



### Board of County Commissioners

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

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

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

### Agency Divisions for 2016

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

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

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

Lisa Walton, Supervisor  
Change Division  
Medicaid Division  
Clerical/Transportation

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

# Warren County Job and Family Services

## Division of Human Services

### 2016 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.

In 2016, the Warren County Board of County Commissioners appointed Arlene Byrd to the position of Deputy Director. Arlene began her career with Human Services as a Casework and was quickly promoted to a Supervisor Position. For the past 15 years Arlene has been dedicated to helping serve the citizens of Warren County. As the Deputy Director, Arlene will continue her mission to help those in need and to support the staff at Job and Family Services.

This past year continued to challenge us with many system changes, new programs, increased expectations and high demands for our services. As I have said to my staff, sometimes it can be hard to focus on the positive when so many challenges are being faced each day. Although, the work may be piling up it is important to remember that the work that is being done at Warren County JFS helps support our community. Whether it is an elderly individual suffering from abuse or neglect, a father applying for food stamps to provide a meal for his family, a mother seeking healthcare for her sick child, or an individual searching for work, Warren County JFS is here for all of them to assist them through the difficult times.

One of the significant challenges we faced in 2016 was a high staff turnover rate. In 2016, we had 11 employees resign and seek other opportunities. We hired or reassigned 11 employees to replace those vacated positions. With a staff of 46 total employees this high turnover rate has negatively impacted the agency's ability to maintain case processing timeliness.

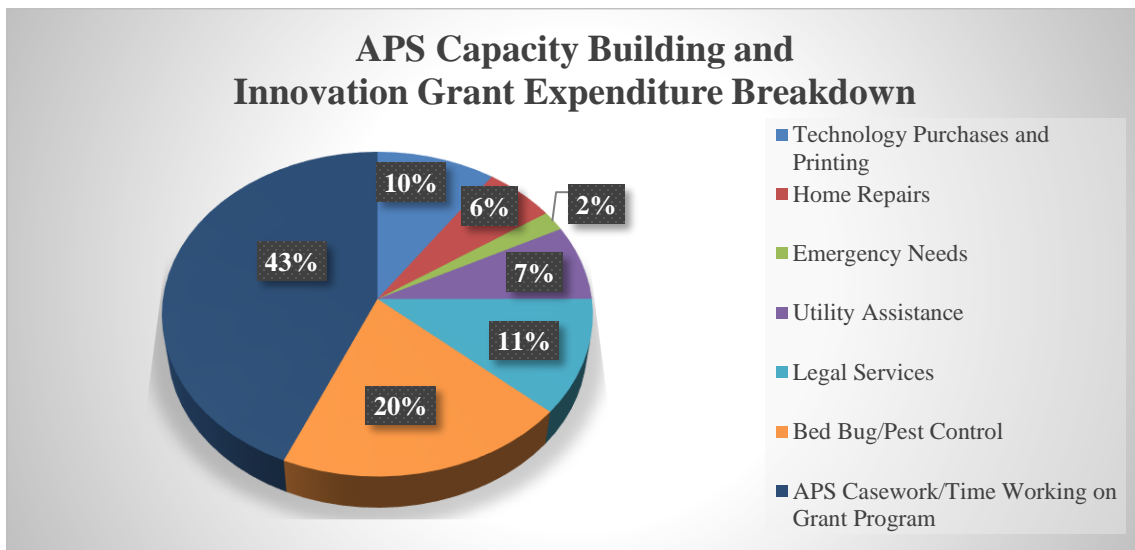
We will never fully eliminate poverty, but one case at a time, one person at a time, and one day at time, we will strive to help our citizens of this great County to achieve success and thrive.

*Lauren V. Cavanaugh*  
*Director*

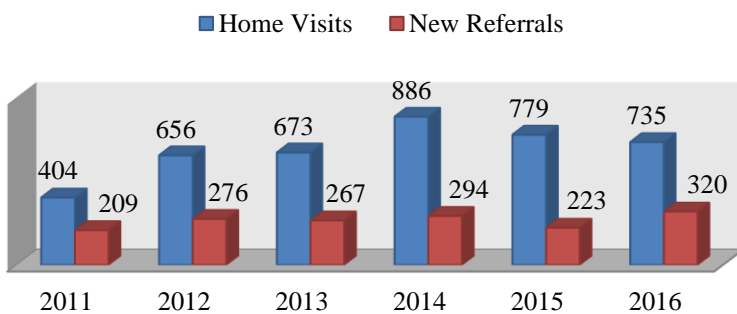
# ADULT PROTECTIVE SERVICES DIVISION

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.

