



LCDJFS E-Newsletter

Spring 2017

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

This Issue

IM Training Unit	1
Ohio Child Licensing Quality System	2
Ohio's Comprehensive Case Management and Employment Program	3,4
Medicaid Changes	5
News from CSEA	6
Staffing Changes	6
Contact LCDJFS	6

IM Training Unit

**By Megan Kauffman
Administrator**

The newly hired IM trainees begin their employment in Staff Development where they attend classroom training on program eligibility and procedures. Classroom training can range from 3 weeks to 8 weeks, depending on the programs being training. Previously, when trainees started they were trained on Medicaid only and then would be taught Food and Cash Assistance at a later time. Effective from June 2016, trainees are learning all programs prior to be released to Casebank 6.

Casebank 6 (Training Unit) was created in August of 2013 for IM trainees during their probationary period to transition from the classroom to processing casework independently. There have been 7 training groups that have come through Casebank 6, with an 8th group starting on 2/13/17. Each training group can range between 4 to 8 trainees.

Casebank 6 is a controlled environment where the caseload size and volume of work is closely monitored. This gives the trainee the opportunity to increase their

speed and efficiency and to be more comfortable in the day to day responsibilities of managing a caseload. Trainees are held temporarily in Casebank 6 during their probationary period. At times they can stay for a shorter or longer period, depending on the needs of the agency. Throughout the probationary period, the supervisor meets with each trainee on a bi-weekly basis to give feedback on their progress. In addition to the bi-weekly meetings, there are 3 evaluations during their probation (60 day evaluation, 120 day evaluation, and the final 180 day evaluation).

When the trainees are released to Casebank 6 they begin the mentoring period, currently this lasts for 6 weeks. Mentoring is a period of transition with ongoing learning and development. The expectation is that the trainee will apply the classroom knowledge to a live caseload with guidance. In September 2016, a new position was created called a Social Program Specialists (or SPS workers) with their main duty being to mentor the new IM trainees. We currently have 3 SPS workers; the ratio is 1 SPS worker to 2 trainees. They split their time evenly between the trainees during interviews and processing time. This allows the trainee the opportunity to start working independently, while the SPS is still available for any assistance.

After the mentoring period ends the trainee's 180 day probationary period begins. Again, during this time period they are housed in CB6 for a reduced volume of work and close supervisory monitoring. The Quality Review process also now begins. All of the trainee's cases are subject to QA review prior to authorization. Throughout probation a trainee can be released from specific reviews depending on their error rate. The QA process is designed to be a learning tool and to ensure accuracy of benefits. Our goal for trainees is a comprehensive error rate of 35% or less by the end of their probationary period.

After the trainee's probationary period ends, they are transferred into their assigned area. The 3 IM areas are the intake department, reapplication department, and the change area.



Ohio Child Licensing Quality System (OCLQS)

By Lucy Wanderi
Supervisor

On January 30, 2017, the Ohio Department of Job and Family Services (ODJFS) launched a new computer system called the Ohio Child Licensing Quality System (OCLQS) to replace the old Child Care 3299 system (was part of CRISE) and other systems used by the county agency for child care provider licensing tasks. In December 2016, there were rule revisions to align Type A Home provider and Type B Home Provider policies into one Chapter of rule. Previously Type A rules were located in Chapter 13 and Type B rules were located in Chapter 14 of the Ohio Administrative Code. The rules for Type A and Type B providers are now combined into Chapter 13 and are collectively referred to as Family Child Care (FCC).

A Type A FCC home is licensed by ODJFS to take care of no more than 12 children at the same time while Type B FCC home is licensed for a maximum of 6 children.

OCLQS is a web solution inspection tool that will capture key inspection data and create inspection reports using a laptop or iPad. An off-line application is also being built to be used when Wi-Fi is not available at a provider location. This off-line application is only supported on an iPad. Once internet services are available, all data entered into the off-line application will automatically upload into OCLQS.



All new applicants wishing to become an FCC provider are to submit an application on line at ODJFS innerweb. New applicants are required to have a high school diploma or GED, have background checks, pay an application fee of \$250, and take an orientation course. The money is deposited into the General Revenue Fund. If already licensed FCC providers wish to move or relocate, they are required to pay \$125.00 fee for change of location. They have to apply for their change of location through their provider based portal on OCLQS.

