PUTNAM COUNTY JOB AND FAMILY SERVICES

INFORMATION GUIDE

Information on Services, Benefits, Programs and Personnel

Putnam County Job and Family Services
575 Ottawa-Glandorf Road, Suite 1
Ottawa, Ohio 45875

Telephone 567-376-3777
CSEA 567-376-3780
Toll Free 1-800-523-5799

JFS Main Fax 567-376-3770
CSEA Fax 567-376-3786
Social Services Fax 567-376-3750
Income Maintenance Fax 567-376-3740
Workforce Development Fax 567-376-3760

Hours of Operation:
Monday through
7:00 AM -4:30 PM
Thursday
Friday 7:00 – 12:00

INFORMATION GUIDE

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Our Vision

Putnam County Job and Family Services seeks to enhance the lives of children, families and individuals through our commitment to provide respectful, compassionate and exceptional service.

Our Mission

Through best practice, Putnam County Job and Family Services will protect children, nurture families/individuals and develop job opportunities for our customers which lead to family stability and self-sufficiency, as we believe children and families/individuals are Putnam County's most valuable resources.

Our Values

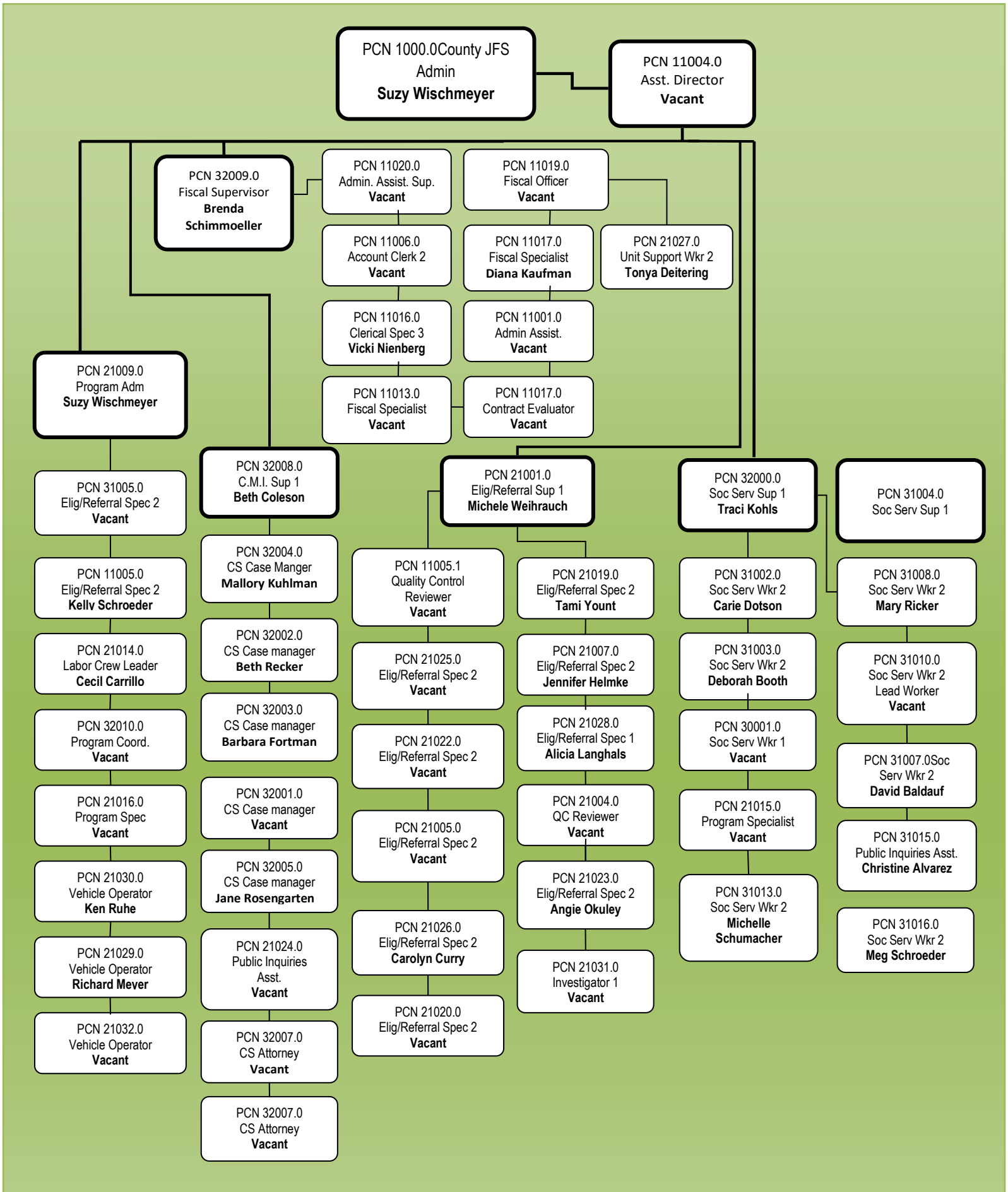
***Customer Service**, every child, family and individual will be afforded prompt courteous service in all areas of our agency.*

