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, healthy living environment.

Director of Portage County Job & Family Services

Kellijo Jeffries, MSW, LSW
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 continue 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
<table>
<thead>
<tr>
<th>Category</th>
<th>Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Child Abuse and Neglect Calls</td>
<td>3975</td>
</tr>
<tr>
<td>Average Number of Children Living with Relatives</td>
<td>108</td>
</tr>
<tr>
<td>Average Number of Children in Agency Foster Homes</td>
<td>52</td>
</tr>
<tr>
<td>Average Number of Children Placed in Residential Treatment</td>
<td>17</td>
</tr>
<tr>
<td>Total Children in Custody in 2017</td>
<td>405</td>
</tr>
<tr>
<td>Number of Youth Aged 15-18 in Foster Care</td>
<td>75</td>
</tr>
<tr>
<td>Number of Children Awaiting Adoption</td>
<td>17</td>
</tr>
<tr>
<td>The Number of Foster Families</td>
<td>55</td>
</tr>
<tr>
<td>7 Adoptions</td>
<td></td>
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</tbody>
</table>

**Adult Protective Services**

- 218 Open Adult Protective Services Cases in 2017
- 218 Adult Protective Services Referrals
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, BY PHONE OR VISIT THE CHILD SUPPORT DIVISION OFFICE.
**Public Assistance**

**Total Calls Received in Customer Service:** 64,669

**Intake Appointments Phone/Walk-In:** 6,076

**Average Monthly Number of Clients Seen at Reception Desk:** 1,895

**Average Monthly Number of OWF Recipients:** 706

**Average Monthly Number of Medicaid Recipients:** 30,113

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

**Average Monthly Number of Children Receiving Subsidized Childcare:** 617

**Average Monthly Vendor Trips:** 265

**Average Monthly Net-Gas Cards:** 310

**Average Monthly Net-Parta Tickets:** 198

**1,770 Vouchers Issued to Families to Purchase Back to School Clothes**

**$299,029 Overissued Benefits Recovered**

**Shared Service Calls for Medicaid**

**Shared Service Counties Include:** Portage, Ashland, Richland, Jefferson, Tuscarawas, Harrison

**Handled: 2,705 Residents Calling In: 2,892**
Unemployment Rate Fell from 5.6% in January 2017 to 4.7% in December 2017
## BUDGET & EXPENDITURES

### CHILDREN SERVICES
- **Operational Budget**: $9,863,361.00
- **Expenditures**: $9,173,780.50

### PUBLIC ASSISTANCE
- **Operational Budget**: $13,991,910.00
- **Expenditures**: $13,512,805.70

### OHIOMEANSJOBS
- **Operational Budget**: $848,856
- **Expenditures**: $758,356.08

### CHILD SUPPORT
- **Operational Budget**: $2,707,812.00
- **Expenditures**: $2,513,068.67

### TOTAL
- **Operational Budget**: $27,411,939.00
- **Expenditures**: $25,958,010.95
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
Kellijo.Jeffries@jfs.ohio.gov (330)297-2226

Portage County Commissioners

Vicki A. Kline
Sabrina Christian-Bennett
Mike Kerrigan