



Ohio | Department of
Job and Family Services

annual report

State Fiscal Year 2019

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our mission:

To improve the well-being of Ohio's workforce and families by promoting economic self-sufficiency and ensuring the safety of Ohio's most vulnerable citizens.



director's letter

We present this state fiscal year (SFY) 2019 Ohio Department of Job and Family Services (ODJFS) annual report with both pride in our accomplishments and excitement as we embark on new efforts to further improve the well-being of Ohio's families.

ODJFS is responsible for managing a number vital programs that directly impact the lives of Ohio's families and children. These include foster care and adoption, child care, job training and employment services, food assistance, cash assistance, unemployment insurance, adult protective services, and child support.

From the moment Governor DeWine took office, he has made helping children a top priority. He immediately signed six executive orders, two of which directly relate to our work. One created the Governor's Office of Children's Initiatives. The other created the Office of Children Services Transformation, which is housed within ODJFS and reports directly to me.

The months since then have been a whirlwind of learning, sharing and planning. We also have celebrated many milestones. We launched a new website, [FosterAndAdopt.jfs.ohio.gov](https://www.fosterandadopt.jfs.ohio.gov), and foster home recruitment campaign. We celebrated the first anniversary of the Bridges program for former foster youth. We also unveiled a Children Services Data Dashboard to improve transparency and data accessibility.

To make it easier for employers to find skilled workers, we announced new and improved job posting features at [OhioMeansJobs.com](https://www.ohioMeansJobs.com). We reached the \$10 million mark in child support interceptions from casino, racino and lottery winnings. We also improved the quality of care for children in the Publicly Funded Child Care program, while their parents engage in work or job training.

Of course, these few examples do not begin to fully capture the breadth of the important work we do every day. Please read on for more and be sure to follow us on social media. These are exciting times. I am honored to have been appointed to this position, and I am embracing the opportunity to partner with the community to bring about lasting, meaningful change for Ohio's children and families.

A handwritten signature in black ink that reads "Kim Hall". The signature is written in a cursive, flowing style.

Kimberly Hall, Director



children and family services

ODJFS manages vital programs that directly impact the lives of Ohio's families and children., including child and adult protective services, child care, child support, and cash and food assistance.



PROTECTIVE SERVICES

ODJFS oversees the state's child protective services programs. These include programs that prevent child abuse and neglect, provide services to abused and/or neglected children and their families (birth, foster and adoptive), and license foster homes and residential facilities. Ohio's protective services system is state-supervised and county-administered. This means that the 88 county public children services agencies deliver services to Ohio's children and families, and ODJFS provides guidance and monitoring. Through all of these efforts, children's safety and well-being are the paramount concerns.

Because of the national opioid epidemic, in recent years the number of Ohio children living away from their homes has increased. Compared to five years ago, in SFY 2019 over 3,000 more children – nearly 16,000 – were living away from their homes because their parents were not able to care for them safely. Many of these children were staying in care longer, with complex needs that required complex treatment.

CHILDREN SERVICES TRANSFORMATION

Almost immediately upon taking office, Governor DeWine signed six executive orders, two of which related to children services. The first created the Governor's Office of Children's Initiatives, which is focused on early childhood education and children's health and safety. The second elevated foster care priorities in Ohio.

To help achieve the second order, ODJFS created the Office of Children Services Transformation. This office reports directly to ODJFS Director Hall and is led by Kristi Burre, who has almost

20 years' experience working in children services in Ohio, including as a caseworker, supervisor, administrator, trainer and director.

By the end of SFY 2019, the new office had assembled a nimble policy team dedicated to strengthening Ohio's child protection system. The team's priorities include enhancing state-county relationships, developing and sustaining best practices, and emphasizing the rights of children and the importance of kinship and family-based settings.

HELPING FAMILIES AFFECTED BY SUBSTANCE ABUSE

ODJFS has collaborated with many state and local partners to provide effective interventions for families affected by substance abuse. For example:

- ODJFS is a partner in the Ohio Sobriety, Treatment, and Reducing Trauma (START) Program, which Governor DeWine founded as Ohio Attorney General. Ohio START is an early intervention program aimed at keeping children safely in their homes, if possible. It brings together children's services agencies, juvenile courts, and behavioral health treatment providers to support families struggling with co-occurring child maltreatment and substance abuse. Family peer mentors are a critical part of the program. The mentors have personal experience with addiction, have achieved sustained recovery, and have had prior engagement with children services as a child or a parent. The accountability and support they provide helps create a community collaboration aimed at helping families succeed. By the end of SFY 2019, 32 county children services agencies were participating, and 30 more were expected to join over the next two years.

- ODJFS is a partner in Maternal Opiate Medical Support (MOMS), a pilot project in Athens, Cuyahoga, Franklin and Hamilton counties designed to improve health and safety outcomes for pregnant women who are addicted to opioids and their babies. MOMS provides clinical and nonclinical supportive services, including such things as housing vouchers, transportation and child care.
- ODJFS is partnering with the Supreme Court of Ohio, the Ohio Department of Mental Health and Addiction Services, and Casey Family Programs to support family dependency treatment court demonstration sites throughout the state. Family dependency treatment courts address cases of child abuse and neglect that involve substance abuse by parents or other caregivers. The goals are to protect children while giving parents the tools they need to overcome their addictions.

FINDING PERMANENT CONNECTIONS FOR CHILDREN

ODJFS recognizes the importance of permanent connections for children, including connections with siblings, relatives, mentors, trusted adults and peers. To help find permanent homes for youth 12 and older who have been in foster care for at least 17 months, and to ensure that each of them has at least one permanent connection, the agency has led the Ohio Permanency Roundtable project. The project involves regular conversations between the youth themselves, their caseworker, supervisor, a facilitator and someone with experience helping children establish permanency. As of June 2019, 10 counties were actively using the roundtable approach. ODJFS has worked closely with the Public Children Services Association of Ohio, Casey Family Programs and the Ohio Child Welfare Training Program on this effort.



**Dave Thomas
Foundation
for Adoption®**

ODJFS also partners with the Dave Thomas Foundation for Adoption to help older children in foster care find permanent homes. The foundation has trained specialized, child-focused recruiters throughout the state whose sole mission is to find adoptive families and other permanent options for older children in foster care. The recruiters follow the Wendy's Wonderful Kids program model. Research shows that children in

this program are almost twice as likely to be adopted. Since the partnership began in 2012 through April 2019, almost 2,000 children have been served by the program, including more than 600 who have been adopted and more than 1,000 who have been matched with potential adoptive families.

