

Jefferson County Department of
Job and Family Services
2023
Annual Report



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A Letter From our Director to the Community



Dear residents of Jefferson County,

I am happy to present to you our Annual Agency Report for 2023. Our mission is to enhance the quality of life for our residents of Jefferson County by supporting the delivery of health and human services. You will see throughout this report that each of our departments has thoroughly responded to this mission to ensure that your needs are met. Behind the numbers are dedicated and caring employees as well as very much valued consumers whom we are privileged to serve.

It's with much optimism that I look forward to building on the work which we have accomplished and to having an even greater positive impact on our community. My door is always open and I encourage you to contact me with any ideas, questions or concerns.

Sincerely,

Michele Santin, MA, PCC, LSW
Director

JCDJFS Leadership Team

Michele Santin - Director



Matt Kendall - Assistant Director & Administrator, Human Resources



Reno Tarquinio

Finance

Valarie Kittle

Income Maintenance

Glenda Jones

Children Services

Nick Demitras

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.

Finance

Administrator: Reno Tarquinio



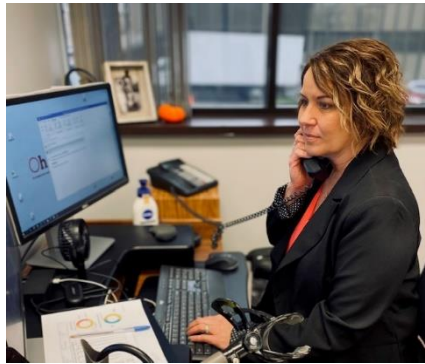
The Business Office manages all accounts payable and accounts receivable for the Jefferson County Department of Job and Family Services and all its entities (Public Assistance, Child Support Enforcement Agency, Public Children Services Agency, Workforce Innovation Opportunity Act, Comprehensive Case Management and Employment Program Services, and the McCollough Children's Home). In 2023 our fiscal numbers looked like this:

Total Approved Budget	\$21,870,000.00
Total Expenditures	\$17,337,274.09
Workforce Development (Contracts with the Community Action Council)	\$1,640,273.27
Foster Care Placement Costs	\$2,001,980.93
CSEA Contracts (County Courts and Auditor)	\$580,671.92

The Jefferson County Child Support Enforcement Agency collected \$8,253,233.71 in 2023 for 4,408 open cases.

Income Maintenance

Administrator: Valarie Kittle



The Mission of the Jefferson County Department of Job and Family Services Income Maintenance Department is to provide public assistance benefits to eligible Jefferson County residents to improve their quality of life. We strive to offer basic needs such as food, Medicaid, cash and PRC services with kindness and compassion.

The Supplemental Nutritional Assistance Program (SNAP) provides increased food security and reduces hunger to eligible participants. Benefits are issued monthly onto an Electronic Benefit Transfer (EBT) card called the Ohio Direction Card that tracks transaction history to help participants manage their benefits.

JCDJFS partners with The Ohio State SNAP-Ed program which provides necessary tools to help SNAP recipients with nutritional education, meal planning and budgeting.

The Temporary Assistance for Needy Families (TANF) program in Ohio is called Ohio Works First (OWF) and is a 60-month time limited program. The OWF program provides cash assistance to needy families and requires participants to engage in work and or educational activities based on a Self-Sufficiency Contract with JCDJFS.

Jefferson County work activity staff are responsible to assess applicants and recipients to determine if they are required to participate in a work activity. Those recipients who are required to participate are assigned to activities based on their skills and barriers with the goal of moving them into self-sufficiency.

Ohio Medicaid is a health care coverage program for eligible individuals and families. Coverage for Ohio residents with low income helps pay for doctor visits, hospital care, prescriptions, vision, dental and mental health services and more.

JCDJFS has specialized, long term care (LTC) workers that assist with 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 achieving self-sufficiency. Some PRC services include payments to avoid utility disconnect, purchase of appliances, delinquent rent, car repairs to maintain employment and items to maintain the safety of those effected by domestic violence and care for children involved with Jefferson County Children Services Division. PRC payments to local vendors and putting money back into our local economy totaled \$225,861.05 for the year 2023.

