



Dear Community Partner,

The “**Public Benefits Awareness and How to Access Services**” toolkit is here! I am writing to tell you about the exciting changes we are making in Cuyahoga Job and Family Services (CJFS). CJFS is making these changes to better service our customers and partners, like you.

Our commitment is steadfast as we continue to effectively promote economic self-sufficiency and personal responsibility for families and individuals by timely, and accurately determining eligibility for a range of quality services. These services include Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), Medicaid, Child Care Assistance, Prevention, Retention, and Contingency (PRC), and Work Programs, in accordance with Federal, State, and County regulations. We strive daily to achieve our organizational purpose by focusing on customer service, and through the cultivation and strengthening of community partnerships like yours.

Cuyahoga Job and Family Services, is asking for your support and to work with us as a community outreach partner. We are working with community organizations across the county to reach more residents to inform them of the new ways to reach us. Thus, this comprehensive resource toolkit includes public benefit and workforce materials you can use to fit your communication and outreach efforts to residents. You will find a fact sheet, flyers, community education and outreach information, social media communications, and more. We have the marketing material for you to use in this toolkit. Please refer to the table of contents below for the communication platform of your choice.

- I. About CJFS Fact Sheet
- II. Digital Communications
- III. Community Education and Outreach
- IV. Workforce Communications
- V. Email Invite/ Community Forum
- VI. Marketing Materials and Resource Tools
- VII. Tell Us How We Are Doing

If you would like an electronic version of the toolkit and/or specific materials, including JFS application forms, please contact the Public Benefits & External Relations Dept. /Office of Community Engagement at (216) 987-7010 or community_outreach@jfs.ohio.gov. Thank you and we appreciate your support as we continue to improve services to our customers.

In the Spirit of Service,

Christy Nicholls, MNO, JD
Interim Administrator

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FACT SHEET

Organizational Purpose

Cuyahoga Job and Family Services promotes economic self-sufficiency and personal responsibility for families and individuals by timely and accurately determining eligibility for a range of quality services that include Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), Medicaid, Prevention, Retention, and Contingency (PRC), Child Care Assistance, and Work Programs, in accordance with Federal, State, and County regulations. This is accomplished by dedicated staff with a strong focus on customer service, and through the cultivation and strengthening of community partnerships.

Our Commitment

While efforts to modernize our business processes are underway, Cuyahoga Job and Family Services remains dedicated to what is most important to our organization, providing quality services to our customers. We are committed to providing more streamlined and timely services for our residents, which will result in a positive change for our customers. Being open and communicating our efforts with our partners and community members is a large step in making this a successful transition. Our communication goals while CJFS transitions its systems and processes include:

- Partnering with stakeholders to seek feedback on the modernization efforts CJFS is implementing as it transforms itself to deliver quality services with superior customer service.
- Implementing its plan to communicate changes to be proactive and strategic about keeping our partners and customers informed of modernization efforts via regularly scheduled community forums.
- Implement an integrated community engagement approach to increase awareness and access to programs and services by providing training sessions on Ohio Benefits, live outreach and marketing, and resource tools.

Understanding Our Service Structure

Contact Center

Since the inception of the call center pilot on January 25, 2017, CJFS began to handle calls by residents in designated zip codes who wanted to apply, renew, or report a change on their Medicaid case. Throughout 2017, that opportunity to apply expanded to every resident of the county, and the services grew to encompass individuals wanting Long-Term Care Services. In 2018, CJFS began piloting a “Call-In Model”, where applicants are given a window of time to call-in and conduct their SNAP interview, differing from the Call-out model, which was previously being used. CJFS has worked with state officials to have access to voice-signature for SNAP/OWF, which allows individuals to sign a SNAP/OWF application over the telephone, removing the paper from the process. Finally, the agency is expanding the call-in model for SNAP/OWF redeterminations. These projects will expand access to residents and improve overall agency timeliness.

