



Ashland County Department of Job and Family Services

Website: Ashlandjfs.org

Message from the Director

I am pleased to provide you with the following 2019 annual report for the Ashland County Department of Job and Family Services (ACDJFS). This report details the varied and extensive services our agency provides to our community. We are a public service organization dedicated to serving the residents of Ashland County. Our goal is excellence—not only in meeting and exceeding performance measures, but in each interaction with members of our community.

This agency is composed of four units: child and adult protective services, child support, public assistance and workforce/WIOA. We investigate reports of child abuse and neglect; establish, modify and enforce child support orders; offer employment services for employers and job seekers; and provide public assistance to families in need.

In our complex and changing world, ACDJFS strives to improve service-delivery to our community. We help families meet challenges, maintain stability and self-sufficiency, through compassionate care to those in need.

J. Peter Stefaniuk

ACDJFS Director






Ashland County

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/Financial Aid Resources




Job Search Assistance



Rapid Response Services



Resume Assistance



TABE Testing




Learn a trade

Trade Appointments



Re-employment Services Classes




Jobless Benefits

Unemployment Compensation Assistance




Veteran Services



Youth Services

WIOA Adult & Dislocated Worker and Youth Services



Ohio Means Jobs - Ashland

Funded through the Federal Workforce Investment Act, in 2019 OMJ served 1,136 customers, providing these customers with 2,194 services

2 Individual Training Accounts are currently active, they consist of 1 in LPN training and 1 in Dental Assisting training.
1 individual completed IT training at Tech Elevator and is employed at a mortgage company.
Another successfully completed nurses training at NCSC and is employed as a registered nurse.

Hiring events were conducted by 1st Choice Home Care, Temp for Hire, and Abacus Staffing.

Ohio Means Jobs - Ashland

Success Stories

"I had worked a variety of construction and food industry jobs for over a decade, starting just after high school. Having children early on in my life lead me down a road of constant struggles to make ends meet and provide them with a stable environment. Wanting to provide a better life for my family and have a career to be proud of, I set out looking for the right opportunity. I knew if I ever had the opportunity to go back to school I wanted to be in the information technology (IT) field. After looking at countless schools and programs, I finally found the one I was looking for, but couldn't afford to go. Luckily I discovered the WIOA Program! They provided me with the information I needed to help me be successful in my schooling and provided all the financial support I needed. Through the WIOA Program, I attended a Software Development Bootcamp at Tech Elevator Cleveland - a program with a variety of employment opportunities and a high expectation of growth and job openings. I started training in May 2019 and graduated in August 2019 with a Certificate in Full Stack Software Development in the .NET/C# course. I was employed a month later in a promising IT career. I credit the training, guidance and financial support found in the WIOA program. Without their support I couldn't have attended the school I wanted. They helped elevate my career and guided me on reaching my goals. Now I have a promising career and can provide my family with the life they deserve. I have never been happier and it's all thanks to the WIOA Program!"

"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.



Benefit Recovery

Claims were established on 43 cases, totaling \$38,971, these claims included overpaid Food Assistance, OWF Cash, & Medicaid benefits.

There are three types of Claims:

Administrative Error

- 24 Claims totaling \$22,495

Household Error

- 17 Claims totaling \$12,486

Intentional Violations

- 2 Claims totaling \$3,990

The Benefit Recovery Unit completed 3,951 IEVS matches, collected \$29,700 in overpayments and earned \$4,275 in incentive dollars on recouped claims of food assistance, cash assistance & Medicaid cases.

Ashland County ranked 44th out of 88 counties in 2019

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

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. 203 PRC applications were processed for car repairs, utility shut offs, rent, clothes & shoes for work, and more.

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

311 applications for the **Ready, Set, Learn** program were processed...providing 490 children with school supplies and clothing.

Family Stability

Cash Assistance


263 Individuals received OWF cash assistance. Of these 242 were children.

Food Assistance

6,137 Individuals received food assistance, serving an average of 2,495 families

Child Care

227 children were cared for through publicly funded child care.



The Family Stability Unit received and processed a total of 3852 public assistance applications in 2019.

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

CSLN - Private search/match insurance claims

CLEAR - Location & public records

Unclaimed Funds Match



CSEA has 5 case managers that are handling over 3,500 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 \$8,002,700 in child support for families and \$170,889 was collected in processing fees.

