



Portage County Job & Family Services 2017 Annual Report

Providing children, adults and families an effective support system to assist in obtaining self-sufficiency and a safe, stable, health living environment.

Director of Portage County Job & Family Services

Kellijo Jeffries, MSW, LSW



A LETTER FROM THE DIRECTOR

Dear Friends,

I am pleased to present the Portage County Job and Family Services (PCJFS) 2017 Annual Report which highlights the delivery of services, new programs and initiatives, created within the year to better serve and meet the needs of the citizens in Portage County.

While the Children Services Division has strengthened community efforts to provide more intensive and expanded services to the children and families being impacted by the opiate crisis; the challenges faced by families struggling with addiction continues and the number of children in custody due to familial addiction issues have not decreased. At the end of December in 2017 there were 250 children in JFS custody; over 50% of these children have a causal factor of substance abuse of their parent/s as a reason for coming into custody. Portage County JFS has been successful in placing a large percentage of children in the homes with relatives. A few of the benefits to placing children with relatives includes siblings are more often able to be placed together, children tend to remain connected to their community and school, and most importantly the familial bonds already exist between the family member and the children. In 2017, our Independent Living Program for youth 14 – 18 years of age evolved. Youth in care are now participating in three group meetings per month and are engaged and learning about the skills necessary for independence. Once a month they are involved in cooking classes with the Kent State Dietary and Nutrition Program. Preparing our young people for a successful transition from foster care to independence is a high priority. In June, we held our Second Annual Pathways to Independence luncheon that recognized all of the young adults in high school and special awards and gifts were given to those graduating and emancipating from our custody.

The Public Assistance Division assesses and issues one or all of the following benefits to over thirty thousand residents in Portage County: OWF Cash Assistance, Food Assistance, Child Care and Medicaid. Employees in this division received 64,669 customer services calls in 2017 and due to a new Shared Services Model led by the Ohio Department of Job and Family Services, Portage County shared 2,892 customer calls with Ashland, Richland, Jefferson, Tuscarawas and Harrison Counties. Portage County is one of approximately 70 counties in Ohio participating in a new shared services model that will continue to grow and expand across county lines in 2018. Back to school clothing vouchers were made available to families in receipt of cash assistance or food assistance. Seventeen hundred children in Portage County benefited from this service.

Ohio Means Jobs Portage County's new Comprehensive Case Management and Employment Program (CCMEP) is now serving approximately 200 youth, 16- 24 years of age. Case Managers assess the unique barriers faced by this population and refer to services for work experience, training, education and tutoring as well as counseling and mentoring. Another successful program in 2017 is our Supportive Employment Program. JFS established a collaborative with PARIS Linen who screened and hired eight individuals on public assistance. JFS subsidized transportation for the employees to get to employment for a period of six months. At the end of 2017 all individuals were still employed with Paris and providing their own transportation to work.

In 2017, the Child Support Division managed 9,251 child support cases and issued over \$23 million dollars in child support payments to 11,101 children and families. The Child Support Division sponsored our second annual Fall Festival that promoted families coming together for fall activities. JFS collaborated with Passages Inc. to sponsor a Fatherhood Celebration in June, a Fathers and Family Walk in September and a Warm Hands Warm Hearts event in December. Child Support recognizes that in addition to children needing financial support from both parents, children also need presence by both parents in their lives.

It continues to be a pleasure leading an agency filled with 199 wonderful employees committed to the agency's mission to provide children, adults and families an effective support system to assist in obtaining self-sufficiency and a safe, stable, healthy living environment.