Our child care provider unit here at LCDJFS, consists of Antionetta Russell, Jennifer Verda and Lucy Wanderi. This year, we are conducting both Type A and Type B home inspections at least twice each fiscal year. We have approximately 100 Type B providers and 3 Type A providers in Lorain County. This number does not include Day Care Centers. We have been busy learning the new system, new rules, and entering all the FCC inspections we did in January 2017 into OCLQS, and getting familiar with Type A home inspections that we just inherited from the state this year. Like any other system, we are finding out that OCLQS has a lot of flaws that ODJFS is trying to fix as we go along. We have been attending weekly video conferences throughout the month of February and now in March and making a lot of phone calls and sending emails to the Help Desk as we get stuck while implementing our daily tasks in OCLQS. We have also been assisting our providers to sign into their area of OCLQS (Provider Portal) and informing them to prepare for Step Up to Quality (SUTQ) coming up by 2020.

By 2020, any FCC program wishing to provide publicly funded child care must be a star-rated SUTQ program. This includes both Type B and Type A homes. SUTQ is a five-star quality rating and improvement system that recognizes and promote child care programs that exceeds minimum health and safety licensing regulations. This star-rated system makes it easier for parents to find high-quality child care providers.

Ohio's Comprehensive Case Management and Employment Program (CCMEP)

By Diane Sunagel
Administrator



Comprehensive Case Management and Employment has been developed to help the emerging workforce prepare for and find meaningful employment and become the key to Ohio's economic success, and to breaking the cycle of poverty for thousands of Ohioans.

To address this challenge, the state of Ohio created new framework for serving low-income Ohioans ages 16 to 24, through an integrated intervention program that combines the Temporary Assistance for Needy Families (TANF) program and the Workforce Innovation and Opportunity Act (WIOA) Youth program.

Beginning July 1st, 2016, Ohio counties began serving youth ages 16-24 using the case management framework established by CCMEP. Designed to assist one of Ohio's most vulnerable populations, CCMEP provides employment and training services to eligible, low-income individuals based on a comprehensive assessment of employment and training needs, as well as a basic skills assessment. Participants are provided services to support goals outlined in their individual opportunity plan, which may include support to obtain a high school diploma, job placement, work experience, and the other supportive services such as child care transportation.

The program offers a range of services to help individuals achieve goals related to obtaining employment, increased earnings and/or obtainment of a certificate or credential. These include:

- Tutoring or study skills training;
- Alternative secondary school services, or dropout services;
- Paid and unpaid work experiences (including summer employment and on-the-job training opportunities, pre-apprenticeship programs, internships and job shadowing;
- Occupational skills training;
- Education offered concurrently with workforce preparation activities;
- Leadership development opportunities;
- Adult mentoring;
- Entrepreneurial skills training;
- Financial literacy training;
- Comprehensive guidance and counseling;
- Labor market and employment information;
- Activities to prepare youth to transition to post-secondary education and training; and
- Supportive services including access to drug and alcohol abuse counseling, health care, transportation, child care, housing, uniforms and work-related tools, educational testing and reasonable accommodations for youth with disabilities.

Continued on page 4...

CCMEP's success is based on the customer's active participation in the program, as well as regular, meaningful engagement by case managers. Individuals participating in CCMEP are required to commit to participating in activities outlined in their individual opportunity plan for a minimum of 20 hours per week. CCMEP case managers are required to engage with participants at least every 30 days, or if a participant is receiving intensive case management, at least every 14 days. A participant may be considered to have completed the program when they have obtained employment, successfully entered post-secondary education, enlisted in the military, or been awarded social security disability insurance and applied for services with Opportunities for Ohioans with Disabilities. An OWF participant may be sanctioned for failing to meet the commitments outlined in their individual opportunity plan.

In order to support their success and stability, participants exiting the program will receive follow-up services for a minimum of 12 months. Follow-up services may include leadership development, assistance addressing work-related problems, mentoring, or work-related peer support groups.

Prevention, Retention, Contingency (PRC) program

The Prevention, Retention and Contingency (PRC) program is a critical tool for Ohio counties to provide benefits and services needed to overcome immediate barriers to help families become and stay self-sufficient.

