



LCDJFS E-Newsletter

Spring 2015

A newsletter from the Lorain County Department of Job & Family Services

This Issue

Call Center and Front Desk	1
Imaging Department	1
Fraud Claims Processing Unit	2
Child Support Enforcement Agency (CSEA)	2
Medicaid Expansion due to the Affordable Care Act	3
Contact LCDJFS	3

Call Center and Front Desk

The Income Maintenance (IM) Call Center and Front Desk staff saw an influx of calls and clients, respectively, as a result of the increased caseloads for cash, food, and



Call Center staff

medical assistance cases. In March 2015 alone, the Front Desk staff served a total of 6,727 clients. In the same month, Call Center staff answered 12,081 phone calls, which is an increase of almost 2,000 calls from March 2014. The agency did hire one additional Front Desk Reception Aide and four Call Center Customer Service Specialists in attempts to keep up with the increased volume.



Call Center staff

Imaging Department

Our Imaging Department is responsible for creating electronic files for all child support, child care, and cash/food/medical assistance recipients using the Electronic Records and Information Management System (ERIMS). Recently, ERIMS was upgraded in order to add storage capacity for files and to increase the speed and efficiency of the system. In 2014, the Imaging Department created a total of 3,132,137 electronic documents in a total of 425,444 cases. They also processed 84,252 electronic faxes in our Right Fax system.

Fraud Claims Processing Unit

Our Claims Processing Unit (CPU) has been busy processing allegations of welfare fraud and collecting on benefit overpayments. In 2014, the unit processed 4,945 complaints resulting in \$4,177,082.00 in overpayment collections. Additionally, they processed 123 Intentional Program Violations totaling \$240,125.00 in overpayment collections.



Claims Processing Unit

Because of their hard work, LCJFS collected the most money from overpayment claims in the State of Ohio for the last 3 years. This is especially important because our agency receives incentive monies from the State based on the amount of overpayment monies collected. The CPU staff recently received the Director's Award for Excellence in Claims Management.

Child Support Enforcement Agency (CSEA)

2014 was a busy year in CSEA. Two long-time supervisors retired and several other staff retired or resigned. CSEA's Administrator, Ann Eckstein, states that there has been more movement of staff in 2014 than any other year she can recall. Additionally, in July of 2014, CSEA revamped its call center to create an Enforcement call center staffed by seven enforcement caseworkers. The call center answers approximately 1,200 calls per week. CSEA's total caseload is approximately 32,000, with 4,000 cases active for contempt of court.

Medicaid Expansion due to the Affordable Care Act

LCDJFS continues to receive an influx of new applications for Medicaid as a result of the Affordable Care Act. There are currently approximately 42,000 individuals receiving Medicaid in Lorain County. This is a significant increase from past years as single individuals can now receive Medicaid coverage if their income is below 133% of the Federal Poverty Level for their household size.



Our newest group of trainees

Medicaid regulations were also changed to include tax filing status as a means of determining household size and eligibility for families, children, and childless adults under age 65. Caseloads for Medicaid caseworkers have increased significantly. In addition, a new statewide computer system, Ohio Benefit Worker Portal (OBWP) was created to process Medicaid applications. In the future, cash and food assistance benefits will also go in this system. For now, however, caseworkers are processing Medicaid in one computer system and cash and food assistance in another system.

Contact LCDJFS

42485 North Ridge Road
Elyria, Ohio 44035-1057
Phone: 440-323-5726
Fax: 440-323-3422
TTY/TDD: 440-284-4125
Child Support Office: 440-284-4401
Hours of Operation:
7:30-4:15 Mon, Wed, Thurs, Fri
7:30-6:15 Tue

