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**The Greene County Department of Job & Family Services  
Annual Report  
2018**

It is a privilege to present the 2018 Annual Report for the Greene County Department of Job & Family Services. This report compiles summaries from each division of the agency, providing a snapshot of programs and their impact on our local community.

In 2018, Greene County professionals responded to the needs of the community by efficiently and effectively managing a wide array of mandated and quality programs in the areas of Children Services, Public Assistance, Child Support, and Workforce Development. Their hard work, skill, and dedication shows a strong commitment to the integrity of public programs and to the well-being of Greene County residents.

The benefits and services administered by the agency impact Greene County's children, families, and seniors, with a primary focus on safety, stability, basic needs, and self-sufficiency. Addressing both needs and goals, the agency succeeded in providing basic support and progressive tools to help customers maintain stability, achieve self-sufficiency, and improve the quality of their future.

Several achievements and special initiatives were noteworthy in 2018. Children Services held the 5<sup>th</sup> annual Children's Art Contest in conjunction with an educational outreach program for elementary school children in Greene County. Despite ever more complex and challenging cases, Children Services exceeded the federal comprehensive visitation rate, ensuring child safety and enhancing permanency efforts. Public assistance staff completed conversion to the new statewide database, implemented a new document management system, and focused on timely application processing. Local Child Support collections were once again determined to be the most cost-effective in the state of Ohio. And the county's OhioMeansJobs Workforce Center provided valuable services to job seekers and employers in Greene County, exceeding several performance measures.

As proud public servants and stewards of government programs, the Greene County Department of Job & Family Services team is committed to providing the best possible safety net of social services and resources to the local community. Our dedicated professionals make a huge difference in the lives of thousands of residents each day. It is truly an honor to be a part of this outstanding effort.

***Beth A. Rubin, Director***

# Children Services

## Lana Penney, Administrator

The Children Services Division provides for the care, protection, and placement of abused, neglected, and dependent children in Greene County. The division engages in a wide spectrum of protective activities including the assessment of thousands of child abuse and neglect reports each year. Preventive services are provided to children in their own homes, and temporary and permanent child placement is coordinated through foster care, adoption, kinship placements, and independent living programs. Children Services is accredited by the Council on Accreditation (COA), a national organization that sets standards for quality service.

Cases by Allegation Type	2014	2015	2016	2017	2018
Physical Abuse	461	558	687	722	530
Neglect	530	554	527	546	477
Sexual Abuse	103	119	180	164	156
Emotional Maltreatment	23	15	32	19	20
Others	122	23	121	122	28
<b>TOTAL</b>	<b>1239</b>	<b>1269</b>	<b>1547</b>	<b>1573</b>	<b>1211</b>
<b>Adoptions</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
Adoptions Finalized	4	11	16	15	14
<b>Placement Data</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
Total Children in Placement (Agency Custody)	199	121	200	228	203

**KINSHIP:** Relative and kinship placements typically increase positive outcomes for children, both in reunification and alternative permanency. The agency served a total number of 298 children who were living in a kinship living arrangement in 2018, an increase of over 100 children from the previous year. 59 kinship home studies were approved.

**EMERGING PATTERNS:** The agency had a decrease in the number of referrals requiring intervention. However, the complexity of cases and level of risk continues to increase, including patterns of several physical and sexual abuse, drug addiction, complicated mental health disorders, and extreme neglect. In addition, court-involved cases have increased. The agency continues to participate in multiple statewide networks to share best practices and advocate for resources to address these trends.

**COMPREHENSIVE VISITATION:** The agency exceeded the federal expectation of 95% for monthly visitation with children and families. In every month of 2018, Greene County met or exceeded the rate, with multiple instances of 100% achievement. Monthly visits are a key component of effective case management and family support, ensuring child safety and enhancing permanency efforts.

**TRANSITIONAL YOUTH:** The Independent Living Program provided services to 67 youth between the ages of 14 and 21 and youth who returned for aftercare services, which ranged from assistance in housing and locating employment to educational services and assistance in household management.

