

Sandusky County

Department of Job and Family Services



Family and Individual Services Division

2016 Annual Report

Chapter 1

Medical and Financial Programs

The Family and Individual Services Division administers a variety of Public Assistance programs which provide either cash, food and/or medical assistance to eligible individuals or families. These programs are:

1. Medicaid
2. Supplemental Nutrition Assistance Program (SNAP)
3. Ohio Works First (OWF)
4. Disability Financial Assistance

In 2016, there were 5183 applications for public assistance benefits received for Sandusky County residents. One application may be used to apply for all programs. This application is either a paper application or an online application submitted through the state customer portal. If a customer wishes to apply for just Medicaid, that may be done by using a paper application, calling the statewide Medicaid Hotline or by calling the agency Call Center.

Since 2012, the Family and Individual Services Division has been participating in a project with other counties to work collaboratively to process applications, maintain ongoing cases and provide customer service to all applicants/recipients regardless of the county of residence within the designated region. In addition, Medicaid phone applications for the entire state of Ohio may be initiated through the Call Center. The original counties in this project, called "Collabor8" were Delaware, Hancock, Knox, Marion, Morrow, Sandusky and Wood. Carroll and Holmes Counties started participating in this project in 2015. In 2016, the Collabor8 Call Center received 205,227 calls. The benefits reflected in the annual report will be benefits which were processed for, or issued to, Sandusky County residents.

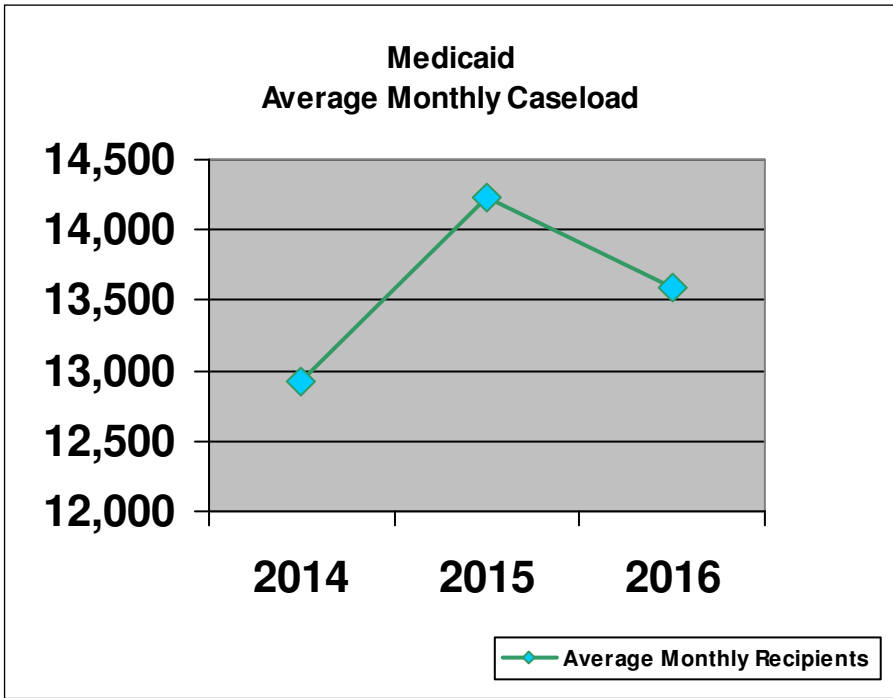
Medicaid

Medicaid is the largest program administered by this department, both in number of recipients and in the cost of the program. The expansion of Medicaid in 2014 saw a substantial increase in the number of recipients. Medicaid recipients are low income individuals of all ages. Based upon the population estimate from the US Census Bureau, 22% of the residents of Sandusky County are Medicaid recipients. In 2016, the number decreased slightly, as did the expenditure for the programs. This is the first time since 1998 that there has been a decrease in program expenditures. Effective July 2016, Ohio became a 1634 state, which eliminated the spenddown provision. Those recipients who had been on spenddown were given up to a one year grace period, but at their next annual renewal, will have eligibility determined under the new regulations. Recipients in Long Term Care Facilities are now given the option to place excess income in a Qualified Income Trust account, to continue or establish Medicaid eligibility. As of August 2016, all Medicaid cases were converted into the Ohio Benefits System.

Medicaid Recipients

Medicaid (Including Nursing Homes)	2016	2015	2014
Average A/B/D Monthly Recipients	1942	2043	2164
Recipients Difference in Relation to Prior Year	4.95% Decrease	5.59% Decrease	2.4% Decrease
Average CFCM Monthly Recipients	8693	8937	9155
Recipient Difference in Relation to Prior Year	2.73% Decrease	2.38% Decrease	9.72% Increase

