



# 2014 Annual Report

July 1, 2013 through June 30, 2014

## Tuscarawas County Job & Family Services

### Tuscarawas County Board of Commissioners

- Chris Abbuhl
- Kerry Metzger
- Belle Everett

### Tuscarawas County Planning Committee Members

- Michelle Tope
- Traci Berry
- Rindy Brace
- Pat Comanitz
- Connie Finton
- Janet Gore
- Michael Harrington
- Alison Kerns
- Chuck Lorenz
- Scott Robinson
- Belle Everett
- Amy Dotts

### Director's Message

2014 proved to be another year of change for Tuscarawas County Job & Family Services. As the agency's financial picture improved, we were able to hire staff in order to provide better service to our community. This, coupled with the retirement of several long-serving employees, dramatically changed the face of our agency. Most notable was the retirement of Michelle Tope at the end of the year after over 20 years of dedicated service to Tuscarawas County, including the last four as director.

The expansion of Medicaid services caused caseload demands in public assistance to increase considerably. This took place at the same time as the rollout of a new State computer system. Agency employees rose to the challenge and continued to do whatever was necessary to provide timely service to clients in need of food, medical care, and/or cash assistance to meet their basic needs.

The agency also saw significant improvement in work participation rates—demonstrating our commitment to moving people from assistance to employment.

In child welfare, the agency saw a consistent number of children in foster care placement. Drug addiction and domestic violence continue to be significant barriers to keeping children safe with their families. Thanks to a prevention grant funded by the Tuscarawas County Commissioners, the agency was able to work intensively with 10 families and was successful in diverting all but one from entering the foster care system. Additionally, the agency was second in the state in the amount of adoption incentive money generated. Over \$90,000 was made available to the agency to promote adoption and find homes for waiting children. The agency finalized 48 adoptions in FY 2014.

As we move forward with many challenges and opportunities, the agency remains committed to its mission – helping families achieve safety, stability, and self-sufficiency.

David W. Haverfield, Director

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## CASH (OWF) , FOOD, AND MEDICAL ASSISTANCE

### AGENCY SERVICES

#### INCOME

#### MAINTENANCE

- Cash Assistance
- Food Assistance
- Medicaid Assistance
- Fraud

#### CHILDREN SERVICES

- Child Protective
- Case Management
- Foster/Adoption
- Adult Protective

#### DAYCARE ASSISTANCE

#### NON-EMERGENCY TRANSPORTATION

#### KINSHIP SERVICES

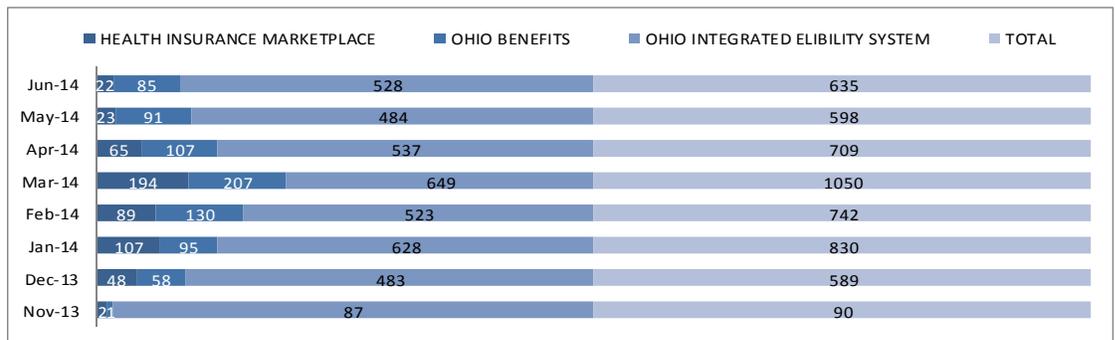
Tuscarawas County was fortunate to have benefitted from an influx of employment opportunities in 2013, thus decreasing the demand for cash and food assistance. The **unemployment rate** continually **fell** from 7.2% in July of 2013 to **5.5%** in June of 2014.

Out of **92,508 citizens**, only **.56%** were **receiving OWF** assistance in FY 2014. Workers processed 289 OWF cases, and 272 of those were for single parent families. There were **514 OWF recipients** with **452** of them being **children**. Workers processed **\$1,194,067.00** worth of **OWF benefits** for Tuscarawas County citizens.

Federal requirements state that adults receiving cash assistance are required to work off their benefits. Counties are required to meet participation rates in the OWF program or risk losing funding. We rely on the cooperation of community employers in order to place those required to work off the cash benefits and the food assistance benefits. OWF recipients are also time-limited and can only receive benefits for 36 months in their lifetime. There was an average of 22 clients working off approximately 1,196 hours monthly in FY 2014. Of those WEP clients, 49 obtained paid employment.

