

2008 ANNUAL REPORT



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2008 Greene County Commissioners

Ralph C. Harper,
President

Alan G. Anderson,
Vice President

Richard G. Perales,
Commissioner

BETH RUBIN, DIRECTOR

I am pleased and honored to present the 2008 Annual Report for the Greene County Department of Job & Family Services. The enclosed summaries provide a snapshot of the agency's programs and their impact in the community. Through public assistance, child support, social services, and workforce development, we offer Greene County residents a wide variety of benefits and services to address their needs and goals. These programs provide basic support and progressive tools to help our customers maintain stability, achieve self-sufficiency, and improve the quality of their future.

The year was an extraordinarily busy one. In 2008, the agency entered into a sub-recipient agreement with ODJFS, transitioned to a new fiscal reporting system, and participated in a state audit. We held a very successful 1st Annual Child Support Open House. Staff from all divisions joined together to process Food Stamp replacements for over 2300 households (over \$370,000) that lost food as a result of utility outages in the 15 days following the September Wind Storm. We received a Management Evaluation (ME) Review of our federal Food Assistance program. Goals were attained, and performance standards were met. Staff vacancies were left unfilled in light of budget restraints, requiring everyone to wear multiple hats and do more with less. We worked hard, and we made a difference.

Despite serious cuts to funding allocations in 2008, the agency provided valuable services to Greene County residents in an efficient and timely manner. The agency continues to be the safety net for families and individuals experiencing a crisis or need, and we take this responsibility seriously. As we move forward, we face additional funding cuts and an increase in demand for services. While this presents significant challenges, we are dedicated to providing quality service and meeting the needs of our customers and the community.

We are committed to providing the best possible safety net of social services and resources to the Greene County community. As we celebrate the successes of 2008, we look forward to even more successes in the future.

2008 Greene County Job & Family Services Family Services Planning Committee

Jonathon Boeckman
Paul Brown
Mary Ann Campbell
Rosa Caskey
Jean Clements
Judy Darnell
Tom Gelhausen

George Huff
John LaRock
Susan Lopez
Anita Massengale
Chris Pinkelman
Catherine Wolf
Gloria Wolff

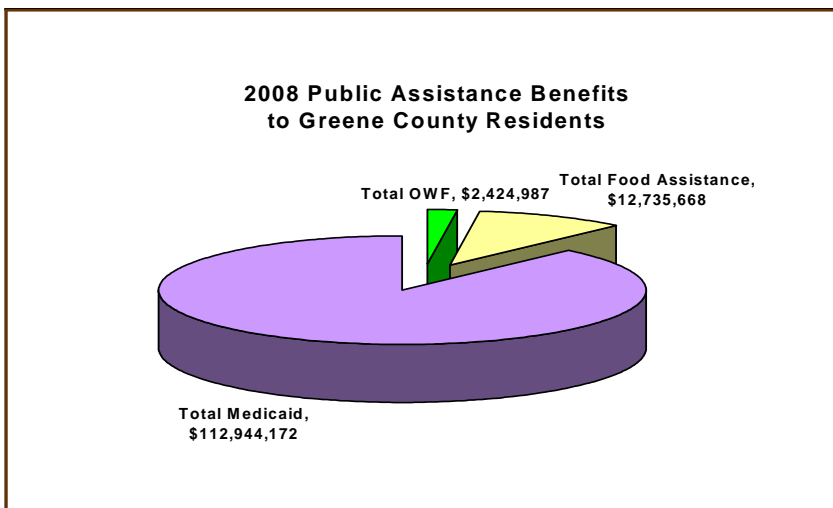
Income Maintenance Division

LESLIE BATES, ADMINISTRATOR

Did You Know?

- 1 in 16 people in Greene County receives Food Assistance
- 1 in 9 people in Greene County receives Medicaid
- In 2008, Greene County processed over 8000 screenings for new assistance and had an ongoing public assistance caseload of over 8000 cases per month
- Basic OWF, Food Assistance, and Medicaid benefits put ***over \$128 million*** into our local economy in 2008

The Income Maintenance Division consists of 47 staff. As the largest division in the agency, Income Maintenance is responsible for all reception, screening, eligibility determination, benefit issuance, and investigations/benefit recovery activities for the agency's public assistance programs. Eligibility for program participation is based on income and need. Services are designed to assist the community's most needy individuals and families. Public assistance programs include OWF, PRC, Food Assistance, Medicaid, and Disability Assistance.

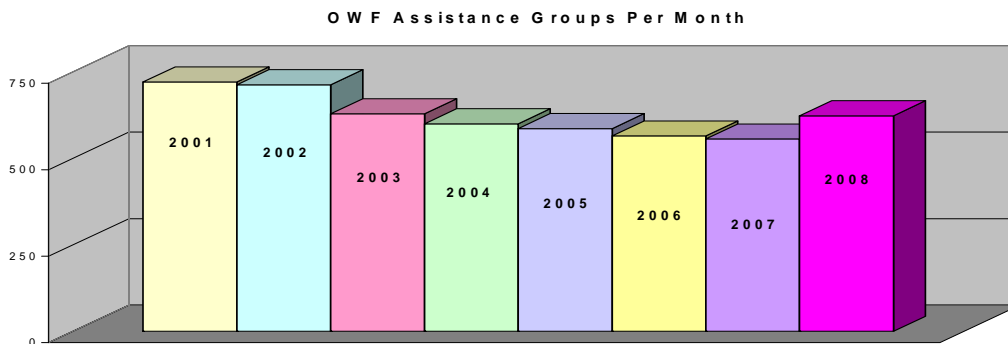


Ohio Works First (OWF)

The OWF program provides cash assistance to low-income families with minor children. Adult recipients must 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 2008, an average of 623 families each month received OWF benefits (for an average of \$202,082 in benefits each month in Greene County). This is the first increase in this population since the beginning of welfare reform. The number is expected to increase in the next year.

