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## **The Greene County Department of Job & Family Services Annual Report 2019**

It is a privilege to present the 2019 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 2019, 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 2019. Children Services held the 6<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 processed thousands of applications and reviews for food and medical benefits. Local Child Support collections were one of 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 many of the 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' mission is to provide family-centered services to protect children from abuse and neglect by building safe, permanent families.

Cases by Allegation Type	2015	2016	2017	2018	2019
Physical Abuse	558	687	722	530	533
Neglect	554	527	546	477	231
Sexual Abuse	119	180	164	156	120
Emotional Maltreatment	15	32	19	20	7
Others	23	121	122	28	117
<b>TOTAL</b>	<b>1269</b>	<b>1547</b>	<b>1573</b>	<b>1211</b>	<b>1008</b>
Adoptions	2015	2016	2017	2018	2019
Adoptions Finalized	11	16	15	14	21
Placement Data	2015	2016	2017	2018	2019
Total Children in Placement (Agency Custody)	249	200	228	203	213

**KINSHIP:** Relative and kinship placements typically increase positive outcomes for children, both in reunification and alternative permanency. The agency served a total number of 209 children who were living in a kinship living arrangement in 2019, and 28 children found permanency with their kinship provider. 76 kinship home studies were completed.

**EMERGING PATTERNS:** The agency had a decrease in the number of referrals requiring intervention, including patterns of several physical and sexual abuse, drug addiction, complicated mental health disorders, and extreme neglect. However, the level of risk and the complexity of cases continues to increase, as does the number of cases where court involvement is needed. The agency continues to participate in multiple statewide and county 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 2019, 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 64 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 2019 to highlight Child Abuse Prevention Month in Greene County. The breakfast included awards for the agency's 6<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 173 art contest entries were received.



### Greene County Facts 2019

#### HIGHLIGHTS

*The Adoption Unit finalized 21 adoptions in 2019. Three of these adoptions were sibling sets of 3 or more children. Two were age 17 at the time of their adoption.*

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

#### FEEDBACK

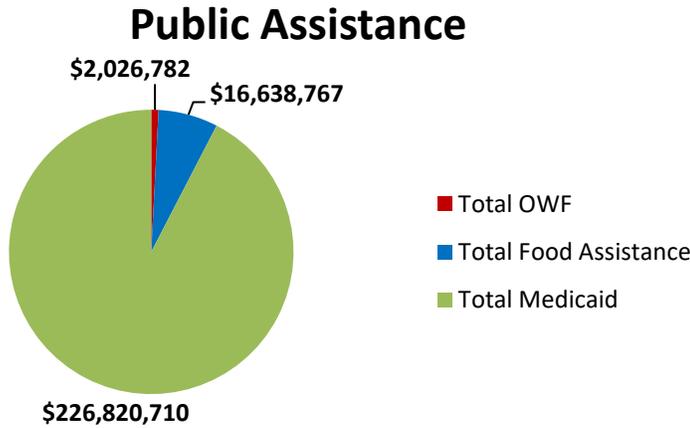
*93% of those who received services through Children Services indicated overall satisfaction with their experience*



# 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.



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 2019, OWF benefits in Greene County totaled just over \$2 million.**

The **BENEFIT RECOVERY & INVESTIGATIONS** Unit is responsible for investigating allegations of fraud and collecting overpayments. In 2019, the unit collected over **\$84,000** 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 82 investigations were completed.

**CHILD CARE ASSISTANCE** provides publicly subsidized child care benefits to low-income 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 2019, over 1700 children from 974 families received subsidies for child care services. **Benefits in the Child Care Assistance program in Greene County totaled \$7.3 million in 2019.**

**NET TRANSPORTATION** services are provided to Medicaid consumers by Greene CATS and the Xenia Adult Recreation and Services Center (XARSC) through contractual arrangements. In 2019, NET transportation provided a total of 20,357 one-way trips. **NET program benefits totaled \$1.1 million in 2019 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, and family care. In 2019, the agency received 270 APS referrals.