Case Banking

CJFS is moving to a "Case Banking" service delivery model. The number one challenge expressed by customers and partners is the lack of access to our caseworkers. It's difficult to reach them. In a case bank model, cases are not assigned to caseworkers, but rather to a team who is focused on work tasks and supported by other team members across neighborhood family service centers.

Our "No Wrong Door" policy remains present that customers can receive services at any of the CJFS location regardless of their zip code. We will continue to have specialized centers to assist customers seeking child care, PRC/emergency assistance, work programs and long – term care benefits.

We recognize the vulnerability of some of our customers thus, a limited number of specialized caseloads will remain and we plan to form a Hearing Unit to address these requests from the community. Moving to a case bank model, will increase our flexibility and ultimately, improve customer service.

Program and Services Menu

Medical:

Medicaid provides comprehensive medical care at little or no cost to children, families, and other qualifying adults. Eligibility is determined by gross monthly income, household composition and family size.

Food Assistance:

Supplemental Nutrition Assistance Program or SNAP provides money monthly to purchase food for you and your household. Eligibility is determined by federal guidelines. Participants in SNAP can also benefit from educational, training and employment programs. Some of these programs are mandatory when receiving food assistance.

Cash:

Ohio Works First (OWF) offers limited cash assistance and employment services to families. Participants have minor children in the home and are required to work toward full-time employment and economic self-sufficiency. Eligibility is determined by household income and by the number of people in the family.

Child Care:

The Child Care Assistance program helps pay a portion of monthly child care expenses. Eligibility is based on income and household size.

Prevention, Retention & Contingency:

PRC provides aid and services, due to unexpected emergencies. Eligibility categories include assistance with employment, shelter, establishing a household, and families impacted by natural disasters. Other eligibility requirements include income and resources. The assistance is capped at \$1,500 annually.

Access to Services

www.benefits.ohio.gov

Online is the easiest and most efficient way to apply. Available 24/7

(844) 640-OHIO (6446)

The Ohio Benefits Contact Center allows for real-time eligibility and case changes M-F 8:00 am to 4:00 pm

Local Libraries

Trained Public Benefit Community Navigators are available to help you apply online, over the phone, or via fax at currently at Cuyahoga County public library branches and as of August 1, 2018 at City of Cleveland locations too. Visit the circulation desk or speak with a reference librarian.

Neighborhood Family Service Centers

Submit a paper application at one of the service centers, M-F 8:00 am to 4:30 pm

Workforce Opportunity Resource Centers

Hours of Operation Mon - Fri 8:30 AM to 4:00 PM

WORK Information Line (216) 987-7342

East

8111 Quincy Avenue
Cleveland, Ohio 44104

Central

1641 Payne Avenue
Cleveland, Ohio 44114

West

4261 Fulton Parkway
Cleveland, Ohio 44144

Ohio Means Jobs Cleveland-Cuyahoga County One Stop

1910 Carnegie Avenue
Cleveland, Ohio 44115

Hours of Operation Mon - Fri 8:00 AM to 5:00 PM

OMJ Information Line (216) 777-8200

Facts and Figures - The number of recipients receiving public benefits stands:

- Medicaid eligible (Recipients) 392,446
- Food Assistance- 240,983 (Recipients)
- Cash assistance to families and children – 11,946 (recipients) this also includes parents engaged in work activities.
- Childcare - 24,753 (Children Recipients)
- Emergency cash assistance 4,300 issuances of which 70% is for utility.

Contact Center June 2018	Calls Offered	26,359	Calls Answered by Type	Customer Service	31%
	Calls Answered	20,024		SNAP Redeterminations	17%
	Answer Rate	76.0%		SNAP Interviews	15%
	Avg. Speed of Answer (Mins)	7.1		SNAP Applications	4%
	Avg. Handle Time (Mins)	23.5		Medicaid Renewals	23%
	Avg. Time to Abandon (Mins)	13.8		Medicaid Applications	10%
	Real-Time Eligibility (<i>Medicaid</i>)	84%			
	Real-Time Eligibility (<i>SNAP</i>)	70%			

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DIGITAL COMMUNICATIONS

Suggested Language for your Website

Connect with Cuyahoga Job and Family Services on your website! We are committed to serve our customers by providing quality programs, professional and courteous customer service. Post the information below on your website! Click here to learn more www.CJFS.cuyahogacounty.us or call (216) 987-7010 for more information.