In 2008, OWF benefits in Greene County totaled over \$2.4 million.



Prevention, Retention, & Contingency (PRC)

PRC is a TANF program that serves Greene County families with both **in-house** and **contractual** services.

Through the **in-house** program, over \$225,000 in PRC benefits were issued in 2008 to Greene County residents to assist families with employment support and emergency situations, such as car repairs, shelter costs, utility costs, transportation expenses, and job retention incentives.

The agency also used PRC funds to **contract** with other community agencies to provide supportive services and programs to families with minor children. These services are in the areas of child welfare, emergency housing, court-ordered supervised visitation, kinship support, money management education, community resource centers, respite care, employment related expenses, legal services, domestic violence prevention, mediation, and work readiness programming. In 2008, the agency partnered with many entities to provide these services, including Family & Children First, CSB, Red Cross, Family Violence Prevention Center, OSU Extension, MRDD, Legal Aid, Community Action Partnership, Greene Metropolitan Housing Authority, Council on Aging, and others.

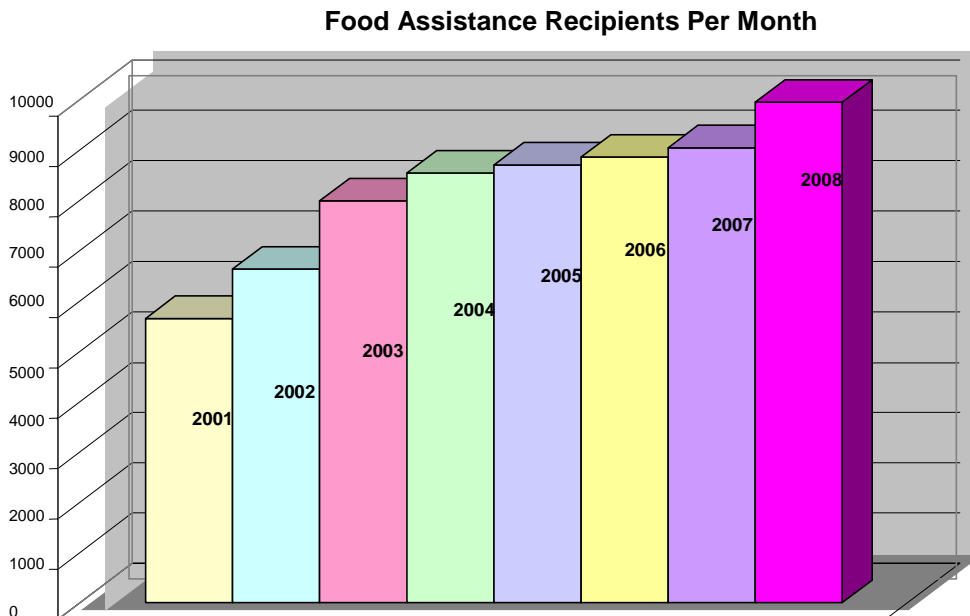
In State Fiscal Year 2008, the agency had 22 PRC contracts totaling over \$1.8 million.

Food Assistance

The Food Assistance program (formerly called Food Stamps) provides supplemental nutrition to low-income individuals and families. Participation in this program continues to increase each year and has particularly jumped in the last year.

In 2008, an average of 9942 individuals each month (representing 4587 families) received Food Assistance, for an average of \$1,061,306 in benefits each month in Greene County. These benefits provide nutrition to participants and help support local businesses and the economy.

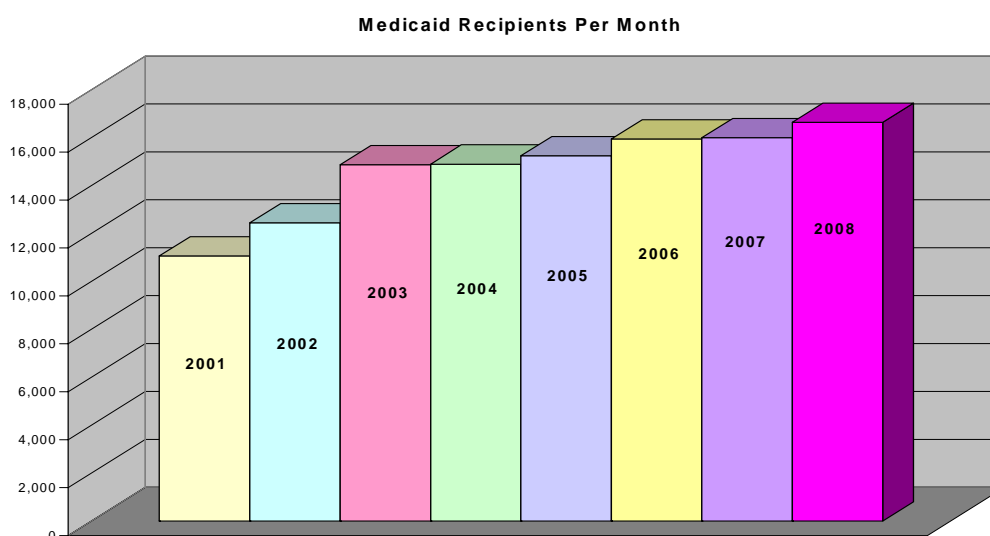
In 2008, Food Assistance benefits in Greene County totaled over \$12.7 million.