There was a **decrease** statewide in the number of **OWF** recipients in FY 2014, thus **saving** the state over **\$30 million dollars** from the previous year. Tuscarawas County also saw a drop in the number of food assistance recipients. The State ended the **ABAWD** (Able-Bodied Adults Without Dependents) waiver effective 9/30/2013. Adults without an exemption who did not comply with the work requirement lost their food assistance benefits. There were approximately **200 cases closed** due to that State decision.

The agency processed **5,797 food assistance** cases which **benefitted 11,981 people**. More than 13% of Tuscarawas County residents were in receipt of food assistance for FY 2014 with **\$16,461,659.00 allotted** to the recipients. The food assistance benefits are paid 100% with Federal monies.



In order to meet State and Federal requirements, our agency must process applications within 30 days. With the onset of the new Medicaid system (OIES), the agency fell behind in processing applications due to the overwhelming amount of applications received. Applications for the new program were made available beginning in October 2013, and a new computer system was created and provided to process those applications. Unfortunately, the computer system did not function properly and caused an enormous backlog of applications. It also caused much confusion with the clients and the workers. Clients were advised to complete the "old" application for assistance and workers then processed the additional applications in the "old" system to get benefits established for the clients. **The chart above shows how many additional applications were received from November 2013 to June 2014.**

When the Marketplace program rolled out in October of 2013, the number of people who called our agency, came into our agency, and visited our website for information rose dramatically.

Our agency receives about **40,000 phone calls a year** in the Income Maintenance Department alone. We have three workers who take and process an average of **167 calls**

**per day**. In October 2013, the calls peaked at 3794 that month with questions about the new medical insurance being offered.

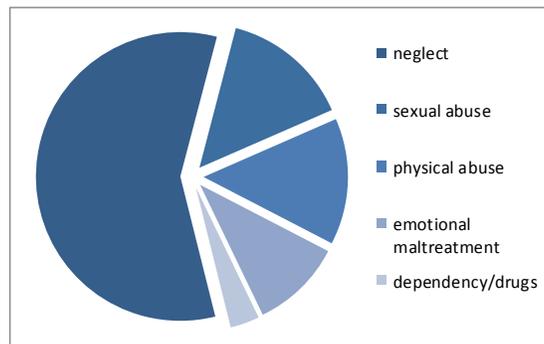
In January of 2014, we had a record number **4,954 visits** to our **website**. Our lobby was also busy with **3,727 visitors** that month.



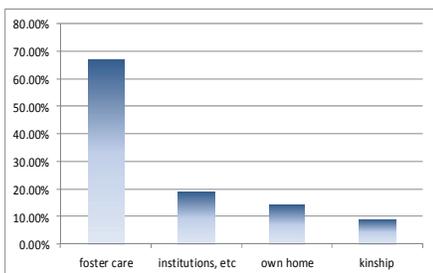
## CHILDREN SERVICES

There were **1483 reports received** regarding some type of abuse to a child in FY 2014. There were **891 children involved** in those reports. One hundred and two of those reports were sent to workers involved in the Alternative Response program. Those workers assess the family situation and work with the families to stabilize the immediate situation to prevent removal. There were 62 cases referred to the FINS program which assisted the families in need of financial services that would prevent removal of the children. The agency **assisted clients** in need of monetary services to the sum of **\$41,834.74**. On average, the protective unit was assigned **36 cases per month**.

The workers from the ongoing units visit with the children, the foster caregivers,



the biological parents, the legal teams, and the medical professionals to determine if and when the child can be returned home. Children in agency custody are placed in either foster care homes and institutions, or under protective supervision in their own homes or with a kinship family. Most children go into the traditional foster care home setting. The average **a child stays in care is 18 months**. The 6-7 ongoing workers carried an average of eight cases each per month. They carried these cases until a reunification or permanency decision was made. There were an average of **87 children in care** which they saw **monthly** to determine the need for ongoing services and to determine the need for reunification or permanency for the child.



Another option the agency has after removing the children is to place them with a caregiver who is related or has a close association with the birth family. These caregivers are also assisted financially with **kinship incentive monies**. Kinship providers in Tuscarawas County were assisted with **\$27,875.00 in FY 2014**. We had an average of 10 kids per month in kinship homes.

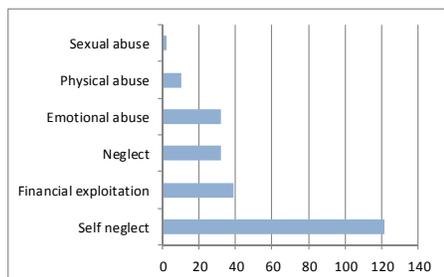
## FOSTER / ADOPTION PROGRAM

TCJFS had an average of **87 children in care per month**. The **cost of providing care** for those children was **\$2,473,681.29**. Locally, \$1,537,797.30 was paid out of county funds. That is \$530,000.00 less than the FY 2013 cost of care.

There were **48 children adopted in FY 2014** and there were 42 that were placed for adoption. After adoption, **the agency assists with subsidies** in order to lessen the financial burden on the adoptive parents who adopt children with special needs. The agency assisted with **\$291,008.71** in FY 2014, and \$237,008.71 came out of local funding.

