

Jefferson County Department of  
Job and Family Services  
2022  
Annual Report



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# *A Letter From our Director to the Community*



Dear Jefferson County residents,

I am happy to present to you, our valued residents of Jefferson County, our Annual Agency Report. Our goal is to enhance the quality of life for our residents of Jefferson County by supporting the delivery of health and human services. It has been my privilege to lead a dedicated and productive group of employees to achieve this goal.

You will see throughout this report that while this has been a challenging year with navigating the repercussions of the pandemic, we have responded in each department of Social Services, Income Maintenance, Child Support, Finance and Children Services to ensure that your needs are met.

If, at any time, I can be of assistance to you, please do not hesitate to contact me at (740) 282-0961.

Sincerely,

Michele Santin  
Director

# JCDJFS Leadership Team

Michele Santin

Director



Matt Kendall

Assistant Director &  
Administrator, Human Resources



Reno Tarquinio

Administrator, Finance  
& Contracts

Valarie Kittle

Administrator,  
Income Maintenance

Glenda Jones

Administrator,  
Children Services

Nick Demitras

Interim Administrator,  
Social Services



## Mission Statement

The Jefferson County Department of Job and Family Services mission is to provide care, compassion, safety, and assistance to improve the quality of life for our community.

## Vision

To be the statewide leader in the delivery of human services.

## Values

Accountability  
Teamwork  
Ethical Integrity  
Compassion

# Community Committees

The Jefferson County Department of Job and Family Services is an active participant in various community committees ranging from various efforts to include but not limited to Diversity and Inclusion, Community Action Council, The Caring Place Board, and many others.

One committee that we would like to highlight is the Family Services Committee (formerly referred to as the Advisory Board). This committee serves as an advisory body to the Board of County Commissioners regarding the family services provided in the county, including assistance under Chapters 5107.

The Family Services Committee is a required committee, per the Ohio Revised Code, that is meant to be comprised of various community members. This committee meets no less than once a year to review and analyze the county Department of Job and Family Services implementation of the programs established under Chapters 5107. In its review, the objective of the committee is to examine the following:

- a. Return of assistance groups to participation in either program after ceasing to participate.
- b. Teen pregnancy rates among the programs' participants.
- c. The other types of assistance the programs' participants receive, including Medicaid, publicly funded childcare under Chapter 5104 of the Ohio Revised Code, supplemental nutrition assistance program benefits under 5101.54 of the Ohio Revised Code, and energy assistance under Chapter 5117. of the Ohio Revised Code.
- d. Other issues the committee considers appropriate.

We are pleased to recognize our so very valued committee members:

Michele Santin – Director, Jefferson County Department of Job and Family Services

Mike Mehalik – Superintendent, Board of Developmental Disabilities (Retired)

Mike Zinno – Superintendent, Board of Developmental Disabilities

Ashley Steele – Executive Director, Urban Mission

Jodi Scheetz – Executive Director, Alive Inc.

Dan Obertance – Associate Director, Jefferson County Prevention and Recovery Board

Amber Fomenko – Special Education Director, Jefferson County Educational Service Center

Eliza Reese – Probation Officer, Jefferson County Juvenile Court

# Finance

## Administrator: Reno Tarquinio



The Business Office manages all accounts payable and accounts receivable for the Jefferson County Department of Job and Family Services and all its entities (Public Assistance, Child Support Enforcement Agency, Public Children Services Agency, Workforce Innovation Opportunity Act, Comprehensive Case Management and Employment Program Services, and the McCollough Children’s Home). In 2021 we received over \$15 million in funds from Federal, state, and local sources.

Over \$6 million was spent on salaries and benefits for our employees. This allows our county to determine eligibility for Jefferson County residents for Federal and state programs.

Our agency also contracts with several outside agencies to better utilize these available funds. We have agreements with both governmental agencies (Juvenile Court, Common Pleas, Clerk of Courts, Auditor, etc.) and non-governmental agencies (Jefferson County Community Action Council, A Caring Place, etc.) to best provide for Jefferson County residents.

The child support program is here to serve the families of Jefferson County; specifically helping to provide children with the financial and medical support they deserve through various services such as location of noncustodial parents, paternity establishment, establishment and enforcement of financial and medical support orders, collection, and disbursement of support as well as modifications and terminations of support orders.