382 Administrative and Court hearings were conducted resulting in paternity establishments, child support order establishments, enforcement action and resolutions of objections. 74 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
2013	1,993	1,985
2014	1,974	1,926
2015	1,938	1,935
2016	1,899	1,917
2017	1,873	1,896
2018	1,851	1,860
2019	1,823	1,826

Support Establishment

FFY	# of Cases	# of Orders
2013	3,412	3,271
2014	3,394	3,215
2015	3,313	3,151
2016	3,306	3,127
2017	3,253	3,055
2018	3,319	3,120
2019	3,331	3,114

Current Support Collections

FFY	Current Support Due	Current Support Paid
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
2017	8,337,632	6,226,553
2018	8,179,687	6,089,438
2019	8,212,596	6,044,220

Arrearage Allocations

FFY	Cases with Arrears	Cases with Arrears Allocations
2013	2,750	2,062
2014	2,689	2,023
2015	2,685	2,029
2016	2,588	1,995
2017	2,538	1,918
2018	2,530	1,888
2019	2,537	1,926

CHILD AND ADULT PROTECTIVE SERVICES

ASHLAND COUNTY



CHILD AND ADULT PROTECTIVE SERVICES

Child Protective Services has a Dual Pathway Response System



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.

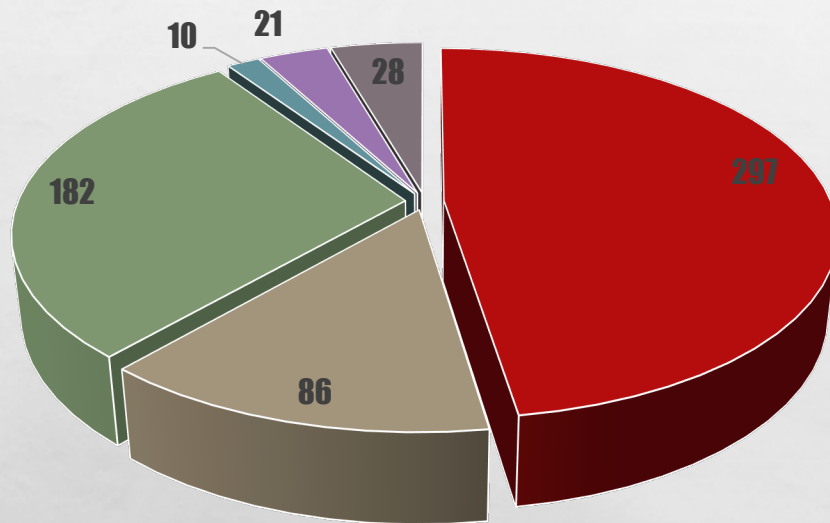
Alternative Response allows child protection agencies to divert cases to different tracks or response paths in order to better address the specific circumstances and needs of each report of child maltreatment. There is an adult subject of report and a child subject of report. There is no disposition 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 1126 calls/reports of child abuse/neglect in 2019. Of those calls there were 624 incidents discovered.

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



As of Dec. 31st, 2019 there were 203 children in our care ages:

**101 Age 1-7 years
58 Age 8-13 years
44 Age 14-18+ years**

WE ARE HAPPY TO REPORT 7 COMPLETED ADOPTIONS IN 2019!

CHILD AND ADULT PROTECTIVE SERVICES

Foster Care Licensing

35 Inquiries

20 Homes

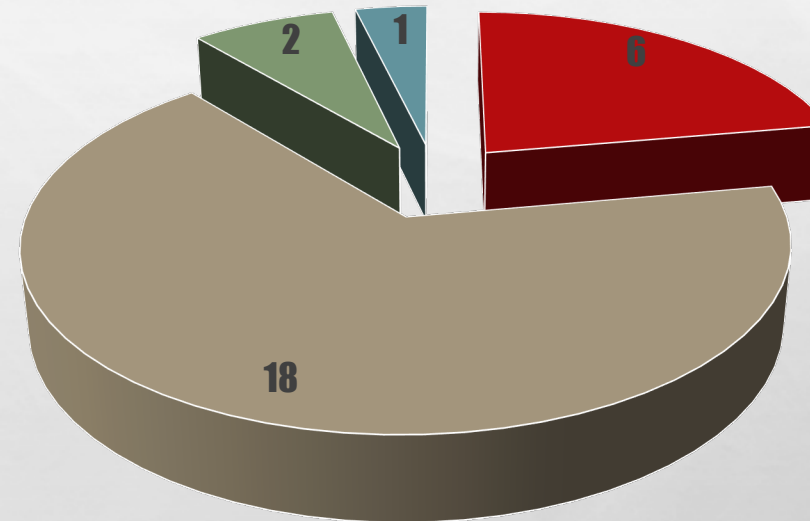
8 Closed

12 Licensed Homes

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

27 Victims/Reports Investigated

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





- Ohio START Program is a new intervention model that we were granted in 2019. This is a nationally known model that has been very successful in other states and Ohio. There are now 46 counties in Ohio who are utilizing this approach to child welfare!
- Ohio START helps bring children services and behavioral health (mental health and substance use disorders) together with a family peer mentor to develop a team that surrounds a family who is struggling with both child maltreatment and substance use.
- Ashland County has partnered with Appleseed Community Mental Health Agency to implement and launch Ohio START in our county. We have established our START team and are excited to announce the launch of our program in August 2020.
- This is a new approach to child welfare that we are really excited about and believe this will help us maintain children in their homes safely and provide families with the services needed to prevent removals, but also support the families better when a removal is needed. Overall, the goal is to stabilize families who has been affected or suffered from substance addiction and allow families (parents AND children) to recover from that and move on to live healthy, sober and safe lives without so may interventions!

