



# Ashland County Job and Family Services

Website: [Ashlandjfs.org](http://Ashlandjfs.org)

# Ohio Means Jobs - Ashland

Ohio Means Jobs - Ashland's extensive network of employment and training specialists ensure that job seekers have both the necessary job skills and the desire to become stable, long term employees. That's what makes OMJ different.



# OMJ Services Include:

EDUCATION

Education/Financial  
Aid Resources



Job Search  
Assistance



Rapid Response  
Services



Resume Assistance



Tests of Adult Basic Education  
**TABE™**

TABE Testing



Trade Appointments



Re-employment  
Services Classes



Unemployment  
Compensation  
Assistance



Veteran Services



WIOA Adult &  
Dislocated Worker  
and Youth Services



# Ohio Means Jobs - Ashland

Funded through the Federal Workforce Investment Act, in 2016 OMJ served 1,260 customers, providing these customers with 4,035 services

5 Individual Training Accounts were approved, they consisted of 2 CDL-A training programs & 2 Maintenance training programs an 1 Medical Assisting training program.

There were 9 hiring events held by Time Staffing, Staffing Partners, I-Force, Home Care Network, Mansfield Plumbing, Care Companions, Dedicated Nursing Association, Midwest Health Services and Hampton Inn.



# Ohio Means Jobs - Ashland

## Success Stories

*"I would say to anyone that is struggling, don't be afraid to take that first leap...The support and backing of the WIOA program has allowed me to plant my feet on solid ground to make a better, brighter future for myself, as well as my children."*

**Traci M.**

*"Darlene, the WIA program and Ashland County Job & Family Services helped me with dental assisting school. Darlene wanted me to succeed from the beginning and without her encouraging words, none of my achievements would have been possible. I am currently working in a dental office and couldn't be happier. I will recommend this program to anyone who needs help getting their future on track."*

**Sasha M.**



# Benefit Recovery

Claims were established on 70 cases, totaling \$82,535.34, these claims included overpaid Food Assistance, OWF Cash, & Medicaid benefits.

There are three types of Claims:

## Administrative Error

- 35 Claims totaling \$20,446

## Household Error

- 19 Claims totaling \$36,878

## Intentional Violations

- 16 Claims totaling \$25,211

The Benefit Recovery Unit completed 3,109 IEVS matches, collected \$66,615 in overpayments and earned \$13,250 in incentive dollars on recouped claims of food assistance, cash assistance & Medicaid cases.

**Ashland County ranked 16<sup>th</sup> out of 88 counties**

The *Benefit Recovery Unit* is responsible for investigating intentional acts of fraud and improperly paid benefits for public assistance programs regardless of cause. This includes the tracking and collection of overpayments.

The *Income and Eligibility Verification System (IEVS)* is designed to detect fraud related activities in public assistance programs by matching benefit program recipients via computer with state and federal wage records, unemployment compensation records, Social Security Administration records and earned income records from the Internal Revenue Service. Ashland County JFS works with the Ashland County Prosecutor's office for felony theft prosecution of grievous offenders.



# Family Stability

## Medicaid

State and federally funded health care program that provides assistance to certain low-income and medically vulnerable people.

## Food Assistance Program

Designed to raise nutritional levels, to expand buying power and to safeguard the health and well-being of individuals in low-income households in Ohio.

## Ohio Works First

Established to provide time-limited assistance to eligible families with emphasis on employment, personal responsibility and self-sufficiency. Federal law requires most able-bodied adults enrolled in the Ohio Works First cash assistance program to participate at a minimum, 30-35 hours per week in an approved work activity. Failure to comply results in a sanction for the household.





# Family Stability

## Child Care Assistance

Available to eligible parents to pay for child care while they engage in work or approved school or training activities.

## PRC Benefits & Services

For needy and low-income employed families who need short term help to support an individual or family during a crisis or episode of need. 201 PRC applications were processed for car repairs, utility shut offs, rent, clothes & shoes for work, and more.

240 applications for **Project Comfort** were processed...providing families with a one time payment toward heating expenses.

348 applications for the **Ready, Set, Learn** program were processed...providing many children with school supplies and clothing.