BUILDING BRIDGES TO A BRIGHTER FUTURE



In February 2019, ODJFS celebrated the first anniversary of "Bridges," a new program that allows young adults who age out of foster care to request

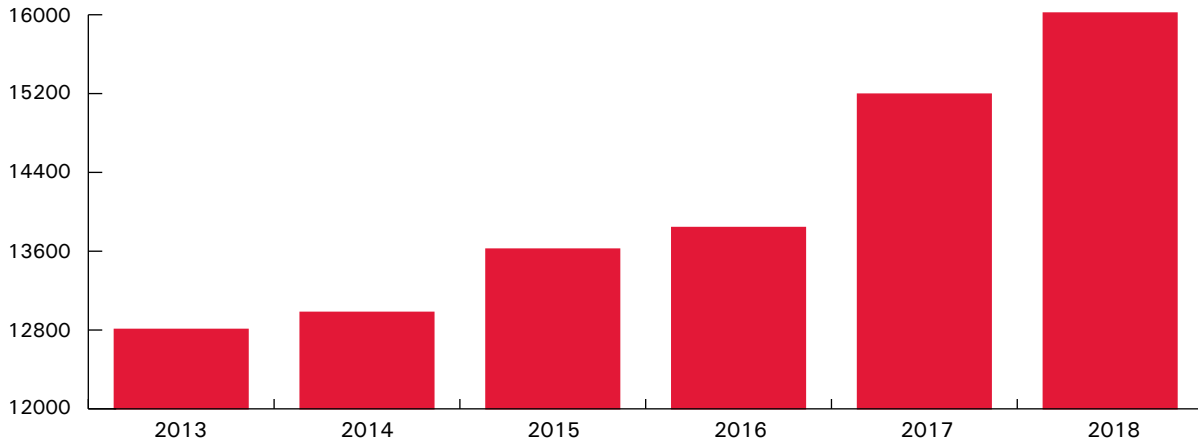
supports toward independence any time up until their 21st birthday. Bridges promotes education and employment and encourages young adults to pursue careers that can sustain them for a lifetime. Those eligible can use the program's supportive services as often as they like, as long as they are enrolled in an educational program, working at least 80 hours a month, participating in a program or activity to remove barriers to employment, or have a medical condition that prevents them from attending school or working.

About 900 youth age out of foster care annually. ODJFS administers Bridges through a contract with The Child and Family Health Collaborative of Ohio, which works in partnership with experienced provider agencies throughout the state. The program complements independent living services provided by Ohio's county public children services agencies. As of June 2019, more than 820 young adults had benefited from Bridges services. For more information, visit bridgestosuccess.jfs.ohio.gov.

PUTTING FAMILIES FIRST

The federal Family First Prevention Services Act, which became effective in 2018, includes historic reforms to the nation's children services system. It puts the focus on prevention and – to the extent possible – keeping children out of foster care and with their families or relatives. Family First recognizes that families often can provide safe and loving care if given access to needed mental health services, substance abuse treatment or improved parenting skills. When foster care is necessary, Family First will help ensure that children are placed in the least restrictive, most family-like setting appropriate to their needs. It will

Number of Ohio Children in Foster Care



Source: ODJFS Data Dashboard

provide resources for kinship navigator programs, help ensure that children and youth are placed in settings appropriate to their needs, and provide opportunities to improve services for youth who age out of care.

To plan Ohio's implementation of Family First, ODJFS formed a Leadership Advisory Committee made up of leaders from public and private child serving agencies, state departments, the Supreme Court of Ohio, partner agencies, parents, foster care alumni and caregivers. Throughout SFY 2019, the committee met monthly, and subcommittees were formed to help make key decisions, such as how Ohio will define candidacy for foster care, what the criteria will be for residential treatment programs, and how a future kinship navigator program will be structured. Ultimately, Ohio must submit an implementation plan to the U.S. Department of Health and Human Services. Once approved, any changes in practice must take effect no later than Oct. 1, 2021.

UNDERSTANDING LOCAL CONCERNS

Another area of active community engagement in SFY 2019 were Ohio's Citizen Review Panels. Federal legislation requires states to create Citizen Review Panels that meet quarterly and report annually on efforts to improve children services practice. During SFY 2019, Ohio's Permanency Panel gathered information about medication-assisted treatment policies and other substance use services, the Safety Panel gathered information about workforce turnover, and the Well-Being Panel gathered information about local funding challenges. In addition, two new panels

were formed, and plans were made to switch from a topic-based to regional-issue format. In doing this work, the panels help others better understand the local agency perspective on a variety of important issues.

DATA DASHBOARD

To increase transparency and make data more readily accessible, in SFY 2019 ODJFS unveiled a public-facing Children Services Data Dashboard, at data.jfs.ohio.gov. Now anyone with a web connection can easily find the number of children in care, the number of individuals involved in open child abuse and neglect cases, or the number of children removed from their homes because of parental substance abuse. The data are updated quarterly.

IT TAKES 100% HEART



To recruit more foster families, in January 2019 ODJFS launched a new website and public awareness campaign reminding Ohioans that they don't have to be wealthy or have an advanced degree to open their homes to children in need.

They just need "100 percent heart." Current and prospective foster and adoptive parents can visit the website to read articles related to foster care and adoption. They also can access a search tool for foster and adoption agencies in their area and start the process of becoming a foster caregiver and/or adoptive parent with an agency. For more information, visit FosterAndAdopt.jfs.ohio.gov.

SUPPORTING CASEWORKERS

Turnover at children services agencies is typically up to six times the national average for all industries. The opioid epidemic has further compounded that, as caseloads have increased and cases become more complex. To help develop concrete solutions, ODJFS applied to participate in a four-year research study undertaken by the Quality Improvement Center for Workforce Development, which is funded through the U.S. Department of Health and Human Services.

The center chose eight sites nationally through a competitive selection process. In Ohio, six counties are participating: Champaign, Hamilton, Knox, Montgomery, Summit and Wayne. Across the study sites in Ohio and elsewhere, anywhere from 35 to 75 percent of staff met the criteria for high levels of secondary trauma symptoms.

To mitigate this, an intervention study was developed called "Coach Ohio." Coach Ohio recognizes that supervisors can play a key role in helping staff cope with secondary trauma and manage stress. After the study is completed, the national team will assess its impact on caseworkers' coping skills, feelings of social support among staff, job satisfaction, turnover, engagement and outcomes for children. The results could have implications for all 88 Ohio counties, as well as for the nation. If we can learn to better support caseworkers, we can better support children and families.

OHIO CHILDREN'S TRUST FUND



Ohio Children's Trust Fund

Ohio's Prevent Child Abuse America Chapter

The mission of the Ohio Children's Trust Fund is to prevent child abuse and neglect through investing in strong communities, healthy families and safe children. Partnering with statewide and county entities, the trust fund supports prevention programs that recognize and build on existing strengths within families and communities to effectively intervene long before child abuse or neglect occur. These include programs that help parents cope with daily stresses, help families access services, provide home visits to expectant and new mothers, improve children's social and emotional competence, train service providers, and prevent infant mortality and human trafficking.

In SFY 2019, the trust fund made more than \$6.6 million available to communities for state and local prevention programming. Local prevention efforts are led by eight regional prevention councils, all of which are required to conduct periodic needs assessments and track their progress in reducing families' child abuse risk factors and strengthening their protective factors. It also launched a new website, OCTF.ohio.gov and awarded \$90,000 in human trafficking prevention grants. During Child Abuse Prevention Month in April, the trust fund conducted an awareness campaign reminding all Ohioans that everyone can be a hero in preventing abuse and neglect and that simple acts of kindness can help.

