



Department of  
Job and Family Services

TO STRENGTHEN OHIO'S FAMILIES WITH SOLUTIONS TO TEMPORARY CHALLENGES

# PROGRAM GUIDE 2009





# 2009 PROGRAM GUIDE

The Ohio Department of Job and Family Services develops and oversees programs and services designed to help Ohioans become independent through education, employment, job skills and training. Other ODJFS programs help to ensure a safe and healthy environment for individuals and families who need assistance in meeting their basic needs due to temporary or permanent situations.

ODJFS strives to enhance the quality of life for Ohioans by supporting the delivery of health and human services programs. A major responsibility of the department is to support county departments of job and family services (CDJFSs), county child support enforcement agencies (CSEAs), and county public children services agencies (PCSAs) in the development and administration of social service programs. These programs strengthen families, protect children and provide children with opportunities for a better life.

Programs are funded by the state and the federal government. Some are administered locally by CDJFSs, PCSAs and CSEAs. Other programs, such as Unemployment Compensation, are directly administered and delivered by the department.

The department's state fiscal year 2009 budget of more than \$18.7 billion is the largest budget of all state agencies. About 34.6 percent comes from the federal government. \$12.912.48 billion of the annual department budget supports the Medicaid program and provides health care to children, pregnant women, families, the elderly and Ohioans with disabilities who have limited incomes. About \$1.410 billion in state and federal welfare funds provides families with cash assistance, child care assistance, work support and emergency assistance.

Approximately \$1.5 billion in federal funding passes through ODJFS to other state agencies, including the departments of Mental Retardation and Developmental Disabilities, Mental Health and Aging.

Pamphlets and brochures containing more detailed information about programs and services are available at county agencies, directly from ODJFS via the online publications order form at <http://www.odjfs.state.oh.us/forms/ordercom.asp>, or by contacting the ODJFS Office of Communications at:

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Columbus, Ohio 43215-3414  
(614) 466-6282  
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For more information, visit the department's Web site at: <http://jfs.ohio.gov>

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ODJFS, in collaboration with other state and local agencies, offers job seekers, workers and employers a full range of employment-related services.

The One-Stop System of delivering employment and training services to businesses, job seekers and youth was established by the Federal Workforce Investment Act of 1998. The system consists of numerous partner agencies, who deliver a variety of services through “no wrong door” venues. In Ohio, there are 31 comprehensive, full-service sites and 59 satellite sites within 20 workforce development areas. Available services include career counseling, education and training, researching labor market information, resume preparation, job search, job development and placement, and other activities that match employers and job seekers. Complete information regarding Ohio’s One-Stops may be viewed at: <http://jfs.ohio.gov/workforce>.

## Services for Unemployed Workers

**Unemployment Compensation (UC)** - provides partial compensation for wage loss to unemployed individuals who were engaged in work covered by state UC laws and who lost their jobs through no fault of their own and/or have just cause for unemployment. Qualified workers may be eligible to receive up to 26 weeks of regular unemployment benefits. UC benefits are paid out of employer contributions and are subject to federal income tax.

Workers do not pay for any part of the cost of unemployment benefits. Ohio has two ways to file for unemployment benefits:

- File online at <http://unemployment.ohio.gov>, 24 hours/day, 7 days/week. Limited service may be available while our system is being updated nightly. Check the Web site for available services. Please be sure to follow the prompts.
- Call toll-free 1-877-644-6562 or TTY 1-888-642-8203, Monday through Friday, 8:00 a.m.-5:00 p.m. (excluding holidays).

Individuals must be able to meet the following criteria while receiving unemployment benefits:

- **Able to Work** - Claimants must be physically able to perform work in their trade or occupation. If ill and unable to work during one or more days of the normal work week, they may be considered unable to work and not entitled to benefits for that week.
- **Available for Work** - Claimants must be ready and willing to accept suitable work consistent with their prior training and experience.
- **Actively Seeking Work** - When filing a claim, claimants will be informed of the work-search efforts they must make each week.

For more information about the UC program, please visit <http://jfs.ohio.gov/ouc/>.

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**Reemployment Services for Unemployed Workers** are available to claimants separated from employers determined to be in a declining industry. Claimants may be selected to participate in our Worker Profiling and Reemployment Services system. Selected claimants are required (unless exempted or justifiable cause from participation is shown) to participate in orientation sessions and any reemployment services to which they are referred as a condition of UC eligibility. The principle goal of the Reemployment Services Program is to provide reemployment services to certain claimants through an early intervention process. In this process, claimants who are unlikely to return to their previous job or occupation are identified and given assistance early in their claims series. Ultimately early identification is expected to facilitate an early return to employment.

**Trade Services** provide additional benefits and reemployment services to workers who are unemployed due to foreign imports or an employer moving operations out of the United States. These services and benefits include extended unemployment benefits, job search assistance, relocation assistance, training, health care tax credit and wage subsidy for older workers. For additional information concerning the Trade Program, please call 1-866-288-0989.

## Services for Job Seekers and Workers

**Food Assistance Employment and Training** offers a wide array of workforce development services to food assistance recipients who are not participating in Ohio Works First. Services are available through county departments of job and family services and are coordinated with other workforce development providers in the community. Employable individuals receiving food assistance benefits are required to participate in one or more approved work and training activities:

- Employment placement assistance and work experience;
- Basic education, including preparation for the High School Equivalency Diploma; and
- Post-secondary education, job readiness training and job search assistance.

**Foreign Labor Certification Services** assist with the certification of foreign labor by testing the labor market for the availability of qualified U.S. workers (U.S. citizens or permanent resident aliens) to perform jobs offered to non-immigrant foreign workers.

**Labor Exchange** administers free public employment services to employers and job-seekers statewide. Services for job-seekers include job placement, resume preparation, testing, job-seeking skills workshops, computer-based job matching and labor market information.

