medicaid*

### PROCESSING UNIT

Average cases per month: 368  
 Percentage of cases approved: 71%  
 Percentage of cases denied: 29%

### CHANGE UNIT

Average changes per month: 1,551  
 Total Cases worked in 2013: 17,913

### FRONT DESK

Average customers per month: 1,516  
 Total customers in 2013: 18,195

*Customer Served Every 8 Minutes*

### ADDITIONAL STATS

Overpayment Collections for 2013 totaled \$72,452.20

97% of Intake Interviews are via Phone

99% of Re-Applications are via Phone

## INCOME MAINTENANCE DIVISION

The Income Maintenance Division is responsible for all initial and ongoing eligibility determinations, benefit issuance, hearings, overpayment collection, case changes, and program integrity activities for Food Assistance, Ohio Works First, and Medicaid. The Food Assistance Program also known as the Supplemental Nutrition Assistance Program (SNAP) provides supplemental nutrition to low-income individuals and families. The Ohio Works First program provides time limited cash assistance to eligible families, the program emphasizes and requires non-exempt participants to participate in a Work Activity Program in order to continue eligibility. The Medicaid program has undergone significant changes within 2013 and will continue to change rapidly in 2014. The program provides needed medical care to children, pregnant women, low-income families, the aged, blind, and disabled populations, and new for 2014 single adults may qualify under the new legislation. The agency is currently implementing the Ohio Integrated Eligibility System (OIES) to process Medicaid eligibility. The future of this system includes the integration of all Public Assistance Programs.

In 2013, the Income Maintenance Division processed:

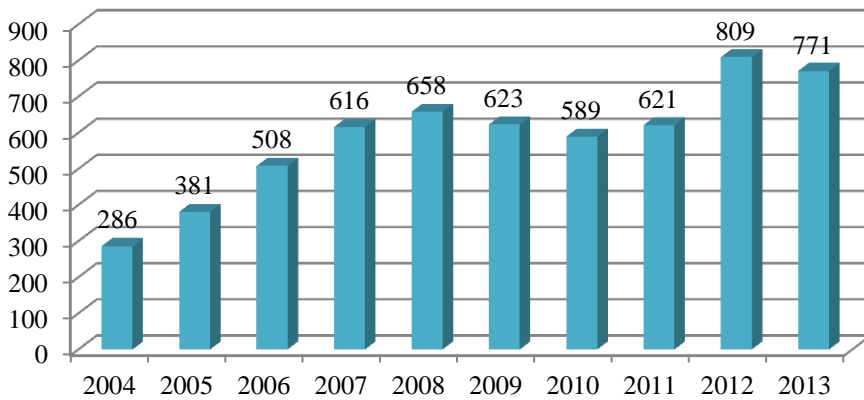
Total Intake Interviews Scheduled	6,164
Total Re-Applications Processed	6,225
Total Cases Completed by Processing Unit	4,418
Total Changes Processed	17,913
Total Clients Served in the Agency Lobby	18,195

The Income Maintenance Division has been structured to provide the most efficient processing of cases. Initial and Ongoing interviews are conducted by the Intake Division of the agency. On average, this division has 8 Eligibility Referral Specialist. In late 2012, the agency created a Processing Division to work cohesively with the agency Intake Division. The goal of the Processing Division is to increase timeliness of case processing. The Processing Division consists of 3 Eligibility Referral Specialist. Since the creation of the Processing Division the agency Food Assistance timeliness percentage has increased from 78% to 88%. As a result of the many changes within the Medicaid System a Medicaid Division has been created to process all new applications for 2014. This division is currently comprised of 3 Eligibility Referral Specialist, with other staff available to assist as needed. The Change Division is responsible for processing all changes submitted and received by our agency on cases currently open and receiving benefits. Currently, the division is comprised of 2 Eligibility Referral Specialist, with the hopes of adding an additional staff member in 2014. The hub of the agency is the Front Desk. The Front Desk division consists of 2 Unit Support Workers who handle all incoming applications, scheduling of interviews and appointments, and many other tasks.

## CHILD CARE DIVISION

Warren County Job & Family Services, Division of Human Services works with ODJFS to offer financial assistance to eligible parents to pay for child care while they engage in work or approved school or training activities. The Ohio Department of Job & Family Services is also responsible for regulating home-based child care settings and for licensing and inspecting child care facilities. Every day in Ohio, more than 250,000 children under the age of 6 are cared for in settings outside the home that are certified or licensed by ODJFS.

### Number of Children Served



The Child Care Division consists of 2 Eligibility Referral Specialist. They are responsible for determining initial eligibility, reassessing eligibility every 12 months, conducting inspections, and processing all changes submitted. The agency works in cooperation with local training facilities to ensure Home Providers receive all required trainings and certifications.