CHILD CARE

ODJFS offers financial assistance to eligible parents to help with child care costs while they engage in work, education or job training. In addition, ODJFS and county agencies are responsible for licensing and inspecting approximately 3,500 family child care homes and 4,000 child care facilities. Every day in Ohio, approximately 285,000 children are cared for in settings outside the home that are licensed by the state of Ohio. Of the children who spend each day in licensed child care, more than 119,000 received financial assistance for child care each month in SFY 2019.

To improve low-income families' access to child care—and to help avoid the “benefit cliff,” which is the abrupt loss of benefits when family income increases—Ohio has a sliding scale for eligibility and copays. In addition, if a family's income is under 100 percent of the FPL, they have no copay obligation.

STEP UP TO QUALITY



To improve the quality of care that children receive, ODJFS and the Ohio Department of Education now use a

comprehensive, one- to five-star rating system to assess licensed early childhood programs that exceed minimum health and safety standards. Programs that participate in Step Up To Quality are required to provide continuing education for teachers and staff, use child assessments to guide learning and development, and take additional steps to help prepare children for kindergarten. Ratings are posted online, and parents can use them to choose the program that is best for their child.

Starting on July 1, 2020, all child care programs that receive state funding will be required to participate in Step Up To Quality. As of June 2019, more than 65 percent of children in publicly funded care attended star-rated programs.

To help more providers become rated, ODJFS has offered free workshops; assigned eight licensing specialists to offer one-on-one assistance; offered free curricula and professional development opportunities; provided one-time incentive payments; and provided wage supplements for teachers who complete higher education while staying employed with their program. Ohio also applied for and received one of the largest federal Preschool Development Birth-through-Five grants in

the nation: \$10.4 million to ensure adequate access to quality early childhood care and education programs for children living at or below 200 percent of the federal poverty level.



For more information about Step Up To Quality and other early care and education programs in Ohio, visit boldbeginning.ohio.gov.

HELP FOR FAMILIES RESEARCHING CHILD CARE

To help families identify child care options, ODJFS offers a database of licensed providers at childcaresearch.ohio.gov. Families can search for providers by county, city, ZIP code, program type and Step Up To Quality rating. They also can search for providers in the Publicly Funded Child Care program. Programs may serve children of all ages, from infants to older children who need child care before and after school. By clicking on the name of a specific provider, visitors to the site can view inspection reports for that provider. All child care centers and family child care homes are inspected twice in their first year of operation. After that, they're inspected at least once annually and any time a complaint is received. All inspections are unannounced.

FRAUD PREVENTION

To combat fraud and reduce erroneous payments to Publicly Funded Child Care providers, ODJFS monitors data from the Time, Attendance and Payment (TAP) system to look for irregularities that may indicate improper billing. In addition, the agency distributes posters and other materials to county agencies and child care provider sites reminding families that only they can log their children in and out of care, not the provider. ODJFS terminates the agreements of providers accused of fraud and can ban them from providing Publicly Funded Child Care for five years.

ODJFS launched the TAP system in January 2019. When parents and other approved caregivers drop off or pick up their children, they now have three options, all of which require a confidential PIN code. They can use an electronic tablet provided to the program, use a free app downloaded to their own smart phone, or use the program's phone and dial into an interactive voice response system. The system is expected to improve payment accuracy, reduce fraud and ensure accountability for those using the program.

CHILD SUPPORT

The ODJFS Office of Child Support collects and distributes nearly \$2 billion annually to more than 1 million Ohio children so that their basic needs for food, clothing and shelter can be met. Ohio's child support program is administered locally by 88 county child support enforcement agencies. Sixty-seven county agencies are located within county departments of job and family services. The rest are either stand-alone agencies or are located within the office of the county prosecutor or local courts. County agencies provide such services as locating noncustodial parents, establishing legal paternity, establishing child and medical support orders, and enforcing support orders.

Over the last federal fiscal year, Ohio improved its performance in establishing support orders for the 16th consecutive year, passing the threshold for earning the maximum potential federal incentive for the eighth time. It also improved its percentage of current support collections. Ohio consistently ranks in the top 10 of all states for collections on current support due and exceeds the national average for establishing paternity. For each dollar in administrative costs, the child support program collects and distributes \$6.28 in child support.

Families with questions about child support orders can check their case information online at childsupport.ohio.gov or by contacting their county child support enforcement agency. A directory of county agencies is available online at jfs.ohio.gov/county.

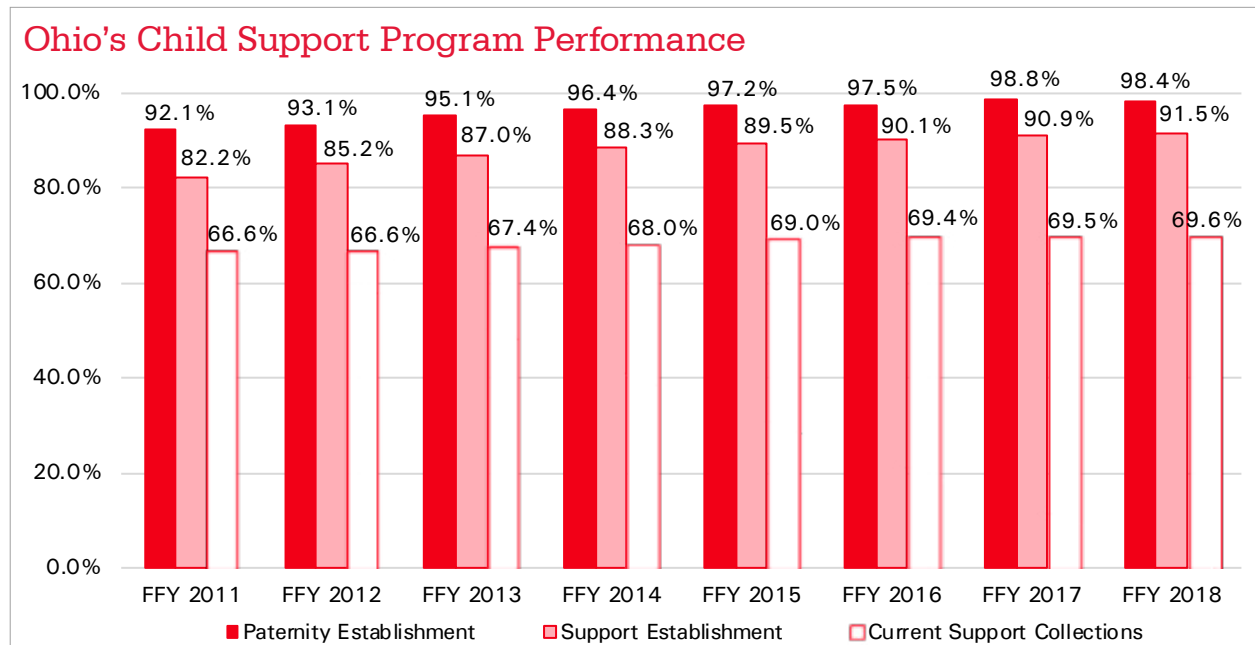
RECORD-SETTING COLLECTIONS RATE

Ohio's county child support enforcement agencies have been collecting child support payments at a rate not seen since before the recession. As of May 2019, Ohio was collecting 70.28 percent of current child support owed, higher than the national average of 65.8 percent. The ODJFS "Project I-70" initiative was designed to increase the state's current support collection rate to 70 percent, which could potentially lead to additional federal funding. The Office of Child Support established collection goals for each county and began providing regular performance reports to county agencies highlighting their progress. It also has encouraged county agencies to develop innovative processes and share best practices. To make that easier, the office conducts bimonthly videoconferences on-site at individual agencies. The videoconferences highlight the significant efforts counties are making to reach the 70 percent target.