### Greene County Facts 2019

#### FOOD ASSISTANCE

Average monthly participants: 10,944  
 Average monthly benefits: \$1.4 million  
 Total 2019 benefits: \$16.6 million

*1 in 15 people in Greene County  
receives Food Assistance*

#### MEDICAID

Average monthly participants: 27,458  
 Average monthly benefits: \$18.9 million  
 Total 2019 benefits: \$227 million

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

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#### SUBSIDIZED CHILD CARE

Total children served: 1761  
 Total families served: 974  
 Total 2019 benefits: \$7.3 million

#### NET TRANSPORTATION

Total one-way trips: 20,357  
 Total 2019 benefits: \$1.1 million

#### ADULT PROTECTIVE SERVICES

Referrals in 2019: 270

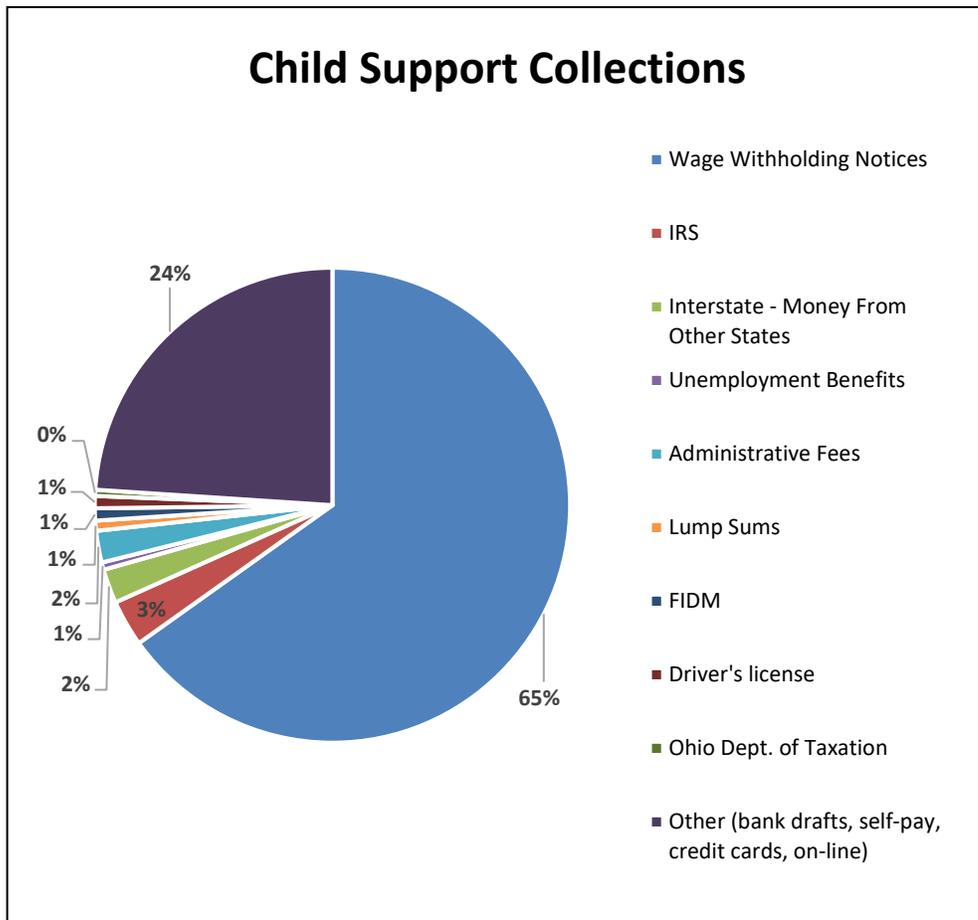
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*Public Assistance and related  
benefits put **\$254 million** into the  
local economy in 2019*

# 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 2019, Greene County CSEA collected \$27 million in support.**



### Greene County Facts 2019

#### CHILD SUPPORT

Number of children served: 13,372  
Average monthly cases: 9317

Total 2019 collections: \$27 million

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

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*Child Support put **\$27 million** in to the local economy in 2019*

### 2019 CHILD SUPPORT HIGHLIGHTS

- Ohio's Child Support program collects \$8.17 for every dollar expended, which is higher than the national average. In FFY 2019, Greene County collected \$17.58 for every dollar expended, **making us the 2<sup>nd</sup> most cost effective county in the state.**
- Greene County processed 72 paternity establishments, conducted 3632 audits, and prepared for 2283 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 (OMJ) Greene County** is a workforce center assisting job seekers, employers, and youth with job search assistance, employee recruitment, job training, and eliminating barriers to self-sufficient employment. Services are provided by county, state, and local partners to deliver these employment and training services.