***Quality**, knowledgeable trained staff will provide competent services that our customer expect and deserve.*

***Integrity**, our employees will serve the county and its citizens honorably and with high ethical standards.*

***Communication**, we will communicate with our customers in a responsive, productive and courteous way.*

TABLE OF ORGANIZATION



Suzy Wischmeyer, Director

Responsible for overall agency functions

PUBLIC ASSISTANCE

Michele Weihrauch, Supervisor

Unit Staff

Angie Okuley	Jennifer Helmke	Carolyn Curry
Alicia Langhals	Tami Yount	

RESPONSIBLE FOR:

PREVENTION, RETENTION AND CONTINGENCY (PRC) program is designed to assist low income families with necessary resources to:
Divert families from having to apply for OWF cash assistance when a crisis situation arises.
Provide for contingent needs by helping families with nonrecurring urgent problems that could result in families needing long-term public assistance and aid with a state-declared disaster.

OHIO WORKS FIRST (OWF) is part of Ohio's Temporary Assistance to Needy Families (TANF) program and was established to provide time-limited cash assistance to eligible families. The OWF program provides cash benefits to eligible needy families for up to 36 months if they fulfill all of the requirements in their Self Sufficiency Plan and Contract.

The emphasis of OWF is self-sufficiency, personal responsibility and employment. Eligibility determinations are based on the provisions contained in the Ohio Revised Code and the Ohio Administrative Code.

SNAP PROGRAM helps people with low incomes obtain nutritious food. SNAP is used to purchase specific staples and grocery items at participating grocery stores. Eligibility is based on federal guidelines including income, resources and household size. SNAP is issued by the United States Department of Agriculture and eligibility is determined by the county job and family services.

MEDICAID is a state and federally funded health care coverage plan for low-income and medically vulnerable people of all ages. Medicaid provides health coverage to a number of different groups of people who meet financial requirements. There are two major groups, covered Families and Children, and people who are Aged, Blind or Disabled

PUBLIC ASSISTANCE (CONTINUED)

MAGI (modified adjusted gross income)

MAGI provides coverage for individuals, children, and families who have income at or below 133% of the Federal Poverty Guideline. Children only can be covered from birth through age 18 in families with income at or below 206% of the Federal Poverty Guideline. Children in families with income between 156% and 206% of the Federal Poverty Guideline must be uninsured in order to be eligible. A pregnant woman's family income must be at or below 200% of the Federal Poverty Guideline to qualify.

Coverage for Aged, Blind, or Disabled

Medicaid provides coverage for adults 65 and older, individuals who are legally blind, and individuals of any age who have been determined disabled by the Social Security Administration. This type of coverage is also offered to Nursing Home residents and individuals who are in need of in-home care. Eligibility is based on monthly income and asset limits.

