

JOB AND FAMILY MATTERS

Sandusky County Department of Job and Family Services

sanduskycountydjfs.org

January 1, 2007

MEDICAID MANAGED CARE

By: Jerri Carper

What is Medicaid Managed Care? What is an MCP? What is the Selection Services Center? As mentioned in the Oct, 2006 edition of this newsletter, Medicaid Managed Care has become a reality for Sandusky county residents eligible for Covered Families and Children Medicaid (CFCM) recipients.

Since 1978, Medicaid Managed Care has been available to Medicaid customers in select counties in Ohio. During 2006, ODJFS began rolling out Medicaid Managed Care Plans to all Ohio counties in an effort to help our customers

- find a "medical home",
- to promote preventative health care, and
- to receive health care services in the most cost effective settings.

Managed Care Plans (MCP's) are private health insurance companies that have contracted with ODJFS to provide health care services for our customers. They will provide their members with a permanent insurance card which replaces the monthly Medicaid card our customers previously received. The MCP's must offer a 24 hour toll free hotline that will offer medical advice for their customers.

Customers can contact the Selection Services Center (SSC) at 1-800-605-3040 (Mon-Fri from 8:00 am to 5:00 pm) for help in selecting a Managed Care Plan that will best fit their medical needs. They will be given the opportunity to choose from 3 different plans.

The plans that are available for the CFCM customers in our region of the state include:

- Buckeye Community Health
- Paramount Advantage
- Anthem Blue Cross Blue Shield

During 2007, Managed Care will be rolled out to our Medicaid A B D (Aged, Blind, Disabled) customers.

They will be given an opportunity to choose an MCP provider from:

- Buckeye Community Health
- Anthem Blue Cross Blue Shield
- CareSource

There are several groups of ABD customers who will not be required to enroll in an MCP. These include Medicare/Medicaid recipients (dual eligibles), Nursing Home recipients and spend-down customers to name a few.

Enrollment for these customers is the same as for the CFCM customers. They will need to call the SSC to start the process.

Customers can change their MCP at any time during their first 3 months of enrollment. After that time, they must wait until the open selection month. They must call the SSC for help with any changes.

FAMILY AND INDIVIDUAL SERVICES

By: Jerri Carper

Food Stamp TEER Error Rate Update

This will be the final TEER update as ODJFS has discontinued this review of Food Stamp cases as of 09-30-06. We are at 3.30% error rate (or 96.7% accurate) with 2 errors cited through 08-31-06.

ODJFS will be increasing the number of Federal Food Stamp reviews that are conducted to replace the TEER cases. This began 10-01-06 and it is too early in the process for the state to publish any official numbers on the web site. Stay tuned for the next issue when these numbers will be available....

CHILD CARE

In mid December, ODJFS conducted a Child Care monitoring visit to review Child Care Provider cases. We are waiting patiently for the results of the review to be received....

CHILD SUPPORT

By: Becky Bohn

CSEA Performance Categories

There are currently five performance categories that are used by the State to determine incentives to be received by the CSEA. They include: Paternity Establishment, Support Establishment, Current Support Collections, Arrears Collection, and Cost Effectiveness. A sixth performance category, Medical Support, is being added by the State. At this time it is not known if the counties will be measured on Establishment or Establishment/Enforcement for this particular category. In preparation, the counties have received work lists from the State which the workers have been reviewing to make sure our cases have the appropriate medical insurance information.

Genetic Testing

Genetic testing is done at our agency twice a month. In past years, appointments were available in the morning only. To offer more flexibility, this year we are going to rotate between morning appointments and afternoon appointments.

CSEA at a glance.....

*There are 5,597 open cases.

*\$20,031.84 was seized from obligor's bank accounts in the month of November 2006.

*150 driver's licenses are currently suspended due to non-payment of child support.

*CSEA staff once again participated in Community Christmas by adopting an elderly adult and two children.

**“History will be kind to me for
I intend to write it.”**

Sir Winston Churchill

INVESTIGATOR'S CONFERENCE

By: Becky Bohn

The Investigator's Conference (Benefit Recovery) was held on September 28th and 29th at the Holiday Inn in Worthington. Sandusky County was one of four counties invited to participate in a panel discussion regarding Food Stamp Claims Management. According to Jane Wasman, Ohio Department of Job and Family Services Fraud Control Section Chief, Sandusky County was invited to participate as “your agency has one of the best records in the state for timeliness.” Nancy Grove, Benefit Recovery Investigator, gave an informative presentation. Kudos to Nancy for a job well done!

UNION NEWS UNION NEWS

The Union sponsored a Red Cross Blood Drive here at the agency on December 21st. The goal was to collect 15 units of blood and our goal was reached. We also collected \$144.55 for our area Red Cross. Crystal Henson and the Union would like to thank everyone who donated blood, who showed up to donate but could not and to everyone who donated money to help out our area Red Cross. Thanks again to everyone for making the drive a great experience for everyone involved.

The union held their annual Christmas party on December 14th at which we had a pot luck. There was a lot of good food. I would like to thank Sheri Rumschlag and everyone else who offered to help put this together along with everyone who participated in the party.

Election of officers took place in January. Crystal Henson was elected President, Stacy Unum was elected Vice-President, Cassandra Walter was elected treasurer and Perla Monreal was elected secretary. All non union members are encouraged to come talk to Crystal Henson if they are interested in joining the union. We are always looking to expand the union and look for new ideas.

