



# CHAMPAIGN COUNTY DEPARTMENT OF JOB & FAMILY SERVICES 2023 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, Tim Cassidy and Nino Vitale

## 2023: Making Life Better Amid Challenges

### Dear Community Members:

With great pride I highlight in this annual report the many ways the Champaign County Department of Job and Family Services (CCDJFS) team of dedicated public servants helped make life better for children, adults and seniors in 2023.

Through their resilience and outstanding performance, the CCDJFS team overcame a number of challenges. We entered the year with a staffing shortage and hefty workloads in all programs. This included having to redetermine eligibility of all Medicaid recipients, and disenrolling those no longer eligible. The federal government had put this process on hold since the beginning of the pandemic.

Despite having to do more with less, our team pulled together and exceeded expectations:

#### Administration

- Hired and onboarded 14 new CCDJFS staff and two new Family and Children First Council staff
- Developed a strongly rooted culture within the agency based on 28 fundamentals that set us apart in our commitment to doing the right thing in our interactions with coworkers and the clients we serve
- Began developing an infrastructure for cross training and succession planning for our agency's key administrative positions

#### Child Support

- Collected \$5,607,439.91 in child support payments to help ensure children a better future
- Strengthened collection efforts by matching people delinquent in child support payments to their financial accounts, as well as developing procedures for credit/debit card payments
- Increased legal representation by hiring a full-time attorney

#### Public Assistance

- Continued to excel in timely benefit processing: Temporary Assistance to Needy Families (TANF), 100%; Supplemental Nutrition Assistance Program (SNAP), 97%; and Medicaid, 96%
- Redetermined eligibility of 1,707 Medicaid cases, achieving a timeliness rate of 106%
- Processed a total of 2,710 intakes for SNAP, TANF, Medicaid and Long-Term Care
- Managed 392 benefit recovery claims, including 65 new referrals

#### Social Services

- Received support of 63% of county voters to renew the existing 2-mill children services levy
- Finalized three adoptions and placed one youth in adoptive placement with expected 2024 finalization
- Updated the County Abuse and Neglect Memorandum of Understanding, renewing our and our partners' shared mission to protect children from abuse/neglect; conduct

timely investigations to minimize further trauma to children; and coordinate prosecution and treatment of perpetrators

- Earned best practices funding (\$43,935), for the third year in a row, for timely completion of abuse/neglect investigations/assessments, at a rate of 95%, and completing and documenting required visits to families and children, at a rate of 96%

#### Workforce

- Developed the Graduate Success Program in partnership with the Madison-Champaign Educational Service Center to provide eligible high school youth interventions to prepare them for graduation and the workforce
- Increased participation by 24% in the Comprehensive Case Management and Employment Program for young adults, age 14 to 24
- Provided more than \$834,594.40 in childcare assistance for an average of 235 children a month to help parents maintain employment

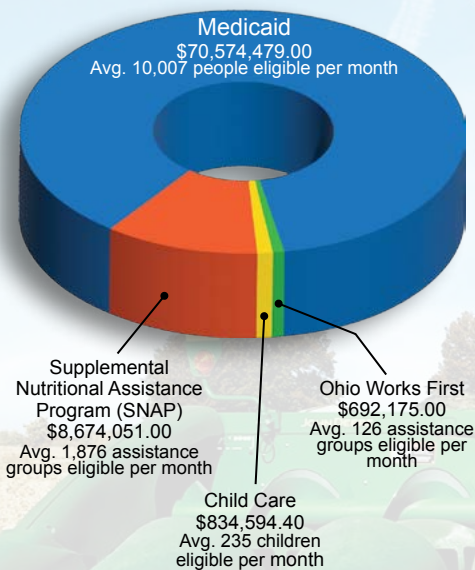
I look forward to what 2024 brings and am confident that my dedicated team will continue to excel in their service to the community.

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



### 2023 Public Assistance Expenditures

TOTAL \$80,775,299.40



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. : 235  
Total families served avg./mo. : 127  
Total benefits paid: \$834,594.40

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### Strengthening the Workforce

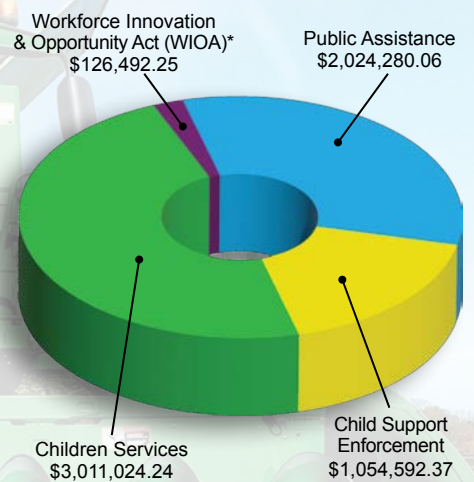
Total 2023 visits: 652  
New clients: 88  
Unique clients: 255  
Employers served: 55\*

Comprehensive Case Management and Employment Program (CCMEP)  
Enrollment: 26\*\*

Prevention, Retention & Contingency (PRC) Program  
Total Applications: 133  
Approved Applications: 43  
Total Benefits Issued: \$39,696.02\*\*\*

### 2023 Agency Operating Costs

TOTAL \$6,216,388.92



\*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 ohio means jobs.com. Partner agencies and programs are available to individuals who require additional assistance. Priority service is available to veterans.



CHAMPAIGN COUNTY DEPARTMENT OF JOB & FAMILY SERVICES

# 2023 REPORT TO THE COMMUNITY

## Foster Care and Adoptions

### Foster Care Placement Costs

	2021	2022	2023
Substitute Care*(Agency Custody)	\$1,004,548.53	\$712,701.55	\$1,089,071.82
Shared Funding**	0	\$25,142.49	\$4,000.00
Total Placement Costs	\$1,004,548.53	\$737,844.04	\$1,093,071.82
# of Children in Agency Custody	31	27	26

\* 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

	2021	2022	2023
# Newly Finalized Adoptions	0	5	3
# Children with a Subsidy*	30	34	32
Total Amount in Subsidies	\$145,656.21	\$132,618.54	\$152,893.17
Federal/State Cost	\$127,952.94	\$117,791.68	\$133,541.58
Local Cost	\$17,703.27	\$14,826.86	\$19,351.59

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

### 2023 Fraud and Error Recovery

Program	Benefit Recovery Amounts*	Incentives Received**
Supplemental Nutrition Assistance Program	\$46,703.51	\$8,574.79
Temporary Assistance for Needy Families	\$2,701.00	\$675.25
Medicaid	\$2,907.00	\$395.69
Prevention, Retention & Contingency (PRC)	\$340.00	\$0.00
Daycare	\$602.00	\$0.00
Total	\$53,253.51	\$9,645.73

\* 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 2023 investigations/assessments: 184**  
**Avg. ongoing cases/month: 27**  
**Total 2023 referrals to agency: 841**

## Child Support Collections

**Total 2023 collections: \$5,607,439.91**  
**Total cases: 2,516\***

\*represents open cases on 12/31/23

## Medicaid

**Total 2023 expenditure: \$70,574,479**

**Avg. per month: \$5,881,206.58**  
**Avg. monthly participants: 10,007**

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 2023: 132**

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 2023 expenditures: \$76,173.10**  
**Avg. people served/month: 42**  
**Avg. one-way trips/month: 257**

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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