Medicaid

The Medicaid program serves children, pregnant woman, low-income families, and the aged, blind, and disabled. Coverage is provided through fee-for-service Medicaid and through Medicaid managed care plans. In 2008, an average of 16,647 individuals per month received Medicaid in Greene County, for an average of \$9,412,014 per month in benefits. These benefits provide needed medical care to participants and help support local businesses and the economy.

In 2008, Medicaid benefits in Greene County totaled nearly \$113 million. Of that amount, over \$30 million went to local nursing homes for long-term care.



Disability Assistance

Disabled adults who are waiting for a decision from Social Security may be eligible for cash assistance and Medicaid. When Social Security benefits are approved, the agency is reimbursed for the cash assistance that was provided in the interim.

Disability determinations are made by medical professionals at the Ohio Department of Job & Family Services.

Greene County caseworkers work with disabled individuals to gather needed medical documentation to help support their disability claim.

In 2008, 190 people per month received disability cash assistance in Greene County. These cash benefits totaled \$296,125 for the year.

Benefit Recovery & Investigations

The Benefit Recovery & Investigations Unit is responsible for investigating allegations of welfare fraud and collecting overpayments in public assistance benefits for the department.

In 2008, this unit collected over \$150,000 through involuntary benefit reductions, voluntary payments, tax offsets, and court collections.

In addition, 26 individuals were penalized for intentionally misrepresenting their situations in order to receive benefits to which they were not entitled.

Countless overpayments and fraud activities were prevented and/or halted through regular fraud investigations.

Child Support Enforcement Division

MONICA TALKINGTON, ADMINISTRATOR

The Child Support Enforcement Division (CSEA) consists of 33 staff. Services include location, paternity establishment, establishment and enforcement of child support, medical support, and spousal support orders. The division serves over 14,000 children. The division’s mission is to make a positive difference in the lives of our community by striving to make child support a more reliable source of income.

Child Support works closely with local partners such as the Greene County Prosecutor, Domestic Relations Court, Juvenile Court, and Xenia Municipal Court. CSEA also has the authority to administratively establish paternity, child support, and medical support orders. Ohio works with other states to ensure that orders are enforced across the country, and sometimes even in other countries. Child support helps connect children to their parents, gives financial assistance to families, and encourages child support payers to stay employed.

CHILD SUPPORT ACTIVITY STATISTICS

	2006	2007	2008
Collections	\$28 million	\$21 million	\$31 million
Walk-in payments	3876	4559	5775
Walk-in visits	2998	3295	3453
Case audits	3158	2406	3882
Incoming calls	54,123	58,658	74,642
License suspensions	814	651	1083

Total collections for 2008 were over \$31 million.

Did You Know?

- CSEA maintains an average caseload of 9700 families, serving over 14,000 children.
- Greene County CSEA collected an average of \$2.5 million dollars per month in 2008 in child support and spousal support.
- Total collections for 2008 were over **\$31 million**.
- 2008 cost effectiveness: for every \$1 spent, CSEA collected \$11.67.

2008 HIGHLIGHTS

- The Office of Child Support at ODJFS submitted Greene County CSEA’s reorganization plan as a Best Practices to the Federal Office of Child Support. This was selected to be published in their National Federal Practicum.
- Greene Co. CSEA scored 100% on the state self-assessment audit in all 5 categories.
- The digital imaging case records conversion was completed.
- The first annual Child Support Awareness Open House was held in August.
- The Federal Cash Medical Support Initiative was implemented, and a training seminar was held for over 110 local attorneys, magistrates, judges, and legal staff.
- A new federal data exchange tool was implemented statewide, allowing for additional location, wage, and state/federal assistance information.
- CSEA staff participated in a GRADS seminar to educate parenting teens on the realities of child support.
- The division developed and implemented a strategic customer service and enforcement training program.

Sources of Child Support

- voluntary payments
- wage withholdings
- income tax refund offsets
- lump sums
- bank account seizures
- unemployment compensation withholdings
- lottery winnings

Special programs like the license suspension program encourage obligors to comply with support orders. Individuals may have their driving, professional, and recreational licenses suspended for failing to comply with support orders.

