

IPP.3000. OIS

[close print view](#)

IPP.3925 Data Access Policy

IPPMTL 0407

August 10, 2020 - Revised

October 8, 2010 - Original

[CLICK HERE](#) to acknowledge that you have read, understand, and will comply with this policy.

I. PURPOSE/REASON:

- A. To establish departmental requirements for what are considered business appropriate uses of ODJFS Confidential Personal Information (CPI) stored in ODJFS maintained computer systems. These expectations are based on federal and state statutory requirements for the multiple core Lines of Business within the Department and their supporting Offices.
- B. This IPP sets forth the process that all executive agencies shall follow to implement section 1347.15 of the Ohio Revised Code. Within the Management Directive is a requirement that each state agency develop access policies - the criteria, references, procedures and requirements identified in section 1347.15(B) of the Revised Code - for the state agency's confidential personal information systems.

II. REFERENCE/AUTHORITY:

A. REFERENCES

Note: Ohio Revised Code (ORC) and Ohio Administrative Code (OAC) references can be accessed at LAWwriter's Ohio Revised Code (<http://codes.ohio.gov/>) website.

1. Ohio Revised Code (ORC) 1347.15
2. Ohio Administrative Code Rule [5101:9-22-16](#) ODJFS Employee Access to Confidential Personal Information
3. [IPP 3001](#) ODJFS Information Security Policy

B. AUTHORITY

1. This policy is established by order of the Director, ODJFS, hereinafter referred to as Director.
2. Per ORC 5101.02, all duties conferred on the various work units of the department by law or by order of the Director shall be performed under such rules as the Director prescribes and shall be under the Director's control.

III. SUPERSEDES:

IPP. 3925.Data Access Policy July 11, 2017

IV. SCOPE:

This policy applies to all state employees in the employment of ODJFS.

Exhibit 1

Page 2 of 7

V. DEFINITIONS:

- A. "Access" as a noun means an opportunity to copy, view or otherwise perceive. As a verb, "access" means to copy, view or otherwise perceive.
- B. "Acquisition of a new computer system" means the purchase of a computer system, as defined in this chapter, which is not a computer system currently in place nor one for which the acquisition process has been started as of the effective date of the agency rule addressing ORC 1347.15 requirements.
- C. "Computer systems" means a "system," as defined by section 1347.01 of the Revised Code, that stores, maintains or retrieves personal information using electronic data processing equipment.
- D. "Confidential Personal Information (CPI)" has same meaning as it does in section 1347.15(A)(1) of the Revised code.
- E. "Employee of the state agency" means each employee of a state agency regardless of whether he or she holds an elected or appointed office or position within the state agency. "Employee of the state agency" is limited to the specific state agency that has the appointing authority for the employee.
- F. "Incidental contact" means contact with the information that is secondary or tangential to the primary purpose of the activity that resulted in the contact.
- G. "Individual", in the context used in ORC 1347.15(C)(1)(b) means the subject of the CPI or the subject of the CPI's authorized representative, legal counsel, legal custodian or legal guardian, and anyone as otherwise permitted under state or federal law acting on behalf of, or in furtherance of, the interests of the subject of the CPI. Individual does NOT include an opposing party in litigation, or the opposing party's legal counsel, or an investigator, auditor or any other party who is not acting on behalf of, or in furtherance of the interests of, the subject of the CPI, even if such individual has obtained a signed release from the subject of the CPI.
- H. "Information owner" is the one individual appointed in accordance with section 1347.05(A) of the Revised Code to be directly responsible for a system.
- I. "Person" means natural person.
- J. "Personal information" means "personal information" as that term is defined in section 1347.01(E) of the Revised Code.
- K. "Personal information system" means a "system" that "maintains" "personal information" as those terms are defined in section 1347.01 of the Revised Code. "Systems" includes manual and computer systems.
- L. "Research" means to explore, analyze, or examine data.
- M. "Routine" means common place, regular, habitual, or ordinary.
- N. "System" has the same meaning as it does in section 1347.01(F).
- O. "Upgrade" means a substantial redesign of an existing system for the purpose of providing a substantial amount of new application functionality, or application modifications which would involve substantial administrative or fiscal resources to implement. "Upgrade" does not include maintenance, minor updates and patches, or modifications that entail a limited addition of functionality due to changes in business or legal requirements. For the purposes of this policy ODJFS defines "substantial redesign" to mean any change that modifies greater than 50% of the code or functionality in an existing application.

- P. "Health Insurance Portability and Accountability Act (HIPAA)" refers to a federal law passed in 1996 that limits restrictions that a group health plan can place on benefits for preexisting conditions, while establishing national standards for electronic health care transactions and national identifiers for providers, health insurance plans, and employers. The Administration Simplification provisions of the act also added new standards for the security and privacy of health-related personal data.
- Q. "Protected Medicaid information" refers to data which is protected under the Federal Code of Regulations specific to the Medicaid Program.
- R. "Federal Tax Information (FTI)" is any information received from the Internal Revenue Service (IRS) that is considered protected under the statutes of the Federal Internal Revenue Code (IRC).
- S. "National Directory of New Hires (NDNH)" is a National Database that tracks wages and employment information containing:
 1. New Hire (W-4)
 2. Quarterly Wage (QW)
 3. Unemployment Insurance (UI)

Data Matching Services of NDNH data is used by several ODJFS program areas for program administration.