**Labor Market Information (LMI)** is available to employers and job seekers via the Internet. You can find reports and data on employment levels, unemployment rates, wages and earnings, employment projects, jobs, training resources and careers. See [lmi.state.oh.us](http://lmi.state.oh.us) or [OhioWorkforce.org](http://OhioWorkforce.org).

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**Navigating the World of Workforce Information** is a half-day, hands-on workshop for human resources personnel and provides an understanding of Web sites with relevant occupational information. The workshop includes an introduction to Ohio's One-Stop job matching system - meeting business needs on the Internet.

**The Migrant Monitor/Advocate and Agricultural Ombudsman** program operates a hotline and provides technical assistance and training to local offices serving the agricultural community and migrant and seasonal farm workers in Ohio. It serves as a clearinghouse for information on issues and programs for migrant farm workers in Ohio. The hotline number is 800-282-3525.

**Ohio Works First (OWF)** Provides work activities that are designed to improve the employ-ability of OWF cash assistance recipients while meeting their mandated work participation requirements. OWF is administered by county departments of job and family services.

**The Prevention, Retention and Contingency (PRC)** program assists low-income families with resources to:

- **Prevent** families from depending on OWF cash assistance when crisis situations arise;
- Help family members **retain** employment by enhancing job skills, overcoming barriers and providing short-term assistance or wage supplementation, if necessary; and
- Provide for **contingent** needs by helping families with non-recurrent, urgent problems that could, if left unattended, result in families needing long-term public assistance.

Each county identifies needs and priorities and establishes programs and support services to address local needs.

Examples of employment-related PRC services include: employment, placement, work support, education, training and transportation. PRC may also provide youth workforce programs. The PRC program is administered by county departments of job and family services. The types of services vary from county to county.

**Ohio's Registered Apprenticeship System** prepares youth and adults for profitable careers in 180 occupations through on-the-job training and related instruction provided to each apprentice by registered program sponsors. Additional information about apprenticeship programs may be found at: [jfs.ohio.gov/apprenticeship](http://jfs.ohio.gov/apprenticeship).

**Refugee Services** provides time-limited cash, and medical and social services assistance in order to help refugees achieve economic self-sufficiency and social adjustment .

**Reemployment Services** are designed to give job search assistance workshops to unemployment compensation claimants identified as individuals likely to exhaust benefits. The information on various self-directed job search techniques helps claimants become re-employed before they have exhausted their benefits.

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**Rapid Response Program:** In response to notifications of plant closings and layoffs of 50 or more workers at a single site, the Rapid Response Team provides no-cost assistance to workers and employers. Assistance may include unemployment insurance information, job placement assistance, training programs, resume writing and skills assessments. In addition, services to local workforce investment areas include assistance in implementing strategic early warning networks to prevent layoffs and other early intervention activities for employers regarding layoff aversion. Further information may be found at: <http://jfs.ohio.gov/owd/workforceservices.stm>.

**The Veterans Services Unit** provides programs and services to meet the employment and training needs of Ohio veterans and their families. Employment services are available at One-Stop Centers and other locations throughout the state. Veteran Intensive Services Coordinators provide one-on-one services to veterans with special employment and training needs or to those who are unable to obtain employment through One-Stop core services. Job seeker services include job search assistance, workshops and other training programs, case management and job development, local labor market information and referral to other veteran service providers. ODJFS has adopted a Veteran's Bill of Rights assuring that all veterans are treated with courtesy and respect at all ODJFS service delivery points, and that veterans are given priority of service in referrals to job openings and other services. For more information, call the toll-free Veterans Hotline at 800-253-4060 or visit: <http://jfs.ohio.gov/veterans/>.

**The Workforce Investment Act (WIA)** provides the framework for a workforce and employment system designed to meet the needs of employers, job-seekers and those who want to advance their careers. The goal of WIA is to increase participant employment, job retention, earnings, and occupational skill attainment. WIA employment and training services target adults, dislocated workers and youth. These services are provided through local One-Stop employment offices. For more information, visit: <http://jfs.ohio.gov/workforce/>.

**Additional services** and resources to support job-seekers and workers can be found in the Health Care, Early Care and Education Services, Child Support and Support Services sections of this guide.

## Workforce Solutions

**Foreign Labor Certification Services** allow employers to hire foreign workers, temporarily or permanently, when there are not sufficient U.S. workers and when the employment of the foreign worker will not adversely affect the wages and working conditions of the U.S. workers. For more information, contact Workforce Development at 614-644-0327 or visit: <http://jfs.ohio.gov/owd/flc>.

**Labor Exchange** administers free public employment services to employers and job seekers statewide. Services for employers include both Internet and staff-assisted services, referrals of qualified job seekers, resume search, job openings, listing of job fair events, and Internet access to post jobs.

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The **Prevention, Retention and Contingency (PRC)** program provides low-income working families with the necessary resources to help family members retain employment through enhancing job skills, overcoming barriers and providing short term assistance or wage supplementation, if necessary. PRC can provide transportation assistance, child care information and referral, occupational skills training and job mentoring services. The PRC program is administered by the county departments of job and family services. Services offered vary from county to county.

**Rapid Response Program:** In response to notifications of plant closings and layoffs of 50 or more workers at a single site, the Rapid Response Team provides no-cost assistance to workers and employers. Assistance may include unemployment insurance information, job placement assistance, training programs, resume writing and skills assessments. In addition, services to local workforce investment areas include assistance in implementing strategic early warning networks to prevent layoffs and other early intervention activities for employers regarding layoff aversion. Further information may be viewed at: <http://jfs.ohio.gov/owd/workforceservices.stm>

