



Warren County Job and Family Services

Division of Human Services

2017 Annual Report

Board of County Commissioners

Tom Grossmann, President
David G. Young, Vice-President
Shannon Jones, Member

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

Tiffany Zindel, JFS Executive Director
Lauren V. Cavanaugh, Director
Arlene Byrd, Deputy Director
Kiley Dane, Supervisor
Lisa Walton, Supervisor

Agency Divisions for 2017

Lauren Cavanaugh, Director
Supervisors/Program Administrator
Fiscal & Technical Division/Fraud

Arlene Byrd, Deputy Director
Adult Protective Services
Front Desk Staff
Nursing Home

Kiley Dane, Supervisor
Child Care
Intake Division/ Processing Division
OWF Division
Hearings/ Overpayments

Lisa Walton, Supervisor
Change Division
Medicaid Division
Clerical/Transportation

JFS, Division of Human Services has a total staff of 46.

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.

It has been a big year for our Department! Warren County JFS was selected to be one of five Ohio Counties to Pilot the rollout of the Supplemental Nutrition Assistance Program (SNAP) and the Temporary Assistance for Needy Families Program (TANF) into the Ohio Benefits System. After months of preparation, including testing by agency staff members, the pilot went live on November 6, 2017.

The first three months of the Pilot Project focuses on new applications being added and processed for eligibility in Ohio Benefits. At completion of this project the three largest programs administered by the Job and Family Services Department will be housed in the same eligibility system which include; Food Assistance (SNAP), Medicaid, and Cash Assistance (TANF). Our next big hurdle is to fully convert all SNAP and TANF cases from our Legacy System into Ohio Benefits. The conversion is currently scheduled for the end of February 2018.

In addition to launching the SNAP/TANF Pilot, we also launched a New Electronic Document Management System (EDMS) on November 6, 2017. This new system has allowed our agency to move from paper files to digital files which will increase our efficiency, accuracy and ultimately benefit the clients we serve. The Electronic Document Management System will be a statewide system in 2018.

We continue to have strong collaborations with agencies and organizations within Warren County to assist with the needs of the citizens we serve every day.

I would like to thank the amazing staff in our agency for being so accepting of the many changes we have undergone in 2017, and working hard every day to assist those in need.

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.

In 2017, a new Statewide Database for Adult Protective Services was launched. The Ohio Database for APS (ODAPS) went live in late 2017. The system provides case information to be shared between all County APS Departments. Additionally, it provides more accurate federal reporting information for the Adult Protective Services Program.