Medicaid coverage includes:

The Basic Health Plan
The Long-Term Care Health Plan
Medicaid Premium Assistance
The Hospital Care Assurance Program
The Disability Assistance Program

SOCIAL SERVICES

Traci Kohls, Supervisor

Protection Unit Staff

Mary Ricker David Baldauf Christine Alvarez

Protection Services

Intake/Investigation/Assessment – The agency receives, investigates and assesses reports alleging that a child is at risk or has been abused or neglected. Anyone who knows or suspects that a child under 18 years of age, or a physically or mentally handicapped child under 21 years of age, has suffered or faces a threat of suffering any physical or mental wound, injury, disability, or other condition of a nature that reasonably indicates abuse or neglect of the child, may make a referral or cause a referral to be made of that knowledge or suspicion to PCJFS or to a municipal or county peace officer by calling the Agency, (419)538-4580 during normal business hours, or by calling the Putnam County Sheriff's Office, (419)523-3208, after normal Agency business hours or on weekends.

On-going Child Protective Services – The agency provides services to families to prevent or reduce the level of risk to children. The agency strives to maintain children in their own homes.

Foster Care – The agency supervises and monitors the placement of abused/neglected children, with oftentimes a goal of reunification. A certified assessor licenses Putnam County foster homes. A person who is interested in becoming a licensed foster parent may contact the Agency at (419)538-4580.

Adoption – Adoption services are comprehensive and are extended to adoptive applicants, birth parents, adoptive parents and adopted child(ren). The agency secures permanent homes for children legally free for adoption. A person who is interested in becoming an approved adoptive parent may contact the Agency at (419)538-4580.

Community Education- Agency presents information to groups on a variety of topics, in a formal or informal setting.

SOCIAL SERVICES
Prevention Unit

Traci Kohls, Supervisor

Prevention Unit Staff

Deborah Booth
Carie Dotson
Michelle Schumacker
Meg Schroeder

Prevention Unit

Child Care – Child care assistance is available in order for families to become or remain self-sufficient.

School Outreach Program – Prevention workers are available in the schools to link the parent/guardian, social service agencies, and school personnel to create a stable learning environment.

Child Safe Program – A program presented to first, third and fifth grade students regarding good/bad/secret touches. Children are empowered to say "no" to bad touches and are given an opportunity to discuss concerns with a trained professional.

Adult Protective Services – Reports of adults aged 60+ who are alleged to be abused, neglected, or financially exploited will be received and assessed. The adult may receive case management services.

Prevention, Retention, and Contingency (PRC) program is designed to assist low income families with necessary resources to: Provide for contingent needs by helping families with nonrecurring urgent problems that could result in families needing long-term public assistance, example: housing and utilities.

Home Based Services - Serving families in their own environment in order to assist them with individual needs which will allow them to maintain their children in the home.

Social Services Request – Caseworkers are available to provide information, referral, and case management services.

WORKFORCE DEVELOPMENT

Suzy Wischmeyer, Administrator

Unit Staff

Kelly Schroeder	Cecil Carrillo
Richard Meyer	Ken Ruhe

The Workforce Development unit offers job seekers, workers, and employers a full range of employment-related services.

Workforce Investment Act (WIA) provides the framework for a workforce and employment system to meet the needs of employers, job-seekers and those who want to advance their careers. WIA is designed to increase employment, job retention, earnings of participants, and occupational skill attainment by participants. WIA provides employment and training services that target adults, dislocated workers and youth.
Putnam County WIA provides:

Core Services – Available to any and all customers. Resume preparation and cover letter writing also job application and interviewing assistance

Intensive and Training Services – Provided to customers who meet the eligibility criteria. Tuition and book fee assistance.

ODJFS ONE-STOP Services – Available to all customers:

Resource Room with access to the internet for computer-based job matching, telephones, and resource materials for job searching.

Job postings

www.ohiomeansjobs.com – free public employment services to employers and job-seekers. Job matching and labor market information.

Labor Market Information (www.lmi.state.oh.us)

Unemployment Compensation Benefits information and availability to file for claims over the telephone.

