



Board of County Commissioners

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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 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

JFS, Division of Human Services has a total staff of 45.

Warren County Job and Family Services

Division of Human Services

2015 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.

It is a challenging time, not only in Warren County but throughout the State of Ohio. It is especially challenging for Job and Family Services Agencies. A shifting economy, new programs, a new eligibility system and greater expectations means challenges at every turn, stress on staff, and on the system as a whole. In Ohio, we are currently serving over 1.7 million people in the food assistance program. In Warren County, we serve approximately 8,700 residents each month, based on a population of 221,659, one in twenty-five people in Warren County receives Food Assistance benefits each month. These benefits help provide food and nutrition for families, seniors, and the disabled.

In 2015, over half of the births in the State of Ohio were covered by the Medicaid Program. This means that infants and their mothers received reliable healthcare which is absolutely essential to getting them started off in life on the right foot. In Ohio, we currently have over 2.9 million residents enrolled in the Medicaid Program. In 2015, the agency experienced a continual rise in the number of Medicaid Recipients from 22,770 in 2014 to 27,178 in 2015. Based on the current population one in eight Warren County residents receive healthcare benefits through the Medicaid Program.

The benefits and services administered by Warren County JFS, Division of Human Services impacts children, families, and seniors throughout our county, with a strong focus on safety, stability, basic needs, and self-sufficiency. Our services are helping individuals transition into a new and uncertain workforce. With support from our programs, and those of our community partners, residents are able to take on jobs and reach their goals.

We will never fully eliminate poverty, but one case at a time, one person at a time, and one day at a time, we will strive to help our citizens of this great County to achieve success and thrive.

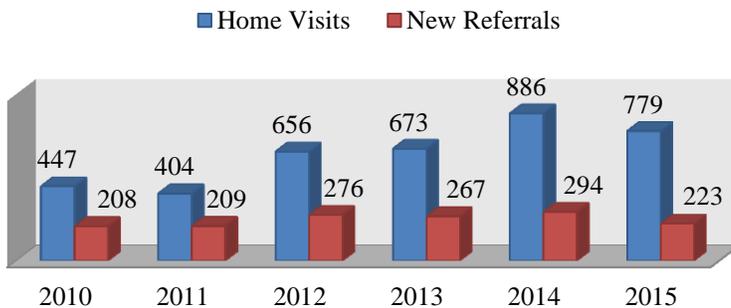
Lauren V. Cavanaugh
Director

ADULT PROTECTIVE SERVICES DIVISION

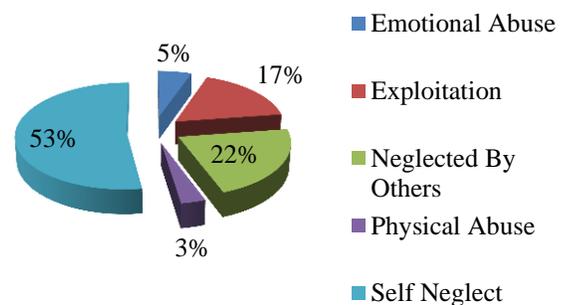
Warren County Job and Family Services, Division of Human Services is the mandated agency responsible for providing protective services for adults sixty (60) years of age or older at risk of abuse, neglect, or exploitation. The division engages in a wide spectrum of protective activities including the 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.

In 2015, Warren County Adult Protective Services received approval for two competitive grant opportunities through the Ohio Department of Job and Family Services. The Warren County Prevention, Retention, and Contingency Program for Senior's Grant Program provides the agency the ability to fund crisis based barriers for our Adult Protective Services Clients. Some examples include; avoiding utility disconnections, avoiding potential evictions, providing medical supplies and more. Our hope is that this innovative program will result in further funding for the Adult Protective Services Program statewide. The program is scheduled to end on June 30, 2016.

**Warren County Adult Protective Services
Total Home Visits and Total Referrals
2010-2015**



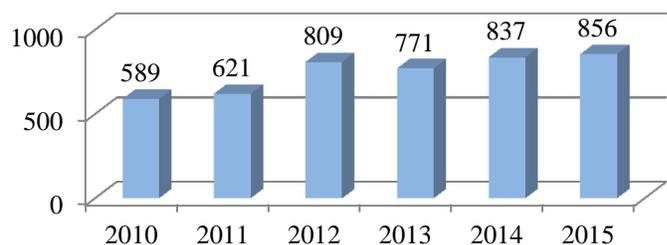
**Warren County Adult
Protective Services
Allegations Reported in 2015**



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 Ohio Department of Job & Family Services and Warren County JFS are 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.

