



Health & Human Services

Cuyahoga Job and Family Services

4th quarter 2014 Benefits and Services Report

Available on the Cuyahoga County Website at:

<http://cjfs.cuyahogacounty.us/en-US/statistics-reports.aspx>

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The mission of Cuyahoga Job and Family Services is to promote economic self-sufficiency and personal responsibility for families by providing a broad range of quality services.

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2014 In Review

- As of December 31, 2014, 279,978 families were receiving at least one benefit from CJFS.
- \$241,496,511 in child support dollars were collected.
- The number of families in receipt of Food Assistance at the end of 2014 was 143,383, a decrease of 4% from one year ago. 22.5% of Cuyahoga County residents are receiving Food Assistance and 38% of Food Assistance recipients reside in the suburbs.
- The number of OWF families subject to time limits averaged just under 2,500 in 2014 as compared to 3,300 in 2013, representing a decrease of 25% from one year ago. The number of child only cases remains constant between 5,200-5,300 cases.
- In 2014, PRC utilization totaled 4,818 issuances with \$1,985,594.49 in funds distributed.
- The Office of Child Support Services showed improvement for all four federal performance measures for Federal Fiscal Year 2014, which ended on September 30, 2014:
 - Paternity Establishment-85.51%, a 1.3% improvement from FFY13
 - Support Order Establishment-92.41%, a 4.5% improvement from FFY13
 - Current Support Collections-63.83%, a 1.3% improvement from FFY13
 - Arrears Collections- 56.18%, a 1.5% improvement from FFY13
- In the months of April and May, the All-Family Participation Rate met the goal of 50%.

4th Quarter Highlights

In the last quarter of 2014, CJFS began utilizing the new state benefits system, the Ohio Benefits Worker Portal (OBWP) for new Medicaid cases. The current benefits eligibility system, CRISE, is still being utilized, resulting in caseloads in two different systems. CJFS is in the process of migrating cases to OBWP, but until full migration is complete, both systems will continue to be utilized. Data presented in the latter part of 2014 reflects the beginning of the full transition of cases to Ohio Benefits Worker Portal. County level data was not made available in 2014, resulting in limited data available for reporting purposes. It is anticipated that the state will make county level available in the first quarter of 2015. As of December 31, 2014, 279,978 cases are being serviced through Neighborhood Family Service Centers.

Child Support Services

\$57,238,050 in total child support dollars was collected in the last quarter of 2014. December 31, 2014 marked the end of the first quarter of FFY15. Performance for the four federal performance measures are as follows:

- Paternity Establishment, 89.52%
- Support Order Establishment, 86.98%
- Current Support Collections, 62.03%
- Arrears Collections, 39.32%

During the fourth quarter of 2014, the Office of Child Support's Contact Center handled a total of 20,528 calls, facilitated 1,329 bold charts, and processed 308 data requests.

Medicaid, Food Assistance and OWF Cash Assistance

In August 2014, CJFS began to migrate Medicaid cases from CRISE to the Ohio Benefits Worker Portal. As of December 31, 2014, there are 190,984 active Medicaid cases in the OBWP system. As of December 31, 2014, 143,383 households were participating in the Food Assistance program, a decrease of 4% from one year ago. Of these households, 34,620 or 24.1% had earned income. The slight decrease in the Food Assistance caseload is likely due to individuals opting out of receiving these benefits due to the implementation of work activity requirements for a subset of the work activity population.

The number households receiving OWF benefits in December 2014 was 7,787, a decrease of 7.5% from one year ago. Of these households, 5,219 were child only households and 2,568 families were subject to time limits. The time-limited caseload has decreased by 19.5% from one year ago, likely a bi-product of initiatives put in place to educate applicants about program requirements as well as offering alternative sources of income and employment opportunities.

Child Care and PRC

CJFS provides subsidized [child care](#) and emergency cash assistance ([PRC program](#)) to help clients obtain and retain employment. In December 2014, 20,864 children received child care so that their parents could maintain employment, or engage in postsecondary education or vocational training that will lead to better employment.

In the 4th quarter of 2014, there were 1,889 PRC issuances totaling \$728,866.17. Approximately 85% of all PRC usage is for utility assistance.