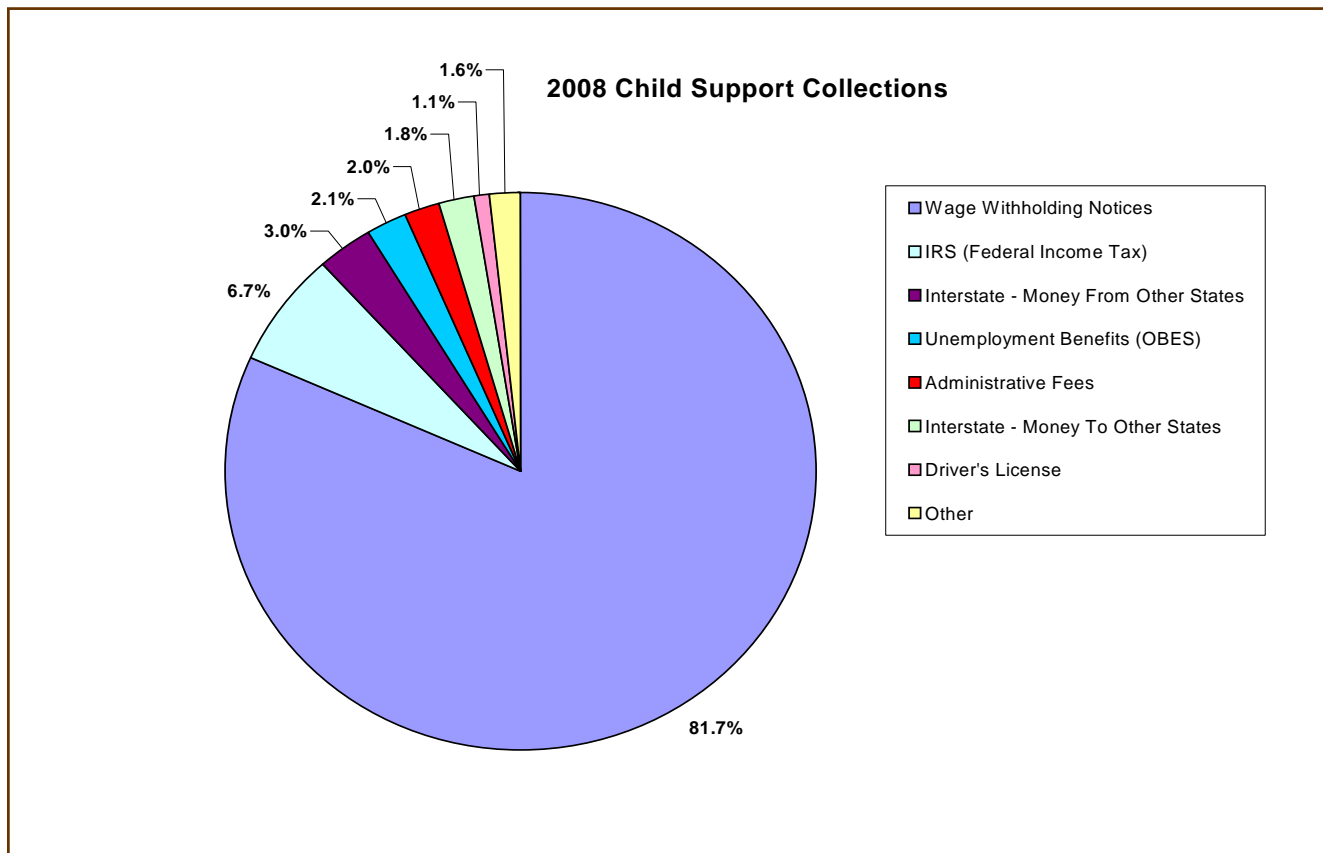
Paternity & Support Establishment

In 2008, Greene Co. CSEA:

- scheduled 745 genetic testing appointments;
- held 922 child support and medical support administrative hearings;
- conducted 299 administrative hearings consisting of tax offset, mistake of fact, medical, terminations, re-directs, and review & adjustment issues.

With the assistance of local partners, the following filings occurred:

- 68 Criminal Non-Support Misdemeanor charges;
- 18 Criminal Non-Support Felony charges;
- 1,015 motions for contempt, reviews, terminations, and re-directs.



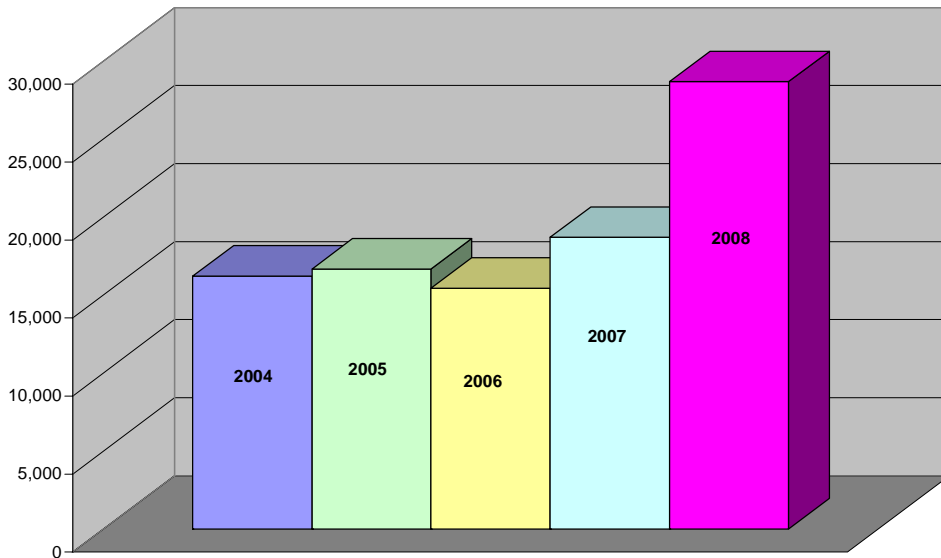
“Children are our most valuable natural resource.” -Herbert Hoover

GREENEWORKS DIVISION

AMY MCKINNEY, ADMINISTRATOR

The GreeneWorks Division consists of 12 staff. These staff administer the WIA program and the Work Activity program for the agency. GreeneWorks is housed in the county One-Stop Employment & Training Center, which also houses a resource room and other partners such as the Greene Co. Career Center, TCN, Jobs for Ohio Grads, BVR, Clothes That Work, Goodwill Industries, ODJFS Employment Services, and ODJFS Veterans Employment & Training. The One Stop's mission is to remove barriers to employment with the desired outcomes of employment retention and increased earnings of individuals. GreeneWorks also helps increase the occupational skill attainments of participants, thereby improving the quality of the workforce, reducing welfare dependency, and enhancing productivity and competition in the local labor market.

Visits to the One-Stop



Did You Know?

- The One-Stop had over 28,000 visits in 2008.
- Greene Co. WIA participants attended 37 educational institutions in the last year, providing **over \$1.3 million** in training funds.
- According to labor market data, the top areas for employment opportunities are biotech, advanced manufacturing, service, & medical.

