



CHAMPAIGN COUNTY DEPARTMENT OF JOB & FAMILY SERVICES

2021 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 Tim Cassidy

2021: Embracing Change, Building for a Stronger Future

Dear Community Members:

We entered 2021 hoping for some level of normalcy after 2020's chaos. Though that didn't happen, the Champaign County Department of Job and Family Services (CCDJFS) team proved to be flexible, rising to the challenges in front of us.

"I can't change the direction of the wind, but I can adjust my sails to always reach my destination." That quote, attributed to Jimmy Dean, reflects how the CCDJFS team navigated the challenges of the ongoing public health emergency. Dedicated public servants, our team strived through it all to meet the needs of families, individuals, seniors, job seekers and local employers.

With great pride I share the team's 2021 achievements:

Administration

- Surveyed consumers, community stakeholders and staff to map out our Performance Quality and Improvement efforts
- Completed a clean single-source audit with no findings or comments
- Improved employee engagement with morale boosting activities
- Updated and streamlined our website, champaigndjfs.org
- Created a new logo that represents our array of services with emphasis on four main program areas: Public Assistance, Child Support, Social Services and Workforce

Child Support

- Resumed enforcement activities that were put on hold due to the pandemic
- Collected \$5,959,413.21 in payments to ensure that children receive the support they need for a better future
- Provided exceptional customer service to meet the needs of hundreds of consumers each week
- Revised and streamlined agency practices to improve efficiency

Public Assistance

- Maintained a high degree of timeliness in determining eligibility for key public assistance benefits – 97% for the Supplemental Nutrition Assistance Program, 99% for Temporary Assistance to Needy Families and 92% for Medicaid
- Monitored over 412 active claims of overpayment and entered 44 new overpayment claims
- Managed 922 long-term care cases
- Processed over 37,000 documents to determine eligibility for key public assistance programs

Social Services

- Decreased the number of children in foster care by stepping up efforts to identify relatives to care for them, early family intervention strategies, and family support/services
- Achieved a yearly timeliness rate of 95% for initiating investigations or assessments of

newly received reports of child abuse/neglect/dependency

- Conducted thorough, holistic family assessments that resulted in a recurrence rate of child maltreatment of 1.23% – well below the federal standard/threshold of 9.1%
- Placed three children into adoptive placement with finalized adoptions to occur in early 2022

Workforce

- Moved to our new, modernized OhioMeansJobs Center (OMJCC)
- Began implementation of the H1B Healthcare Grant to train more individuals for healthcare occupations
- Introduced additional services to help local employers recruit job seekers – including OMJCC's YouTube channel with videos that highlight local employers
- Increased use of Incumbent Worker Training resources to help local employers improve the skills of their current workforce

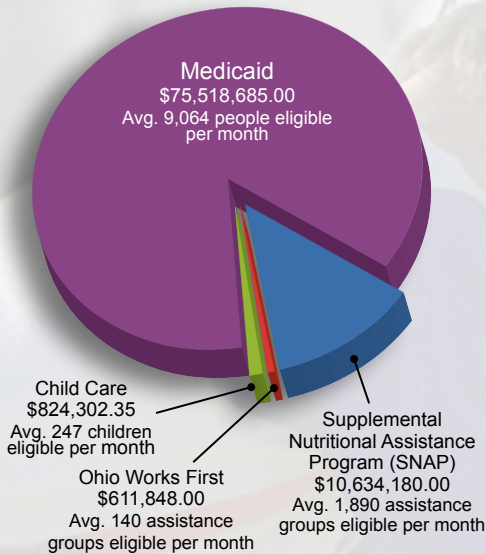
I am confident that CCDJFS's dedicated team of public servants will further enhance services in 2022.

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



2021 Public Assistance Expenditures

TOTAL \$87,589,015.35



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

Day care assistance:

Total # children served avg./mo. : 247

Total families served avg./mo. : 118

Total benefits paid: \$824,302.35



Champaign County

A proud partner of the American Job Center network

Strengthening the Workforce

Total 2021 visits: 795

New clients: 74

Unique clients: 338

Employers served: 46*

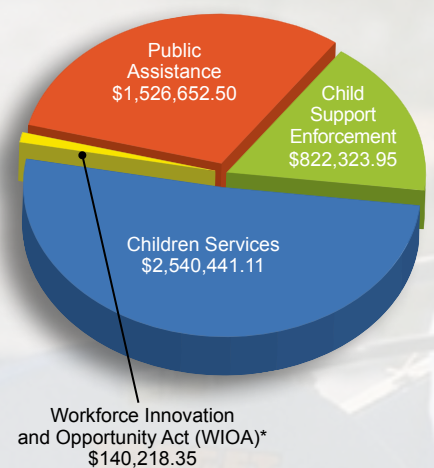
Comprehensive Case Management and Employment Program (CCMEP)

Enrollment: 13**

Prevention, Retention and Contingency (PRC) Program: 31 general applications, 3 approved with \$7,473.12 benefits issued; 36 child welfare applications, 27 approved with \$1,000 in benefits issued***

2021 Agency Operating Costs

TOTAL \$5,029,635.91



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

* 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 to begin a career and break the poverty cycle.

*** PRC helps families overcome barriers to self-sufficiency, promoting work and personal responsibility.

OMJCC, at 1512 S. U.S. 68, Suite J100, 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 ohiomeansjobs.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

Foster Care Placement Costs

	2019	2020	2021
Substitute Care* (Agency Custody)	\$1,096,366.53	\$976,202.90	\$1,004,548.53
# of Children in Agency Custody	36	34	31

* The total cost paid by CCDJFS for children who were in court-ordered custody of the agency.

Adoptions

	2019	2020	2021
# Newly Finalized Adoptions	9	6	0
# Children with a Subsidy*	25	30	30
Total Amount in Subsidies	\$123,976.93	\$141,377.41	\$145,656.21
Federal/State Cost	\$99,221.76	\$121,901.68	\$127,952.94
Local Cost	\$24,755.17	\$19,475.73	\$17,703.27

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

Fraud and Error Recovery

Total recovered by CCDJFS in 2021: \$32,611.81*

Recovery incentive paid to CCDJFS: \$6,086.44**

* 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

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 2021 investigations/assessments: 265

Avg. ongoing cases/month: 40

Total 2021 referrals to agency: 981

Child Support Collections

Total 2021 collections: \$5,959,413.21

Total cases: 2,702*

*represents open cases on 12/31/21

Medicaid

Total 2021 expenditure: \$75,518,685

Avg. per month: \$6,293,223.75

Avg. monthly participants: 9,064

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 2021: 164

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 2021 expenditures: \$68,532.55

Avg. people served/month: 57

Avg. one-way trips/month: 298

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

Champaign County Department of Job & Family Services

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