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.



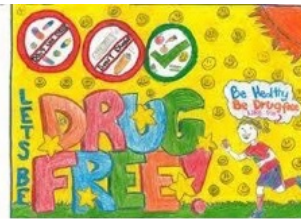
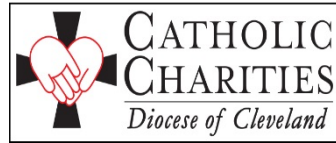
Transportation Numbers:

- ❖ 671 Medicaid related trips by agency drivers
- ❖ 629 Medicaid related trips by Ashland Transit

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



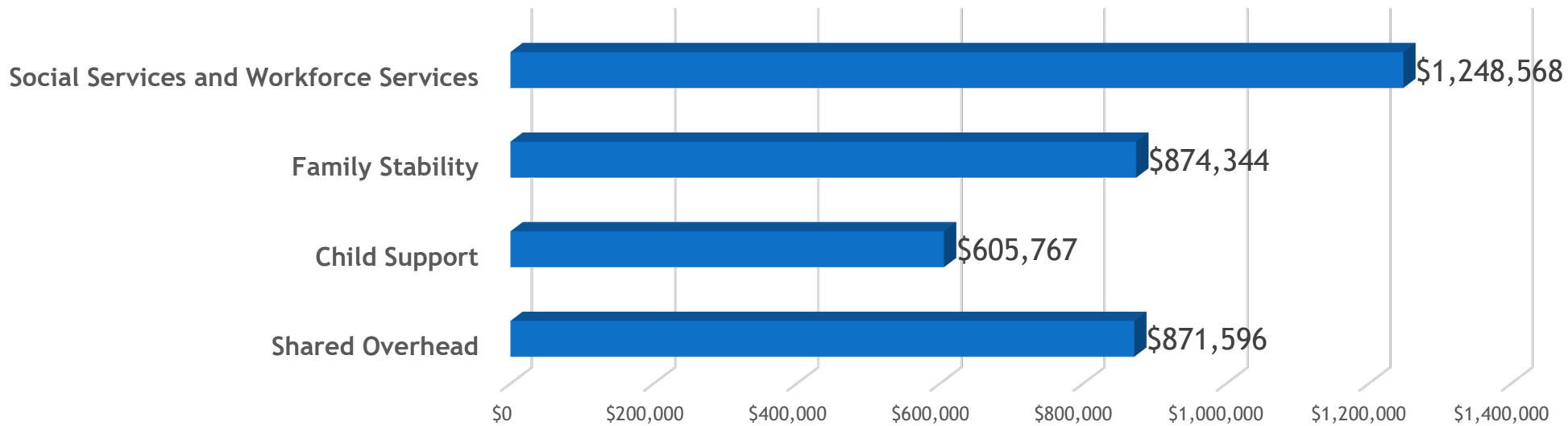
Ashland Parenting Plus

making a difference one person at a time



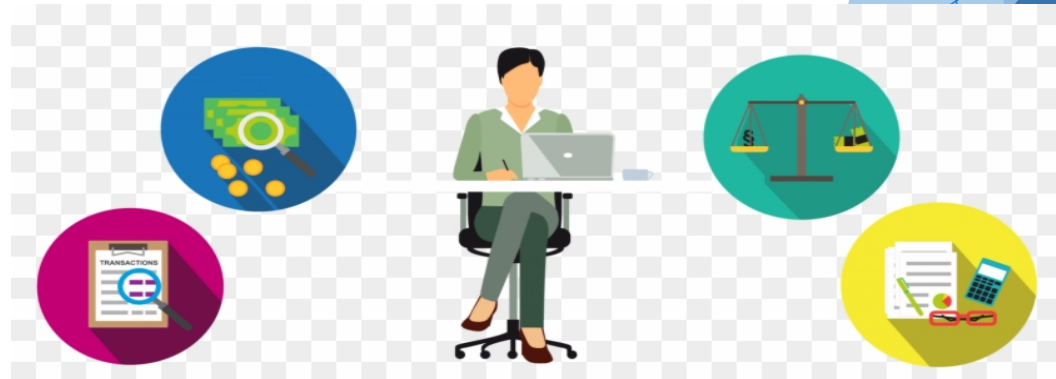
Our Expenses...

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.