Workforce Development (Continued)

ONE-STOP Partners within PCJFS

ODJFS Customer Service Representative
ODJFS Veteran's Representative
ODJFS Migrant Outreach Worker
Ohio Rehabilitation Services Commission

Other programs and services available through Workforce Development:

Food Stamp Employment and Training (FSET) offers a wide array of workforce development services to food stamp recipients who are not participating in OWF. These services are:
Employment placement assistance and work experience
Basic education, including preparation for the High School Equivalency Diploma (HSED)
Post-secondary education, job readiness training and job search assistance
Micro-enterprise assistance

Ohio Works First (OWF) Activities requires all single parents who are receiving cash assistance to participate in a work activity for at least 30 hours per week. Two-parent households are required to participate at least 35 hours a week and 55 hours if they are receiving federally funded child care. For adults who cannot participate in traditional work activities and requirements, alternative or developmental activities are assigned based on an individual's circumstances.

PREVENTION, RETENTION AND CONTINGENCY (PRC) program is designed to assist low income families with necessary resources to:
Assist employed or underemployed families retain employment. Also includes education, training, and transportation services.

Child Support Enforcement

Beth Coleson, Supervisor

Unit Staff

Jane Rosengarten
Barb Fortman
Beth Recker
Mallory Kuhlman

		Extension
Paternity Establishment/Support Establishment/Emancipation/Enforcement	Beth Coleson	0102
Locate of Absent Parent/Medical Insurance	Jane Rosengarten	0104
Review/Modification of Current Support.....	Beth Recker	0103
Interstate Cases/Tax Offset/License Suspension	Barb Fortman	0101

Need Mallory information Here

24 Hours Payment Information

Interactive Voice Response Number (IVR) 1-800-860-2555

First time callers will need to establish a PIN number.

Modification/Review Process

The Review or Modification process is the method by which the child support obligation is reviewed to reflect the current financial situation of both parties. The Review process takes several months to complete from the initial request to final order.

Main Reasons to Qualify for a Modification Review:

- Thirty-six (36) months have elapsed since establishment of the order or most recent review.
- Obligor/Obligee employed or more gainfully employed.
- Verified disability of either party.
- Institutionalization or incarceration of either party beyond the child's minority age.
- Thirty percent (30%) change in gross income of either party which is beyond your control for a period of at least 6 months.
- One or more children emancipated.
- To access availability of health insurance.

Possible Results of Modification/Review:

- No Change: (current child support amount and modified amount did NOT change by greater than 10% - Order remains the same).
- Increase in Current Child Support.
- Decrease in Current Child Support

If there is a change as a result of the modification, the new amount will commence the first day of the month after the modification was scheduled for review.

Contact Beth Recker at the Putnam County Child Support Enforcement Agency at (419) 523-5586, Ext. 0103 or toll free at 800-523-5799, Ext. 0103 to request a modification of your current support order.

You must keep the Child Support Enforcement Agency aware of changes in your health insurance coverage. If you are ordered to provide health insurance and the CSEA is unable to verify the coverage, your case will be charged cash medical support if it is stated in your child support order.

Direct Payments

The Ohio Revised Code Section 3121.45 states that:

Any payment of money by the person responsible for the support payments under a support order to the person entitled to receive the support payments that is not made to the Office of Child Support or the Child Support Enforcement Agency administering the support order under sections 3125.27 to 3125.30 of the Revised Codes, shall not be considered a payment of support under the support order and, unless the payment is made to discharge an obligation other than support, shall be deemed to be a gift.

**The Putnam County Child Support Enforcement Agency is following the above strictly. Any support payments made directly to a custodial parent will not be credited to the order unless directed to do so by a court order.

Link to State of Ohio Child Support Portal

http://jfs.ohio.gov/ocs/CustServWebPortalWelcome2.stm

DISCLAIMER OF ATTORNEY-CLIENT RELATIONSHIP

Please note that the Attorney(s) working for the Putnam County Child Support Enforcement Agency (CSEA) are not your private attorney regarding your support/paternity case. They, as well as the rest of the CSEA staff, represent the interests of the people of the State of Ohio, and do not personally represent you or your interests.

