

# 2019

# ANNUAL REPORT

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## PORTAGE COUNTY JOB & FAMILY SERVICES

PORTAGE COUNTY JOB & FAMILY SERVICES  
MISSION IS TO PROVIDE CHILDREN, ADULTS,  
AND FAMILIES AN EFFECTIVE SUPPORT  
SYSTEM TO ASSIST IN OBTAINING SELF-  
SUFFICIENCY AND A SAFE, STABLE, HEALTHY  
LIVING ENVIRONMENT



# LETTER FROM THE DIRECTOR

Dear Friends,

I present to you the Portage County Job and Family Services (PCJFS) 2019 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.

The Child and Adult Protective Services Division has been devoted to ensuring the safety of our children and elderly residents in Portage County. In the Child Protective Services Division, we are still seeing the gripping hold that substance abuse is having on families and the emotional and behavioral impact on children. Portage County applied and was accepted to be a part of the new Ohio Start initiative offered through Ohio Department of Job and Family Services. Ohio START (Sobriety, Treatment and Reducing Trauma) is an evidence-informed intervention model that helps agencies bring together caseworkers, behavioral health providers, and family peer mentors into teams dedicated to helping families struggling with co-occurring child maltreatment and substance use disorder. The program is stated to roll out in summer 2020.

The Public Assistance Division continues to collaborate with Ashland, Richland, Jefferson, Tuscarawas and Harrison Counties to provide Shared Services to residents of all six counties. The total number of calls handled in the customer service queues in 2019 were 41,871. The Non-Emergency Medicaid Transportation Program continues to provide transportation services to Medicaid recipients to medical appointments and health related visits. On average transportation vendors provide 473 trips each month.

OhioMeansJobs Portage County served 3,004 customers, posted 1,071 job orders and hosted 30 hiring events in 2019. Additionally, our Comprehensive Case Management programs which serves individuals 14-24 years of age, maintained caseloads that served over 200 individuals each month. Services available to these youth include job placement, job training, tutoring, mentoring and coordinating and making referrals for counseling. The program does work with youth who have housing instability as well. OhioMeansJobs has seen continued success in the Manufacturing Internship Program where residents receive classroom certification training with Kent State, as well as on the job training and paid placement with a variety of Portage County manufacturing companies. OhioMeansJobs Portage County is also working with several Portage County community partners to provide work release opportunities to individuals incarcerated at the Portage County jail.

In 2019, Child Support and OhioMeansJobs started the collaborative IMPACT Program. Outreach services are being provided to unemployed or underemployed obligors that can connect them to paid employment, training and empowerment classes. As a result of the passing of SB8 and HB366, the Child Support team updated and implemented all new business processes in Portage County in 2019.

In November 2019, Portage County Job and Family Services received their license to operate a residential group home for youth in custody of Job and Family Services ages 11-18.

Thank you to the 200 JFS employees who are committed to providing excellent customer services each day and to the JFS Management Team that represent true servant leadership. Many thanks to the great community partner relationships that JFS has fostered and special thanks to the Portage County Board of Commissioners who have shown ongoing support of the JFS programs and services.

Sincerely,

Kellijo Jeffries, MSW, LSW, Doctoral Candidate  
Director



# CHILD & ADULT PROTECTIVE SERVICES

Assuring the children and elderly of Portage County are living in a safe, healthy, stable living environment

## AVERAGE MONTHLY COST OF RESIDENTIAL TREATMENT

**\$315,838.33**

## NUMBER OF YOUTH AGES 15-18 IN FOSTER CARE

**44**

## OPEN ADULT PROTECTIVE SERVICES CASES IN 2019

**195**

## NUMBER OF FOSTER HOMES

**50**

## TOTAL CHILDREN IN CUSTODY IN 2019

**433**

## NUMBER OF CHILD ABUSE AND NEGLECT CALLS

**4,033**

## NUMBER OF CHILDREN AWAITING ADOPTION

**27**

## ADOPTIONS

**9**

## AVERAGE NUMBER OF CHILDREN LIVING WITH RELATIVES PER MONTH

**77**

## AVERAGE NUMBER OF CHILDREN IN AGENCY FOSTER HOMES PER MONTH

**60**

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

**39**

## AVERAGE NUMBER OF CHILDREN PLACED IN RESIDENTIAL TREATMENT PER MONTH

**13**

The Child and Adult Protective Services Division accomplished many things in 2019. We developed a training program for new hires that includes classroom instruction and field training. With the hiring of additional staff, we reduced caseloads in both Assessment and Ongoing services. We increased our documentation of face to face visits with children and adult case plan participants. We revised our processes to assess potential relatives and non-relatives for placement of children allowing for nearly 45% of our children to be placed with kin. We completed the state of Ohio Family Search and Engagement Survey and will incorporate those findings into developing new agency initiatives that will keep children connected with family. We streamlined our processes with OMJ's CCMEP staff to ensure youth age 14 and older have access to job readiness skills. Additionally, we completed the CPOE 11 audit. From those findings, we implemented programmatic changes to improve the assessment and ongoing service delivery to children and adult case plan participants. We also completed ROM and SACWIS training with all of the managers to improve our data management. Toward the end of the year, we created new marketing materials highlighting all program areas.