CASINO/RACINO/LOTTERY INTERCEPTS

In April 2019, ODJFS announced that it had intercepted more than \$10 million in unpaid child support from jackpot winners at Ohio's casinos and racinos and Ohio Lottery prize winners since 2014. Over 6,300 jackpots have been intercepted.

State law grants child support agencies the right to intercept jackpot and prize winnings from noncustodial parents who owe past due support. In partnership with the Ohio Lottery Commission, the Ohio Casino Control Commission, and Ohio's



casinos and racinos, ODJFS established an automated interface for this effort. It checks jackpot and prize winners against a database of noncustodial parents who owe child support. If a winner owes child support, the casino/racino or Lottery Commission withholds all or part of the winnings.

NEW CHILD SUPPORT GUIDELINES

In March 2019, new legislation took effect that greatly improves the formula used to calculate child support payments. The previous formula had not been updated since 1992. The new child support guidelines:

- Take into consideration parent contributions for health care coverage and medical expenses
- Change the minimum order to \$80 a month, up from \$50 a month
- Establish a “self-sufficiency reserve” so low-income parents will be more likely to have orders they can pay.

In addition, legislation took effect in February making technical corrections to the state’s child support laws. The legislation modified forms and notices, standardized hearing timeframes, and simplified and standardized administrative procedures.

CUSTOMER SERVICE WEB PORTAL

The Child Support Customer Service Web Portal gives customers 24/7 access to their case information online, so they can look up information about their cases themselves, without having to call or visit a local office. The portal gives families access to their recent payment activity, as well as their payment information for the previous two years. It also provides a link to frequently asked questions about Ohio’s child support program, such as how to establish paternity, how to establish a child support order, and options for making and receiving payments. In SFY 2019, ODJFS began working to simplify the portal’s registration process. It also made updates to allow customers to upload and send documents directly to county employees via the portal’s Message Center.

OHIO COMMISSION ON FATHERHOOD



The Ohio Commission on Fatherhood seeks to improve the well-being of Ohio’s children by helping fathers become better parents, partners and providers. Commissioners include the directors of state agencies, bipartisan members of the Ohio House and Senate, representatives from the Ohio Supreme Court and citizens chosen because of their knowledge of fatherhood issues. As part of ODJFS, the commission strengthens vulnerable families by funding programs that serve low-income fathers.

Research shows that children with fathers who are present in their lives repeat grades less often, have fewer behavioral problems in school, are more likely to graduate, and are less likely to be involved in the criminal justice system. Research also shows that when fathers encourage breastfeeding, don’t smoke and practice safe sleep habits with their babies, infant mortality rates decline.

The commission funds community-based, nonprofit fatherhood programs throughout the state and serves as many as 8,000 fathers annually. In SFY 2019, it offered training and technical assistance to four counties participating in its Ohio County Fatherhood Mobilization Initiative. To date, 28 counties have benefited from this program, which offers a \$10,000 seed grant and ongoing assistance for the launch or continuation of local programs that help fathers become more engaged, responsible parents. The commission provides this assistance in partnership with the Ohio Practitioners’ Network for Fathers and Families (OPNFF), a statewide coalition of fatherhood programs. OPNFF representatives serve as “coaches,” helping the counties do local needs assessments, implement community action plans and host leadership summits on fatherhood. For more information, visit fatherhood.ohio.gov.

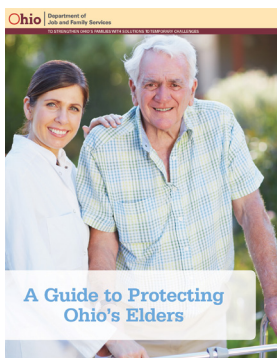
ADULT PROTECTIVE SERVICES

ODJFS oversees the state's Adult Protective Services (APS) program, which helps vulnerable adults age 60 and older who are in danger of harm, unable to protect themselves, and may have no one to assist them. The agency plans and develops programs and writes rules and regulations pertaining to adult protective services. It also provides technical assistance to county staff.

The county departments of job and family services receive and investigate reports of abuse, neglect and exploitation of vulnerable adults and evaluate the need for protective services. In SFY 2019, Ohio's county agencies received more than 28,000 reports of abuse, neglect and exploitation of adults age 60 and older, and ODJFS continued its efforts to make the state's adult protective services system more robust.

In SFY 2019, Ohio announced that it would invest \$1.3 million over three years to further improve the state's adult protective services system. This investment includes a federal grant of more than \$920,000. In addition, Ohio law greatly expanded the number of individuals required to report suspicions of elder abuse, neglect or exploitation. Mandatory reporters now include many more individuals in the financial services, legal and medical professions – for example, pharmacists, dialysis technicians, firefighters, first responders, building inspectors, CPAs, real estate agents, bank employees, financial planners and notary publics.

The law changes also require ODJFS to develop and make available educational materials for mandatory reporters. As a result, the agency developed guidebooks for financial services professionals, legal and law enforcement professionals, medical professionals and the public.



Anyone in Ohio can report possible elder abuse 24/7 by calling 1-855-OHIO-APS or by contacting the nearest county department of job and family services (JFS). To find the nearest county JFS, visit jfs.ohio.gov/county. Physical proof or other evidence is not required. Reports can be made anonymously.

CASH AND FOOD ASSISTANCE

Ohio Works First is the financial-assistance portion of the state's Temporary Assistance for Needy Families (TANF) program, which provides cash benefits to very low-income families for up to 36 months. About 90 percent of those helped by the program are children.

The Supplemental Nutrition Assistance Program (SNAP) helps eligible low-income individuals purchase food items. In Ohio, individuals use an electronic benefits transfer card, also known as the Ohio Direction Card, to buy most food or food products. Although the federal government pays for all benefits, states provide about half the program's administrative costs.

In SFY 2019, it became possible for Ohioans to apply for cash and food assistance at Benefits.Ohio.gov, the same website used to apply for Medicaid. As an alternative, individuals also can call (844) 640-OHIO (6446) toll-free or visit their county department of job and family services. Contact information for the county agencies is available at jfs.ohio.gov/county.