**CHILD ABUSE PREVENTION MONTH:** The Blue Ribbon Breakfast was held in April 2018 to highlight Child Abuse Prevention Month in Greene County. The breakfast included awards for the agency's 5<sup>th</sup> annual Child Abuse Prevention Art Contest, which combined an educational outreach program with a contest that resulted in prizes and a calendar. Students from every public and private school in Greene County received child abuse awareness information, and 326 contest entries were received.



### Greene County Facts 2018

#### ACCREDITATION

Children Services is accredited by the Council on Accreditation (COA)

#### HIGHLIGHTS

*Greene County was one of 13 counties selected to participate in Ohio's Child and Family Services Review and develop the state's plan for improvement.*

*The agency consistently exceeded the federal comprehensive visitation standard.*

#### FEEDBACK

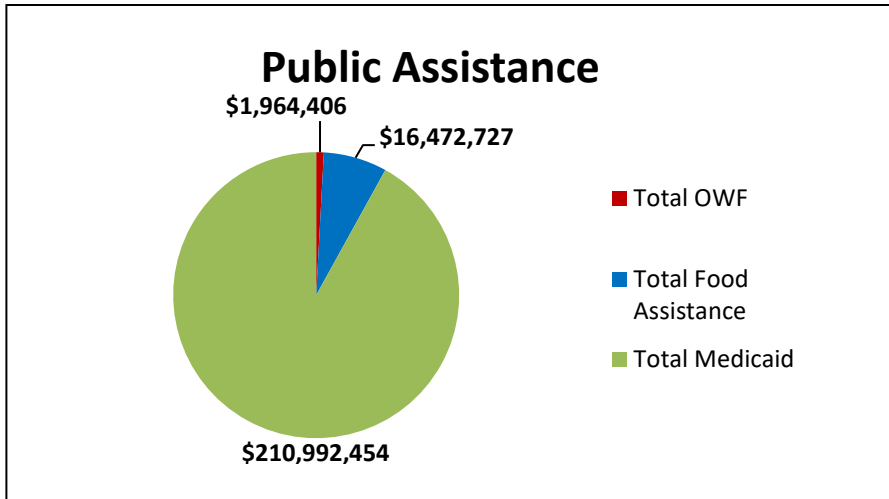
94% of those who received services through Children Services indicated overall satisfaction with their experience



## Public Assistance

### Leslie Bates, Administrator

The Public Assistance Division is responsible for eligibility determination, benefit issuance, and program integrity activities for the agency's Public Assistance programs. Eligibility is based on income, need, and participation in self-sufficiency activities. These programs include Food Assistance, Medicaid, and Ohio Works First (OWF). The **FOOD ASSISTANCE** program provides supplemental nutrition to low-income individuals and families. The **MEDICAID** program provides needed medical care to low-income Ohioans. These benefits also help support local businesses and the economy. In addition, the division's Social Services unit administers Adult Protective Services, NET Transportation, and Child Care Assistance.



### Greene County Facts 2018

**FOOD ASSISTANCE**

Average monthly participants: 11,622  
 Average monthly benefits: \$1.4 million  
 Total 2018 benefits: \$16.5 million

*1 in 14 people in Greene County receives Food Assistance*

**MEDICAID**

Average monthly participants: 29,214  
 Average monthly benefits: \$17.6 million  
 Total 2018 benefits: \$211 million

*1 in 6 people in Greene County receives Medicaid benefits*

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**SUBSIDIZED CHILD CARE**

Total children served: 1640  
 Total families served: 913  
 Total 2018 benefits: \$5.7 million

**NET TRANSPORTATION**

Total one-way trips: 19,544  
 Total 2018 benefits: \$1 million

**ADULT PROTECTIVE SERVICES**

Referrals in 2018: 253

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*Public Assistance and related benefits put \$236 million into the local economy in 2018*

The **OHIO WORKS FIRST (OWF)** program provides time-limited cash assistance to low-income families with minor children. Adult recipients participate in job readiness programming and supervised work activities in order to increase their employability and move toward self-sufficiency before their time-limited benefits expire. **In 2018, OWF benefits in Greene County totaled just under \$2 million.**

The **BENEFIT RECOVERY & INVESTIGATIONS** Unit is responsible for investigating allegations of fraud and collecting overpayments. In 2018, the unit collected over **\$160,000** through involuntary benefit reductions, voluntary payments, income tax refund offsets, and court collections. Countless overpayments and fraudulent acts were prevented and/or halted through regular fraud investigations. A total of 86 investigations were completed.

