



The Greene County Department of Job & Family Services Annual Report 2020

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It is an honor to present the 2020 Annual Report for the Greene County Department of Job & Family Services. This report compiles summaries from each division of the agency, providing a snapshot of programs and their impact on our local community.

2020 was an extraordinary year by any standard. The pandemic impacted the agency in every way possible: new, stringent protocols for workplace safety; increased community needs for benefits and services; decreased referrals for abuse and neglect; concerns for future financial stability – in every program area, rules and guidelines were shifted and altered by federal and state authorities to adjust to the nation’s time of crisis. New ways of doing business were pursued to ensure that every customer had access to crucial assistance. Along with our families, friends, neighbors, and all Ohioans, we persevered.

Greene County professionals worked diligently to respond to the needs of the community in an efficient and effective way. In Children Services, Public Assistance, Child Support, and Workforce Development, the hard work, skill, and dedication of the county’s workforce shows a strong commitment to the integrity of public programs and to the well-being of Greene County residents.

The programs administered by the agency impact Greene County’s children, families, and seniors, with a primary focus on safety, stability, basic needs, and self-sufficiency. Addressing both needs and goals, the agency provides basic support and progressive tools to help customers maintain stability, achieve self-sufficiency, and improve the quality of their future.

Despite ever more complex and challenging cases, Children Services exceeded the federal comprehensive visitation rate, ensuring child safety and enhancing permanency efforts. Public assistance staff processed thousands of applications and reviews for SNAP and Medicaid. Local Child Support collections were the most cost-effective in the state of Ohio. And the county’s OhioMeansJobs workforce center provided valuable services to job seekers and employers in Greene County, exceeding performance measures.

As proud public servants and stewards of vital government programs, the Greene County Department of Job & Family Services team is committed to providing the best possible safety net of social services to the local community. Our dedicated professionals make a huge difference in the lives of thousands of residents each day. It is truly a privilege to be a part of this outstanding effort.

Beth A. Rubin, Director

CHILDREN SERVICES

**Lana Penney,
Administrator**

The Children Services Division provides for the care, protection, and placement of abused, neglected, and dependent children in Greene County. The division engages in a wide spectrum of protective activities including the assessment of thousands of child abuse and neglect reports each year. Preventive services are provided to children in their own homes, and temporary and permanent child placement is coordinated through foster care, adoption, kinship placements, and independent living programs. Children Services' mission is to provide family-centered services to protect children from abuse and neglect by building safe, permanent families.

Cases by Allegation Type	2016	2017	2018	2019	2020
Physical Abuse	687	722	530	533	460
Neglect	527	546	477	231	143
Sexual Abuse	180	164	156	120	140
Emotional Maltreatment	32	19	20	7	14
Others	121	122	28	117	77
TOTAL	1547	1573	1211	1008	834
Adoptions	2016	2017	2018	2019	2020
Adoptions Finalized	16	15	14	21	12
Placement Data	2016	2017	2018	2019	2020
Total Children in Placement (Agency Custody)	200	228	203	213	180

KINSHIP: Relative and kinship placements typically increase positive outcomes for children, both in reunification and alternative permanency. The agency served a total number of 171 children who were living in a kinship living arrangement in 2020, and 40 children found permanency with their kinship provider. 32 kinship home studies were completed.

EMERGING PATTERNS: The agency saw a decrease in the number of referrals requiring intervention, largely a result of the pandemic. However, the level of risk, complexity, and court involvement of new cases continues to increase. The agency continues to participate in multiple statewide and county networks to share best practices and advocate for resources to address these trends. Multi-system youth has become a topic of discussion and collaboration statewide.

COMPREHENSIVE VISITATION: The agency exceeded the federal expectation of 95% for monthly visitation with children and families. In every month of 2020, Greene County exceeded the rate. Monthly visits are a key component of effective case management and family support, ensuring child safety and enhancing permanency efforts.

TRANSITIONAL YOUTH: The Independent Living Program provided services to 65 youth between the ages of 14 and 21 and youth who returned for aftercare services, which ranged from assistance in housing and locating employment to educational services and assistance in household management.

CHILD ABUSE PREVENTION MONTH: Most agency events were postponed due to the pandemic. The 7th annual Child Abuse Prevention Art Contest combined an educational outreach program with a contest that resulted in prizes and a calendar. A total of 246 art contest entries were received.



Greene County Facts 2020

HIGHLIGHTS

The Adoption Unit finalized 12 adoptions in 2020. Eight children were adopted with their siblings; three were older teenagers at the time of adoption. All were adopted by their respective foster parents.