- T. "Public Record" means data that is subject to disclosure through Ohio public records law section 149.43 of the Revised Code.

VI. POLICY:

The ODJFS mission is to help Ohioans improve the quality of their lives as the nation's leading support and workforce development agency through accountability, compassion, integrity, respect and teamwork.

These values that form the core guiding principles that drive this agency in the performance of our mission cannot be achieved without access to the Confidential Personal Information with which our clients and business partners have entrusted us. It is in the interest of maintaining and ensuring this trust that this policy seeks to establish the valid reasons for accessing these key information assets. ODJFS is made up of multiple lines of business that provide unique yet integrated services to Ohio citizens and employers. The computer systems used in the delivery of these services are large and complex in nature, as are the back-end data repositories that drive these systems. This makes for an extremely large array of confidential information that we are responsible for maintaining and protecting within these systems. Without this data, we could not function as an organization. Thus, anything that represents a threat to the security of this data, represents a threat to ODJFS ability to provide services. For this reason, each employee must understand their vested interest in maintaining the security and privacy of the confidential information with which we have been entrusted. The purpose of the following is to provide clear guidance as to what is deemed valid access to ODJFS CPI and the legal basis for this guidance.

A. Criteria for accessing confidential personal information

The statutory definition of "CPI" is any personal information that is not considered public record under ORC 149.43. For ODJFS, CPI includes any non-public information about ODJFS employees, contractors and service providers (such as social security numbers and non-work-related addresses), as well as any information identifying applicants for, recipients of, and participants in, ODJFS-administered programs that fall under the category of public assistance (e.g. cash and

Exhibit 1

Page 4 of 7

food assistance and child care subsidies) child support, child welfare (including adoption and foster care and child care), unemployment compensation, and workforce development.

ODJFS personal information systems are managed on a need to know basis, whereby each information owner determines the level of access required for an employee of the agency to fulfill his or her job duties. The determination of access to CPI must be approved by the employee's supervisor and the information owner prior to providing the employee with access to CPI within a personal information system. ODJFS has procedures for determining a revision to an employee's access to confidential personal information upon a change to that employee's job duties, including but not limited to a transfer or termination. Whenever an employee's job duties no longer require access to confidential personal information in a personal information system, then that employee's access to CPI shall be removed.

B. Valid Reasons for Accessing CPI

ODJFS is organized such that there are multiple core lines of business and several supporting offices that perform the management, administrative and technical functions that are common across these multiple core lines of business.

In general, any access to and use of CPI that is collected and maintained by ODJFS is strictly limited to those purposes authorized by ODJFS, and as directly related to the system user's official job duties and work assignments for, and on behalf of, ODJFS and/or a federal oversight agency. Some examples of when accessing CPI is prohibited include, but are not limited to, access that results in personal or political gain, and commercial use unrelated to official departmental business. Below is a list of valid reasons for accessing CPI (regardless of whether the CPI is maintained electronically or on paper) that are common across all lines of business.

1. In the course of administering or performing job duties related to the following processes, authorized employees of the agency would have valid reasons for accessing CPI:
 - a. Responding to (a) public records requests, when public records are comingled with CPI, or (b) records requests made by the individual for his/her own CPI;
 - b. Program administration, including (a) compliance with federal/state laws and regulations, (b) processing or payment of claims, (c) eligibility determinations (d) audits, investigations and oversight, (e) licensing and certification, and (f) administrative hearings;
 - c. Litigation (including discovery and responding to court orders and subpoenas);
 - d. Human Resource matters (hiring, promotion, demotion, discharge, salary/compensation issues, leave requests/issues, time card approvals/issues);
 - e. Complying with an Executive Order or policy;
 - f. Complying with an agency policy or a state administrative policy issued by the Department of Administrative Services, the Office of Budget and Management or other similar state agency;
 - g. Research in the furtherance of agency specific programs in so far as allowed by statute; or
 - h. Complying with a collective bargaining agreement provision.
2. In addition to the general processes described in paragraph (A) above, ODJFS must comply with numerous federal and state laws and regulations that limit its use and disclosure of CPI, including but not limited to:

- a. 45 CFR Parts 160 and 164 (HIPAA-45 CFR 164.501);
- b. 20 CFR Part 603;
- c. 7 CFR 272.1(c) (Food Assistance);
- d. Ohio Revised Code (ORC) sections:
 - (1) 5101.27 through 5101.30 (Public Assistance, Child Care, Foster Care, Medicaid),
 - (2) 5101.99 (penalties for disclosure),
 - (3) 3107.17 (adoption),
 - (4) 3107.99 (penalties for disclosure),
 - (5) 3121.894 (child support),
 - (6) 3121.899 (child support),
 - (7) 3121.99 (penalties for disclosure),
 - (8) 3125.08 (child support),
 - (9) 3125.50 (child support),
 - (10) 3125.99 (child support),
 - (11) 4141.21 (unemployment compensation),
 - (12) 4141.22 (unemployment compensation) and
 - (13) 4141.99 (penalties for disclosure);
- e. 29 USC 3245(a)(4) (workforce development), and
- f. OAC rules 4141-43-01 through 4141-43-03 (unemployment and workforce development).