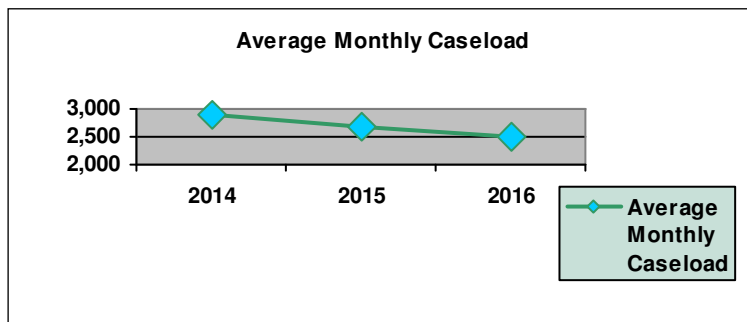
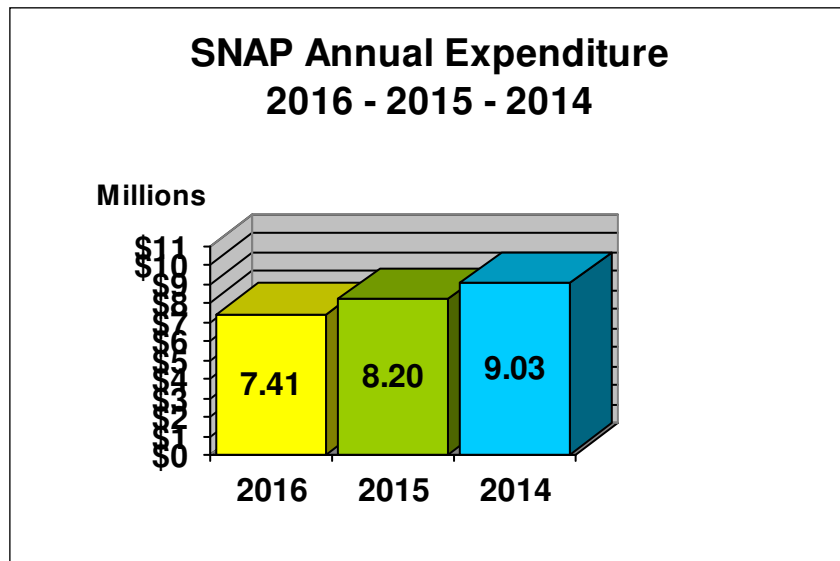
Average Non-Traditional Monthly Recipients(Group VIII/MA Z)	2695	2574	1542
Recipient Difference in Relation to Prior Year	4.7% Increase	66.92% Increase	67.57% Increase
Total Medicaid Recipients	13,330	14,233	12,922
Recipient Difference in Relation to Prior Year	6.34 % Decrease	9.21% Increase	15% Increase
Average Monthly Expenditure	\$8,583,348	\$ 8,669,287	\$7,842,530
Annual Expenditure	\$103,000,177	\$104,031,445	\$94,110,356



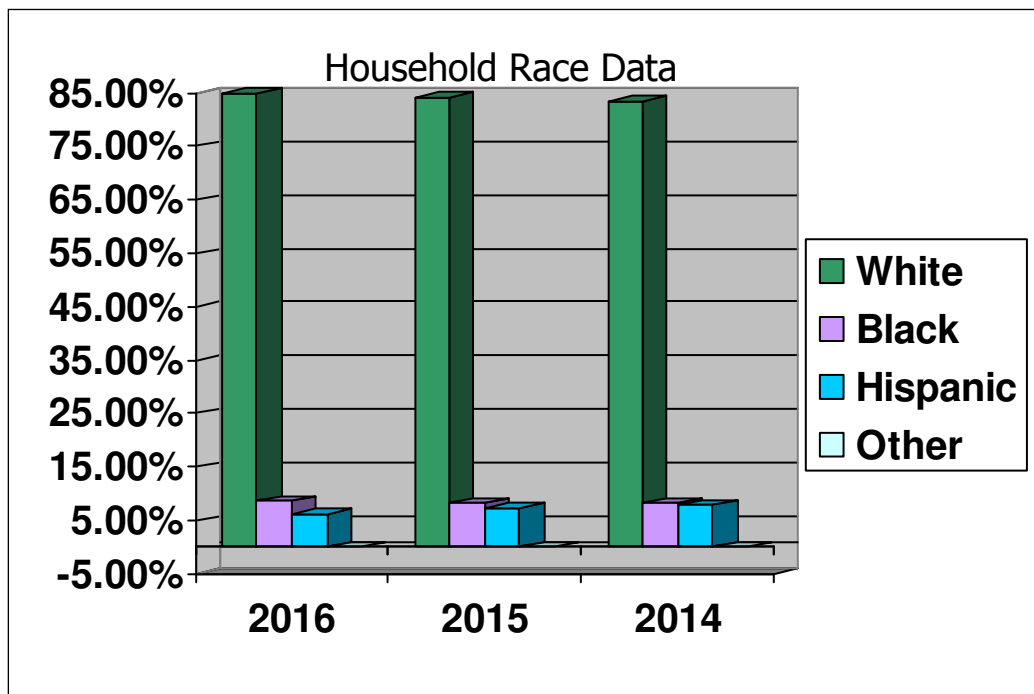
Supplemental Nutrition Assistance Program

This program provides food assistance to individuals and/or families via the Ohio Direction Card System (EBT Card). No major changes occurred in SNAP in 2016. The agency did experience a decrease in the number of program participants. Increased employment opportunities in the county generally results in a decrease in caseload sizes. The decrease in program participants and issuance is consistent with state and national trends.

SNAP	2016	2015	2014
Average Monthly Caseload	2,496	2,683	2,877
Caseload Difference in Relation to Prior Year	7.07% Decrease	7.23% Decrease	8.72% Decrease
Average Monthly Expenditure	\$617,408	\$683,482	\$752,660
Annual Issuance	\$7,408,901	\$8,201,794	\$9,031,920
Issuance Difference in Relation to Prior Year	9.67% Decrease	9.19% Decrease	13.65% Decrease



