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OCC EXHIBIT _____

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Application)	
of Aqua Ohio, Inc. for Authority)	Case No. 09-1044-WW-AIR
to Increase its Rates and Charges)	
in its Lake Erie Division.)	

**DIRECT TESTIMONY
OF
JAMES D. WILLIAMS**

**On Behalf of
The Office of the Ohio Consumers' Counsel
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June 21, 2010

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ATTACHMENTS

JDW-1	List of Previous Testimony Filed at the PUCO by James Williams
JDW-2	Ohio Department of Job and Family Services, County Profile for Ashtabula, Geauga, Lake, Summit, and Williams Counties
JDW-3	Aqua Response to OCC Interrogatory 21
JDW-4	Aqua Schedule E-5, Page 1 of 4
JDW-5	Aqua Response to OCC RTP-13
JDW-6	Aqua Response to OCC RPD-11
JDW-7	Aqua Response to OCC RPD-12
JDW-8	Aqua Response to OCC RPD-34
JDW-9	Aqua Response to OCC RPD-26 in Case 09-560-WW-AIR

1 **I. INTRODUCTION**

2

3 ***Q1. PLEASE STATE YOUR NAME, ADDRESS, AND POSITION.***

4 ***A1.*** My name is James D. Williams. My business address is 10 West Broad Street,
5 18th Floor, Columbus, Ohio 43215-3485. I am employed by the Office of the
6 Ohio Consumers' Counsel ("OCC") as a Senior Consumer Protection Research
7 Analyst.

8

9 ***Q2. WOULD YOU PLEASE BRIEFLY SUMMARIZE YOUR EDUCATION AND***
10 ***PROFESSIONAL EXPERIENCE?***

11 ***A2.*** I am a 1994 graduate of Webster University, in St. Louis, Missouri, with a
12 Masters in Business Administration, and a 1978 graduate of Franklin University,
13 in Columbus, Ohio, with a Bachelor of Science, Engineering Technology. My
14 professional experience includes a career in the Air Force and over 14 years of
15 utility regulatory experience with the OCC.

16

17 Initially, I served as a compliance specialist with the agency and my duties
18 included the development of compliance programs for the natural gas and water
19 industries. Later, I was appointed to manage all of the agency compliance
20 specialists who were developing compliance programs in each of the utility
21 industries. After six years, my role evolved into the management of the OCC's
22 consumer hotline, the direct service provided to consumers to resolve complaints
23 and inquiries that involve Ohio utilities. Most recently, my responsibilities have

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1 expanded further and I am now a Senior Consumer Protection Research Analyst.
2 In this capacity, I am responsible for researching and recommending policy
3 positions on a host of policy issues that affect residential consumers. I have been
4 directly involved in the development of comments in various rulemaking
5 proceedings at the Public Utilities Commission of Ohio ("Commission" or
6 "PUCO") and Ohio Department of Development regarding issues associated with
7 protecting access to essential utility services by low-income consumers, a major
8 policy issue in the state.

9
10 **Q3. HAVE YOU PREVIOUSLY SUBMITTED TESTIMONY BEFORE THIS**
11 **COMMISSION?**

12 **A3.** Yes. The cases in which I have submitted testimony or have been deposed as a
13 witness can be found in attachment JDW-1. I have testified in the following cases
14 before the PUCO: *In the Matter of the Cincinnati Gas and Electric Company for*
15 *an Increase in its Rates for Gas Service to All Jurisdictional Customers*, Case No.
16 *95-0656-GA-AIR; In the Matter of the Commission's Investigation into the*
17 *Policies and Procedures of Ohio Power Company, Columbus Southern Power*
18 *Company, The Cleveland Electric Illuminating Company, Ohio Edison Company,*
19 *The Toledo Edison Company, and Monongahela Power Company Regarding the*
20 *Installation of New Line Extensions*, Case No. *01-2708-EL-COI; In the Matter of*
21 *a Settlement Agreement Between the Staff of the Public Utilities Commission of*
22 *Ohio, The Office of the Consumers' Counsel and Aqua Ohio, Inc. Relating to*
23 *Compliance with Customer Service Terms and Conditions in Stipulation And*

Recommendation in Case No.07-564-WW-AIR and The Standards for Waterworks Companies and Sewage Disposal System Companies, Case No. 08-1125-WW-UNC and In the Matter of the Application of Ohio American Water Company to Increase its Rates for Water and Sewer Services Provided to its Entire Service Area, Case No. 09-391-WS-AIR.

II. PURPOSE

Q4. WHAT IS THE PURPOSE OF YOUR TESTIMONY AND CAN YOU PROVIDE A GENERAL SUMMARY OF YOUR RECOMMENDATIONS?

A4. I am providing testimony concerning consumer protection issues that were identified through the review of the Aqua, Lake Erie Division ("Aqua" or the "Company") application to increase rates in the Lake Erie Division. As a result of my review, I have made several recommendations that, if implemented, will positively impact the Company's residential consumers. These recommendations include changes in the Company's policies and procedures regarding disconnection of service that can help reduce the number of disconnections for non-payment. These changes are especially important in light of the current economic conditions in the State. In addition, I request that the Commission take further steps to verify that Aqua customers are receiving the water quality that they are paying for and deserve. Finally, the Company's proposals to increase the amount of the account activation charge, the reconnection charge, and the dishonored check charge are not adequately established and will have a

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1 detrimental impact on customers. The recommendations included within this
2 testimony are:

- 3 1. Aqua should provide additional payment options and plans to help
4 customers better manage their bills.
- 5 2. The Commission should require Aqua to provide periodic reports
6 to the PUCO Staff and OCC with disconnection and reconnection
7 data.
- 8 3. The Commission should require the PUCO Staff to verify through
9 an investigation that the commitment made in the last rate case to
10 address discolored water in the Lake Seneca service area was
11 completed. In addition, the Commission should require the PUCO
12 Staff to investigate water quality issues identified through the
13 PUCO hotline to verify that the water quality issues are being
14 adequately addressed.
- 15 4. The Company's application to increase the reconnection charge by
16 approximately 12% from \$43.00 to \$48.23 should be denied. In
17 addition, the reconnection charge should be reduced to an amount
18 that is no more than \$18.21, recognizing that customers should not
19 have to pay to be disconnected in Ohio. Higher reconnection
20 charges can result in more delay in having the service reconnected
21 and places consumer health and safety at risk for longer periods of
22 time while costing the utility lost revenues. The Company's
23 request to increase the reconnection charge for after-hours

1 reconnections from \$130.00 to \$135.60 should be denied. Similar
2 to the regular reconnection charge, the amount of the after-hours
3 reconnection charge should be reduced to an amount no more than
4 \$109.34, again, to establish the premise that customers should not
5 have to pay to be disconnected. If the Commission chooses not to
6 decrease the reconnection charges, it should at least require Aqua
7 to bill the reconnection charge over at least three months.

8 5. The Company's Application to increase the level of the account
9 activation fee by almost 22%, from \$21 to \$25.57, should be
10 denied on the basis that the increased costs were not supported.

11 6. The proposed increase in the Dishonored Payment charge of nearly
12 36%, from \$16.33 to \$25.57, should be denied on the basis that the
13 costs can not be supported.

14 7. The Staff Report did not address the limited water conservation
15 programs currently underway by the Company.

16
17 ***Q5. WHAT DOCUMENTS HAVE YOU REVIEWED IN THE PREPARATION OF***
18 ***YOUR TESTIMONY?***

19 ***A5.*** I have reviewed portions of the application related to my areas of testimony,
20 including the direct testimony of several Company witnesses, the current and
21 proposed tariffs, the Company's responses to discovery requests by the OCC and
22 PUCO Staff Data Requests, water customer survey results, and the Staff Report in
23 this case.

1 **III. CUSTOMER SERVICE ASSESSMENT**

2

3 **Q6. CAN YOU BRIEFLY SUMMARIZE THE CONTENT OF THE CUSTOMER**
4 **SERVICE ASSESSMENT REFERENCED IN THE STAFF REPORT?**

5 **A6.** Yes. The Staff Report shows that 737 contacts were made to the PUCO hotline
6 from Aqua Ohio customers between March 1, 2009 and March 31, 2010.¹ The
7 Staff Report notes that billing related questions accounted for 268 of these
8 contacts and that concerns related to disconnection for non-payment accounted for
9 104 of the contacts. Another 66 contacts were related to water or service quality
10 issues that Aqua customers were experiencing. The nature of the other public
11 contacts to the PUCO were not specifically described in the Staff Report.

12

13 **Q7. GIVEN THE NATURE OF THE CONTACTS TO THE PUCO HOTLINE,**
14 **ARE YOU SATISFIED WITH THE RECOMMENDATIONS IN THE STAFF**
15 **REPORT REGARDING WAYS TO ADDRESS ISSUES RAISED BY AQUA**
16 **CUSTOMERS?**

17 **A7.** No, I am not satisfied. I'm concerned that the Staff Report missed an important
18 opportunity to provide input to the Company for ways in which the credit and
19 collection policies and practices can be adapted to help reduce the number of
20 customers being disconnected for non-payment. The 104 calls to the PUCO
21 hotline involving disconnections strikes me as a lot. When I looked into this
22 further, I found that approximately 1,100 disconnections for non-payment

¹ Staff Report at 34.

1 occurred between 2008 and 2009 as referenced later in my testimony.

2 Disconnection data can be a measure of the **difficulty** Aqua customers are having
3 paying water bills.

4
5 The economic conditions in many of the counties where Aqua operates are bleak.
6 The Aqua Lake Erie Division provides water service in Ashtabula, Geauga, Lake,
7 Summit and Williams Counties.² Table 1 provides a summary of some select
8 economic factors in these counties.

9 **Table 1: Summary of Economic Conditions in Counties**
10 **Served by the Lake Erie Division**
11

County	Unemployment (%)	Poverty (%)	Per Capita Income
Ashtabula	13.6	15.5	\$27,412
Gauga	7.9	5.4	\$46,940
Lake	8.4	6.8	\$36,437
Summit	11.0	14.0	\$37,612
Williams	13.8	8.9	\$29,006

12
13 The unemployment levels in three of these counties (Ashtabula, Summit, and
14 Williams counties) were higher than the statewide unemployment level in April
15 2010 of 10.7%.³ In addition, the poverty levels in Ashtabula and Summit
16 Counties are higher than the average statewide and national poverty levels of
17 13.1% and 13.0%, respectively. Per capita income levels in Ashtabula and
18 Williams counties are significantly lower than the statewide and national per
19 capita income levels of \$34,468 and \$38,615 respectively. Considering the
20 economic challenges facing some of these counties, the Commission should not

² Direct Testimony of Louis S. Kreider at 2.

³ <http://www.lmi.state.oh.us/laus/Ranking.pdf>.

1 overlook the challenge that Aqua Lake Erie customers are facing in maintaining
2 their water service. County profile data for each of these counties is attached
3 herein as JDW-2. The challenge was made more difficult by Aqua's billing and
4 billing backlog problems that started in 2007. These challenges will only become
5 greater, given the rate increase that Aqua has proposed.

6
7 The Company's credit and collection policies should be modified to be more
8 responsive to the needs of consumers. With almost 15% of the PUCO hotline
9 contacts involving Aqua customers who were experiencing issues at some level in
10 maintaining water service, the Staff Report should have required a more
11 comprehensive review of the Company's disconnection and reconnection data and
12 policies to determine whether changes in the credit and collection policies and
13 practices were appropriate.

14
15 ***Q8. UPON YOUR REVIEW OF COMPANY DISCONNECTION DATA, WHAT***
16 ***WERE YOUR GENERAL OBSERVATIONS?***

17 ***A8.*** I made several observations, based on my review of the Company's disconnection
18 data, such as disconnection notices, payment plans offered to consumers, payment
19 plan defaults, late charges imposed by the company, reconnection revenues, and
20 actual disconnections for 2008 and 2009. Table 2 provides a summary of the
21 Company responses to OCC INT 21 (which is attached herein as JDW-3).

Table 2: Aqua Ohio Disconnection Data

Year	Disconnect Notices	Payment Plans Issued	Payment Plan Defaults	Late Payment Charges	Reconnection Revenues	Disconnects
2008	6,449	317	270	\$107,746	\$17,861	458
2009	8,498	453	380	\$110,168	\$24,355	635
Total	14,947	770	650	\$217,914	\$42,216	1,093

The total number of disconnections appears to have increased by approximately 28% between 2008 and 2009. I also observed that fewer customers are requesting payment plans compared with the total number of disconnections in 2008 and 2009. However, approximately 85% of the customers who were on payment plans in 2008 and 2009 defaulted on the payment plan. There was an approximately 24% increase in the number of disconnection notices that were issued to customers between 2008 and 2009. The bottom line is that if Aqua customers are receiving more disconnection notices, the effectiveness of the payment plans offered to customers is questionable, and the number of disconnections is rising significantly.

Effective payment plans can help consumers maintain water services while avoiding spending money on late payment charges and reconnection charges. Unfortunately, as can be seen in Table 2, Aqua customers have spent almost \$218,000 on late payment charges in the last two years. Another \$42,000 was collected in reconnection charges that resulted from customers losing their access to water service and having to pay extra fees in addition to the past due water

1 charges to have the water service restored. Viewed another way, the money that
2 was collected for late payment charges and reconnection charges could have paid
3 the monthly water bill for almost 8,400 customers.⁴

4
5 **Q9. WHAT TYPE OF EXTENDED PAYMENT PLAN DOES THE COMPANY**
6 **MAKE AVAILABLE TO CUSTOMERS?**

7 **A9.** Based upon the Company's response to OCC INT-21, Aqua will provide a
8 payment arrangement once in a 12-month period.⁵ In order to enroll in the
9 payment plan, however, customers must make an upfront payment of 25% of the
10 total bill and agree to pay the remaining balance divided in three monthly
11 installments.

12
13 **Q10. DO YOU HAVE RECOMMENDATIONS REGARDING THE EXTENDED**
14 **PAYMENT PLAN?**

15 **A10.** Yes. There are several ways the extended payment plan can be improved. First,
16 the amount of upfront payment should be eliminated consistent with the
17 Commission ruling concerning upfront payments in the other industries.⁶ In
18 addition, the payment period could be extended and spread over up to 9 months to
19 help customers stay current on their bills. Worth noting, the Commission ordered

⁴ Schedule E-5, Page 1 of 4, 5/8th meter (Attached herein as JDW-4) reflects an average current bill of \$30.94. The total revenues collected in late payment charges and reconnection charges was \$260,130. This revenue could have paid the monthly water bill for 8,407 customers.

⁵ JDW-3.

⁶ *In the Matter of the Commission's Review of Chapters 4901:1-17 and 4901:1-18, and Rules 4901:1-5-07, 4901:1-10-22, 4901:1-13-11, 4901:1-15-17, 4901:1-21-14, and 4901:1-29-12 of the Ohio Administrative Code*, Case No 08-723-AU-ORD, Entry on Rehearing, at 6.

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a one-ninth payment plan for natural gas and electric customers as part of a recent rulemaking involving credit and disconnection policies.⁷ The one-ninth payment plan requires payment of one-ninth of the past due amount paid in equal installments, along with the current charges for nine months. Table 3 compares the monthly bill amount using the different payment plans discussed in this testimony. A customer who currently owes \$75 would be required to make an upfront payment of \$18.75, and then be obligated to pay \$18.75, along with the current bill, for the next three months. Under my proposal, the customer would have no upfront payment and could spread the amount owed over up to 9 months, to be paid along with current charges.

Table 3: Payment Levels Using the Aqua Extended Payment Plan Compared With the OCC Proposed Payment Plans

Assumed Delinquent Amount	Upfront Payment (Current)	Monthly Payment Balance (3 Months Plus Current Charges)	Upfront Payment (Proposed)	Monthly Payment Balance Proposed (6 Months Plus Current Charges)	Monthly Payment Balance Proposed (9 Months Plus Current Charges)
\$50	12.50	31.55	-0-	27.38	24.61
\$75	18.75	37.80		31.55	27.38
\$100	25	44.05		35.72	30.16

Q11. DO YOU HAVE ANY FURTHER RECOMMENDATIONS CONCERNING THE CUSTOMER SERVICE ASSESSMENT?

⁷ Entry on Rehearing, at 9.

1 **A11.** Yes. I recommend that Aqua docket quarterly reports to the PUCO and OCC that
2 provide information regarding the total number of disconnections for the quarter,
3 number of customers on payment plans, number of customers who default on
4 payment plans, average disconnection amount and period of time that customers
5 are without service prior to reconnection. Such reports will help in on-going
6 assessments of the needs of Aqua's customers.

7
8 **IV. CUSTOMER SURVEY ANALYSIS**

9
10 ***Q12. CAN YOU BRIEFLY SUMMARIZE THE CONTENT OF THE CUSTOMER***
11 ***SURVEY ANALYSIS REFERENCED IN THE STAFF REPORT?***

12 **A12.** Yes. The Staff Report referenced a survey that was conducted throughout the
13 Aqua Lake Erie service area in 2007.⁸ The Staff Report showed that 12.2% of the
14 respondents in the Ashtabula County area had concerns about the taste of water,
15 14.9% of the respondents in the Lake Seneca area had discoloration concerns, and
16 17.2% of the respondents in the Shepard Hills area expressed concern with the
17 smell of water.⁹ In addition, the Staff Report stated that the Lake County
18 quarterly reports provided to the Commission reflected 18 customer complaints
19 related to taste, 10 complaints related to discolored water, and 22 complaints
20 related to water pressure.¹⁰

⁸ Staff Report at 32.

⁹ Staff Report at 33.

¹⁰ Staff Report at 33.

1 **Q13. ARE YOU SATISFIED WITH THE WAY IN WHICH THE CUSTOMER**
2 **COMPLAINTS THAT WERE REFLECTED IN THE 2009 LAKE COUNTY**
3 **QUARTERLY REPORT WERE ADDRESSED IN THE STAFF REPORT?**

4 **A13.** No. The PUCO Staff proposed no action other than to recommend that the
5 Commission Order the Company within 60 days of the Opinion and Order in this
6 case to provide a report to the PUCO Staff with the underlying causes of the
7 above complaints. As part of PUCO Staff's management oversight, the PUCO
8 Staff can investigate the underlying causes of the water quality complaints
9 without a Commission Order. Delaying the inquiry until after the Commission
10 issues an Order is unreasonable.