### Warren County JFS Child Care Applications vs. Re-Applications 2013



On average the agency has 670 open active Child Care Cases. We currently have 20 active In-Home Providers, and hope to begin working on recruitment efforts in 2014. Warren County has a total of 75 licensed centers that accept publicly funded child care benefits.

## WARREN COUNTY JFS CHILD CARE INFORMATION

### Who can get Child Care Assistance?

To be eligible for publicly funded child care initially, a family's income must not exceed 125% of the federal poverty level (FPL). After that, families may remain eligible until their income exceeds 200% of the FPL. Families can be eligible for all or part of their monthly child care expenses.

### Where is Child Care Provided?

Child care services are provided in licensed child care centers, licensed homes and certified homes. ODJFS inspects and licenses child care centers. Private homes are inspected and certified by Warren County JFS.

## WARREN COUNTY JFS CHILD CARE FACTS AND STATS

On average 21 children per month are provided child care benefits that are part of the Ohio Works First Program, JOBS, or LEAP.

Total Applications in 2013: 547

Total Re-Applications in 2013: 360

Warren County JFS Conducted 35 In Home Child Care Inspections in 2013.

### ODJFS CHILD CARE MISSION

Through public and private partnership, ODJFS Child Care will work to improve the availability and quality of child care for Ohio's children and families and enhance the delivery of services to families' eligible and in need of child care, especially subsidized care.

## HIGHLIGHTS OF SOME MEDICAID PROGRAMS

### Assisted Living Waiver Program

#### Who is Eligible?

Medicaid eligible individuals age 21 and older who require at least an intermediate level of care, are in a nursing facility, and are enrolled in PASSPORT, Choices, Ohio Home Care Waiver, or Transition Carve-Out Waivers.

### Home and Community-Based Services Waivers

#### Who is Eligible?

Medicaid eligible individuals who would otherwise need to be in a nursing home, hospital, or facility for the mentally retarded and/or developmentally disabled.

### Medicaid for Older Adults and People with Disabilities

#### Who is Eligible?

Individuals who are 65 and older, or are legally blind, or are determined disabled by the Social Security Administration.

### Spend down Program

#### Who is Eligible?

Individuals who are age 65 or older, blind, or disabled and have income that is too high to receive Medicaid.

For more information on all Medicaid Programs visit:

[www.Medicaid.ohio.gov](http://www.Medicaid.ohio.gov)

## NURSING HOME DIVISION

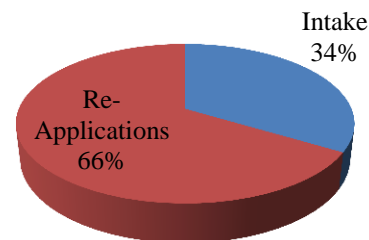
The Warren County JFS Nursing Home Division is comprised of 3 Eligibility Referral Specialist. The Nursing Home Division determines initial and ongoing eligibility for clients who need to transition to a Nursing Home or Group Home Facility and do not have the available funds or resources to pay privately for the services. In addition to determining initial and ongoing Nursing Home eligibility the division also determines eligibility for several Medicaid Waiver Programs. Waiver Programs offer a wide variety of services with the ultimate goal of providing in home care services.

In 2013, the Nursing Home Division processed:

Nursing Home Intakes	716
Nursing Home Re-Applications	1,418

The division is currently working with 16 Nursing Home Facilities that have Medicaid beds available. In addition to the Nursing Home Facilities the division works with 4 Group Homes within Warren County.

### **Warren County JFS Nursing Home Division Applications/Re-Applications for 2013**



### NEW MYCARE OHIO

Ohio is home to approximately 182,000 Ohioans who are covered by both Medicare and Medicaid. While each program provides individuals with access to critical services and care, coordination between the two programs has been lacking over the years.

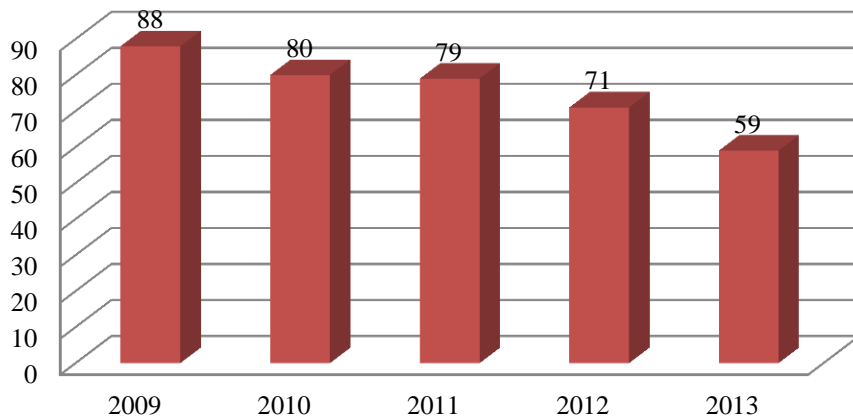
In late 2012, Ohio Medicaid became the third state in the nation to receive federal approval for its plan to coordinate benefits for residents covered by both Medicare and Medicaid. The result was MyCare Ohio.