**CHILD CARE ASSISTANCE** provides publicly subsidized child care benefits to needy families who are employed or in an approved educational program. These services are provided in a child care center or an approved child care home setting. In 2018, over 1600 children from 913 families received subsidies for child care services. **Benefits in the Child Care Assistance program in Greene County totaled \$5.7 million in 2018.**

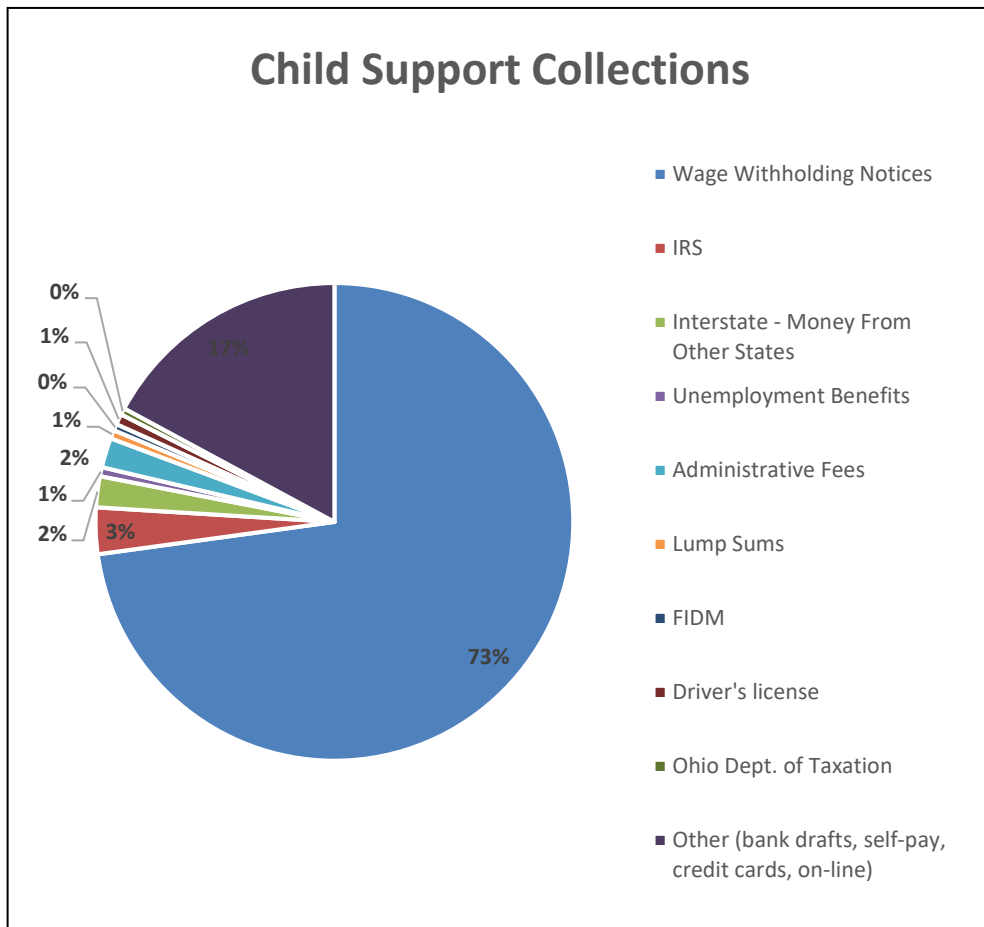
**NET TRANSPORTATION** services are provided to Medicaid consumers by Greene CATS and the Xenia Adult Recreation and Services Center (XARSC) through contractual arrangements. In 2018, NET transportation provided a total of 19,544 one-way trips. **NET program benefits totaled just over \$1 million in 2018 for Greene County.**

**ADULT PROTECTIVE SERVICES (APS)** is responsible for investigating reports of abuse, neglect, self-neglect, and exploitation of individuals sixty years of age and older. All referrals are screened and assessed by APS workers to determine the needs of the individual. Most case plans involve referrals to community-based care, medical services, occasional court intervention (guardianships or POAs), and family care. In 2018, the agency received 253 APS referrals.