11
12 **Q14. DO YOU HAVE ANY FURTHER RECOMMENDATIONS CONCERNING**
13 **THE LAKE COUNTY COMPLAINTS?**

14 **A14.** Yes. I support the Staff recommendation that the Commission order Aqua to
15 provide a report with the underlying causes of the complaints. However, my
16 recommendation is that Aqua publicly file the report. In addition, I recommend
17 that the quarterly complaint reports for 2009 and 2010 that are provided to the
18 PUCO Staff be publicly filed in this docket. The public at large is generally
19 unaware of the existence of these reports outside of the reference in the Staff
20 Report. The filing requirement helps ensure more insight into the potential water
21 quality problems being experienced by Aqua customers and promotes the goal of
22 more transparency within the government. In addition, the filing requirement
23 helps provide visibility into the issues that customers are experiencing and the

1 management oversight role of the Commission Staff. Finally, the filing
2 requirement helps permit the OCC to fulfill its duties and responsibilities pursuant
3 to Ohio Revised Code 4911.
4

5 **V. LAKE SENECA COMMITMENT**
6

7 ***Q15. CAN YOU SUMMARIZE THE COMMITMENT THAT WAS MADE TO***
8 ***ADDRESS LAKE SENECA WATER DISCOLORATION ISSUES FROM THE***
9 ***LAST RATE CASE, AND HOW THE ISSUE WAS ADDRESSED IN THIS***
10 ***STAFF REPORT?***

11 ***A15.*** As part of a Stipulation in the last Aqua rate case, the Company agreed to a
12 process for addressing discolored water issues that were brought to its attention.¹¹
13 The PUCO Staff notes that there has been limited discoloration complaints since
14 the commitment was made by Aqua to formalize the response process and
15 recommends that the Company continue the commitment through this case.¹²
16

17 ***Q16. DO YOU AGREE WITH THE RECOMMENDATION IN THE STAFF***
18 ***REPORT?***

19 ***A16.*** Yes. I agree with Staff that the discoloration water commitment be continued in
20 this case. However, I would recommend that the standard business practice for
21 responding to such complaints should be documented (in writing) and maintained

¹¹ *In the Matter of the Application of Aqua Ohio, Inc. for Authority to Increase its Rates and Charges in its Lake Erie Division, Case 07-564-WW-AIR, Stipulation and Recommendation, April 11, 2008, at 12.*

¹² Staff Report at 35.

1 by the area operator. The PUCO Staff notes that the standard business practice of
2 the area operator is to respond directly with the customer.¹³ The communications
3 and the ultimate resolution of the complaint should be memorialized to avoid the
4 possibility of future uncertainty or misunderstandings.

5
6 **VI. MISCELLANEOUS CHARGES**

7
8 ***Q17. WHAT ARE THE PRIMARY CHANGES THAT AQUA HAS PROPOSED***
9 ***CONCERNING MISCELLANEOUS CHARGES?***

10 ***A17.*** The Company has proposed increasing the Account Activation Charge by almost
11 22% from \$21.00 to \$25.57. The account activation charge will be imposed on
12 residential customers that apply for new service or transfer service to another
13 address. Aqua has also proposed a 12% increase in the Reconnection Charge
14 from the current \$43.00 level to \$48.28. The Reconnection Charge for after
15 normal business hours is being increased by 4%, from \$130.00 to \$135.60.
16 Finally, the Company has proposed increasing the Dishonored Check Charge by
17 almost 31%, from the current \$16.33 to \$21.37.

18
19 ***Q18. HOW DO THE PROPOSED AQUA LAKE ERIE DIVISION***
20 ***MISCELLANEOUS CHANGES COMPARE WITH THE AQUA MASURY***
21 ***DIVISION MISCELLANEOUS CHARGES APPROVED BY THE***
22 ***COMMISSION JUST LAST MONTH?***

¹³ Staff Report at 35.

A18. The Aqua Lake Erie Division has proposed miscellaneous charges that are considerably higher than the charges that were just approved by the Commission in the Aqua Masury Division case.¹⁴ Table 4 provides a comparison of the miscellaneous charges in Masury compared with the proposed increase in Lake Erie.

Table 4: Comparison of Miscellaneous Charges Aqua Masury with the Proposed Lake Erie Charges

Case	Account Activation Charge	Reconnection Charge	After-hours Reconnection Charge	Dishonored Payment Charge	Dishonored Check Charge
Aqua Ohio Inc. (Masury Division) Case No. 09-560-WW-AIR	\$21.00	\$43.00	Not a specific after-hour fee	\$16.00	\$3.50 (National city Bank)
Aqua Ohio Inc. (Lake Erie Division) - Case No. 09-1044-WW-AIR	Proposed increase of 22% from \$21.00 to \$25.57	Proposed increase of 12% from \$43.00 to \$48.28	Proposed increase of 4% from \$131.00 to \$135.60	Proposed increase of 31% from \$16.33 to \$21.37	Proposed \$6.55 (National City Bank)
Difference between Masury Miscellaneous Charges and Lake Erie Miscellaneous Charges	\$4.57	\$5.28		\$5.37	\$3.05

¹⁴ In the Matter of the Application of Aqua Ohio, Inc. for Authority to Increase its Rates and Charge in its Masury Division, Case No 09-560-WW-AIR, Opinion and Order, May 5, 2010.

1 **Q19. HOW DID THE STAFF REPORT ADDRESS THE INCREASES IN THE**
2 **ACTIVATION CHARGE, RECONNECTION CHARGE, AND DISHONORED**
3 **CHECK CHARGES?**

4 **A19.** The PUCO Staff characterized the increases in the Account Activation Charge,
5 the Reconnection Charges, and the Dishonored Payment Charge as reasonable
6 and recommended approval.¹⁵

7
8 **Q20. WHAT IS YOUR POSITION ON THE INCREASE IN THE ACCOUNT**
9 **ACTIVATION CHARGE?**

10 **A20.** I recommend that the Commission not approve the increase in the Account
11 Activation Charge. Based on the Company's response to RTP-13 (herein attached
12 as JDW-5), the Company has not demonstrated how the proposed amount of labor
13 and the associated labor costs are reasonable. In the Aqua Masury case, the
14 Commission approved an account activation charge in the amount of \$21.00 and
15 there is no creditable support provided for why Aqua Lake Erie is so much
16 higher.¹⁶ For example, the Company claims that 12 minutes is required to review
17 a database record and to mail customers a copy of the Customer Rights and
18 Obligations document. Yet, the Company provided no evidence for how the 12
19 minutes was calculated, or a verification of the accuracy of the 12 minutes.
20 Further, the PUCO Staff merely claims that the amounts appear reasonable
21 without a discussion of how the reasonableness was determined. In addition, the

¹⁵ Staff Report, at 18-19.

¹⁶ In the Matter of the Application of Aqua Ohio, Inc. for Authority to Increase its Rates and Charge in its Masury Division, Case No 09-560-WW-AIR, Opinion and Order, May 5, 2010, at 4.

1 Company has failed to demonstrate how the average amount of time for service
2 persons to travel to and from the customer premise to read the meter and to
3 evaluate the service connection requires 20 minutes. The PUCO Staff should
4 have evaluated the accuracy and reasonableness for the 20 minutes. Finally, the
5 Company has not demonstrated the reasonableness of the 15 minutes that it claims
6 is needed to prepare a work order and to set-up a new account.

7
8 ***Q21. IS YOUR POSITION ON THE ACCOUNT ACTIVATION CHARGE***
9 ***INFLUENCED BY THE PROJECT MERITAGE INSTALLATION?***

10 ***A21.*** Yes. The Company claims that "Project Meritage" was implemented to centralize
11 the call center response and service order scheduling.¹⁷ In addition, the Company
12 claims that 38% of the meters in the Division are read using radio frequency
13 transceivers.¹⁸ However, the benefits in efficiency that were supposed to occur
14 with these technological advances do not seem consistent with the increase in the
15 Account Activation Charge that the Company requested. OCC was hopeful that
16 the implementation of these technologies that are expensive for residential
17 consumers would result in decreases in some of the miscellaneous charges,
18 including the Account Activation Charge. There is no indication that the
19 efficiencies and benefits of the Meritage system that the Company claimed have
20 been achieved. According to information contained in the Staff Report, the
21 Customer Information System was intended to enable service representatives to

¹⁷ Krieder at 4.

¹⁸ Krieder at 5.

1 see and act instantly on all aspects of a customer's service and to allow the
2 Company to make "quick and precise service delivery to the customer."¹⁹ The
3 need for increasing the account activation charge by 22% given the efficiencies
4 that were expected to occur is unreasonable.

5
6 ***Q22. WHAT IS YOUR POSITION CONCERNING THE INCREASE IN THE***
7 ***RECONNECTION CHARGE FROM \$43.00 TO \$48.28?***

8 ***A22.*** I recommend the Commission disapprove the increase in the Reconnection
9 Charge and instead, lower the current amount of the Reconnection Charge from
10 \$43.00 to an amount not to exceed \$18.21. In response to OCC RPD-11 (herein
11 attached as JDW-6), the Company produced a work paper regarding the time and
12 effort associated with the Reconnection Charge. The Company has failed to
13 demonstrate how the amount of time that is required to perform each function
14 associated with the Reconnection Charge is reasonable. In addition, Aqua has
15 imbedded the specific costs that were associated with disconnection of service
16 (\$24.79) into the charge. This is a reconnection charge and the costs that are
17 included within the reconnection charge should be specifically associated with
18 reconnections. It is misleading, inadequately disclosed, and contrary to sound
19 public policy to conceal costs associated with disconnection in the reconnection
20 charge. Aqua makes the decision concerning when to disconnect water service
21 for customers that are unable to pay their water bill, and not the customer.
22 Requiring customers to pay the cost for being disconnected when they have

¹⁹ Staff Report at 45.

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1 already suffered the impact of losing water service could be perceived as punitive
2 and should not be permitted by the Commission. While the Commission's rules
3 do not explicitly address customers paying disconnection costs, there are rules
4 related to the disclosure of the costs.²⁰ The disconnection notice is required to
5 include the statement that "failure to pay the amount required by the date
6 specified on the notice may result in an additional charge for **reconnection**."²¹
7 (Emphasis added.) In addition, the Commission's rules state that as a condition
8 for reconnection of service, customers must pay the "full amount of arrears for
9 which service was disconnected including any deposit or **reconnection** charge."²²
10 (Emphasis added.) By reducing the reconnection charge, customers who are
11 disconnected may be more capable of paying the past due charges and able to get
12 the services restored sooner than if they are required to pay higher reconnection
13 charges. This helps lower the health and safety concerns of consumers being in
14 residences that have no water service. In addition, to the extent that reduced
15 reconnection charges expedite the reconnection of service, all customers benefit
16 from the additional water sales and the contribution being made to the Company
17 fixed costs.

²⁰ Ohio Adm. Code 4901:1-15.

²¹ Ohio Adm. Code 4901:1-15-27(D)(27).

²² Ohio Adm. Code 4901:1-15-28(A)(1).

1 **Q23. DO YOU HAVE ANY OTHER RECOMMENDATIONS CONCERNING THE**
2 **RECONNECTION CHARGE?**

3 **A23.** Yes. In the event that the Commission rejects my earlier recommendation of
4 reducing the amount of the Reconnection Charge to an amount not to exceed
5 \$18.21, and instead approves the Company's proposed \$48.28 Reconnection
6 Charge, I suggest that Aqua bill the Reconnection Charge over at least 3 billing
7 periods. The Commission has previously reduced the impact of payment of
8 reconnection charges for gas and electric utilities by limiting the amount of
9 upfront payment to \$36 during the winter heating season and billing the
10 remainder.²³ Payment of a \$43.00 charge, along with the full amount of
11 arrearages, could be difficult and may result in customers being without essential
12 water service for a longer period of time than absolutely necessary. Given the
13 essential need of water for health and safety, water customers need the same
14 consumer protections as gas and electric customers.

15
16 **Q24. DO YOU HAVE RECOMMENDATIONS CONCERNING THE AFTER-**
17 **HOURS RECONNECTION CHARGE?**

18 **A24.** I recommend the Commission disapprove the increase in the after-hours
19 Reconnection Charge and instead, lower the current amount of the after-hours
20 Reconnection Charge from \$130.00 to an amount not to exceed \$109.34. In
21 response to OCC RPD-12 (herein attached as JDW-7), the Company produced a

²³ *In The Matter of the Investigation into Long-term Solutions Concerning the Disconnection of Gas and Electric Service in Winter Emergencies*, Case No 09-0782-GE-UNC, September 23, 2009, at 2.

1 work paper regarding the time and effort associated with the Reconnection
2 Charge. The Company has failed to demonstrate how the amount of time that is
3 required to perform each function associated with the Reconnection Charge is
4 reasonable. In addition, Aqua has imbedded the specific costs that were
5 associated with disconnection of service (\$20.66) into the Reconnection Charge.
6 Consistent, with my earlier testimony, I recommend that the costs associated with
7 disconnection be removed from the after-hours Reconnection Charge.
8

9 ***Q25. DO YOU HAVE ANY OTHER RECOMMENDATIONS CONCERNING THE***
10 ***AFTER-HOURS RECONNECTION CHARGE?***

11 ***A25.*** Yes. In the event that the Commission rejects my earlier recommendation of
12 reducing the amount of the after-hours Reconnection Charge to an amount not to
13 exceed \$109.34, and instead approves the Company's proposed \$135.60 after-
14 hours Reconnection Charge, I suggest that Aqua bill the after-hours Reconnection
15 Charge over at least 3 billing periods. Payment of a \$135.00 charge, along with
16 the full amount of arrearages, could be difficult and may result in customers being
17 without essential water service for a longer period of time than absolutely
18 necessary.

1 **Q26. WHAT IS YOUR POSITION CONCERNING THE INCREASE IN THE**
2 **DISHONORED CHECK CHARGE FROM \$16.33 TO \$21.37?**

3 **A26.** In my view, the Commission should not approve the nearly 31% increase in the
4 Dishonored Check Charge. In response to OCC RPD-34 (herein attached as
5 JDW-8), the Company provided an estimate for the amount of time and costs
6 associated with processing dishonored checks. The Company has not proven the
7 reasonableness of the amount of time or the labor costs that are estimated for
8 processing these transactions. In addition, the Company provided no rationale to
9 support the fee assessed by National City Bank in the amount of \$6.55. In
10 response to discovery in the last Aqua Masury rate case, the Company claimed
11 that the returned dishonored payment fee from National City Bank was \$3.50.²⁴
12 The Masury discovery response to OCC RPD-26 is attached herein as JDW-9.
13 Either the \$6.55 fee from National City Bank is in error in this case, or the
14 Company needs to be shopping for a bank that has a lower fee.

15
16 **VII. CONSERVATION ISSUES**
17

18 **Q27. DID STAFF REPORT ADDRESS THE COMPANY'S CONSERVATION**
19 **PROGRAM(S)?**

20 **A27.** No. The Staff Report did not mention the Company's conservation programs and,
21 as such, made no recommendations about the existing programs. The National

²⁴ In the Matter of the Application of Aqua Ohio, Inc. for Authority to Increase its Rates and Charge in its Masury Division, Case No 09-560-WW-AIR, Direct Testimony of James D. Williams, February 22, 2010, at JDW-18.

1 Association of Regulatory Utility Commissioners (NARUC) has recognized the
2 importance of water conservation and has sponsored resolutions to this effect.²⁵
3 Water conservation is an important element both in reducing the demand for
4 limited natural resources and in helping lower individual customer bills. Water
5 conservation is especially important given the magnitude of the rate increase
6 proposed by the Company. The Company has some information as part of a
7 Water Smart initiative that is provided on the Company's website.²⁶ The U.S.
8 Environmental Protection Agency ("EPA") has additional information about
9 conservation techniques on its website as part of its Water Sense program. The
10 techniques in this program may have application in Ohio.²⁷

11
12 ***Q28. WHAT ARE YOUR RECOMMENDATIONS CONCERNING***
13 ***CONSERVATION?***

14 ***A28.*** Aqua should develop a comprehensive report on water conservation in Ohio that
15 includes, at a minimum, a description of existing programs, an analysis of the
16 results of the existing programs, and opportunities for future expansion of
17 conservation initiatives. In addition, the Company should provide additional
18 information about Water Sense on the Aqua website.

19

²⁵ <http://www.naruc.org/Resolutions/WA%20WaterSense.pdf>.

²⁶ <https://www.aquaamerica.com/Pages/EfficientWaterUse.aspx>.

²⁷ <http://www.epa.gov/watersense/>.

1 **VIII. SUMMARY OF RECOMMENDATIONS**

2

3 ***Q29. CAN YOU SUMMARIZE THE RECOMMENDATIONS YOU HAVE***
4 ***INCLUDED IN THIS TESTIMONY?***

5 ***A29.*** Yes. I have consolidated the recommendations from each major section of this
6 testimony into Table 5.

7

8 **Table 5: Summary of Recommendations**

Section	Recommendation
Customer Service Assessment	Reduce the upfront payment requirement.
	Provide a 1/6 th and 1/9 th payment plan.
	Assess feasibility of reducing third-party payment fees.
	Provide quarterly disconnection data to Staff and OCC.
Customer Survey Analysis	Publicly file quarterly complaint reports.
Lake Seneca Commitment	Ensure that the Company response and resolution of discolored water issues are in writing.
Miscellaneous Charges	Do not approve the increase in the Account Activation Charge.
	Do not approve the increase in the Reconnection Charge.
	Reduce the Reconnection Charge to an amount not to exceed \$18.21.
	Do not approve the increase in the after-hours Reconnection Charge
	Reduce the after-hours Reconnection Charge to an amount that does not exceed \$109.34.
	Bill the reconnection charges over at least two months.
	Do not approve the increase in the Dishonored Check Charge.
Conservation	Explore the options for expanding the Company conservation programs and initiatives.

9

1 **IX. CONCLUSION**

2

3 ***Q30. DOES THIS CONCLUDE YOUR TESTIMONY?***

4 ***A30.*** Yes. However, I reserve the right to incorporate new information that may
5 subsequently become available through outstanding discovery or otherwise.
6 Additionally, I also reserve the right to supplement my testimony in the event that
7 PUCO Staff fails to support the recommendations made in the Staff Report and/or
8 changes any of its positions made in the Staff Report filed with this Commission
9 on May 21, 2010.

**Testimony of James D. Williams
Filed at the Public utilities Commission of Ohio**

<u>Case</u>	<u>Description</u>
95-0656-GA-AIR	In the Matter of the Application of the Cincinnati Gas and Electric Company for an Increase in Its Rates for Gas Service to All Jurisdictional Customers
01-1228-GA-AIR	In the Matter of the Application of the Cincinnati Gas and Electric Company for an Increase in Its Rates for Gas Service to All Jurisdictional Customers
01-2708-EL-COI	In the Matter of the Commission's Investigation into the Policies and Procedures of Ohio Power Company, Columbus Southern Power Company, The Cleveland Electric Illuminating Company, Ohio Edison Company, The Toledo Edison Company and Monongahela Power Company regarding installation of new line extensions.
07-0829-GA-AIR	In the Matter of the Application of The East Ohio Gas Company d/b/a Dominion East Ohio for an Increase in Its Rates for Gas Service to All Jurisdictional Customers.
08-72-GA-AIR	In the Matter of the Application of the Columbia Gas of Ohio, Inc. for Authority to Amend Filed Tariffs to Increase the Rates and Charges for Gas Distribution.