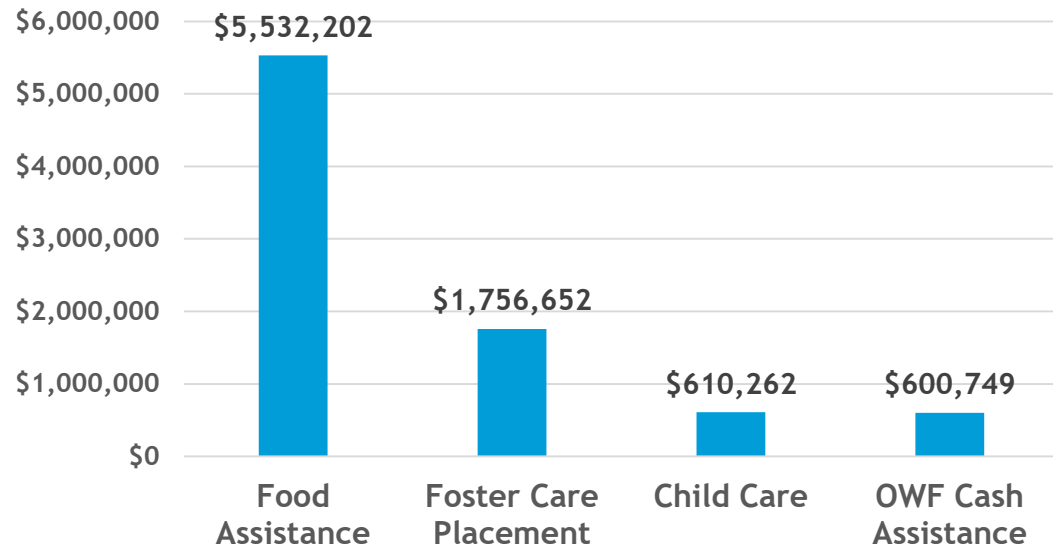
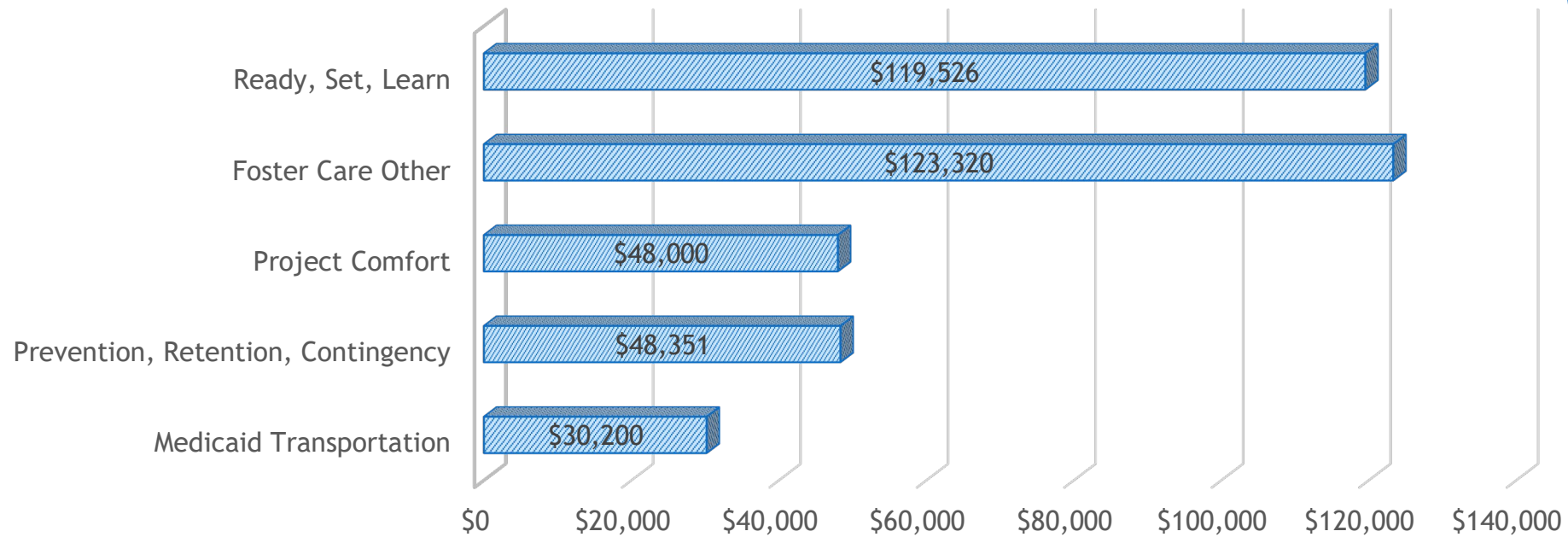


Contract Partners

- Ashland Parenting Plus: \$313,148
- Tri-County Education Service: \$256,465
- Transformation Network: \$7,104



Our Expenses...



Medicaid was the
largest
expenditure at
\$55,777,793