By Federal and State law, the CSEA is obligated to establish and enforce Administrative/Court orders relating to child support, establish paternity, as well as perform other related functions. We will bring actions on your behalf to establish paternity and/or enforce your support rights. However, by our representation and intervention in your case, no attorney-client relationship has been or will be established. You have the right to obtain your own legal counsel to specifically represent your individual interest, free from any potential conflicts involving the CSEA and its functions.

Payment Information

OBLIGEE

The CSEA provides several methods for the Obligee to receive his/her support obligation. The following provides the various options available for receiving your support.

Ohio CSPC Direct Deposit

Deposit your child support check directly into your checking or savings account. All you need to do is complete the direct deposit form and mail it in. Call the Putnam County CSEA or 1-888-965-2676 for details.

Ohio e-Quick Pay MasterCard

A debit card that allows you to access funds from your account without having to write a check. It works like a credit card but the funds are taken directly out of your account. It can be used anywhere MasterCard is accepted. Balance and transaction information is always available at www.e-QuickPay.com. You may also sign up to receive an e-mail or telephone call when funds have been credited to your e-QuickPay card. To register, simply call 1-800-503-1283 and speak with a customer service representative or login at www.e-quickpay.com.

Contact the Putnam County CSEA or call toll free in Ohio 1-888-965-2676 with questions about e-Quick Pay.

Payment Information Online

Provides you with the last payment date, date payment was processed and the total due on the order. Visit www.jfs.ohio.gov/ocs.
Please note: First time users of the website, your temporary PIN is the last four digits of your social security number followed by KIDS.

Please note: Amount stated may not be the amount deposited into your account as the amount stated includes any processing fees that are due the CSEA. Please verify amount deposited with your financial institution.

Interactive Voice Response (IVR)

You can access your payment information via the IVR at any time by calling 1-800-860-2555 and entering your social security number and PIN.

PIN Reset Information

PIN resets can only be completed through a faxed or mailed written request. Please send your written request to: Ohio Department of Job and Family Services, Office of Child Support, PIN Reset Center, 30 East Broad St., Columbus, OH 43215-5903 or fax to the Office of Child Support, PIN Reset Center at 614-995-7159 or 614-728-5070. The request must be signed, dated and accompanied by a copy of both a photo ID and official documentation of the requestor's social security number. A copy of your driver's license can be used if it contains both items.

OBLIGOR

Whenever possible, payments must be made through a withholding notice from the income of the Obligor and forwarded to Ohio Child Support Payment Central (CSPC) by the employer. When necessary a withholding notice will be sent to Unemployment, Workers Compensation, or to a financial institution. Self-employed Obligors must make alternate arrangements.

Obligated amounts are always expressed by the CSEA in monthly increments and commence with the date expressed by the Court Order, the hearing date or the filing date of the order. On new orders, before wage withheld amounts begin to be received by CSPC, the Obligor needs to make the payment on his/her own. Failure to remain current in your child support obligation will result in default action being initiated.

Debit/Credit Card or Cash Payments

Debit/Credit Card Payments or Cash payments may be made in person at the Putnam County Child Support Enforcement Agency located at Putnam County Job and Family Services, 1225 E. Third St., Ottawa, OH 45875. To make a debit/credit card payment over the telephone, call the Putnam County CSEA at 419-523-5586 and dial extension 0104.

Payment by Mail

Ohio Child Support
P.O. Box 182372
Columbus, OH 43218-2372

Payments must include your name, social security #, SETS # and order # on each payment.

Payment Central (CSPC)

CSPC processes payments within two business days if the payment is easily identified.

Electronic Payments Online

To set up direct withdraw from your savings or checking account, login to www.expertpay.com. To make a payment with your MasterCard, login to www.e-childspay.com. Please note that there is a $11.75 transaction fee when paying by credit card.

CSEA Processing Fees

Payments are required to include processing fees which is currently 2% of the ordered amount of the payment. For example: if the current support amount is $200, the amount to be submitted to CSPC would be $204. ($200 support payment plus $4 processing fees.)

Business Office

Brenda Schimmoeller, Supervisor

Unit Staff

Diana Kaufman
Vicki Nienberg
Tonya Deitering

Responsible for all the agency fiscal and business functions including front reception.