Exciting changes and improvements are coming to Cuyahoga Job and Family Services in order to better assist residents, CJFS is streamlining the application of public benefits and retention of benefits via contact center operations. Over the next few months, residents will start to notice the following changes:

- 1) **Citizen Integrated Voice Response** – Reach an automated response system and Contact Center by calling **1- 844-640-OHIO (6446)**. The “Contact Center” eligibility specialists will process applications, redeterminations, and act on reported changes in real-time. One call resolution to your inquiry! The automated response system will provide benefit status for Medicaid, SNAP and Cash Assistance.
- 2) **Text Messaging** – You can now sign-up and receive text message updates, and reminders on your benefit case.
- 3) **SNAP interview call-in model** – instead of the eligibility specialists calling clients, clients can now call in to their workers at predetermined times via the Contact Center.
- 4) **Electronic Document Management System** – The EDMS provides statewide access to all resident information. Eligibility specialists in all counties can view your case information leading to faster service on the contact center and easier inter-county transfers.
- 5) **Ohio Benefits Self-Service Portal** – due to the improvements, the online portal will have changes made to reflect the new processes for SNAP and TANF.

Social Media Posts

Cuyahoga County residents can reach us! Cuyahoga Job and Family Services (CJFS) encourages your organization to talk about and post in your respective social media networks information about CJFS program and services. Community partners can participate in this social media effort through the following steps and suggested posts.



#WeRCuy #CJFSOutreach Contact us Today! Call 1.844.640.OHIO



@WeRCuy @CJFSOutreach register for Text Message Notifications

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COMMUNITY EDUCATION AND OUTREACH

Speaker's Bureau

CJFS holds standing monthly workshops for our community partners to hear updates about the agency and discuss community access to public benefits, workforce initiatives, and other services across HHS.

If your agency, customers, or community group would like to schedule a CJFS speaker, customized to your needs or topic interest, we also provide free in-service or training opportunities. Click on this [link](#) to view topics and request a speaker for your organization or group

Invite us to your event!

CJFS would love to be a part of your community events and resource fairs. We can staff tables/booths and offer information on all HHS agencies and services. We will tailor our materials to your service populations or even specific public benefits programs. Another popular option is our attention-grabbing Kids Health Mobile, an outreach van that can travel to events. We fill the van with informational materials, promotional items, trivia prizes, and even do real-time benefits enrollment for county residents. Click [here](#) to request CJFS staff or the Kids Health Mobile for your events.

Interested in outreach at CJFS Neighborhood Family Service Centers?

CJFS offers community partners a unique opportunity to reach our common service populations. Outside agencies and organizations are able to hold outreach during the week at several of our county locations. Because of time and space constraints, organizations must apply and be approved through a screening process. Please click [here](#) for the application.

Request materials!

If you would like to receive more copies of any of the CJFS flyers, forms, or applications, please let us know by filling out the form [here](#).

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WORKFORCE COMMUNICATIONS

Workforce Partnerships

Cuyahoga Job and Family Services (CJFS) is working to expand the partnerships throughout the community that can provide services to residents. Our Workforce partners allow CJFS to provide tremendous work supports, credential and training programs, work experiences, and pathways to meaningful careers within in-demand fields with local employers.

ASPIRE Greater Cleveland

Our shared goal with our partners, including the library systems is to design together a coordinated, well-functioning workforce system that delivers effective services. The Aspire Greater Cleveland Library systems partnership connects the current needs of job seekers in entry-level jobs with services that supports them bridging into a higher career and wage pathway. The services include:

- Basic Skills Education/Adult Basic Education
- High School Equivalency Test Preparation
- Adult Secondary Education
- Tests for Training/Employment
- Career Pathways Assessment and Counseling
- US Citizenship services
- Test of English as a Foreign Language (TOEFL)
- English for Speakers of Other Languages (ESOL)
- Family Literacy
- Digital Literacy

For information on **ASPIRE Greater Cleveland services**, call **1 (833) ASPIRE2**.