08-1125-WW-UNC

In the Matter of a Settlement
Agreement Between the Staff of the
Public Utilities Commission of Ohio,
The Office of the Consumers'
Counsel and Aqua Ohio, Inc.
Relating to Compliance with
Customer Service Terms and
Conditions Outlined in the
Stipulation and Recommendation in
Case No. 07-564-WW-AIR and the
Standards for Waterworks
Companies and Disposal System
Companies.

09-391-WS-AIR

In the Matter of the Application of
the Ohio American Water Company
to Increase its Rates for water and
Sewer Services Provided to its Entire
Service Area.

09-560-WW-AIR

In the Matter of the Application
of Aqua Ohio, Inc. for Authority
to Increase its Rates and Charges
in its Masury Division

**Ohio****Department of
Job and Family Services**

Ashtabula County Profile

County Commissioners**Daniel Claypool, Joe Moroski, and Peggy Carlo**

Harpersfield Covered Bridge, County Metro Park. Photo: Patricia Schilling

County Department of Job and Family Services**Patrick Arcaro, Executive Director**

2924 Donahoe Drive
Ashtabula, OH 44004-4540
440-998-1110 800-935-0242

Child Support Enforcement Agency**Maxine Bush, CSEA Pgm. Admin.**

2924 Donahoe Drive
Ashtabula, OH 44004-4540
440-994-1212 800-935-0242

Workforce Development - The Job Source**Dave Fish, Pgm. Administrator**

2247 Lake Ave.
Ashtabula, OH 44004
440-994-1234 800-935-0242

Public Children Services Agency**Nick Kerosky, Executive Director**

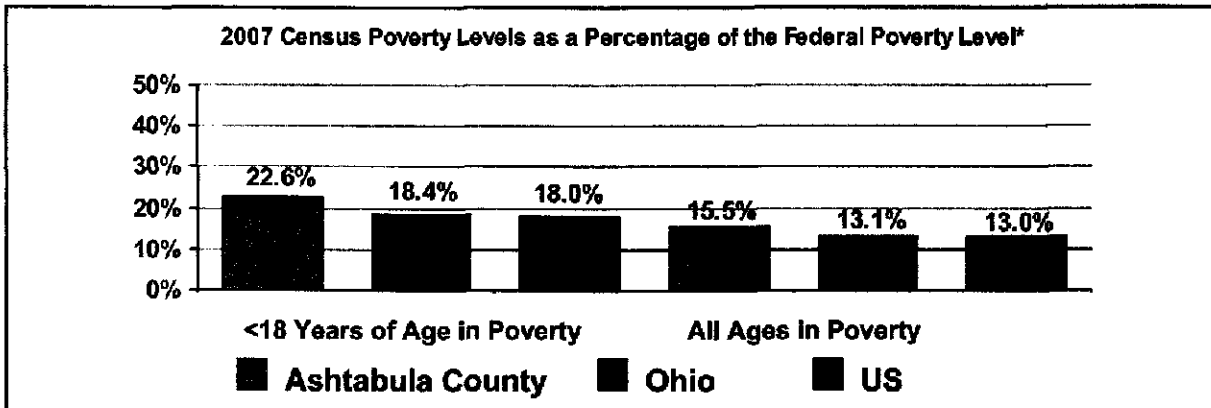
3914 C Court, P.O. Box 1175
Ashtabula, OH 44005-1175
440-998-1811 888-998-1811

Ashtabula County

Job and Family Services Profile

County Overview

Through its partnerships with community organizations and state and federal government agencies, Ashtabula County provides a number of services to families and individuals in need of assistance. These services range from food stamps, cash assistance, and child care subsidies to child support enforcement, job training, and access to medical care.



*Federal Poverty Level as issued by the U.S. Department of Health and Human Services, and published in the Federal Register.

Population	2008 Census Population	100,648	2000 Census Population	102,728
	Population		% of Total Population	
Age Census (2008)	County	State	County	State
Age 0-19	25,821	3,049,827	25.7%	26.6%
Age 60 and Older	20,315	2,155,509	20.2%	18.8%
Median Age (2006-2007)*	39.3	37.6		
Average Household Size (2005-2007)*	2.50	2.48		

*The '2005-2007' data was not available for the following 6 Ohio counties: Harrison, Monroe, Morgan, Noble, Paulding, and Vinton. The data provided on these 6 counties is from the 2000 Census.

	2007-2008		2006-2007	
High School Graduation Rate	89.0%	84.6%	91.9%	86.9%
High School Honors Graduation Rate	13.7%	18.0%	13.7%	18.1%

Vital Statistics		County	County Rate per 1,000	2007 State	State Rate per 1,000
All Births		1,342	13.3	150,784	13.1
Teen Births:	<15 Years of Age	2	0.6	225	0.6
	15-17 Years of Age	42	18.6	4,798	19.7
	18-19 Years of Age	112	109.8	11,553	75.7
Marriages		278	2.7	70,704	6.2
Divorces		370	3.6	39,305	3.4

Dependency Rate		County	2007 State	County	2006 State
Rate of Dependency on Income Supports*		27.1%	17.6%	26.5%	17.2%
County Rank		16 of 88	N/A	16 of 88	N/A

*The 'Rate of Dependency on Income Supports' is the total amount of income support provided by taxpayer dollars (e.g. Retirement and Disability payments, Unemployment Compensation, Worker's Compensation, TANF, SSI, etc.) divided by total personal income. Note: Ranking based on highest (1) Rate of Dependency to lowest (88) Rate of Dependency.

Ashtabula County

Job and Family Services Profile

Family Services

Child Support

The Ashtabula County Child Support Enforcement Agency establishes paternitys and obtains, enforces, and collects child support funds for children.

\$16,895,841 in IV-D child support was collected by the county during 2008.

Child Support Cases	FFY 2008		FFY 2007	
	County	State	County	State
Number of Cases	9,234	978,385	9,230	979,749
Paternity Establishment Rate*	97.5%	91.6%	93.5%	87.9%
Cases with Support Orders	7,542	739,995	7,314	723,521
Percentage of Cases with Support Orders	81.7%	75.6%	79.2%	73.8%
Collection Rate on Current Support Due	65.4%	68.8%	65.8%	68.9%
Rate of Cases Paying on Arrears	67.9%	68.2%	66.4%	67.1%

*The Paternity Establishment Rate is the total number of children born out-of-wedlock, who had active child support cases, for whom paternity was established or acknowledged as of the end of the reporting period, divided by the total number of children born out-of-wedlock, who had active child support cases, as reported 12 months prior to the reporting period. In some cases, the rate can exceed 100%.

Food Assistance (FA)

The Food Assistance program is designed to raise nutritional levels, to expand buying power and to safeguard the health and well-being of individuals and families whose gross monthly income is within 130 percent of the federal poverty guideline. Half of all recipients are children.

Food Stamps	CY 2008		CY 2007	
	County	State	County	State
Average Monthly Adult Recipients	9,259	734,421	7,587	611,173
Average Monthly Child Recipients	7,422	719,893	5,798	550,242
Total # of Recipients (Annual Unduplicated)	21,441	1,825,865	19,396	1,686,146
Percent of Population	21.3%	15.9%	19.2%	14.7%
Net Expenditures	\$17,917,594	\$1,803,760,076	\$14,917,465	\$1,329,422,597
Average Annual FS Payment per Recipient	\$836	\$878	\$769	\$788

Ohio Works First (OWF)

Ohio Works First (OWF) is the financial-assistance portion of the state's Temporary Assistance to Needy Families (TANF) program, which provides cash benefits to needy families for up to 36 months.

35 out of every 1,000 residents in Ashtabula County received cash benefits through OWF during CY 2008.

Cash Assistance (CA)	CY 2008		CY 2007	
	County	State	County	State
Average Monthly Adult Recipients	384	44,998	332	40,496
Average Monthly Child Recipients	1,142	132,601	1,057	127,124
Total # of Recipients (Annual Unduplicated)	3,533	368,211	3,289	340,861
Percent of Population	3.5%	3.2%	3.3%	3.0%
Net Expenditures	\$2,809,408	\$328,588,993	\$2,507,785	\$306,467,349
Average Annual CA Payment per Recipient	\$795	\$892	\$762	\$899

Ashtabula County

Job and Family Services Profile

Family Services

Child Safety and Care/Placement*

The Ashtabula County Public Children Services Agency administers local adoption assistance, foster care services, and child welfare intervention programs. The agency strives to reunify children with their families when possible, or find other permanent living arrangements for them when they cannot safely return home.

	<u>CY 2008</u>	
	County	State
Reports and Investigations - Allegations of Child Abuse and Neglect Cases	723	86,072

	<u>FFY 2008</u>	
	County	State
Children Entering Custody	83	8,279
Children Reentering Custody	10	1,261
Number of Children Reunified	40	4,678
Number of Children Reunified within 12 Months	26	3,206
Percent of Child Reunifications <12 Months	65.0%	68.5%

	<u>2008 (Snapshot Date 9/30/2008)</u>		<u>2007 (Snapshot Date 9/30/2007)</u>	
	County	State	County	State
Children in Licensed/Certified Foster Homes	50	9,057	53	8,894
Children in Permanent Custody	35	5,200	44	5,435

	<u>CY 2008</u>		<u>CY 2007</u>	
	County	State	County	State
Number of Child Deaths	1	74	0	90
Number of Child Deaths in Substitute Care	0	22	0	16

Adoption*

Ohio counties provide a comprehensive scope of services to birth parents, adoptive parents, and adoptive children, particularly those children who have been in foster care.

	<u>FFY 2008</u>	
	County	State
Number of Children Adopted	24	1,390
Adoptions Completed within 24 Months	6	426

*The above data, used for Federal reporting purposes, represents member counts, not unduplicated counts.

Kinship Permanency Incentive

KPI provides time-limited incentive payments to relatives caring for minor children who would be at risk of harm if they remained in their own homes.

	<u>CY 2008</u>		<u>CY 2007</u>	
	County	State	County	State
Number of Children Approved for Initial KPI Payments*	68	3,074	46	2,586

*Unduplicated count of initial case approvals.

Ashtabula County

Job and Family Services Profile

Family Services

Child Care

Ohio counties provide child care services and early learning opportunities that families need to succeed at work and at school. Through state and federal funding, families whose income is at or below 150 percent of the federal poverty guideline can receive payment for all or part of their monthly child care expenses while parents work or attend job training. A family may remain eligible until income increases to 200 percent of the federal poverty guideline.

Children Served	CY 2008		CY 2007	
	County	State	County	State
Number of Children Using Publicly Funded Child Care (Unduplicated Count)	1,651	198,244	1,572	191,172
Public Funds Used for Child Care Expenditures	\$3,211,897	\$558,762,587	\$3,139,529	\$512,179,646
Annual Average Expenditure per Child	\$1,945	\$2,819	\$1,997	\$2,679

Providers

Number of Licensed Child Care Centers*	15	3,683	16	3,597
--	----	-------	----	-------

*Includes licensed full-time, part-time, Head Start, school-based and combination centers with 7 or more children.

"Step Up To Quality" Program

Step Up To Quality (SUTQ) is Ohio's voluntary quality rating system for child care programs. SUTQ is designed to increase the number of high-quality programs, recognize and support programs that achieve higher quality standards, and provide parents with an easy-to-use tool to assist them in making more informed choices on behalf of their children. Programs with the highest ratings qualify for monetary awards.

The number of Licensed Child Care Centers Earning Quality Ratings as of June 30, 2009: 12

For additional information about child care services, Step Up to Quality (SUTQ), or to search for child care in your area, go to: <http://jfs.ohio.gov/cdc/childcare.stm>

Adult Protective Services (APS)

County Departments of Job and Family Services provide Adult Protective Services to the elderly who are in danger of harm, unable to protect themselves, and/or have no one to assist them.

	CY 2008		CY 2007*	
	County	State	County	State
Adult Cases	364	17,351	391	16,805
Cases Deemed Emergencies	19	1,215	9	1,214
Cases in Need of Protective Services	133	7,469	91	7,538
Cases Where Protective Services Not Available	3	68	1	127
Expenditures	\$159,883	\$21,095,720	\$160,121	\$19,956,788

*CY 2007 data was revised in CY 2009 to reflect updated source data.

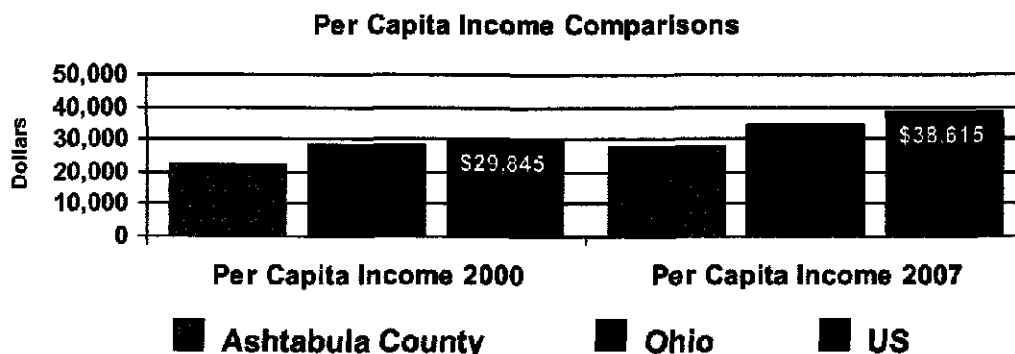
Ashtabula County

Job and Family Services Profile

Jobs

Income

The per capita income of a region provides a good barometer of its economic health. Over the last decade, per capita income growth in Ohio has been highly correlated with employment growth.



Labor Force and Employment

The size of a county's labor force is an indication of economic health. It is influenced by both the economy and the size and composition of the population.

	CY 2008			CY 2007		
	County	State	U.S.	County	State	U.S.
Labor Force	49,100	5,971,900	154,287,000	49,800	5,976,500	153,124,000
Employment	45,100	5,582,100	145,362,000	46,300	5,640,100	146,047,000
Unemployment	3,900	389,700	8,924,000	3,500	336,400	7,078,000
Unemployment Rate	8.0	6.5	5.8	7.0	5.6	4.6
1st UC Benefit Payments	3,685	357,192	N/A	3,057	278,006	N/A
Total UC Benefits Issued	\$15,585,421	\$1,586,561,241	N/A	\$13,530,619	\$1,206,523,647	N/A
Average Weekly Benefit	\$274	\$303	N/A	\$269	\$290	N/A
UC Duration	15.1	14.9	N/A	16.1	15.2	N/A

Worker Adjustment and Retraining Notification Act (WARN)

WARN provides protection to workers, their families and communities by requiring employers to provide notification 60 calendar days in advance of plant closings and mass layoffs.

	CY 2008		CY 2007	
	County	State	County	State
Employer WARN Notices	0	165	1	103
WARN Employees Affected	0	27,417	55	15,119

Reemployment and Eligibility Assessment (REA)

686 Ashtabula County residents, during FFY 2008, participated in the Reemployment and Eligibility Assessment (REA) program, which provides unemployed job seekers with services that promote quicker re-entry into the workforce.

*To learn more about Labor Market and Employment information, go to:

<http://lmi.state.oh.us/asp/laus/vbLAUS.htm>

Commuting to Work

Metropolitan areas tend to draw the most commuters from their own and neighboring counties. The net commuter flow is the difference between the number of people commuting into a county for work and the number of people commuting out of the county for work. According to the 2000 census:

-43.90% net commuter flow

23.9 minutes average commute time

Ashtabula County

Job and Family Services Profile

Jobs

Workforce Investment Act

The federal Workforce Investment Act (WIA) is a federally funded program that assists employers in obtaining skilled and productive employees; expands the available pool of skilled workers whose skills match current job opportunities; and measures program achievements in terms of customer outcomes and increased local accountability. Ohio has 31 comprehensive, full-service One-Stop sites, and 59 satellite sites throughout 20 local workforce development areas, with at least one site in every Ohio county. The following data is from Ohio's Annual Report for Program Year 2007:

Adult Program	County	State
Total Participants	244	18,863
Total Exiters	119	8,564
Entered Employment		
Exiters	98	8,107
Employed in Q1 After Exit	77	4,794
Employment Rate	78.6%	78.5%
Employment Retention		
Exiters	98	7,436
Employed in Q1, Q2, Q3 After Exit	81	6,413
Retention Rate	82.7%	86.2%
Earnings		
Exiters	52	3,715
Post-Program Earnings after Exit	\$720,557	\$55,875,189
Average Earnings	\$13,857	\$15,040
Dislocated Workers		
Total Participants	70	9,228
Total Exiters	14	3,608
Entered Employment		
Exiters	18	3,618
Employed after Exit	16	3,154
Employment Rate	88.9%	87.2%
Employment Retention		
Exiters	25	3,331
Employed after Exit	21	3,079
Retention Rate	84.0%	92.4%
Earnings		
Exiters	14	2,269
Post-Dislocation Earnings Q2 + Q3 After Exit	\$212,737	\$39,595,670
Average Earnings	\$15,196	\$17,451

Youth Programs	County	State
In-School Youth		
Total Participants	144	8,013
Total Exiters	21	2,592
Out-of-School Youth		
Total Participants	78	3,885
Exiters	38	1,488
Total Youth		
Total Participants	222	11,898
Total Youth Exiters	59	4,080
Placement in Employment or Education Exiters	97	3,818
Attainment of Employment or Education by Q1 after Exit	46	2,262
Placement in Employment or Education Rate	47.4%	62.6%
Diploma or Equivalent		
Attainment of Certificate or Diploma Exiters	98	4,162
Attainment of Certificate or Diploma By Q3 after Exit	75	2,244
Attainment of Certificate or Diploma Rate	76.5%	53.9%
Literacy/Numeracy		
Literacy/Numeracy Gains Exiters	15	882
Increased Educational Functioning Level	8	328
Literacy/ Numeracy Gains Rate	53.3%	37.2%

Ashtabula County

Job and Family Services Profile

Medical Assistance

Ohio offers a variety of assistance programs to give those with limited resources access to basic medical care. The most comprehensive of these is Medicaid, the federally funded, state-administered program that reimburses doctors and health-care facilities for providing services to eligible individuals with low income.

Health Care Statistics

In Ashtabula County:

- 47.4% of hospital visits occurred outside the county (2008)
- 47.9% of all births were paid by Medicaid (2007)
- 61.4% of mothers receiving Medicaid had two or more risk factors for poor birth outcomes (2007)

Medicaid Enrollment and Expenditures

Medicaid is the state and federally funded program that pays for health care services for eligible low-income people of all ages, including children, pregnant women, families, older adults and Ohioans with disabilities. Medicaid services are delivered via contracted health care providers, ensuring that Medicaid consumers get access to needed services, such as physician visits, hospital inpatient care, prescription drugs and home health services.