The school clothing voucher program is part of the PRC program 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. School clothing voucher payments of \$703,115.05 were issued to local vendors for 2023, again putting dollars back into our local economy.

The JCDJFS Benefit Recovery staff have an important role in maintaining program integrity by investigating public assistance fraud, collecting overpaid benefits, and imposing penalties for intentional program violations.

- **SNAP assistance groups 5808.**
- **Clothing vouchers issued 2874.**
- **SNAP application timeliness rate 99.53%**
- **TANF assistance groups: 298**
- **Medicaid recipients: 12,434**
- **Benefit recovery collections \$38,848.17**
- **Long Term Care groups 957**

Social Services

Interim Administrator: Nicholas J. Demitras



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). On July 1, 2022, the childcare staff transitioned to the OIES/Childcare system (OIES).

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 2023, 3 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 2023, the Family Unit received 576 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 214 pregnant women and newborns in 2023 and 289 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 2023, 315 Healthchek participant agreements were received. The staff completed 235 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 2023, there were 218 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 - 206

Protective child care - 11

Education/Training child care - 6

Special Needs child care - 7

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. 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 2023, the department received 308 reports of elder abuse. 229 were screened in for investigation.

Adult Referrals

Self-Neglect - 97

Exploitation - 46

Neglect - 58

Physical/Emotional - 28

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 2023, 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 2023, transportation was provided for 15,694 one-way trips for Medicaid reimbursement services to Medicaid providers for eligible recipients.

Children Services

Administrator: Glenda Jones



Child Welfare Employees

- Program administrator: Glenda Young-Jones
- 3 Supervisors
- Quality Assurance Manager
- 4 Intake Caseworkers
- 3 Ongoing Caseworkers
- 2 Screeners
- 2 case aids

- Independent Living / Permanency Worker
- Title IV-E Coordinator
- Permanency Support Specialist
- Agency attorney
- Foster Care Coordinator/Kinship care navigator

Quality Assurance:

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

service training every year thereafter. –

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. Provide these services in cooperation with other community resources.

Training Requirements:

- Supervisors: 60 hours of supervisor core within the first year of employment and 30 hours of in 36 hours of ongoing training each year thereafter.
- Caseworkers: 102 hours of Caseworker core training within the 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 6 hours of continued ongoing training in adoption of foster care related issues every 2 years,

The New Look of JCDJFS/CSD

2023 Annual Report

Our children services unit is currently in the process of hiring caseworkers. In the last year we have had support from our Director and our assistant Director/HR Administrator to make the necessary improvements. The caseworkers are now in compliance with mandated training hours and have the technology to do their jobs while on field visits through the use of iPads, laptops, and cell phones. We are receiving guidance from our ODJFS Technical assistance specialist and attending meetings with other children service agency directors, administrators, and supervisors to ensure that we are up-to-date with all state rules, guidelines, and regulations. Jefferson County Children Services is on the right track to ensure the safety, permanency and well-being of children and families. The agency's placement unit is working diligently on the recruitment and retention of local foster homes.

100 percent of the state incentive money earned by the caseworkers is being used to contribute to the renovation at the 240 John Scott Highway location.

Under the close supervision of the program Administrator, Supervisors, Quality Assurance Manager, and our ODJFS Technical assistance specialist the caseworkers are in compliance with state mandate visitation and documentation.

We are also partnering with our local mental health agencies, drug treatment programs, schools, the engage program, Ohio rise program , help me grow, our local health department , early intervention programs, and COAD (foster care homes recruitment and retention) in order to provide better services to children and families. We have established good working relationships with our local judges, prosecutors, courts, and law enforcement agencies. We would like to thank our community for their continued support.

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.

Reports Received: 1,763
Cases Investigated: 312
Info and Referral: 627
<u>REPORT TYPES / NUMBERS OF CASES:</u>
Physical Abuse: 81
Neglect: 85
Sexual Abuse: 38
Families In Need of Services: 76
Medical Neglect: 9
Dependency: 36
Emotional Maltreatment: 6

Ongoing Services Department:

The primary role of Ongoing Services is to assist at-risk families to keep their children safe from abuse and neglect in their own homes.