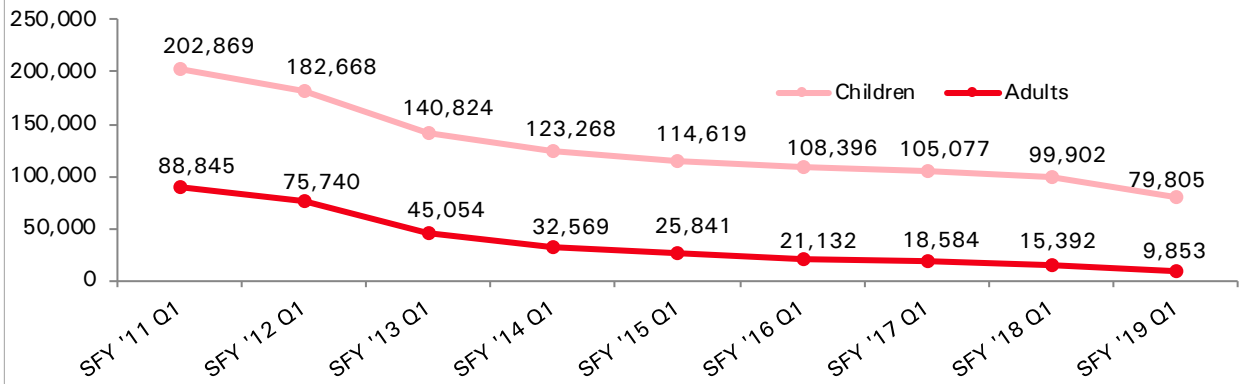
Because of Ohio's improved economy, in recent years both cash and food assistance caseloads have declined (see the charts on the next page).

WORK REQUIREMENTS AND SUPPORT SERVICES

Federal law requires at least 50 percent of all work-eligible adults receiving Ohio Works First benefits to participate in work activities. Such activities can include on-the-job training, community service and education directly related to employment. Ohio provides services that help families overcome barriers they may face to achieving self-sufficiency. Depending on the family and the circumstances, this can involve supports ranging from job training to help preventing eviction and assistance with transportation.

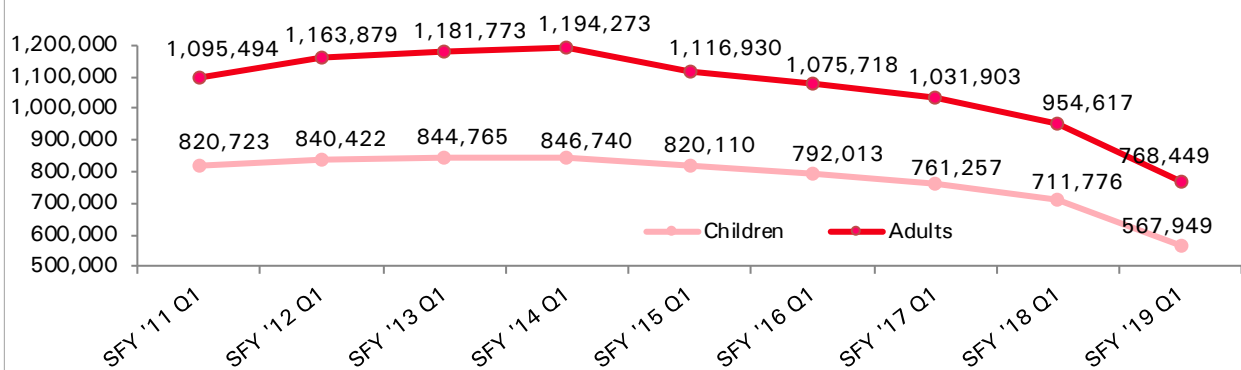
The Supplemental Nutrition Assistance Program also has work requirements. Able-bodied adults ages 18 to 50 with no dependents are required to participate in employment and training programs or work at least 20 hours a week. ODJFS provides funding to help counties operate these programs. The goal is to provide not only a nutritional benefit, but job training and work experience to help low-income Ohioans build a path out of poverty.

Ohio Works First Caseloads



Source: ODJFS Office of Family Assistance

Food Assistance Caseloads



Source: ODJFS Office of Family Assistance

FARMERS' MARKETS

Over 100 farmers' markets throughout Ohio accepted the Ohio Direction Card in SFY 2019, making it easier for families who receive food assistance to purchase fresh, locally grown foods. More than half of those farmers' markets offered "double bucks" promotions, which allowed families to purchase twice as much produce for every dollar spent, up to \$20. ODJFS sent notices and information about farmers' markets to more than 70,000 families living near markets that accept the Ohio Direction Card.

FRAUD PREVENTION

Many county agencies conduct fraud detection, prevention and awareness campaigns in May, which is Public Assistance Fraud Awareness Month in Ohio. Most public service announcements and news reports highlight the ODJFS website jfs.ohio.gov/fraud, which allows anyone, anywhere to report

suspected fraud for any of the following programs: Ohio Works First, SNAP, Publicly Funded Child Care, Unemployment Insurance and Medicaid.

Those using jfs.ohio.gov/fraud are asked to provide as much information as possible but may remain anonymous if they choose. ODJFS fraud control staff work with county agencies to investigate reports of suspected fraud. Anyone found to be committing fraud is removed from the program, must repay any improperly obtained benefits, and may face criminal charges and jail time.

In SFY 2019, ODJFS unveiled an "Oh SNAP" mobile phone application to provide information



about SNAP and to promote accurate reporting by program participants. ODJFS developed the app after receiving a grant from the U.S. Department of Agriculture to create a SNAP recipient integrity education program.



WORKFORCE SERVICES

ODJFS works in partnership with local workforce development boards and local staff to provide employment and training services at 22 comprehensive and 66 affiliate OhioMeansJobs centers throughout the state. Individuals can visit their nearest OhioMeansJobs center to:

- Find job leads and get help applying for them
- Use the internet, phones, fax machines and copiers
- Learn about in-demand careers, what they pay, and how to get trained for them
- Take skill and career interest assessments
- Create or improve their resumes
- Practice interviewing
- Find out about apprenticeships
- Learn about local career fairs, workshops and networking events

Employers can call or visit their nearest OhioMeansJobs center to get help finding skilled candidates for jobs, screening resumes, learning about federally funded tax credits or training programs, and more. To find your nearest OhioMeansJobs center, go to jfs.ohio.gov/county or visit OhioMeansJobs.com and click on the icon for OhioMeansJobs centers.

LABOR MARKET INFORMATION

In partnership with the U.S. Department of Labor, the ODJFS Bureau of Labor Market Information collects and analyzes industry, occupational and employment information. This data is used

extensively by local employment professionals, other state agencies, industry and media organizations, and private citizens, who rely on the bureau's reporting, analysis and expertise.

The Bureau of Labor Market Information produces labor force statistics, industry cluster reports, and quarterly and annual Ohio Shale reports, which provide snapshots of economic trends in Ohio's oil and gas industries. It also provides the employment projections used to help identify Ohio's in-demand jobs. To learn more about the bureau's work, visit ohiolmi.com.

OHIOMEANSJOBS.COM



Many of the services available at the state's OhioMeansJobs centers also are available on OhioMeansJobs.com, Ohio's premier online career and employment center. For employers, it lists millions of resumes with advanced filtering tools that make it easy to find the most promising candidates. For individuals, it lists more than 100,000 job openings, in addition to many other features. These include a resume builder and rater, a budget calculator, skill and interest assessments, online tutorials, free GED and college entrance practice tests, and special sections for veterans, college students, younger students, unemployment claimants, workers with disabilities and restored citizens.

In SFY 2019, ODJFS launched a mobile phone application to help individuals with their job searches. The agency also unveiled several enhanced features to make employers' search for qualified candidates easier and more effective. Now employers can save and re-post job openings with just a few clicks, access a library of pre-written job descriptions, easily edit and format their job

descriptions, set up automatic questions to screen applicants, and view metrics of their searches and posts via a new dashboard feature.

