

Ohio Benefits System Update to the Joint Medicaid Oversight Committee

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Overview

County agencies serve 1 in 4 Ohioans

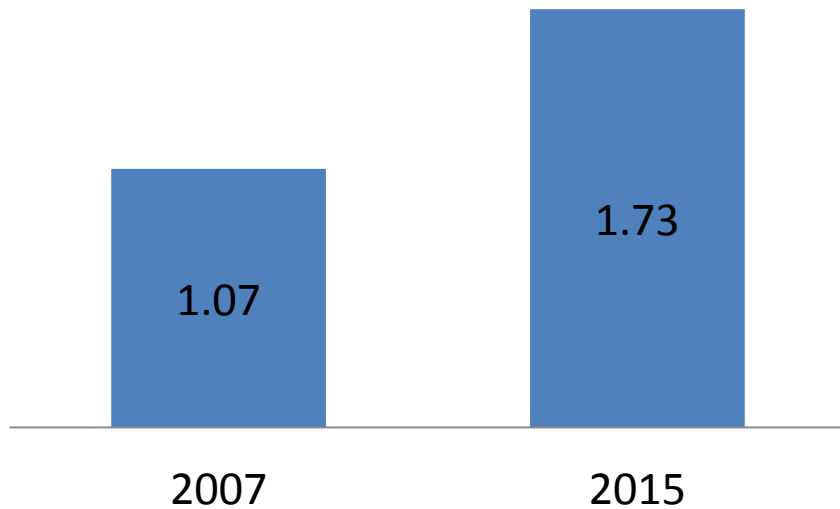
- Public assistance, children services, child support enforcement, and workforce development
- Administer 100+ programs and 50+ major funding streams
- Work with three federal agencies and five state entities
- Client information is across six mainframe systems

County agencies receive 250,000 phone calls a week

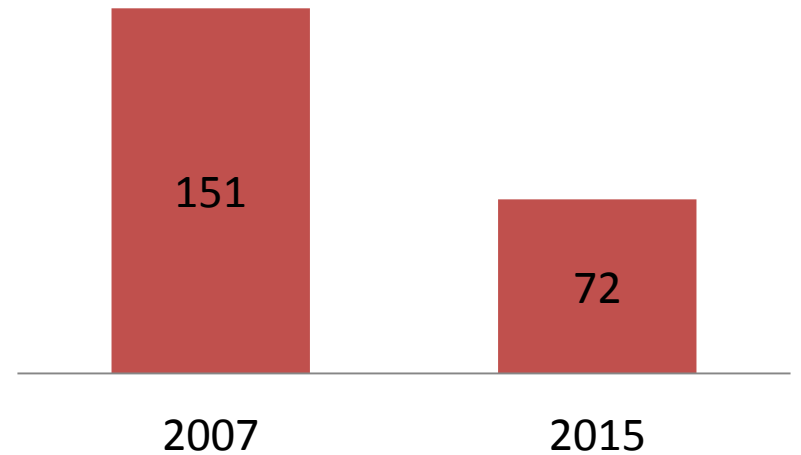


Overview

**Food assistance recipients,
in millions**



**County IM Allocation,
in millions**



Challenges of the Public Assistance System

- An eligibility system
 - not necessarily need-based
- Serving more working poor than non-working poor

55% of Ohioans who are eligible for Medicaid under the expansion are working.

- *Families USA*

CRIS-E

Client Registry Information System – Enhanced

- Current eligibility determination system.
 - Not a case management or data system.
- Built on 30+ year-old technology.
 - Does what it was designed to do, not what we need it to or want it to do.

Ohio Benefits

We support the vision of the Administration to build a comprehensive eligibility system.

- Provide easier access for clients (24/7)
- Simplify and streamline eligibility
- Free up caseworker resources to provide more person-centered assistance.

Implementation

Ohio Benefits went live October 1, 2013.

More challenging than was anticipated:

- transfer of cases from fed marketplace
- unreliability of federal hub
- sharing of information between systems prohibited by federal law.

Implementation

- “Out of the box” and “no-touch”
- Original target anticipated full implementation by Dec 2015 (now, July 2017).
 - No bridge between CRIS-E and Ohio Benefits, meaning workers using two systems for the same client
 - Counties changed training patterns in anticipation of Dec 2015 roll-out
 - Between 70-80% of clients are in both systems

Implementation

- Fewer than 2% of Ohio Benefit cases are no-touch, meaning county staff work on more than 98% of cases.
 - During the transition this is more work for caseworkers compared to working solely in CRIS-E.
- Unlike other new major systems, this is occurring live. Not able to develop system offline.

Implementation Improvements

- County staff are now involved in the prioritization of fixes
- Improved system performance
- County readiness activities and improved communication with project management
- Technical assistance
- State/county partnership in developing improved training

Moving Forward

Timeframe

- two year delay announced this summer

- Move ABD to Ohio Benefits and implementing 1634 state plan – July 1, 2016
- SNAP/TANF pilot – Jan 1, 2017
- Full roll-out of July 1, 2017

Recommendations

Federal and state policy changes that could help improve service delivery include:

- Electronic verification
- Document imaging
- Document management
- Address confidentiality rules and policies
- System integration/data-exchange
- Use of SS# as case identification
- Increase capacity of federal hub
- Increase training and technical assistance
- Funding flexibility
- Increase number of no-touch cases
- Moratorium on policy changes

Conclusion

OJFSDA fully supports the goal of a new eligibility system and the vision it will enable our delivery system to reach.

As this journey continues we appreciate working with the legislature and state partners.