# Family Stability

## Cash Assistance

132 Individuals received OWF cash assistance.  
Of these 130 were children.

## Food Assistance

4,716 Individuals received food assistance,  
serving an average of 2,142 families

## Child Care

243 children were cared for through publicly  
funded child care.

## Disability

11 Individuals received Disability Financial  
Assistance.

The Family  
Stability Unit  
received and  
processed a total  
of 3,936 public  
assistance  
applications in  
2016.

The Child Support Enforcement Agency (CSEA) is committed to providing quality child support services, including:

establishing paternity, child support and medical support, modifying support orders, enforcing medical and child support orders, monitoring collection and disbursement of support payments.

One in three Ohio children are involved in a child support case. Receiving child support helps families to manage their basic living expenses and helps alleviate dependence on public assistance programs.

Our agency receives requests for services from custodial parents, non-custodial parents, and caretakers.

# The Child Support Enforcement Agency

The state has provided the counties with enforcement tools

APPRISS - Prisoner Locate

Racino/Casino collections of one million dollars in Ohio

Debt Next - Private collection agency

CSLN - Private search/match insurance claims

CLEAR - Location & public records

Unclaimed Funds Match





CSEA has 5 case managers that are handling over 3,400 cases for Ashland County. Along with an account clerk, clerical specialist and a Quality Control Reviewer, they also provide customer service throughout the day, by answering phone calls and assisting customers that drop by the office.

CSEA collected \$8,084,653.00 in child support for families and \$164,605.89 was collected in processing fees.

472 Administrative and Court hearings were conducted resulting in paternity establishments, child support order establishments, enforcement action and resolutions of objections. 88 child support orders were modified through the Administrative process, as well.

# Child Support Enforcement Agency



# Child Support Enforcement Agency

## Paternity Establishment

FFY	Children BOW*	Paternity Established
2010	2,025	2,045
2011	2,057	2,054
2012	1,999	2,027
2013	1,993	1,985
2014	1,974	1,926
2015	1,938	1,935
2016	1,899	1,917

## Support Establishment

FFY	# of Cases	# of Orders
2010	3,464	3,077
2011	3,381	3,083
2012	3,400	3,220
2013	3,412	3,271
2014	3,394	3,215
2015	3,313	3,151
2016	3,306	3,127

## Current Support Collections

FFY	Current Support Due	Current Support Paid
2010	8,543,629	6,183,720
2011	8,647,128	6,244,356
2012	8,892,308	6,385,028
2013	8,997,926	6,563,168
2014	8,805,382	6,414,391
2015	8,668,082	6,295,370
2016	8,508,187	6,234,385

## Arrearage Allocations

FFY	Cases with Arrears	Cases with Arrears Allocations
2010	2,639	1,932
2011	2,632	1,945
2012	2,735	1,998
2013	2,750	2,062
2014	2,689	2,023
2015	2,685	2,029
2016	2,588	1,995

# CHILD AND ADULT PROTECTIVE SERVICES

**ASHLAND COUNTY**



# CHILD AND ADULT PROTECTIVE SERVICES

## Child Protective Services has a Dual Pathway Response System

### Traditional Response

Traditional Response is the way the community knows child welfare response to be at the present time. Investigations are completed on allegations of child abuse, neglect, and dependency cases. Each investigation has an alleged perpetrator, alleged child victim and a disposition/finding, whether that be substantiated, indicated or unsubstantiated.

### Alternative Response

Alternative Response allows child protection agencies to divert cases to different tracks or response paths in order to better address the specific circumstances and needs of each report of child maltreatment. There is an adult subject of report and a child subject of report. There is no disposition or finding of abuse, neglect or dependency.