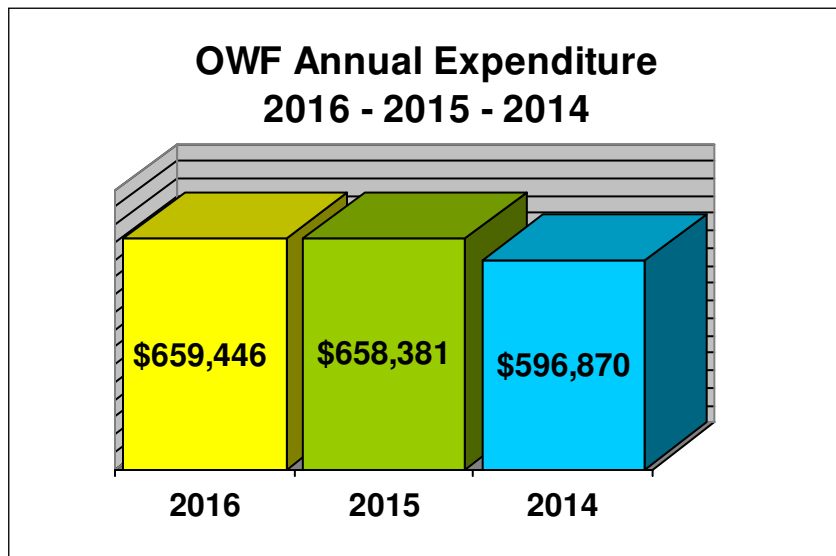
SNAP	2016	2015	2014
SNAP Expenditures			
Total Issuance	\$7,408,901	\$8,201,794	\$9,031,920
Average Monthly Allotment Per Case	\$247	\$255	\$261
Average Monthly Allotment Per Person	\$115	\$118	\$116
SNAP Recipients			
Average Cases Per Month	2,496	2,684	2,877
Average Persons Per Month	5,331	5,796	6,479
Household Race Data	Percentage of Caseload		
White	84.9%	84.2%	83.5%
Black	8.6%	8.2%	8.4%
Hispanic	6.3%	7.4%	7.9%
Other	.2%	.2%	.2%



Ohio Works First (OWF)

The program provides financial assistance to families with children and/or pregnant women. This program requires a work activity, unless the individual meets an exemption. Cash assistance may be time-limited to 36 months in the lifetime of an adult recipient. The majority of the cases are child-only cases, either due to a disabled parent in receipt of Supplementary Security Income, or the adult in the household is a caretaker relative, legal guardian or legal custodian. On average, only 16 cases per month, of the 166 total, have work required parents.

OWF	2016	2015	2014
Average Monthly Caseload	166	167	159
Caseload Difference in Relation to Prior Year	.60% Decrease	5.03% Increase	14.52% Decrease
Average Monthly Expenditure	\$54,953	\$54,865	\$49,739
Annual Expenditure	\$659,446	\$658,381	\$596,870
Expenditure Difference in Relation to Prior Year	.16% Increase	10.31% Increase	10.47% Decrease



Average Monthly Caseload

2014

2015

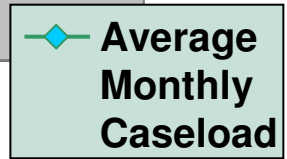
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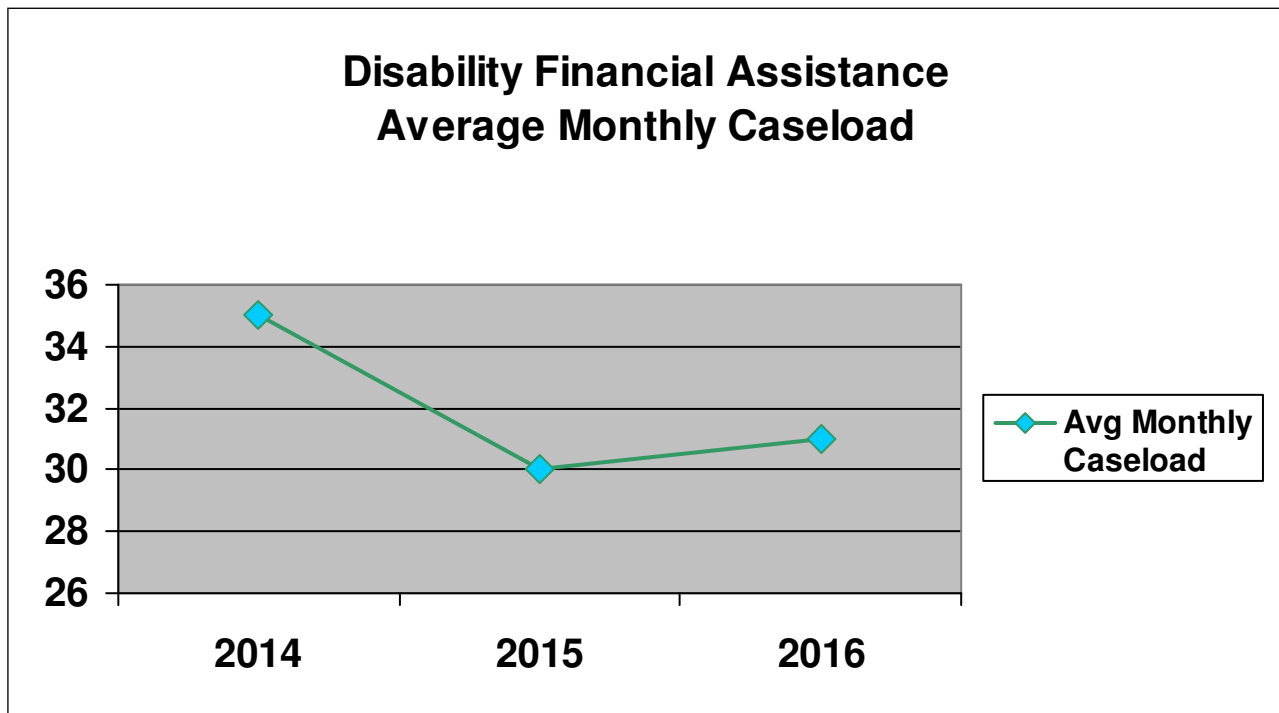
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Disability Financial Assistance

This program provides cash to those individuals determined to be disabled by ODJFS's Disability Determination Unit. These individuals must have applications pending for cash assistance through the Social Security Administration. Disability Financial Assistance is a state program for those who do not qualify for OWF. The maximum grant issued for an individual is \$115.