We establish paternity for children born out of wedlock any time before the child becomes 23 years old in one of three ways; having the parties complete and sign an Acknowledgment of Paternity Affidavit, by genetic testing, or by a Court order of paternity. The CSEA establishes support orders either administratively or judicially by utilizing the Ohio Child Support Guidelines. The amount of child support to be paid depends on the income and assets of both parents. Once the order is established, the next step and most of the work is

enforcement. If payment of the current obligation falls behind, there are a variety of enforcement techniques the CSEA will use to collect past -due support including income withholding, credit reporting, state and federal income tax offset, suspension of drivers, professional, and/or recreational licenses, interception of Ohio lottery, casino, or racino winnings, liens, seizure of funds in financial institutions, interception of lump sums or other payouts, civil contempt, criminal penalties for non-payment of support. The CSEA can review child support orders every 36 months and some orders can be reviewed sooner than the required timeframe if certain criteria are met. CSEA will also review cases to determine if the child support order should terminate.

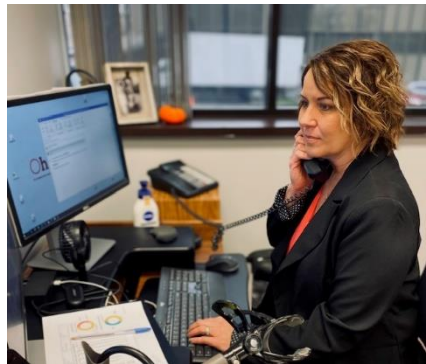
Jefferson County currently has a total of 4,760 open cases. Following guidance from the OAC, ORC, and the CSPM (Child Support Program Manual), we create agency policies, procedures, and best practices to better serve the public.

Jefferson County Department of Job and Family Services is also responsible for workforce development in Jefferson County. To that end, we have contracts with the Jefferson County Community Action Council for over 2.8 million dollars to assist in the training and placement of residents of Jefferson County.



# Income Maintenance

## Administrator: Valarie Kittle



The Jefferson County Department of Job and Family Services' Income Maintenance Department provides public assistance benefits to county residents to improve their quality of life. Our mission is to provide basic needs such as Food, Medicaid, Cash and PRC services to the residents of Jefferson County.

The Supplemental Nutritional Assistance Program (SNAP) provides increased food security and reduces hunger to eligible participants. Benefits are available on an Electronic Benefit Transfer (EBT) card called the Ohio Direction Card that shows transaction history to help participants manage their benefit balance.

Jefferson County partners with the Ohio State SNAP-Ed Program to ensure that recipients have tools necessary to help them with nutritional education, meal planning and budgeting.

Ohio's Temporary Assistance for Needy Families (TANF) program is called Ohio Works First (OWF). The OWF program provides cash assistance to needy families and requires participants to engage in work activities based on a Self-Sufficiency Contract.

Work activity staff are responsible to assess those who may be required to complete work activities for the benefits they receive. Work experience, skills and barriers are all taken into consideration to determine appropriate assignments.

Ohio Medicaid programs help individuals take an active role in their health care. Programs include coverage for Ohio residents with low income including families, children, adults, and long-term care.

Some Medicaid workers are specialized in long term care (LTC) eligibility to assist applicant and recipients navigate through the eligibility process associated with placement in a nursing facility.

The Prevention, Retention and Contingency (PRC) Program provides services to low-income families with children to overcome immediate barriers to achieve self-sufficiency. Some PRC services include payments to avoid utility disconnect, purchase of appliances and items to maintain the safety of those effected by domestic violence and children involved with Jefferson County Children Service Division.

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The school clothing voucher program is a part of the PRC plan which provides clothing vouchers to qualifying school age children. This program is an important service to families to increase their ability to purchase clothing, shoes, and coats for school age children.

The benefit recovery unit investigates reports of fraudulent receipt of public assistance benefits and recoups overpaid SNAP and Cash benefits.

