

2016

Annual Report

JULY 1, 2015 THROUGH JUNE 30, 2016

Director's Message

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- Chris Abbuhl
- Belle Everett

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2016 continued the theme of change at Tuscarawas County Job & Family Services. Staff in our public assistance department managed changes brought on by not only Medicaid expansion, but significant changes in how cases were processed due to the rollout of a new eligibility determination system. Despite these challenges, staff at the agency continued to deliver quality service time and time again.

All of this happened during a time where the agency added an unprecedented number of new staff members due to retirement and staff turnover.

Child welfare began to see the impact of the heroin epidemic in our county. While the agency has seen the number of children in substitute care drop, placement costs have continued to increase. The complex needs of these children (the invisible victims of this problem) require costly, long-term intervention.

Due to the addictive nature of the situation, less children were reunified with their family of origin; instead being placed with family or in kinship placements—or in the permanent custody of the agency.

Staff in both support services and the business office gave direct service staff the necessary tools and help to do their job of serving the public.

The agency also benefitted from a group of dedicated volunteers. Some served on our case review panel in child welfare, some were foster care advocates, and numerous other individuals and groups donated their time and/or money to support our agency's mission.

Lastly, thank you to the greater Tuscarawas County Community. We are all privileged to serve our community in partnership with so many others.

CONTACT US:

Tuscarawas County Job & Family Services
389 16th Street, SW
New Philadelphia, Ohio 44663



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E-Mail: HELP@TCJFS.ORG
Website: WWW.TCJFS.ORG

Public Assistance

In our county of 92,916 people, about 13.4% of the residents live below the poverty level. This number decreased from 2015.

Tuscarawas County's population saw a slight increase and the unemployment rate stayed close to 5.53%.

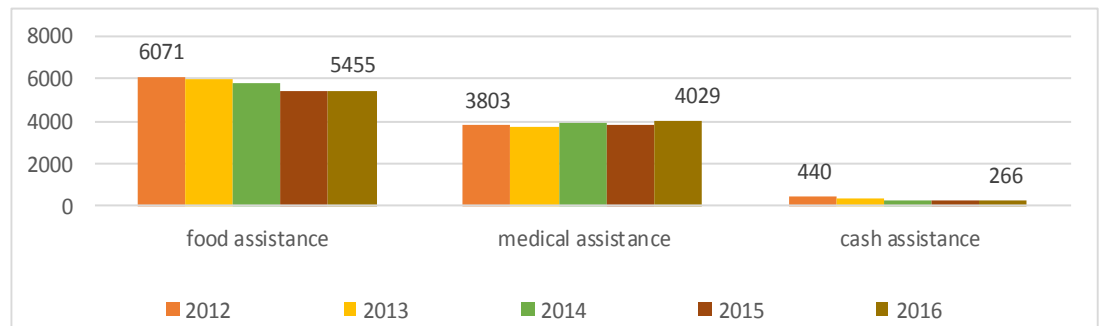
It is estimated that 11.8% of the population (under 65) is still without health insurance.

Food assistance is still the most requested form of assistance, providing \$1,279,996 dollars per month to low income residents of Tuscarawas County.

Some recipients of cash and food assistance are required to work off their assistance. These 1140 recipients required to work off their benefits go to work at one of our 80 work sites in Tuscarawas County. They learn employment skills in order to move themselves towards self-sufficiency and off public assistance.

Caseworkers process almost 5,500 food assistance cases per month. Additionally, they process over 4,000 medical assistance cases and 266 cash assistance cases in an average of 21 work days per month.

The chart below shows the average number of cases in each category processed monthly from 2012 to 2016.



TCJFS faced many changes during the last year and we appreciated all the support and patience of everyone involved.

Our agency experienced many changes in the Income Maintenance department during the first half of 2016. After receiving a new computer system which was used to determine eligibility, all income maintenance workers attended mandatory training to learn the new system. There were also new rules and regulations created which caused major changes to several programs. Also, our agency's phone system was updated and we had technical difficulties both before and after the installation of the system. It was a difficult time of transition, and we thank everyone for their patience.