Sincerely,

Kellijo Jeffries, MSW, LSW


Director

Portage County Job & Family Services

CHILDREN SERVICES

3975 Number of Child Abuse and Neglect Calls

AVERAGE NUMBER OF CHILDREN IN AGENCY FOSTER HOMES
52

AVERAGE NUMBER OF CHILDREN LIVING WITH RELATIVES
108

17 AVERAGE NUMBER OF CHILDREN PLACED IN RESIDENTIAL TREATMENT

AVERAGE MONTHLY COST OF RESIDENTIAL TREATMENT
\$149,932.30

TOTAL CHILDREN IN CUSTODY IN 2017
405

75 NUMBER OF YOUTH AGES 15-18 IN FOSTER CARE

NUMBER OF CHILDREN AWAITING ADOPTION
17



THE NUMBER OF FOSTER FAMILIES
55

7 ADOPTIONS

Adult Protective Services

ADULT PROTECTIVE SERVICES
REFERRALS



218 OPEN ADULT PROTECTIVE SERVICES CASES IN 2017

CHILD SUPPORT

11,101

CHILDREN SERVED

TOTAL SUPPORT DISTRIBUTED \$23,696,326.99

9,251

OPEN CHILD SUPPORT CASES

212

MODIFIED CHILD
SUPPORT ORDERS

5,826

CLIENTS SEEN AT RECEPTION DESK

23,940

CALLS RECEIVED IN
CUSTOMER SERVICE



PATERNITY ESTABLISHED —► 540 CHILDREN

**COLLECTED CURRENT SUPPORT ON 74.74%
OF ALL CASES**

IN 2017 THE CHILD SUPPORT DIVISION
STARTED ACCEPTING CREDIT CARD PAYMENTS! MAKE
PAYMENTS ONLINE AT [HTTPS://CLIENT.POINTANDPAY.NET/
WEB/PORTAGECOUNTYJFSCHILDSUPPORTDIVISION](https://client.pointandpay.net/web/portagecountyjfschildsupportdivision), BY
PHONE OR VISIT THE CHILD SUPPORT DIVISION OFFICE.

PUBLIC ASSISTANCE

NON-EMERGENCY
MEDICAID
TRANSPORTATION

AVERAGE MONTHLY
VENDOR TRIPS **265**

AVERAGE MONTHLY
310 NET-GAS
CARDS

AVERAGE MONTHLY
NET-PART A **198**
TICKETS

1770

VOUCHERS
ISSUED
TO FAMILIES TO
PURCHASE
BACK TO SCHOOL
CLOTHES



TOTAL CALLS RECEIVED IN CUSTOMER SERVICE
64,669

6076 INTAKE
APPOINTMENTS
PHONE/WALK-IN

AVERAGE MONTHLY
CLIENTS SEEN AT **1,895**
RECEPTION DESK

Average Monthly
Number of **706**
OWF Recipients

Average Monthly Number of
30,113 Medicaid
Recipients

Average Monthly Number of
Food Assistance
Recipients **13,617**

AVERAGE MONTHLY NUMBER OF
CHILDREN RECEIVING
SUBSIDIZED CHILDCARE

617

SHARED SERVICE CALLS FOR MEDICAID

SHARED SERVICE COUNTIES INCLUDE:
PORTAGE, ASHLAND, RICHLAND,
JEFFERSON, TUSCARAWAS, HARRISON

HANDLED: 2705

RESIDENTS
CALLING IN:
2892

\$299,029

**OVERISSUED
BENEFITS
RECOVERED**

OHIO MEANS JOBS (OMJ)



582

FIRST TIME OMJ CENTER CUSTOMERS

2183 **TOTAL OMJ
CENTER CUSTOMERS**

**TOTAL NUMBER
OF PARTNER
REFERRALS**

33

NUMBER TRACKED FROM 8/1/17

5737 **TOTAL OMJ
CENTER SERVICES**

**NUMBER OF INDIVIDUALS IN
ADULT & DISLOCATED
WORKER PROGRAM**

28

HIRING EVENTS
24

**TOTAL JOB
ORDERS**
210

**NUMBER
OF
BUSINESS
VISITS & OUTREACH**

91

**Comprehensive Case
Management
Employment Program
(CCMEP)**
163

**# OF YOUTH AGES
16-24 ENROLLED IN PROGRAM
IN 2017**

2907 **CCMEP TOTAL
NUMBER OF SERVICES**

**AVERAGE ABAWD
PARTICIPATION RATE**
83%

**AVERAGE OWF
(ALL FAMILY)
PARTICIPATION RATE**
50.17%

**Unemployment Rate Fell from 5.6% in January
2017 to 4.7% in December 2017**

BUDGET & EXPENDITURES

CHILDREN SERVICES

\$9,863,361.00	\$9,173,780.50
Operational Budget	Expenditures

PUBLIC ASSISTANCE

\$13,991,910.00	\$13,512,805.70
Operational Budget	Expenditures

OHIO MEANS JOBS

\$848,856	\$758,356.08
Operational Budget	Expenditures

CHILD SUPPORT

\$2,707,812.00	\$2,513,068.67
Operational Budget	Expenditures

TOTAL

Operational Budget	Expenditures
\$27,411,939.00	\$25,958,010.95



Job & Family Services

**449 South Meridian Street
Ravenna, Ohio 44266**

Public Assistance.....(330)297-3750
Children Services: 24 Hour Child Abuse and Neglect Hotline.....(330)296-CARE
24 Hour Elder Abuse and Neglect Hotline.....(330)296-CARE
Child Support Enforcement Agency.....(330)297-3791
OhioMeansJobs Portage County.....(330)296-2841

Kellijo Jeffries, MSW, LSW, Director
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Portage County Commissioners

Vicki A. Kline
Sabrina Christian-Bennett
Mike Kerrigan