Resources for Job Seekers

- A resource room (access to occupational information, Internet, job postings, phone, copier, and fax)
- Resume preparation
- Career interest testing and skill assessments
- Career counseling
- Labor market research
- Training and certification opportunities
- Skills upgrades
- Software tutorials
- Financial aid applications for federal & state school grants
- Job fairs and on-site interviews
- GED classes and testing
- Connection to a variety of supportive services

Resources for Employers

- Job posting
- Interviewing rooms
- Labor market information
- Occupational profiles
- A searchable resume database

Other Resources

- Rapid Response
- On-the-job Training (OJT)
- Youth contracts

Work Activities for Public Assistance Participants

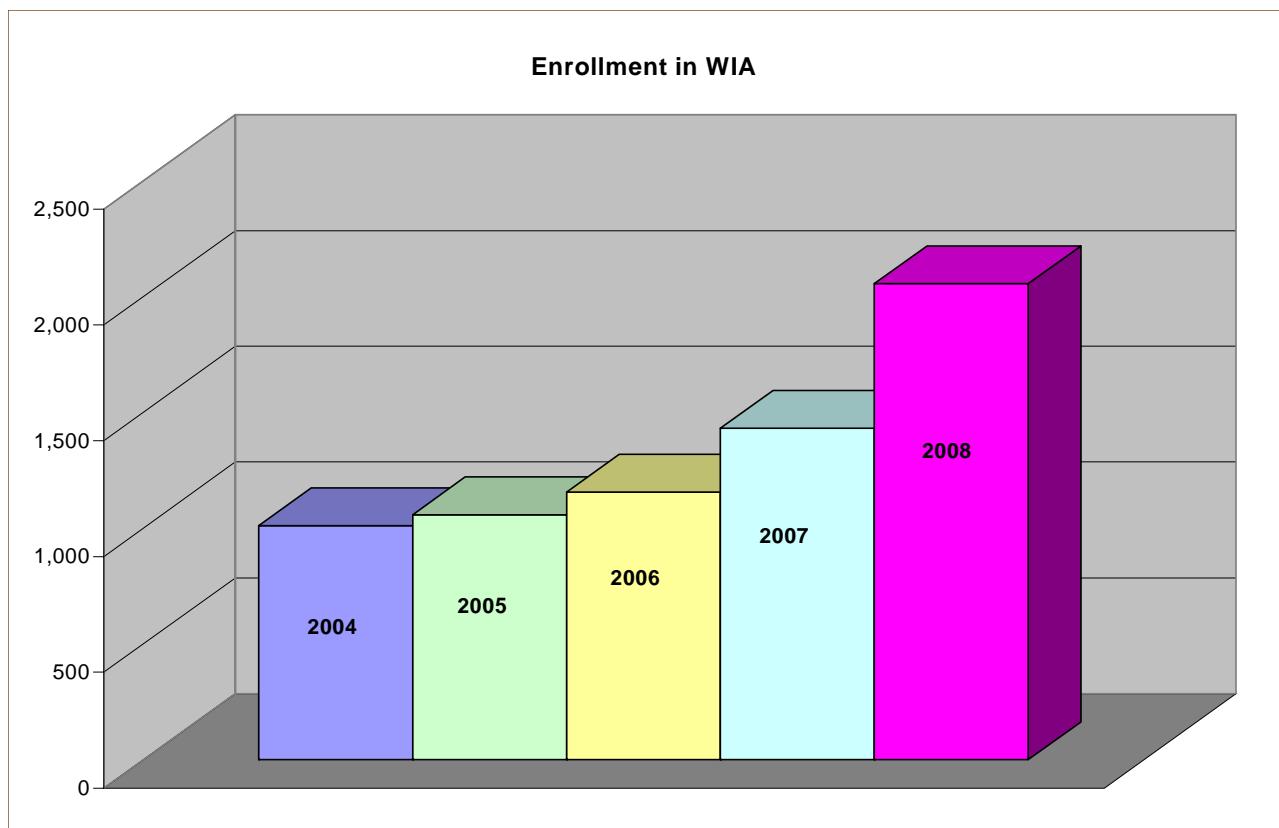
Public assistance recipients who are required to be assigned to a work activity as a condition of their OWF cash assistance or Food Assistance benefits meet with workers in this unit to be assessed and assigned. Work assignments include a series of job readiness classes provided by One Stop partners, job search, supervised work sites, and education/vocational training. The type of assignment and required hours vary from case to case based on many factors. Adult participants are required to participate in activities that improve their employability and move them toward self-sufficiency, including job preparation classes and supervised work site activities.

2008 Rapid Response

Rapid Response is a process to respond to notifications of plant closings or layoffs of 50 or more workers at a single site, with no-cost information about the services to workers and employers (e.g., job search techniques, unemployment compensation, stress management, etc.) available to assist them locate and secure new employment.

In 2008, GreeneWorks provided Rapid Response to Supervalu, Antioch University, and Plastic Trim.

GreeneWorks is also involved in assisting the employees of General Motors and the Wilmington Air Park who have been dislocated by closures.