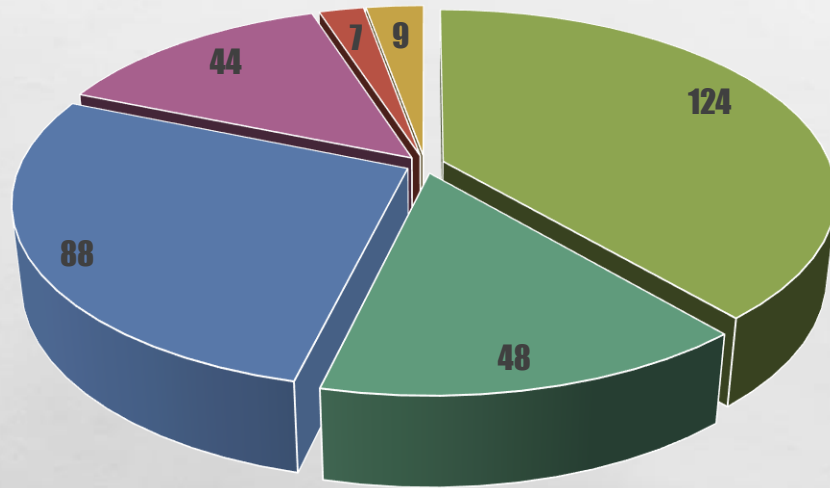
Ashland County Children Services is dedicated to protecting children, as well as, strengthening and empowering families to *prevent* abuse and neglect. Children Services constantly strives to develop and implement effective methods and strategies to provide children with nurturing, safe and permanent families. In most cases where a need for services has been identified, ACJFS provides services to the child and family while the child remains in the home. However, when the Court determines the child is not safe and must be removed from the situation, the Agency develops a plan to enable the child to return home safely. If this is not possible, the plan will identify an alternative safe, stable, permanent living situation that promotes the child's health, growth and development



# CHILD AND ADULT PROTECTIVE SERVICES

**Our agency received 1000 calls/reports of child abuse/neglect in 2016. Of those calls there were 320 incidents discovered.**

- Neglect
- Sexual Abuse
- Physical Abuse
- Family in Need of Services
- Dependency
- Emotional Maltreatment



**Throughout the year Ashland County had custody of 126 youth. As of Dec. 31<sup>st</sup>, 2016 there were 73 children in our care ages:**

**40 Age 1-7 years  
13 Age 8-13 years  
20 Age 14-18+ years**

**WE ARE HAPPY TO REPORT 5 COMPLETED ADOPTIONS IN 2016!**

# CHILD AND ADULT PROTECTIVE SERVICES

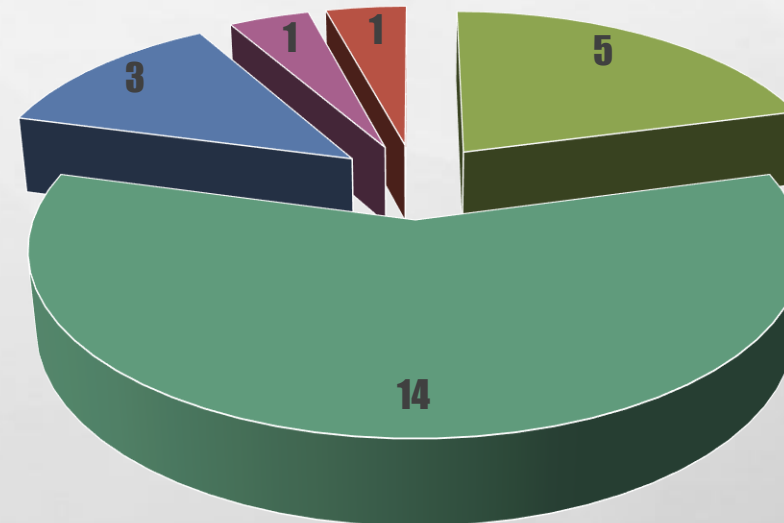
## Foster Care Licensing



**Adult Protective Services investigates reports, assesses situations, and provides ongoing case management and support to families.**

24 Victims/Reports Investigated

■ Neglect by Others   ■ Self Neglect   ■ Exploitation  
■ Physical Abuse   ■ Emotional Abuse



# Maintenance and Transportation

The Agency provides non-emergent transportation (NET) for Medicaid covered services to people residing in Ashland County. This program helps Medicaid-eligible families cope with chronic or life threatening illnesses, by alleviating concerns about getting to and from medical appointments and procedures. ACJFS has two (2) full-time drivers; mini-vans are utilized to transport clients for their comfort. A secondary mode of transportation is Ashland Public Transit.