2022 Annual stats:

**SNAP assistance groups – 6322**

**TANF assistance groups- 316**

**Medicaid assistance groups 14,091**

**Long Term Care assistance groups- 958**

**PRCs for the year-571**

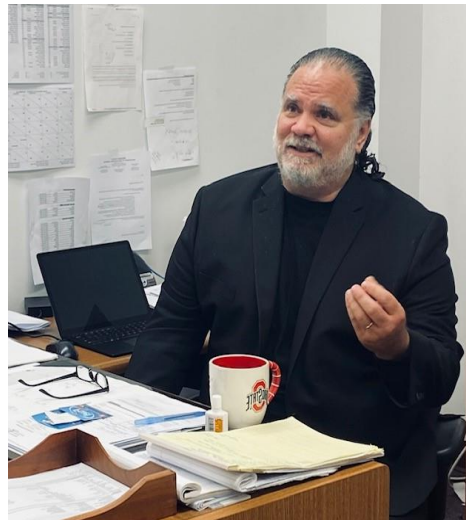
**Clothing vouchers issued- 2870**

**Kinship Caregiver Provider PRC dollars expended \$64,498.00**

**SNAP application timeliness rates 98.87%**

# Social Services

## Interim Administrator: Nicholas J. Demitras



The Social Service Division provides direct and contracted services to adults, families, and children in need of supportive services. The programs administered by the Social Services Division are Child Care, Family Child Care Licensing, Non-Emergency Transportation, Adult Protective Services, Healthchek, Home-based Services, Information and Referral, Pregnancy Related Services, and Title XX Services. Some of the additional job activities of the staff include participation in the OWF Time-Limited Team, ongoing training, program outreach, provider recruitment, serving on local committees and advisory boards. The unit functions as an integral part of the Jefferson County Department of Job and Family Services. The staff works in conjunction with other agency and community representatives to enhance the quality of essential services provided to eligible consumers. In 2017, staff transitioned to the statewide automation of the Adult Protective Services reporting system (ODAPS) and the Family Child Care Licensing reporting system (OCLQS).

### **Title XX:**

The Family Service Unit provides Title XX services to families. Those services include, but are not limited to health related, transportation, home based services, counseling, and case management. The unit also provides supportive services to children in cooperation with the Children Services Division. In 2022, 2 reports were made to the Children Services Division involving suspected abuse, neglect, or exploitation of children.

**Referrals to Community Services:**

The Social Service Unit assists with information and provides referrals to community services for clients requesting assistance with food, transportation, clothing, rent, utilities, medicine, household items and a variety of other needs. In 2022, the Family Unit received 519 requests for assistance.

**Pregnancy Related Services Program:**

All Medicaid eligible pregnant women are provided support to receive enhanced prenatal care to reduce the incident of pre-term delivery, low birth weight babies and other poor birth outcomes. Infants under the age of one (1) year also receive health related services through this program. The unit completed informing for 324 pregnant women and newborns in 2022 and 794 one-way transportation trips were provided to health care providers.

**Healthchek:**

Healthchek is a voluntary preventative health program for Medicaid eligible children up to age 21. This includes medical, dental, vision, screenings, and services. In 2022, 332 Healthchek participant agreements were received. The staff completed 256 contacts informing eligible participants about the benefits of the Healthchek Program.

**Child Care:**

Childcare services were provided by 13 Certified Type B Home Providers, 2 Type A Home Provider and 6 Child Care Centers. The Family Unit conducted 53 certification inspections and provided in home technical support to the childcare providers throughout the year. One new childcare provider was licensed. In 2022, there were 178 new childcare applications processed for families needing childcare assistance. The monthly average of children serviced through subsidized childcare is as follows:

**Child Care Services**

- Employment Child Care – 218
- Protective Child Care – 15
- Education/Training Child Care – 17
- Special Needs Child Care – 6

**Adult Protective Services:**

The Adult Services Unit is responsible for receiving and investigating reports of abuse, neglect, and exploitation of any person 60 years of age or older. Social services are provided to protect the adult and /or prevent further abuse, neglect, or exploitation. Services are also provided to make collateral contacts or arrange for group home and nursing home placements. In July 2016, the unit began accepting and screening reports of suspected elder maltreatment 24 hours a day, seven days a week. The staff completed core curriculum, in person, and web-based trainings as required by the Ohio Department of Job and Family Services. With the initiation of the Coronavirus Response and Relief Supplemental Appropriations Act of 2021 and American Rescue Plan Act 2021, Ohio was allocated monies to be utilized to enhance, improve, and expand the ability of APS to investigate allegations of abuse, neglect, and exploitation. In 2022, the department received 281 reports of elder abuse. 192 were screened in for investigation.