This is best accomplished with the family through partnership and protective services provided by the Agency and community. Services provided to families in this department include: engaging the family in the decision-making process, shared case plan development, ongoing

assessment of child safety and risk, as well as casework and case management activities which allow professional staff to effectively respond to the changing conditions or needs of the family. Continual contact, assessment, and evaluation of family progress are pivotal to child safety and to family stability.

Case Aide/ Protective Day Care Service

Case aides provide services both in-home and at the agency to assist families learn how to provide proper and safe care for their children. Case aides provide help in the following areas: teaching appropriate in-home safety, budgeting, assisting with housing transportation to local agencies to link them with other utility services such as WIC, protective day care, and food pantries, supervising and assisting with parent / child visitations held at the agency, obtaining birth certificates, and social securities.

Ongoing Statistics

Total Ongoing Cases: 87

Children in Home: 103

Children in Custody: 75

Total Number of Children Served: 178

Placement Services:

The placement unit manages all child placement — related services

Children services recruits and trains foster and adoptive families, prepare children for adoption, arranges for post adoption services to families, and provides skills.

Foster Care / Adoption:

When children cannot safely remain in their own homes, they are placed in a temporary living situation. Foster Care is the temporary care for a child until they can be reunified with their family. If a court determines that is not in the child's best interest to return home, the agency finds alternative permanent placement such as adoption. Every child deserves a permanent family, where they can be loved, cared for, and safe. Post adoption services are available for qualifying families to help ensure their ability to meet the special needs of their children after adoption.

2023 Adoptions: 12

2024 Scheduled Adoptions: 12

Kinship

Kinship care allows children to stay connected to their family. Kinship caregivers include a child's relatives (kin) or other individuals who have had a historical relationship and / or connection with the child.

Kinship care also allows children to maintain their sense of identity because family traditions, values, and norms are also maintained.

Independent Living

Young adults participating in the IL Program receive supports to help them achieve their educational and vocational goals. However, they also get assistance from the Agency to help them locate appropriate housing and find employment. The Agency can use available IL funding to help with payment of the initial security deposit and rent. In addition, the IL Worker can coordinate the purchase of some furniture and appliance items needed for setup, Youth who exit or emancipate out of foster care, or referred to the Bridges Program.

Fatherhood Initiative

The Fatherhood Coalition encourages fathers to take an active and positive role in their child's life. They promote and sponsor activities designed to strengthen families.

September 2023: "Join Father's throughout Ohio" Walk or Drive your child to school pamphlets were given out to local fathers.

Valentine 2023: Crafts, Pizza, Photos, for dads and their children was held at the agency February 6-9.

The agency is also applying for a grant for a Father's Event to be held in June

McCollough Children's Home

McCollough Children's Home is a licensed children's residential center who is certified by the Ohio Department of Job and Family Services. McCollough Children's Home received a 3-year accreditation with CARF (Commission on Accreditation of Rehabilitation Facilities) in November 2023. McCollough Children's Home works closely with the Children Service Division and various local agencies that share common goals to promote a safe/stable environment for youth that have subjected to abuse, neglect, dependency and are at risk.

Trauma is unexpected and scary for youth and the McCollough Children's Home has a workforce who understands the effects of trauma and who are trained to work in ways which support the youth with traumatic backgrounds.

McCollough Children's Home is also working towards becoming a QRTP (Quality Residential Trauma Program) through the Ohio Department of Job and Family Services.

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 2023 and all our successes cannot be told without acknowledging our very dedicated and loyal staff.

Some of the biggest accomplishments in 2023 are as follows:

- 1) Boast a 95+% retention rate of our current staff.
- 2) Ongoing Upgrades to our facilities, funded by ARPA Funds
- 3) Gained our CARF Accreditation for the Children's Home

Visit Us

www.jcdjfs.com

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