# Child Support Enforcement

## Monica Talkington, Administrator

The Child Support Enforcement Agency (CSEA) is responsible for services such as location, paternity establishment, the establishment of child support and medical support orders, administrative review and adjustment of child support orders, and the enforcement of child, medical, and spousal support orders. CSEA works closely with local partners such as the Greene County Prosecutor, Domestic Relations Court, Juvenile Court, Xenia Municipal Court, and the Greene County Clerk of Courts. Ohio CSEAs also work with other states to ensure that orders are established and enforced across the country, as well as in other countries. Child support helps connect children to their parents, gives financial assistance to families, and encourages child support payers to stay employed. **In 2018, Greene County CSEA collected \$28 million in support.**



### Greene County Facts 2018

#### CHILD SUPPORT

Number of children served: 13,529  
Average monthly cases: 9435

Total 2018 collections: \$28 million

*1 in 3 children in Ohio are connected the Child Support program*

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*Child Support put **\$28 million** in to the local economy in 2018*

### 2018 CHILD SUPPORT HIGHLIGHTS

- Ohio's Child Support program collects \$8.27 for every dollar expended, which is higher than the national average. In FFY 2018, Greene County collected \$18.99 for every dollar expended, **making us the most cost effective county in the state.**
- Greene County processed 80 paternity establishments, conducted 3348 audits, and prepared for 1735 hearings.
- Ohio's Child Support program impacts more children than any other public program in Ohio except education. One in three children is affected by Ohio's program – that's over one million children. According to state data, child support collections lower poverty by 25%.

# Workforce Development

## Amy McKinney, Administrator

**OhioMeansJobs Greene County** is the local Workforce Center for individuals and businesses. Services are provided by county, state, and local partners to deliver employment and training services to job seekers.

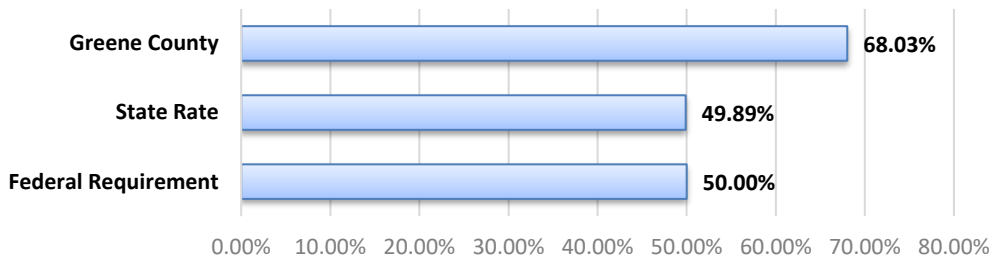


## Greene County

Available services include a resource room (computer access, fax, copier, Labor Market Information), resume creation, mock interviews, and free workshops. Workshops include OhioMeansJobs Orientation, Parent Support, Spending Smartly, SNAP education, Job Seeker 101, and Re-employment classes.

**WORK ACTIVITIES:** Federal law requires certain OWF and Food Assistance recipients to participate in an activity that increases employability skills and reduces barriers to employment. The federal program requires 50% of OWF participants to complete their assignment 100% of the time. Greene County exceeded the federal requirement and Ohio’s statewide average. In addition, Food Assistance participants provided an estimated 91,000 hours of volunteer work to local public and non-profit entities in Greene County.

### TANF Work Participation Rates



**WORKFORCE INNOVATION & OPPORTUNITY ACT (WIOA):** The WIOA program, funded by the Department of Labor, provides employment and training opportunities to eligible individuals in the categories of adult job-seekers, dislocated workers, and youth. WIOA’s goal is to help remove barriers to employment with the desired outcomes of employment retention and increased earnings. Greene County exceeded the majority of the WIOA performance measures.