By the end of SFY 2019, the website had more than 1.5 million active resumes, and Ohioans were using it to conduct nearly 100 million job searches annually. In addition, more than 448,000 elementary, middle and high school students had registered accounts.



OUTREACH TO VETERANS

Helping veterans find jobs is a priority for ODJFS. The agency's Workforce Services staff provide employment and training assistance to Ohio's veterans at OhioMeansJobs centers across the state. Veterans can get help with their job searches, attend workshops and other training programs, research local labor market information, learn about apprenticeship programs, and obtain referrals to other service providers.

All veterans in Ohio are given priority of service in referrals to job openings and other services. In addition, through a partnership with Hilton Worldwide and the National Association of State Workforce Agencies, military veterans searching for jobs outside the regions where they live can stay at Hilton Hotels free of charge.

At **OhioMeansJobs.com**, veterans can receive help translating their military job experience into civilian experience, post their resumes, and learn about possible additional federal and state benefits. Veterans who post resumes have priority of service when employers are searching for talent. They also can view a "Military-Friendly Employer Registry" of employers who have declared themselves to be committed to hiring veterans. For employers, ODJFS offers a Veterans Business Support Center that provides online, over-the-phone or in-person help finding skilled veteran candidates for jobs.

IN-DEMAND JOBS WEEK

Ohio has more than 230 in-demand occupations in fields such as engineering, graphic design, accounting, physical therapy and more. Over half of those occupations pay more than \$50,000 a year. To spread the word about them and to inspire students and job seekers, more than 380 In-Demand Jobs Week events were held across the state May 6-10, 2019. Career fairs were held at many OhioMeansJobs centers, and dozens of employers offered tours and live demonstrations of skilled trades. Many posted positive feedback about their experiences on Facebook and Twitter, using #InDemandJobsWeek and #InDemandOhio.

APPRENTICE OHIO



Ohio ranks second in the nation for the number of Registered Apprentices, with more than 19,000 enrolled. Apprentices earn while they learn, and when they graduate, they can earn as much as \$60,000 a year, all without incurring student loan debt. Ohio has Registered Apprenticeship programs in fields as diverse as aerospace, construction, energy, health care, manufacturing and computer programming.

Each program is run by a sponsor: usually an employer, a group of employers or a labor/management committee. Apprentices learn the skills needed for a job in the sponsor's industry through at least 2,000 hours of structured on-the-job training and 144 hours of classroom training, typically at a local college or university. Apprentices work under the supervision of a skilled professional, also known as a mentor, and attend classes that involve discussion, reading and written work. They learn industry-accepted ways to perform jobs effectively and safely. To learn more, visit Apprentice.Ohio.gov.

ADDRESSING OPIOID-RELATED WORKFORCE ISSUES

In SFY 2019, ODJFS was awarded two two-year grants from the U.S. Department of Labor to help employers and unemployed workers overcome issues related to the opioid epidemic.

An \$8 million Trade and Economic Transition National Dislocated Worker Grant will support employers in 16 counties who hire individuals in recovery. It also will be used to provide job training and other services to help unemployed workers in those counties overcome their addictions and find jobs.

In addition, an \$11 million National Health Emergency Disaster Recovery Dislocated Worker Grant will support employers statewide who hire individuals in recovery and provide job training and other services to help unemployed workers recover from substance use disorders and find jobs.

Services for both grants will be tailored to local needs and may include any of the following:

- The testing of innovative approaches to combat addiction issues – for example, by supporting employers that develop second-chance policies and hire individuals in recovery.
- Job training, career services and supportive services for unemployed workers who have been directly or indirectly affected by the opioid crisis. Supportive services can include help purchasing work clothes, transportation assistance, or outpatient health, mental health or addiction treatment.
- Temporary employment to alleviate workforce issues related to the opioid crisis – for example, to hire 911 operators, first responders, peer recovery supporters or children services aides for up to 12 months.
- Building the addiction treatment, mental health and pain management workforce.

HELPING YOUNG PEOPLE FIND WORK

Ohio's Comprehensive Case Management and Employment Program (CCMEP) helps 14- to 24-year-olds build career paths, find employment and break the cycle of poverty. The program integrates both Temporary Assistance for Needy Families and federal Workforce Innovation and Opportunity Act youth funding to focus on people, not programs, and offer more coordinated, individualized services. Ohio is a leading innovator in this effort and is one of the first states in the nation

to attempt this degree of cross-program integration.

CCMEP offers a wide range of services, including dropout recovery services, occupational skills training, comprehensive guidance and counseling, and supportive services such as help with transportation and/or child care. Success is based on individuals' active participation, as well as regular, meaningful engagement by case managers. Participants spend approximately 20 hours per week working toward the goals in their individualized opportunity plans. Case managers engage with them at least every 30 days. Since the program's inception, more than 32,000 young Ohioans have participated, and more than 13,000 have been placed into jobs or entered post-secondary education.

SECOND CHANCES FOR RESTORED CITIZENS

ODJFS works in close partnership with the Ohio Department of Rehabilitation and Correction (ODRC) and the Ohio Department of Youth Services to help restored citizens and those nearing their release more successfully reenter the workforce. By the end of SFY 2019, employment centers were operating at six adult correctional institutions and three juvenile correctional facilities: Trumbull, Pickaway, Grafton and Marion correctional institutions; the Ohio Reformatory for Women; the Northeast Reintegration Center; and the Circleville, Cuyahoga Hills and Indian River juvenile correctional facilities.

The Offender Network for Employment to STOP Recidivism (O.N.E.-STOP) centers offer many of the same services available at OhioMeansJobs centers, including computer labs; access to a secure version of OhioMeansJobs.com; job search and skills workshops; career exploration materials; help with resumes and job interviewing; and access to labor market research. Since the first O.N.E.-STOP opened in 2012, more than 25,000 restored citizens have accessed O.N.E.-STOP services.

To better connect restored citizens with employers who believe in giving them second chances, ODJFS offers former O.N.E.-STOP participants the option of including their resumes in a secure database provided to approved employers. By the end of SFY 2019, more than 1,500 had opted in, and more than 75 employers had signed exclusive agreements to hire from this database.

In addition, the ODJFS Office of Child Support actively collaborates with ODRC to identify ways to help incarcerated and formerly incarcerated

parents overcome barriers to the payment of child support. Engagement efforts include child support staff attending re-entry fairs throughout the state and providing information and materials to educate inmates and case managers about Ohio's child support program.

UNEMPLOYMENT INSURANCE

ODJFS administers Ohio's unemployment insurance program, which provides short-term income to unemployed workers who lose their jobs through no fault of their own. It reduces the hardship families experience during periods of temporary unemployment and bolsters local economies by maintaining the purchasing power of the unemployed workers.

Unemployment insurance is financed by premiums paid by employers to both the federal and state governments. The employer taxes paid to the federal government cover most of the administrative costs; the employer taxes paid to states fund the actual benefits.

In 2019, unemployed Ohio workers who earned an average of at least \$261 a week for at least 20 weeks could qualify to receive up to 26 weeks of benefits. The weekly benefit amount is typically half the claimant's previous wages up to a set maximum, based on the number of eligible dependents. In 2019, the maximum weekly benefit was \$598 for a claimant with three or more dependents.

