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Agency Divisions for 2015

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/Fraud
Change Division
OWF Division
Medicaid Division

Kiley Dane, Supervisor
Child Care
Intake Division
Processing Division

Warren County Job and Family Services

Division of Human Services

2014 Annual Report

Warren County Job and Family Services, Division of Human Services continues its mission to provide services to individuals and families in need with respect and understanding which will assure equal opportunities to participate and thrive in our communities.

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.

In 2014, the agency launched its first Temporary Assistance for Needy Families (TANF) Summer Youth Employment Program. The TANF Summer Youth Program allows low income youth between the ages of 16-24 the opportunity to gain valuable work experience while earning a paycheck. This program provides a foundation of work experience for youth to build upon.

A goal of the agency in 2014 was to revamp and revive the Prevention, Retention, and Contingency Program (PRC). The program is designed to provide benefits and services to needy families to help overcome immediate barriers and to achieve or maintain self-sufficiency. Throughout the year, assistance was provided to families with children to help alleviate immediate crisis issues such as; utility disconnection, eviction, and transportation barriers, to name a few.

In an ongoing effort to add more programs that impact our community the agency launched our first ever Coats for Kids Program. In cooperation with local Walmart Stores, 195 low income children had the opportunity to shop for brand new winter coats, gloves, hats, and scarves.

Additionally in 2014, the agency entered into a contract with Warren County Community Services. The contract incorporates WCCS Success Toward Employment Program (STEP) as a requirement for work required recipients of both Ohio Works First (OWF) Benefits and Food Assistance Benefits.

Lauren V. Cavanaugh
Director

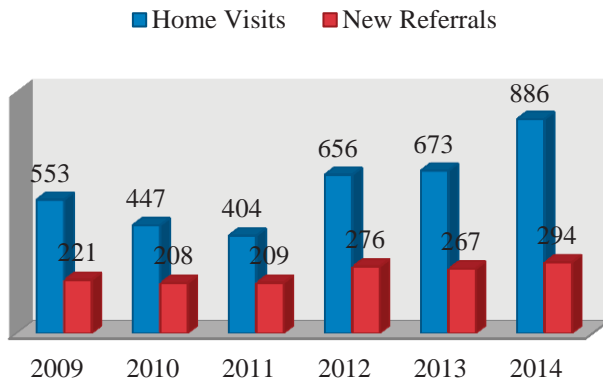
ADULT PROTECTIVE SERVICES DIVISION

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 45 active cases under investigation or under an Adult Protective Services Plan. The majority of our clients are female, accounting for 62% of our cases while male clients account for 38%. The average age for an Adult Protective Services client is 76. Self Neglect is the most common allegation the agency receives.

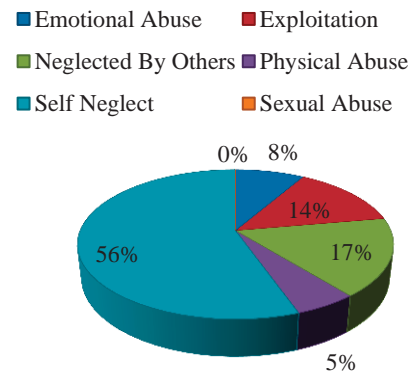
Warren County Adult Protective Services Cases Reported in 2014 by City



Warren County Adult Protective Services Total Home Visits and Total Referrals 2009-2014



Warren County Adult Protective Services Types of Allegations Reported in 2014



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 2014 totaled \$4,589.00. Additional funding is received from the Warren County Senior Services Levy. This funding provides the agency the ability to staff 2 full-time Adult Protective Services Investigator's.

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 2014 and will continue to change rapidly in 2015. The program provides needed medical coverage for children, pregnant women, low-income families, the aged, blind, and disabled populations, and eligible single adults.

In 2014, the Income Maintenance Division processed:

Total Intake Interviews Scheduled	5,892
Total Re-Applications Processed	3,158
<i>**Ohio was under a Medicaid Recertification Waiver in 2014</i>	
Total Cases Completed by Processing Unit	5,710
Total Changes Processed	20,966
Total Clients Served in the Agency Lobby	16,100

Warren County JFS Income Maintenance Facts for 2014

FOOD ASSISTANCE

Average yearly recipients: 9,237
 Average monthly benefits: \$1.0 million
 Average Issuance Per Person: \$106.00
 Total 2014 Benefits: \$12.8 million

1 in 23 people in Warren County receives Food Assistance

OHIO WORKS FIRST

Average yearly recipients: 657
 Average monthly benefits: \$127,216
 Total 2014 Benefits: \$1.5 million
 Number of Children Receiving: 592