In early 2014, MyCare Ohio will launch in 29 Ohio counties including Warren County. The program is expected to serve more than 114,000 Ohio residents.

## DISABILITY ASSISTANCE PROGRAM

Disability Assistance is a State and County funded program that provides cash assistance to clients who have applied for Disability Social Security or SSI. Those that qualify can receive \$115.00 per month for a single person or \$125.00 per month for a couple.

### Warren County JFS Average Yearly Recipients Receiving Disability Assistance



## DISABILITY ASSISTANCE PROGRAM

Ohio's Disability Financial Assistance Program is a safety net for needy individuals who do not meet all of the eligibility requirements necessary to receive help from other federal and state benefit programs, such as Supplemental Security Income and Ohio Works First. Eligibility is determined by Warren County JFS based on the Ohio Administrative Code.

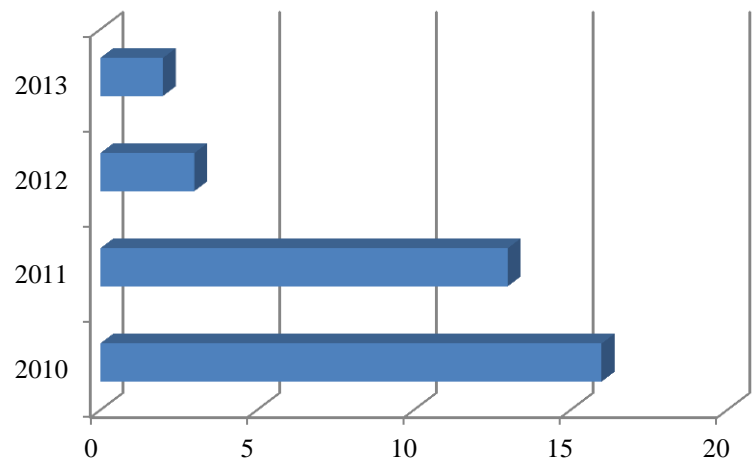
Warren County JFS 2013 yearly disbursement of Disability Assistance totaled \$86,436.

## PREVENTION RETENTION & CONTINGENCY PROGRAM

The Prevention, Retention and Contingency (PRC) Program is designed to provide benefits and services to needy and low income families in overcoming immediate barriers to achieving or maintaining self-sufficiency, personal responsibility, and preventing unemployment and job loss.

The Warren County PRC Plan was updated for 2014. Included in the updated plan are increased benefit allocations and an increased number of benefits and services offered through the program. With the addition of more services and benefits we anticipate an increase in total Assistance Groups receiving PRC services for 2014.

### Total PRC Assistance Groups



## NET TRANSPORTATION

Total Trips in 2013: 1,820  
Total number of people served: 157

## PREGNANCY RELATED SERVICES

The enhanced services of the PRS program includes referrals, individual, case management, transportation to Medicaid reimbursable appointments, and fetal delivery.

Average Cases in 2013: 357

## HEALTHCHEK

The Healthchek program is a federally mandated comprehensive preventive health care program for Medicaid eligible individuals, including individuals enrolled in Management Care Organizations from birth to 21 years of age.

Average Cases in 2013: 3,583

# TRANSPORTATION

## Non-Emergency Transportation (NET) & Pregnancy Related Services

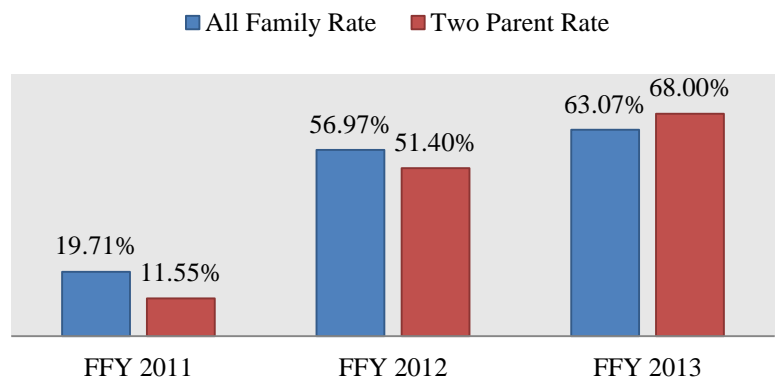
Warren County JFS provides transportation services for Medicaid eligible individuals to and from medical treatment and care for approved Medicaid Services. In 2013, the agency continued to contract with Universal Transportation Systems (UTS) for NET Transportation Services. In addition to utilizing UTS the agency also schedules NET eligible clients for Warren County Transit Services. Reimbursement for NET Transportation is on a dollar to dollar basis and is reimbursed by the State. The agency has one dedicated staff member assigned to the NET Transportation Unit.