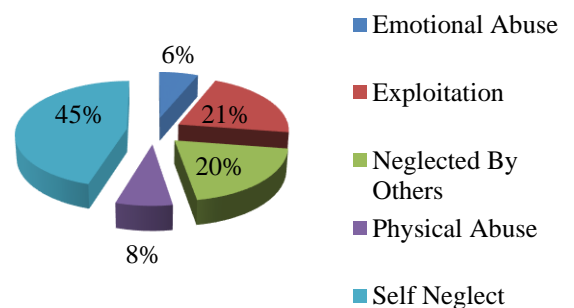
In 2015 and into 2016, Warren County Adult Protective Services received approval for two competitive grant opportunities through the Ohio Department of Job and Family Services. The Warren County Prevention, Retention, and Contingency Program for Senior's Grant Program provided the agency the ability to fund crisis based barriers for our Adult Protective Services Clients. The agency was able to provide assistance with home repairs, utility assistance, legal services through our partnership with LifeSpan, pest control, and other emergency needs. The grant ended on June 30, 2016.



## Warren County Adult Protective Services Total Home Visits and Total Referrals 2011-2016



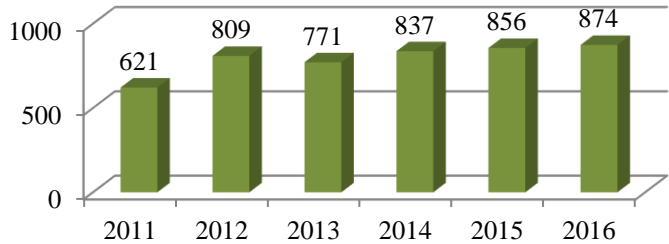
## Warren County Adult Protective Services Allegations Reported in 2016



## 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 2016, the Income Maintenance Division processed:

	<b>2016</b>	<b>2015</b>
Total Intake Interviews Scheduled	5,214	5,796
Total Re-Applications Processed	3,584	4,246
Total Cases Completed by Processing Unit	5,486	6,055
Total Clients Served in the Agency Lobby	16,121	18,095

### Warren County JFS Income Maintenance Facts for 2016

#### FOOD ASSISTANCE

Average yearly recipients: 8,083  
 Average monthly benefits: \$941,000  
 Average Issuance Per- Person: \$116.00  
 Total 2016 Benefits: \$11.3 million

#### OHIO WORKS FIRST

Average yearly recipients: 584  
 Average monthly benefits: \$122,000  
 Total 2016 Benefits: \$1.46 million  
 Number of Children Receiving: 565

#### MEDICAID

Average yearly recipients: 26,663  
 2016 Medicaid Expenditures: \$236 mil

#### PROCESSING UNIT

Average cases per month: 457

#### ADDITIONAL STATS

Overpayment Collections for 2016 totaled \$42,922.

## 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 2016, the Nursing Home Division processed:

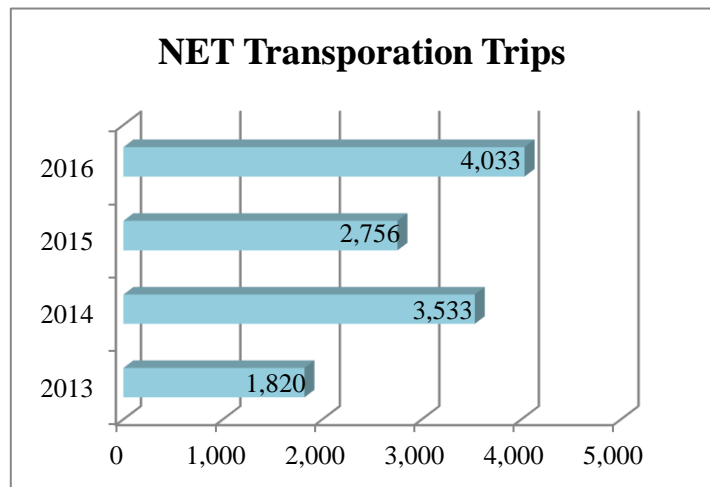
	2016	2015
Nursing Home Intakes	653	537
Nursing Home Re-Applications	1,280 <small>*Medicaid Re-Application Waiver beginning September 2016</small>	2,061