MEDICAID

Average yearly recipients: 22,770
 2014 Medicaid Expenditures: \$217 mil

1 in 10 people in Warren County receives Medicaid

PROCESSING UNIT

Average cases per month: 476
 Percentage of cases approved: 63%
 Percentage of cases denied: 37%

CHANGE UNIT

Average changes per month: 1,747
 Total Cases worked in 2014: 20,966

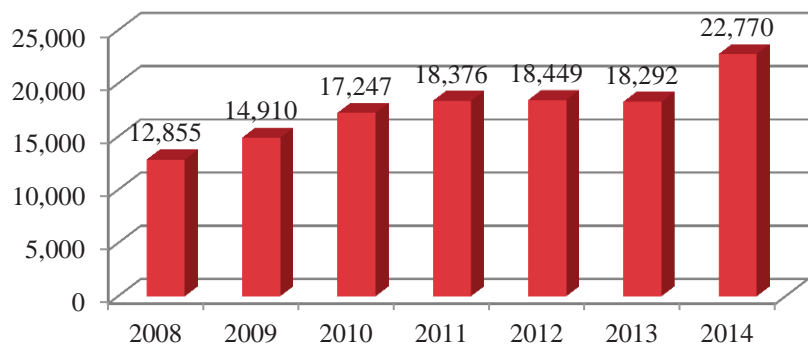
FRONT DESK

Average customers per month: 1,342
 Total customers in 2014: 16,100

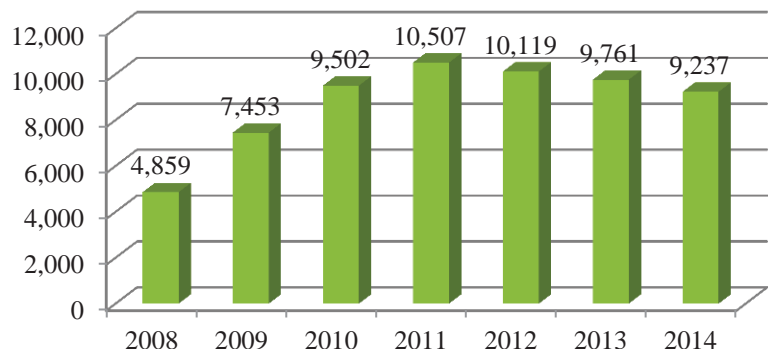
ADDITIONAL STATS

Overpayment Collections for 2014 totaled \$72,029.80

Average Yearly Medicaid Recipients



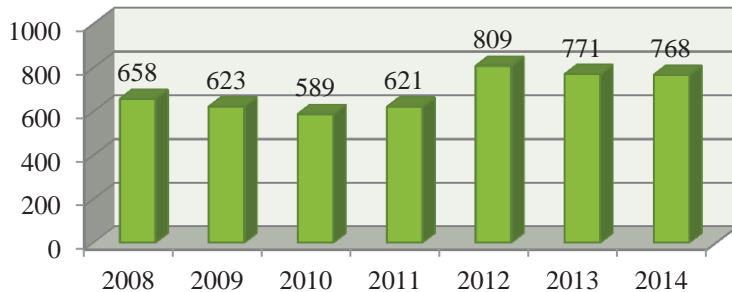
Average Yearly Food Assistance Recipients



CHILD CARE DIVISION

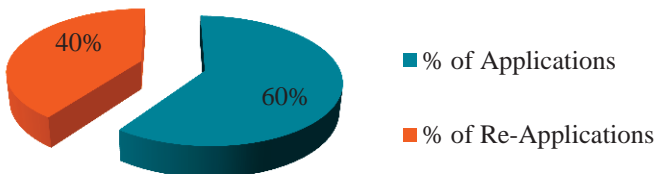
Warren County Job & Family Services, Division of Human Services works with ODJFS to offer financial assistance to eligible parents to pay for child care while they engage in work or approved school or training activities. The Ohio Department of Job & Family Services is also responsible for regulating 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.

Average Yearly Number of Children Served in Warren County



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 2014



On average the agency has 670 open active Child Care Cases. We currently have 18 active In-Home Providers. Warren County has a total of 38 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 14 children per month are provided child care benefits that are part of the Ohio Works First Program, JOBS, or LEAP.

Total Applications in 2014: 550

Total Re-Applications in 2014: 368

Warren County JFS Conducted 38 In Home Child Care Inspections in 2014.

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.

NET TRANSPORTATION

Total Trips in 2014: 3,533

Total number of people served: 271

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 2014: 206

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.