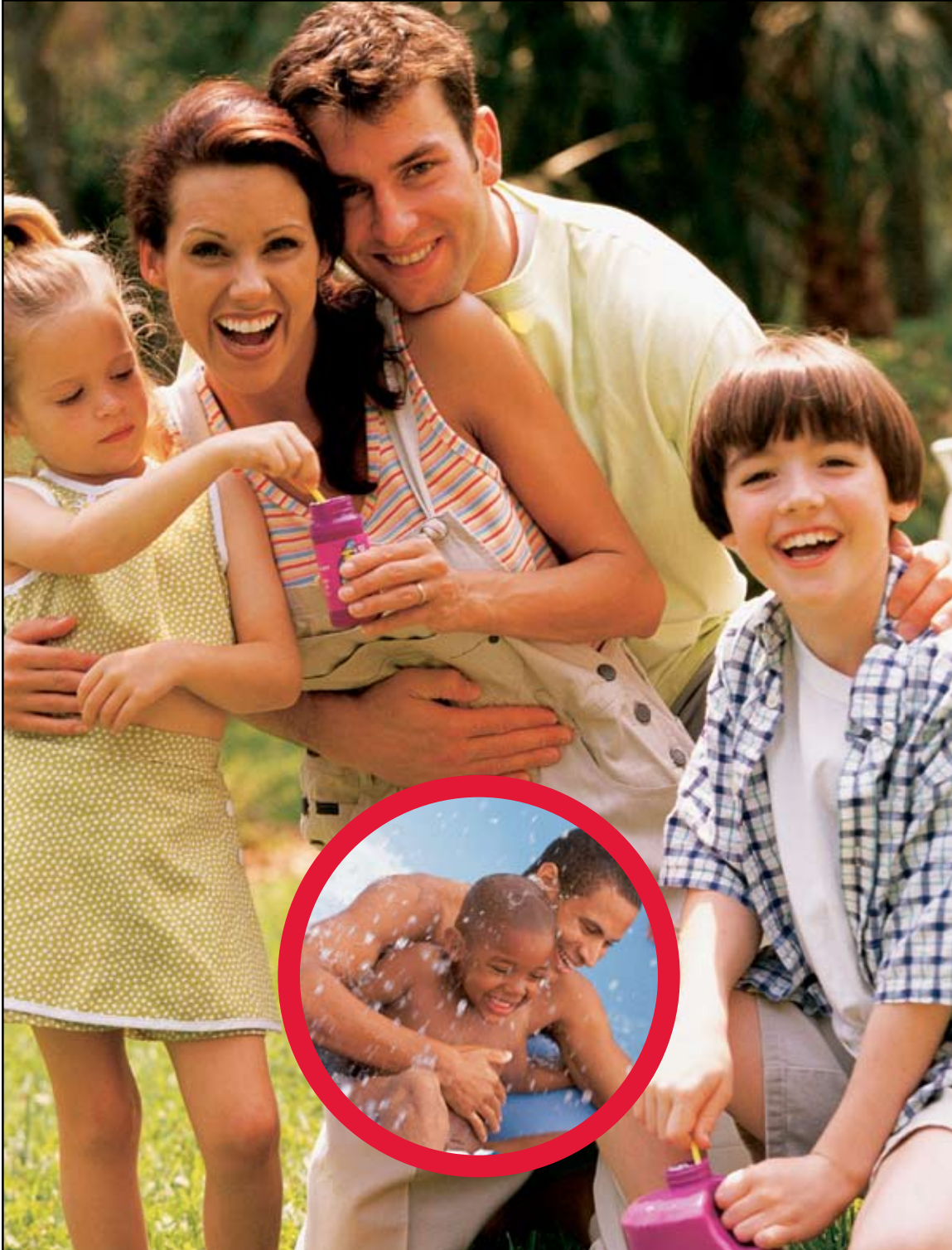
**Veteran Business Services:** ODJFS Veteran Business Outreach Specialists advocate for increased employment and training opportunities for veterans by conducting a variety of outreach activities, such as: planning job fairs, coordinating with business organizations to promote employment and training activities for veterans, and by promoting credentialing and training opportunities with training providers and licensing agencies.

**Work Opportunity Tax Credit Programs:** WOTC offers employers a federal tax credit for hiring individuals from targeted groups. This benefits employers while assisting job seekers who are from groups that traditionally have had difficulty obtaining employment. For more information, contact Workforce Development at 614-644-0966 or visit: <http://jfs.ohio.gov/wotc/index.stm>.

**The Ohio Business Gateway (OBG)** allows employers to file and pay Ohio unemployment contributions online. Employers may register with OBG at <https://ohiobusinessgateway.ohio.gov/obg>. This secure and convenient filing option is recommended for employers with fewer than 200 workers. The OBG will pre-load employee names and social security numbers based on prior quarters' filings and will automatically calculate taxable wages and taxes due.

## Other Services

**The Governor's Workforce Policy Advisory Board** helps set workforce system performance goals and priorities to continuously improve the state's workforce development system and to help local leaders shape workforce development at the local level. For more information, go to: <http://www.ohioworkforceboard.org>.



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A critical component in moving people from public assistance dependency toward self sufficiency is the provision of adequate family supports and work opportunities. As families move into regular, meaningful employment, it is imperative that they be given the opportunity to access support services that help them maintain their jobs. Time-limited financial support, assistance with buying food, provision for health care coverage, and assistance with transportation and child care are all family and work supports that assist families in their pursuit of success.

**Disaster-Related Food Assistance** is provided during emergencies under temporary standards of eligibility. Households may be eligible for allotments to replace food destroyed as a result of a declared emergency or a household misfortune such as a fire or flood.

The **Disability Financial Assistance (DFA)** program offers cash to individuals who meet the program's eligibility requirements, and meets one of the covered categories. Individuals may receive assistance if they are disabled as determined by ODJFS or if they are at least 60 years of age and in receipt of DFA since June 2003. The maximum cash one person can receive on DFA is \$115 a month. An individual must apply at a county department of job and family services to receive DFA.

**The Emergency Food Assistance Program (TEFAP) and the Commodity Supplemental Food Program (CSFP)** are two of the U.S. Department of Agriculture's food distribution programs. TEFAP provides food to many Ohio food pantries, soup kitchens and shelters. TEFAP is a federal nutrition assistance program that helps supplement the diets of low-income Ohioans by providing food at no cost. CSFP provides a monthly box of commodity food to improve the health of low-income elderly individuals. The monthly box of commodity food does not provide a complete diet, but rather is a good source of the nutrients typically lacking in the diets of the elderly population. Eligibility for TEFAP and CSFP is based on the federal income guidelines, and for CSFP an individual must also be sixty years of age or older.