	County		SFY 2008	
			State	
Residents Enrolled in Medicaid*	20,220	20.0%	1,789,934	15.6%
Children Enrolled in Medicaid*	10,187	42.3%	958,118	34.8%
Annual Medicaid Expenditures**	\$153,011,270	N/A	\$11,962,683,659	N/A
Average Annual Medicaid Cost/Eligible	\$7,664	N/A	\$6,770	N/A

*Data is point-in-time, not cumulative.

**Expenditures reflect payments made directly to providers as well as capitation payments to HMOs.

Nursing Facilities/Residential Care

	CY 2008		CY 2007	
	County	State	County	State
Nursing Homes*	14	961		
Residential Care Facilities**	4	583		
Medicaid Eligibles Living in Nursing Facilities	1,004	51,917	1,003	53,579
Total Expenditures	\$62,393,523	\$3,090,753,003	\$60,840,812	\$3,093,825,746

*Total includes state-licensed and Medicaid-certified facilities. Data is point in time, as of 6/24/2009.

**Data is point in time, as of 6/24/2009.

Ashtabula County

Job and Family Services Profile

Medical Assistance

Alternatives to Nursing Facilities (Waiver Programs)

Waiver programs allow people on Medicaid with disabilities to receive care in their homes and communities instead of in nursing homes. The following chart lists the waiver programs available in Ohio for CY 2007 and 2008, and the number of Ashtabula County residents participating in them.

Unduplicated Number of Residents Receiving Services Waiver Type	CY 2008		CY 2007	
	County	State	County	State
Choices - Age 60 or older	0	462	0	362
PASSPORT - Pre-admission Screening System Providing Options and Resources Today - Age 60 or older	191	34,419	175	33,334
Assisted living - Age 21 or older	37	1,209	12	405
Individual Options Waiver - Available to all ages	63	14,675	54	13,135
Level One Waiver - Available to all ages with an ICF/MR Level of Care	16	6,210	20	5,306
Ohio Home Care - Age 59 or younger	125	8,907	141	9,697
Transitions - Age 60 or older	52	3,213	51	3,184
Transitions Carve Out - All ages	36	1,766	28	1,575

For more Medicaid Information on Ashtabula County, go to:

http://jfs.ohio.gov/ohp/reports/documents/OMR_SF2006.pdf



Ohio

Department of
Job and Family Services

Geauga County Profile

County Commissioners

Tracy Jemison, Mary Samide, and William Young



Amish Farmhouse. Photo: Sheila Heller, Burton, OH

County Department of Job and Family Services

Tim Taylor, Director

12480 Ravenwood Drive, P.O. Box 309
Chardon, OH 44024-9009
440-285-9141 800-209-7590

Child Support Enforcement Agency

Tim Taylor, Director

12480 Ravenwood Drive, P.O. Box 309
Chardon, OH 44024-9009
440-285-9141 800-209-7590

Public Children Services Agency

Tim Taylor, Director

12480 Ravenwood Drive, P.O. Box 309
Chardon, OH 44024-9009
440-285-9141 800-209-7590

Workplace

Tom McGuinness, Director

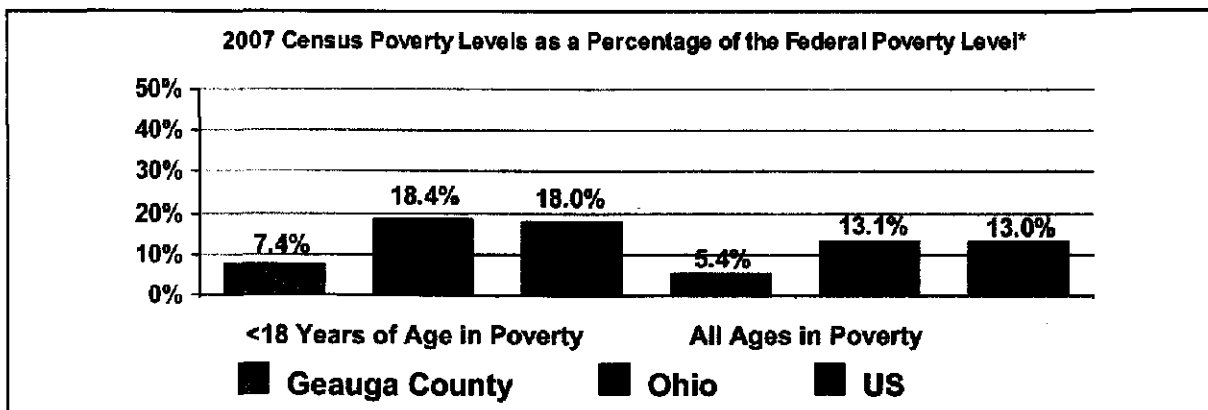
12480 Ravenwood Drive
Chardon, OH 44024
440-285-9141 800-209-7590

Geauga County

Job and Family Services Profile

County Overview

Through its partnerships with community organizations and state and federal government agencies, Geauga County provides a number of services to families and individuals in need of assistance. These services range from food stamps, cash assistance, and child care subsidies to child support enforcement, job training, and access to medical care.



*Federal Poverty Level as issued by the U.S. Department of Health and Human Services, and published in the Federal Register.

Population	2008 Census Population	94,753	2000 Census Population	90,895
	Population		% of Total Population	
Age Census (2008)	County	State	County	State
Age 0-19	24,850	3,049,827	26.2%	26.6%
Age 60 and Older	20,348	2,155,509	21.5%	18.8%
Median Age (2005-2007)*	40.7	37.6		
Average Household Size (2005-2007)*	2.81	2.48		

*The '2005-2007' data was not available for the following 6 Ohio counties: Harrison, Monroe, Morgan, Noble, Paulding, and Vinton. The data provided on these 6 counties is from the 2000 Census.

	2007-2008		2006-2007	
High School Graduation Rate	97.4%	84.6%	96.7%	86.9%
High School Honors Graduation Rate	15.9%	18.0%	26.8%	18.1%

Vital Statistics		County	County Rate per 1,000	2007 State	State Rate per 1,000
All Births		972	10.3	150,784	13.1
Teen Births:	<15 Years of Age	0	0.0	225	0.8
	15-17 Years of Age	9	4.0	4,798	19.7
	18-19 Years of Age	26	24.2	11,553	75.7
Marriages		428	4.5	70,704	6.2
Divorces		220	2.3	39,305	3.4

Dependency Rate		County	2007 State	County	2006 State
Rate of Dependency on Income Supports*		9.9%	17.6%	9.8%	17.2%
County Rank		87 of 88	N/A	87 of 88	N/A

*The 'Rate of Dependency on Income Supports' is the total amount of income support provided by taxpayer dollars (e.g. Retirement and Disability payments, Unemployment Compensation, Worker's Compensation, TANF, SSI, etc.) divided by total personal income. Note: Ranking based on highest (1) Rate of Dependency to lowest (88) Rate of Dependency.

Geauga County

Job and Family Services Profile

Family Services

Child Support

The Geauga County Child Support Enforcement Agency establishes paternitys and obtains, enforces, and collects child support funds for children.

\$13,706,709 in IV-D child support was collected by the county during 2008.

Child Support Cases	FFY 2008		FFY 2007	
	County	State	County	State
Number of Cases	2,842	978,385	2,839	979,749
Paternity Establishment Rate*	101.6%	91.6%	102.6%	87.9%
Cases with Support Orders	2,635	739,995	2,587	723,521
Percentage of Cases with Support Orders	92.7%	75.6%	91.1%	73.8%
Collection Rate on Current Support Due	83.3%	68.8%	80.8%	68.9%
Rate of Cases Paying on Arrears	81.1%	68.2%	79.0%	67.1%

*The Paternity Establishment Rate is the total number of children born out-of-wedlock, who had active child support cases, for whom paternity was established or acknowledged as of the end of the reporting period, divided by the total number of children born out-of-wedlock, who had active child support cases, as reported 12 months prior to the reporting period. In some cases, the rate can exceed 100%.

Food Assistance (FA)

The Food Assistance program is designed to raise nutritional levels, to expand buying power and to safeguard the health and well-being of individuals and families whose gross monthly income is within 130 percent of the federal poverty guideline. Half of all recipients are children.

Food Stamps	CY 2008		CY 2007	
	County	State	County	State
Average Monthly Adult Recipients	1,096	734,421	951	611,173
Average Monthly Child Recipients	1,018	719,893	858	550,242
Total # of Recipients (Annual Unduplicated)	3,582	1,825,865	3,000	1,686,146
Percent of Population	3.8%	15.9%	3.2%	14.7%
Net Expenditures	\$2,426,887	\$1,603,760,076	\$1,966,960	\$1,329,422,597
Average Annual FS Payment per Recipient	\$678	\$878	\$656	\$788

Ohio Works First (OWF)

Ohio Works First (OWF) is the financial-assistance portion of the state's Temporary Assistance to Needy Families (TANF) program, which provides cash benefits to needy families for up to 36 months.

3 out of every 1,000 residents in Geauga County received cash benefits through OWF during CY 2008.

Cash Assistance (CA)	CY 2008		CY 2007	
	County	State	County	State
Average Monthly Adult Recipients	17	44,998	10	40,496
Average Monthly Child Recipients	104	132,601	96	127,124
Total # of Recipients (Annual Unduplicated)	260	368,211	208	340,861
Percent of Population	0.3%	3.2%	0.2%	3.0%
Net Expenditures	\$244,773	\$328,588,993	\$218,974	\$306,467,349
Average Annual CA Payment per Recipient	\$941	\$892	\$1,053	\$899

Geauga County

Job and Family Services Profile

Family Services

Child Safety and Care/Placement*

The Geauga County Public Children Services Agency administers local adoption assistance, foster care services, and child welfare intervention programs. The agency strives to reunify children with their families when possible, or find other permanent living arrangements for them when they cannot safely return home.

<u>CY 2008</u>		
	County	State
Reports and Investigations - Allegations of Child Abuse and Neglect Cases	348	86,072

<u>FFY 2008</u>		
	County	State
Children Entering Custody	9	8,279
Children Reentering Custody	1	1,261
Number of Children Reunified	1	4,678
Number of Children Reunified within 12 Months	1	3,206
Percent of Child Reunifications <12 Months	100.0%	68.5%

	<u>2008 (Snapshot Date 9/30/2008)</u>		<u>2007 (Snapshot Date 9/30/2007)</u>	
	County	State	County	State
Children in Licensed/Certified Foster Homes	13	9,057	14	8,894
Children in Permanent Custody	11	5,200	10	5,435

	<u>CY 2008</u>		<u>CY 2007</u>	
	County	State	County	State
Number of Child Deaths	0	74	0	90
Number of Child Deaths in Substitute Care	0	22	0	16

Adoption*

Ohio counties provide a comprehensive scope of services to birth parents, adoptive parents, and adoptive children, particularly those children who have been in foster care.

<u>FFY 2008</u>		
	County	State
Number of Children Adopted	2	1,390
Adoptions Completed within 24 Months	2	426

*The above data, used for Federal reporting purposes, represents member counts, not unduplicated counts.

Kinship Permanency Incentive

KPI provides time-limited incentive payments to relatives caring for minor children who would be at risk of harm if they remained in their own homes.

	<u>CY 2008</u>		<u>CY 2007</u>	
	County	State	County	State
Number of Children Approved for Initial KPI Payments*	12	3,074	4	2,586

*Unduplicated count of initial case approvals.

Geauga County

Job and Family Services Profile

Family Services

Child Care

Ohio counties provide child care services and early learning opportunities that families need to succeed at work and at school. Through state and federal funding, families whose income is at or below 150 percent of the federal poverty guideline can receive payment for all or part of their monthly child care expenses while parents work or attend job training. A family may remain eligible until income increases to 200 percent of the federal poverty guideline.

Children Served	CY 2008		CY 2007	
	County	State	County	State
Number of Children Using Publicly Funded Child Care (Unduplicated Count)	464	198,244	426	191,172
Public Funds Used for Child Care Expenditures	\$1,339,282	\$558,762,587	\$1,102,671	\$512,179,646
Annual Average Expenditure per Child	\$2,886	\$2,819	\$2,588	\$2,679

Providers

Number of Licensed Child Care Centers*	21	3,683	22	3,597
--	----	-------	----	-------

*Includes licensed full-time, part-time, Head Start, school-based and combination centers with 7 or more children.

"Step Up To Quality" Program

Step Up To Quality (SUTQ) is Ohio's voluntary quality rating system for child care programs. SUTQ is designed to increase the number of high-quality programs, recognize and support programs that achieve higher quality standards, and provide parents with an easy-to-use tool to assist them in making more informed choices on behalf of their children. Programs with the highest ratings qualify for monetary awards.

The number of Licensed Child Care Centers Earning Quality Ratings as of June 30, 2009: 4

For additional information about child care services, Step Up to Quality (SUTQ), or to search for child care in your area, go to: <http://jfs.ohio.gov/cdc/childcare.stm>

Adult Protective Services (APS)

County Departments of Job and Family Services provide Adult Protective Services to the elderly who are in danger of harm, unable to protect themselves, and/or have no one to assist them.

	CY 2008		CY 2007*	
	County	State	County	State
Adult Cases	47	17,351	46	16,805
Cases Deemed Emergencies	1	1,215	0	1,214
Cases in Need of Protective Services	24	7,469	25	7,538
Cases Where Protective Services Not Available	0	68	0	127
Expenditures	\$73,030	\$21,095,720	\$36,395	\$19,956,788

*CY 2007 data was revised in CY 2009 to reflect updated source data.

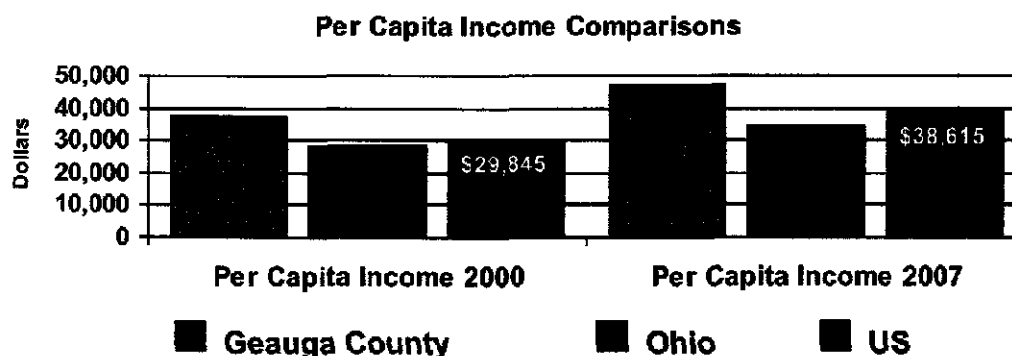
Geauga County

Job and Family Services Profile

Jobs

Income

The per capita income of a region provides a good barometer of its economic health. Over the last decade, per capita income growth in Ohio has been highly correlated with employment growth.



Labor Force and Employment

The size of a county's labor force is an indication of economic health. It is influenced by both the economy and the size and composition of the population.

	CY 2008			CY 2007		
	County	State	U.S.	County	State	U.S.
Labor Force	50,900	5,971,900	154,287,000	51,600	5,976,500	153,124,000
Employment	48,100	5,582,100	145,362,000	49,100	5,640,100	146,047,000
Unemployment	2,800	389,700	8,924,000	2,500	336,400	7,078,000
Unemployment Rate	5.4	6.5	5.8	4.9	5.6	4.6
1st UC Benefit Payments	2,084	357,192	N/A	1,656	278,006	N/A
Total UC Benefits Issued	\$10,263,950	\$1,586,561,241	N/A	\$8,485,867	\$1,206,523,647	N/A
Average Weekly Benefit	\$319	\$303	N/A	\$312	\$290	N/A
UC Duration	15.2	14.9	N/A	16.1	15.2	N/A

Worker Adjustment and Retraining Notification Act (WARN)

WARN provides protection to workers, their families and communities by requiring employers to provide notification 60 calendar days in advance of plant closings and mass layoffs.

	CY 2008		CY 2007	
	County	State	County	State
Employer WARN Notices	1	165	1	103
WARN Employees Affected	376	27,417	126	15,119

Reemployment and Eligibility Assessment (REA)

398 Geauga County residents, during FFY 2008, participated in the Reemployment and Eligibility Assessment (REA) program, which provides unemployed job seekers with services that promote quicker re-entry into the workforce.

*To learn more about Labor Market and Employment information, go to:

<http://lmi.state.oh.us/asp/laus/vbLAUS.htm>

Commuting to Work

Metropolitan areas tend to draw the most commuters from their own and neighboring counties. The net commuter flow is the difference between the number of people commuting into a county for work and the number of people commuting out of the county for work. According to the 2000 census:

-24.70% net commuter flow

27.0 minutes average commute time

Geauga County

Job and Family Services Profile

Jobs

Workforce Investment Act

The federal Workforce Investment Act (WIA) is a federally funded program that assists employers in obtaining skilled and productive employees; expands the available pool of skilled workers whose skills match current job opportunities; and measures program achievements in terms of customer outcomes and increased local accountability. Ohio has 31 comprehensive, full-service One-Stop sites, and 59 satellite sites throughout 20 local workforce development areas, with at least one site in every Ohio county. The following data is from Ohio's Annual Report for Program Year 2007:

Adult Program	County	State
Total Participants	59	18,863
Total Exiters	40	8,564
Entered Employment		
Exiters	22	6,107
Employed in Q1 After Exit	22	4,794
Employment Rate	100.0%	78.6%
Employment Retention		
Exiters	33	7,436
Employed in Q1, Q2, Q3 After Exit	31	6,413
Retention Rate	93.9%	86.2%
Earnings		
Exiters	21	3,715
Post-Program Earnings after Exit	\$408,517	\$55,875,189
Average Earnings	\$19,453	\$15,040
Dislocated Workers		
Total Participants	42	9,228
Total Exiters	29	3,608
Entered Employment		
Exiters	36	3,618
Employed after Exit	35	3,154
Employment Rate	97.2%	87.2%
Employment Retention		
Exiters	32	3,331
Employed after Exit	30	3,079
Retention Rate	93.8%	92.4%
Earnings		
Exiters	25	2,269
Post-Dislocation Earnings Q2 + Q3 After Exit	\$495,255	\$39,595,670
Average Earnings	\$19,810	\$17,451

Youth Programs	County	State
In-School Youth		
Total Participants	42	8,013
Total Exiters	15	2,592
Out-of-School Youth		
Total Participants	0	3,885
Exiters	2	1,488
Total Youth		
Total Participants	42	11,898
Total Youth Exiters	17	4,080
Placement in Employment or Education Exiters	7	3,616
Attainment of Employment or Education by Q1 after Exit	7	2,262
Placement in Employment or Education Rate	100.0%	62.6%
Diploma or Equivalent		
Attainment of Certificate or Diploma Exiters	8	4,162
Attainment of Certificate or Diploma By Q3 after Exit	5	2,244
Attainment of Certificate or Diploma Rate	62.5%	53.9%
Literacy/Numeracy		
Literacy/Numeracy Gains Exiters	0	882
Increased Educational Functioning Level	0	328
Literacy/ Numeracy Gains Rate	0.0%	37.2%

Geauga County

Job and Family Services Profile

Medical Assistance

Ohio offers a variety of assistance programs to give those with limited resources access to basic medical care. The most comprehensive of these is Medicaid, the federally funded, state-administered program that reimburses doctors and health-care facilities for providing services to eligible individuals with low income.