*The drivers are utilized, when available, to help the full-time maintenance worker with building maintenance.*

*The Maintenance and Transportation unit strives to make our building efficient and as safe as possible.*



## Transportation Numbers:

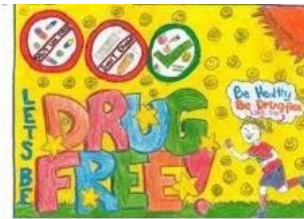
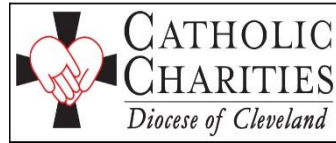
- ❖ 920 Medicaid related trips by agency drivers serving 66 individuals.
- ❖ 351 Medicaid related trips by Ashland Transit serving 59 individuals.



# Our Partners...

Throughout the year Ashland County Job and Family Services partners with various community agencies and organizations. We sincerely thank our community partners for the help and services provided to the children and adults we serve.

MENTAL HEALTH AND RECOVERY BOARD



Ashland County Council on  
Alcoholism & Drug Abuse



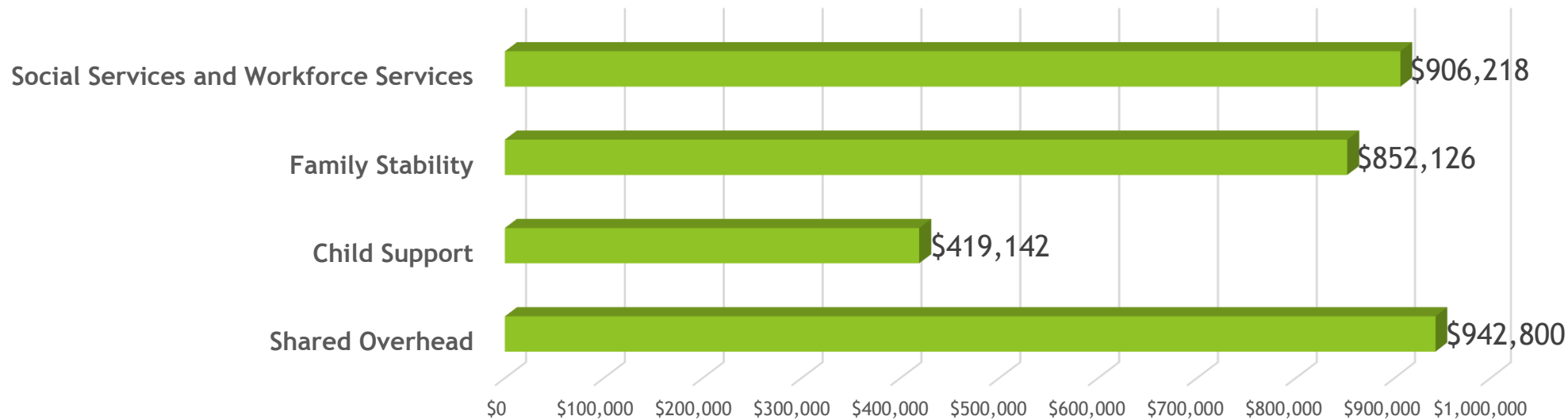
Ashland Parenting Plus

making a difference one person at a time



# Our Expenses...

Administrative Expenditures are expenses related to the operation of the agency, which include payroll, insurance, utilities, fuel, forms printing, postage, telephone lines, office machines and consumables.

