

# PORTAGE COUNTY JOB & FAMILY SERVICES



PROVIDING CHILDREN, ADULTS, AND FAMILIES AN EFFECTIVE SUPPORT SYSTEM TO ASSIST  
IN OBTAINING SELF-SUFFICIENCY AND A SAFE, STABLE, HEALTHY LIVING ENVIRONMENT

## ANNUAL REPORT



# A LETTER FROM THE DIRECTOR

Dear Friends,

I present to you the Portage County Job and Family Services (PCJFS) 2018 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.

Children Services' staff have continued great efforts to effectively work with children and families despite the increased caseloads, a result of the substance abuse challenges that have plagued Ohio and Child Welfare Systems. In 2018, Children Services established a contract with Family and Community Services to offer supervised visits for our families at the Place of Peace. While coordination efforts continue, the new service is a promising practice that allows social workers who previously supervised visits to vest more time working with children and families. Another collaborative project which started in 2018 and continues in 2019 is the development of a transitional recovery home for families. The goal of this recovery home will be to reunify parents who are in recovery sooner with their children while receiving on site case management services including requirements to participate in recovery groups and counseling. This home is a collaboration between Portage Mental Health and Recovery Board, Family and Community Services and Job and Family Services and is slated to open in the Spring of 2019. Internal partnerships have strengthened between Children Services Social Workers and OhioMeansJobs CCMEP Case Managers to provide wrap around services for our youth 14 and older to create the best pathway for success and independence.

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 endured much training in 2018 as they prepared for the Ohio Department of Job and Family Services complete program conversion into the state's new Ohio Benefits Worker Portal. This new eligibility system provides an opportunity for more efficient case management services across the State of Ohio. In 2018, 74 Ohio counties committed and started to participate in shared services, the counties are comprised of 9 groups. Portage is in Group 3 with Ashland, Richland, Jefferson, Tuscarawas and Harrison Counties. Together, Group 3 served 23,409 residents across the 6 counties with 4 minutes being the average wait time for each call. The PCJFS Public Assistance Division also purchased and placed in their lobby a self-service kiosk where individuals can now scan their own paperwork into the system to avoid having to wait in a line to be served by a customer service assistant. This investment has reduced wait times in the division, offering a better customer experience.

The OhioMeansJobs (OMJ) Portage County's Comprehensive Case Management and Employment Program (CCMEP) continues to grow and is now serving approximately 250 youth, 14- 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. In 2018, OMJ offered two new opportunities for youth and job seekers. A group of ten high school students and adult participants enrolled and completed STNA Training with Stark State College. For the youth that participated, not only did they receive certification as an STNA, but the training also created a pathway for high school graduation. The Manufacturing Internship Program was also a great success whereas Portage JFS collaborated with Kent State, Delta Systems, Paris Companies, Natural Essentials, Trelleborg, Mantaline, and Rez-Tech Corp. Kent State provided onsite Manufacturing Readiness Training at the OMJ Center. Ten participants completed this certification and went on to be placed at one of the listed manufacturing companies where they received hands-on experience and an opportunity for employment. To date, 5 of those individuals are gainfully employed with a number of the companies. A final success story was OMJ hosting our first annual Career Connection event at NEOMED for youth of Portage County. Seven hundred youth representing 9 Portage County school districts attended to gain information from 16 higher education providers, 60 employers and all branches of the military. OMJ is dedicated to serving youth as well as adults in their career pathways.

Throughout 2018, the Child Support Division was managing approximately 9,300 child support cases and issued over \$23 million dollars in child support payments to over 11,000 children and families. The Child Support Division sponsored our third annual Fall Festival that promoted families coming together for fall activities. JFS collaborated with Passages Inc. to sponsor our 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. At the close of 2018, Child Support Divisions across the state of Ohio received great news with the passage of House Bill 366 and Senate Bill 70 which changes decades old child support guidelines to include the implementation of new child support calculations that addresses child care expenses, health insurance and parenting time orders.

I am so very proud of all of the hard work and dedication of the PCJFS team. Each day they strive to provide children, adults and families an effective support system to assist in obtaining self-sufficiency and a safe, stable, health living environment. A special thank you to the Board of Commissioners and community members who partner and support JFS on our endeavors.