Health Care Statistics

In Geauga County:

- 55.0% of hospital visits occurred outside the county (2008)
- 11.4% of all births were paid by Medicaid (2007)
- 59.5% of mothers receiving Medicaid had two or more risk factors for poor birth outcomes (2007)

Medicaid Enrollment and Expenditures

Medicaid is the state and federally funded program that pays for health care services for eligible low-income people of all ages, including children, pregnant women, families, older adults and Ohioans with disabilities. Medicaid services are delivered via contracted health care providers, ensuring that Medicaid consumers get access to needed services, such as physician visits, hospital inpatient care, prescription drugs and home health services.

	SFY 2008			
	County		State	
Residents Enrolled in Medicaid*	4,915	5.2%	1,789,934	15.6%
Children Enrolled in Medicaid*	2,732	11.7%	958,118	34.8%
Annual Medicaid Expenditures**	\$40,258,101	N/A	\$11,962,683,659	N/A
Average Annual Medicaid Cost/Eligible	\$8,366	N/A	\$6,770	N/A

*Data is point-in-time, not cumulative.

**Expenditures reflect payments made directly to providers as well as capitation payments to HMOs.

Nursing Facilities/Residential Care

	CY 2008		CY 2007	
	County	State	County	State
Nursing Homes*	6	961		
Residential Care Facilities**	10	583		
Medicaid Eligibles Living in Nursing Facilities	271	51,917	304	53,579
Total Expenditures	\$15,604,314	\$3,090,753,003	\$17,931,718	\$3,093,825,746

*Total includes state-licensed and Medicaid-certified facilities. Data is point in time, as of 6/24/2009.

**Data is point in time, as of 6/24/2009.

Geauga County

Job and Family Services Profile

Medical Assistance

Alternatives to Nursing Facilities (Waiver Programs)

Waiver programs allow people on Medicaid with disabilities to receive care in their homes and communities instead of in nursing homes. The following chart lists the waiver programs available in Ohio for CY 2007 and 2008, and the number of Geauga County residents participating in them.

Unduplicated Number of Residents Receiving Services Waiver Type	CY 2008		CY 2007	
	County	State	County	State
Choices - Age 60 or older	0	462	0	362
PASSPORT - Pre-admission Screening System Providing Options and Resources Today - Age 60 or older	70	34,419	65	33,334
Assisted living - Age 21 or older	0	1,209	0	405
Individual Options Waiver - Available to all ages	73	14,675	56	13,135
Level One Waiver - Available to all ages with an ICF/MR Level of Care	39	6,210	31	5,306
Ohio Home Care - Age 59 or younger	36	8,907	33	9,697
Transitions - Age 60 or older	21	3,213	19	3,184
Transitions Carve Out - All ages	3	1,766	4	1,575

For more Medicaid Information on Geauga County, go to:

http://jfs.ohio.gov/ohp/reports/documents/OMR_SFY2006.pdf



Ohio

Department of
Job and Family Services

Lake County Profile

County Commissioners

Robert Aufuldish, Raymond Sines, and Daniel Troy



Fairport Marine Museum, Lake County. Photo: Carl Stimac /Lake County Visitors Bureau

County Department of Job and Family Services

Matthew Battiato, Director
177 Main Street
Painesville, OH 44077-9967
440-350-4000

Child Support Enforcement Agency

Matthew Battiato, Director
177 Main Street
Painesville, OH 44077-9967
440-350-4000 800-442-1955

Public Children Services Agency

Matthew Battiato, Director
177 Main Street
Painesville, OH 44077-9967
440-350-4000

Lake1Stop

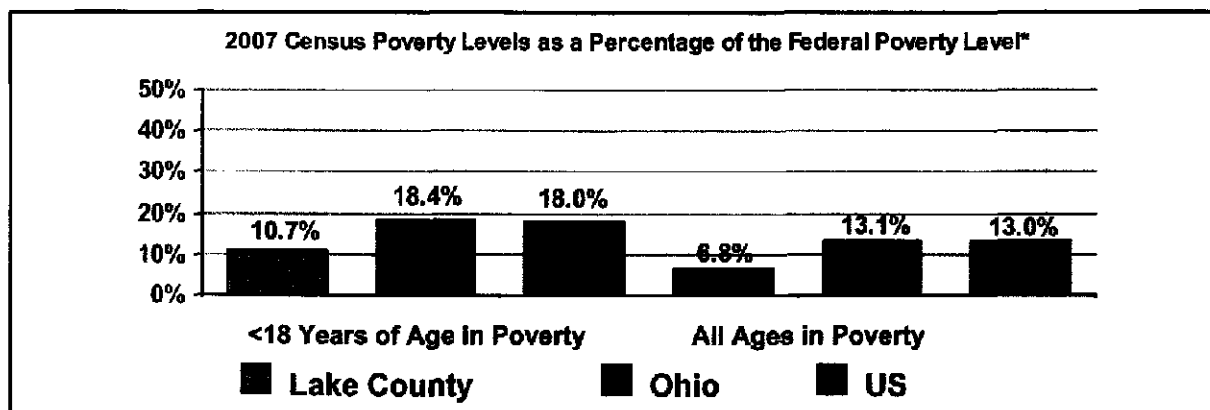
Matthew Battiato, Director
177 Main Street
Painesville, OH 44077
440-350-4000

Lake County

Job and Family Services Profile

County Overview

Through its partnerships with community organizations and state and federal government agencies, Lake County provides a number of services to families and individuals in need of assistance. These services range from food stamps, cash assistance, and child care subsidies to child support enforcement, job training, and access to medical care.



*Federal Poverty Level as issued by the U.S. Department of Health and Human Services, and published in the Federal Register.

Population	2008 Census Population	234,030	2000 Census Population	227,511
	Population		% of Total Population	
Age Census (2008)	County	State	County	State
Age 0-19	57,042	3,049,827	24.4%	26.6%
Age 60 and Older	48,722	2,155,509	20.8%	18.8%
Median Age (2005-2007)*	40.7	37.6		
Average Household Size (2005-2007)*	2.47	2.48		

*The '2005-2007' data was not available for the following 6 Ohio counties: Harrison, Monroe, Morgan, Noble, Paulding, and Vinton. The data provided on these 6 counties is from the 2000 Census.

	2007-2008		2006-2007	
High School Graduation Rate	94.6%	84.6%	94.1%	86.9%
High School Honors Graduation Rate	17.5%	18.0%	16.9%	18.1%

Vital Statistics		County	County Rate per 1,000	2007 State	State Rate per 1,000
All Births		2,526	10.8	150,784	13.1
Teen Births:	<15 Years of Age	3	0.4	225	0.6
	15-17 Years of Age	47	9.5	4,798	19.7
	18-19 Years of Age	107	42.5	11,563	75.7
Marriages		1,262	5.4	70,704	6.2
Divorces		692	3.0	39,305	3.4

Dependency Rate		County	2007 State	County	2006 State
Rate of Dependency on Income Supports*		15.9%	17.6%	15.6%	17.2%
County Rank		72 of 88	N/A	71 of 88	N/A

*The 'Rate of Dependency on Income Supports' is the total amount of income support provided by taxpayer dollars (e.g. Retirement and Disability payments, Unemployment Compensation, Worker's Compensation, TANF, SSI, etc.) divided by total personal income. Note: Ranking based on highest (1) Rate of Dependency to lowest (88) Rate of Dependency.

Lake County

Job and Family Services Profile

Family Services

Child Support

The Lake County Child Support Enforcement Agency establishes paternitys and obtains, enforces, and collects child support funds for children.

\$31,799,136 in IV-D child support was collected by the county during 2008.

Child Support Cases	FFY 2008		FFY 2007	
	County	State	County	State
Number of Cases	11,404	978,385	11,668	979,749
Paternity Establishment Rate*	100.4%	91.6%	95.2%	87.9%
Cases with Support Orders	9,556	739,995	9,523	723,521
Percentage of Cases with Support Orders	83.8%	75.6%	81.6%	73.8%
Collection Rate on Current Support Due	76.4%	68.8%	75.7%	68.9%
Rate of Cases Paying on Arrears	79.0%	68.2%	77.5%	67.1%

*The Paternity Establishment Rate is the total number of children born out-of-wedlock, who had active child support cases, for whom paternity was established or acknowledged as of the end of the reporting period, divided by the total number of children born out-of-wedlock, who had active child support cases, as reported 12 months prior to the reporting period. In some cases, the rate can exceed 100%.

Food Assistance (FA)

The Food Assistance program is designed to raise nutritional levels, to expand buying power and to safeguard the health and well-being of individuals and families whose gross monthly income is within 130 percent of the federal poverty guideline. Half of all recipients are children.

Food Stamps	CY 2008		CY 2007	
	County	State	County	State
Average Monthly Adult Recipients	7,485	734,421	6,241	611,173
Average Monthly Child Recipients	6,567	719,893	5,372	550,242
Total # of Recipients (Annual Unduplicated)	19,280	1,825,865	17,541	1,686,146
Percent of Population	8.2%	15.9%	7.5%	14.7%
Net Expenditures	\$16,883,970	\$1,803,760,076	\$13,865,901	\$1,329,422,597
Average Annual FS Payment per Recipient	\$876	\$878	\$790	\$788

Ohio Works First (OWF)

Ohio Works First (OWF) is the financial-assistance portion of the state's Temporary Assistance to Needy Families (TANF) program, which provides cash benefits to needy families for up to 36 months.

9 out of every 1,000 residents in Lake County received cash benefits through OWF during CY 2008.

Cash Assistance (CA)	CY 2008		CY 2007	
	County	State	County	State
Average Monthly Adult Recipients	201	44,998	209	40,496
Average Monthly Child Recipients	754	132,601	735	127,124
Total # of Recipients (Annual Unduplicated)	2,104	368,211	2,219	340,861
Percent of Population	0.9%	3.2%	1.0%	3.0%
Net Expenditures	\$1,851,632	\$328,588,993	\$1,799,056	\$306,467,349
Average Annual CA Payment per Recipient	\$880	\$892	\$811	\$899

Lake County

Job and Family Services Profile

Family Services

Child Safety and Care/Placement*

The Lake County Public Children Services Agency administers local adoption assistance, foster care services, and child welfare intervention programs. The agency strives to reunify children with their families when possible, or find other permanent living arrangements for them when they cannot safely return home.

	<u>CY 2008</u>	
	County	State
Reports and Investigations - Allegations of Child Abuse and Neglect Cases	1,031	86,072

	<u>FFY 2008</u>	
	County	State
Children Entering Custody	47	8,279
Children Reentering Custody	2	1,261
Number of Children Reunified	38	4,678
Number of Children Reunified within 12 Months	24	3,206
Percent of Child Reunifications <12 Months	63.2%	68.5%

	<u>2008 (Snapshot Date 9/30/2008)</u>		<u>2007 (Snapshot Date 9/30/2007)</u>	
	County	State	County	State
Children in Licensed/Certified Foster Homes	30	9,057	22	8,894
Children in Permanent Custody	22	5,200	26	5,435

	<u>CY 2008</u>		<u>CY 2007</u>	
	County	State	County	State
Number of Child Deaths	0	74	0	90
Number of Child Deaths in Substitute Care	0	22	0	16

Adoption*

Ohio counties provide a comprehensive scope of services to birth parents, adoptive parents, and adoptive children, particularly those children who have been in foster care.

	<u>FFY 2008</u>	
	County	State
Number of Children Adopted	9	1,390
Adoptions Completed within 24 Months	7	426

*The above data, used for Federal reporting purposes, represents member counts, not unduplicated counts.

Kinship Permanency Incentive

KPI provides time-limited incentive payments to relatives caring for minor children who would be at risk of harm if they remained in their own homes.

	<u>CY 2008</u>		<u>CY 2007</u>	
	County	State	County	State
Number of Children Approved for Initial KPI Payments*	6	3,074	17	2,586

*Unduplicated count of initial case approvals.

Lake County

Job and Family Services Profile

Family Services

Child Care

Ohio counties provide child care services and early learning opportunities that families need to succeed at work and at school. Through state and federal funding, families whose income is at or below 150 percent of the federal poverty guideline can receive payment for all or part of their monthly child care expenses while parents work or attend job training. A family may remain eligible until income increases to 200 percent of the federal poverty guideline.

Children Served	CY 2008		CY 2007	
	County	State	County	State
Number of Children Using Publicly Funded Child Care (Unduplicated Count)	2,252	198,244	2,097	191,172
Public Funds Used for Child Care Expenditures	\$5,932,578	\$558,762,587	\$4,985,583	\$512,179,646
Annual Average Expenditure per Child	\$2,634	\$2,819	\$2,377	\$2,679

Providers

Number of Licensed Child Care Centers*	35	3,683	31	3,597
--	----	-------	----	-------

*Includes licensed full-time, part-time, Head Start, school-based and combination centers with 7 or more children.

"Step Up To Quality" Program

Step Up To Quality (SUTQ) is Ohio's voluntary quality rating system for child care programs. SUTQ is designed to increase the number of high-quality programs, recognize and support programs that achieve higher quality standards, and provide parents with an easy-to-use tool to assist them in making more informed choices on behalf of their children. Programs with the highest ratings qualify for monetary awards.

The number of Licensed Child Care Centers Earning Quality Ratings as of June 30, 2009: 11

For additional information about child care services, Step Up to Quality (SUTQ), or to search for child care in your area, go to: <http://jfs.ohio.gov/cdc/childcare.stm>

Adult Protective Services (APS)

County Departments of Job and Family Services provide Adult Protective Services to the elderly who are in danger of harm, unable to protect themselves, and/or have no one to assist them.

	CY 2008		CY 2007*	
	County	State	County	State
Adult Cases	144	17,351	96	16,805
Cases Deemed Emergencies	4	1,215	5	1,214
Cases in Need of Protective Services	61	7,469	41	7,538
Cases Where Protective Services Not Available	0	68	0	127
Expenditures	\$42,829	\$21,095,720	\$43,068	\$19,956,788

*CY 2007 data was revised in CY 2009 to reflect updated source data.

Lake County

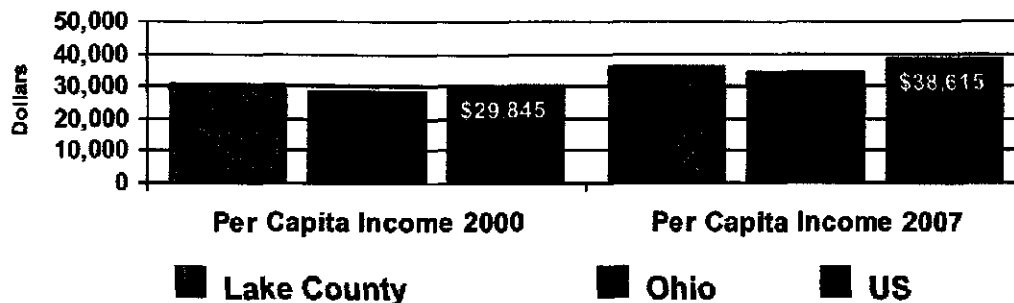
Job and Family Services Profile

Jobs

Income

The per capita income of a region provides a good barometer of its economic health. Over the last decade, per capita income growth in Ohio has been highly correlated with employment growth.

Per Capita Income Comparisons



Labor Force and Employment

The size of a county's labor force is an indication of economic health. It is influenced by both the economy and the size and composition of the population.

	CY 2008			CY 2007		
	County	State	U.S.	County	State	U.S.
Labor Force	132,000	5,971,900	154,287,000	132,500	5,976,500	153,124,000
Employment	124,300	5,582,100	145,362,000	125,600	5,640,100	146,047,000
Unemployment	7,700	389,700	8,924,000	6,900	336,400	7,078,000
Unemployment Rate	5.8	6.5	5.8	5.2	5.6	4.6
1st UC Benefit Payments	6,461	357,192	N/A	5,266	278,006	N/A
Total UC Benefits Issued	\$31,822,698	\$1,586,561,241	N/A	\$24,969,805	\$1,206,523,647	N/A
Average Weekly Benefit	\$305	\$303	N/A	\$293	\$290	N/A
UC Duration	15.8	14.9	N/A	16.0	15.2	N/A

Worker Adjustment and Retraining Notification Act (WARN)

WARN provides protection to workers, their families and communities by requiring employers to provide notification 60 calendar days in advance of plant closings and mass layoffs.

	CY 2008		CY 2007	
	County	State	County	State
Employer WARN Notices	1	165	1	103
WARN Employees Affected	65	27,417	181	15,119

Reemployment and Eligibility Assessment (REA)

672 Lake County residents, during FFY 2008, participated in the Reemployment and Eligibility Assessment (REA) program, which provides unemployed job seekers with services that promote quicker re-entry into the workforce.

*To learn more about Labor Market and Employment Information, go to:

<http://lmi.state.oh.us/asp/laus/vbLAUS.htm>

Commuting to Work

Metropolitan areas tend to draw the most commuters from their own and neighboring counties. The net commuter flow is the difference between the number of people commuting into a county for work and the number of people commuting out of the county for work. According to the 2000 census:

-18.80% net commuter flow

22.9 minutes average commute time

Lake County

Job and Family Services Profile

Jobs

Workforce Investment Act

The federal Workforce Investment Act (WIA) is a federally funded program that assists employers in obtaining skilled and productive employees; expands the available pool of skilled workers whose skills match current job opportunities; and measures program achievements in terms of customer outcomes and increased local accountability. Ohio has 31 comprehensive, full-service One-Stop sites, and 59 satellite sites throughout 20 local workforce development areas, with at least one site in every Ohio county. The following data is from Ohio's Annual Report for Program Year 2007:

Adult Program	County	State
Total Participants	242	18,863
Total Exiters	38	8,664
Entered Employment		
Exiters	35	6,107
Employed in Q1 After Exit	28	4,794
Employment Rate	80.0%	78.5%
Employment Retention		
Exiters	47	7,436
Employed in Q1, Q2, Q3 After Exit	47	6,413
Retention Rate	100.0%	86.2%
Earnings		
Exiters	26	3,715
Post-Program Earnings after Exit	\$377,898	\$55,875,189
Average Earnings	\$14,535	\$15,040
Dislocated Workers		
Total Participants	175	9,228
Total Exiters	34	3,608
Entered Employment		
Exiters	44	3,618
Employed after Exit	43	3,154
Employment Rate	97.7%	87.2%
Employment Retention		
Exiters	39	3,331
Employed after Exit	39	3,079
Retention Rate	100.0%	92.4%
Earnings		
Exiters	30	2,269
Post-Dislocation Earnings Q2 + Q3 After Exit	\$461,501	\$39,595,670
Average Earnings	\$15,383	\$17,451

Youth Programs	County	State
In-School Youth		
Total Participants	92	8,013
Total Exiters	20	2,592
Out-of-School Youth		
Total Participants	22	3,885
Exiters	6	1,488
Total Youth		
Total Participants	114	11,898
Total Youth Exiters	26	4,080
Placement in Employment or Education Exiters	17	3,616
Attainment of Employment or Education by Q1 after Exit	7	2,262
Placement in Employment or Education Rate	41.2%	62.6%
Diploma or Equivalent		
Attainment of Certificate or Diploma Exiters	17	4,182
Attainment of Certificate or Diploma By Q3 after Exit	6	2,244
Attainment of Certificate or Diploma Rate	35.3%	53.9%
Literacy/Numeracy		
Literacy Numeracy Gains Exiters	2	882
Increased Educational Functioning Level	0	328
Literacy/ Numeracy Gains Rate	0.0%	37.2%

Lake County

Job and Family Services Profile

Medical Assistance

Ohio offers a variety of assistance programs to give those with limited resources access to basic medical care. The most comprehensive of these is Medicaid, the federally funded, state-administered program that reimburses doctors and health-care facilities for providing services to eligible individuals with low income.