NURSING HOME DIVISION

In 2014, the Warren County JFS Nursing Home Division was 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 2014, the Nursing Home Division processed:

Nursing Home Intakes	696
Nursing Home Re-Applications	276
**Ohio was under a Medicaid Recertification Waiver in 2014	

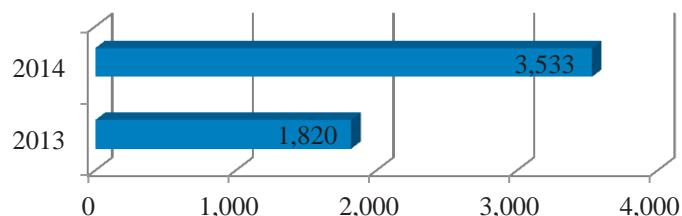
The division is currently working with 16 Nursing Home Facilities that have Medicaid beds available. In addition to the Nursing Home Facilities the division works with 4 Group Homes within Warren County.

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 2014, 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.

NET Transportation Trips



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.

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.

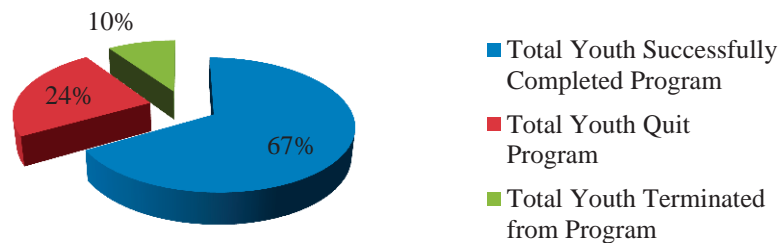
TANF SUMMER YOUTH EMPLOYMENT PROGRAM

In 2014, the agency launched its first TANF Summer Youth Employment Program. 21 Youth from around Warren County participated in the program and were provided the opportunity to;

- ✓ Earn a paycheck
- ✓ Gain work skills
- ✓ Build a work history
- ✓ Participate in classes at Ohio Means Jobs
- ✓ And so much more.

Although the total number of participants was low the overall success was high.

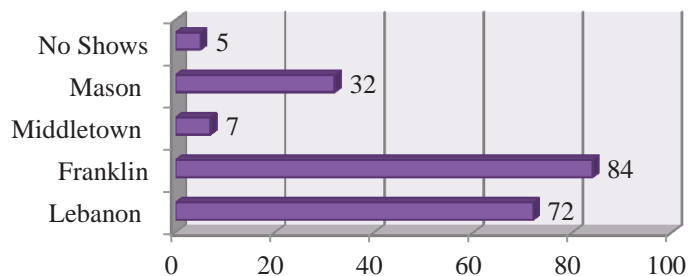
2014 TANF Summer Youth Employment Statistics



COATS FOR KIDS PROGRAM

In 2014, the agency accepted applications from families in Warren County who may be eligible to receive a winter coat for the child(ren) in their household. The program was set for 200 eligible children to receive a \$50.00 voucher toward the purchase of a winter coat, hats, gloves, and scarves. In cooperation with all local Walmart Stores 195 children were given the opportunity to shop for brand new coats. The chart provides a breakdown of the total children per city of residence.

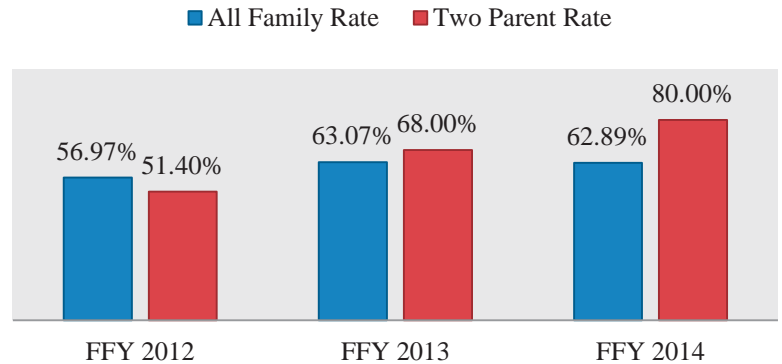
Coats for Kids 2014



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.

LOOKING AHEAD TO 2015

With the recent creation of the Office of Human Services Innovation we expect to see many changes in 2015. The Office of Human Services Innovation seeks to transform human services programs. The goal is to connect individuals to employment opportunities to help move individuals off of public assistance programs and into the workforce.

Our goal is to continue to work with Federal, State, and Local government toward our mission of providing services to individuals and families in need with respect and understanding which will assure equal opportunities to participate and thrive in our communities. Our continued goal is to increase our efficiency and technology so we can better focus on the needs of the people we serve, and ensure a better outcome for Warren County residents that are seeking a better life.

We expect 2015 to be a year full of change, challenges, and achievements.