Disability Financial Assistance	2016	2015	2014
Average Monthly Caseload	31	30	35
Caseload Difference in Relation to Prior Year	3.3% Increase	17% Decrease	8% Decrease
Average Monthly Expenditure	\$3,297	\$3,458	\$3,943
Annual Expenditure	\$39,571	\$41,497	\$47,319
Expenditure Difference in Relation to Prior Year	4.64% Decrease	14.03% Decrease	22.54% Decrease

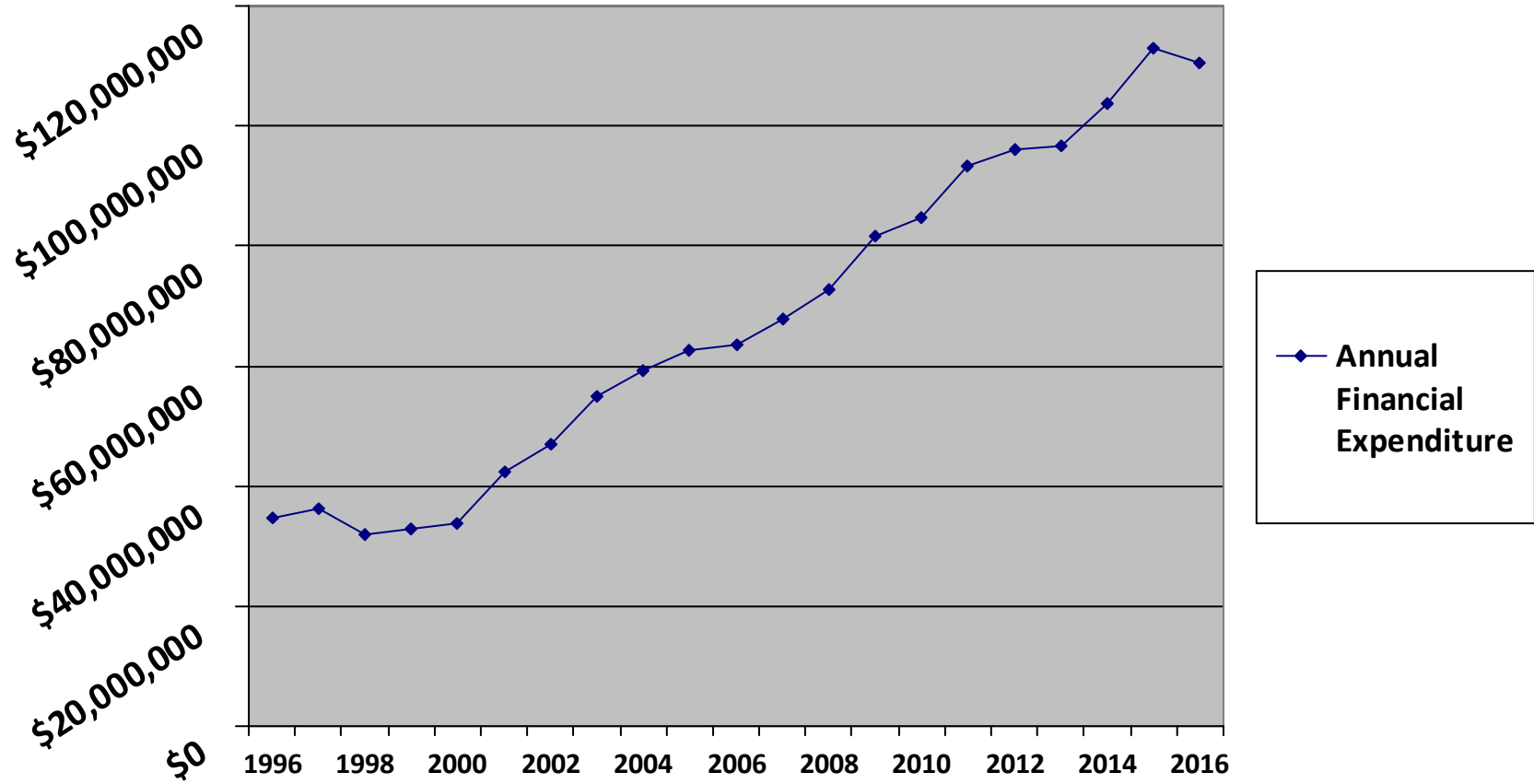


History of Financial Assistance Expenditures

OWF, Medicaid, Food Assistance Program,
Disability Financial and Disability Medical Assistance (program ended 11/1/2009)
(Excluding administrative costs)

Year	Payment Amount
1996	\$34,656,328
1997	\$36,080,235
1998	\$31,902,366
1999	\$32,857,301
2000	\$33,811,221
2001	\$42,292,870
2002	\$46,879,845
2003	\$55,058,388
2004	\$59,282,751
2005	\$62,688,157
2006	\$63,495,940
2007	\$67,680,178
2008	\$72,844,595
2009	\$81,487,803
2010	\$84,710,107
2011	\$93,228,691
2012	\$96,172,544
2013	\$96,722,438
2014	\$103,833,784
2015	\$112,933,117
2016	\$110,467,328