**Adult Referrals**

- Self-Neglect – 89
- Exploitation – 24
- Neglect – 47
- Physical/Emotional - 32

**Title XX:**

The Adult Service Unit provides services to single adults over age 18 years old. Social services provided include, but are not limited to, home-based transportation and health related services, case management and counseling, and other supportive services. In 2022, approximately 34 individuals were served each month. Transportation was provided for 586 one-way trips to medical appointments through Title XX funding.

**Non-Emergency Transportation:**

In 2022, transportation was provided for 35,562 one-way trips for Medicaid reimbursement services to Medicaid providers for eligible recipients.

# Children Services

## Administrator: Glenda Jones



Our child welfare professionals work tirelessly and selflessly to ensure the safety and stability of our communities and families.

Look at how Jefferson County Children Services are changing lives every day:

### Intake caseworkers completed

- 88% of intakes were completed in staff mandated time frames
- 99% of monthly visitation and documentation was completed per state mandated time frames

### Quality Assurance

- To assure the best possible outcomes for children and families, the Quality Assurance (QA) unit is responsible for training staff and monitoring compliance with administrative rules. The QA unit facilitates important case reviews meetings for ACCS, parents, and partner agencies to measure progress and plan services.

### Training Requirements

- **Supervisors:** 60 hours of supervisor core series in first year of employment and 30 hours of in-service training every year thereafter
- **Caseworkers:** 102 hours of Caseworker core training within first year of employment and 36 hours of ongoing training each year thereafter. Caseworkers are required to receive 12 hours of DV within 2 years of hire and a course on human trafficking within 2 years of hire. Caseworkers are trained in forensic interviewing
- **Foster Care/Adoption/Assessor:** 6 caseworkers/supervisors are certified assessors that have completed 2 Tiers of training and are required to have six hours of continued ongoing training in adoption of foster care related issues every 2 years.
- To streamline the best possible services for children and families, employees have been provided mobile technology. This allows worker to complete documentation, obtain signatures, review case plans, safety plans, SARs, and service provider records with families during home visits.

### Jefferson County Children Services Mission Statement

It is the Mission of this Agency to protect children while preserving families when this is in the child's best interest.

Following professional standards, staff will:

- Assess families when a child is reported to be at risk of abuse or neglect.
- Offer a full range of child protective services based on each family's unique needs; and
- Provide these services in cooperation with other community resources

### Intake Services Department and Assessment:

This Intake Unit assesses and investigates reports of child abuse, neglect, or dependency. Child Safety and family needs are assessed during the investigation process. The goal of the assessment is to engage families in a problem-solving process to mitigate risk factors. Safety plans or court interventions may be needed to mitigate safety, and risk factors. During the investigation, families are often provided with referrals to community partners as well as provided education in related to child abuse and neglect:

If you suspect  
Child Abuse or  
Neglect  
REPORT IT!  
740-282-0961

Reports received: 1,345  
Cases Investigated: 202  
Info and Referral: 328

Report types/Number of Cases:

Physical Abuse: 72  
Neglect: 49  
Sexual Abuse: 32  
Families in Need of Services: 27  
Medical Neglect: 2  
Dependency: 35  
Emotional Maltreatment: 5

Mandatory Reporters:

Medical personnel: 407  
School personnel: 103  
Social services: 145  
Criminal justice: 232  
Friends / Neighbors: 34  
Parent/Relative: 233  
Victim: 2  
Other: 104

\*Some referrals may have multiple Reporters



# McCollough Children's Home

The McCollough Children's Home is a licensed children's residential center certified by the Ohio Department of Job and Family Services. We are striving towards an accreditation with the international Commission on Accreditation of Rehabilitation Facilities (CARF) and work closely with the Children Services Division to meet the needs of the youth in care.