Employment and Participation Rate Data

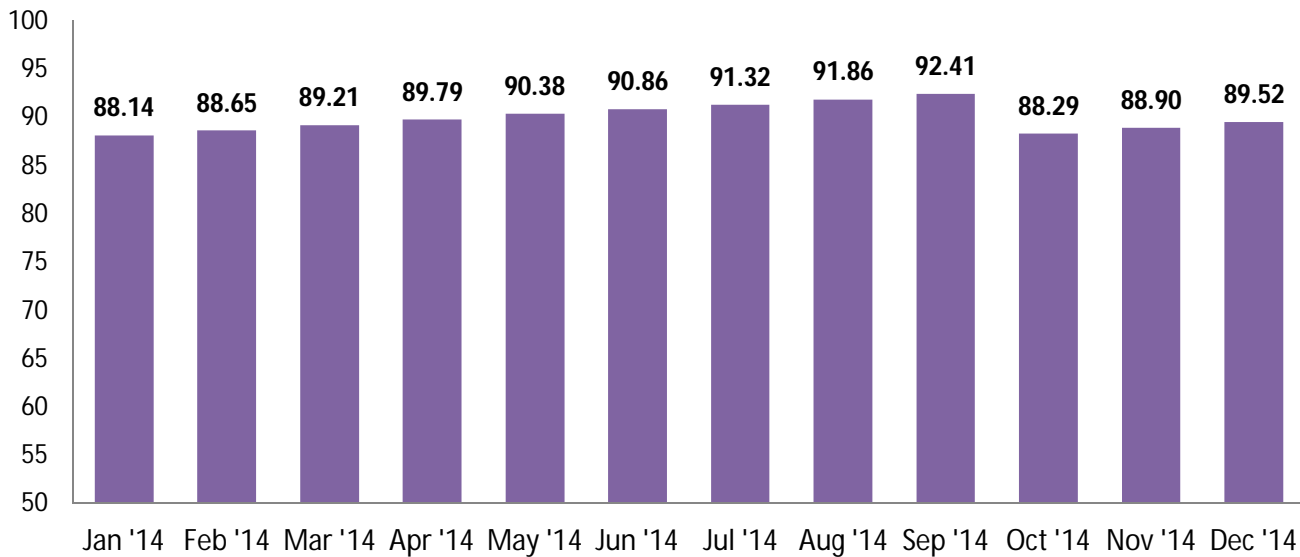
CJFS maintains data on the number of individuals who are referred and engage in job search programming that obtain [employment](#); and the federally mandated All-Family and Two-Parent [participation](#) rates for OWF recipients.

For questions about this report, contact Emily Lockshine at (216) 987-8451

Child Support Federal Performance Indicators

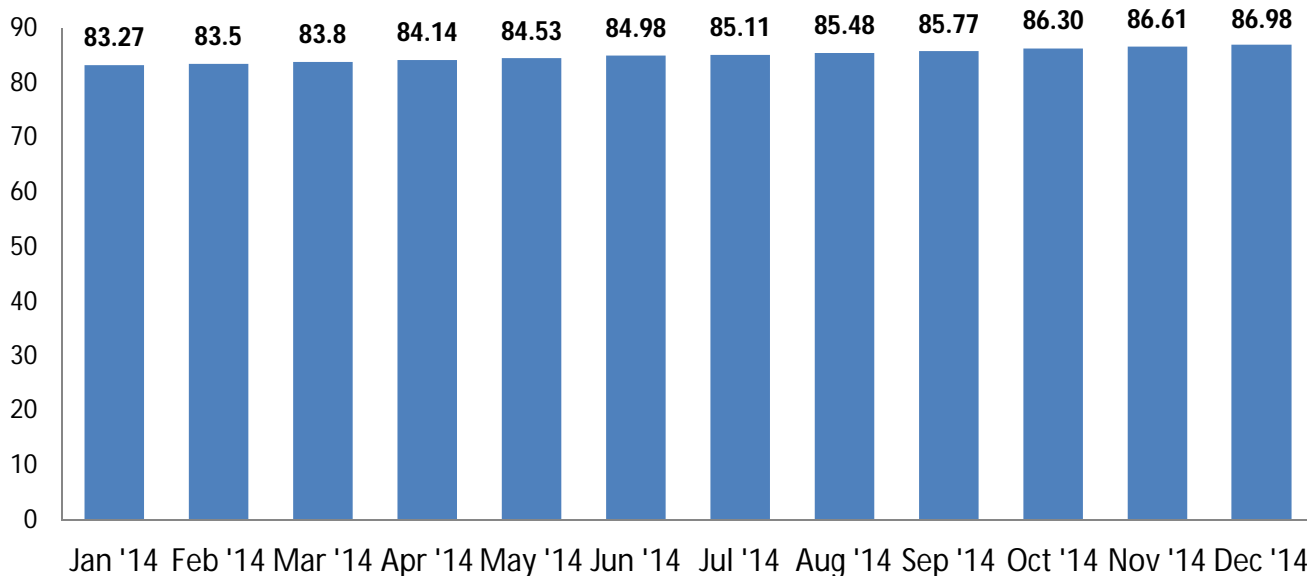
Federal performance indicators for child support are tracked on a Federal Fiscal Year cycle, beginning October 1, 2014 and ending September 30, 2015.

Paternity Establishment



- Child Support federal indicators start over at the beginning of the FFY. December marks the end of the first quarter of FFY15. In December 2014, paternity establishment was 89.52%, just shy of the FFY14 target of 94.26%. This figure represents a 1.8% improvement over FFY13.