FRAUD

The fraud department processed an average of 652 cases per month, and they found over \$170,000 in over-payments. About \$93,000 of that was in food assistance. Fraud can be reported on our agency website: www.tcjfs.org or by calling 330-339-7791 and asking for the fraud unit.

RECEPTION

Our lobby area was remodeled and we added handicapped-accessible public restrooms to the lobby, a private nook for phone calls, and an expanded reception window area. There were also automatic doors installed at the entry.

Our agency welcomed over 47,000 visitors last year, which

averaged almost 4,000 per month.

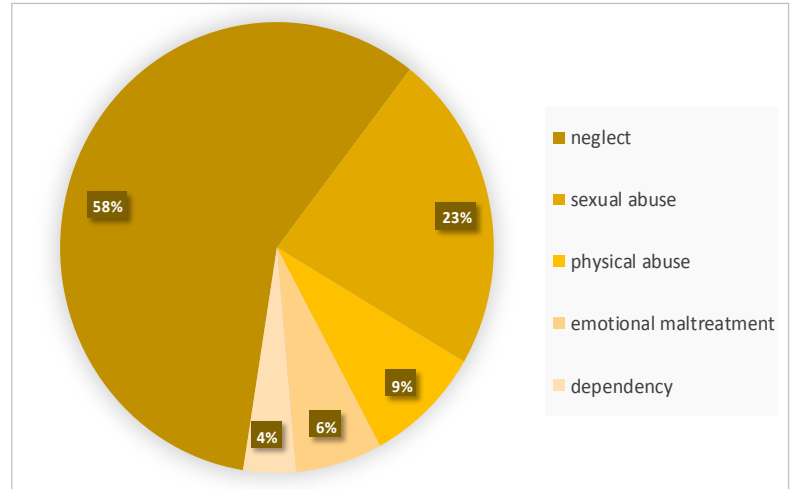
The agency also helps inform the public of new information through our agency website (www.tcjfs.org) and also our Facebook page. Our agency website had close to 55,000 visitors. If you haven't visited our website, please do so as there is a lot of information there that may be of assistance.

Protective Services

The protective unit received 1652 child abuse/neglect referrals in fiscal year 2016, resulting in 280 cases being opened with children services involvement. About 47% of those cases were traditional cases opened with a caseworker and involved over 500 adults and children in our community. Thirty two percent of those cases went through the Alternative Response program, and the rest were families who were found to be in need of services that did not result in an ongoing case. Neglect is the number one concern

facing families in our county. Parents addicted to drugs put their children at risk and **58% of our involvement with families include neglect issues such as drug use.**

If you know a child who is being abused, neglected, or exploited, please call 330-339-7791 and ask to speak to someone in our Children Services Department. You may just save their life.



Increasingly, children removed are placed in a treatment facility or residential center rather than a traditional foster home. Only about 47% go to traditional foster homes. Children removed due to exceptional trauma need specialized treatment and care. The county pays additional rates for those placed in a residential or treatment care facility.

The county paid out **\$2,968,008** in boarding home costs for our children in foster care.

Seventy percent of children age one or younger placed in Ohio's foster care system are children of parents with substance abuse disorders involving opiates and cocaine.

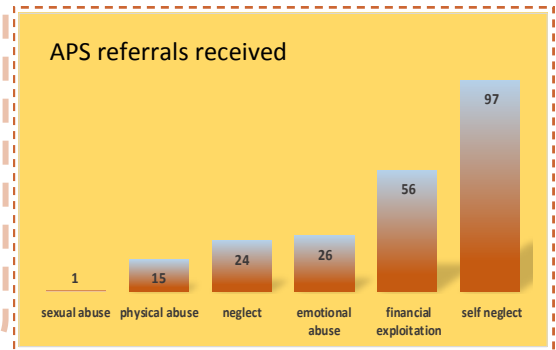
On average, there were 107 children in foster care each month.

