



CHAMPAIGN COUNTY DEPARTMENT OF JOB & FAMILY SERVICES 2020 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

2020: A Year of Resilience in Serving Champaign County Residents

Dear Community Members:

After the challenges of 2020 it was tempting to ask for a do-over. But 2020 proved to be a defining year for the Champaign County Department of Job and Family Services (CCDJFS) team. Together we met the challenges of a pandemic and demonstrated our dedication to serving the residents of Champaign County, no matter what. For me, 2020 verified the saying, "A leader is only as good as his/her team."

In the face of adversity, our staff demonstrated courage, strength and resilience, navigating uncharted waters with grace. Their faithful service encouraged those we served that, despite the hurdles, we will persevere together. I could not be prouder of the CCDJFS team.

Following are examples of our key 2020 accomplishments:

Administration

Developed new and amended procedures for conducting business during the pandemic:

- Transitioned 72% of our staff, in only three weeks, from office to remote work
- Developed effective ways for the public to access services electronically and provided an outside drop box for paperwork

- Secured personal protective equipment to support health and safety protocols

Child Support

- Implemented new processes associated with stimulus checks and the legislative tolling order that suspended negative child support actions for five months due to the pandemic
- Transitioned DNA testing from an outside vendor to internal administration/testing
- Scanned files to enable access to remote staff
- Restructured the department for improved efficiencies and streamlined intake process

Public Assistance

- Transitioned Supplemental Nutrition Assistance and Temporary Assistance for Needy Families applications to a County Shared Services Platform
- Navigated numerous policy changes involving face-to-face interviews, renewals/recertifications, required signatures, and overpayment establishments, to name a few
- Managed increases in applications/re-applications, and ensured that county residents continue to receive the same quality of service

Social Services

- Continued to meet, face to face, with high-risk children and families and seniors, in their homes, despite statewide stay-at-home order

- Implemented effective virtual visits with all other children and families
- Finalized adoptions for six youth in the agency's permanent custody
- Implemented strategies to improve recruitment and retention of child protective staff

Workforce

- Helped Champaign County residents access well over \$20,000 in COVID-19 Prevention, Retention and Contingency (PRC) assistance
- Helped a local employer access Incumbent Worker Training dollars and develop an apprenticeship program
- Developed a modernized OhioMeansJobs Center, to open in 2021
- Improved service outreach by growing the OhioMeansJobs Facebook page to over 500 followers, using a local digital billboard and developing new and improved outreach assets to be launched in 2021

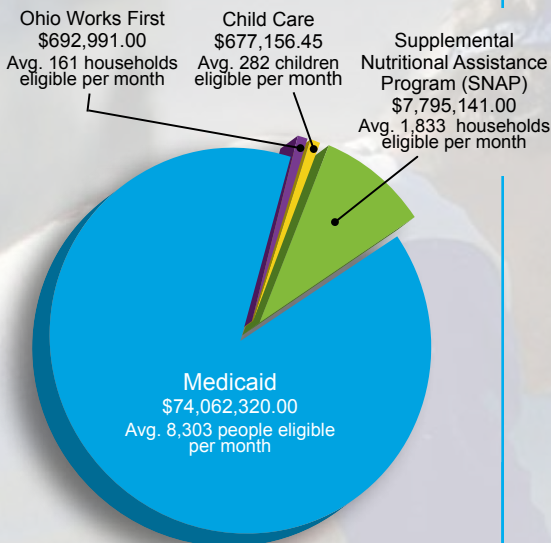
I look forward to what the new year brings and how we can further improve our service delivery to the citizens of Champaign County.

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



2020 Public Assistance Expenditures

TOTAL \$83,227,608.45



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 2020 visits: 853

New clients: 105

Unique clients: 342

Employers served: 54*

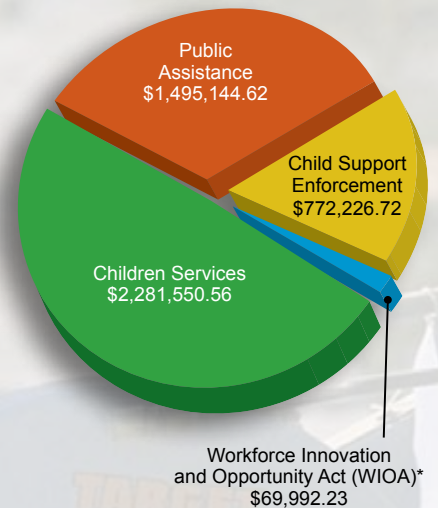
Comprehensive Case Management and Employment Program (CCMEP)

Enrollment: 18**

Prevention, Retention and Contingency (PRC) Program: 51 general applications, 4 approved with \$2,578.71 benefits issued; COVID-19 special benefit - 61 applications, 44 approved with \$22,000 in benefits issued ***

2020 Agency Operating Costs

TOTAL \$4,618,914.13



*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. : 282

Total families served avg./mo. : 141

Total benefits paid: \$677,156.45

* 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 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

Foster Care Placement Costs

	2018	2019	2020
Substitute Care* (Agency Custody)	\$1,250,461.24	\$1,096,366.53	\$976,202.90
Shared Funding** (Agency Share)	\$4,774.40	\$18,597.19	\$28,094.77
Total Placement Costs	\$1,255,235.64	\$1,114,963.72	\$1,004,297.67
# of Children in Agency Custody	38	36	34

- * 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

	2018	2019	2020
# Newly Finalized Adoptions	0	9	6
# Children with a Subsidy*	25	25	30
Total Amount in Subsidies	\$146,711.29	\$123,976.93	\$141,377.41
Federal/State Cost	\$114,441.27	\$99,221.76	\$121,901.68
Local Cost	\$32,270.02	\$24,755.17	\$19,475.73

- * 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 2020 investigations/assessments: 228
Avg. ongoing cases/month: 37
Total 2020 referrals to agency: 949

Child Support Collections

Total 2020 collections: \$6,420,755.96
Total cases: 2,798*

*represents open cases on 12/31/20

Fraud and Error Recovery

Total recovered by CCDJFS in 2020: \$44,254.33*

Recovery incentive paid to CCDJFS: \$12,254.71**

- * 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 2020 expenditure: \$74,062,320

Avg. per month: \$6,171,860

Avg. monthly participants: 8,303

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 2020: 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 2020 expenditures: \$80,437.50

Avg. people served/month: 54

Avg. one-way trips/month: 301

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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