Health Care Statistics

In Lake County:

- 47.6% of hospital visits occurred outside the county (2008)
- 26.7% of all births were paid by Medicaid (2007)
- 64.7% of mothers receiving Medicaid had two or more risk factors for poor birth outcomes (2007)

Medicaid Enrollment and Expenditures

Medicaid is the state and federally funded program that pays for health care services for eligible low-income people of all ages, including children, pregnant women, families, older adults and Ohioans with disabilities. Medicaid services are delivered via contracted health care providers, ensuring that Medicaid consumers get access to needed services, such as physician visits, hospital inpatient care, prescription drugs and home health services.

	SFY 2008			
	County		State	
Residents Enrolled in Medicaid*	20,313	8.7%	1,789,934	15.6%
Children Enrolled in Medicaid*	10,837	20.8%	958,118	34.8%
Annual Medicaid Expenditures**	\$162,015,949	N/A	\$11,962,683,659	N/A
Average Annual Medicaid Cost/Eligible	\$8,145	N/A	\$6,770	N/A

*Data is point-in-time, not cumulative.
 **Expenditures reflect payments made directly to providers as well as capitation payments to HMOs.

Nursing Facilities/Residential Care

	CY 2008		CY 2007	
	County	State	County	State
Nursing Homes*	13	961		
Residential Care Facilities**	10	583		
Medicaid Eligibles Living in Nursing Facilities	1,036	51,917	1,042	53,579
Total Expenditures	\$66,123,692	\$3,090,753,003	\$63,042,872	\$3,093,825,746

*Total includes state-licensed and Medicaid-certified facilities. Data is point in time, as of 6/24/2009.

**Data is point in time, as of 6/24/2009.

Lake County

Job and Family Services Profile

Medical Assistance

Alternatives to Nursing Facilities (Waiver Programs)

Waiver programs allow people on Medicaid with disabilities to receive care in their homes and communities instead of in nursing homes. The following chart lists the waiver programs available in Ohio for CY 2007 and 2008, and the number of Lake County residents participating in them.

Unduplicated Number of Residents Receiving Services Waiver Type	CY 2008		CY 2007	
	County	State	County	State
Choices - Age 60 or older	0	462	0	362
PASSPORT - Pre-admission Screening System Providing Options and Resources Today - Age 60 or older	283	34,419	279	33,334
Assisted living - Age 21 or older	1	1,209	0	405
Individual Options Waiver - Available to all ages	300	14,675	277	13,135
Level One Waiver - Available to all ages with an ICF/MR Level of Care	14	6,210	13	5,306
Ohio Home Care - Age 59 or younger	108	8,907	126	9,697
Transitions - Age 60 or older	65	3,213	60	3,184
Transitions Carve Out - All ages	16	1,766	16	1,575

For more Medicaid Information on Lake County, go to:

http://fs.ohio.gov/ohp/reports/documents/OMR_SF2006.pdf



Ohio

**Department of
Job and Family Services**

Summit County Profile

County Commissioners

Russell M. Pry, Executive., Members: Frank Comunale, Tim Crawford, Pete Crossland, Jerry Feeman, Jon Poda, Paula Prentice, Russell Pry, Gloria Rodgers, Nick Kostandaras, and John Schmidt, Ilene Shapiro, and Cazzell Smith



Cuyahoga Valley National Park

County Department of Job and Family Services

Patricia Divoky, Interim Director

47 North Main Street

Akron, OH 44308-1991

330-643-8200 800-573-8080

Child Support Enforcement Agency

Jennifer Bheam, Director

175 South Main Street, Fifth Floor, P.O. Box 80598

Akron, OH 44308-0598

330-643-2765 800-726-2765

Public Children Services Agency

John Saros, Executive Director

264 South Arlington Street

Akron, OH 44306-1399

330-379-1986

The Job Center

Ralph Sinistro, Manager

1040 E. Tallmadge Ave.

Akron, OH 44310

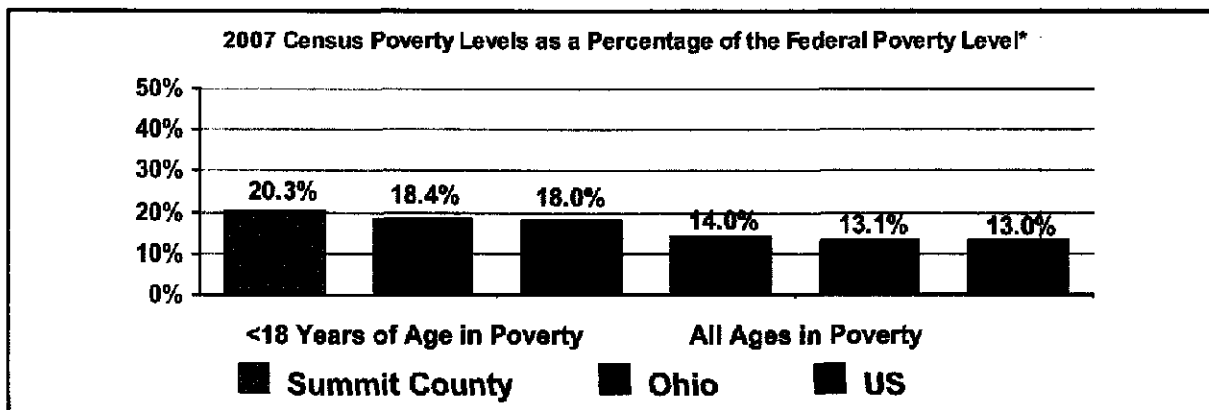
330-630-1050 800-573-8080

Summit County

Job and Family Services Profile

County Overview

Through its partnerships with community organizations and state and federal government agencies, Summit County provides a number of services to families and individuals in need of assistance. These services range from food stamps, cash assistance, and child care subsidies to child support enforcement, job training, and access to medical care.



*Federal Poverty Level as issued by the U.S. Department of Health and Human Services, and published in the Federal Register.

Population	2008 Census Population	542,562	2000 Census Population	542,899
	Population		% of Total Population	
Age Census (2008)	County	State	County	State
Age 0-19	141,584	3,049,827	26.1%	26.6%
Age 60 and Older	105,106	2,155,509	19.4%	18.8%
Median Age (2005-2007)*	38.8	37.6		
Average Household Size (2005-2007)*	2.43	2.48		

*The '2005-2007' data was not available for the following 6 Ohio counties: Harrison, Monroe, Morgan, Noble, Paulding, and Vinton. The data provided on these 6 counties is from the 2000 Census.

	2007-2008		2006-2007	
High School Graduation Rate	80.3%	84.6%	84.2%	86.9%
High School Honors Graduation Rate	19.2%	18.0%	18.2%	18.1%

Vital Statistics		County	County Rate per 1,000	2007 State	State Rate per 1,000
All Births		6,738	12.4	150,784	13.1
Teen Births:	<15 Years of Age	7	0.4	225	0.6
	15-17 Years of Age	198	17.2	4,798	19.7
	18-19 Years of Age	508	80.3	11,553	75.7
Marriages		3,116	5.7	70,704	6.2
Divorces		1,821	3.3	39,305	3.4

Dependency Rate		County	2007 State	County	2006 State
Rate of Dependency on Income Supports*		16.8%	17.6%	16.5%	17.2%
County Rank		67 of 88	N/A	65 of 88	N/A

*The 'Rate of Dependency on Income Supports' is the total amount of income support provided by taxpayer dollars (e.g. Retirement and Disability payments, Unemployment Compensation, Worker's Compensation, TANF, SSI, etc.) divided by total personal income. Note: Ranking based on highest (1) Rate of Dependency to lowest (88) Rate of Dependency.

Summit County

Job and Family Services Profile

Family Services

Child Support

The Summit County Child Support Enforcement Agency establishes paternities and obtains, enforces, and collects child support funds for children.

\$81,298,016 in IV-D child support was collected by the county during 2008.

Child Support Cases	FFY 2008		FFY 2007	
	County	State	County	State
Number of Cases	52,116	978,385	51,859	979,749
Paternity Establishment Rate*	88.6%	91.6%	87.3%	87.9%
Cases with Support Orders	40,412	739,995	39,630	723,521
Percentage of Cases with Support Orders	77.5%	75.6%	76.4%	73.8%
Collection Rate on Current Support Due	67.3%	68.8%	67.4%	68.9%
Rate of Cases Paying on Arrears	64.2%	68.2%	62.4%	67.1%

*The Paternity Establishment Rate is the total number of children born out-of-wedlock, who had active child support cases, for whom paternity was established or acknowledged as of the end of the reporting period, divided by the total number of children born out-of-wedlock, who had active child support cases, as reported 12 months prior to the reporting period. In some cases, the rate can exceed 100%.

Food Assistance (FA)

The Food Assistance program is designed to raise nutritional levels, to expand buying power and to safeguard the health and well-being of individuals and families whose gross monthly income is within 130 percent of the federal poverty guideline. Half of all recipients are children.

Food Stamps	CY 2008		CY 2007	
	County	State	County	State
Average Monthly Adult Recipients	36,005	734,421	30,638	611,173
Average Monthly Child Recipients	33,857	719,893	25,660	550,242
Total # of Recipients (Annual Unduplicated)	81,555	1,825,865	78,432	1,686,146
Percent of Population	15.0%	15.9%	14.4%	14.7%
Net Expenditures	\$75,510,220	\$1,603,760,076	\$65,111,329	\$1,329,422,597
Average Annual FS Payment per Recipient	\$926	\$878	\$830	\$788

Ohio Works First (OWF)

Ohio Works First (OWF) is the financial-assistance portion of the state's Temporary Assistance to Needy Families (TANF) program, which provides cash benefits to needy families for up to 36 months.

39 out of every 1,000 residents in Summit County received cash benefits through OWF during CY 2008.

Cash Assistance (CA)	CY 2008		CY 2007	
	County	State	County	State
Average Monthly Adult Recipients	3,190	44,998	2,803	40,496
Average Monthly Child Recipients	7,771	132,601	7,304	127,124
Total # of Recipients (Annual Unduplicated)	20,949	368,211	20,218	340,861
Percent of Population	3.9%	3.2%	3.7%	3.0%
Net Expenditures	\$20,256,985	\$328,588,993	\$18,394,904	\$306,467,349
Average Annual CA Payment per Recipient	\$967	\$892	\$910	\$899

Summit County

Job and Family Services Profile

Family Services

Child Safety and Care/Placement*

The Summit County Public Children Services Agency administers local adoption assistance, foster care services, and child welfare intervention programs. The agency strives to reunify children with their families when possible, or find other permanent living arrangements for them when they cannot safely return home.

CY 2008		
	County	State
Reports and Investigations - Allegations of Child Abuse and Neglect Cases	4,688	86,072

FFY 2008		
	County	State
Children Entering Custody	1,030	8,279
Children Reentering Custody	159	1,261
Number of Children Reunified	638	4,678
Number of Children Reunified within 12 Months	454	3,206
Percent of Child Reunifications <12 Months	71.2%	68.5%

	2008 (Snapshot Date 9/30/2008)		2007 (Snapshot Date 9/30/2007)	
	County	State	County	State
Children in Licensed/Certified Foster Homes	477	9,057	329	8,894
Children in Permanent Custody	256	5,200	291	5,435

		CY 2008		CY 2007	
		County	State	County	State
Number of Child Deaths		3	74	2	90
Number of Child Deaths in Substitute Care		1	22	1	16

Adoption*

Ohio counties provide a comprehensive scope of services to birth parents, adoptive parents, and adoptive children, particularly those children who have been in foster care.

FFY 2008		
	County	State
Number of Children Adopted	89	1,390
Adoptions Completed within 24 Months	45	426

*The above data, used for Federal reporting purposes, represents member counts, not unduplicated counts.

Kinship Permanency Incentive

KPI provides time-limited incentive payments to relatives caring for minor children who would be at risk of harm if they remained in their own homes.

		CY 2008		CY 2007	
		County	State	County	State
Number of Children Approved for Initial KPI Payments*		189	3,074	172	2,586

*Unduplicated count of initial case approvals.

Summit County

Job and Family Services Profile

Family Services

Child Care

Ohio counties provide child care services and early learning opportunities that families need to succeed at work and at school. Through state and federal funding, families whose income is at or below 150 percent of the federal poverty guideline can receive payment for all or part of their monthly child care expenses while parents work or attend job training. A family may remain eligible until income increases to 200 percent of the federal poverty guideline.

Children Served	CY 2008		CY 2007	
	County	State	County	State
Number of Children Using Publicly Funded Child Care (Unduplicated Count)	8,500	198,244	8,454	191,172
Public Funds Used for Child Care Expenditures	\$24,135,480	\$558,762,587	\$22,733,416	\$512,179,646
Annual Average Expenditure per Child	\$2,839	\$2,819	\$2,689	\$2,679

Providers

Number of Licensed Child Care Centers*	169	3,683	161	3,597
--	-----	-------	-----	-------

*Includes licensed full-time, part-time, Head Start, school-based and combination centers with 7 or more children.

"Step Up To Quality" Program

Step Up To Quality (SUTQ) is Ohio's voluntary quality rating system for child care programs. SUTQ is designed to increase the number of high-quality programs, recognize and support programs that achieve higher quality standards, and provide parents with an easy-to-use tool to assist them in making more informed choices on behalf of their children. Programs with the highest ratings qualify for monetary awards.

The number of Licensed Child Care Centers Earning Quality Ratings as of June 30, 2009: 23

For additional information about child care services, Step Up to Quality (SUTQ), or to search for child care in your area, go to: <http://ifs.ohio.gov/cdc/childcare.stm>

Adult Protective Services (APS)

County Departments of Job and Family Services provide Adult Protective Services to the elderly who are in danger of harm, unable to protect themselves, and/or have no one to assist them.

	CY 2008		CY 2007*	
	County	State	County	State
Adult Cases	909	17,351	861	16,805
Cases Deemed Emergencies	7	1,215	10	1,214
Cases in Need of Protective Services	384	7,469	297	7,538
Cases Where Protective Services Not Available	4	68	10	127
Expenditures	\$1,266,203	\$21,095,720	\$1,196,110	\$19,956,788

*CY 2007 data was revised in CY 2009 to reflect updated source data.

Summit County

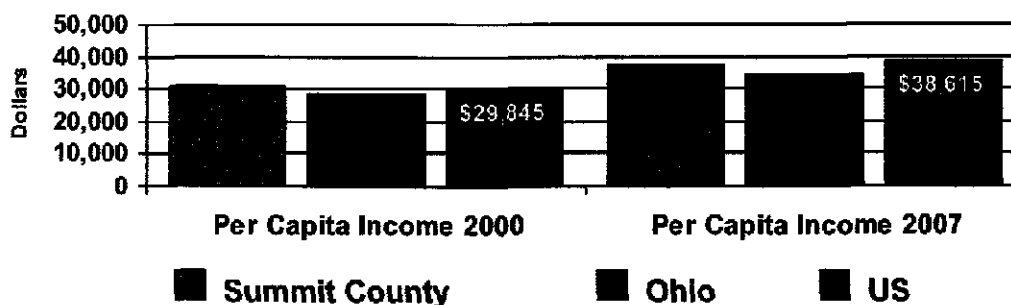
Job and Family Services Profile

Jobs

Income

The per capita income of a region provides a good barometer of its economic health. Over the last decade, per capita income growth in Ohio has been highly correlated with employment growth.

Per Capita Income Comparisons



Labor Force and Employment

The size of a county's labor force is an indication of economic health. It is influenced by both the economy and the size and composition of the population.

	CY 2008			CY 2007		
	County	State	U.S.	County	State	U.S.
Labor Force	298,400	5,971,900	154,287,000	296,400	5,976,500	153,124,000
Employment	280,100	5,582,100	145,362,000	280,400	5,640,100	146,047,000
Unemployment	18,300	389,700	8,924,000	16,000	336,400	7,078,000
Unemployment Rate	6.1	6.5	5.8	5.4	5.6	4.6
1st UC Benefit Payments	15,152	357,192	N/A	12,276	278,006	N/A
Total UC Benefits Issued	\$70,283,543	\$1,586,561,241	N/A	\$57,795,737	\$1,206,523,647	N/A
Average Weekly Benefit	\$287	\$303	N/A	\$283	\$290	N/A
UC Duration	15.8	14.9	N/A	16.4	15.2	N/A

Worker Adjustment and Retraining Notification Act (WARN)

WARN provides protection to workers, their families and communities by requiring employers to provide notification 60 calendar days in advance of plant closings and mass layoffs.

	CY 2008		CY 2007	
	County	State	County	State
Employer WARN Notices	5	165	6	103
WARN Employees Affected	566	27,417	689	15,119

Reemployment and Eligibility Assessment (REA)

976 Summit County residents, during FFY 2008, participated in the Reemployment and Eligibility Assessment (REA) program, which provides unemployed job seekers with services that promote quicker re-entry into the workforce.