MEASURE	ADULT	DISLOCATED WORKER	YOUTH
Employed 2 <sup>nd</sup> quarter after exit	73.6% (EXCEEDS)	63.6%	77.1% (EXCEEDS)
Employed 4 <sup>th</sup> quarter after exit	74.0% (EXCEEDS)	66.7%	82.6% (EXCEEDS)
Median earnings	\$4742 (EXCEEDS)	\$8468 (EXCEEDS)	\$4193 (EXCEEDS)
Retention	72.7% (EXCEEDS)	25.0%	72.2% (EXCEEDS)
Credential Attainment	82.6% (EXCEEDS)	100.0% (EXCEEDS)	70.6% (EXCEEDS)
Measurable Skills Gain	53.4% (EXCEEDS)	66.6% (EXCEEDS)	56.2% (EXCEEDS)

### Greene County Facts 2018

#### WORKFORCE CENTER PARTNERS

##### Greene County Job & Family Services-Workforce Development

- Workforce Innovation & Opportunity Act (WIOA)
- Work Activities (Public Assistance)
- Comprehensive Case Management Employment Program for Youth (CCMEP)

##### Ohio Department of Job & Family Services

- Disabled Veterans Employment Program
- Wagner-Peyser Employment Services

##### Opportunities for Ohioans with Disabilities – BVR and BVS

##### Miami Valley CTC – ASPIRE educational programs

##### CCMEP Youth Partners:

- Goodwill Easter Seals
- Workforce Services Unlimited
- Yes! For Youth

#### 2018 WORKFORCE CENTER STATISTICS

- 11,718 visits (31% of visitors were unemployed; 69% of visitors were employed)
- 612 resumes created
- 51 workforce readiness classes held
- 75 employer hiring events held
- Regional Job Fair attracted 224 employers and over 1000 job seekers



# Fiscal

## Andrew Stump, Administrator

The Fiscal Division maintains all of the fiscal operations for the quadruple-combined agency. The division establishes budgets and monitors revenue and expenditures for the Public Assistance (PA), Child Support (CSEA), Workforce (WIOA), and Children Services (PCSA) funds. The division reports to the Board of Greene County Commissioners, the Ohio Department of Job and Family Services, the Area 7 Workforce Investment Board, and the federal government on multiple fiscal cycles. The division also works closely with the Greene County Auditor and state fiscal staff and is responsible for following federal and state rules for purchasing and inventory. All equipment maintenance, systems support, and audit compliance are handled by the Fiscal Division.

### EXPENDITURES

#### PA EXPENDITURES

Public Assistance Cost Pool Expenditures	\$4,341,235.39
Direct Client Services and Contract Costs	\$1,760,204.30
<b>Total Public Assistance Expenditures:</b>	<b>\$6,101,439.69</b>

#### CSEA EXPENDITURES

Child Support Cost Pool & Direct Expenditures	\$1,237,770.29
Child Support Contract Expenditures	\$308,937.80
<b>Total Child Support Expenditures:</b>	<b>\$1,546,708.09</b>

#### WIOA EXPENDITURES

WIOA Cost Pool Expenditures	\$401,119.60
WIOA Contract Expenditures	\$232,758.11
<b>Total Workforce Expenditures:</b>	<b>\$633,877.71</b>

#### PCSA EXPENDITURES

PA Children Services Cost Pool Expenditures	\$3,825,614.24
Child Welfare Direct Expenditures	\$7,949,705.48
<b>Total Children Services Expenditures:</b>	<b>\$11,775,319.72</b>

### Greene County Facts 2018

Greene County receives funding from both federal and state sources through ODJFS

Children Services maintains local support through a countywide 1.5 mill levy

Public programs have a substantial economic impact on the community, affecting individuals, businesses, and tax revenue

Agency expenditures in 2018 totaled over \$20 million

**Over \$260 million in Public Assistance and Child Support were issued on behalf of Greene County residents in 2018**

### 2018 Expenditures

