



Ohio Administrative Code

Rule 5101:1-1-13 Case records, retention and transfer of records.

Effective: February 1, 2021

(A) What is a case record?

A "case record" is a collection of hard copy, online, and electronic documents to support that the county agency has determined the assistance group's eligibility for the Ohio works first (OWF), refugee cash assistance (RCA), and/or prevention, retention, and contingency (PRC) programs. The case record also contains information to support program eligibility and participation requirements, that the grant has been computed correctly, and that potential income and resources have been explored. The documents in the case record are needed to facilitate a third-party review. The documents in the case record include, but are not limited to the following:

- (1) Application and recertification forms, such as the JFS 07200, "Application for Cash, Food, or Medical Assistance," JFS 07204, "Application to Reapply for Cash and/or Food Assistance" and "Prevention, Retention, and Contingency (PRC) Application".
- (2) Self-sufficiency contracts, individual opportunity plans, and appraisal and assessment forms.
- (3) Summary of recipient and agency contacts.
- (4) Referrals to social services.
- (5) Copies of county and state hearing notices and records. State hearing notices and records are maintained by the Ohio department of job and family services (ODJFS) in accordance with paragraph (F) of rule 5101:6-7-01 of the Administrative Code.
- (6) Documentation of OWF work participation.
- (7) Correspondence from the county agency to the assistance group and from the assistance group to the county.



(8) Verification such as wage reports, ODJFS state verification and exchange system (SVES) verification and birth records.

(9) Enumerations such as birth certificate, social security number, identity verification, and residency.

(B) What are the retention requirements for the records?

Assistance group records are subject to the retention procedures described in rules 5101:9-9-21 and 5101:9-9-21.1 of the Administrative Code.

(C) What are the requirements when an assistance group moves to another county within the state?

(1) When the information is reported to the county agency that serves the county where the assistance group is currently participating, within twenty-four hours the county agency is to:

(a) Document the change within the case record and the date the change became known;

(b) Notify the county agency that serves the county in which the resident has moved to of the assistance groups change in residence and any additional information reported by the assistance group; and

(c) Transfer the case within the statewide automated eligibility system to the county agency that serves the county in which the resident has moved and follow the procedures outlined in paragraph (D)(2) of this rule.

(2) When the information is reported to the county agency other than the one where the assistance group is currently participating, within twenty-four hours the county agency is to:

(a) Document the change within the case record and the date the change became known; and

(b) Notify the county agency where the assistance group is currently participating of the change is



residence. Upon receiving the notification, the county agency where the assistance group is currently participating is to act in accordance with paragraph (C)(1) of this rule.

(3) When a county agency obtains information that an assistance group has changed its county of residence, but the change cannot readily be verified, the county agency is to:

(a) When the county agency that obtained the information is also where the assistance group is currently participating, the county agency is to verify the potential change in circumstances in accordance with paragraph (F) of rule 5101:1-2-20 of the Administrative Code.

(b) When the county agency that obtained the information is not where the assistance group is currently participating, the county agency is to, within twenty-four hours of obtaining the information:

(i) Document the alleged change within the case record and the date the potential change became known; and

(ii) Notify the county agency where the assistance group is currently participating of the potential change in residence. Upon receiving the notification, the county agency where the assistance group is currently participating is to verify the potential change in circumstance in accordance with paragraph (F) of rule 5101:1-2-20 of the Administrative Code.

(D) What is the procedure once a change in an assistance groups county of residence has been verified?

(1) Within twenty-four hours of verifying the information, the county agency that verified the change is to cause the case to be transferred to the new county of residence in the statewide automated eligibility system.

(2) When a case is transferred, the county agency where the assistance group is currently participating is to within twenty-four hours:

(a) Take all necessary steps within the statewide automated eligibility system to ensure that the case



may be immediately acted upon by the receiving county agency;

(b) Update the electronic document management system with the eligibility determination documentation or documents submitted by the assistance group that have not been acted upon;

(c) Transfer any hard-copy records to the new county as soon as possible but no later than five business days from the date the county agency becomes aware of the residence change;

(d) Notify the new residential county when a hard copy record is being transferred; and

(e)) Note actions taken in the case record.

(3) If potential changes in income, expenses, employment, or household composition as a result of the change in residence have not been verified, the county agency where the assistance group moved to is to verify the potential change in circumstance in accordance with paragraph (F) of rule 5101:1-2-20 of the Administrative Code.