Most often services and supports for youth and their families are best delivered in their home and community. However, under certain circumstances, when behaviors have not successfully or safely been addressed in the community, a residential intervention may be appropriate. If that is the case, it is essential that the residential intervention include consistent support for the family (birth, kin or foster) in their own home and community. This must be a responsibility of the residential program, hopefully with the assistance of their community partners. Residential interventions should be designed to address the issues-challenges-problems that are preventing the youth and family from safely living together in their community. Interventions should be designed to achieve positive outcomes in the shortest time possible and be individualized to what each family needs to return the youth home safely.

Our services include the following, but not limited to:

## **Focus on Permanency**

- Conduct in-depth youth and family assessments
- Have a strong and passionate commitment to every youth having a permanent family
- Find family members when there is no identified family
- Adopt a sense of urgency in creating permanency
- Use the residential intervention for as short a time as possible
- Assure there are several positive adult connections

## **Engage, Support and Empower Youth**

- Support strong youth voice
- Provide youth with opportunities to connect and interact
- Assure opportunities to participate in the operation of the residential program
- Use youth advocates
- Promote youth empowerment
- Include families not only with the treatment plan, but with activities
- Support youth in exploring their cultural identities and enhancing positive cross-cultural interaction
- Value youth contributions

### **Provide Culturally and Linguistically Competent Services**

- Ensure the presence of a diverse, prepared and culturally and linguistically competent workforce
- Create living environments that reflect diversity
- Respond to the spirituality and various religious traditions
- Review policies and procedures annually
- Challenge and support staff to address their conscious and unconscious bias, stereotypes, and prejudices
- Keep youth and families emotionally and physically safe

### **Provide Trauma-Informed Care**

- Conduct trauma assessments for both youth and families
- Assure medical care for all youth is provided
- Train all staff to achieve common understanding of trauma, the neuroscience behind trauma
- Adopt a culture and language of collaboration and empowerment
- Create trauma-informed environments

### **Link Residential Programming with the Home Communities of the Youth and Families**

- Use a range of practices to support reunification
- Ensure youth spend meaningful time at home and/or in their home community at least once weekly (preferably more than once)
- Maintain daily contact
- Work with family's local communities

# Assistant Director & Administrator, Human Resources: Matt Kendall



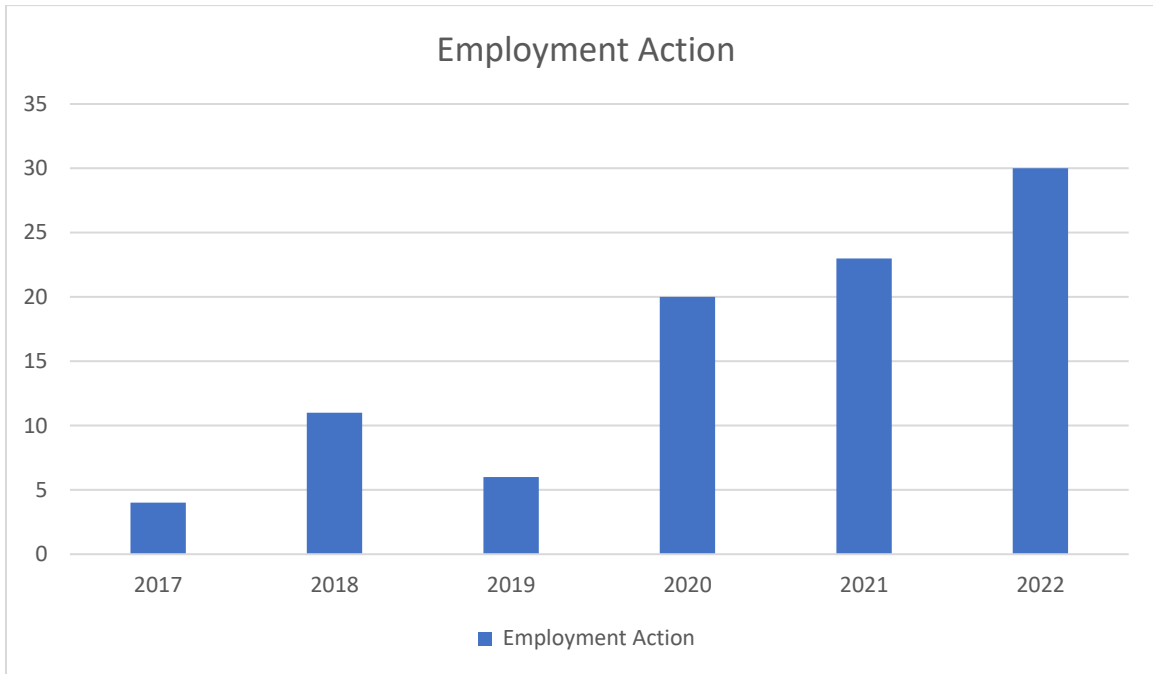
The Human Resources function oversees and leads not only Human Resources, but Office Administration, and Maintenance. However, the story of 2022 and all our successes cannot be told without acknowledging our very dedicate and loyal staff.