Financial Expenditure 1996-2016



Health Care Payments*

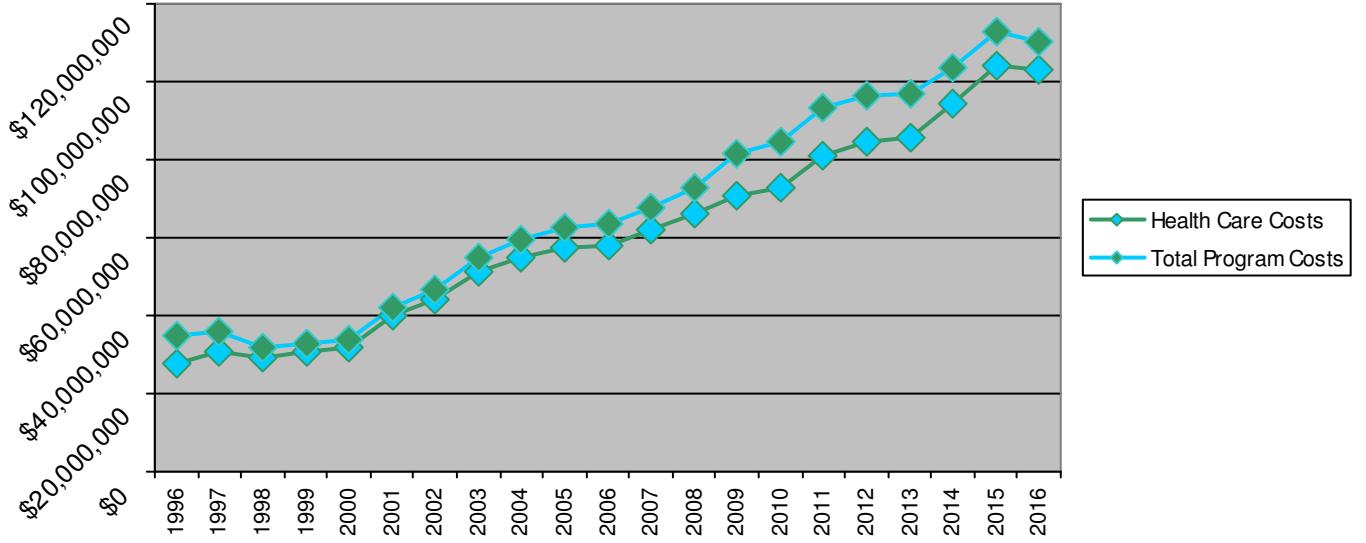
As a percentage of Total Program Costs**
(excluding administrative costs)

Year	Health Care Costs	Total Program	Percentage
1996	\$27,696,973	\$34,656,328	79.9
1997	\$30,808,266	\$36,080,235	85.4
1998	\$29,209,957	\$31,902,366	91.6
1999	\$30,791,263	\$32,857,301	93.7
2000	\$31,699,636	\$33,811,221	93.8
2001	\$39,957,313	\$42,292,870	94.5
2002	\$43,886,740	\$46,879,845	93.6
2003	\$51,383,463	\$55,058,388	93.3
2004	\$54,952,268	\$59,282,751	92.7
2005	\$57,654,006	\$62,688,157	92.0
2006	\$57,997,105	\$63,495,940	91.3
2007	\$61,981,208	\$67,680,178	91.6
2008	\$66,028,281	\$72,844,595	90.6
2009	\$70,820,935	\$81,487,803	86.9
2010	\$72,636,326	\$84,710,107	85.7
2011	\$81,004,436	\$93,228,691	86.9
2012	\$84,371,851	\$96,172,554	87.7
2013	\$85,536,763	\$96,722,438	88.4
2014	\$94,110,356	\$103,833,784	90.6
2015	\$104,031,445	\$112,933,117	92.1
2016	\$103,000,177	\$110,467,328	93.2

* Medicaid and Disability Medical Assistance (program ended 11/1/2009)

** SNAP, OWF, Medicaid, Disability Financial and Disability Medical Assistance (program ended 11/1/2009)

Health Care Costs in relation to Total Program Costs 1995-2015



Chapter 2

Work and Training Programs

All customers receiving OWF or SNAP who are considered employable are required to participate in a Work Activity. The primary goal of this program is to expand employment opportunities for customers on OWF and SNAP through training and work experience. Customers are assessed by the case management staff and appropriately assigned to a work component. Work requirements vary with each program. Since October 2013, EHOVE Career Center has been the contracted vendor operating PEAK Production Industries, the exclusive Work Experience Program site for Sandusky County.