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The **Food Assistance Program** helps people with low incomes obtain nutritious food. Food assistance benefits are issued by the U.S. Department of Agriculture through county job and family services departments and are used to purchase specific staples and grocery items at participating grocery stores. Food assistance benefits are dispersed through the Electronic Benefits Transfer system. At the grocery store check-out counter, the amount purchased is deducted electronically via a plastic card from the individual's or family's total monthly allotment of food assistance benefits. Eligibility, determined by the county departments of job and family services, is based on federal guidelines including income, allowable expenses (e.g. rent/mortgage, utility bills, child care, child support for child(ren) paid outside of the home) , household size and resources in some situations. Over one million Ohioans receive food assistance each month.

**Ohio Works First (OWF)** is part of Ohio's Temporary Assistance to Needy Families (TANF) program and initially provides time-limited cash assistance to eligible families for up to 36 months. During that time, county departments of job and family services (CDJFSs) provide support to participants to become job-ready, obtain necessary job skills and find employment. After 36 months, families are ineligible for additional payments unless the CDJFS approves an extension of benefits. The three kinds of CDJFS-determined extensions include state hardship, good cause, and federal hardship. There is a federal 60-month limit on TANF benefits. However, a CDJFS can approve a "federal hardship" extension. Applications and eligibility determinations for OWF are completed at the CDJFS.

## Family Services

ODJFS strives to enhance the quality of life for Ohioans by supporting the delivery of health and human services programs and activities. A major responsibility of the department is working with county departments of job and family services (CDJFSs) and public children services agencies (PCSAs) to develop social service programs that strengthen families and protect children and the elderly. Children services programs are administered through each county's public children services agency. In some counties the PCSA is part of the CDJFS.

## Children's Protective Services Programs

**Public Children Service Agencies (PCSAs)** are required to receive reports of child abuse and neglect, and to investigate those reports in a timely manner. When necessary, the PCSA works with families to identify services and develop a case plan that reduces the risk of future abuse or neglect.

In most cases where a need for services has been identified, the PCSA provides services to the child and family while the child remains in the home. However, there are instances when the child cannot remain safely in the home, and it becomes necessary for the PCSA to work with the local court system to remove the child from the home. When the child is placed outside of the home, the PCSA must develop a plan detailing the activities that must occur to ensure that the child is able to return home safely. If that is not possible, the plan will identify an alternative safe, stable, permanent living situation that promotes the child's health, growth, and development.

## Substitute Care

Out-of-Home Placement Services are provided when it has been determined that a child cannot remain in his/her home. The PCSA worker searches for a placement that is the least restrictive by exploring all possibilities with both the maternal and paternal relatives regarding their willingness and ability to assume legal custody or guardianship of the child. Unless it is not in the child's best interest, the PCSA will explore placement with a non-custodial parent or private agency before considering other relatives. The PCSA may request custody as an alternative when a relative is not available to assume custody. When a PCSA has temporary custody of the child, the PCSA attempts to arrange for relatives or non-relatives who are familiar with the child and/or family, when possible, to serve as caretakers. If an appropriate relative or non-relative is not available to assume care for the child, the PCSA worker searches for a licensed foster care placement that is the least restrictive, culturally sensitive, and located primarily in the community from which the child was removed. If the situation indicates that a child will not return home, steps are taken toward finding a permanent placement, preferably adoption. In the case of an older child, the agency is required to provide Independent Living services in order to help in the transition to adulthood.

**Foster Care Licensing** inspects agencies that provide substitute care for children. Agencies requiring licensure are:

- Private child-placing agencies, which accept temporary or permanent legal custody of children. These agencies may operate residential facilities (such as group homes, children's residential centers and children's crisis care facilities) or independent living programs, recommend foster homes for certification, and place children for foster care and/or adoption;
- Private non-custodial agencies, which provide many of the same services, but do not accept legal custody of children;
- Local public entities, which are not a public children services agency, but operate residential programs; and
- County public children services agencies, which operate residential programs.

Foster Care Licensing staff conduct on-site inspections of all licensed agencies and

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facilities, and a sample of each agency's foster homes. Staff also review children's, personnel, adoption and foster care records, agency policies and practices to ensure their compliance with administrative rules.

**Title IV-E Foster Care Maintenance** payments are made to public agencies to help pay for the cost of an eligible child's care while the child is in substitute care. Only those children whose families meet certain federal and state requirements at the time of removal are eligible for Title IV-E services. These children may also be eligible for assistance under Medicaid and Title XX.

The **Interstate Compact on the Placement of Children (ICPC)** unit is responsible for implementing the Interstate Compact for Ohio. The Interstate Compact, a uniform law enacted by all 50 states, the district of Columbia, and the U.S. Virgin Islands, establishes procedures for the interstate placement of children. The Interstate Compact governs the placement of children from one state to another under a sending state's jurisdiction. The Ohio Interstate Compact conducts placement requests of children for parents, relatives, adoptive and foster care homes.

**The Kinship Permanency Incentive (KPI) Program** is designed to promote a permanent commitment by a kinship caregiver(s) to become a guardian of minor children who would otherwise be unsafe or at risk of harm if they remained in their own homes. KPI provides time-limited incentive payments to families caring for their kin. Eligible families will receive an initial payment per child to defray costs of initial placement, and may receive an additional payment per child at six-month intervals to support the stability of the child's placement in the home. To find out about Ohio's Kinship Permanency Incentive Program eligibility, contact your county public children services agency or call 1-866-886-3537 (Option 4).