The agency consistently exceeded the federal comprehensive visitation standard.

The Foster Care Licensing unit received 84 inquiries for fostering and adopting, with 29 applications and 14 approvals or certifications. The agency had an average of 40 licensed foster homes at any given time.

FEEDBACK

98% of those who received services through Children Services indicated overall satisfaction with their experience

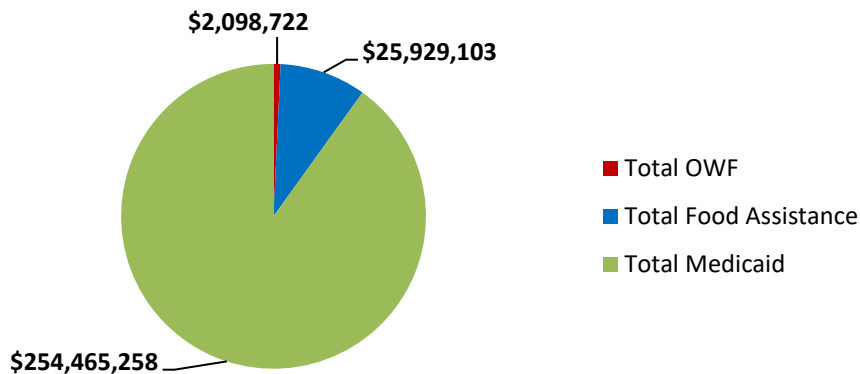


PUBLIC ASSISTANCE

**Leslie Bates,
Administrator**

The Public Assistance Division is responsible for eligibility determination, benefit issuance, and program integrity activities for the agency's Public Assistance programs. Eligibility is based on income, need, and participation in self-sufficiency activities. These programs include SNAP Food Assistance, Medicaid, and Ohio Works First (OWF). The **SNAP FOOD ASSISTANCE** program provides supplemental nutrition to low-income individuals and families. The **MEDICAID** program provides access to needed medical care to low-income Ohioans. These benefits also help support local businesses and the economy. In addition, the division's Social Services unit administers Adult Protective Services, NET Transportation, and Child Care Assistance.

Public Assistance



The **OHIO WORKS FIRST (OWF)** program provides time-limited cash assistance to low-income families with minor children. Adult recipients participate in job readiness programming and supervised work activities to increase their employability and move toward self-sufficiency before their time-limited benefits expire. **In 2020, OWF benefits in Greene County totaled just over \$2 million.**

The **BENEFIT RECOVERY & INVESTIGATIONS** Unit is responsible for investigating allegations of fraud and collecting overpayments. In 2020, the unit collected over **\$136,000** through involuntary benefit reductions, voluntary payments, income tax refund offsets, and court collections. Countless overpayments and fraudulent acts were prevented or halted through regular fraud investigations. A total of 47 investigations were completed.

CHILD CARE ASSISTANCE provides publicly subsidized childcare benefits to low-income families who are employed or in an approved educational program. These services are provided in a childcare center or an approved childcare home setting. In 2020, over 1,500 children from 865 families received subsidies for childcare services. **Benefits in the Child Care Assistance program in Greene County totaled \$5.9 million in 2020.**

NET TRANSPORTATION services are provided to Medicaid consumers by Greene CATS and the Xenia Adult Recreation and Services Center (XARSC) through contractual arrangements. In 2020, NET transportation provided a total of 14,013 one-way trips. **NET program benefits totaled \$706,489 in 2020 for Greene County.**

ADULT PROTECTIVE SERVICES (APS) is responsible for investigating reports of abuse, neglect, self-neglect, and exploitation of individuals sixty years of age and older. All referrals are screened and assessed by APS workers to determine the needs of the individual. Most case plans involve referrals to community-based care, medical services, occasional court intervention, and family care. In 2020, the agency screened in 133 APS referrals.