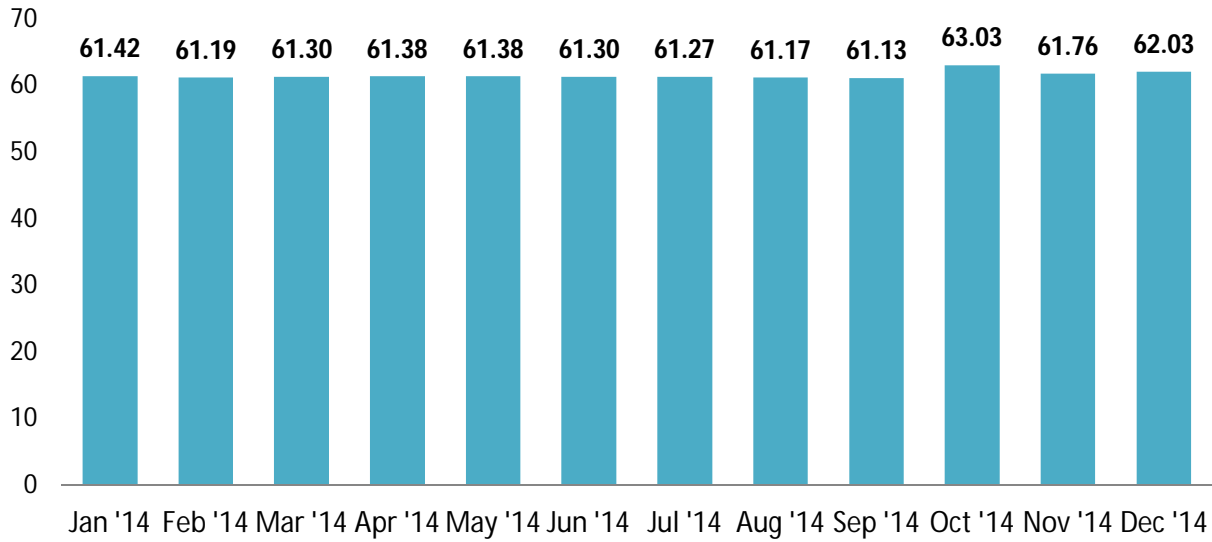
Support Order Establishment



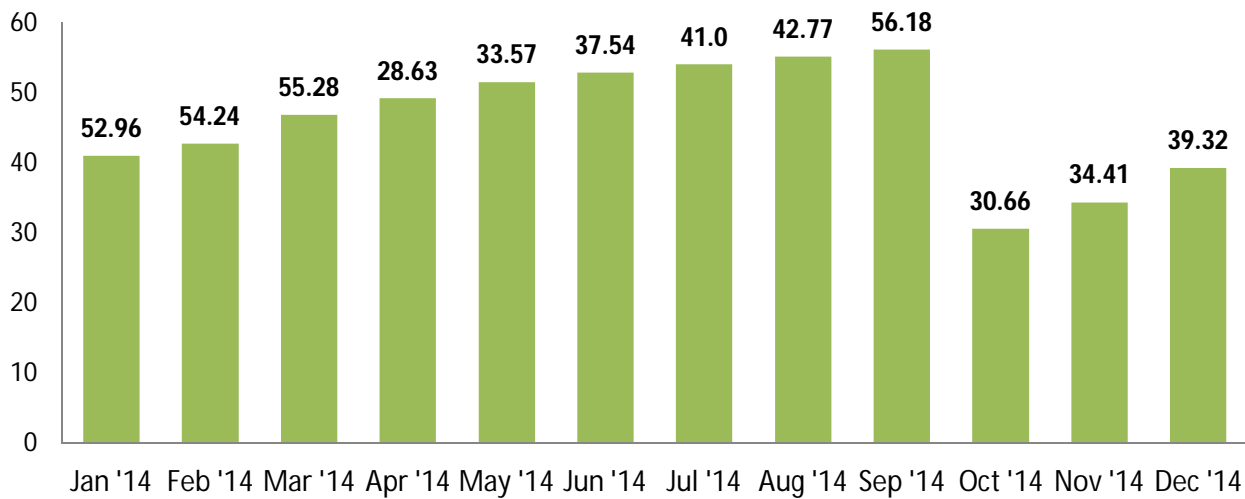
- In December 2014, the order establishment rate was 86.98%. The goal for FFY15 is 88.5%.

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Current Support Collection Rate