Note that the citations listed above are not all-inclusive. For a more complete list of public records and confidentiality laws applicable to ODJFS-administered programs, please visit the Public Records and Confidentiality Laws e-manual available on-line.

- 3. Intentional violations of this policy shall result in disciplinary action up to and including removal in accordance with current disciplinary guidelines.

C. Other Data Privacy Concerns

1. Federal Tax Information (FTI)

The expectation for any state and/or local entity for protecting Federal Tax Information is identified in the latest IRS Publication 1075 "Tax Information Security Guidelines for Federal, State and Local Agencies and Entities – Safeguards for Protecting Federal Tax Returns and Return Information."

2. National Directory of New Hires (NDNH) data

Exhibit 1

Page 6 of 7

It is prohibited for any ODJFS employee to access or transmit National Directory of New Hires (NDNH) Data using any means not prior authorized by OIS.

3. Work email versus personal email

Work emails containing CPI or privileged information must not be transmitted to non-work or personal accounts.

VII. PROCEDURES:

- A. Any upgrades to existing ODJFS computer systems, or the acquisition of any new computer systems, that stores, manages, or contains Confidential Personal Information (CPI), shall include a mechanism for recording specific access by users of the system to CPI contained within that system. System upgrades is defined as any update requiring over half of the lines of code to be modified;
- B. Until an upgrade or new acquisition of the type described above occurs, each Office within ODJFS is responsible for documenting a manual logging procedure for their staff. This procedure must be documented and forwarded for review to the ODJFS Chief Privacy Officer. Upon receipt of the documentation the ODJFS Chief Privacy Officer will call upon the ODJFS Chief Inspector and Chief Legal Counsel or designees to perform a joint review of the manual logging process to validate that it will meet the requirements as set forth in the legislation.

1. There are two exceptions to logging access to CPI:
 - a. the access occurs as a result of research performed for official agency purposes, routine office procedures, or incidental contact with the information, unless the conduct resulting in the access is specifically directed toward a specifically named individual or a group of specifically named individuals. E.g., a helpdesk staff person is requested to assist in the resolution of a program or technical issue and in the course of resolving the issue they must access CPI.
 - b. The access is to confidential personal information about an individual, and the access occurs as a result of a request by that individual or their legal representative for confidential personal information about that same individual. E.g., a child support obligee calls with an inquiry about his/her own payment history.

C. Information Requests

Upon the signed written request of any individual whose confidential personal information may be kept by the agency; the agency shall do all of the following:

1. Verify the identity of the individual by a method that provides safeguards commensurate with the risk associated with disclosure of the confidential personal information.
2. Provide to the individual the confidential personal information that does not relate to an investigation about the individual or is otherwise not excluded from the scope of chapter 1347 of the Ohio Revised Code.
3. During the pendency of an ongoing investigation about the individual, determine what, if any, records can be shared with that individual.

D. Notification of Invalid Access

1. Upon discovery or notification that CPI of a person has been accessed by an agency employee for an invalid reason, the agency shall take steps to notify the person whose information was invalidly accessed as soon as practical and to the extent known at the

time. The agency shall delay notification for a period of time necessary to ensure that the notification will not delay or impede an investigation or jeopardize homeland or national security. The agency may delay the notification consistent with any measures necessary to determine the scope of the invalid access, including which individuals' confidential personal information invalidly was accessed and to restore the reasonable integrity of the system. "Investigation" as used in this paragraph includes the investigation of the circumstances and involvement of employees surrounding the invalid access of the confidential personal information. Once the agency determines that notification will not delay or impede an investigation, the agency must disclose the access to confidential personal information made for an invalid reason to the subject of the CPI.

2. The notification given by the agency shall inform the person of the type of confidential personal information invalidly accessed and the date(s) of the invalid access (or as closely approximated as possible).
3. Notification may be made by any method reasonably designed to accurately inform the person of the invalid access, including written, electronic, or telephone notice.

E. The ODJFS Director shall designate an employee of the agency to serve as the Data Privacy Point of Contact under the working title of ODJFS Chief Privacy Officer. The Data Privacy Point of Contact shall work closely with the State of Ohio Chief Privacy Officer and State Chief Security Officer to assist the agency with both the implementation of privacy protections for the Confidential Personal Information that the agency maintains and compliance with Section 1347.15 of the Revised Code and the rules adopted thereunder.

F. The ODJFS Chief Privacy Officer will ensure the timely completion of the Privacy Impact Assessment form developed by the Office of Information Technology.

G. The ODJFS Chief Privacy Officer will ensure that all ODJFS computer systems containing CPI employs password or an equivalent form of authentication, and employ the usage of encryption, as deemed appropriate through a Privacy Impact Assessment so as to ensure access to CPI is kept secured.