On November 1st, 2016, LCDJFS began operating a PRC funded vehicle repair program for those who qualify. Vehicle repairs may include reasonable cost of parts and labor for major repairs and maintenance, however, excludes regular maintenance such as oil changes, windshield wipers, light bulbs, etc. Applications are accepted in the CSEA lobby Monday-Friday from 9am-3pm. Requirements are:

- Applicant must be employed or self-employed for the past 90 days or required to participate in a work activity through OWF/JOBS or SNAP employment and Training program
- Vehicle must be currently titled and registered in the applicant's name for 30 days
- Must have current/valid driver's license
- Must have current proof of insurance for the vehicle
- Must have minor child in the household
- Provide two written estimates within the past 30 days from an accredited garage/service station with a tax-payer ID number

Food Assistance Employment and Training

The Supplemental Nutrition Assistance Program (SNAP) helps low-income adults and families stretch their food budgets and buy healthy food. Food assistance benefits are distributed electronically through the Ohio Direction Card, which is similar to a debit card.

The SNAP Employment and Training Program requires mandatory nonexempt work registrants in receipt of SNAP benefits to participate in employment and/or training. In May 2016, LCDJFS entered into a contract with Windfall Industries to provide employment services for mandatory work registrants in receipt of SNAP benefits. Windfall is a Work Experience Program (WEP) which provides an individual with skills to gain employment. The Windfall Facility is located at 530 Abbe Road in Elyria.



Medicaid Changes

By **Sandy Moraco**
Administrator

In August 2016, Medicaid eligibility changed for the Aged, Blind, and Disabled as well as those seeking Medicaid for Long-Term Care/Nursing Home coverage. Ohio went from a “209(b) state” to a “1634 state”, following the guidelines of Social Security. Ohio was one of the last few states still following the 209(b) option.



Nursing Home Medicaid:

Those seeking coverage for long-term care services have to have income below \$2,205 to qualify. If a person's income is above that income limit, a Qualified Income Trust (also known as a Miller Trust) would need to be set up, in which any income over the \$2,205 standard would have to be deposited into the QIT trust, making them income eligible.

These trust can be set up by a personal attorney or by Automated Health Systems at no cost to the individual. AHS may be contacted with questions at 1-844-265-4722 or at OhioQIT@automated-health.com.

Prior Regulations: If income was higher than the need standard, a patient liability would be computed and an individual would be responsible to pay the nursing facility a set amount each month.

ABD Medicaid:

Rules changed to eliminate the Spenddown program, which allowed individuals to qualify for Medicaid once they could show they have incurred a specific amount of out-of-pocket medical expenses each month. Once that occurred, they would be Medicaid eligible for the remaining days of the month. Once eliminated, the income standard was raised slightly to 74% Federal Poverty Level, which allowed someone to either qualify for full Medicaid or find coverage at the Federal Market Place. Resource limits are now \$2,000 for a single person or \$3,000 for a couple. These standards follow the SSI Income/Resource Standards which allows for individuals receiving SSI to qualify based on that determination alone. Making it quicker for JFS to determine eligibility, by not having to verify income/resources.

Prior Regulations: If income was over the standard, a person had to spenddown the overage to become eligible for Medicaid. Resource limits were \$1500 for a single person and \$2250 for a couple.

Medicaid Specialized Recovery Services Program (SRS):

Previously known as 1915(i) is a program for Adults with Severe and Persistent Mental Illness. It allows for individuals who may have a higher income level, the opportunity to still obtain Medicaid services. In our area, CareSource (877) 209-3154 or CareStar (800) 616-3718 would assess if the person meets the clinical diagnosis to qualify. Income must be at or below 150% FPL.

Prior Regulations: Was not commonly known or utilized at the county level.

News from CSEA

CSEA would like to congratulate Jayne Paysor, Investigator 1-Federal Institutional Data Match Coordinator, for once again receiving the most payments of all similar sized counties and the most money collected for support payments. For the month of February 2017, Jayne received 30 payments totaling \$27,339.44. Good work Jayne, we are certain that the recipients of the payments appreciate your diligence in collecting the money owed!

CSEA would like to offer congratulations to Charity Stedman and Heather Abicht in receiving promotions within the agency. Charity has been promoted from a Data Entry Account Clerk 2 to a Fiscal Account Clerk 3 in the agency's payment adjustment area. Heather Abicht has been promoted from the agency Scheduling Clerk to an Investigator 1 in the Establishment Foster Care area. Congratulations to both Charity and Heather!

Staffing Changes

Our current Director, Mary Lou Golski, is retiring on March 31, 2017. Mary Lou started in 1979 and spent the last 31 years as the Director. Barb Tamas has been appointed the new Director and Rula Raphael has been selected to replace Barb as the new CSEA Administrator.

Contact LCDJFS

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Child Support Office: 440-284-4401
Hours of Operation:
7:30-4:15 Mon, Wed, Thurs, Fri
7:30-6:30 Tue