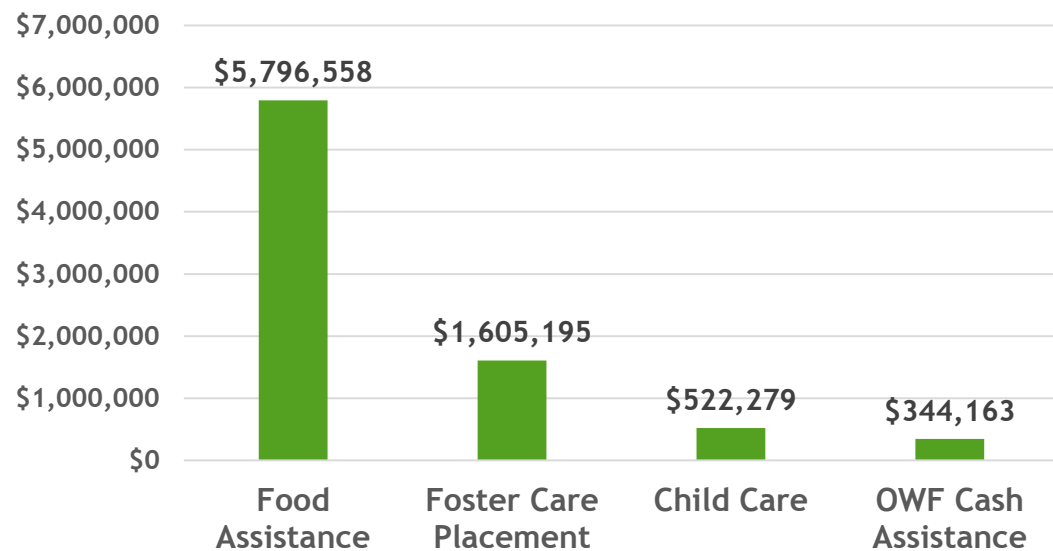
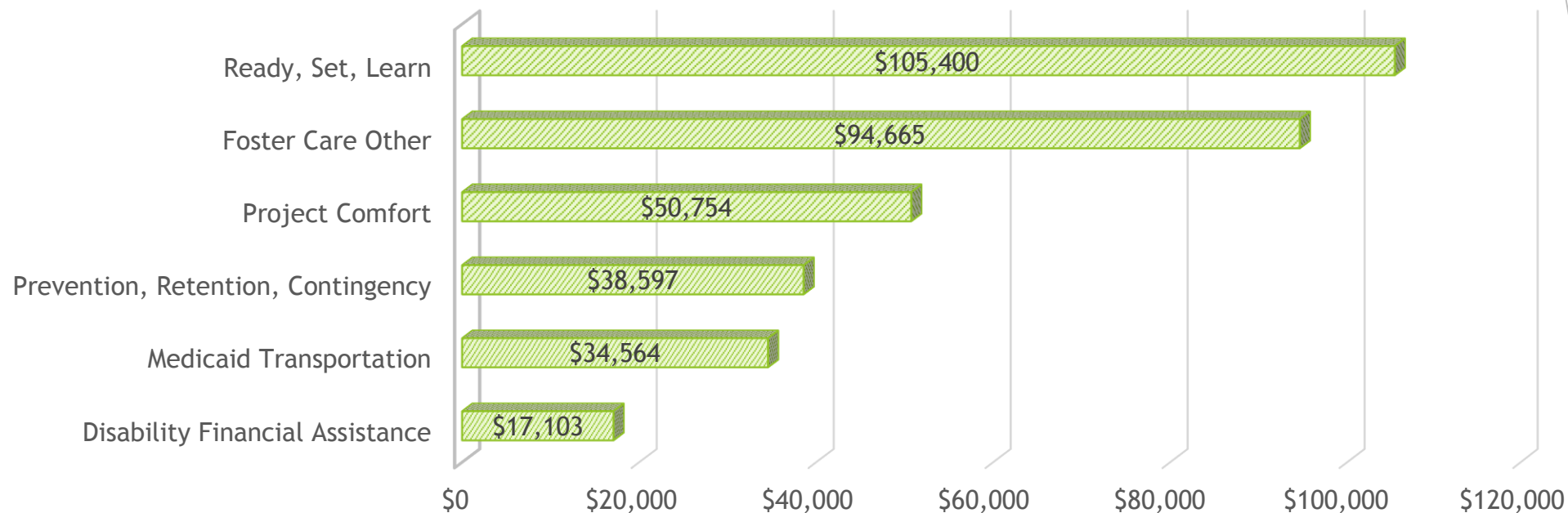


## Contract Partners

- Ashland Parenting Plus: \$297,841
- Tri-County Education Service: \$202,523
- Transformation Network: \$25,597



# Our Expenses...



Medicaid was the  
largest  
expenditure at  
\$70,637,181