H. All ODJFS employees must take part in a departmental training program that will at a minimum include awareness of all applicable statutes, rules, and policies governing access to confidential personal information with which they may come into contact as part of their assigned job duties. It is the responsibility of the Business Office and Managing Supervisor to document and administer this required training to all direct report employees.

I. An ODJFS poster referencing this policy will be posted in a conspicuous place in the main office of the agency and in all locations where the state agency has branch offices.

J. Receipt of this policy must be acknowledged by all agency employees

VIII. APPENDIXES:

A. SUBJECT MATTER EXPERT(S)

Owning Entity	Address	Name (SME)	Phone/ E-mail
OIS	4200 E. 5th Ave. Columbus, OH 43219-2551	Corey Sines Chief Risk Officer	614-387-8284 Corey.Sines@jfs.ohio.gov

B. [ODJFS IPP 3001](#) Information Security



**CENTRAL OHIO RESTORED
CITIZENS COLLABORATIVE**

December 13, 2021

TCAP Support Letter
Attention: Melisa Pierson

Dear Melisa,

This letter is to show our overwhelming support of Vickie Miller and her TAPP project which assist people with criminal convictions secure careers that are long lasting and viable. As an Employment Professional for the state, I have referred dozens of people to TAPP with great success. Many have gone on to get advancement, rent apartment and purchase their own vehicles.

Central Ohio Restored Citizens Collaborative works to support people with criminal convictions to successfully reenter into our communities. We collaborate with TAPP as an employment resource because unlike many other job outlets who hire and release, Vickie maintains contact with the participants to assure they are getting the supports they need to be successful. Often times this means assisting with housing or food or simply giving encouragement when needed.

Most importantly Vickie begins by building relationships with employers by learning about their business and workforce needs. She discusses job seekers who have skills and strengths that match the needs of that employer and talks about the reasons they would be a good employee, and also to helps the job seeker explain their criminal history. Then she follows the hired employee through the probationary period to assure both employee and employer are fulfilling their commitments.

With the TAPP project employers can depend on the assessments and recommendations that Vickie can offer thus allowing them to not pass over potential job candidates simply because of a criminal background and creating any type of discrimination.

CORCC supports the work of the TAPP project and all that it represents. Sincerely,

Maria Ford
[REDACTED]
Outreach, CORCC

Exhibit 2

Page 2 of 5

THE H.E.L.P. CENTER

Ohio Dept. of Job and Family Services

An agent of Central Ohio Restored Citizens Collaborative

Date 08/25/2022

Ohio DYS

To whom it concerns,

This letter is to verify that The HELP Center and Central Ohio Restored Citizen Collaborative has secured funding for housing for the TAPP2 project to commence in September 2022. The HELP Center will also carry the proper and necessary insurance for the home to be provided.

Should you have questions regarding this matter please contact me at [REDACTED]

Very Sincerely,

Maria D. Ford

Maria D. Ford



October 18, 2022

Good morning, Skyla,

I am an Administrator for the Central Ohio Restored Citizens Collaborative (CORCC) and I work as an Employment Professional for the State of Ohio Dept. of Job and Family Services.

I met [REDACTED] before the pandemic when she reached out to my organization for help. At the time she was sleeping in a car with her 8-year-old son. I connected her with an agency call Healthy Families but then the pandemic happened, and all headway was lost.

Fast forward to this year and [REDACTED] son is staying temporarily with family because no housing was able to be secured. Even though she gets a monthly SSDI check, it is not enough to stand alone as income. She has migrated to Ross County in hopes that she would get some support from her family, although she remains homeless.

Any assistance you can offer [REDACTED] is greatly appreciated and if I can be of any help please feel free to call my cell phone [REDACTED]

Very Sincerely,

Maria Ford

CORCC

Exhibit 2

Page 4 of 5

The H.E.L.P. Center

An agent of Central Ohio Restored Citizens Collaborative

Dr. Maria D. Ford
1111 E. Broad St, Columbus, OH 43205
[REDACTED]

November 17, 2022

Dear Judge Miller,

I am writing to advocate for a young man, [REDACTED] who comes before you today in a probation hearing. I am an Employment Professional for the state of Ohio and work with Mr. [REDACTED] through our Disabled Veterans Representative. I am hoping to make you aware of all the activities and accomplishments Mr. [REDACTED] is currently undertaking to become self sufficient and stable for himself and his children.

Mr. [REDACTED] is attending college at Columbus State Community College to become certified in HVAC while at the same time being the sole caretaker and provider for his two children. He is required to call his probation department daily to ready himself for possible urinary analysis and now may be required to attend an outpatient rehabilitation program for a traffic ticket that was dismissed.

Oh yes, and all the while he must also pick up and drop off kids at school/daycare, attend mandatory WIC appointment for his children, prepare meals and maintain a household, look for permanent work and keep other necessary appointment that may be assigned to him.

This young man is a great (single) father with his priorities in line for successful living. He is a productive member of our community and looking to do better every day for himself and mostly for his children. To say that his plate is full is an understatement and I wonder how we will be able to match him with full-time work will all his other responsibilities, however, he has been nothing but willing. I respect your decisions for him but wanted you to be aware of Mr. [REDACTED] current responsibilities and how he is sufficiently dealing with his daily life.