Sincerely,

Kellijo Jeffries, MSW, LSW  
Director  
Portage County Job & Family Services

12 ADOPTIONS

NUMBER OF CHILD ABUSE AND  
NEGLECT CALLS

4,106

TOTAL CHILDREN IN CUSTODY IN 2018

471

AVERAGE NUMBER OF CHILDREN  
IN AGENCY FOSTER HOMES PER MONTH

48

AVERAGE NUMBER OF CHILDREN IN  
GROUP HOMES OR THERAPEUTIC HOMES  
PER MONTH

57

OPEN ADULT PROTECTIVE SERVICES CASES  
IN 2018

181

NUMBER OF FOSTER FAMILIES

47

AVERAGE NUMBER OF CHILDREN  
LIVING WITH RELATIVES PER MONTH

91

AVERAGE NUMBER OF CHILDREN  
PLACED IN RESIDENTIAL TREATMENT  
PER MONTH

24

AVERAGE MONTHLY COST OF RESIDENTIAL TREATMENT

\$198,201.50

NUMBER OF YOUTH AGES 15-18 IN  
FOSTER CARE

111

# CHILDREN SERVICES

14

NUMBER OF CHILDREN  
AWAITING ADOPTION





# CHILD SUPPORT

CHILDREN SERVED **10,759**

OPEN CHILD SUPPORT CASES

**9,292**

MODIFIED CHILD  
SUPPORT ORDERS

**235**

CLIENTS SEEN AT  
RECEPTION DESK

**5,718**

CALLS RECEIVED IN  
CUSTOMER SERVICE

**21,971**

TOTAL SUPPORT DISTRIBUTED

**\$23,661,333.94**

Collected current  
support on

**75.28%**

of all cases



# PUBLIC ASSISTANCE



TOTAL CALLS RECEIVED IN CUSTOMER SERVICE

**62,363**

INTAKE APPOINTMENTS PHONE/WALK-IN

**4,236**

**1,227** AVERAGE MONTHLY CLIENTS SEEN AT RECEPTION DESK

AVERAGE MONTHLY NUMBER OF OWF RECIPIENTS

**731**

**29,973** AVERAGE MONTHLY NUMBER OF MEDICAID RECIPIENTS JANUARY-NOVEMBER 2018

AVERAGE MONTHLY NUMBER OF FOOD ASSISTANCE RECIPIENTS

**13,148**

AVERAGE MONTHLY NUMBER OF CHILDREN RECEIVING SUBSIDIZED CHILDCARE

**710**

## SHARED SERVICES

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

**23,409**

TOTAL HANDLED BY GROUP 3

**5,851**

TOTAL PORTAGE RESIDENTS CALLING IN FOR 2018

**\$305,660**

OVERISSUED BENEFITS RECOVERED

## NON-EMERGENCY MEDICAID TRANSPORTATION

AVERAGE MONTHLY VENDOR TRIPS

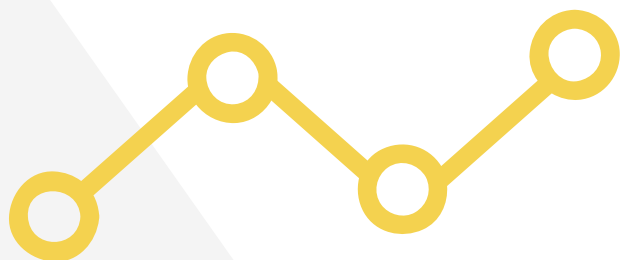
**288**

**323**

AVERAGE MONTHLY NET-GAS CARDS

AVERAGE MONTHLY NET-PARTA TICKETS

**103**



VOUCHERS ISSUED TO FAMILIES TO PURCHASE  
BACK TO SCHOOL CLOTHES

**1,790**

COMPREHENSIVE CASE MANAGEMENT  
EMPLOYMENT PROGRAM (CCMEP)

**2,331**

NUMBER OF YOUTH AGES 16-24  
ENROLLED IN PROGRAM IN 2018

CCMEP TOTAL NUMBER  
OF SERVICES

**3,875**

FIRST TIME OMJ CENTER CUSTOMERS

**57**

**3,365**

TOTAL OMJ CENTER CUSTOMERS

TOTAL OMJ CENTER SERVICES

**8,144**

**211**

TOTAL NUMBER OF PARTNER  
REFERRALS

HIRING EVENTS

**35**

**1,516**

NUMBER OF BUSINESS  
VISITS & OUTREACH

NUMBER OF INDIVIDUALS IN ADULT &  
DISLOCATED WORKER PROGRAM

**1,156**

**286**

TOTAL JOB ORDERS

AVERAGE ABAWD PARTICIPATION RATE

**90%**

AVERAGE OWF (ALL FAMILY) PARTICIPATION RATE

**53%**

**OHIO MEANS JOBS  
(OMJ)**

UNEMPLOYMENT RATE FELL FROM 5.4% IN  
JANUARY 2018 TO 4.8% IN DECEMBER 2018



# BUDGET & EXPENDITURES

## CHILDREN SERVICES

**\$9,568,413**

OPERATIONAL BUDGET

**\$8,692,504.48**

EXPENDITURES

## PUBLIC ASSISTANCE

**\$13,802,700**

OPERATIONAL BUDGET

**\$13,296,453.99**

EXPENDITURES

## OHIO MEANS JOBS

**\$1,218,000**

OPERATIONAL BUDGET

**\$910,402.82**

EXPENDITURES

## CHILD SUPPORT

**\$2,731,350**

OPERATIONAL BUDGET

**\$2,474,430.05**

EXPENDITURES

**\$27,320,463**

TOTAL  
OPERATIONAL BUDGET

**\$25,373,791.34**

TOTAL  
EXPENDITURES





Job & Family Services

449 SOUTH MERIDIAN STREET

PUBLIC ASSISTANCE.....(330)297.3750

CHILDREN SERVICES    24 HOUR CHILD ABUSE AND NEGLECT HOTLINE: (330)296.CARE  
                                 24 HOUR ADULT ABUSE AND NEGLECT HOTLINE: (330)296.CARE  
                                 ADOPTION/FOSTER PARENTING.....(330)297-3809

CHILD SUPPORT ENFORCEMENT AGENCY.....(330)297.3791

OHIO MEANS JOBS PORTAGE COUNTY.....(330)296.2841

PORTAGE COUNTY JOB & FAMILY SERVICES  
DIRECTOR

KELLIJO JEFFRIES, MSW, LSW  
KELLIJO.JEFFRIES@JFS.OHIO.GOV (330)297-2226

PORTAGE COUNTY COMMISSIONERS

VICKI A. KLINE  
KATHLEEN CLYDE  
SABRINA CHRISTIAN-BENNETT