Greene County Facts 2020

SNAP FOOD ASSISTANCE

Average monthly participants:
12,570
Average monthly benefits:
\$2.2 million
Total 2020 benefits:
\$26 million

*1 in 13 people in Greene County
receives Food Assistance*

MEDICAID

Average monthly participants:
29,703
Average monthly benefits:
\$21.2 million
Total 2020 benefits:
\$254 million

*1 in 6 people in Greene County
receives Medicaid benefits*

SUBSIDIZED CHILD CARE

Total children served: 1,537
Total families served: 865
Total 2020 benefits: \$5.9
million

NET TRANSPORTATION

Total one-way trips: 14,013
Total 2020 benefits: \$706,489

ADULT PROTECTIVE SERVICES

Referrals in 2020: 133

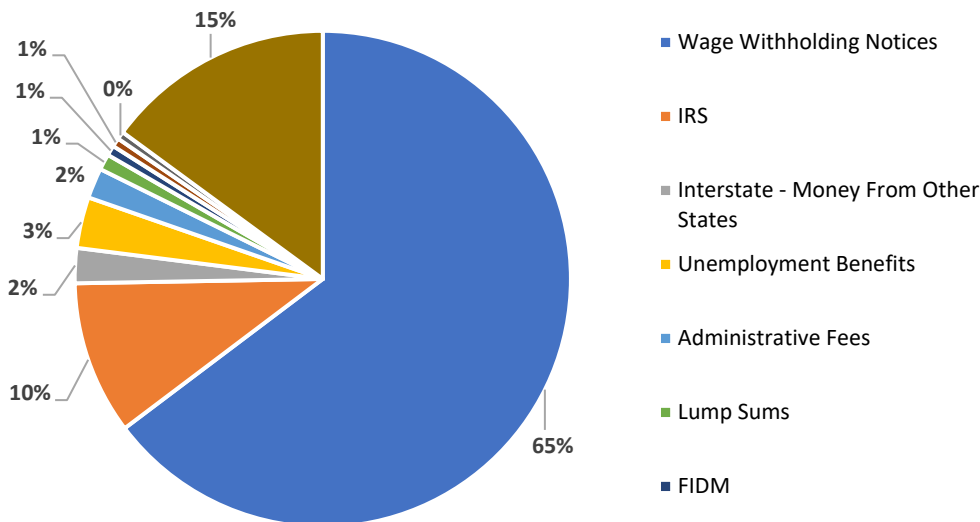
*Public Assistance and related
benefits put \$289 million into
the local economy in 2020*

CHILD SUPPORT ENFORCEMENT

**Monica Talkington,
Administrator**

The Child Support Enforcement Agency (CSEA) is responsible for services such as location, paternity establishment, the establishment of child support and medical support orders, administrative review and adjustment of child support orders, and the enforcement of child, medical, and spousal support orders. CSEA works closely with local partners such as the Greene County Prosecutor, Domestic Relations Court, Juvenile Court, Xenia Municipal Court, and the Greene County Clerk of Courts. Ohio CSEAs also work with other states to ensure that orders are established and enforced across the country, as well as in other countries. Child support helps connect children to their parents, gives financial assistance to families, and encourages child support payers to stay employed. **In 2020, Greene County CSEA collected \$29 million in support.**

Child Support Collections



Ohio's Child Support program impacts more children than any other public program in Ohio except education. One in three children is affected by Ohio's program – that's over one million children. According to state data, child support collections lower poverty by 25%.

Ohio's Child Support program collects \$8.92 for every dollar expended, which is higher than the national average. In FFY 2020, Greene County collected \$21.48 for every dollar expended, **making it the most cost-effective county in the state.**

Greene County Facts 2020

CHILD SUPPORT

Number of children served:
11,230

Average monthly cases:
9,049

Total 2020 collections:
\$29 million

*1 in 3 children in Ohio are
connected the Child Support
program*

Paternity establishments
processed:
72

Audits conducted:
3632

Hearings prepared:
2,283

*Greene County is the most cost-
effective CSEA in the state of
Ohio*

*Child Support put **\$29 million**
into the local economy in 2020*

WORKFORCE DEVELOPMENT

**Amy McKinney,
Administrator**

OhioMeansJobs (OMJ) Greene County is a workforce center assisting job seekers, employers, and youth with job search assistance, employee recruitment, job training, and eliminating barriers to self-sufficient employment. Services are provided by county, state, and local partners to deliver these employment and training services.



Greene County

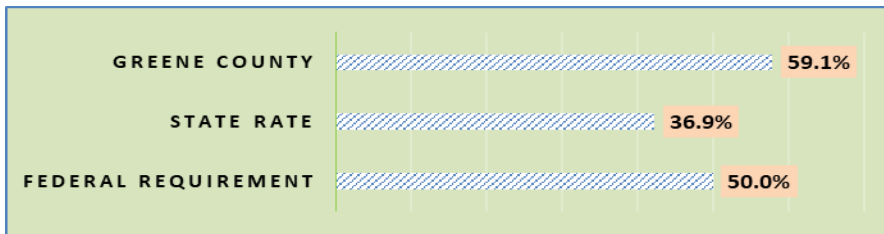
A proud partner of the American Job Center network



Available services include a resource room (computer access, fax, copier, Labor Market Information), resume creation, mock interviews, and free workshops. Workshops include OhioMeansJobs Orientation, Parent Support, Spending Smartly, SNAP education, Job Seeker 101, and Re-employment classes.