Respectfully,

Dr. Maria Ford

January 20, 2023

Office of Contracts and Acquisitions
Ohio Department of Job and Family Services
30 East Broad Street, 31st Floor
Columbus, Ohio 43215
ATTN: RFP/RLB Unit
RE: RFGA #JFSR2223178259

To Whom It May Concern:

Central Ohio Restored Citizens Collaborative (CORCC) along with the OhioMeansJobs Center of Columbus and Franklin County (OMJCFC) is pleased to present this letter of support for Action for Children (AFC) and to engage with its fatherhood program entitled The Art of Positive Parenting (TAPP): Father Factor.

CORCC and OMJCFC has partnered, and will continue to partner, with TAPP: Father Factor to help increase awareness regarding fatherhood issues and refer clients for fatherhood services to AFC. CORCC and OMJCFC joins AFC's commitment to help non-custodial parents who are: typically, below poverty level, at low-medium risk of criminal behavior, and have little or no work experience, to become more engaged in the lives of their children.

TAPP: Father Factor recognizes that fathers have unique qualities, strengths and talents that make them critical to their child's healthy growth and development. The TAPP: Father Factor program allows for group and individual exploration, engagement and experiences that will highlight and enhance the honor and joy of a father's role.

This program providing services to non-custodial parents early on in the history of their case could ultimately have a positive impact by reconnecting fathers with their children and providing the child with regular emotional, financial, spiritual and social support.

CORCC and OMJCFC looks forward to our continued partnership in serving fathers, their children, and families

Sincerely

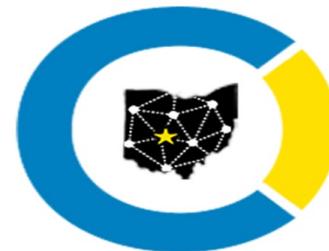
Maria Ford

Employment Professional, Office of Workforce Development
OhioMeansJobs Franklin County
Columbus, OH

[614-559-4788](tel:614-559-4788)

BUILDING Ohio's Workforce
CREATING Innovative Solutions
PROMOTING Economic Independence and Growth

A proud partner of the American Job Center network



Central Ohio Restored Citizens Collaborative

[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: Odom, Angela
Sent: Wednesday, May 4, 2022 3:46 PM
To: Ford, Maria <Maria.Ford@jfs.ohio.gov>
Subject: RE: County board

Maria,

Per our discussion....

You were not clear in your email that this is volunteer on your own time. That said, I think it would be okay to include in your BIO that you are employed at JFS, as that is information about you. However, please make sure that your BIO does not make assumptions that you are sitting on the board as representation of JFS.

Thanks,
Angie

From: Ford, Maria <Maria.Ford@jfs.ohio.gov>
Sent: Wednesday, May 4, 2022 7:27 AM
To: Odom, Angela <Angela.Odom@jfs.ohio.gov>
Subject: RE: County board

Angela,
I was not asking for approval since as I said I was not asked because of my position with JFS. I will not be working with another (single) agency and of course all of my activity is done on my own time. My question is, am I permitted to put in my bio where I work?

Thanks,
Maria

Exhibit 3

Page 2 of 2

From: Odom, Angela <Angela.Odom@jfs.ohio.gov>

Sent: Wednesday, May 4, 2022 7:04 AM

To: Ford, Maria <Maria.Ford@jfs.ohio.gov>

Subject: RE: County board

Maria,

Since you've already accepted, then prior approval now seems insignificant. However, in the future anything that involves any of us working with another agency should be directed to me for prior approval. Also, will this be something you're doing on your own time or during state work hours? Will this be virtual or in-person. I'm certain you're aware of the questions that management would be asking of you to approve or deny this participation. In regards to your BIO, I will get prior approval from my manager to determine if you should include it. I'll let you know....

Thanks,
Angie

From: Ford, Maria <Maria.Ford@jfs.ohio.gov>

Sent: Tuesday, May 3, 2022 4:50 PM

To: Odom, Angela <Angela.Odom@jfs.ohio.gov>

Subject: County board

Angela,

I have been invited to sit on the Franklin County Reentry Advisory Board (RAB) which I have accepted. In asking for a BIO can I reference that I work for Ohio JFS/Workforce Development? Before you send this to Steve, know that they are not looking for someone from JFS and this was not why I was asked to be involved, however, I believe it is important for people to know what I do during the day.

