



CHAMPAIGN COUNTY DEPARTMENT OF JOB & FAMILY SERVICES 2019 REPORT TO THE COMMUNITY

The Champaign County Department of Job and Family Services is operated under the direction of the Champaign County Board of Commissioners: Steve Hess, Bob Corbett and David Faulkner

Combining Caring and Technology to Better Serve Our Community

Dear Community Members:

I'm very pleased and proud to present you the 2019 Annual Report of the Champaign County Department of Job and Family Services (CCDJFS). The accomplishments reported here were made possible by the dedicated work of our staff to carry out the agency's mission – to help children, adults and families attain physical and emotional safety and well-being, economic stability, and education.

Following are examples of our key 2019 accomplishments:

Child Support

- Implemented an Enterprise Document Management System to increase efficiency in processing child support cases
- Put into practice several law changes that include updated and modernized support guidelines, jurisdictional changes and adjustments to administrative processes
- Implemented technology that allows front desk staff to post cash payments and a new statewide system that provides the agency the ability to move toward various payment methods
- Continued to achieve exceptional collection rates of over 70% – a rate

that Ohio finally reached statewide through the "Project I-70" initiative

Public Assistance

- Underwent a Management Evaluation to examine the agency's administration of the Supplemental Nutrition Assistance Program (SNAP). The agency was in full compliance in 14 out of the 15 categories reviewed.
- Digitized over 3,000 paper case files, processed 2,437 applications for all programs, 1,165 Medicaid renewals and 1,207 reviews of open SNAP and Temporary Assistance for Needy Families (TANF) cases
- Continued high level of performance in meeting timelines associated with SNAP and TANF, with an average timeliness rate of 98%

Social Services

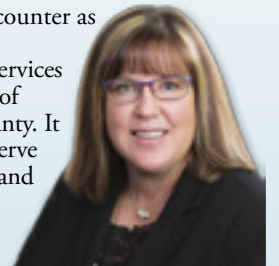
- Began 2019 with 26 youth in agency custody and ended year with 23 youth in agency custody
- Finalized adoptions for nine youth in the agency's permanent custody
- Implemented an Enterprise Document Management System to increase efficiency
- Decreased substitute care/child custody costs by \$154,094.71 from the previous year

Workforce

- More than doubled the number of youth served by the Comprehensive Case Management and Employment Program
- Launched OhioMeansJobs Facebook page (@OMJChampaignCounty)
- Developed improved relationships with local employers to further grow employer-based services
- Partnered with Family Court to allow OhioMeansJobs staff to be on-site during child support hearings. This expedites employment-based services to help parents meet child support obligations.

As we did in 2019, the CCDJFS team continues in 2020 to embrace each challenge we encounter as an opportunity

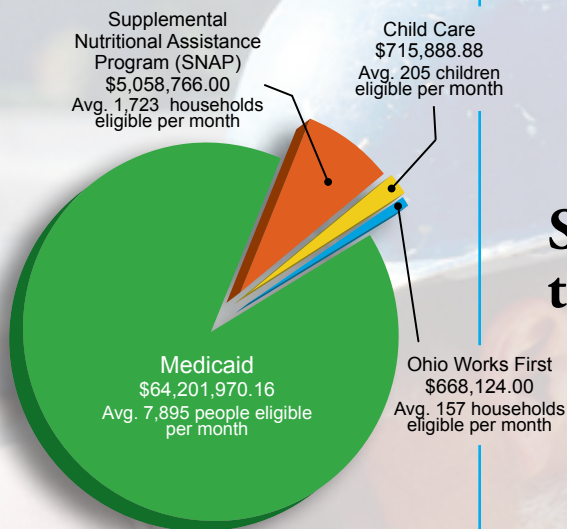
to improve our services for the residents of Champaign County. It is our honor to serve our community and make life better in Champaign County.



Stacy Cox, MSW, Director
Champaign County Department of Job & Family Services

2019 Public Assistance Expenditures

TOTAL \$70,644,749.04



These forms of time-limited financial support, or public assistance, help families as they work toward self-sufficiency and into regular, meaningful employment.