**Greene County**

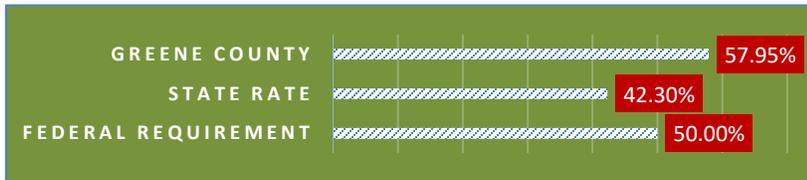
A proud partner of the  
American Job Center network



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 cash assistance and Food Assistance recipients to help create and participate in a plan to achieve self-sufficiency through personal responsibility. These plans include activities to increase employability skills and reduce barriers to employment. Together, these participants provided over 100,000 volunteer hours in the community while gaining valuable skills. 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.

### 2019 OWF ALL-FAMILY WORK PARTICIPATION RATE



**WORKFORCE INNOVATION & OPPORTUNITY ACT (WIOA):** WIOA is an employment and training program funded by the Department of Labor. Its purpose is to increase opportunities for those with barriers to employment and support the alignment of workforce investment, education, and economic development systems. The program's desired outcomes include increased retention, earnings, and credential attainment. Greene County exceeded many of the performance measures.

### Greene County WIOA Annual Performance 2019

MEASURE	ADULT	DISLOCATED WORKER	YOUTH
Employed 2 <sup>nd</sup> quarter after exit	88.4% (EXCEEDS)	80.0%	85.7% (EXCEEDS)
Employed 4 <sup>th</sup> quarter after exit	81.0%	92.3% (EXCEEDS)	93.5% (EXCEEDS)
Median earnings	\$4,674	\$6,650	\$4,699 (EXCEEDS)
Credential Attainment	75.0%	87.5% (EXCEEDS)	61.1% (EXCEEDS)
Measurable Skills Gain	65.5%	77.8%	61.9% (EXCEEDS)

### Greene County Facts 2019

#### WORKFORCE CENTER PARTNERS

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

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

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

- Disabled Veterans Opportunity Program
- Wagner-Peyser Employment Services

##### Opportunities for Ohioans with Disabilities

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

##### CCMEP Youth Partners:

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

##### AARP Senior Employment Program

### 2019 OMJ GREENE COUNTY STATISTICS

Services – 15,622  
Visits – 12,891  
Unique Visitors – 4,799  
New Visitors – 711  
Employer Hiring Events - 36

# 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	\$4,230,038.42
Direct Client Services and Contract Costs	\$1,866,098.02
<b>Total Public Assistance Expenditures:</b>	<b>\$6,096,136.44</b>

#### CSEA EXPENDITURES

Child Support Cost Pool & Direct Expenditures	\$1,284,305.41
Child Support Contract Expenditures	\$384,639.87
<b>Total Child Support Expenditures:</b>	<b>\$1,668,945.28</b>

#### WIOA EXPENDITURES

WIOA Cost Pool Expenditures	\$413,015.32
WIOA Contract Expenditures	\$274,023.15
<b>Total Workforce Expenditures:</b>	<b>\$687,038.47</b>

#### PCSA EXPENDITURES

PA Children Services Cost Pool Expenditures	\$3,557,000.00
Child Welfare Direct Expenditures	\$9,892,355.25
<b>Total Children Services Expenditures:</b>	<b>\$13,449,355.25</b>

### Greene County Facts 2019

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 2019 totaled over \$21 million

**Over \$281 million in Public Assistance and Child Support were issued on behalf of Greene County residents in 2019**

### 2019 Expenditures