Thanks and I'll wait for a reply,

Maria Ford

Employment Professional, Office of Workforce Development

OhioMeansJobs Franklin County

Columbus, OH

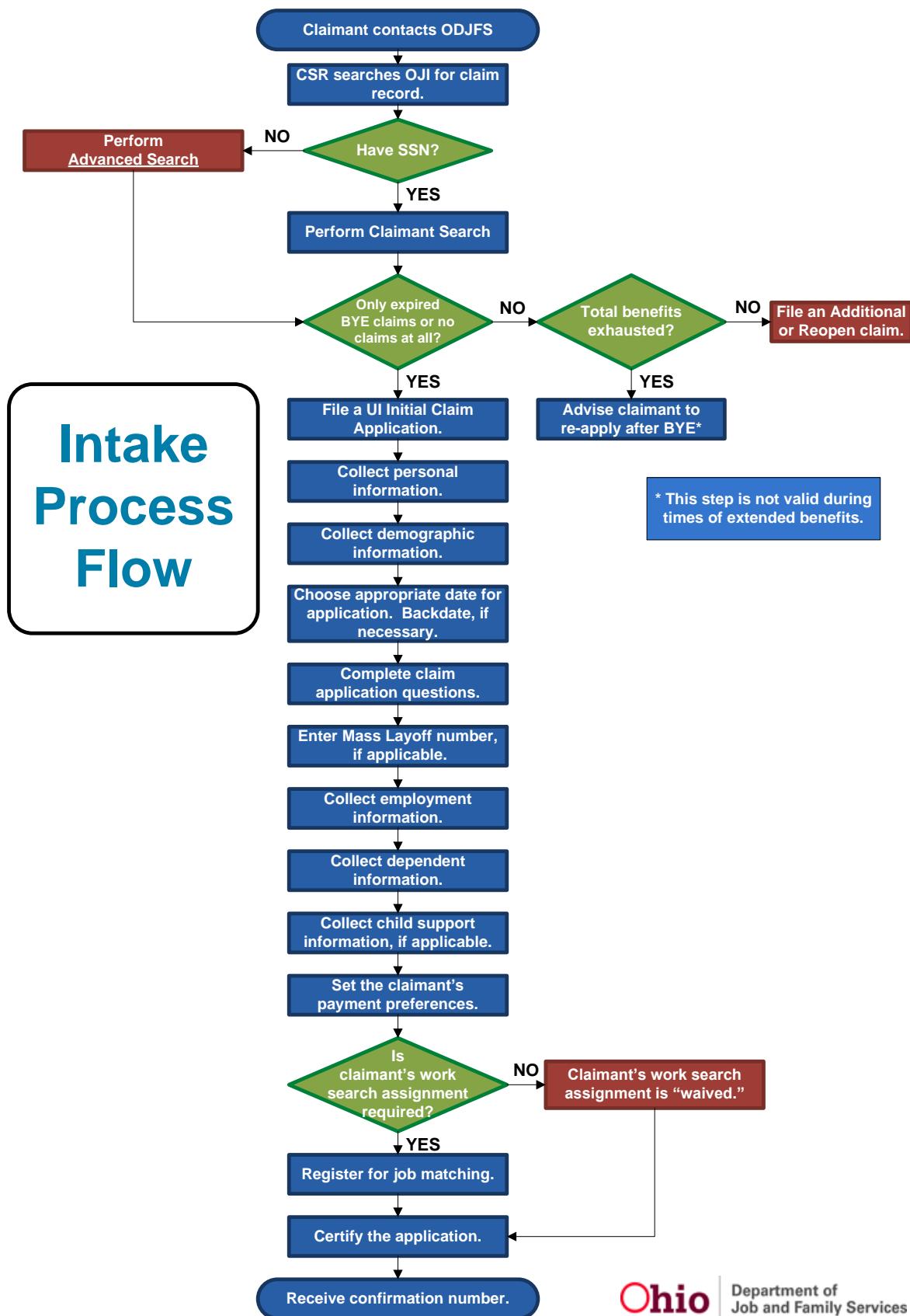
[614-559-4788](tel:614-559-4788)

BUILDING Ohio's Workforce

CREATING Innovative Solutions

PROMOTING Economic Independence and Growth

A proud partner of the American Job Center network



Adjudication Dos and Don'ts

When taking a continued claim, you may clear select Types/Subtypes.



Clear



Source	Type	Subtype
Continued Claim	Availability	Other*
Continued Claim	Ability	Other*
Continued Claim	Actively Seeking Work	Other*
Continued Claim	Late filing/ break in claim	Late filing of CC ONLY AFTER TRAINED ON ADDITIONAL/REOPEN

*the only exception: If the claimant states that they made an error when completing the continued claim week, then the volunteer may clear any subtype within these issue types

DO NOT CLEAR ANY ISSUE ASSIGNED TO BENEFIT PAYMENT CONTROL UNIT!

If the Unit listed is one of the following, **DO NOT HANDLE**:

Special Claims
UCTech
BPC

Redetermination

UCRS

Locked claims - Regular-Ohio

SOURCE	TYPE	SUBTYPE
Monetary	Verify Wage Category	Verify Claimant is School Employee
Monetary	School Employee	Between Term Disqualification
Potential Mutualization	Employer Chargers	Request for Relief of Charges
Initial Claim	Disqualification (Disq)	Varies
Initial Claim	Separation: Quit	Varies
Initial Claim	Separation: Discharge	Varies
Additional/Reopen	Disqualification (Disq)	Varies
Additional/Reopen	Separation: Discharge	Varies
Additional/Reopen	Separation: Discharge	Varies
Manual	Varies	Varies
Initial	Requalification	6x6
Data Hub	SSN Verification Failed	Surname does not match one on file
Initial	Alien Verification	Alien work authorization not valid
Cross Match	No Longer Unemployed	New Hire (RTW)-Ohio (BPC Issues)
Initial	Ability	Varies
Initial	Availability	Varies
Earnings	Varies	Varies

NEVER Clear

PUA Call Center @1.833.604.0774. Bank Card # 1-855-254-9198

If a caller wants to report Fraud, please give the caller the BPC number which is **800-686-1555** or the email address which is ucbenprotest@jfs.ohio.gov

Finance Unit 614 466-4047 option 3

For internal use only: Email Proxy Accounts and staff's personal email as well as their phone numbers are NOT to be shared with claimants.