This has been a year of transition for our Nursing Home Medicaid Eligibility Unit. In 2016, all of the County Nursing Home Medicaid cases moved from our Legacy System (CRISE) to the new Ohio Benefits System. A change of this magnitude is always challenging, but the staff within our Nursing Home Unit has done exceptionally well in learning the new system and continuing to provide the highest level of service to the clients and Nursing Homes we work with.

## TRANSPORTATION

### Non-Emergency Transportation (NET)

Warren County JFS provides transportation services for Medicaid eligible individuals to approved medical treatments. In 2016, 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 experienced a steady increase in the number of individuals who are both eligible and opting to participate in the Non-Emergency Transportation Services. This service is vital as it provides those without transportation a means to get to necessary doctor’s appointments.

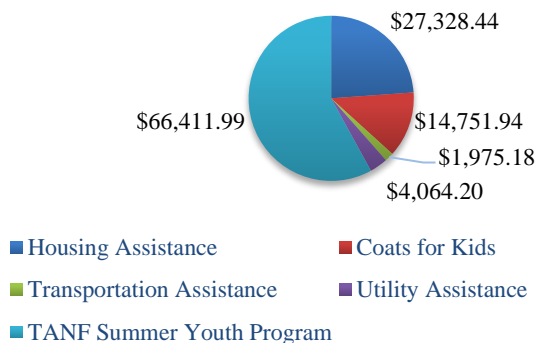


## PREVENTION RETENTION & CONTINGENCY PROGRAM

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 2016, the agency served a total of 420 individuals in the amount of \$114,531.75 in benefits and services. Additionally, the agency entered into a Sub-grant Agreement with Warren County Children Services to provide an additional \$300,000 in funding through the PRC Program to assist with agency funding needs.

### In House PRC Total Expenditures 2016



## COATS FOR KIDS

In 2016, the agency hosted two Coats for Kids Event's, one in early 2016 and the second at the end of 2016. Through our partnership with the Walmart's in Lebanon, Franklin and Mason, and the hard work of the staff at Warren County JFS the agency provided brand new winter coats, hats, gloves, and scarves to 349 low-income children between the ages of newborn-18. The Coats for Kids Program is an income based program and is funded through the agency PRC Program with TANF Funding. Applications for the program are typically accepted in late September through the end of October, dependent on available funding.

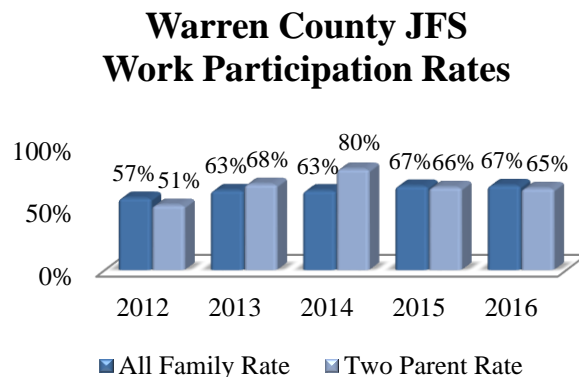


## SUMMER YOUTH EMPLOYMENT PROGRAM

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 2016, we had a total of 25 youth who participated in the program and 24 successful completions. In 2016, 9 out of the 25 participants in the program were in Foster Care. 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.