**Warren County JFS
Average Number of Children Served
Each Year**



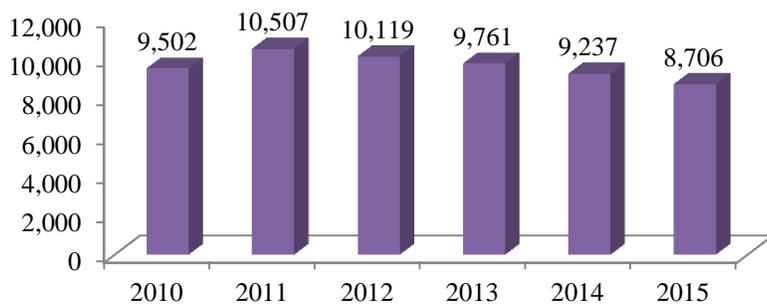
INCOME MAINTENANCE DIVISION

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 provides needed medical coverage for children, pregnant women, low-income families, the aged, blind, and disabled populations, and eligible single adults.

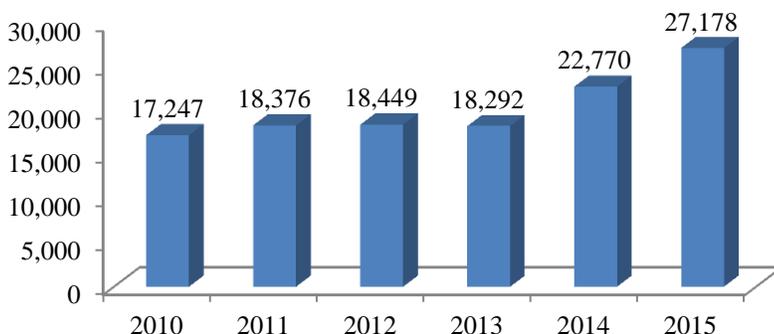
In 2015, the Income Maintenance Division processed:

	2015	2014
Total Intake Interviews Scheduled	5,796	5,895
Total Re-Applications Processed	4,246	3,158
Total Cases Completed by Processing Unit	6,055	5,710
Medicaid Applications/Renewals Processed	19,568	N/A
Total Clients Served in the Agency Lobby	18,095	16,100

Average Yearly Food Assistance Recipients



Average Yearly Medicaid Recipients



Warren County JFS Income Maintenance Facts for 2015

FOOD ASSISTANCE

Average yearly recipients: 8,706
 Average monthly benefits: \$1.0 million
 Average Issuance Per- Person: \$117.00
 Total 2015 Benefits: \$12.3 million

1 in 25 people in Warren County receives Food Assistance

OHIO WORKS FIRST

Average yearly recipients: 577
 Average monthly benefits: \$118,808
 Total 2015 Benefits: \$1.4 million
 Number of Children Receiving: 545

MEDICAID

Average yearly recipients: 27,178
 2015 Medicaid Expenditures: \$231 mil

1 in 8 people in Warren County receives Medicaid

PROCESSING UNIT

Average cases per month: 505
 Percentage of cases approved: 49%
 Percentage of cases denied: 51%

FRONT DESK

Average customers per month: 1,508
 Total customers in 2015: 18,095

ADDITIONAL STATS

Overpayment Collections for 2015 totaled \$40,534.

FRAUD

Intentional Program Violations- 71
 Lifetime Disqualifications- 2
 Arrests-6

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.

PREGNANCY RELATED SERVICES

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

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

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 2015, the Nursing Home Division processed:

	2015	2014
Nursing Home Intakes	537	696
Nursing Home Re-Applications	2,061	276 **Ohio was under a Medicaid Recertification Waiver

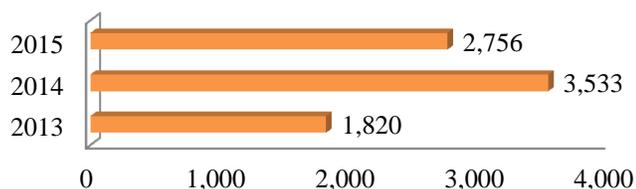
The division is currently working with 16 Nursing Home Facilities that have Medicaid beds available. In addition to the Nursing Home Facilities the division works with 4 Group Homes within Warren County.