Office	Social Security #	Email Proxy	Fax Number
Cleveland Adjudication Center	0000-0765		614-466-7449
Akron UI Delivery Center	0766-1942		614-466-7449
Lorain UI Delivery Center	1943-2649		614-466-7449
Toledo UI Delivery Center	2650-4121		614-466-7449
Chillicothe Adjudication Center	4122-4710		614-466-7449
Marietta Adjudication Center	4711-6005		614-466-7449
Youngstown Adjudication Center	6006-7182		614-466-7449
Dayton UI Delivery Center	7183-7477		614-466-7449
Interstate and Federal/Franklin	7478-7701		614-466-7449
Columbus UI Delivery Center	7702-8360		614-466-7449
Lima Adjudication Center	8361-9999		614-466-7449
Columbus Adjudication Center UCX and UCFE Claims	0000-9999		614-466-7449

Overpayments - 614-995-5691, option #3.

The page that explains overpayments is <https://jfs.ohio.gov/ouio/RepayOverpayment.stm>

Fraud -JFS UCBenProtest direct the caller to BPC at 1-800-686-1555.

Eligibility Notices:

Tier 1: Send email to the proxy account with the last four of the claimants' SSN number, first and last name and their claimant ID in the subject line. Verify phone number is correct state claimants' concerns and place in the body of the email. Tell claimant an email will be sent to the processing center. If additional information is needed expect a phone call within 72 hours. Instruct claimant that the call will be coming from 1-877-644-6562 to please answer. If no further information is required, the claim will

Exhibit 6

Page 2 of 5

be processed without a return phone call to the claimant. Please do not promise a return call we will process the issue.

* Annotate notes: Claimant called regarding status of claim asked to allow 72 hours.

Eligibility Notices:

UCBenProtest@jfs.ohio.gov

Tier 2- Intake:

- ✓ • **Active Search** - Fact-finding completed by claimant if done in error staff will clear the issue(s).
 - If no fact-finding staff will take it. If claimant states marked in error certify the information
 - Clear the issue with reasoning statement: Clear-marked in error no issue.
- ✓ • **Availability Issues**- Fact-finding completed by claimant if done in error staff will clear the issue(s).
 - If no fact-finding staff will take it and if claimant states marked in error certify the information.
 - Clear the issue with reasoning statement: Clear-reopen completed in error no issue.
 - Fact-finding completed by claimant or by staff person and claimant has a true availability issue instruct the claimant that an email will be sent to the processing center (see highlighted instructions above).
- ✓ • **Ability Issues**- Fact-finding completed by claimant if done in error staff will clear the issue(s).
 - ✓ ○ If no fact-finding staff will take it and if claimant states marked in error certify the information.
 - Clear the issue with reasoning statement: Clear- mark in error no true ability issue.
 - Fact-finding completed by claimant or by staff person and claimant has a true ability issue- tell claimant an email will be sent to the processing center (see highlighted instructions above).
- **Claimant marked discharge, quit, refuse work in error on continued claims** - Fact-finding completed by claimant if done in error staff will clear the issue
 - ✓ ○ If no fact-finding staff will take and if claimant states marked in error certify the information.
 - Clear the issue with reasoning statement: Clear- Claimant marked in error no issue.
- **Social Security Verification (Social Security Card/Birth Certificate- The only alert which does not request a copy of the individual's birth certificate is "surname does not match one on file")** -
 - Fact-finding completed by claimant if claimant states that they are unable to get Social Security Number card due to Social Security Administration being close because of Covid-19 and that the Social Security office is no longer providing "Numi Lite" forms.
 - ✓ ▪ Clear the issue with reasoning statement: Clear-based on claimant's good faith attempt to get the information.
 - Fact-finding completed and claimant stated that they fax/mailed it in.
 - Verify date submitted.
 - If date submitted is prior to working day of file-net (see daily email) email processing center (see highlighted instructions above).
 - If documents were sent after the working date of file net (see daily email) Verify that the claimant received a confirmation number and ask that they allow processing time.

** Note: If staff have access to file-net and documentation is located annotate the information in the additional fact-finding box and clear the issue with reasoning statement: Clear- Claimants information verified-documents in file net.