CELEBRATING CHRISTMAS

By: Judi Simon

Children Services celebrated Christmas in many ways once again this year. The annual Foster Children Christmas party was held on December 7, 2006. The turnout this year was especially good. There were approximately 75 children in attendance. Santa Claus was played by one of the county's foster fathers, Brian Flahiff. He did a wonderful job. Each child in attendance received a gift from Santa (thanks to those of you who took a name from the tree), was able to make a Christmas craft or watch the movie *The Grinch*. The party was catered by Rudy's again this year and the food was fabulous. This party is planned by the Placement Unit and they once again shined this year. Thanks to them for all their hard work and for making sure that everyone in attendance had a great time.

We also worked hard this year to get donations for all of the county's foster children. Unfortunately, the group that we typically work with on this activity was unable to make the commitment this year. Luckily, Jami Hammer was able to secure donations through a group called Compassionate Ministries. They have done an amazing job at fulfilling each foster child's Christmas wish and we thank them for their generosity.

To help all of us get through the stress of the holidays, our Training Officer, Linda Ackerman, offered a brown bag lunch session titled *How to Survive Christmas with Kids*. She did an awesome job at presenting practical and humorous ways to make it through one of the busiest times of the year.

The Children Services Supervisors cooked a Mexican feast for the Children Services staff as a way to say Merry Christmas and thanks for all their hard work throughout the year, some staff participated in a Secret Santa gift exchange, and Debbie Lonsway discovered a new found love in the form of baking and tempted us with delicious sweet treats. All in all, we had a very joyful Christmas Season. We would also like to say thanks again to everyone who helped make Christmas bright for our foster children!



MIS Marti's Megabytes

The State upgraded our server software in October which turned off the automatic lock down on our workstations. Just recently the state ran another update which locks down our workstations automatically again.

Noah from Northwood's was here in December to upgrade our OnBase to the newest version and to upgrade our Compass Capture. The upgrade is more for functionality than changes. The buttons look a little different, but it works the same.

I recently attended training for Northwoods' products. Aaron taught us how to do some maintenance in OnBase, setup Application Enabler, and how to do many other background things to keep OnBase running well. Randy showed us how to make forms and form groups. The training was great; I learned many things and now have a manual and a sweatshirt.

RightFax is up and running. Every once in a while, it shuts down, but that could be due to power fluctuations or power loss. If you ever have any problems faxing with RightFax, please let me know.

CLERICAL NEWS

By: Carol Slemmer

With the recent requirement for original birth verifications, a large increase for out-of-state documents has been realized. Each state seems to require a variety of verifications before releasing the documents. Beginning in January, Elaine Dickman will take over this ordering responsibility.

The agency recently added 2 additional vehicles to its fleet. A white and a gray Ford Focus are now available for workers needs.

We also completed a much needed upgrade to our cellular phones. Children Services on-call investigator and supervisor will have nationwide service, while all other phones were expanded to a state-wide service. Any employee traveling on agency business may sign-out one of the spare phones from the Children Services reception desk area.

This year we will be updating our office inventory location sheets. I will be checking inventory numbers and office locations on all desks, chairs, files, etc. over the next several weeks. I ask for your help by not moving any furniture pieces during the month of January 2007.

WORKFORCE DEVELOPMENT

By: Janet Quaintance

Prevention, Retention and Contingency (PRC) statistics for Oct. 1- Dec. 31, 2006:

- 387 applications processed
- \$256,190.93 expended
- \$48,600.00 issued for the Migrant work expense allowance for 171 families (from May – October)
- \$ 180,000.00 issued to 379 households for the School Clothing Program (from Sept. – October)

Workforce Investment Act (WIA) statistics for the current program year (July 1, 2006- June 30, 2007):

- Adults enrolled - 9
- Dislocated Workers enrolled -15
- There are currently 33 adults enrolled in WIA with 16 of them still in training.
- There are currently 29 dislocated workers enrolled in WIA with 16 still in training.
- There are 11 dislocated workers co-enrolled in Trade Assistance as a result of their layoff from TRW

Job Store Updates:

- Partners assisted with Heinz mass recruitment – 839 applications taken in 3 days
- Whirlpool finished a mass hiring-hired 175 people
- 4207 customers visited the Job Store
- Presentation done for Leadership Sandusky County

Trainings/Workshops/Conferences:

- Attended the Ohio Economic Development Association Conference
- Attended Workforce Seminar at Seneca County DJFS
- Attended Procurement Training
- Attended Incumbent Worker Training

FUN COMMITTEE ACTIVITIES

By: Taylor Steinmetz

The FUN Committee has been hard at work again this quarter. In October the agency was able to participate in trick or treat fun. The Union provided donuts for the entire agency again this year. YUMMY!!

In November, the FUN Committee provided a board in which employees could post pictures of family/friends who have served our Country in honor of Veteran's Day.

In December...ahhhhh
December.....what a month!!

I don't think I have ever seen so much food around the agency as I did in the month of December!!!! The FUN Committee hosted the DJFS Holiday Delights. For two weeks the FUN Committee planned events for each day.... 50/50, Candy Guess, Snowflake Decoration, Seasonal Wear Day, Seasonal Accessory Day, Bake Sale, White Elephant, Trivia, Donate Items to Troops, Toy Donation and of course.....
Munchies Day!

Thanks to everyone who participated!!!!



BY THE NUMBERS.....

\$1, 626,352.36

The amount paid for **434** Nursing Home customers in November 2006.

1600

The average number of households (per month) or **3,700** individuals (per month) who have received Food Stamps during 2006.

7

The number of Indictments for felony non-payment of child support at the December Grand Jury.

1308

The average number of daily hits on the agency website for 2006.

28%

The decrease of PRC eligible migrant households from 2005 to 2006.

656

The number of children services intake calls received over the last quarter of 2006.