~Darlene Baad, Child And Adult Protective Services Administrator



# OHIO MEANS JOBS

Assisting local job seekers and employers  
with their job search needs

**1,071**

TOTAL JOB ORDERS

**82%**

AVERAGE ABAWD PARTICIPATION RATE

**45.88%**

AVERAGE OWF (ALL FAMILY)  
PARTICIPATION RATE

**1,763**

VOUCHERS ISSUED TO FAMILIES TO  
PURCHASE BACK TO SCHOOL CLOTHES

## COMPREHENSIVE CASE MANAGEMENT

NUMBER OF YOUTH  
AGES 16-24  
ENROLLED IN  
PROGRAM IN 2019

**2,837**

CCMEP TOTAL  
NUMBER OF  
SERVICES

**6,259**

**532**

FIRST TIME OMJ CENTER CUSTOMERS

**3,004**

TOTAL OMJ CUSTOMERS

**6,873**

TOTAL OMJ CENTER SERVICES

**30**

TOTAL NUMBER OF PARTNER  
REFERRALS

**30**

HIRING EVENTS

**1,842**

NUMBER OF BUSINESS  
VISITS & OUTREACH

**982**

NUMBER OF INDIVIDUALS IN  
ADULT & DISLOCATED WORKER  
PROGRAM

UNEMPLOYMENT RATE FELL FROM 5.7%  
IN JANUARY 2019 TO 4.1% IN  
DECEMBER 2019

OhioMeansJobs Portage County is the workforce division of Job and Family Services. Despite unemployment rates being very low throughout the year, 2019 remained busy for OMJ. Our team served over 3,000 customers in the resource room offering services like job searching, resume writing and mock interviewing. On average we had 9 individuals per month involved in Individualized Training Accounts (ITA's). ITA's are short term training programs that provide a certificate or credential in an in-demand industry. In addition, we held two Manufacturing Internship programs that served 26 individuals. We also held one STNA training program that served 9 individuals. The work activity teams work closely with our public assistance division and administers work activity assignments for public assistance benefits as well as the PRC program. They served nearly 70 individuals per month with work activity assignments and received nearly 1,000 PRC applications in 2019. The CCMEP program continues to grow, not just in the number of youth enrolled, but also in the number of services being offered. In 2018, youth enrolled in the program received 3,875 services. In 2019, the number of services offered rose to 6,259. Proactively, the OMJ team placed job coaches in five school districts to focus on assisting in better preparing the future workforce by offering career exploration, soft skills training, resume writing, interviewing and budgeting.

~Mandy Berardinelli, OhioMeansJobs Administrator



# CHILD SUPPORT

Aiding in the healthy development of children across Portage County by assuring children receive the financial support of both parents

**10,822**

**CHILDREN SERVED**

**\$23,120,807.53**

**TOTAL SUPPORT  
DISTRIBUTED**

**9,189**

**OPEN CHILD SUPPORT  
CASES**

**219**

**MODIFIED CHILD  
SUPPORT ORDERS**

**4,808**

**CLIENTS SEEN AT  
RECEPTION DESK**

**19,745**

**CALLS RECEIVED IN  
CUSTOMER SERVICE**

**COLLECTED CURRENT  
SUPPORT ON 75.24%  
OF ALL CASES**

In 2019, the Child Support Division Implemented new legislation (Senate Bill 70 and House Bill 366) which improved our business processes and modernized our child support guidelines. Additionally, we established a collaborative with other counties in our district to regularly share best practices and innovative ways to serve clients.

The electronic data management system was implemented in 2019 as well. This system allows us to track and monitor processes to ensure timely services are provided. To help facilitate the timely processing of payments, we expanded our ability to accept payments via credit and debit card both online and via phone.