WORK ACTIVITIES: Federal law requires certain OWF cash assistance and SNAP recipients to help create and participate in a plan to achieve self-sufficiency through personal responsibility. These plans include activities to increase employability skills and reduce barriers to employment. *In 2020, required individuals were excused from participation for large portions of the pandemic.* Greene County exceeded the federal work requirement and Ohio’s statewide average.

2020 OWF ALL-FAMILY WORK PARTICIPATION RATE



WORKFORCE INNOVATION & OPPORTUNITY ACT (WIOA): The WIOA program, funded by the Department of Labor, provides employment and training opportunities to eligible individuals in the categories of adult job seekers, dislocated workers, and youth. WIOA’s goal is to help remove barriers to employment and provide workers with the skills and credentials that improve retention and earnings of the participants. Greene County exceeded many of the performance measures.

Greene County WIOA Annual Performance 2020

	Employed 2nd Quarter	Employed 4th Quarter	Median Earnings	Credential Rate
ADULT	80.8% - Meets	88.2% - Exceeds	\$8,188 - Exceeds	87.1% - Exceeds
DISLOCATED WORKER	95.0% - Exceeds	84.0% - Meets	\$12,165 - Exceeds	73.3% - Exceeds
YOUTH	78.4% - Exceeds	82.2% - Exceeds	\$4,299 - Exceeds	66.7% - Exceeds

Greene County Facts 2020

WORKFORCE CENTER PARTNERS

Greene CDJFS-Workforce Development Division

- Workforce Innovation & Opportunity Act (WIOA)
- Cash Assistance Work Activities
- SNAP Employment & Training
- Comprehensive Case Management Employment Program (CCMEP)

Ohio Department of Job & Family Services

- Wagner-Peyser Employment Services
- Veterans Workforce Services

Opportunities for Ohioans with Disabilities

Miami Valley Career Technology Center – ASPIRE and ESOL

CCMEP Youth Partners:

- Goodwill Easter Seals Miami Valley
- Workforce Services Unlimited, Inc.
- Yes! For Youth

AARP Senior Employment Program

2020 OMJ GREENE COUNTY STATISTICS

Visits (non-virtual) – 4,130
New Visitors – 362

FISCAL

**Andrew Stump,
Administrator**

The Fiscal Division maintains the fiscal operations for the quadruple-combined agency. The division establishes budgets and monitors revenue and expenditures for the Public Assistance (PA), Child Support (CSEA), Workforce (WIOA), and Children Services (PCSA) funds. The division reports to the Board of Greene County Commissioners, the Ohio Department of Job and Family Services, the Greater Ohio Workforce Investment Board, and the federal government on multiple fiscal cycles. The division also works closely with the Greene County Auditor and state fiscal staff and is responsible for following federal and state rules for purchasing and inventory. All equipment maintenance, systems support, and audit compliance are handled by the Fiscal Division.

PA EXPENDITURES

Public Assistance Cost Pool Expenditures	\$4,297,397.97
Direct Client Services and Contract Expenditures	\$1,651,402.61
Total Public Assistance Expenditures:	\$5,948,800.58

CSEA EXPENDITURES

Child Support Cost Pool Expenditures	\$1,239,225.99
Child Support Contract Expenditures	\$289,318.22
Total Child Support Expenditures:	\$1,528,544.21

WIOA EXPENDITURES

WIOA Cost Pool Expenditures	\$385,429.75
WIOA Contract Expenditures	\$243,303.52
Total Workforce Expenditures:	\$628,733.27

PCSA EXPENDITURES

PA Children Services Cost Pool Expenditures	\$3,035,000.00
Child Welfare Direct and Contract Expenditures	\$7,212,851.10
Total Children Services Expenditures:	\$10,247,851.10

Greene County Facts 2020

Greene County receives funding from both federal and state sources through ODJFS

Children Services maintains local support through a countywide 1.5 mill levy

Public programs have a substantial economic impact on the community, affecting individuals, businesses, and tax revenue

Agency expenditures in 2020 totaled over \$18 million

Over \$318 million in Public Assistance and Child Support were issued on behalf of Greene County residents in 2020

2020 Expenditures