Warren County Adult Protective Services 2017 Statistics

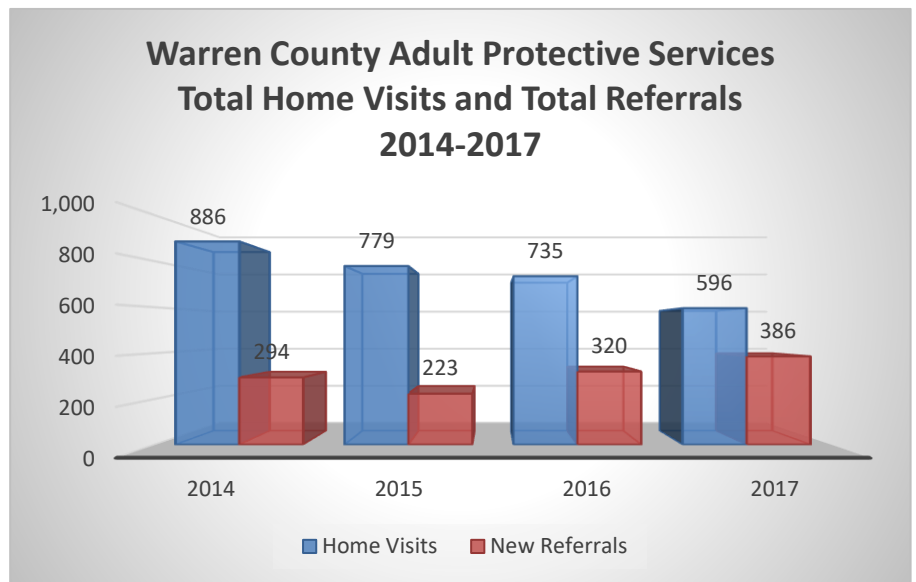
Total New Referrals: 386

Total Home Visits: 596

Total Phone Calls: 2,111

Total After Hour Calls: 43

For more information regarding Adult Protective Services please visit:
www.warren.oh.us/humanservices



CHILD CARE DIVISION

Warren County Job & Family Services, Division of Human Services works with the Ohio Department of Job and Family Services (ODJFS) to offer financial assistance to eligible parents and caretakers to pay for child care while they engage in work or approved school or training activities. The Warren County Job and Family Services Child Care Program currently serves 866 children per month throughout Warren County.

In 2017, the State launched the Ohio Child Licensing and Quality System (OCLQS). The system provides staff the ability to complete onsite provider inspections via an online system. In 2018, county agencies will be responsible for the monitoring and regulation of Step Up to Quality (SUTQ) for one-and two-star rated family child care (FCC) programs.



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 to continue eligibility. The Medicaid program provides needed medical coverage for children, pregnant women, low-income families, the aged, blind, and disabled populations, and eligible single adults.

In 2017, the Income Maintenance Division processed:

Warren County JFS Income Maintenance Facts for 2017

FOOD ASSISTANCE

Average yearly recipients: 7,686
 Average monthly benefits: \$880,000
 Average Issuance Per- Person: \$114.00
 Total 2017 Benefits: \$10.5 million

Total Intake Interviews- 4,718
 Total Re-Applications- 3,259

OHIO WORKS FIRST

Average yearly recipients: 610
 Average monthly benefits: \$128,000
 Total 2017 Benefits: \$1.53 million
 Number of Children Receiving: 597

MEDICAID

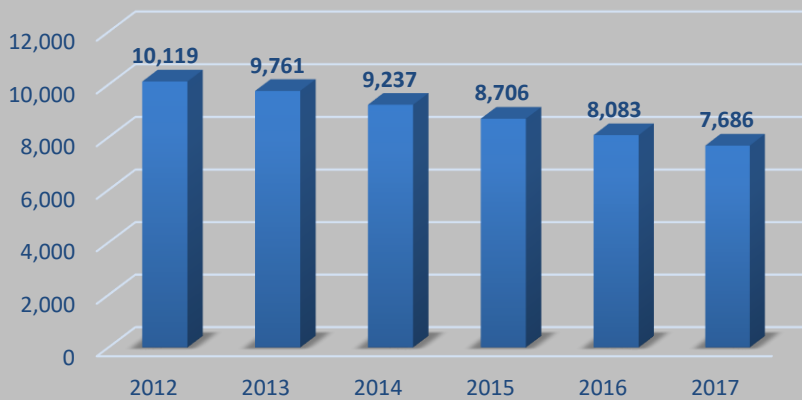
Average yearly recipients: 26,802
 2017 Medicaid Expenditures: \$235 mil

ADDITIONAL STATS

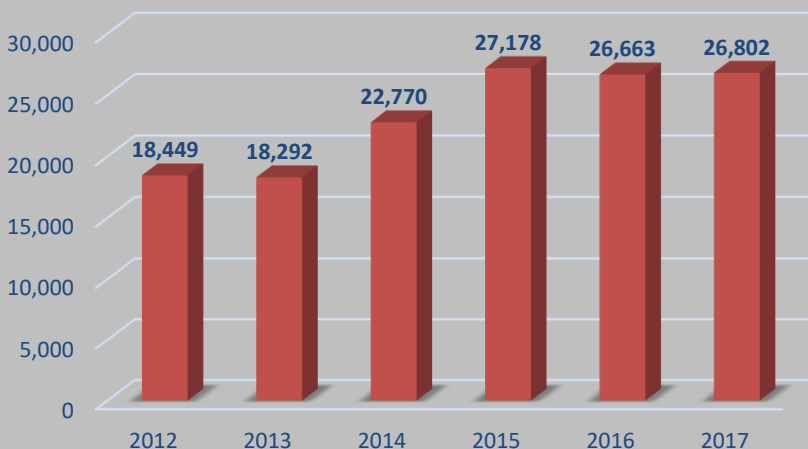
Overpayment Collections for 2017 totaled \$75,080.59.