TRANSPORTATION

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

Warren County JFS provides transportation services for Medicaid eligible individuals to approved medical treatments. In 2015, the agency continued to contract with Universal Transportation Systems (UTS) and Warren County Transit Services for NET and PRS Transportation 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 Total Rides Per Year



PREVENTION RETENTION & CONTINGENCY PROGRAM

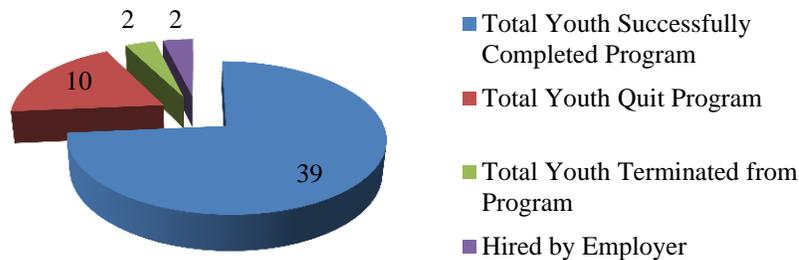
The Prevention, Retention and Contingency (PRC) Program is designed to provide benefits and services to needy and low income families in overcoming immediate barriers to achieving or maintaining self-sufficiency, personal responsibility, and preventing unemployment.

In 2015, the agency served a total of 31 families in the amount of \$12,734 in benefits and services.

SUMMER YOUTH EMPLOYMENT PROGRAM

This year marked another successful year for our Summer Youth Employment Program. We once again partnered with Ohio Means Jobs of Warren County and Warren County Educational Service Center. In 2015, we had a total of 53 youth who participated in the program. The Summer Youth Program which is funded by Temporary Assistance for Needy Families (TANF) provides Warren County youth between the ages of 16-24 the opportunity to earn a paycheck, gain valuable work skills, build a work history, participate in training classes, and develop strong relationships.

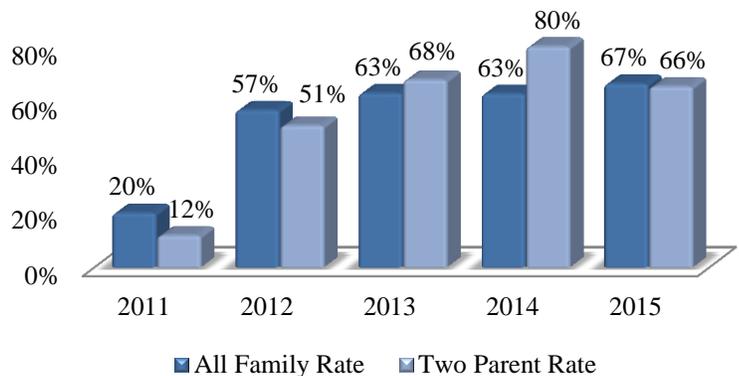
Summer Youth Employment Program 2015



WORK PARTICIPATION

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. 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.

**Warren County JFS
FFY 2015
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.

Warren County JFS, Division of Human Services 2015 Expenditures	
Program	Expenditures
Income Maintenance Administration	\$833,684
TANF Administration	\$507,047
Medicaid Administration	\$998,067
Social Services Administration	\$558,841
Title XX & Transportation Administration	\$453,966
Mandated Share	\$215,394
Total	\$3,566,999

LOOKING AHEAD TO 2016

In 2016, we anticipate many changes and challenges. One of our most notable changes coming in 2016 is the implementation of Comprehensive Case Management. On June 30, 2015, Governor Kasich signed House Bill 64, the state's biennial budget, into law. Included in House Bill 64 is the establishment of a framework to transform the network of human services and workforce programs to find a *New Way to Work* for low income Ohioans. This new framework is called Comprehensive Case Management and will become effective on July 1, 2016.

Another notable change coming in 2016 is Ohio's change from a 209 (b) State to a 1634 State. So what does that even mean? Ohio is currently a 209 (b) State, which means we have a Spend Down program, which allows individuals who are aged, blind, or disabled and over income for Medicaid to Spend Down their income so they may be eligible for Medicaid coverage. The State is changing to a 1634 state in July 2016. The transition will simplify the Medicaid eligibility determination process by eliminating the need to apply separately for SSI and Medicaid. The transition also makes coverage available to more low-income Ohioans.

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 2016 to be a year full of change, challenges, and achievements.

For more information about Warren County JFS, Division of Human Services please visit our website at www.co.warren.oh.us/humanservices.