FISCAL DIVISION

SUSAN BRITTON, ADMINISTRATOR

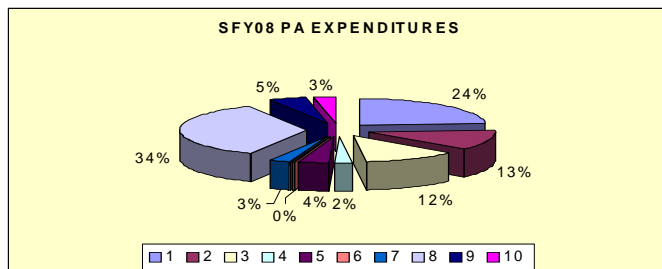
The Fiscal Division consists of 8 staff in two units (fiscal & purchasing). These staff handle all of the fiscal operations for the agency along with purchasing supplies, maintaining agency equipment, and overseeing shared scanning operations. The division also maintains the agency’s shared digital records maintenance system and scans the majority of imaged documents for the agency.

Fiscal unit staff process all purchase orders, vouchers, payments, and receipts for all direct and contractual services for Public Assistance, Social Services, Child Support, and Workforce Investment Act expenditures. These payments and services support both families and businesses in Greene County. Fiscal staff also monitor lease agreements, prepare all state fiscal reports, monitor and prepare administrative cost tracking (RMS) reports, report on client services, and forward information to the Ohio Department of Job and Family Service office and the Area 7 Workforce Investment Board.

Purchasing unit staff procure and recommend the purchase of agency equipment and supplies and deliver them to agency staff. Accurate inventory records must also be maintained and reported. Staff safeguard and issue pre-approved PRC and WIA gas cards to clients and provide regular reports to the fiscal unit. They are also responsible for equipment lease agreements and repairs, the maintenance of agency vehicles, and other repair requests for the agency. A physical inventory of all agency assets is performed by this unit on an annual basis.

Fiscal reporting occurs on a county, state, and federal level in multiple fiscal/program cycles for the agency’s many governing entities, including ODJFS, BOCC, and Area 7. The division works closely with the agency director, the Greene County Auditor, and the ODJFS Fiscal Bureau to ensure proper management of state and federal funding streams, accounts, and expenditures.

Public Assistance (PA) Account



TOTAL EXPENDITURES: PA FUND - SFY 2008

1.	TANF (OWF & PRC Support, Educational & Training)	\$2,731,590.43
2.	Income Maintenance & Workforce Administration	\$1,423,479.28
3.	Federal/State Administration Matching Funds	\$1,347,646.49
4.	Title XX - Adult Protective Services	\$239,631.37
5.	Social Services & Child Care Administration	\$462,639.12
6.	Quality Daycare Services	\$24,605.75
7.	Help Me Grow Agency Funding	\$288,733.55
8.	Direct Daycare Services	\$4,018,352.89
9.	Children Services Funding	\$512,326.83
10.	Medicaid Transportation Services	\$328,210.36
TOTAL:		\$11,377,216.07

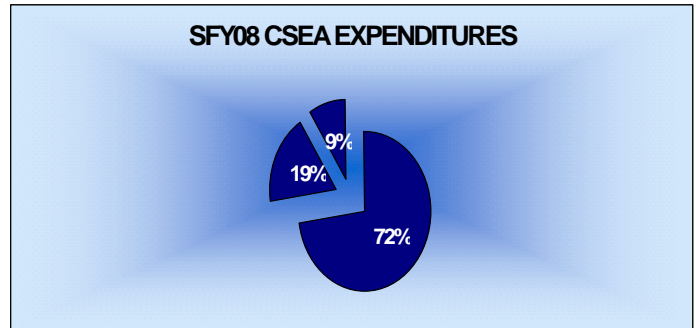
Did You Know?

- Greene CDJFS receives funding from state and federal sources through ODJFS.
- Public Assistance, Child Support, and WIA programs have a substantial economic impact on the community, affecting individuals, businesses, and tax revenue.
- Agency expenditures in SFY 2008 totaled **over \$14 million**. This figure does not include direct payments for benefits such as OWF cash assistance, Food Assistance, and Medicaid (over \$128 million in CY 2008). It also does not include Child Support collections & disbursements (over \$31 million in CY 2008).
- In the coming year, Greene CDJFS programs will be included in the state audit of the county rather than the state audit of ODJFS.

2008 Highlights

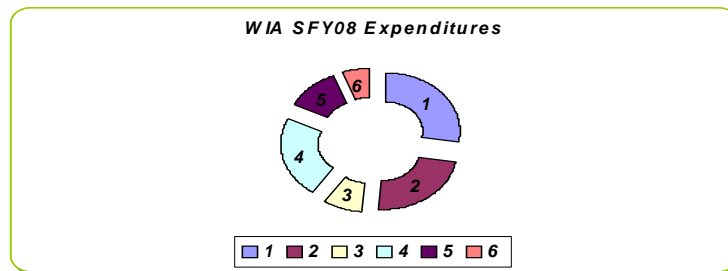
- In July of 2008, county Job & Family Services agencies officially became **sub-recipients** of ODJFS and are now subject to new audit criteria.
- In line with this restructuring, ODJFS re-programmed the state's fiscal program and database. This initiative radically revised the fiscal program used by county JFS staff for processing/coding fiscal records and mapping to allocations for agency expenditures and receipts in order to report and receive state reimbursement.
- Greene County was one of six counties selected to be included in the state audit of ODJFS. Auditors reviewed program and fiscal records from 7/07 – 12/08. There were no findings and no recommendations.
- Fiscal division staff scanned over 900,000 pages into the digital imaging system and issued over 3900 gas cards (totaling over \$765,000) to eligible participants.