Arrears Collection Rate

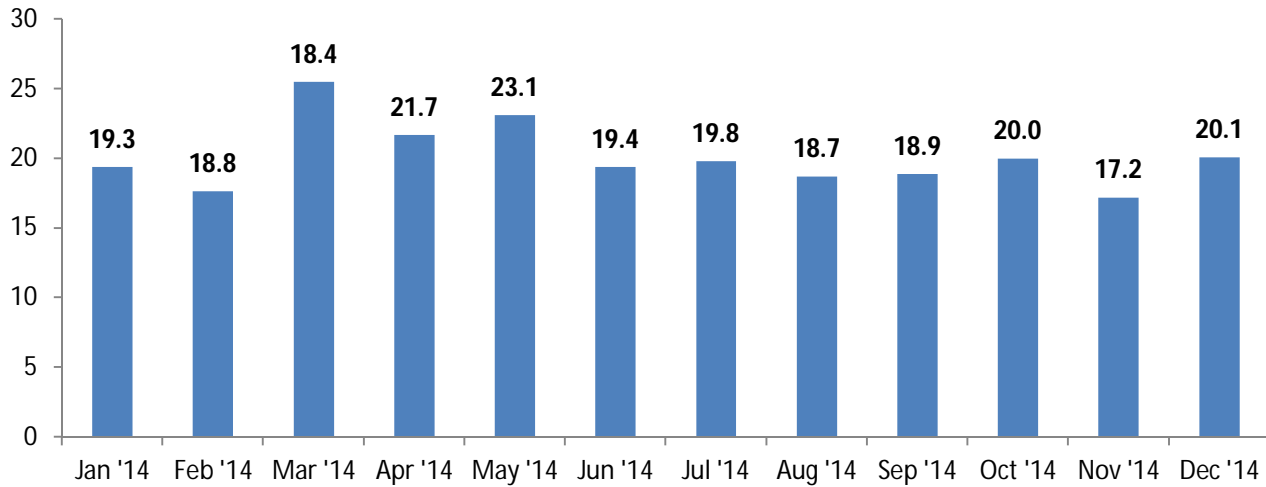


- As of December 31, 2014, collections were received from 39.32% of cases with arrears obligations.

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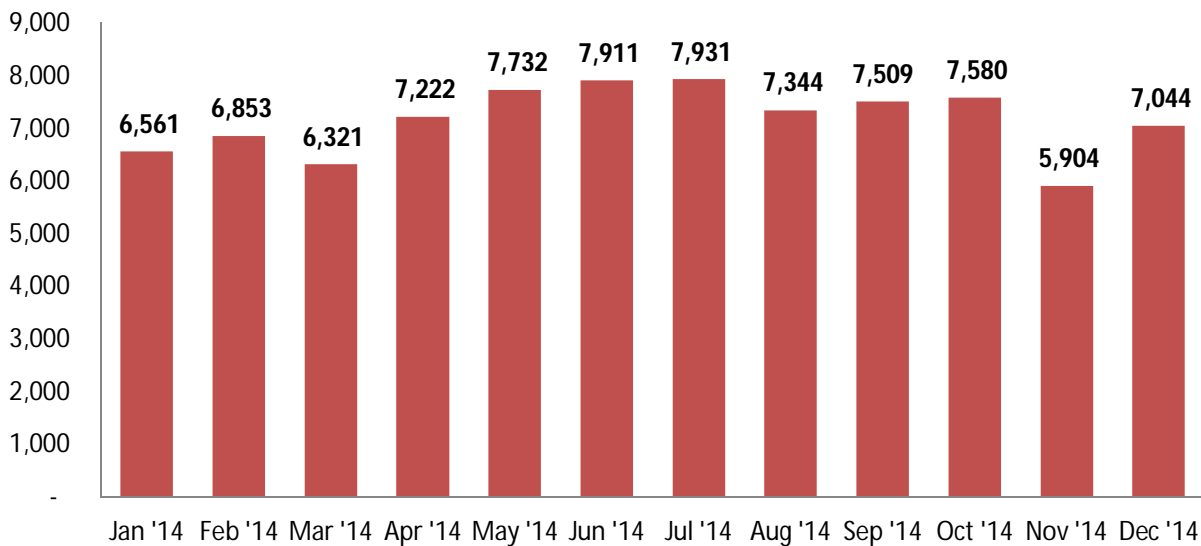
Additional Child Support Measures

Total Child Support Collections (in millions)



- In calendar year 2014, a total of \$241,496,511 in child support dollars were collected, representing 98.6% of the annual goal of \$245,000,000. Support collections are tracked on a calendar year basis.

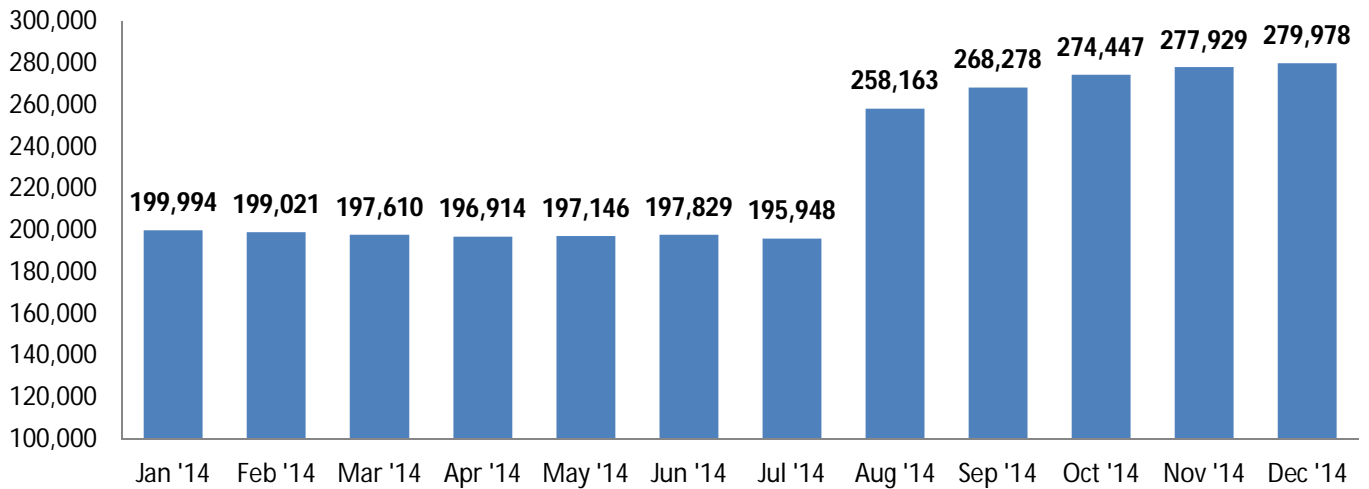
Customer Service Call Volume



- During the fourth quarter of 2014, the Office of Child Support's Contact Center handled a total of 20,528 calls, facilitated 1,329 bold charts, and processed 308 data requests.