In SFY 2019, unemployment claims in Ohio were at their lowest in decades. In the first quarter of 2019, the average weekly payment was about \$384, the number of continued claims was more than 14 percent less than it was in the first quarter of 2018, and the average duration of benefits remained below the national average.

SIMPLIFYING EMPLOYER TAX FILING

Ohio requires employers to file their unemployment tax reports electronically because online filing is the best way to protect employees' confidential personal information. In SFY 2019, the state offered employers two options for filing electronically: the Employer Resource Information Center (ERIC) or the Ohio Business Gateway. ERIC is Ohio's internet-based unemployment tax system. It allows employers and third-party administrators to manage all their business related to unemployment contributions online, including registering new businesses, filing quarterly reports and making tax payments. The Gateway allows Ohio employers to pay their unemployment contributions, as well as other state taxes, online.

FRAUD PREVENTION

ODJFS diligently works to prevent fraud and recoup overpayments. From January 2018 through December 2019, ODJFS collected more than \$8.5 million in unemployment overpayments due to fraud, including more than \$3.9 million from federal income tax refunds. The agency also assessed more than \$2.7 million in monetary penalties due to fraud (25 percent of the fraud amount) and identified 79,276 "penalty weeks." These are weeks when, because of fraud detection efforts, no benefit is paid. Two penalty weeks are assessed for each week in which fraud is committed.

ODJFS investigators identify potential fraud by conducting electronic cross-matching of employer new hire reports, employer wage reports, incarceration databases, the Ohio Bureau of Workers' Compensation, and other methods. Anyone who believes an individual is collecting unemployment benefits to which they are not entitled should call the ODJFS fraud hotline at (800) 686-1555 or visit jfs.ohio.gov/fraud.

In addition, the agency conducts audits to verify that employers have correctly reported the number of their employees and their employees' earnings. It also educates employers about the legal requirements for determining whether workers are employees or contractors. Unemployment taxes must be paid for employees, but not for contractors. From January 2018 through December 2019, more than \$3.7 million in unpaid taxes was assessed to employers for unemployment tax avoidance schemes.

AVOIDING LAYOFFS WITH SHAREDWORK OHIO



SharedWork Ohio is the state's layoff aversion program. It allows workers to remain employed and employers to retain trained staff during times of reduced business activity. Participating employers agree to reduce the affected employees' hours by a uniform percentage, between 10 and 15 percent, for up to 52 weeks. In return, those employees receive a prorated unemployment benefit and are able to keep their jobs and benefits. The program is easy to use and gives employers flexibility within the bounds of the law. Since SharedWork Ohio began in 2015, 216 employers and 7,811 employees have participated.

financial summary

The majority of ODJFS funding comes from the federal government and is allocated to more than 150 partner agencies throughout the state, including county departments of job and family services, public children service agencies, child support enforcement agencies, and local workforce development boards.

financial summary

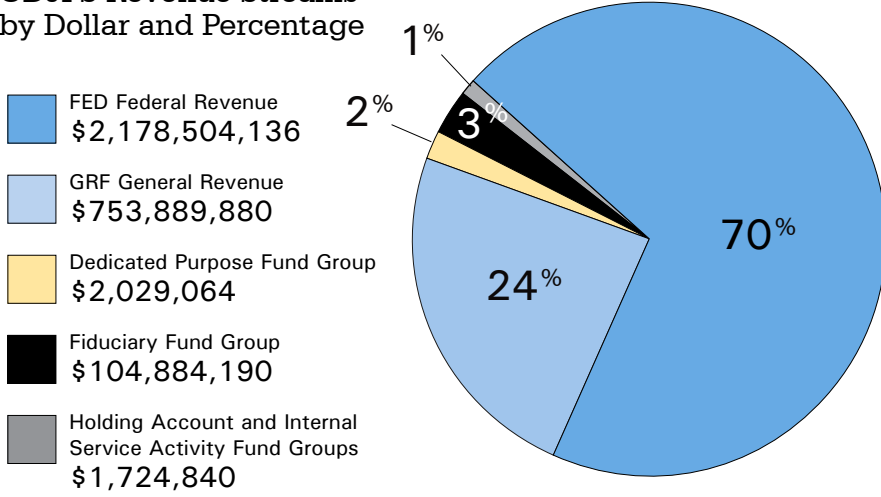
ODJFS State Fiscal Year (SFY) 2019 Expenditures

SFY 2019 Expenditures by Program Code Groupings		Federal Fund Group	General Revenue Fund	Dedicated Purpose Fund Group	Fiduciary Fund Group	Holding Account Fund & Internal Service Activity Fund Groups	Total
Family Assistance							
7625B	OHIO WORKS FIRST CASH ASST.	\$ 95,813,534	\$ 107,881,552	\$ 22,576,606	\$ -	\$ -	\$ 226,271,693
7626B	NON-CASH FAMILY SUPPORT	\$ 282,464,339	\$ 45,134,666	\$ 400,010	\$ -	\$ -	\$ 327,999,016
7627B	DISABILITY FINANCIAL ASSIST	\$ -	\$ 15,661	\$ -	\$ -	\$ -	\$ 15,661
7628B	FOOD ASSISTANCE SERVICES	\$ 164,622,295	\$ 69,675,595	\$ 1,244,283	\$ 3,307,521	\$ -	\$ 238,849,694
7629B	CHILD CARE PROGRAMS	\$ 506,957,552	\$ 224,805,574	\$ 19,581,383	\$ -	\$ -	\$ 751,344,509
7630B	REFUGEE PROGRAMS	\$ 6,667,353	\$ 9,297	\$ -	\$ -	\$ -	\$ 6,676,650
Family Assistance Subtotal		\$ 1,056,525,073	\$ 447,522,345	\$ 43,802,283	\$ 3,307,521	\$ -	\$ 1,551,157,223
Families & Children							
7675B	CHILD PREV & PROTECTIVE SRVS	\$ 21,074,212	\$ 87,361,421	\$ 5,040,116	\$ -	\$ -	\$ 113,475,750
7676B	SOCIAL SERVICES	\$ 90,158,833	\$ 4,002,921	\$ -	\$ -	\$ -	\$ 94,161,754
7677B	ADOPTION SERVICES	\$ 167,304,887	\$ 31,433,244	\$ 861,824	\$ -	\$ -	\$ 199,599,955
7678B	FOSTER CARE	\$ 261,857,302	\$ 28,076,632	\$ 1,607,826	\$ -	\$ -	\$ 291,541,760
7680B	FAMILY AND CHILDREN INFO TECH	\$ -	\$ -	\$ 181,649	\$ -	\$ -	\$ 181,649
Families & Children Subtotal		\$ 540,395,234	\$ 150,874,219	\$ 7,691,416	\$ -	\$ -	\$ 698,960,868
Child Support							
7650B	CHILD SUPPORT	\$ 183,297,945	\$ 43,280,506	\$ 29,767	\$ 101,576,668	\$ -	\$ 328,184,885
Child Support Subtotal		\$ 183,297,945	\$ 43,280,506	\$ 29,767	\$ 101,576,668	\$ -	\$ 328,184,885
Medicaid							
7705B	HEALTH CARE PRG. MGMT.	\$ 184,049,195	\$ 88,748,376	\$ 3,679,611	\$ -	\$ -	\$ 276,477,181
Medicaid Subtotal		\$ 184,049,195	\$ 88,748,376	\$ 3,679,611	\$ -	\$ -	\$ 276,477,181
Workforce Development							
7600B	WORKFORCE INVESTMENT ACT	\$ 93,178,156	\$ -	\$ 312,536	\$ -	\$ -	\$ 93,490,692
7601B	EMPLOYMENT SERVICES	\$ 21,216,685	\$ 706,050	\$ -	\$ -	\$ -	\$ 21,922,735
7602B	VETERANS SERVICES	\$ 6,473,044	\$ -	\$ -	\$ -	\$ -	\$ 6,473,044
7603B	TRADE PROGRAM	\$ 13,295,620	\$ -	\$ -	\$ -	\$ -	\$ 13,295,620
7604B	LABOR MARKET INFORMATION	\$ 2,634,584	\$ -	\$ -	\$ -	\$ -	\$ 2,634,584
7605B	ONE STOP SERVICES	\$ 1,111	\$ -	\$ -	\$ -	\$ -	\$ 1,111
Workforce Development Subtotal		\$ 136,799,200	\$ 706,050	\$ 312,536	\$ -	\$ -	\$ 137,817,786
Unemployment Insurance							
7725B	UNEMPLOYMENT COMPENSATION	\$ 77,435,170	\$ 20,937,428	\$ 10,541,740	\$ -	\$ -	\$ 108,914,338
7726B	TRADE PROGRAM	\$ 239	\$ -	\$ -	\$ -	\$ -	\$ 239
7727B	UNEMPLOYMENT COMP PRGM MGMT	\$ -	\$ 14,939	\$ -	\$ -	\$ -	\$ 14,939
Unemployment Insurance Subtotal		\$ 77,435,408	\$ 20,952,367	\$ 10,541,740	\$ -	\$ -	\$ 108,929,516
Program Support Services							
7775B	PROGRAM MANAGEMENT	\$ 2,081	\$ 421,565	\$ 100,886	\$ -	\$ -	\$ 524,531
7776B	INFO SVCS PROGRAM MANAGEMENT	\$ -	\$ 1,384,453	\$ 1,928,179	\$ -	\$ 1,724,840	\$ 5,037,471
Program Support Services Subtotal		\$ 2,081	\$ 1,806,017	\$ 2,029,064	\$ -	\$ 1,724,840	\$ 5,562,003
Grand Total		\$ 2,178,504,136	\$ 753,889,880	\$ 68,086,417	\$ 104,884,190	\$ 1,724,840	\$ 3,107,089,462