**The Independent Living Program** under the Chafee Foster Care Independence Act provides funds to PCSAs to provide services to youths ages 16 and 17 who are placed in out-of-home care because of abuse, neglect or dependency, and who are preparing to transition to independent living. Independent living activities include outreach services, individual and group counseling services, life-skills development training, and education and vocational training. Services are also provided to young adults ages 18-21 who have left foster care because they reached age 18.

**The Education and Training Voucher** program provides federal assistance for education and training to youths who have been emancipated from foster care (or who were adopted after the age of 16). Money is available up to age 23, as long as the young adult is enrolled by the age of 21. Funding may be used to pay for tuition, room/board, student loan repayment, and other expenses related to education beyond high school. ODJFS has contracted with the Orphan Foundation of America to administer this program.

## Adoption Services

Adoption services are provided by public children services agencies and private agencies when it has been determined that a child is not able to return to his birth or legal parents. The agency assumes permanent custody of the child, along with responsibility for locating a permanent adoptive family. Relatives are given priority unless it is believed that such a placement is not in a child's best interest. Foster parents are also encouraged to adopt the children they foster.

The ODJFS Adoption Section develops administrative rules for agencies which provide adoption services. The Adoption Section provides support to local agencies in their efforts to decrease the number of children waiting for permanent families, prevent discrimination in the placement of children, identify and recruit permanent families who can meet each child's needs, and provide support to families ensure the stability and well-being of children in their care.

Other resources on the Web site include:

- The Ohio Adoption Guide, a handbook for prospective adoptive families which describes the adoption process and supports that are available to assist in sustaining adoptive placements.
- The Adoption Subsidy Guide, a handbook which describes the application process for subsidies and the type of subsidies available for adoptive families.

The **Putative Father Registry** was established to determine the identity and location of an undisclosed putative father who may have conceived a child for whom an adoption petition has been or may be filed. The Registry assists in the identification of a putative father through the submission of a request to conduct a search. The request to conduct a search is often made by the child's mother, an adoption agency, or attorney arranging the adoption.

A putative father is a father who was either not married to the child's mother on or before the date that the child was born, has not established paternity of the child through a court or administrative proceeding, or executed an acknowledgment of paternity affidavit before the filing of an adoption petition for the child. For more information, contact the Putative Father Registry at 1-888-313-3100.

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The **State Adoption Subsidy Program** is a financial assistance program which provides monthly maintenance subsidy payments to adoptive families who adopt special needs children. County public children services agencies are responsible for determining eligibility and administering the program.

The **Title IV-E Adoption Subsidy Program** provides federal financial support for adopted children who are described as having special needs. In addition to a monthly monetary payment, children who are Title IV-E eligible are entitled to other state assistance and services under the federal Title XX program, including Medicaid coverage.

The **Interstate Compact on Adoption and Medical Assistance (ICAMA)** was established in 1986 to safeguard and protect the interests of children covered by an adoption assistance agreement when the children move or are adopted across state lines. ICAMA is an agreement that enables member states to coordinate the provision of medical benefits and services to children receiving adoption assistance in interstate cases. ICAMA has the force of law within and among its member states. Ohio is a member of ICAMA.

The **Post Adoption Special Services Subsidy (PASSS)** is a state-funded program designed to help eligible families receive family preservation services to address the treatment needs of their child after the adoption is finalized (legalized). These services include:

- Medical and surgical services (including respite care services);
- Psychiatric, psychological, and counseling services (including respite care services); and
- Residential treatment services (maintenance and treatment costs only).

PASSS is available to all adoptive families, with the exception of stepparent adoptions, regardless of the type of adoption (international, attorney, public or private agency). The child must be viewed by the local public children services agency as being in need of public care or protective services to be eligible for PASSS funding.

## Other Children Services Programs

**Help Me Grow** is a collaborative effort with the Ohio Department of Health which focuses on promoting early childhood development from birth to three years of age. Services include: prenatal support, newborn home visits, comprehensive assessment, and early intervention services for infants and toddlers who are vulnerable due to developmental delays or disabilities, and environmental, family, or health circumstances.

**Safe Havens** is an Ohio law that provides an option for parents who are not ready to raise a child and may feel their only option is to abandon the child. Safe Havens allows a birth parent to leave an infant (newborn up to 30 days old) with a medical worker in a hospital, a medical worker at a fire department or other emergency service organization, or a peace officer at a law enforcement agency. If the infant is left with a person at one of these places, and has not been abused, the parent will not face any legal consequences for making this choice. For more information, call 800-755-4769 or access the Safe Havens Web site at: <http://jfs.ohio.gov/safehavens>.

## **Ohio Human Services Training Systems (OHSTS)**

The Ohio Human Services Training Systems (OHSTS) develops, implements and maintains a high-quality, comprehensive, competency-based in-service training system. This training is designed to develop the knowledge and skills of county department of job and family services staff and their community partners in order to enable them to address effectively the varied and changing needs of adults in Ohio whose service goals include self-sufficiency and safety.

## **Ohio Children's Trust Fund (OCTF)**

**The Ohio Children's Trust Fund** was created in 1984 and serves as Ohio's solely dedicated funding stream for the prevention of child abuse and neglect. The mission of the Ohio Children's Trust Fund is to prevent child abuse and neglect through investing in strong communities, healthy families and safe children. It is our vision that every child will grow up nurtured by a network of strong communities and healthy families. The OCTF is governed by a board of fifteen members, including eight members appointed by the Governor, four members from the Ohio General Assembly, and three Cabinet Agency Directors. The OCTF Board oversees the primary and secondary child abuse and neglect prevention policies and programs of the Trust Fund, including the investment of dollars in local prevention programs and statewide prevention projects.

## **Adult and Family Services**

**Adult Protective Services** are provided to the elderly who are in danger of harm, are unable to protect themselves, and have no one else to assist them. County departments of job and family services are mandated to investigate and evaluate all reports of suspected abuse, neglect, and exploitation of adults age 60 and older. When services and funding are available, the county departments of job and family services also offer support for protection and self-sufficiency.