Cuyahoga County Internship Program

CJFS along with Youth Opportunities Unlimited (Y.O.U.) convenes a monthly consortium meeting of workforce providers. The consortium membership includes the following organizations: Cuyahoga Community College's Advanced Technology Academy, The Centers/El Barrio, Ohio Guidestone, Towards Employment, Catholic Charities, Maximus, Jump Inc., Cuyahoga County Library systems and Ohio Means Jobs. The consortium serves under the umbrella of the Cuyahoga County Internship Program and the focus is to consolidate the choices for young adults, ages 18 to 24 years old. Young adults have options for career pathway training and work experiences/internships. Each provider offers a form of credential training, as well as job readiness training, work experiences/internships and assistance with permanent job placement. Case management services are provided up to (12) months. The Consortium partners work collaboratively with Cuyahoga Job and Family Services, Department of Health and Human Services, Department of Development and Ohio Means Jobs to develop efficient and effective referrals, communicate job fair event/employer information and share best practices.

To apply for the Cuyahoga County Internship Program visit www.youthopportunities.org/home/registration or call (216) 973-0037.

Ohio Means Jobs | Cleveland-Cuyahoga County

A partnership with Ohio Means Jobs has created an expansion of workforce services through the Workforce Opportunity Resource Center (WORC). The Workforce Opportunity Resource Center is an important resource for unemployed and underemployed residents to access career readiness services, vocational and occupational training funds, and other services that will prepare individuals for careers in many in-demand fields.

By providing services through a variety of community partners, WORC is able to provide referrals for Adult Basic Education; High School Equivalency Test Preparation; English Classes for Speakers of other Languages (ESOL); career pathways, assessments and counseling; and enrollment into fast-track training programs.

A push to increase access to Cuyahoga County residents has sparked the expansion of the Workforce Opportunity Resource Center to three locations in 2018; Central - 1641 Payne Avenue, East - 8111 Quincy Avenue, and West - 4261 Fulton Parkway. The East and West locations have been offering work supports, and with the combined efforts of CJFS there will be additional services, such as case management to ensure residents are connected to resources that meet their basic needs, assist in removing barriers, and help achieve self-sufficiency. There is also a forth location at the Ohio Means Jobs One-Stop at 1910 Carnegie Avenue, which has CJFS staff to assist with case management.

For information about service, please call the Workforce Opportunity Resource Center Information Line at (216) 987-7342.

The Center for Employment Opportunities Partnership

Cuyahoga Job and Family Services (CJFS) has embarked on a collaboration with the Greater Cleveland Food Bank (GCFB), and The Center for Employment Opportunities (CEO) to provide immediate benefit eligibility determination along with effective and comprehensive employment services, to men and women with recent criminal convictions.

Workforce Development Alliance

With the increased need of filling positions for local in-demand careers, Cuyahoga Job and Family Services and Cuyahoga Community College (Tri-C) have partnered to create the Workforce Development Alliance. The Workforce Development Alliance offers scholarships to income-eligible residents for enrollment into one of four available fast-track certification training programs at Tri-C; Certified Production Technician (CPT), State Tested Nursing Assistant (STNA), Patient Access Specialist, or Truck Driving Academy.

For information about service, please call the Workforce Opportunity Resource Center Information Line at (216) 987-7342.

Workforce e-Newsletter Subscription:

The monthly Workforce Newsletter is designed to inform our communities of what's going on in the world of Workforce. The newsletter has information about current initiatives that CJFS is working on, upcoming career and training related events, workforce related articles and more.

The content for the newsletter will vary for each issue. The issues will have a mixture of information from news articles, employer spotlights, success stories from clients, community partners information, policy and procedure updates related to workforce, Questions and Answers, a focused upcoming event, and more.