Each year, April is "Child Abuse Awareness" month. Events are scheduled to educate the public on the issue of child abuse in our county. For the last several years, pinwheels were placed on the courthouse steps and each pinwheel represents a child who was reported as abused to our agency. Neglect continues to be the largest number of child abuse referrals received.

## ADULT PROTECTIVE SERVICES



The Adult Protective Services Program takes referrals on the elderly population (aged 60 or over) who may be abused, neglected, or exploited. In FY 2014, the one adult protective worker **received 237 reports**. By collaborating with other community agencies, he was able to transfer 57 of those cases to community partners so the client could receive needed services. **Most of the referrals** reported **were of self-neglect**, wherein the adult was not able mentally or physically to care for themselves. On average, **15 cases per month** were being reviewed by the adult protective worker until the client, the family, or the agency was able to provide assistance and /or a resolution to the situation.

If you are interested in becoming a foster or adoptive parent, classes are held each fall at our agency. Foster parents are required to attend training to keep their licenses updated. Many families choose to foster before adopting. Please call our agency at 330-339-7791, extension 170, for more information.

## NON-EMERGENCY TRANSPORTATION COSTS (NET)

The agency provides transportation services to and from medical appointments for those receiving medical assistance. To better assist our clients, the agency added two drivers to our staff in March 2014.

From July 2013 to March 2014, our one driver made 276 trips and assisted 65 clients. From March 2014 to June 2014, our three drivers provided 400 trips, assisting 89 clients.

Most trips, though, are provided by and paid to SEA and Horizons. They assisted 4,698 clients with transportation. Those agencies provided 29,833 trips in FY 2014 and logged in 762,794 miles at a cost of \$981,935.88. That cost is paid for out of Federal dollars.

## CHILDREN SERVICES ADMINISTRATION COSTS

State Operating Costs	\$51,604.00
Federal Social Services (Title XX Base)	\$216,339.68
Title XX TANF Transfer	\$574,855.22
Title IV-B	\$23,461.10
State Child Protective	\$344,482.00
Chaffee (Independent Living)	\$26,158.39
Adult Protective Services	\$5,015.00
Child Care Administration	\$48,341.00
Title IV-E Administrative & Training (IV-E New Money)	\$182,313.28

**TOTAL \$1,472,569.67**

## CHILDREN SERVICES PROGRAM EXPENSES

Child Abuse Prevention	\$1,953.53
Emergency Services	\$41,834.74
Post-Adoption Services	\$10,824.30
Kinship Permanency	\$27,875.00
Subsidized Adoptions	\$291,008.71
Foster Care	\$2,473,681.29
Alternative Response	\$1,000.00
Caseworker Visits	\$5,397.00

**TOTAL \$2,853,574.57**

## PUBLIC ASSISTANCE COSTS AND BENEFITS ISSUED

### PUBLIC ASSISTANCE ADMINISTRATIVE COSTS

Medicaid	\$616,857.96
Food Assistance	\$825,154.91
Food Assistance Employment &	\$34,804.95
TANF	\$845,029.00
TANF Admin	\$595,570.47

**TOTAL \$2,917,417.29**

### PUBLIC ASSISTANCE ISSUED BENEFITS

		LOCAL	STATE	FEDERAL
Ohio Works First	\$1,210,562.00	6%	44%	50%
OWF Work Allowance	\$12,252.00	6%	44%	50%
Food Assistance	\$16,531,227.00			100%
Disability	\$6,989.08	25%	75%	

**TOTAL \$17,761,030.08**

### TEMPORARY ASSISTANCE FOR NEEDY FAMILIES

Prevention, Retention,	\$17,083.23
TANF Transportation	\$4,984.56
TANF Summer Youth	\$309,477.45
Supervised Visitation	\$29,193.63
TANF Work Allowance	\$12,302.00
Child-Family-Adult Community	\$129,283.00

**TOTAL \$502,323.87**

## FRAUD PROGRAM

TCJFS workers processed **140 fraud cases** from the different programs being provided out of our agency. A total of **\$180,089.12 was recouped** from recipients due to erroneous issuances. Food assistance continues to be the main area of fraudulent activity. The community can and does assist by providing information related to possible fraud issues. The agency does have a full-time fraud investigator who will accept anonymous reports. If you see any type of fraud occurring, please call 330-339-7791 or go to the website [www.tcjfs.com](http://www.tcjfs.com) and click on the link "public assistance" and then "fraud reporting". Your assistance is greatly appreciated in helping to deter and prosecute fraudulent activity.

## CHILD CARE PROGRAM

Our agency processes an average of **336 cases** per month to assist parents with the cost of child care. There is an average of **635 children in child care** monthly due to the availability of funds through this program. We offer assistance to parents who are employed, going to school, have special needs children, or are involved with children services through our agency. Parents are able to choose either an in-home provider or a contracted day care center which has been licensed through our agency to care for their children.

**TCJFS helps children, families, and adults achieve and maintain safety, security, and self-sufficiency.**