**Title XX of the Social Security Act** provides funding to counties for local social services programs to preserve families. The funds are to strengthen, restore, maintain, or improve a participant's ability to be self-supportive and independent. These federal funds are distributed by the state, but county departments of job and family services determine what services will be available in their respective communities. There are 29 social services available under the Title XX program.

## Early Care and Education Services

**Early Care and Education Services** are provided to children of eligible parents to support their work and training efforts and to help families achieve self-sufficiency. The goal of the early care and education services delivery system in Ohio is to provide quality, dependable, early care and education services in homes and centers. Ohio's 88 county departments of job and family services determine eligibility for early care and education services and assist parents in locating certified homes or licensed centers.

**Child Care Licensing** is the responsibility of ODJFS, which inspects, licenses and sets the standards for child care centers, child day camps and private homes where care is provided for seven or more children (Type A family child care homes). ODJFS also establishes the standards for county certification of private homes that care for six or fewer children (Type B family child care homes). ODJFS licenses approximately 4,500 centers statewide. Parents may locate valuable information about child care on the ODJFS Web site. This Web site allows parents to search for child care providers, offers tips about what to look for in child care and describes affordable child care options. Parents may view licensing inspection reports and search for providers in their area. The site also lists addresses and telephone numbers of offices to request specific child care or licensing information. The Web address is: [http://jfs.ohio.gov/families/child\\_care/index.stm](http://jfs.ohio.gov/families/child_care/index.stm).

**Early Learning Initiative (ELI)** is designed to provide educational experiences for children often identified as at risk of school failure, so they will enter kindergarten ready for success. In addition, ELI strives to meet the child care needs of working families. ELI's early learning services are supported by Temporary Assistance to Needy Families (TANF) funding.

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**Step Up To Quality (SUTQ)** is Ohio's voluntary quality rating system for child care centers. It allows parents to make more informed child care choices for their children. For more information, visit <http://jfs.ohio.gov/cdc/stepUpQuality.stm>.

**Child Care Resource and Referral Services** are provided to all Ohioans through eight state-funded child care resource and referral services agencies serving all 88 counties.

## Child Support

The Ohio Child Support Program works to ensure that children receive the financial and medical support parents are obligated to provide. Children prosper from having positive relationships with their mother and father, regardless of whether the parents are divorced, separated, or unmarried.

ODJFS oversees the Ohio Child Support Program's operation and performance and provides guidance on policy and technical issues to county child support enforcement agencies (CSEAs). Each of Ohio's 88 counties has a CSEA. In the majority of counties, the CSEA is within the county department of job and family services. The CSEA can also be operated by a board of county commissioners' office, prosecutor's office, or court of common pleas.

Ohio has the third largest child support program in the nation. There are almost one million child support cases statewide involving over 1.2 million children. In 2008, child support collections totaled approximately \$2 billion.

Under Ohio law, all child support must be processed by the state through a central processing site, also known as the State Disbursement Unit (SDU). The Ohio Child Support e-Disbursement program allows for a fast, simple, and safe way for custodial parents to receive their support funds. The program eliminates most paper checks and gives custodial parents two options to receive support: direct deposit or the e-QuickPay debit MasterCard.

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Services available through the local child support enforcement agencies include:

- Location activities of a non-custodial parent;
- Establishment of Paternity through Genetic Testing or Voluntary Acknowledgement of the parties;
- Establishment of a child support order through the local child support agency or courts;
- Establishment of Medical Insurance Coverage and Medical Support orders;
- Enforcement of Child Support obligations through federal and state enforcement tools; and
- Reviewing and adjusting child support orders.

One of the first steps in establishing a child support order is legally establishing paternity, if the mother was not married to the father at the time of the child's birth, or if there is a question regarding the identity of the child's natural father. A mother or possible father may request that paternity be established by conducting a genetic test (DNA). Another way to establish paternity is through voluntary acknowledgement at birth. Unwed parents can complete a Paternity Acknowledgement form available at the hospital when the baby is born or later at any county health department or CSEA.

After paternity has been established, the child support order is established at a CSEA when there is no current court support order. If a court order is pending, the judge for the case will determine the amount of support. The CSEA or court, using specific guidelines, will determine the amount of support the non-custodial parent is required to pay. The CSEA reviews income records and expenses for the previous six months of both parents.

The CSEA will also establish a medical support order if one is not already included in the child support order. The custodial parent, non-custodial parent or both may be required to provide health insurance. If the parent responsible for providing health insurance does not enroll the child, the child support enforcement agency can send a medical support withholding notice to that parent's employer. The employer is legally obligated to enroll the child (if health insurance is offered and the parent is eligible) and deduct the cost of the insurance from the parent's paycheck.

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Enforcing a child support order often takes place through an automated enforcement process. The most common is Income Withholding. Child support payments can be automatically deducted from the non-custodial parent's paycheck. Child support can be taken out of other forms of income as well, including unemployment and worker's compensation.

If the non-custodial parent is living in another state or in a foreign country, Interstate Services can be used to secure payment. In addition, Ohio's Interstate Central Registry receives all Title IV-D cases sent into Ohio from other states and countries, and distributes the cases to the appropriate CSEAs for action.

Administrative Reviews of Child Support Orders are conducted by CSEAs to determine if a change to the support order is necessary and appropriate. The custodial parent or non-custodial parent has the right to request an Administrative Review every 36 months from the establishment of the order or from the date of the most recent review. A request for an Administrative Review may occur sooner than 36 months in certain circumstances.

For more information on the Ohio Child Support Program, please visit [www.jfs.ohio.gov/ocs](http://www.jfs.ohio.gov/ocs) or call 1-800-686-1556. Program information and status of payments may also be obtained by calling the interactive voice response line at 800-860-2555 (TDD: 866-500-3784).