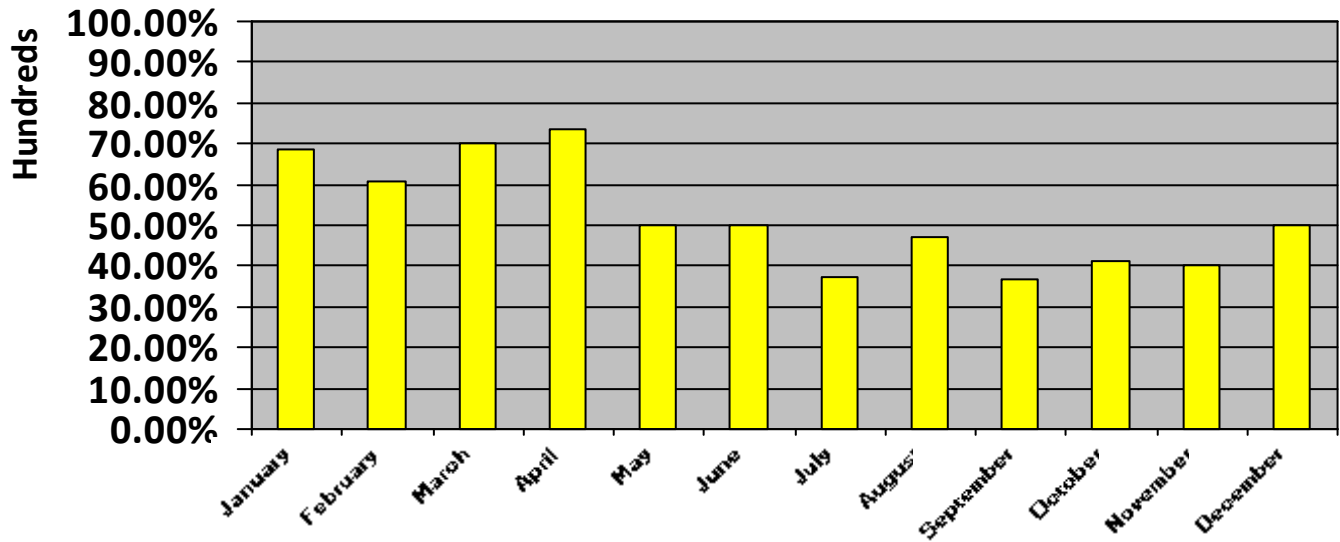
OWF

All employable adults recipients are required to participate either 86 hours per month for single parents with a child under the age of six, 129 hours for a single parent with older children, 151 hours per month for a two parent household with no county child care or 252 hours per month for a two parent household using county child care. Applicants/recipients may fulfill their requirements through several programs, including Work Experience at PEAK Production Industries, Individual Job Search or formal education, such as post-secondary programs or GED. On average, there were 16 required work participants each month.

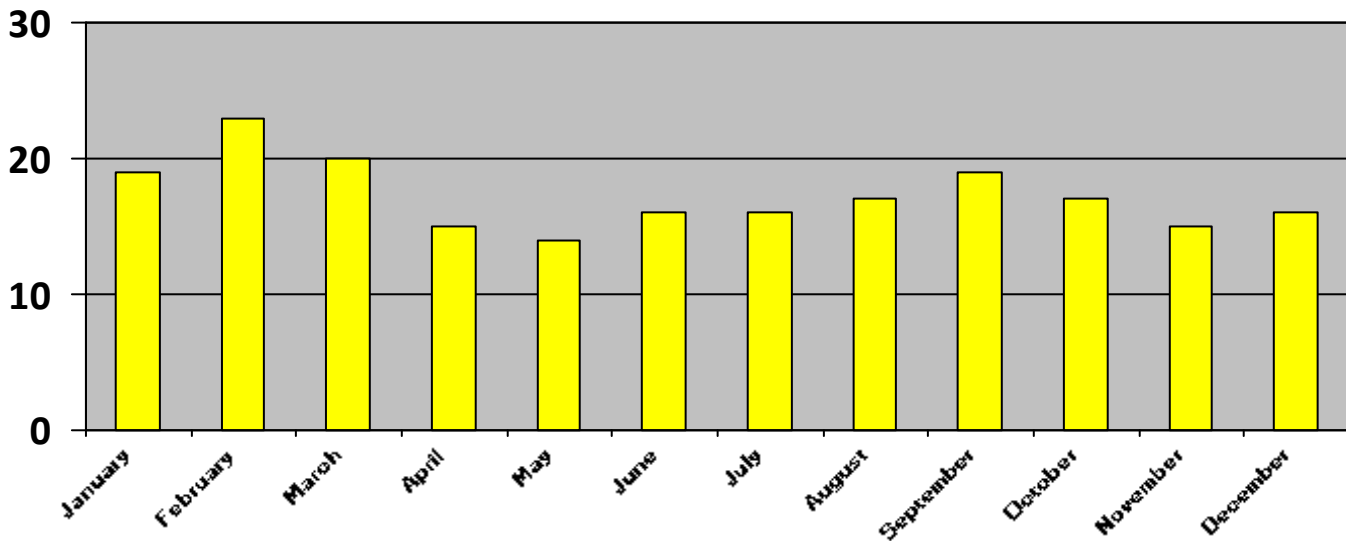
Beginning in July 2016, cash recipients ages 16-24 were required to participate in the Comprehensive Case Management Program (CCMEP). The vendor for this program is EHOVE. Recipients work closely with CCMEP staff to work toward chosen goals through the development of an Individual Opportunity Plan, with the desired result of preventing long-term dependency upon public assistance. As of December 2016 there were 5 recipients required to participate in CCMEP.

Participation rate in Work Activities is being monitored closely due to federal requirements. The goal for county agencies is to have an All-Family Participation Rate of 50%. The rate reflects all required participants, including those who are assigned to Alternative Activities, due to a documented inability to participate in a Work Experience Program or Educational Activities and those assigned to CCMEP.

2016 Monthly Work Activities Percentage Rate



2016 Work Required Participants



All recipients are required to sign a Self-Sufficiency Contract, agreeing to the requirements of participation and acknowledging the penalties for failure to fulfill their contract. Recipients who do not have "good cause" for their failure to participate are sanctioned from the program for one, three, or six months, depending upon the number of times they have failed to participate.

SNAP

Non-exempt adult recipients of SNAP are required to participate in a Work Activity. Exemptions include such reasons as a child under the age of six, excused from participation due to a medically determined disability, a doctor's statement of incapacity, or over the age of 60. The exclusive site for the Work Experience Program in Sandusky County is PEAK Production Industries. Unless granted good cause for their failure to attend, those who did not call or show for their assessment or assignment were sanctioned.