*To learn more about Labor Market and Employment information, go to:

<http://lmi.state.oh.us/asp/laus/vbLAUS.htm>

Commuting to Work

Metropolitan areas tend to draw the most commuters from their own and neighboring counties. The net commuter flow is the difference between the number of people commuting into a county for work and the number of people commuting out of the county for work. According to the 2000 census:

8.50% net commuter flow

22.4 minutes average commute time

Summit County

Job and Family Services Profile

Jobs

Workforce Investment Act

The federal Workforce Investment Act (WIA) is a federally funded program that assists employers in obtaining skilled and productive employees; expands the available pool of skilled workers whose skills match current job opportunities; and measures program achievements in terms of customer outcomes and increased local accountability. Ohio has 31 comprehensive, full-service One-Stop sites, and 59 satellite sites throughout 20 local workforce development areas, with at least one site in every Ohio county. The following data is from Ohio's Annual Report for Program Year 2007:

Adult Program	County	State
Total Participants	896	18,863
Total Exiters	473	8,564
Entered Employment		
Exiters	289	6,107
Employed in Q1 After Exit	228	4,794
Employment Rate	78.9%	78.5%
Employment Retention		
Exiters	331	7,436
Employed in Q1, Q2, Q3 After Exit	265	6,413
Retention Rate	80.1%	86.2%
Earnings		
Exiters	165	3,715
Post-Program Earnings after Exit	\$2,379,625	\$55,875,189
Average Earnings	\$14,422	\$15,040
Dislocated Workers		
Total Participants	181	9,228
Total Exiters	117	3,608
Entered Employment		
Exiters	116	3,618
Employed after Exit	95	3,154
Employment Rate	81.9%	87.2%
Employment Retention		
Exiters	99	3,331
Employed after Exit	93	3,079
Retention Rate	93.9%	92.4%
Earnings		
Exiters	76	2,269
Post-Dislocation Earnings Q2 + Q3 After Exit	\$1,261,548	\$39,695,670
Average Earnings	\$16,599	\$17,451

Youth Programs	County	State
In-School Youth		
Total Participants	349	8,013
Total Exiters	119	2,592
Out-of-School Youth		
Total Participants	183	3,885
Exiters	74	1,488
Total Youth		
Total Participants	532	11,898
Total Youth Exiters	193	4,080
Placement in Employment or Education Exiters	157	3,816
Attainment of Employment or Education by Q1 after Exit	87	2,262
Placement in Employment or Education Rate	55.4%	62.6%
Diploma or Equivalent		
Attainment of Certificate or Diploma Exiters	190	4,162
Attainment of Certificate or Diploma By Q3 after Exit	99	2,244
Attainment of Certificate or Diploma Rate	52.1%	53.9%
Literacy/Numeracy		
Literacy/Numeracy Gains Exiters	70	882
Increased Educational Functioning Level	16	328
Literacy/ Numeracy Gains Rate	22.9%	37.2%

Summit County

Job and Family Services Profile

Medical Assistance

Ohio offers a variety of assistance programs to give those with limited resources access to basic medical care. The most comprehensive of these is Medicaid, the federally funded, state-administered program that reimburses doctors and health-care facilities for providing services to eligible individuals with low income.

Health Care Statistics

In Summit County:

7.3% of hospital visits occurred outside the county (2008)

40.4% of all births were paid by Medicaid (2007)

74.0% of mothers receiving Medicaid had two or more risk factors for poor birth outcomes (2007)

Medicaid Enrollment and Expenditures

Medicaid is the state and federally funded program that pays for health care services for eligible low-income people of all ages, including children, pregnant women, families, older adults and Ohioans with disabilities. Medicaid services are delivered via contracted health care providers, ensuring that Medicaid consumers get access to needed services, such as physician visits, hospital inpatient care, prescription drugs and home health services.

	SFY 2008			
	County		State	
Residents Enrolled In Medicaid*	78,328	14.4%	1,789,934	15.6%
Children Enrolled in Medicaid*	40,669	31.5%	958,118	34.8%
Annual Medicaid Expenditures**	\$522,683,662	N/A	\$11,962,683,659	N/A
Average Annual Medicaid Cost/Eligible	\$6,760	N/A	\$6,770	N/A

*Data is point-in-time, not cumulative.

**Expenditures reflect payments made directly to providers as well as capitation payments to HMOs.

Nursing Facilities/Residential Care

	CY 2008		CY 2007	
	County	State	County	State
Nursing Homes*	41	961		
Residential Care Facilities**	34	583		
Medicaid Eligibles Living in Nursing Facilities	2,091	51,917	2,196	53,579
Total Expenditures	\$116,332,568	\$3,090,753,003	\$120,330,496	\$3,093,825,746

*Total includes state-licensed and Medicaid-certified facilities. Data is point in time, as of 6/24/2009.

**Data is point in time, as of 6/24/2009.

Summit County

Job and Family Services Profile

Medical Assistance

Alternatives to Nursing Facilities (Waiver Programs)

Waiver programs allow people on Medicaid with disabilities to receive care in their homes and communities instead of in nursing homes. The following chart lists the waiver programs available in Ohio for CY 2007 and 2008, and the number of Summit County residents participating in them.

Unduplicated Number of Residents Receiving Services Waiver Type	CY 2008		CY 2007	
	County	State	County	State
Choices - Age 60 or older	0	462	0	362
PASSPORT - Pre-admission Screening System Providing Options and Resources Today - Age 60 or older	2,117	34,419	2,077	33,334
Assisted living - Age 21 or older	56	1,209	15	406
Individual Options Waiver - Available to all ages	889	14,675	825	13,135
Level One Waiver - Available to all ages with an ICF/MR Level of Care	466	6,210	474	5,306
Ohio Home Care - Age 59 or younger	440	8,907	489	9,697
Transitions - Age 60 or older	140	3,213	148	3,184
Transitions Carve Out - All ages	97	1,766	89	1,575

For more Medicaid information on Summit County, go to:

http://jfs.ohio.gov/ohp/reports/documents/OMR_SFY2006.pdf



Ohio

Department of
Job and Family Services

Williams County Profile

County Commissioners

Brian Davis, Lewis Hilkert, and Alan Word



Stairwell inside the Williams County Courthouse, Bryan

County Department of Job and Family Services

Susan Jackson, Director

117 West Butler Street

Bryan, OH 43506-1650

419-636-6725 Fraud 888-763-7283

Child Support Enforcement Agency

Susan Jackson, Director

117 West Butler Street

Bryan, OH 43506-1650

419-636-6725 800-937-2732

Public Children Services Agency

Susan Jackson, Director

117 West Butler Street

Bryan, OH 43506-1650

419-636-6725

Northwest Ohio Job Center of Williams County

Susan Jackson, Director

228 South Main Street

Bryan, OH 43506

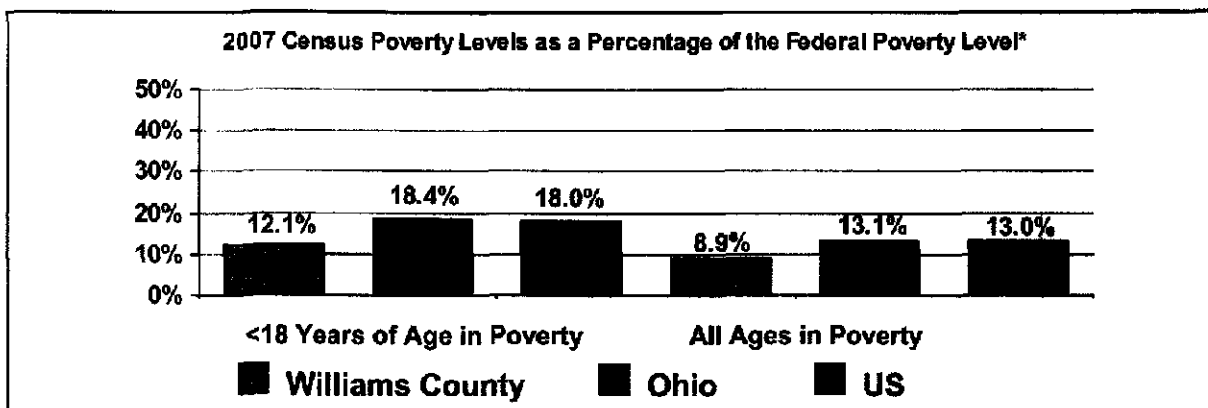
419-636-0338

Williams County

Job and Family Services Profile

County Overview

Through its partnerships with community organizations and state and federal government agencies, Williams County provides a number of services to families and individuals in need of assistance. These services range from food stamps, cash assistance, and child care subsidies to child support enforcement, job training, and access to medical care.



*Federal Poverty Level as issued by the U.S. Department of Health and Human Services, and published in the Federal Register.

Population	2008 Census Population	38,158	2000 Census Population	39,188
	Population		% of Total Population	
Age Census (2008)	County	State	County	State
Age 0-19	9,562	3,049,827	25.1%	26.6%
Age 60 and Older	7,826	2,155,509	20.5%	18.8%
Median Age (2005-2007)*	39.6	37.6		
Average Household Size (2005-2007)*	2.44	2.48		

*The '2005-2007' data was not available for the following 6 Ohio counties: Harrison, Monroe, Morgan, Noble, Paulding, and Vinton. The data provided on these 6 counties is from the 2000 Census.

	2007-2008		2006-2007	
High School Graduation Rate	96.3%	84.6%	97.0%	86.9%
High School Honors Graduation Rate	17.9%	18.0%	22.6%	18.1%

Vital Statistics		County	County Rate per 1,000	2007 State	State Rate per 1,000
All Births		485	12.7	150,784	13.1
Teen Births:	<15 Years of Age	4	3.1	225	0.6
	15-17 Years of Age	13	15.8	4,798	19.7
	18-19 Years of Age	40	97.3	11,553	75.7
Marriages		243	6.3	70,704	6.2
Divorces		162	4.2	39,305	3.4

Dependency Rate		County	2007 State	County	2006 State
Rate of Dependency on Income Supports*		20.1%	17.6%	19.3%	17.2%
County Rank		46 of 88	N/A	49 of 88	N/A

*The 'Rate of Dependency on Income Supports' is the total amount of income support provided by taxpayer dollars (e.g. Retirement and Disability payments, Unemployment Compensation, Worker's Compensation, TANF, SSI, etc.) divided by total personal income. Note: Ranking based on highest (1) Rate of Dependency to lowest (88) Rate of Dependency.

Williams County

Job and Family Services Profile

Family Services

Child Support

The Williams County Child Support Enforcement Agency establishes paternities and obtains, enforces, and collects child support funds for children.

\$7,165,771 in IV-D child support was collected by the county during 2008.

Child Support Cases	FFY 2008		FFY 2007	
	County	State	County	State
Number of Cases	3,096	978,385	3,123	979,749
Paternity Establishment Rate*	108.0%	91.6%	103.5%	87.9%
Cases with Support Orders	2,847	739,995	2,877	723,521
Percentage of Cases with Support Orders	92.0%	75.6%	92.1%	73.8%
Collection Rate on Current Support Due	74.9%	68.8%	75.7%	68.9%
Rate of Cases Paying on Arrears	78.1%	68.2%	78.7%	67.1%

*The Paternity Establishment Rate is the total number of children born out-of-wedlock, who had active child support cases, for whom paternity was established or acknowledged as of the end of the reporting period, divided by the total number of children born out-of-wedlock, who had active child support cases, as reported 12 months prior to the reporting period. In some cases, the rate can exceed 100%.

Food Assistance (FA)

The Food Assistance program is designed to raise nutritional levels, to expand buying power and to safeguard the health and well-being of individuals and families whose gross monthly income is within 130 percent of the federal poverty guideline. Half of all recipients are children.

Food Stamps	CY 2008		CY 2007	
	County	State	County	State
Average Monthly Adult Recipients	1,967	734,421	1,549	611,173
Average Monthly Child Recipients	1,786	719,893	1,422	550,242
Total # of Recipients (Annual Unduplicated)	5,674	1,825,865	5,057	1,886,146
Percent of Population	14.9%	15.9%	13.2%	14.7%
Net Expenditures	\$3,884,186	\$1,603,760,076	\$3,089,313	\$1,329,422,597
Average Annual FS Payment per Recipient	\$685	\$878	\$611	\$788

Ohio Works First (OWF)

Ohio Works First (OWF) is the financial-assistance portion of the state's Temporary Assistance to Needy Families (TANF) program, which provides cash benefits to needy families for up to 36 months.

26 out of every 1,000 residents in Williams County received cash benefits through OWF during CY 2008.

Cash Assistance (CA)	CY 2008		CY 2007	
	County	State	County	State
Average Monthly Adult Recipients	125	44,998	125	40,496
Average Monthly Child Recipients	230	132,601	245	127,124
Total # of Recipients (Annual Unduplicated)	1,009	368,211	966	340,861
Percent of Population	2.6%	3.2%	2.5%	3.0%
Net Expenditures	\$593,680	\$328,588,993	\$600,355	\$306,467,349
Average Annual CA Payment per Recipient	\$588	\$892	\$621	\$899

Williams County

Job and Family Services Profile

Family Services

Child Safety and Care/Placement*

The Williams County Public Children Services Agency administers local adoption assistance, foster care services, and child welfare intervention programs. The agency strives to reunify children with their families when possible, or find other permanent living arrangements for them when they cannot safely return home.

	CY 2008	
	County	State
Reports and Investigations - Allegations of Child Abuse and Neglect Cases	224	86,072

	FFY 2008	
	County	State
Children Entering Custody	42	8,279
Children Reentering Custody	1	1,261
Number of Children Reunified	11	4,678
Number of Children Reunified within 12 Months	11	3,206
Percent of Child Reunifications <12 Months	100.0%	68.5%

	2008 (Snapshot Date 9/30/2008)		2007 (Snapshot Date 9/30/2007)	
	County	State	County	State
Children in Licensed/Certified Foster Homes	19	9,057	11	8,894
Children in Permanent Custody	8	5,200	5	5,435

	CY 2008		CY 2007	
	County	State	County	State
Number of Child Deaths	0	74	0	90
Number of Child Deaths in Substitute Care	0	22	0	16

Adoption*

Ohio counties provide a comprehensive scope of services to birth parents, adoptive parents, and adoptive children, particularly those children who have been in foster care.

	FFY 2008	
	County	State
Number of Children Adopted	1	1,390
Adoptions Completed within 24 Months	1	426

*The above data, used for Federal reporting purposes, represents member counts, not unduplicated counts.

Kinship Permanency Incentive

KPI provides time-limited incentive payments to relatives caring for minor children who would be at risk of harm if they remained in their own homes.

	CY 2008		CY 2007	
	County	State	County	State
Number of Children Approved for Initial KPI Payments*	9	3,074	7	2,586

*Unduplicated count of initial case approvals.

Williams County

Job and Family Services Profile

Family Services

Child Care

Ohio counties provide child care services and early learning opportunities that families need to succeed at work and at school. Through state and federal funding, families whose income is at or below 150 percent of the federal poverty guideline can receive payment for all or part of their monthly child care expenses while parents work or attend job training. A family may remain eligible until income increases to 200 percent of the federal poverty guideline.

Children Served	CY 2008		CY 2007	
	County	State	County	State
Number of Children Using Publicly Funded Child Care (Unduplicated Count)	303	198,244	296	191,172
Public Funds Used for Child Care Expenditures	\$424,835	\$558,762,587	\$390,642	\$512,179,646
Annual Average Expenditure per Child	\$1,402	\$2,819	\$1,320	\$2,679

Providers

Number of Licensed Child Care Centers*	9	3,683	9	3,597
--	---	-------	---	-------

*Includes licensed full-time, part-time, Head Start, school-based and combination centers with 7 or more children.

"Step Up To Quality" Program

Step Up To Quality (SUTQ) is Ohio's voluntary quality rating system for child care programs. SUTQ is designed to increase the number of high-quality programs, recognize and support programs that achieve higher quality standards, and provide parents with an easy-to-use tool to assist them in making more informed choices on behalf of their children. Programs with the highest ratings qualify for monetary awards.

The number of Licensed Child Care Centers Earning Quality Ratings as of June 30, 2009: 2

For additional information about child care services, Step Up to Quality (SUTQ), or to search for child care in your area, go to: <http://ifs.ohio.gov/cdc/childcare.stm>

Adult Protective Services (APS)

County Departments of Job and Family Services provide Adult Protective Services to the elderly who are in danger of harm, unable to protect themselves, and/or have no one to assist them.

	CY 2008		CY 2007*	
	County	State	County	State
Adult Cases	32	17,351	42	16,805
Cases Deemed Emergencies	0	1,215	0	1,214
Cases in Need of Protective Services	13	7,469	23	7,538
Cases Where Protective Services Not Available	2	68	1	127
Expenditures	\$14,164	\$21,095,720	\$20,825	\$19,956,788

*CY 2007 data was revised in CY 2009 to reflect updated source data.

Williams County

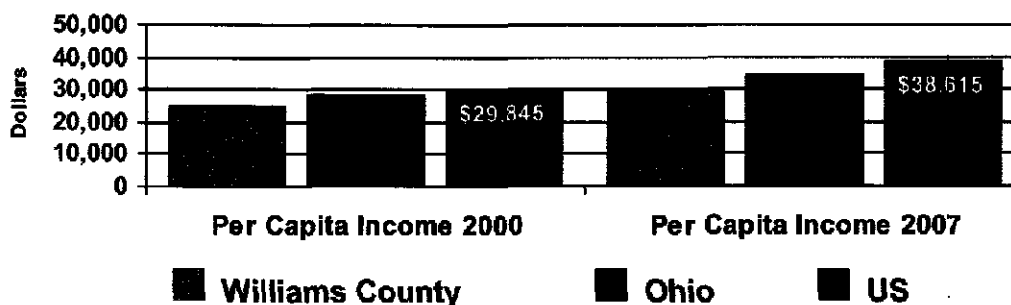
Job and Family Services Profile

Jobs

Income

The per capita income of a region provides a good barometer of its economic health. Over the last decade, per capita income growth in Ohio has been highly correlated with employment growth.

Per Capita Income Comparisons



Labor Force and Employment

The size of a county's labor force is an indication of economic health. It is influenced by both the economy and the size and composition of the population.

	CY 2008			CY 2007		
	County	State	U.S.	County	State	U.S.
Labor Force	20,100	5,971,900	154,287,000	19,700	5,976,500	153,124,000
Employment	18,600	5,582,100	145,362,000	18,500	5,640,100	146,047,000
Unemployment	1,500	389,700	8,924,000	1,200	336,400	7,078,000
Unemployment Rate	7.7	6.5	5.8	6.1	5.6	4.6
1st UC Benefit Payments	2,094	357,192	N/A	1,221	278,006	N/A
Total UC Benefits Issued	\$6,369,147	\$1,586,561,241	N/A	\$3,540,102	\$1,206,523,647	N/A
Average Weekly Benefit	\$267	\$303	N/A	\$258	\$290	N/A
UC Duration	11.3	14.9	N/A	11.2	15.2	N/A

Worker Adjustment and Retraining Notification Act (WARN)

WARN provides protection to workers, their families and communities by requiring employers to provide notification 60 calendar days in advance of plant closings and mass layoffs.

	CY 2008		CY 2007	
	County	State	County	State
Employer WARN Notices	0	165	0	103
WARN Employees Affected	0	27,417	0	15,119

Reemployment and Eligibility Assessment (REA)

213 Williams County residents, during FFY 2008, participated in the Reemployment and Eligibility Assessment (REA) program, which provides unemployed job seekers with services that promote quicker re-entry into the workforce.