## Medicaid

Medicaid is a state-and-federally-funded health care plan administered by ODJFS. Medicaid provides health care coverage to low-income and medically vulnerable people of all ages. The Medicaid Consumer Hotline is available to answer general questions at 1-800-324-8680, and is open Monday through Friday 7 a.m. to 8 p.m. and Saturday 8 a.m. to 5 p.m. EST. For people with hearing problems, the TDD number is 1-800-292-3572. More information about eligibility, covered services and programs can be found by visiting: <http://jfs.ohio.gov/ohp>.

## Who Is Covered By Medicaid?

Medicaid provides health coverage to a number of different groups of people who meet financial requirements. There are two major coverage groups: Covered Families and Children and people who are Aged, Blind or have a Disability (ABD). Each major group has several programs.

**Covered Families and Children** provides family or individual coverage based on income and the presence of a child in the home.

- **Healthy Families** provides coverage to the entire family and is available to families with income up to 90 percent of the federal poverty guideline. When a family's income exceeds this level, the family may be eligible for an additional six to 12 months of transitional coverage. Families receiving Ohio Works First cash assistance are in most instances also eligible for Healthy Families.
- **Healthy Start** provides medical coverage to children and pregnant women. Healthy Start covers children from birth through age 18, in families with income up to 200 percent of the federal poverty level. Children in families with income between 150 percent and 200 percent of federal poverty level must be uninsured in order to receive this coverage. Pregnant women with family income up to 200 percent of the federal poverty level are also covered by Healthy Start. Visit <http://www.jfs.ohio.gov/ohp> for details.

**Coverage for people who are Aged, Blind or have a Disability** is available to individuals who meet income and resource limits. Adults 65 or older may be eligible for Medicaid. Individuals of any age with a disability, including individuals who are legally blind, may also qualify for Medicaid.

Those who meet the age or disability criteria, but whose incomes are higher than the income limit, can use the cost of medical care to "spend down" or offset their eligible income to qualify for Medicaid. County departments of job and family services determine eligibility for Medicaid programs and services.

To apply for Healthy Start or Healthy Families, consumers may call 800-324-8680 for an application. A face-to-face interview is not necessary. For ABD Medicaid, applicants must visit their local county department of job and family services. Applications may be found at the local county office or online at [www.jfs.ohio.gov/ohp/consumers/Application.stm](http://www.jfs.ohio.gov/ohp/consumers/Application.stm).

## What Services Are Covered By Medicaid?

In general, Medicaid provides comprehensive coverage for necessary health services. There are two benefit packages: Primary and Acute Care, and Long-Term Care.

**The Primary and Acute Care Benefit** is available to all Medicaid enrollees. Services can be provided through a fee-for-service system or a managed care plan. The majority of Medicaid recipients (58 percent) are enrolled in managed care plans. In the fee-for-service system, each family receives a Medicaid card and finds a doctor who accepts the card as payment for services. In a managed care plan, each family receives a member card from the managed care plan and selects a primary care doctor from the plan's list of doctors. Co-payments may be charged to certain individuals for select services.

Ohio's Medicaid program provides a rich package of services, including preventive care for consumers. Examples of services available through the Primary and Acute Care Benefit include:

- Doctor visits
- Prescription drugs\*
- Hospital care
- Dental care
- Vision care
- Home health services
- Mental health and substance abuse treatment services
- Durable medical equipment
- Physical therapy
- Occupational therapy
- Psychology
- Outpatient clinic
- Others

(\*Those consumers with both Medicare and Medicaid get their prescription benefit through Medicare.)

**Healthchek** is Ohio's Early and Periodic Screening, Diagnosis and Treatment (EPSDT) Program. It provides a group of services to children and teens (birth through age 20) which include prevention, diagnosis and treatment. The purpose of Healthchek is to discover and treat health problems early. Healthchek services are marketed to parents as a set of preventive health screenings with follow-up diagnosis and treatment.

The **Pregnancy Related Services (PRS)** program, administered by at the county departments of job and family services, assists expectant mothers in receiving care management services. The goal of this program is to maintain or improve the health of the pregnant woman, increase the chances for a healthier baby and promote positive birth outcomes.

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**Long-Term Care** offers benefits to individuals who are elderly or disabled and who meet certain criteria related to their care needs. These benefits are offered in addition to basic Medicaid services. Long-term care services are offered through the following:

- **Home and Community Based Services Waivers** - These allow certain people to receive care in their homes and communities instead of an institution. To receive these services, a person must be eligible for Medicaid and require care in a hospital, nursing home or facility for those with mental retardation and/or developmental disabilities. There are multiple waivers in Ohio which are available on a limited basis. Consumers may ask to apply for waiver services when they apply for Medicaid at their county department of job and family services.
- **Institutional long-term care services** - These are provided to people who are elderly or disabled through either a nursing facility or an intermediate care facility for the mentally retarded. An individual must need at least 30 days in a long-term care setting to qualify for Medicaid payment of long-term care services.

**HOME Choice**, a new Medicaid program, is Ohio's "Money Follows the Person" (MFP) project funded with a grant from the federal government. The goal of Home Choice is to help older adults and people with disabilities to relocate from institutional settings into home-and community-based settings. Home Choice will offer the services of a transition coordinator, along with supports such as assistance in locating appropriate housing, establishing a household, and establishing social support networks. It is estimated that Home Choice will relocate approximately 2,200 seniors and persons with disabilities during the life of the project.

To be eligible for Home Choice, individuals must:

- Have lived in a facility-based care setting for at least six months,
- Have certain care needs, and
- Be eligible for Medicaid.

More information about Home Choice can be found at <http://jfs.ohio.gov/OHP/Consumers/HOMEChoice.stm> or by calling 1-888-221-1560.

**Medicaid Buy-In for Workers with Disabilities (MBI-WD)** is an Ohio Medicaid program providing health care coverage to working Ohioans with disabilities. MBI-WD was created to encourage Ohioans with disabilities to work and still keep their health care coverage. Persons must be Medicaid eligible, be employed in paid work, pay a premium and meet certain financial criteria.