To subscribe to the CJFS Workforce Newsletter, please click on the link <https://cifs.cuyahogacounty.us/en-US/MyAccount.aspx>.

Cuyahoga Job and Family Services Events Calendar

The events calendar, which can be accessed at <https://cifs.cuyahogacounty.us/en-us/calendar.aspx>, lists various events throughout the county, such as: Forums, Outreach, Resource Fairs, Career and Job Fairs, Speaker's Bureau, and more.

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**COMMUNITY FORUMS
EMAIL INVITE**

RE: Cuyahoga Job and Family Services, a Division of the Dept. of Health and Human Services, announces, "Modernization Community Forums"

You are invited to attend the "CJFS Community Forum." At the Forum, we will bring you up to date on our menu of services and programs, application process and variety of options you as partners and customers have to reach us. The community forum is a free for all presented by CJFS staff and supported by a variety of other county agencies representing their services as well. The "CJFS Community Forum" is part of our commitment to provide Cuyahoga residents with the knowledge they need to make more informed decisions about the programs that are available to assist them towards self-sufficiency and financial independence.

Please also **join** us on **Facebook** at www.Facebook.com/CJFS to stay updated on the Community Forum. Below is the current list of community forums. Register today! Forward this invitation to your co-workers and friends to learn about the innovations happening at CJFS!

Date	Time	Location
July 24, 2018	9:00 am – 12:00 pm Community Forum 1:30 – 3:30 pm Ohio Benefits Training	Greater Food Bank 15500 S. Waterloo Rd.
July 26, 2018	1:30 – 4:30 pm Community Forum	Tri-C Jerry Sue Thornton Bldg. (Former VNA) 2500 East 22 nd Street
July 27, 2018	10:00 am – 1:00 pm Community Forum 2:30 – 4:30 pm Ohio Benefits Training	N. Olmsted Branch Library 27403 Lorain Rd.
Late October/November 2018	To Be Determined	To Be Determined

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MARKETING MATERIALS AND RESOURCE TOOLS

Resources

- CJFS Customer Notification Letter
 - Available in five additional languages
 - Arabic
 - Nepali
 - Russian
 - Swahili
 - Traditional Chinese
- Customer Appointment Letter
- SNAP Notice of Expiration
- Verification Checklist
- Interim Report for SNAP and Cash
- Notice of Missed Appointment
- SNAP Approval Notice of Action
- SNAP Denial Notice of Action
- Authorized Representative Information Sheet

Available Flyers

- Public Benefits 101
- Contact Center and Automated System
 - Available in five additional languages
 - Arabic
 - Nepali
 - Russian
 - Swahili
 - Traditional Chinese
- Workforce Opportunity Resource Center
- Aspire Greater Cleveland
- Workforce Development Alliance



SAMPLE

Insert Date

Insert Name

Insert Address

Dear

Cuyahoga Job and Family Services (CJFS) wants to make it easier for you to reach us and get the services you need. Over the summer, you may notice that your benefits are no longer assigned to a specific caseworker. This is to serve you better. You can now reach a caseworker Monday – Friday 8:00 am to 4:00 pm by calling the Contact Center at 1-844-640-OHIO (6446). We want to make sure that when you call us that you will be able to speak with a caseworker. We will work with you as a team to address your needs.

You can apply, renew, or make a change to your Medicaid, Food Assistance, or Cash Assistance benefits by calling us at 1-844-640-OHIO (6446), Monday – Friday 8:00 am to 4:00 pm. You will receive a notice confirming when it is time to renew your benefits and the notice will tell you to call the contact center.

You can also check the status of your benefits at 1-844-640-OHIO (6446), 24 hours a day by using the prompts. You will need your social security number and date of birth. This information is secure and will not be shared.

These changes are being made to improve our services to you. As always, you are welcome to come into our offices Monday – Friday 8:00 am to 4:30 am. We thank you and value the opportunity to serve you better.

Sincerely,

Christy Nicholls, MNO, JD
Interim-Administrator, Cuyahoga Job and Family Services