*To learn more about Labor Market and Employment information, go to:

<http://lmi.state.oh.us/asp/laus/ybLAUS.htm>

Commuting to Work

Metropolitan areas tend to draw the most commuters from their own and neighboring counties. The net commuter flow is the difference between the number of people commuting into a county for work and the number of people commuting out of the county for work. According to the 2000 census:

0.80% net commuter flow

18.0 minutes average commute time

Williams County

Job and Family Services Profile

Jobs

Workforce Investment Act

The federal Workforce Investment Act (WIA) is a federally funded program that assists employers in obtaining skilled and productive employees; expands the available pool of skilled workers whose skills match current job opportunities; and measures program achievements in terms of customer outcomes and increased local accountability. Ohio has 31 comprehensive, full-service One-Stop sites, and 59 satellite sites throughout 20 local workforce development areas, with at least one site in every Ohio county. The following data is from Ohio's Annual Report for Program Year 2007:

Adult Program	County	State
Total Participants	48	18,863
Total Exiters	17	8,664
Entered Employment		
Exiters	16	6,107
Employed in Q1 After Exit	11	4,794
Employment Rate	68.8%	78.5%
Employment Retention		
Exiters	31	7,436
Employed in Q1, Q2, Q3 After Exit	26	6,413
Retention Rate	83.9%	86.2%
Earnings		
Exiters	13	3,715
Post-Program Earnings after Exit	\$210,933	\$55,875,189
Average Earnings	\$16,226	\$15,040
Dislocated Workers		
Total Participants	17	9,228
Total Exiters	7	3,608
Entered Employment		
Exiters	10	3,618
Employed after Exit	9	3,154
Employment Rate	90.0%	87.2%
Employment Retention		
Exiters	14	3,331
Employed after Exit	14	3,079
Retention Rate	100.0%	92.4%
Earnings		
Exiters	9	2,269
Post-Dislocation Earnings Q2 + Q3 After Exit	\$145,407	\$39,596,670
Average Earnings	\$16,156	\$17,451

Youth Programs	County	State
In-School Youth		
Total Participants	44	8,013
Total Exiters	21	2,592
Out-of-School Youth		
Total Participants	35	3,885
Exiters	14	1,488
Total Youth		
Total Participants	79	11,898
Total Youth Exiters	35	4,080
Placement in Employment or Education Exiters	23	3,616
Attainment of Employment or Education by Q1 after Exit	18	2,262
Placement in Employment or Education Rate	78.3%	62.6%
Diploma or Equivalent		
Attainment of Certificate or Diploma Exiters	33	4,162
Attainment of Certificate or Diploma By Q3 after Exit	27	2,244
Attainment of Certificate or Diploma Rate	81.8%	53.9%
Literacy/Numeracy		
Literacy Numeracy Gains Exiters	7	882
Increased Educational Functioning Level	3	328
Literacy/ Numeracy Gains Rate	42.9%	37.2%

Williams County

Job and Family Services Profile

Medical Assistance

Ohio offers a variety of assistance programs to give those with limited resources access to basic medical care. The most comprehensive of these is Medicaid, the federally funded, state-administered program that reimburses doctors and health-care facilities for providing services to eligible individuals with low income.

Health Care Statistics

In Williams County:

- 50.4% of hospital visits occurred outside the county (2008)
- 43.7% of all births were paid by Medicaid (2007)
- 58.5% of mothers receiving Medicaid had two or more risk factors for poor birth outcomes (2007)

Medicaid Enrollment and Expenditures

Medicaid is the state and federally funded program that pays for health care services for eligible low-income people of all ages, including children, pregnant women, families, older adults and Ohioans with disabilities. Medicaid services are delivered via contracted health care providers, ensuring that Medicaid consumers get access to needed services, such as physician visits, hospital inpatient care, prescription drugs and home health services.

	SFY 2008			
	County		State	
Residents Enrolled in Medicaid*	5,401	14.1%	1,789,934	15.6%
Children Enrolled in Medicaid*	2,957	33.3%	958,118	34.8%
Annual Medicaid Expenditures**	\$30,685,210	N/A	\$11,962,683,659	N/A
Average Annual Medicaid Cost/Eligible	\$5,773	N/A	\$6,770	N/A

*Data is point-in-time, not cumulative.

**Expenditures reflect payments made directly to providers as well as capitation payments to HMDs.

Nursing Facilities/Residential Care

	CY 2008		CY 2007	
	County	State	County	State
Nursing Homes*	4	961		
Residential Care Facilities**	2	583		
Medicaid Eligibles Living in Nursing Facilities	184	51,917	190	53,579
Total Expenditures	\$8,243,313	\$3,090,753,003	\$8,541,219	\$3,093,825,746

*Total includes state-licensed and Medicaid-certified facilities. Data is point in time, as of 6/24/2009.

**Data is point in time, as of 6/24/2009.

Williams County

Job and Family Services Profile

Medical Assistance

Alternatives to Nursing Facilities (Waiver Programs)

Waiver programs allow people on Medicaid with disabilities to receive care in their homes and communities instead of in nursing homes. The following chart lists the waiver programs available in Ohio for CY 2007 and 2008, and the number of Williams County residents participating in them.

Unduplicated Number of Residents Receiving Services Waiver Type	CY 2008		CY 2007	
	County	State	County	State
Choices - Age 60 or older	0	462	0	362
PASSPORT - Pre-admission Screening System Providing Options and Resources Today - Age 60 or older	132	34,419	116	33,334
Assisted living - Age 21 or older	0	1,209	0	405
Individual Options Waiver - Available to all ages	29	14,675	22	13,135
Level One Waiver - Available to all ages with an ICF/MR Level of Care	14	6,210	14	5,306
Ohio Home Care - Age 59 or younger	25	8,907	23	9,697
Transitions - Age 60 or older	5	3,213	6	3,184
Transitions Carve Out - All ages	2	1,766	2	1,575

For more Medicaid Information on Williams County, go to:

http://jfs.ohio.gov/ohp/reports/documents/OMR_SFY2006.pdf

RESPONSE: The calculation on WP 9a is not correct in that the Customer Charge for the Public customers in the East service area should have been the same as for the other customer classes. This has been corrected on the revised Cost of Service Study attached to the response to INT #8. This correction increases the revenue that the proposed rates would produce by \$4,124. Therefore, the final tariff design will need to utilize the same Customer Charge for all customer classes in calculating the revenues produced to tie into the final revenue requirement allowed by the PUCO.

David R. Monie

INT-21. Please provide a summary of the payment plans that Aqua Ohio offers its customers to help avoid disconnection for non-payment.

RESPONSE: Aqua will offer residential customers who are in delinquent status a payment arrangement. The payment arrangement generally requires an initial minimum installment payment of twenty-five percent (25%) of the account balance with the remaining balance divided into three monthly installments. The monthly installments are in addition to future billed charges which become due after the creation date of the arrangement.

Richard A. Hideg

a. How many customers were placed on payment plans in 2007, 2008, and 2009?

RESPONSE: Data is not available for the year 2007.

317 customers placed on payment plans in 2008.

453 customers placed on payment plans in 2009.

Richard A. Hideg

- b. How many customers defaulted on payment plans in 2007, 2008, and 2009?

RESPONSE: Data is not available for the year 2007.

270 customers defaulted on payment plans in 2008.

380 customers defaulted on payment plans in 2009.

Richard A. Hideg

- c. How many residential customers were assessed reconnection charges in 2007, 2008, and 2009?

RESPONSE: Data is not available for the year 2007.

360 customers were assessed reconnection charges in 2008.

363 customers were assessed reconnection charges in 2009.

Richard A. Hideg

- d. What was the total amount of reconnection charges billed to customers in 2007, 2008, and 2009?

RESPONSE: 2007 = \$9,235 2008 = \$17,861 2009 = \$24,355

Richard A. Hideg

- e. How many residential customers requested reconnection outside of normal business hours in 2007, 2008, and 2009?

RESPONSE: Data is not available for the year 2007.

34 customers were assessed an after hours reconnection charge in 2008.

72 customers were assessed an after hours reconnection charge in 2009.

Richard A. Hideg

- f. How many residential customers were assessed late payment charges in 2007, 2008, and 2009?

RESPONSE: Objection, this information is not kept in the normal course of business and is not readily available.


Mark S. Yurick

- g. What was the total amount of late payment charges billed to customers in 2007, 2008, and 2009?

RESPONSE: 2007 = \$110,611 2008 = \$107,746 2009 = \$110,168

Richard A. Hideg

- h. How many disconnections for non-payment were made in 2007, 2008, and 2009?

RESPONSE: Data is not available for the year 2007.

458 customers were disconnected for non-payment in 2008.

635 customers were disconnected for non-payment in 2009.

Richard A. Hideg

- i. What was the average amount of delinquency that resulted in disconnection?

RESPONSE: Objection, this information is not kept in the normal course of business and is not readily available


Mark S. Yurick

- j. How many customers used medical certifications to avoid disconnections or to have services restored in 2007, 2008, and 2009?

RESPONSE: Data is not available for the year 2007.

12 customers used medical certificates to avoid disconnection in 2008.

34 customers used medical certificates to avoid disconnection in 2009.

Richard A. Hideg

k. How many disconnection notices were provided to residential customers during 2007, 2008, and 2009?

RESPONSE: Data is not available for the year 2007.

6,449 customers received disconnection notices in 2008.

8,498 customers received disconnection notices in 2009.

Richard A. Hideg

INT-22. Please provide a summary of the different options that are available for residential customers to pay water bills.

RESPONSE: 1) Customers may mail their payment to the Struthers cash center. It costs the customer the postage to mail their payment. 2) Customers may also use the Western Union Speed Pay Program at a fee of \$3.20 per payment per account. 3) Another option is the Zip Check, which automatically deducts the payment from the customer's checking account. No fee is associated with this option. 4) Payments can be made at the Lake National Bank located in the City of Mentor. These payments may be made without payment of an additional fee. 5) Finally, the customers may mail their payment to Aqua's Lock Box. It costs the customer the postage to mail their payment.

Richard A. Hideg

Aqua Ohio, Inc.
Lake Erie Division
Case No. 08-1044-WW-AUR
Typical Bill Comparison

Schedule E-5
Page 1 of 4
Witness Responsible:
R. Hiding

Date: () Months Actual & () Months Estimated
Type of Bill: (X) Original () Updated () Revised
Work Paper Reference No(s):

Lake Erie Division - April & May

BILL DATA - ALL METERS - NON MULT UNIT										
RATE DATA						BILL DATA - ALL METERS - NON MULT UNIT				
LINE NO.	RATE BLOCK LIMITS (A)	MOIST CURRENT RATE (B)	PROPSD. RATE (C)	DOLLAR INCREASE (D)	% INCREASE (E)	LEVEL OF USAGE (F)	CURRENT BILL (G)	PROPOSED BILL (H)	DOLLAR INCREASE (I)	% INCREASE (J=I-G)
For one hundred cubic feet										
1	For the first 2,000 c.f. or any part thereof	3.0670	3.7125	0.6455	20.25%					
2	For the next 8,000 c.f.	2.6230	3.1805	0.5575	20.24%					
3	For all over 10,000 c.f.	2.4686	2.9012	0.4326	17.48%					
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Lake Rate Case

Rate Case: 09 1044 WW Air

OCC

1st Informal Set Discovery

Request Dated: 1-15-2010

Request to Produce

RTP - 13

ITEM # 11

Activation fee
demonstrate \$ 25.57 fee

AQUA OHIO, INC.
LAKE ERIE DIVISION
09-1044-WW-AIR

WORKSHEET FOR DETERMINING ACTIVATION FEE

							AMOUNT
1. CSR receives phone call to transfer the water service into another name. The CSR prepares a workorder for the Serviceman to read the meter and activate service. The Miot Team sets up the new account on the Customer Accounting System.							
LABOR: CSR	0.18	hour(s)	X	\$14.75	rate per hour	X	1.4000 (employee benefits)
LABOR MIOT TEAM	0.17	hour(s)	X	\$14.75	rate per hour	X	1.4000
							\$3.72
							\$3.51
2. Serviceman travel to and from customer premises to read the meter and insure service is on.							
LABOR:	0.333333	hour(s)	X	\$23.88	rate per hour	X	1.7294 (employee benefits & transportation)
							\$13.77
3 CSR reviews new customer/occupant database -Sends copy of "Customer Rights and obligations" CSR also sends Direct Pay brochure							
LABOR:	0.200000	hour(s)		\$14.75	rate per hour	X	1.4000 (employee benefits)
							\$4.13
POSTAGE	0.44						\$0.44
TOTAL ACTIVATION FEE							\$25.57

Lake Rate Case

Rate Case: 09 1044 WW AIR

OCC

1st Informal Set Discovery

Request Dated: 1-15-2010

Request to Produce

RTP - 11

ITEM # 9

\$48.28 Reconnection Fee
Schedule

AQUA OHIO, INC.
LAKE SHORE DIVISION
09-1044-WW-AIR

WORKSHEET FOR DETERMINING THE RECONNECTION OR TURN ON FEE DURING REGULAR BUSINESS HOURS

							AMOUNT
1. Preparation of, and postage for mailing the DISCONNECTION NOTICE.							\$0.52
2. Service link work order received at local office and CSM assigns to department.							
LABOR:	0.010000	hour(s)	X	\$34.00	rate per hour	X 1.7294 (employee benefits includes transportation)	\$0.59
3. Serviceman travel to and from customer premises and shut off service. Serviceman attempts to contact customer and leaves door hanger if unable to. Serviceman then closes out work order on service link.							
LABOR:	0.600000	hour(s)	X	\$23.89	rate per hour	X 1.7294 (employee benefits includes transportation)	\$24.79
4. Company receives payment from customer and CSR clears all paper work on the account and issues work order to reconnect service.							
LABOR:	0.083333	hour(s)	X	\$14.75	rate per hour	X 1.4000 (employee benefits)	\$1.72
5. Serviceman travel to and from customer premises and turn on service.							
LABOR:	0.500000	hour(s)	X	\$23.89	rate per hour	X 1.7294 (employee benefits includes transportation)	\$20.86
						TOTAL RECONNECTION OR TURN ON FEE	\$48.28

- BASED ON WAGE RATES EFFECTIVE 4/1/09

Lake Rate Case

Rate Case: 09 1044 WW AIR

OCC

1st Informal Set Discovery

Request Dated: 1-15-2010

Request to Produce

RTP - 12

ITEM # 10

\$135.60 after hours
Reconnection fee

AQUA OHIO, INC.
LAKE SHORE DIVISION
09-1044-WW-AR

WORKSHEET FOR DETERMINING THE RECONNECTION OR TURN ON FEE OTHER THAN DURING REGULAR BUSINESS HOURS

							AMOUNT
1. Preparation of, and postage for mailing the DISCONNECTION NOTICE.							\$0.52
2. Service link work order received at local office and CSM assigns to department.							
LABOR:	0.010000	hour(s)	X	\$34.00	rate per hour	X 1.7284 (employee benefits includes transportation)	\$0.58
3. Serviceman travel to and from customer premises and shut off service. Serviceman attempts to contact customer and leaves door hanger if unable to. Serviceman then closes out work order on service link.							
LABOR:	0.600000	hour(s)	X	\$23.89	rate per hour	X 1.7284 (employee benefits includes transportation)	\$20.66
4. Customer Service Rep Monitors the daily shut-off list and transmits the data remaining at the end of regular business hours to the person responsible for after regular business hours customer calls.							
LABOR:	0.166667	hour(s)	X	\$18.00	rate per hour	X 0.0000 (employee benefits)	\$3.00
5. Plant operator receives the daily shut-off data and post, receive after hours call from customer requesting turn on, contact serviceman to make the turn on, and monitor by radio the entire turn on process.							
LABOR:	0.250000	hour(s)	X	\$23.89	rate per hour	X 1.7284 (employee benefits)	\$10.33
6. Serviceman travel to and from customer premises, collect the amount due, turn on service, and the next day deliver the collected amount to the local office.							
LABOR:	2.000000	hour(s)	X	\$47.78	rate per hour		\$95.56
Minimum call out time and rate per hour specified by union contract.							
LABOR:	0.083333	hour(s)	X	\$23.89	rate per hour	X 1.7284 (employee benefits includes transportation)	\$3.44
7. Customer Service Rep in local office receives the amount collected by the serviceman and review the account to add after hour fee and see that everything is ok.							
LABOR:	0.093333	hour(s)	X	\$18.00	rate per hour	X 0.0000 (employee benefits)	\$1.50
TOTAL RECONNECTION OR TURN ON FEE							\$136.60

BASED ON WAGE RATES EFFECTIVE 4/09

Lake Rate Case

Rate Case: 09 1044 WWAIR

OCC

1st Formal Set Discovery

Request Dated: 3-12-2010

Request for Production

RPD - # 34

ITEM # 56

Dishonored Check Charge

AQUA OHIO, INC.
LAKE SHORE DIVISION
CASE #09-1044-WW-AIR
DATA REQUEST

9/16/09

- (1) Dishonored payment received in mail at the Service Center in Boardman. Account information is researched to determine proper account to record the dishonored payment against. The account information is noted on the check and then recorded in Lawson and the check is forwarded to Bryn mawr

15 Min.

- (2) Customer billing coordinator updates account in Banner

5 Min.

Admin Assistant (.25 HRS x \$28.88 x 1.7294

\$11.62

C. Billing Coord. (.08333 HRS X 27.40 X 1.400)

\$3.20

Bank Charge NSF Fee as listed below

\$0.55

TOTAL IN-HOUSE PROCESSING COST

\$21.37

The returned dishonored payment fee is \$ 6.55 EA.
National City Bank
P.O. Box 5756
Cleveland OH 44101-0756

Masury Rate Case

Rate Case: 09-560-WW-AIR

OCC 1st Set Discovery Final

Request Dated: 1-7-2010

Request for Production of Documents

RPD - 26

My ITEM
15

Proposed Dishonored
Payment Charge

ACUM CHIO, INC.
MASURY DIVISION
CASE 808-680-WW-AIR

- (1) Dishonored payment received in and at the Service Center in Boardman. Information on check is entered into an excel database where the status of the dishonored payment is maintained. The check and debit notification is sent to division for handling.

15 Min.

- (2) Customer payment status is maintained on the above data base at all times pending disposition.

5 Min.

Totals

20 Min.

Admin Assistant, 33 HRS x \$25.00 x 1.5000 (Employee Benefits)

\$12.75

Bank Charge NSF Fee as stated below

\$3.80

TOTAL IN-HOUSE PROCESSING COST

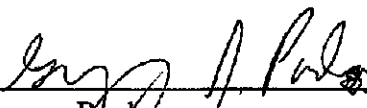
\$16.55

The returned dishonored payment fee is \$ 8.80 EA.
National City Bank
P.O. Box 8758
Cleveland OH 44101-8758

OK
N.C.
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CERTIFICATE OF SERVICE

It is hereby certified that a true copy of the foregoing *Testimony of James D. Williams on Behalf of the Office of the Ohio Consumers' Counsel* has been served via First Class US Mail this 21st day of June 2010.



Gregory Poulos
Assistant Consumers' Counsel

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