

APPENDIX 76
**OHIO DEPARTMENT OF JOB AND FAMILY SERVICES
CLAIM REFERRAL PLAN**

(A) Justification concerning why our standards and procedures will be more efficient and effective than the Food Nutrition Service standards set forth at 7 CFR 273.18(d)(1):

In county administered states, like Ohio, the state supervises by conducting management evaluation reviews once each year, every two years or every three years, depending upon the number of open assistance groups in a county. Consequently, deficiencies in county systems may go undetected for long periods of time. Ohio proposes to implement state standards that counties will be expected to follow. By taking a proactive role and implementing the following standards, Ohio will be able to detect deficiencies promptly and take action to correct them. This approach will result in a more effective claims referral system. In the course of taking this approach, we also consider the diversity in counties concerning staffing, elected county prosecutors (who handle intentional program violation referrals), and court systems.

(B) Procedures for the detection and referral of potential overpayments or trafficking violations:

“Complaints” alleging overpayments concerning eligibility will come from a wide variety of sources, including:

- citizens’ complaints
 - phone calls
 - letters
 - Ohio department of job and family services telephone hot line complaints
 - Ohio department of job and family services fraud report web site complaints

- computer data matches which reveal information not used in eligibility determination
 - Unemployment compensation benefits
 - Ohio quarterly earnings information
 - Workers’ compensation benefits
 - Social security administration benefits recipient data
 - Social security administration prisoner matches
 - Internal revenue service unearned income data
 - Ohio new hire matches
 - Ohio highway patrol fugitive felon data
 - National (NCIC) fugitive felon data
 - Ohio department of youth services incarcerated juvenile offenders
 - Ohio department of rehabilitation and corrections parole violators
 - Public Assistance Reporting Information System (PARIS)

- intra-agency complaints

Complaints listing clients whose electronic benefit transfer (EBT) transactions appear questionable, or alleging possible trafficking, will be sent from the Midwest Region Office to our EBT staff who will produce a client transaction history covering the last 120 days. This information will then be forwarded to the applicable county agency for processing. Other interagency complaint sources include, but are not limited to, the Child Support Enforcement Agency, Public Children Services Agency, work programs or child care areas.

(C) Time frames and procedures for tracking of agency error and inadvertent household error claims from complaint date through date of establishment:

Each county agency must develop a logging system for tracking of all incoming complaints. The claim complaint log shall list, at a minimum:

- the complaint date,
- the method of referral,
- the name of the individual about whom the complaint is made,
- the case number,
- the disposition, and
- the disposition date.

Ohio department of job and family services will provide the county agencies with an example of a claim complaint log form. The county agency's claim complaint log will be made available to Ohio department of job and family services staff, for review upon request.

Once a complaint is received, it will be screened to determine whether the reported information is already known and has been considered in the eligibility determination. If not, the complaint will officially become a referral, since a potential claim will exist. The screening process will take no longer than **three months** from the date of the receipt of the complaint to the date of determination of whether a potential claim (referral) exists. The date upon which the complaint becomes a referral will be called the "discovery or referral date". All potential claims will be logged into the Client Registry Information System-Enhanced (CRIS-E), for tracking purposes. Once entered, the county agency's Claims Coordinator will assign each case to an investigator for processing.

Next an investigation will be conducted, verifications obtained, the claim computed and a demand notice sent. This process must be concluded within **five months** from the referral date. The date upon which a demand notice is issued will be called the "established date".

Referrals based on Quality Control Findings

An exception to the above-outlined timeframes will occur when a claim referral is the result of a finding from a quality control review, as follows:

- County agency staff will enter the referral into CRIS-E within **ten business days** after the county agency receives the quality control finding information. This establishes the "discovery or referral date".
- If applicable, a claim must be established and a demand notice sent within **five months** from the "discovery or referral date".

(D) A description of the process to ensure that these time frames are being met.

Ohio department of job and family services Management Evaluation staff will review each county agency's claim complaint log for compliance when they conduct regular claim case reviews. The "discovery or referral date" and established date will be documented within CRIS-E and reports will be developed. Reports will then be generated for state-level tracking and for each county agency. State-level Fraud Control Section staff will monitor each county and will provide technical assistance as required.

(E) Special procedures and time frames for intentional program violation referrals.

Potential intentional program violation claims will require an additional step in the process and longer time frames for preparation of a case for an administrative disqualification hearing or for prosecution. In addition to the time frames outlined above, no more than **3 months** will elapse from the date the claim is calculated to the date the claim is referred for court or for an administrative disqualification hearing.

Once a case is referred to a prosecutor, it is, to a large extent, beyond the control of the county or state agency. Numerous delays may occur once a case is awaiting the prosecutor's action or is within the court system.

(F) A procedure to track and follow-up on intentional program violation claims when referred for prosecution or similar action.

The county agency that refers a claim to the county prosecutor will be responsible for monitoring the disposition of the referral until a final court decision is rendered or the referral is withdrawn. Each county agency shall have in place an arrangement for the exchange of information between the prosecutor and the county department concerning case disposition. When a case has been referred to the prosecutor, and the county department is not aware of a scheduled event concerning that case, the county department shall contact the prosecutor no less frequently than once each month to determine the current case disposition. If it appears that no progress is being made concerning the prosecution of the case and there is reason to believe that no progress will be made in the future, the county department shall withdraw the referral and determine whether it is advisable to process the claim administratively. All contacts concerning referral, disposition, and withdrawal shall be carefully documented in the claim case record.

(G) Compliance

No less than 90 per cent of all referrals will be either established or disposed of according to the required time frames.