~Lisa Fay, Child Support Administrator



# PUBLIC ASSISTANCE

Providing families of Portage County with assistance in applying and securing benefits

**SHARED SERVICE COUNTIES  
INCLUDE PORTAGE, ASHLAND,  
RICHLAND, JEFFERSON,  
TUSCARAWAS, AND HARRISON**

**724**  
**AVERAGE MONTHLY NUMBER OF  
CHILDREN RECEIVING  
SUBSIDIZED CHILDCARE**

**\$377,795**  
**OVERISSUED BENEFITS RECOVERED**

**41,871** **TOTAL CALLS  
RECEIVED IN  
CUSTOMER SERVICE**

**5,977** **INTAKE APPOINTMENTS  
PHONE/WALK-IN**

**943** **AVERAGE MONTHLY CLIENTS  
SEEN AT RECEPTION DESK**

**742** **AVERAGE MONTHLY NUMBER  
OF OWF RECIPIENTS**

**28,540** **AVERAGE MONTHLY  
NUMBER OF MEDICAID  
RECIPIENTS JANUARY  
THROUGH NOVEMBER 2019**

**13,426** **AVERAGE MONTHLY  
NUMBER OF FOOD  
ASSISTANCE RECIPIENTS**

## NON-EMERGENCY MEDICAID TRANSPORTATION

AVERAGE MONTHLY  
VENDOR TRIPS

**473**

AVERAGE MONTHLY  
NET-GAS CARDS

**325**

AVERAGE MONTHLY  
JFS DRIVER TRIPS

**17**

We have been extremely busy in 2019 in the Public Assistance Division. In December of 2018 we went all in for Shared Services where we handled SNAP, TANF, and Medicaid cases for the 6 counties in our wave.

During 2019, we were able to increase our SNAP timeliness to the state mandate of 95% for most of the months. The staff and managers have worked hard to reach this goal by recognizing and authorizing expedited cases timely and working the SNAP/TANF BIC report cases daily.

In our long term care (LTC) unit, we met quarterly with nursing homes and community partners to continue collaboration. In 2019, we worked with the CSEA attorney to take unpaid overpayment claims to court and were successful with 2 cases that have been granted judgment. The fraud investigators took part in the court cases and had to testify. We also increased our Non-Emergency Transportation (NET) education to the community and community partners. We expanded our transportation with in house drivers and continue to see an increase with NET requests. We did several community training's and participated in many outreach opportunities throughout the year. In Child Care, we increased our recruitment and outreach efforts for providers and worked to implement the new Step Up To Quality rules.

In 2019, we worked with the other East Central Ohio District (ECOD) counties to create and offer regional training webinars (19 identified webinars and to date 10 webinars have been created and shared with staff to view). In 2019, we also held several community engagement events including the Senior Forum and Transportation Forum.

~Rebecca Abbott, Public Assistance Administrator



# BUDGET & EXPENDITURES

Assuring the agency funds are allocated correctly while furthering the mission of Portage County Job & Family Services

**\$2,882,785**

**CHILD SUPPORT  
OPERATIONAL BUDGET**

**\$2,558,143.08**

**CHILD SUPPORT  
EXPENDITURES**

**\$8,260,103**

**CHILDREN SERVICES  
OPERATIONAL BUDGET**

**\$8,110,561.52**

**CHILDREN SERVICES EXPENDITURES**

**\$14,095.579**

**PUBLIC ASSISTANCE  
OPERATIONAL BUDGET**

**\$13,956,670.51**

**PUBLIC ASSISTANCE EXPENDITURES**

**\$1,262,326**

**OHIO MEANS JOBS  
OPERATIONAL BUDGET**

**\$1,250,432.83**

**OHIO MEANS JOBS EXPENDITURES**

**TOTAL OPERATIONAL BUDGET**

**\$26,500,793**

**TOTAL EXPENDITURES**

**\$25,875,807.94**

The Business Services and Fiscal Division had a very busy and productive year in 2019. Through a combined effort we successfully passed our portion of the 2019 Auditor of State County Audit. The accountants successfully monitored 15 contracts by physically visiting the contract provider and reviewing on-site documents. We also processed over 6,000 invoices and numerous journal entries for a total of nearly \$26 million dollars in expenditures which directly and indirectly benefited the citizens of Portage County.

~Sue Brannon, Fiscal Administrator



## Job & Family Services

**449 S. MERIDIAN STREET  
RAVENNA, OH 44266**

**DIRECTOR:**

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

**PORTAGE COUNTY BOARD OF COMMISSIONERS:**

KATHLEEN CLYDE  
VICKI A. KLINE  
SABRINA CHRISTIAN-BENNETT

**CHILD AND ADULT PROTECTIVE SERVICES**

446 S. CHESTNUT STREET  
RAVENNA, OHIO 44266  
24/7 ABUSE/NEGLECT HOTLINE (330)296-CARE  
ADOPTION (330)297-3809

**PUBLIC ASSISTANCE AND  
ADMINISTRATION**

449 S. MERIDIAN STREET  
RAVENNA, OHIO 44266  
(330)297-3750

**CHILD SUPPORT**

209 S. CHESTNUT STREET  
RAVENNA, OHIO 44266  
(330)297-3791

**OHIOMEANSJOBS PORTAGE COUNTY**

253 S. CHESTNUT STREET  
RAVENNA, OHIO 44266  
(330)296-2841