	Assessments Completed	Assigned Participants	Sanctioned
January	31	23	46
February	36	28	47
March	29	27	56
April	19	13	41
May	25	20	41
June	29	25	65
July	29	27	62
August	32	27	54
September	19	13	48
October	26	21	55
November	25	19	54
December	35	29	56
Average per month	28	23	52

Chapter 3

Overpayment and Collection Activity

The county is required to pursue the collection of overpayments received by assistance groups for both household errors and administrative errors. Household errors occur when a customer does not provide accurate information regarding his/her situation or fails to report changes as required by regulations. The responsibility to report changes differs depending upon the program. Administrative errors occur at the agency level or for reasons beyond either the customer's or the agency's control. Overpayment claims account for less than .07% of the total benefit issuance of the agency.

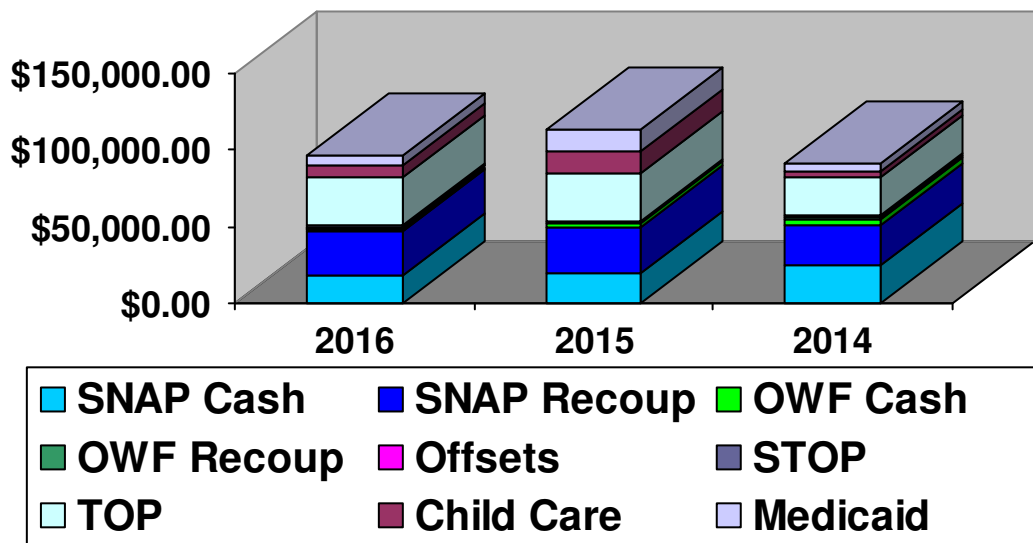
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Overpayment Claims

	2016	2015	2014
Household Errors	44	61	73
Administrative Errors	71	109	102
TOTAL	115	170	175
Household Error Claims	\$49,445	\$100,315	\$92,473
Administrative Error Claims	\$25,898	\$37,686	\$39,943
TOTAL	\$75,343	\$138,001	\$132,416

There are multiple means available to the agency to collect overpayments. In meeting this obligation, the agency collected the following amounts.

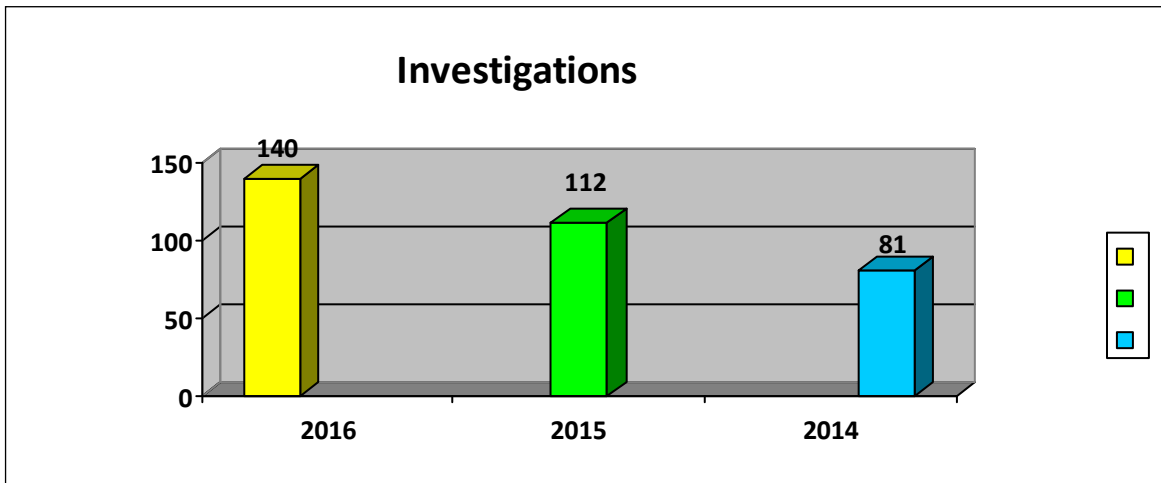
	2016	2015	2014
Cash – Total	\$20,152.00	\$21,784.50	\$28,256.00
SNAP	\$18,070.00	\$19,223.50	\$24,194.00
OWF	\$2,082.00	\$2,561.00	\$4,062.00
Recoupments - Total	\$28,765.00	\$31,304.00	\$27,461.00
SNAP	\$28,689.00	\$30,970.00	\$27,166.00
OWF	\$76.00	\$334.00	\$295.00
SNAP via Eppic	\$1531.00	\$2,133.00	\$1,052.00
SNAP Under Issuance Offsetting	\$306.00	0	0
STOP (Collection on cash claims through State offsetting)	\$1,245.15	\$628.00	\$2,037.18
TOP (Collection on SNAP claims through federal offsetting)	\$31,579.84	\$31,654.59	\$24,407.69
Child Care Collections	\$7,623.12	\$13,924.15	\$3428.32
Medicaid Collections	\$6,544.00	\$14,446.00	\$5183.00
TOTAL	\$97,746.11	\$115,874.24	\$91,825.19