## Other Health Coverage Programs

The **Children's Buy-In Program (CBI)** is a state-funded program for certain uninsured children in families with income over 300 percent of the federal poverty level. Children participating in the CBI program are enrolled in a managed care plan and are entitled to all Medicaid benefits and services. For additional information and to apply, visit <http://www.jfs.ohio.gov/ohp/cbi>.

The **Medicare Premium Assistance Program** assists Medicare consumers with the cost of their Medicare expenses. Medicaid may pay for some or all of their Medicare expenses, including premiums, deductibles or coinsurance. Medicare is different from Medicaid. Medicare is the federal health insurance program for persons age 65 and older, and for some persons of all ages who have a disability. No face-to-face interview is needed to apply for the Medicare Premium Assistance Program. Consumers may call 800-324-8680 for an application or visit their local county department of job and family services.

The **Hospital Care Assurance Program** supports hospitals for providing health care to low income people who cannot pay for their hospital costs. Ohioans with income at or below 100 percent of the federal poverty guideline are guaranteed hospital services free of charge. Each hospital is responsible for the administration of this program. Consumers should ask their local hospital for more information about this program.

The **Disability Medical Assistance Program (DMA)** is state-and-county funded and provides basic outpatient medical coverage, most notably prescription drugs for low income people who are medication dependent. DMA is for certain medication dependent persons who are not eligible for federally supported public assistance programs. Consumers must apply at their local county department of job and family services.

**Breast & Cervical Cancer Project (BCCP)** provides full Medicaid coverage to certain women diagnosed with breast or cervical cancer, including pre-cancerous conditions, diagnosed through the Ohio Department of Health's Breast and Cervical Cancer Project .



The ODJFS Performance Center is designed to provide executive staff and department managers with performance data and analysis. This information ensures data-driven decisions that result in improved customer service, streamlined processes, time savings, and cost reductions. As a part of its data gathering and analysis function, the Performance Center tracks and reports progress in meeting the agency's Flexible Performance Agreement. The Performance Center also monitors county, agency and program performance data and shares the data with key staff and stakeholders on a regular basis. At the office level within ODJFS, the Performance Center works with managers to develop meaningful measures that they can use to manage their work and report results.

Performance Center staff uses the data it collects to spearhead systemic improvement. Through the use of workgroups, Kaizen teams, process improvement teams, and the use of quality tools and principles, the Performance Center works with staff, customers and stakeholders to improve key processes.

As needed, the Performance Center also works with executive staff to develop the strategic direction and vision for the agency.

For more about the Performance Center, visit: <http://odjfsperformancecenter.ohio.gov>.

## State Hearings

State hearings are available for customers who do not agree with decisions made about their public assistance, food assistance, social services and child support benefits. A state hearing is a meeting with the customer, staff from the local agency, and a hearing officer from the Ohio Department of Job and Family Services (ODJFS). The staff person from the local agency will explain the action it has taken or wants to take on the customer's case.

Customers can explain why they disagree with decisions made about their public assistance, food assistance, social services and child support benefits. Friends, witnesses and attorneys can help customers present their cases. The hearing officer listens to both sides and renders a decision after reviewing the rules. For information on state hearings ask for the publication **Your Rights** – JFS # 08000.

To learn more about state hearings, log onto <http://jfs.ohio.gov/ols/bsh/Index.stm>.

For information on appeals regarding unemployment benefits ask for the publication **Workers' Guide to Unemployment Compensation** – JFS # 55213.

## Equal Opportunity in Job and Family Services

Individuals eligible to receive services from or benefiting from programs funded by or through ODJFS are protected by various laws, regulations, rules and policies against unlawful discrimination on the basis of race, color, disability, age, national origin, religion, sex and citizen/participant status.

The **Civil Rights** program provides technical assistance on civil rights issues and ensures that all the functions, services and programs administered by ODJFS are carried out in compliance with the state and federal civil rights laws. This includes, but is not limited to, ensuring compliance with Title VI and Title VII of the Civil Rights Act, the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act, the Workforce Investment Act (WIA), the Multi-Ethnic Placement Act (MEPA), and the civil rights laws of Ohio. The program is also responsible for monitoring accessibility and overseeing accommodation requests for persons with disabilities. For more information on state hearings, ask for the publication **Your Rights** – JFS # 08000. To learn more about Civil Rights, log onto <http://jfs.ohio.gov/civilrights/Index.stm>.

The **Limited English Proficiency (LEP)** program ensures that persons who have a limited English proficiency are protected against discrimination based on national origin. Accommodations may include providing qualified interpreters, language cards/lines, oral translation and/or written translation of documents.

<b><u>Office</u></b>	<b><u>Area</u></b>	<b><u>Phone No.</u></b>
ODJFS General Information	Customer Service	877-852-0010
Child Support	Customer Inquiry	800-686-1556
	Interactive Voice Response	800-860-2555
	Payment Central	888-965-2676
Children and Families	Putative Fathers Registry	888-313-3100
	Child Protection	866-635-3748
	Child Welfare Licensing	866-635-3748
	Child Care Fraud	800-627-8133
	Safe Havens	800-755-4769
Kinship Permanency Initiative		866-886-3537
Employee & Business Services	Civil Rights	866-227-6353
Family Stability	Food and Cash Assistance	866-244-0071
Ohio Health Plans (Medicaid)	Medicaid Consumer Hotline	800-324-8680
	Medicaid Provider Information	800-686-1516
Unemployment Compensation	Apply for Benefits	877-644-6562
	Benefits Technical Services	866-733-0025
	Trade Technical Assistance	866-288-0989
	Employer Technical Assistance	614-466-2319
Fiscal Monitoring Services	Report Welfare Fraud	800-627-8133
Workforce Development	OhioMeansJobs/ SCOTI Help Desk	888-385-2588
	Migrant Workers Hotline	800-282-3525
	Veterans Hotline	800-253-4060
	Labor Market Information	800-543-4953



**Ted Strickland, Governor**  
**Douglas E. Lumpkin, Director**

An Equal Opportunity Employer and Service Provider  
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