- If calling about the issue and no fact-finding staff will take the fact-finding.
 - If the claimant states, they are going to fax it in provide the fax number and make sure to give them the deadline date of when the documentation is needed.
 - Annotate the notes: Claimant was instructed to provide information by deadline date on OJI.
- **Earnings-** If the claimant forgot to enter their earnings, complete fact-finding- tell claimant an email will be sent to the processing center (see highlighted instructions above).
- ✓ ● **Late filing/Break in claim-** Complete the reopen/additional as appropriate.
 - Clear the issue with reasoning statement: Clear- reopen/additional completed.

** Note: Start date can be verified by the issue screen, the active BIC screen, or continued claim screen.

 - Staff will be required to do a reopen application for every BIC start date listed.
- ✓ ● **Late filing issue-** Complete fact-finding-clear issue with reasoning statement: Clear- late filing waived due to Covid-19.
- **Claimant calls wishes to claim back weeks and out of registration**
 - Staff person should take all the back weeks first.
 - Complete a reopen application with the effective date of the first week that was entered in OJI.
 - Staff person will take the fact-finding with reasoning statement: Clear-late filing waived due to Covid-19
- ✓ ● **Deductible Income-** If fact-finding is completed by claimant check due date from miscellaneous.
 - If “action needed by date” has not past explain to claimant to allow processing time.
 - If the “action needed by date” has past tell claimant an email will be sent to the processing center (see highlighted instructions above).
- ✓ ● **Alien Verification-** Instruct claimant of necessary documentation needed.
 - Verify date submitted.
 - If date submitted is prior to working day of file-net (see daily email) email processing center (see highlighted instructions above).
 - If documents were sent after the working date of file net (see daily email) Verify that the claimant received confirmation and ask that they allow processing time.
- ** Note: If staff have access to file-net and documentation is located annotate the information in the additional fact-finding box and clear the issue with reasoning statement: Clear- Claimants information verified-documents in file net.
 - Email will need to be sent to **JFS UCTECH** in lieu of processing centers following the same (highlighted instructions above).
- **Owner Business/Corporate Officer**

Exhibit 6

Page 4 of 5

- Fact-finding completed by claimant if done in error staff will clear the issue.
 - If no fact-finding staff will take and if claimant states marked in error certify the information.
 - ✓ ▪ Clear the issue with reasoning statement: Clear- Claimant marked in error no issue.
- It true exist, an email will need to be sent to **JFS UCTECH** in lieu of processing centers following the same (highlighted instructions above).
- **Claim is in pending and weeks are in pending**
 - Review issue screen to verify no open issues
 - Address any open issue(s)
 - Verify Employer response date has past
 - Check Miscellaneous /Correspondence screen for due date
 - Verify Monetary Affidavit due date has past (if applicable)
 - Check Miscellaneous /Correspondence screen for due date
 - Check to see if waiting on out-state/UCX/UCFE wages
 - Check Special Claims tab for entries
 - Review dependent status
 - If any dependent status is “pending” staff will use the status drop-down to make a decision on the dependent. Staff need to either allow or deny the dependents.

****Remember Claim must be in **PENDING** status****

“A dependent child is a child, step-child, or adopted child 17 years old or under for whom the claimant has personally provided more than 50% of his/her support during the 90 days prior to the effective date of their claim. If 18 or older, however, a child may be a dependent only if he/she has a permanent physical or mental handicap that prevents him/her from working.

“A dependent spouse is a spouse, living with the claimant, and they personally provided more than 50% of his/her support in the 90 days prior to the effective date of the claim. In addition, their spouse’s income for the 90-day period must be 25% or less than the claimant’s average weekly wage.

- A spouse that does not qualify as a dependent will be an allowed independent spouse.

*** **DO NOT** add, edit or delete a dependent once the **monetary becomes FINAL******

- **NOTE: If you are a new trained staff person on Tier 2-Intake and you were not trained on how to address the issues above:** Send email to the proxy account follow the (highlighted instructions above). State claimants’ concerns and place in the body of the email.
- **Claim was allowed and week is denied-** send an email to the proxy account as noted in the highlighted instructions above
- **Claimant has a separation on their claim other than a lack of work i.e quit, discharge, leave of absence etc-**
 - If fact-finding is completed by claimant check due date from miscellaneous
 - If “action needed by date” has not past explain to claimant to allow processing time.
 - If the “action needed by date” has past tell claimant an email will be sent to the processing center as noted in the (highlighted instructions above).
 - If fact-finding has not been completed by the claimant staff will complete it and certify.

****Note:** Any claim with a separation issue customer must allow 3-4 weeks for processing from the date the claim was filed.

- **Claimant is requesting for claim to be backdated:**
 - Ask for claimant's last day of work and check the effective date of the claim.
 - If claim has the correct effective date explain that to the customer.
 - If a true backdate is needed send an email to the proxy account in subject line state: "Backdate" claimants last four of SSN, first and last name with the claimant ID. In the body of the email state the claimants true last day of work and they are requesting a back date.
 - Take all back weeks for the claimant.
 - Take weeks in OJI by selecting the most recent prior allowed claim to add them to.
 - If no prior allowed claim take on paper and attach to email.
 - Tell claimant an email will be sent to the processing center as noted in the (highlighted instructions above).