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Cuyahoga Job and Family Services Caseload

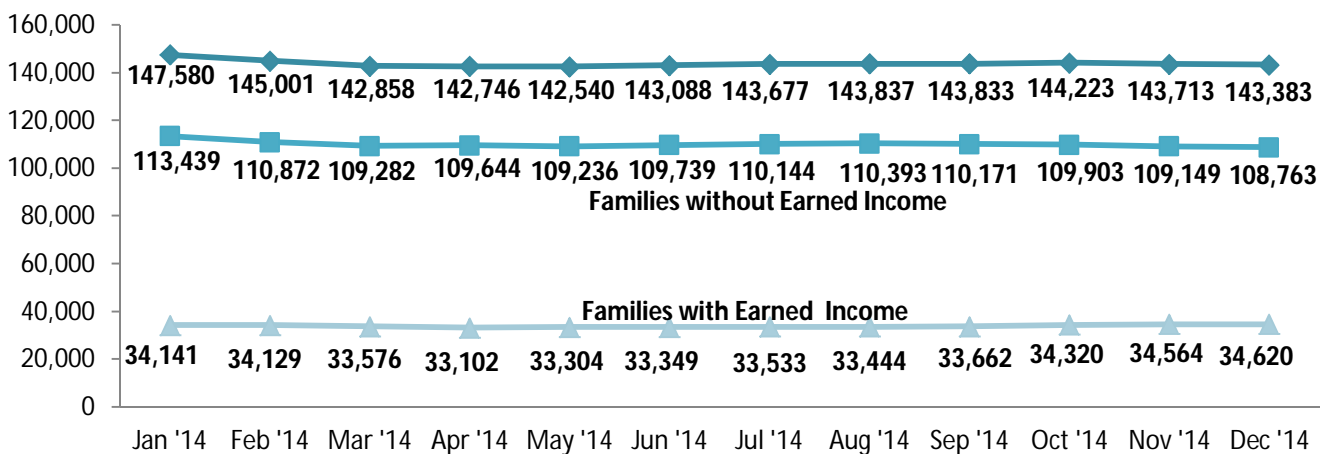


- Beginning October 1, 2013, CJFS began utilizing OBWP as the benefits system for federal Medicaid cases. Data was entered in both CRISE and OBWP, with a large migration of data occurring in August 2014, resulting in a large jump in the number of benefits cases in Cuyahoga County. Data from August 2014 and beyond reflects the total cases serviced by CJFS. As of December 31, 2014, 279,978 cases are being serviced through Neighborhood Family Service Centers.

Medicaid Health Insurance

CJFS continues to migrate cases from the current CRISE system to the new OBWP system. There are 190,284 active Medicaid cases in OBWP as of December 31, 2014. CJFS continues to migrate cases monthly and once all cases have been migrated, CJFS will be able to report more accurately the number of total Medicaid cases in the county.

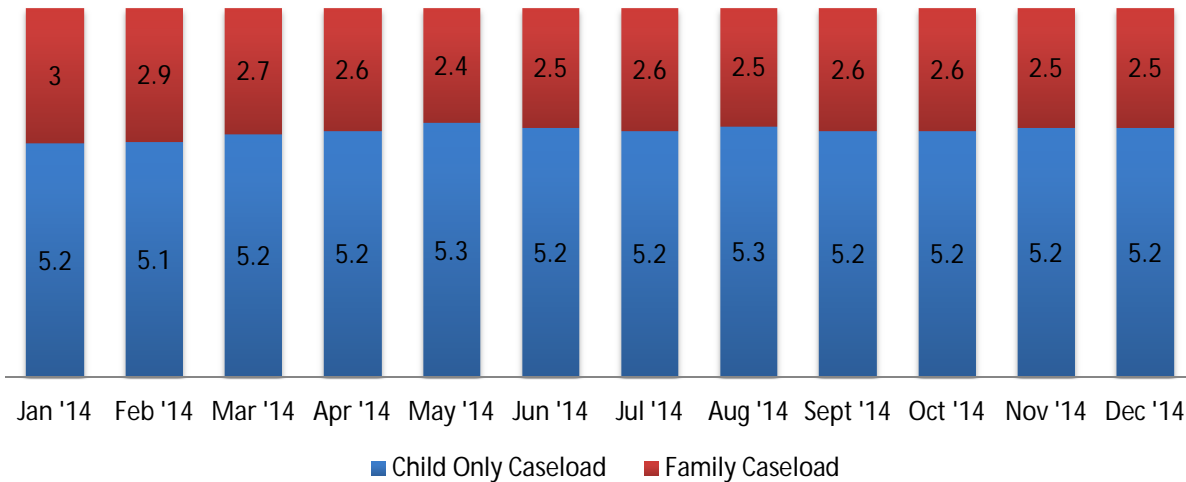
Households Receiving Food Assistance



- As of December 31, 2014, 143,383 households were participating in the Food Assistance Program., down 4% from one year ago. Implementation of work activity requirements in October 2013 for a subset of the food assistance population has some individuals opting out of receiving these benefits.
- Of these households, 34,620 or 24.1% had earned income.