Call Center Total – 46,082
 Clients in Lobby- 16,107

Average Yearly Food Assistance Recipients



Average Yearly Medicaid Recipients

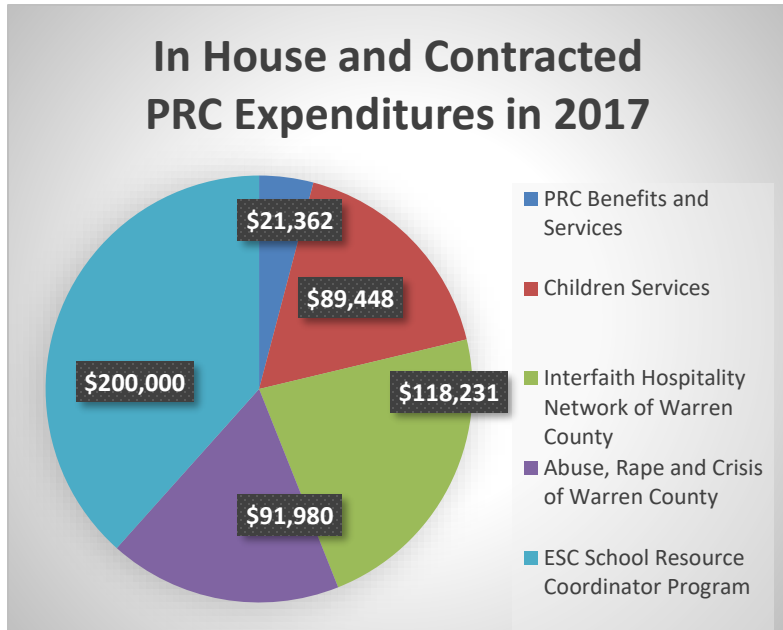


PREVENTION RETENTION & CONTINGENCY PROGRAM

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.

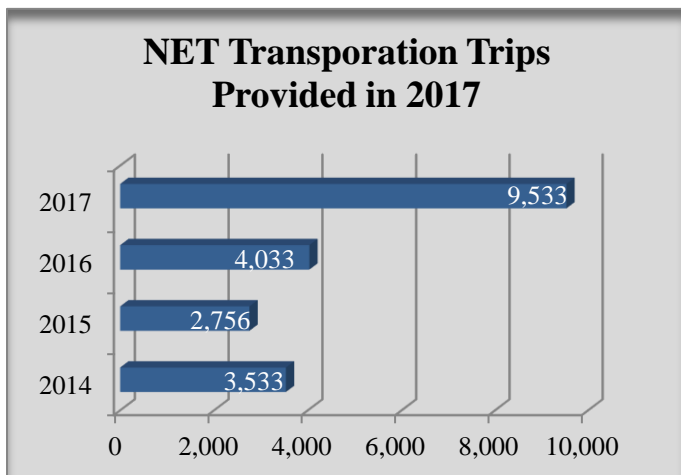
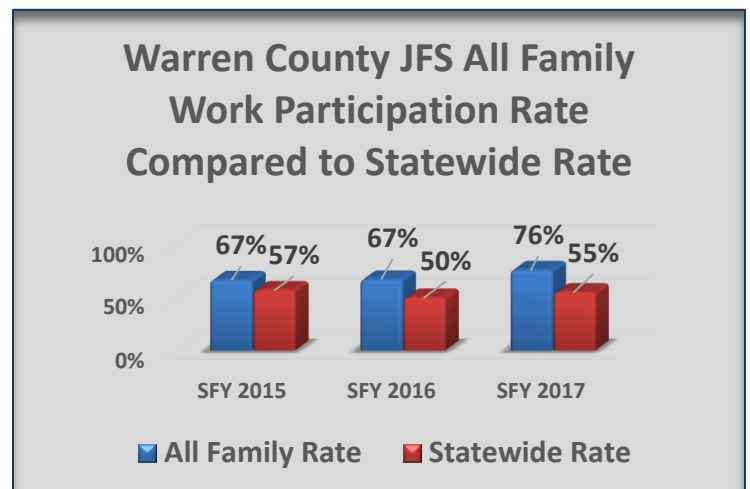
In 2018, one of our agency key initiatives is to provide extensive outreach to Employers and Social Service Agencies regarding the Transitional Benefit Program within our Warren County PRC Plan. This program provides temporary financial assistance to those transitioning from public assistance to full time employment.