Child Support Enforcement (CSEA) Account



State Fiscal Year 2008 CSEA EXPENDITURES	
CHILD SUPPORT ADMINISTRATION	\$1,392,775.98
IVD CONTRACT SERVICE EXPENDITURES	
GREENE COUNTY DOMESTIC RELATIONS	\$14,089.69
GREENE COUNTY JUVENILE COURT	\$72,385.13
GREENE COUNTY CLERK OF COURTS	\$15,548.87
GREENE COUNTY PROSECUTOR	\$220,939.06
PROFESSIONAL COURT COURIERS	\$34,840.00
CONTRACT SUBTOTAL:	\$357,802.75
NON-IVD ADMINISTRATIVE EXPENDITURES	\$179,173.68
GRAND TOTAL	\$1,929,752.41

Workforce Investment Act (WIA) Account



State Fiscal Year 2008 Workforce Investment Expenditures: WIA	
<u>Expenditures for Education-Training-Support Services</u>	
1. WIA ADULT	\$299,626.27
2. WIA OUT OF SCHOOL YOUTH	\$244,694.26
3. WIA IN SCHOOL YOUTH	\$89,539.49
4. WIA DISLOCATED WORKER	\$240,792.47
5. WIA RAPID RESPONSE	\$122,132.32
6. WIA ADMINISTRATIVE COSTS	\$66,234.12
SFY08 GRAND TOTAL	\$1,063,018.93

SOCIAL SERVICES DIVISION

ANITA MASSENGALE, ADMINISTRATOR

The Social Services Division consists of 10 staff, 3 of whom have licensure from the State of Ohio Social Work Board. The division administers Adult Protective Services, Enhanced Medicaid Transportation, Pregnancy Related Services, Healthchek, and Child Care Services. In addition to these mandated programs, the division provides support services to frail, elderly adults with Representative Payee Services and fingerprint services for background checks to potential and approved child care providers, child care center employees, and for county employment purposes. The division also administers Title XX programs through contractual arrangements with local social services providers and works collaboratively with the Income Maintenance Division with TANF/PRC contracts.

Child Care Services

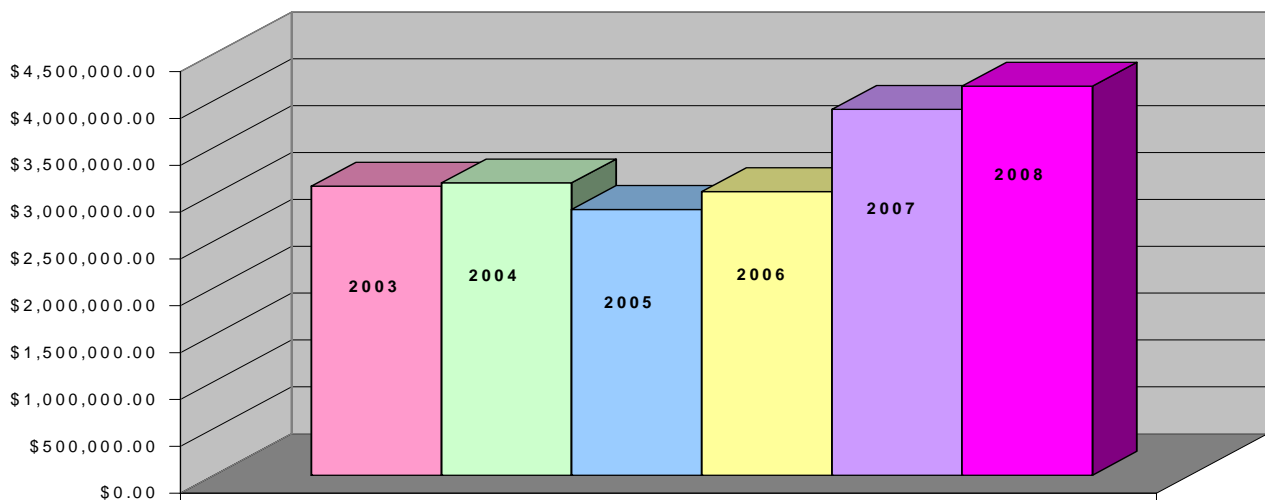
The Child Care program in Greene County continues to serve record numbers of children in our subsidized and Early Learning Initiative (ELI) programs. In 2008, over 1900 children (representing nearly 1200 families) received subsidy for some type of child care services: child care center, approved child care home, or ELI program. **Expenditures for the program in Greene County exceeded \$4.1 million.** For an average Greene County family, this participation averaged 635 hours per child.

The department contracts for child care services with 94 centers (licensed by the State of Ohio), including three full-day/full-year Head Start programs, seven Professionally Certified Type B Home Providers, and eight Parent-Provider Inspected Home Child Care Providers. In 2008, Quality Child Care funds in the amount of \$25,375 were used to create additional child care slots, to increase parental choice, to provide child care training and education, and to provide consumer education to parents and the public.