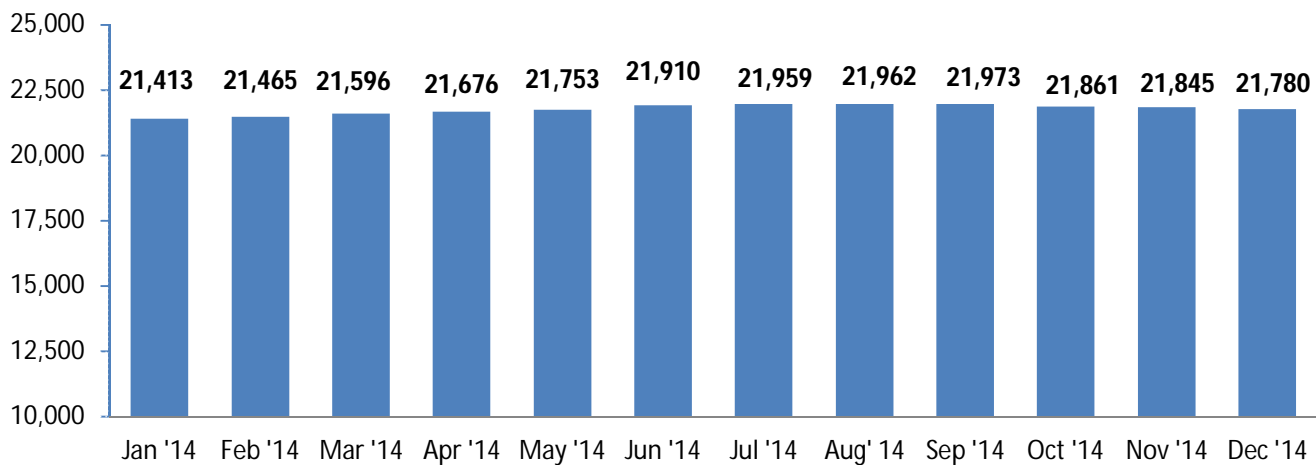
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Households Receiving OWF Cash Assistance (in thousands)



- In December 2014, 7,787 households were in receipt of OWF. Of these households, 5,219 were child only households. Child-only households are those in which a minor child is eligible to receive cash assistance benefits while living with a relative caretaker. These families are not subject to work requirements or time-limits. The OWF caseload has decreased by 5.5% in the last 12 months; the family caseload has decreased by 13.5% in the last 12 months.
- In the fourth quarter of 2014, 177 households were in receipt of either good cause or hardship extension of OWF benefits and 72 cases closed due to exhausting 36 months of OWF benefits.

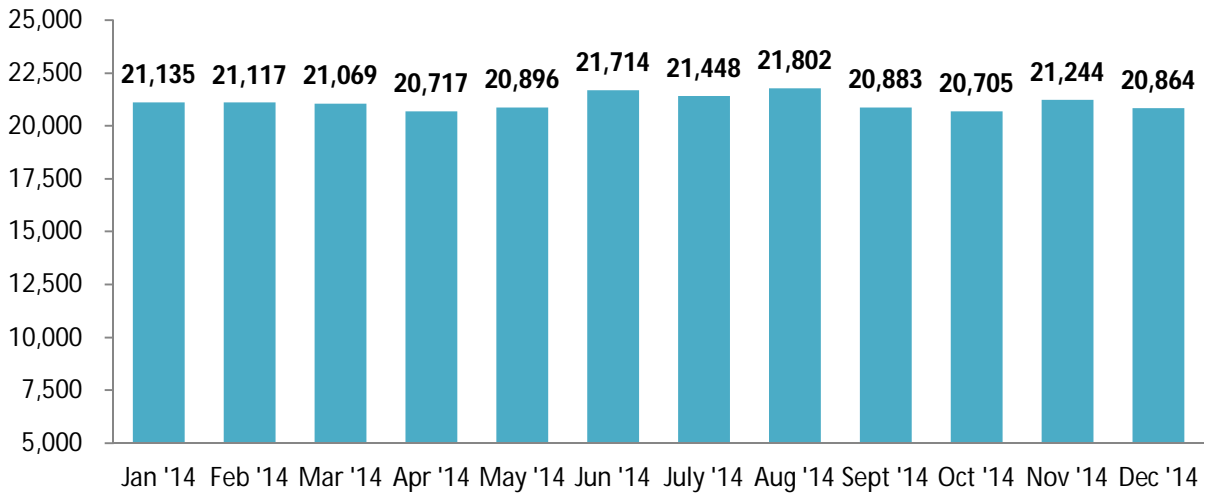
Nursing Home and Waiver Benefits Caseload



- As of December 31, 2014, 21,780 cases were receiving Medicaid services and other benefits through the Specialized Medicaid Benefits Center (SMBC). The SBMC is responsible for benefits and services to individuals who have a home health aide coming to their home to provide care, receive waiver services for assisted living, or reside in a long-term care facility.
- The SMBC has caseworkers stationed at MetroHealth hospital providing onsite access to Medicaid benefits. These workers are focused on pregnant mothers, newborns (including the Neo-Natal Intensive Care Unit), disability determination applications, and spend-down releases.