In 2017, our total expenditures for PRC Benefits and Services both local and contracted were \$521,021.



WORK PARTICIPATION RATES

For several years, the agency has focused on successfully increasing our Work Participation Rates to meet the state requirement of 50% for the All Family Rate and 90% for the Two Parent Rate. Over the last several 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 which was the highest it has been at 83% for SFY 2017!



TRANSPORTATION

Non-Emergency Transportation (NET)

Warren County JFS contracts with a Public Transportation Company to provide free transportation services for Medicaid eligible individuals. This free service provides transportation to approved medical treatments. Additionally, the Non-Emergency Transportation Program provides mileage reimbursement for individuals utilizing their own transportation to approved Medicaid treatments

WARREN COUNTY CDJFS IRONMAN AWARD RECIPIENT 2017

Warren County Job and Family Services was recognized during the Annual Ohio Job and Family Services Directors Association General Membership Meeting on December 15, 2017. The agency was awarded the Ironman Award in grateful appreciation of our fearlessness in piloting the SNAP/TANF rollout to Ohio Benefits.

Other recipients of the Ironman Award included the 4 other Pilot Counties which include; Clark, Fairfield, Licking, and Summit.



RESOURCE COORDINATOR PROGRAM

The Resource Coordinator Program through Educational Service Center funded by Temporary Assistance for Needy Families and some local funding began during the 2017 school year. The program has provided to be a great success! Currently there are 10 Resource Coordinators in the following school districts: Lebanon, Springboro (3), Kings, Carlisle, Little Miami, Warren County Learning Center, John Lazares Alternative School and Waynesville. The Resource Coordinators mission is to remove any non-academic barriers to the academic process so that students can come to school and learn.

"Nothing you do for children is ever wasted" ~ Garrison Keillor

TANF CONTRACTS IMPACT FAMILIES IN OUR COMMUNITY

In 2017, Interfaith Hospitality Network of Warren County served 172 families with TANF funding.

In 2017, the Abuse, Rape and Crisis Center of Warren County served 110 families with TANF funding.

In 2017, Education Service Center of Warren County hired Resource Coordinators who served over 400 kids in 3 months with TANF funding.



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 II.

Warren County JFS, Division of Human Services 2017 Revenue vs. Expenditures			
Program	2017 Anticipated Revenue	2017 Expenditures	Percentage of Overall Expenditures
Income Maintenance Administration	\$887,509	\$973,016	19%
TANF Administration	\$1,546,615	\$587,950	11%
Medicaid Administration	\$1,424,539	\$1,689,751	33%
Social Services Administration	\$338,805	\$565,188	11%
Title XX & Transportation Administration	\$1,142,655	\$1,141,021	22%
Mandated Share	\$184,202	\$184,202	4%
Total	\$5,519,325	\$5,141,128	