Champaign County

A proud partner of the American Job Center network

Strengthening the Workforce

Total 2019 visits: 2,296

New clients: 233

Unique clients: 786

Employers served: 56*

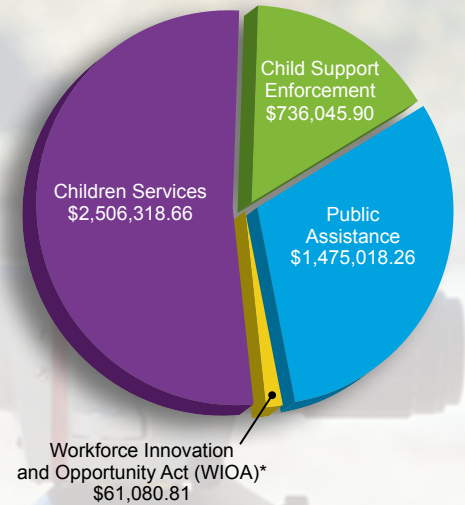
Comprehensive Case Management and Employment Program (CCMEP)

Enrollment: 24***

Prevention, Retention and Contingency (PRC) Program: 11 general applications approved with \$8,186.56 in benefits paid and 118 child welfare applications approved with \$4,891.99 in benefits paid to help provide services for at-risk children and children being cared for by relatives***

2019 Agency Operating Costs

TOTAL \$4,778,463.63



*WIOA helps Americans, including youth and those with significant barriers to employment, begin careers and helps employers hire and retain skilled workers.

Day care assistance:

Total # children served avg./mo. : 205

Total families served avg./mo. : 102

Total benefits paid: \$715,888.88

- * Through open interviews, job fairs and job applications received through OMJCC.
- ** CCMEP helps low-income young adults, ages 14-24, get the training and support necessary to begin a career and break the poverty cycle.
- *** PRC helps families overcome immediate barriers to self-sufficiency, promoting work and personal responsibility.

OMJCC, at 1512 S. U.S. 68, Bay 14, Urbana, assists job seekers, employers and youth with job search support (such as resume writing and interviewing skills), employee recruiting (such as job posting and open interviews), job training, and online job searches via ohiojobs.com. Partner agencies and programs are available to individuals who require additional assistance. Priority service is available to veterans.



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Foster Care and Adoptions

One consequence of increased abuse of opioids and other drugs has been a rise in the number of children in court-ordered custody of the CCDJFS and requiring foster care placement.

Foster Care Placement Costs

	2017	2018	2019
Substitute Care* (Agency Custody)	\$906,299.71	\$1,250,461.24	\$1,096,366.53
Shared Funding** (Agency Share)	\$40,619.03	\$4,774.40	\$18,597.19
Total Placement Costs	\$946,918.74	\$1,255,235.64	\$1,114,963.72
# of Children in Agency Custody	33	38	36

* The total cost paid by CCDJFS for children who were in court-ordered custody of the agency.
 ** The agency's share of out-of-home care (or in-home services) for youth whose parent/custodian retains custody of the child while other agencies (such as Mental Health, Board of Developmental Disabilities and Family Court) provide services. The goal of shared funding is to avoid parents/custodians from having to lose custody to access needed services for their special needs child.

Adoptions

	2017	2018	2019
# Newly Finalized Adoptions	0	0	9
# Children with a Subsidy*	26	25	25
Total Amount in Subsidies	\$167,158.56	\$146,711.29	\$123,976.93
Federal/State Cost	\$131,350.85	\$114,441.27	\$99,221.76
Local Cost	\$35,808.23	\$32,270.02	\$24,755.17

* These subsidies help adoptive parents care for special needs children.

Child Abuse Investigations and Assessments

CCDJFS Children Services staff, available 24 hours a day, 7 days a week, begin assessments or investigations upon receiving a report of suspected child abuse, neglect or dependency. A social service worker is available during regular business hours. After hours, an on-call social service worker can be reached through the Champaign County Dispatch Center.

Total 2019 investigations/assessments: 268
Avg. ongoing cases/month: 40
Total 2019 referrals to agency: 1,234

Child Support Collections

Total 2019 collections: \$6,105,023.11

Total cases: 2,881*

*represents open cases on 12/31/19

Fraud and Error Recovery

Total recovered by CCDJFS in 2019: \$43,237.00*

Recovery incentive paid to CCDJFS: \$11,153.00**

* Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF) and Ohio Department of Medicaid and daycare payments made through fraud or error

** Paid to CCDJFS by State of Ohio for efforts to recover these funds

Medicaid

Total 2019 expenditure: \$64,201,970.16

Avg. per month: \$5,350,164.18

Avg. monthly participants: 7,895

Medicaid is state and federally funded health care coverage administered by ODJFS for low-income and medically vulnerable people of all ages.

Adult Protective Services

Total reports received in 2019: 199

CCDJFS is required to investigate and evaluate all reports of suspected abuse, neglect and exploitation of adults age 60 and over. Support for protection and self-sufficiency is offered when found necessary, through available services and funding.

Transportation Assistance

Total 2019 expenditures: \$113,168.70

Avg. people served/month: 83

Avg. one-way trips/month: 430

Total paid by state to transport Medicaid recipients to medical appointments via Champaign Transit System

Champaign County Department of Job & Family Services

1512 S. US Highway 68 • Suite N100 • Urbana, OH 43078
 (937) 484-1500 • champaigndjfs.org