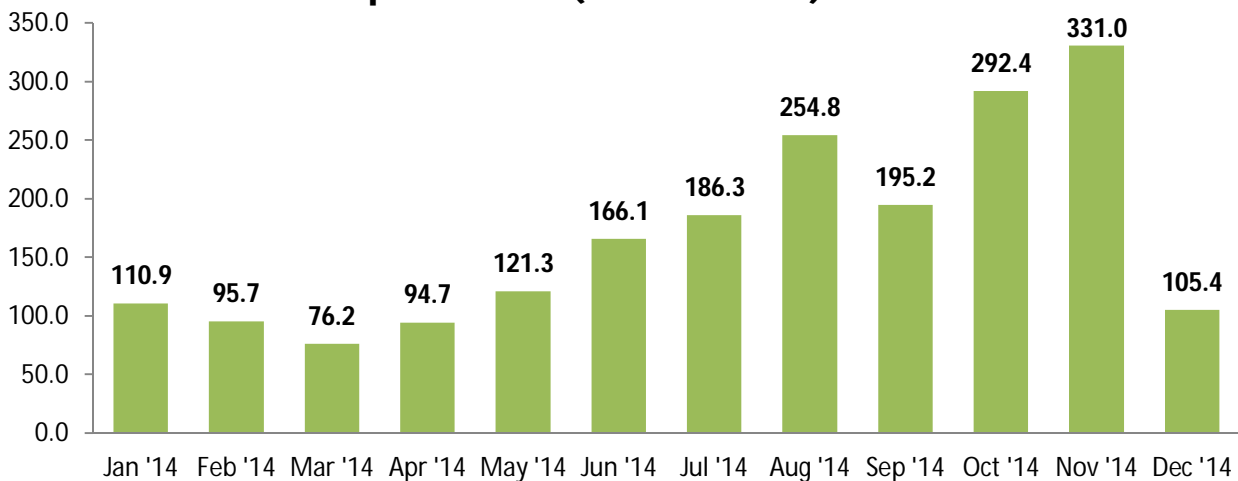
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Children in Subsidized Child Care



- In December 2014, 20,864 children received child care through the county.
- Initial eligibility for subsidized child care is 125% of the federal poverty level. Families remain eligible for ongoing benefits up to 200% of the FPL.

PRC Vouchers and Expenditures (in thousands)

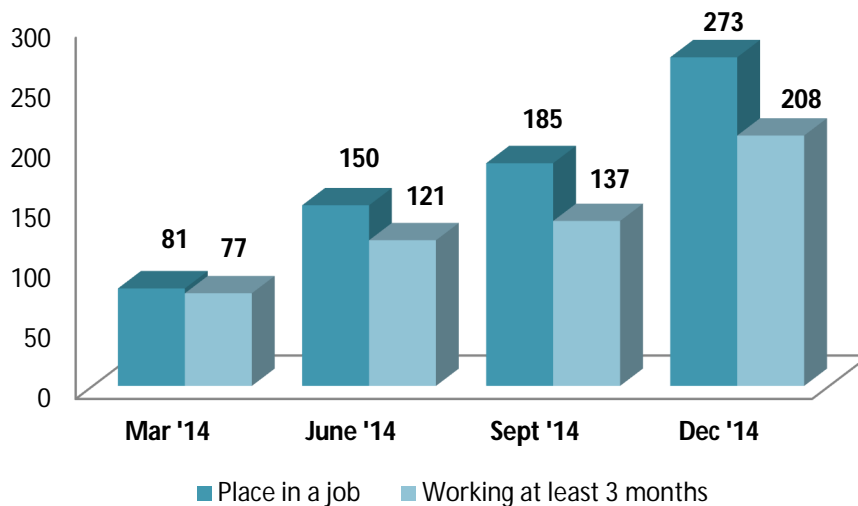


- In calendar year 2014, a total of \$1,985,594.49 in PRC dollars was issued. In the fourth quarter of 2014, there were 1,889 PRC issuances totaling \$728,866.17; on par with the same quarter in 2013. PRC usage tends to decrease in the winter months when customers are able to access utility assistance and weatherization programs such as HEAP. Approximately 85% of all PRC usage is for utility assistance.