CUSTOMER RIGHTS & RESPONSIBILITIES

EQUAL OPPORTUNITY IN JOB & FAMILY SERVICES

Individuals eligible for, receiving services from or benefiting from programs funded by or through ODJFS are protected by various laws, regulations, rules and policies against unlawful discrimination on the basis of race, color, religion, disability, age, gender, sexual orientation and national origin.

Non-Discrimination Policy

Putnam County Job and Family Services will not discriminate against any person because of race, religion, ethnicity, language, national origin, sex, age, handicap, or have other identified impairments that would severely limit communication. Interpretive services will be arranged in a timely manner and will be made available per request for all appointments, interventions with the family, and individuals. The agency will provide these services at no cost to the client.

The **Civil Rights** program provides technical assistance on civil rights issues and ensures that all the functions, services and programs administered by ODJFS are carried out in compliance with the state and federal civil rights laws. This includes, but is not limited to ensuring compliance with Title VI and Title VII of the Civil Rights Act, the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act, the Age Discrimination in Employment Act (ADEA), the Multi-Ethnic Placement Act (MEPA), and the civil rights laws of Ohio. The program is also responsible for monitoring accessibility and overseeing accommodation requests for persons with disabilities, and overseeing the bureau's involvement in the Minority Business Enterprise program.

Limited English Proficiency (LEP) ensures that persons who have a limited English proficiency are protected against discrimination based on national origin. Accommodations may include providing qualified interpreters, language cards/lines, oral translation and or written translation of documents.

STATE HEARINGS are available for customers who do not agree with decisions made about their benefits. A state hearing is a meeting with the customer, someone from the county department of job and family services and a hearing officer from the Ohio Department of Job and Family Services. Customers can explain why they disagree with decisions made about their benefits. Friends, witnesses and attorneys can help customers present their cases. The hearing officer listens to both sides and gives a decision after reviewing the rules. For more information on state hearings, ask for the publication *Your Rights* – JDS #08000.

GRIEVANCE REVIEW POLICY functions as a means through which Putnam County Job and Family Services ("PCJFS" or "Agency") may receive, review, and resolve complaints from parents, custodians, legal guardians, foster caregivers, foster caregiver applicants, kinship care providers, adoptive parents, adoptive applicants, approved adoptive families, applicants or providers of approved adult-supervised living arrangements, or children concerning the provision of services, and appeals by alleged perpetrators who disagree with the disposition/resolution of a report of child abuse or neglect (NOTE: Cases involving any court action relating to the child abuse and neglect report are exempt from this requirement). Written copies of the Agency's "Grievance Review Policy" shall be provided to an individual within three working days of the request being made. All Alleged Perpetrators shall be provided with a copy of the "Grievance Review Policy" at the time of the official notification of the case disposition. The Grievance Review Policy also allows for review/resolution of complaints of the Multiethnic Placement Act (MEPA).

CLIENT RESPONSIBILITIES:

As a recipient of services from Putnam County Job and Family Services, you have the responsibility to: Provide a safe, clean, and loving home for your child(ren) and provide for your child(ren)'s basic minimum needs.
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OTHER RESPONSIBILITIES:

Give complete, accurate, truthful, and timely information.

Report changes in your situation and/or address to your caseworker/social worker in a timely manner.

Be on time for scheduled appointments with agency staff.

Participate in developing, reviewing, and evaluating, case plans, safety plans, aftercare and self sufficiency plans for you and your family.

Meet with your caseworker and other staff to review progress.

Understand and follow through with service plans and the requirements for each service that you are seeking.

Not carry concealed weapons or dangerous substances onto these premises.

Indian Child Welfare Act
The Indian Child Welfare Act (ICWA) is a federal law which regulates how child welfare agencies provide services to Native American children & families. If your child is a member of a tribe, or eligible for membership in a tribe, your family has a right to be provided services in accordance with the ICWA. Please inform your caseworker about your family's Native American heritage and your caseworker will explain how the ICWA may apply to your family. Criteria for tribal membership differ from one tribe to another. In order to determine a particular tribe's criteria, it is necessary to contact the tribe directly.