Some of the biggest accomplishments in 2022 are as follows:

- 1) In conjunction with our Union, we successfully negotiated a new 3-year collectively bargained agreement.
- 2) Successfully received from the County Commissioners \$1M+ in ARPA dollars to be used to cover 5 different projects.
  - a. The largest of the projects is a renovation of the 240 John Scott Highway and Children's Home.
  - b. Renovations began in December of 2022 for the Visitation Wing of the Children's Home.
- 3) Successfully received from the State of Ohio, \$90K in grant money to be used for Children Services in the endeavor of attracting and retaining new staff.
- 4) Began our CARF credentialing with a new consultant under the guidance of Human Resources.
- 5) Completed 30 employment actions. An employment action is considered a new hire, promotion, reclassification, lateral move, and the like. Details are listed below.

### Employment Action

As listed above, and employment action is considered a new hire, promotion, reclassification, lateral move, and similar employment changes. In 2022, we were able to complete these actions 30 times. We have grown every year since April of 2020. This has resulted with the Agency getting more staff to assist with our large workloads. By adding staff, we can provide a more robust service to our clientele.



### Employee Demographics

As of this writing, we have 94 total employees on staff. The demographic composition is listed below.

Gender				
Category	JCDJFS	%	2020 Jefferson County Census Data*	%
Male	16	17.02%	31,590	48.60%
Female	78	82.98%	33,410	51.40%
Total	94	100.00%	65,000	100.00%
Race				
Category	JCDJFS	%	2020 Jefferson County Census Data*	%
Caucasian/White	88	93.62%	58,565	90.10%
African American	6	6.38%	3,575	5.50%
Asian	0	0.00%	325	0.50%
Native American	0	0.00%	0	0.00%
Hispanic/Latino	0	0.00%	1,040	1.60%
2+ Races	0	0.00%	1,495	2.30%
Other	0	0.00%	0	0.00%
Total	94	100.00%	65,000	100.00%
Age				
Category	JCDJFS	%	2020 Jefferson County Census Data*	%
0-19	0	0.00%	N/A	N/A
20-29	10	10.64%	N/A	N/A
30-39	13	13.83%	N/A	N/A
40-49	27	28.72%	N/A	N/A
50-59	27	28.72%	N/A	N/A
60-69	15	15.96%	N/A	N/A
70-79	1	1.06%	N/A	N/A
80+	1	1.06%	N/A	N/A
Total	94	100.00%		

# Year End Highlights

## Finance

- 1) \$15 Million - Received in funds from Federal, State, and Local sources.
- 2) \$6 Million - Spent on salaries and benefits
- 3) 4760 - total open Child Support cases

## Income Maintenance

- 1) \$64,500 - Kinship Caregiver provided PRC Dollars expended.
- 2) 98.87% - SNAP application timeliness rate
- 3) 2870 – Clothing Vouchers Issued

## Social Services

- 1) 256 – Child Care Services Cases Serviced
- 2) 192 – Adult Referral Cases Serviced
- 3) 35,562 – Non-Emergency Transportation Trips Provided

## Children Services

- 1) 88% - Case intakes were completed in staff mandated time frames.
- 2) 99% - Monthly visitation and documentation completed per State mandated time frames.
- 3) 1,345 – Total Number of Reports Received

## Human Resources

- 1) 30 – Employment Actions (New Hires, Promotions, Laterals, etc.)
- 2) \$1.5 Million – ARPA Dollars received and approved
- 3) \$90,000 – State Dollars received and approved for Children Services

Visit Us

[www.jcdjfs.com](http://www.jcdjfs.com)

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