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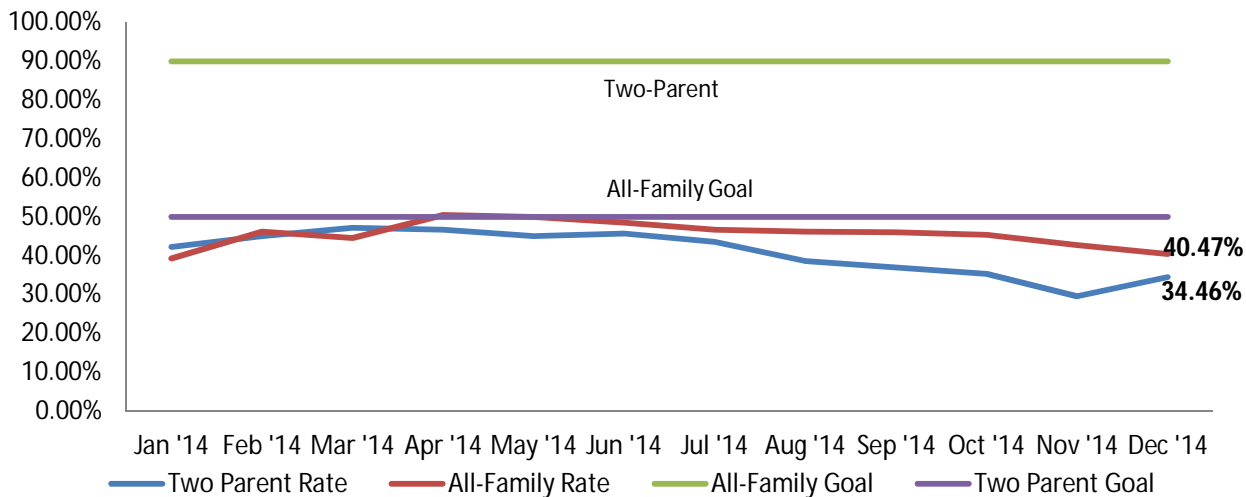
Employment and Participation Rate Data

Program Completers Obtaining Employment



The above chart looks at job placements and employment retention for OWF clients served through contracted employment services. In 2014, of the clients who were referred to and engaged in job search and placement services, 273 clients were placed in employment and 208 maintained employment for at least 3 months. 90 day retention increased by 6% from 2013.

Participation Rate for Households Receiving OWF Cash Assistance



The above chart shows the All-Family and Two-Parent participation rates for OWF households required to participate in work, training, or education activities. In December, the All-Family Rate was 4.47% and the Two Parent Rate was 34.46%. In the months of April and May 2014, the All-Family participation rate achieved the goal of 50%. The All-Family participation goal is 50% and the 2-Parent participation goal is 90%. CJFS continues to identify and implement strategies for meeting the goal of 50%.

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Sources

Cuyahoga Job and Family Services Caseload

HSIM 2020 Report, a monthly caseload report, through July 31, 2014
Unduplicated Cases by NFSC Report; CJFS MIS report

Medicaid Health Insurance

HSIMMED2, a monthly analysis of cases and individuals, through June 30, 2014
OBWP Active Cases by NFSC, July 1-December 31, 2014

Households Receiving Food Assistance in Cuyahoga County

HSIM 2020-4 report

Households Receiving OWF Cash Assistance in Cuyahoga County

Ohio Department of Jobs and Family Services (ODJFS), GRP219RD report

Children in Subsidized Child Care in Cuyahoga County

Ohio Department of Jobs and Family Services (ODJFS), NMR120RA report, Utilization Analysis by Child

PRC Vouchers and Expenditures

HSIMERT-3 report

Contracted Employment-Related Services and Their Outcomes

CJFS Work First Services, Division of Contracting

Participation Rate for Households Receiving OWF Cash Assistance

ODJFS Business Information Channel (BIC) Federal Participation Report

Paternity Establishment, Order Establishment, Support Collections, Arrears Collections, Total Support Collections, and Child Support Customer Service Volume

Child Support Monthly Operations Summary

Neighborhood Family Service Centers

Quincy Place	8111 Quincy Ave, Cleveland, Ohio 44104 <i>Leisha Coggins, Center Manager (216) 391-5089</i>
Old Brooklyn	4421 Fulton Parkway, Cleveland, Ohio 44114 <i>Anthony Forbes, Center Manager (216) 635-4101</i>
Southgate	5398 1/2 Northfield Rd., Maple Hts., Ohio 44137 <i>Gloria Spratt, Interim Center Manager (216) 518-4801</i>
Virgil E. Brown	1641 Payne Ave., Room 210E, Cleveland, Ohio 44114 <i>Chris Frech, Center Manager (216) 987-6783</i>
Westshore	9830 Lorain Ave., Cleveland, Ohio 44102 <i>Marlene Robinson-Statler, Center Manager (216) 939-2452</i>
Jobs, Education, and Training (JET) Center (OWF)	1641 Payne Ave., Room 400W, Cleveland, Ohio 44114 <i>Vicky Corley, Interim Center Manager (216) 987-8519</i>
Specialized Medicaid Benefits Center/ Nursing Home & Waiver	1641 Payne Ave., Cleveland, Ohio 44114 <i>Christy Nicholls, Center Manager (216) 987-6780</i>

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