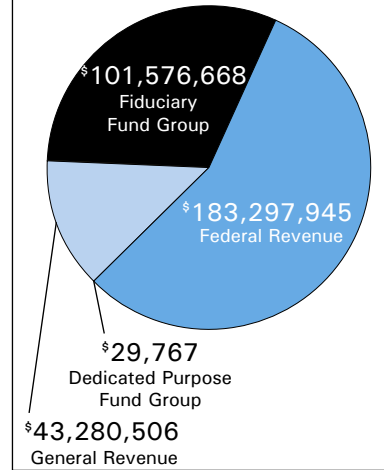
Notes:

1) Expenditures reflect G/L expenditures coded under agency code JFS as of 6/24/19.

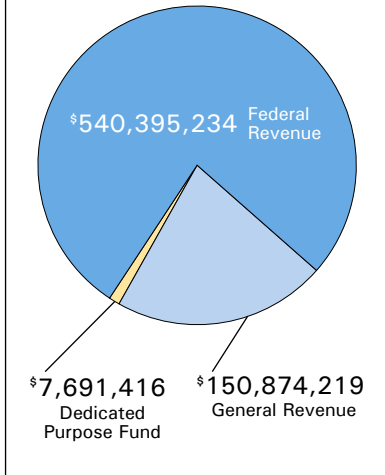
**ODJFS Revenue Streams
by Dollar and Percentage**



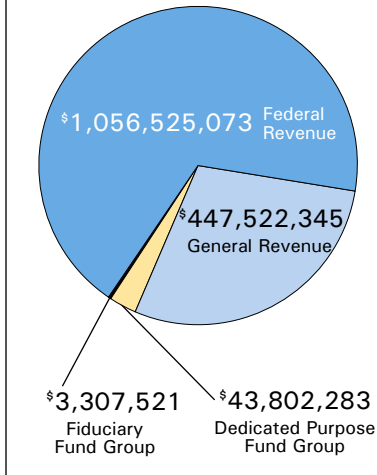
Child Support



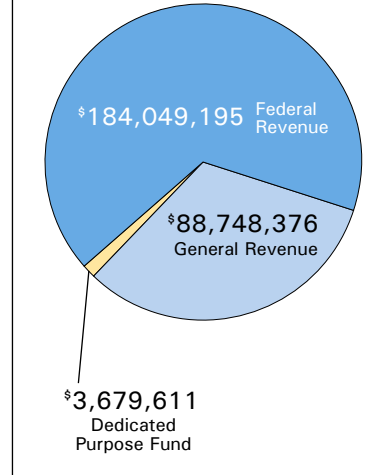
Families and Children



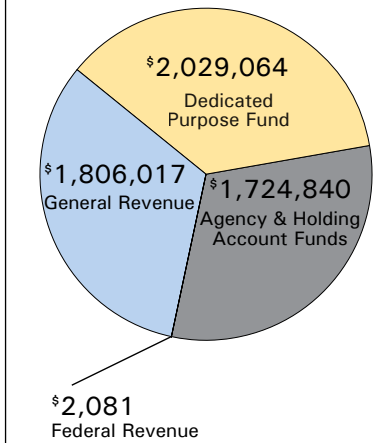
Family Assistance



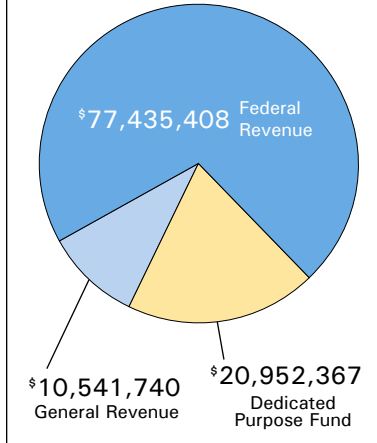
Medicaid



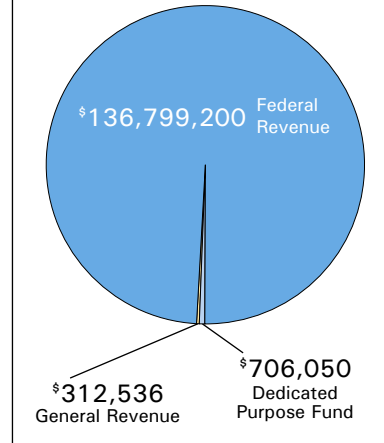
**Program Support
Services**



**Unemployment
Insurance**



**Workforce
Development**





Mike DeWine, Governor
Kimberly Hall, Director

JFS 08017 (Rev. 7/2019)

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