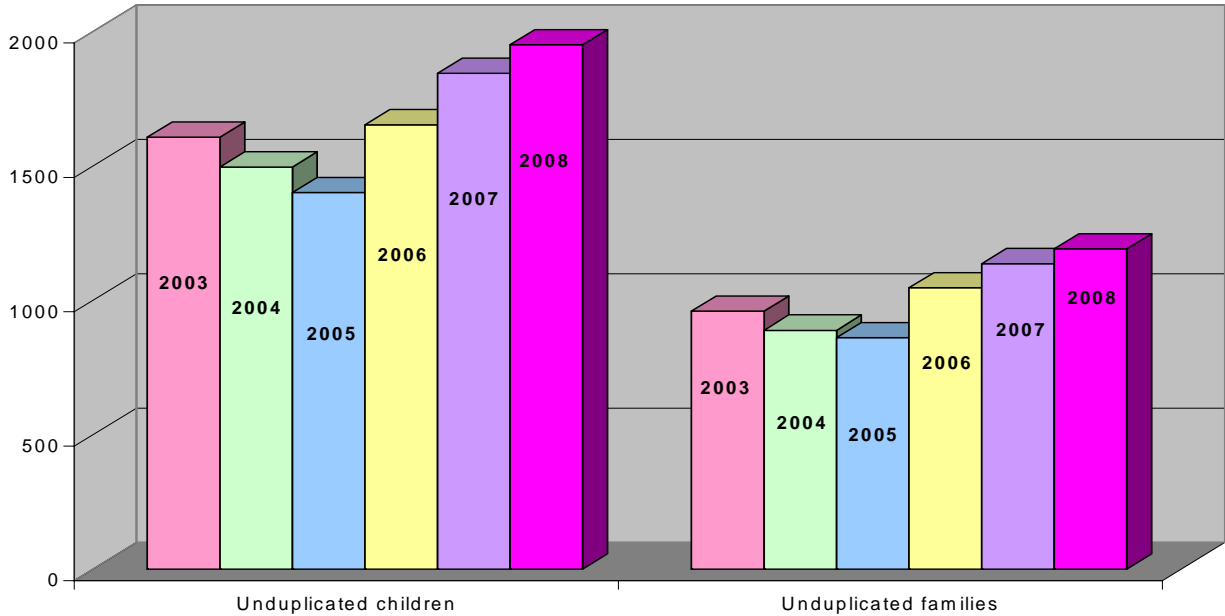
Did You Know?

- Child care program expenditures in 2008 exceeded \$4.1 million.
- The transportation program provided over 14,000 trips in 2008.
- The agency received 236 referrals for Adult Protective Services in 2008.

Greene County Child Care Benefits



Child Care Participants



Transportation Services

Transportation services are provided by **Greene CATS** and the **Xenia Adult Recreation and Services Center** through contractual arrangements. These services are provided by both the demand service method and the flex route. Some customers with their own means of transportation are reimbursed for trips to certain medical appointments and treatments.

While nearly 92% of the transportation provided is for Medicaid-covered trips, eligible customers may also be transported to work-related destinations, social service appointments, some child care, and school on a very limited basis.

In 2008, Greene CATS provided 7,360 one-way trips, and XARSC provided 6,724 one-way trips for of a **total 14,084 one-way trips to 2,096 customers.**

2008 Transportation Program Expenditures :

Medicaid-covered transportation	\$ 353,963.21
TANF transportation	\$ 16,393.39
At-Risk Pregnancy transportation	\$ 129.74
Title XX transportation	\$ 3,502.80
Flex-Route non-Medicaid trans	\$ 14,331.86
Reimbursements to customers	\$ 11,679.20
Total	\$ 400,000.02

Healthchek & Pregnancy Related Services (PRS)

Healthchek is a federally mandated program of Ohio Medicaid that coordinates early and periodic screening, offered to every Medicaid recipient under age 21. The Healthchek worker informs all new and ongoing eligible customers of program services and benefits on a periodic schedule. The worker is available to answer questions concerning covered services and to refer customers to area medical providers accepting Medicaid. In 2008, 1,442 families with 2,023 children were informed of Healthchek services.

Pregnancy Related Services (PRS) is a federally mandated program that provides counseling, education, nutrition counseling, and care coordination to all pregnant, Medicaid eligible women from identification of pregnancy through 60 days following the birth of the child. In 2008, the department received 160 PRS referrals.

Adult Protective Services & Representative Payee Services

Adult Protective Services (APS) is responsible to investigate reports of abuse, neglect, self-neglect, and/or exploitation of individuals sixty years of age or older. Most referrals involve connecting the older adult to community based care, medical services, occasional court-ordered guardianships or power-of-attorneys, family care, and/or Representative Payee services. In 2008, the department received 236 reports of some type of abuse.

In 2008, the Representative Payee program averaged 8 customers per month. Most of these individuals are nursing home patients who have no significant family or friends to help with paying bills, purchasing their personal needs, and planning for their final arrangements. The payee assists with all of these needs.

The Representative Payee also assists individuals and couples in the community, over age 60 years, with budget counseling, bill paying, planning economical and nutritious meals and planning for their final arrangements. In 2008, 26 customers were assisted on a monthly basis.

Through a contractual arrangement with the Area Agency on Aging PSA 2, the department provides home maintenance, modification, and repair services to customers to improve the safety, security, and accessibility of the home environment in order to help adults over age sixty remain in their homes. In 2008, seven customers received assistance of \$7,815.32 for roof repairs, plumbing and furnace repairs, insulation, door replacement, and safety railings.

With the September 14, 2008 wind storm, the home repair worker connected older adults to community services, advocated with insurance claims, and provided home repair funds through the Area Agency on Aging for storm-related damage.

Title XX Contracted Services

The agency entered into contracts to purchase Title XX services with the following agencies in 2008:

Community Action Partnership (Home Delivered Meals)	\$ 34,166.75
Community Action Partnership (Protective Services to Adults)	\$ 25,675.00
Family Violence Prevention Center of Greene County	\$ 30,468.40
Greene County Combined Health District (Family Planning Services)	\$ 5,000.00
Greene Memorial Hospital (Home Based Care)	\$ 7,800.00
Kettering In-Home Care (Home Based Care)	\$ 10,000.00
Legal Aid of Western Ohio (Professional Legal Assistance)	\$ 9,476.25
The Today Center for Adults (Adult Day Services)	\$ 50,002.00
Xenia Adult Recreation & Services Center (Home Delivered Meals)	<u>\$ 8,811.25</u>
Total	\$181,399.65