Overpayment Collections by Source



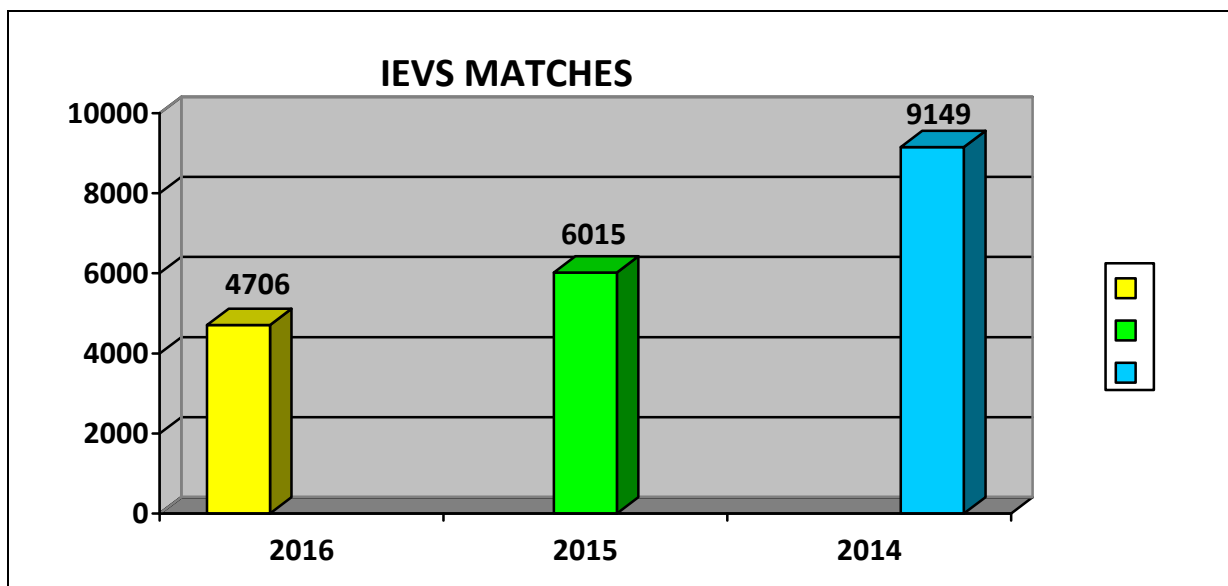
INVESTIGATIONS

One of the job duties of our in house deputy sheriff is to conduct an investigation for every fraud complaint that is received by the agency. These referrals are received from in house case workers, contacts from the public via telephone calls and walk-ins, tips submitted to the agency website, and complaints made at the state level then funneled down to the agency. These investigations may or may not result in a referral for an overpayment or a change in the benefits currently being received by the household. In some instances, the customer was not required to report the change, but once the agency is aware of the change, action must be taken to adjust the benefits accordingly. In 2016, the deputy conducted 140 investigations. The agency was without a deputy for almost two months in 2016.



Income and Eligibility Verification System (IEVS)

IEVS Matches are received on a regular basis and indicate that a customer may be employed, or may be in receipt of social security or unemployment compensation benefit. These matches are processed to establish whether or not the information is known to the agency. When the information is not known, this may have a direct impact on the customer's continued eligibility for assistance. In many cases, any unreported information may result in the establishment of an overpayment claim. Although counties are required to have an IEVS delinquency rate of less than 20%, Sandusky County consistently has a delinquency rate of less than 1%. Starting in late 2016, IEVS matches began being issued through the Ohio Benefits system as well as through CRISE. There are currently some issues with the release of IEVS matches through the Ohio Benefits system and the state is not measuring completion rates for processing of matches in that system at this time.



INTENTIONAL PROGRAM VIOLATIONS

In some instances when it can be determined that a customer deliberately reported fraudulent information, the agency requests to have the customer disqualified from SNAP. First occurrence disqualifications are for 12 months, second occurrence disqualifications are for 24 months and third occurrence disqualifications result in a lifetime ban on receipt of SNAP, for the individual who committed the offense. In 2016, there were nine individuals the agency sought to disqualify. Of those, eight were disqualified, and one is currently pending. One case was referred for an Administrative Disqualification Hearing and was found by the state hearing officer to have committed an Intentional Program Violation. The other seven individuals were referred for prosecution and indicted by the Grand Jury. All were entered into the Diversion Program and accepted their first or second occurrence disqualification penalties. Upon successful completion of the Diversion Program, which includes repayment of the overpayment, the felony charges will be expunged. One decision is still pending at the close of the year.

INTENTIONAL PROGRAM VIOLATIONS (IPV)	2016	2015	2014
Individuals agency sought to disqualify from SNAP	9	20	10
Continuations from prior year	1	1	2
SNAP referrals disqualified on a 1st occurrence	8	17	10
SNAP referrals disqualified on a 2 nd occurrence	1	0	0
SNAP referrals disqualified on a 3rd occurrence (permanent)	0	0	1
SNAP Administrative Disqualification Hearings lost	0	3	0