Warren County JFS provided transportation for Pregnancy Related Services to 307 individuals. On average the agency has 357 open active Pregnancy Related Services cases. The Pregnancy Related Services Coordinator assists individuals in finding doctors, transportation to and from medical appointments, and referrals to the WIC Program,

## Ohio Works First Work Participation Success

For the past several years the agency has focused on successfully increasing our Work Participation numbers to meet the state requirement of 50% for the All Family Rate and 90% for the Two Parent Rate. The entire state was charged with increasing these percentages in order to avoid a devastating sanction to our TANF funding. Over the last 3 years we have successfully increased our cumulative totals to meet and exceed the 50% All Family Rate. We continue to focus on increasing the agency Two Parent Rate.

### Warren County JFS Cumulative Work Participation Rates



## FISCAL/TECHNICAL DIVISION

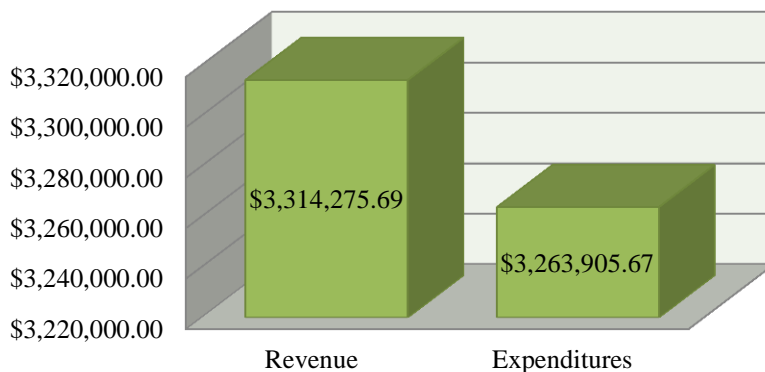
The Fiscal/Technical Division maintains all of the fiscal operations for the agency and oversees all technology changes. The division is responsible for establishing budgets, procurement, payroll, accounts payable and receivable, and monitoring Random Moment Samples (RMS). They are responsible to closely monitor all revenue and expenditures from State, Federal, and Local sources. The division is responsible for the complex accounting methodology utilized by the State of Ohio. The division is comprised of one Fiscal Officer and one MIS Specialist.

In 2013, funding levels remained strong. Title XX was the only revenue source to experience a cut in funding. This cut accounted for less than 10% of the total Title XX allocation.

In 2013, we began planning for the future of the agency as it relates to fiscal, staffing, and technology. Our vision includes; increasing our technology and adding additional staff to handle the increasing workload and changes within the Medicaid Program. The agency is not anticipating any significant cuts for 2014.

Warren County JFS, Division of Human Services 2013 Expenditures	
Program	Expenditures
Income Maintenance Administration	\$1,136,397.90
TANF Administration	\$609,874.40
Medicaid Administration	\$524,959.65
Social Services	\$507,970.33
Title XX & Transportation Services	\$273,462.39
Mandated Share	\$211,241.00
<b>TOTAL</b>	<b>\$3,263,905.67</b>

**Warren County JFS Revenue vs. Expenditures  
2013**



## FISCAL AND TECHNICAL ACCOMPLISHMENTS FOR 2013

- ✓ Completed the required General Self-Assessment (GSA)
- ✓ Completed and implemented the Warren County Human Services Fiscal Manual
- ✓ Had no audit findings
- ✓ Implemented Windows 7
- ✓ Installed an agency security camera system

The Fiscal and Technical Division is a challenging and complex area. We are funded by State, Federal, and Local sources. As a result, we must manage funding based on State, Federal, and Calendar years. Our funding is directly related to Federal and State budgets, which can change at any time.

We are fortunate to have support from our ODJFS Fiscal Supervisor, Southwest County Directors, Warren County Fiscal Partners (OMB), OJFSDA (Ohio Jobs & Family Services Directors' Association), Warren County Commissioners, and our newest partner the Ohio Department of Medicaid.

We understand and take seriously our role as stewards of funds available to assist the most vulnerable citizens of Warren County. Our goal is to maximize and strategically allocate our funding to ensure we are providing for our clients.

We look forward to an exciting 2014, full of new technology and new opportunities.

*Lauren V. Cavanaugh*