## 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.



### Job Readiness Classes at Ohio Means Jobs of Warren County

Warren County JFS has contractual agreements with Warren County Career Centers ABLE (Adult Basic and Literacy Education) Program, Ohio State University Extension Office, and Solutions Community Counseling to offer a comprehensive two week Job Readiness and Skills Curriculum to recipients of public assistance benefits. The classes include a curriculum that focuses on the following topics;

#### Warren County Career Centers ABLE Program Curriculum

- ✓ Computer Lab and Intro to Word and Excel
- ✓ Workplace Essential Skills- Mathematics (TABE Testing)
- ✓ Resume Writing Lab
- ✓ Interviewing Lab
- ✓ Work Place Essential Skills
- ✓ Communication Skills Lab- Career Interest and Exploration, Communicating with Co-Workers and Supervisors, Communicating with Customers, Employment Applications and Tips, Exploring Attitudes, Financial Literacy, Goal Setting-Barriers to Employment, Ohio Means Jobs Email.

#### Solutions Community Counseling Curriculum

- ✓ What is Good Mental Health?
- ✓ Handling Criticism and Conflict
- ✓ Stress Management and Self Esteem

#### OSU Extension Curriculum

- ✓ Life Skills



## Partnership with Warren County Community Services for Information and Referral Services in Warren County

In March of 2016 the agency entered into a contract with Warren County Community Services to partially fund an Information and Referral (IR) Specialist Position. The IR Specialist is required to have a vast knowledge of the services and benefits offered within Warren County, and some surrounding Counties. The IR Specialist assists Warren County residents in finding the appropriate resources to meet their needs.



Of the 2,815 calls received from March 2016- December 2016 87% of those calls resulted in the IR Specialist providing the caller with a Referral to a resource in Warren County.

### FISCAL/TECHNICAL DIVISION

The Fiscal/Technical Division maintains all of the fiscal operations for the agency and oversees all technology changes. The division is responsible for establishing budgets, procurement, payroll, accounts payable and receivable, and monitoring Random Moment Samples (RMS). They are responsible to closely monitor all revenue and expenditures from State, Federal, and Local sources. The division is responsible for the complex accounting methodology utilized by the State of Ohio. The division is comprised of one Fiscal Officer and one MIS Specialist II.

Warren County JFS, Division of Human Services 2016 Revenue vs. Expenditures			
Program	2016 Anticipated Revenue	2016 Expenditures	Percentage of Overall Expenditures
Income Maintenance Administration	\$758,576	\$1,076,845	24%
TANF Administration	\$1,620,225	\$556,353	12%
Medicaid Administration	\$963,885	\$1,349,824	30%
Social Services Administration	\$375,647	\$464,870	10%
Title XX & Transportation Administration	\$883,345	\$874,167	19%
Mandated Share	\$195,847	\$195,847	4%
Fraud Awareness	\$2,000	\$1,983	0%
<b>Total</b>	<b>\$4,799,525</b>	<b>\$4,519,889</b>	

## LOOKING AHEAD TO 2017

As we embark on 2017 one thing that remains the same as in 2016 is change. Warren County Job and Family Services was selected to be one of five Counties in Ohio to Pilot the transition of all Food Assistance (SNAP) and Cash Assistance (TANF) cases from the CRISE system into the new Ohio Benefits System. The anticipated launch date of this pilot has changed, but is currently scheduled for August of 2017. Piloting a change of this magnitude is a daunting prospect, however the leadership team and all the staff are ready for the challenge. We are excited to assist the State with this very important project and are committed to working through any issues to provide the best outcome for our partner counties across the state and the clients we all serve.

During the last biennial budget process there were considerable discussions and proposals regarding the county portion of the Prevention, Retention, and Contingency (PRC) Program. The biennial budget included a requirement that The Ohio Department of Job and Family Services (ODJFS) conduct a study of county TANF/PRC Programs. Warren County JFS is actively participating in this process. Our goal over the last several years has been to increase the benefits and services offered within our PRC Plan. A current draft is in the review stage and if approved will offer our residents even more services and benefits and is designed to assist with the ever increasing benefit cliff. Additionally, we have and are in the process of entering into several TANF/PRC Agreements to provide assistance to existing programs that work with low-income families, as well as assist with potentially adding Resource Coordinator's in all Warren County Schools to work with our most vulnerable youth. All of these agreements are scheduled to be in place in 2017.

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 2017 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](http://www.co.warren.oh.us/humanservices).