There were 27 adoptions legalized in fiscal year 2016, giving these children a safe, permanent home.

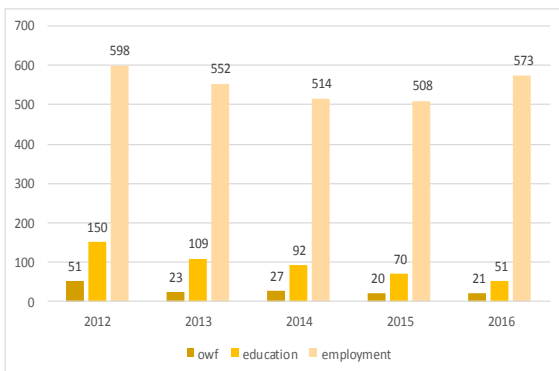
Kinship Care is also an option where children live with an adult who has legal custody. Those adults may be income eligible for KPI. There are many caregivers in our county who are eligible for Kinship Permanency Incentive funds.

Our **Adult Protective Services** Unit received 219 referrals regarding those **aged 60 and over** who were allegedly being abused, neglected, or exploited.

Seventy one cases were investigated by our Adult Protective Staff.



Child Care Program



Our Child Care Unit processed an average of 356 cases per month, providing 671 children per month with safe, reliable day care.

All day care centers and Type B homes are now licensed through the State. Anyone interested in becoming a provider should contact our agency to begin the process. Providers must cooperate with ongoing training to keep their licensing.

Day care assistance is provided to those who are employed, attending school, have special needs children, or are involved with Children Services through our agency.

Parents are able to choose either a licensed in-home provider or a contracted licensed day care center for their children.

Programs and Expenses

CHILDREN SERVICES ADMINISTRATION COSTS

State Operating Costs	\$51,522.00
Federal Social Services (Title XX Base)	\$230,179.00
Title XX TANF Transfer	\$603,351.00
Title IV-E Adm. & Trng. (IV-E New Money)	\$401,460.79
State Child Protective	\$344,153.69
Chaffee (Independent Living)	\$11,714.93
Adult Protective Services	\$30,000.00
Title IV-B	\$35,184.70
Child Care Costs (Admin/Non-Admin)	\$108,653.00
TOTAL	\$1,816,219.11

CHILDREN SERVICES PROGRAM EXPENSES

Child Abuse Prevention	\$2,000.00
Emergency Service Assistance	\$50,692.48
Post Adoption Services	\$27,413.84
Kinship Permanency Incentive	\$53,250.00
Kinship Care	\$236,016.17
Subsidized Adoptions	\$335,256.31
Foster Care	\$3,266,604.51
Alternative Response	\$1,000.00
Caseworker Visits	\$388.00
TOTAL	\$3,972,621.31

PUBLIC ASSISTANCE COSTS AND BENEFITS ISSUED

PUBLIC ASSISTANCE ADMINISTRATIVE COSTS		PUBLIC ASSISTANCE ISSUED BENEFITS			TEMPORARY ASSISTANCE FOR NEEDY FAMILIES		
			LOCAL	STATE	FEDERAL		
Federal Medicaid	\$966,948.28	Food Assistance			100%	PRC (Prevention, Retention, and Contingency)	\$46,617.51
Medicaid	\$219,217.21					TANF Transportation	\$1,028.56
Food Assistance	\$373,307.31	Disability	25%	75%		TANF Summer Youth	\$160,970.04
FAET (Food Assistance Employment & Training)	\$21,141.00	Ohio Works First	6%	44%	50%	Supervised Visitations	\$35,435.69
TANF (Temporary Assistance for Needy Families)	\$553,908.81	OWF Work Allowance	6%	44%	50%	Child, Family & Adult Community Protective Services	\$130,386.00
TANF Admin	\$712,679.05						
TOTAL	\$2,847,201.66	TOTAL	\$16,568,758.00			TOTAL	\$374,437.80



NON-EMERGENCY TRANSPORTATION (NET)

Call 330-339-7791

Transportation costs for 2016: **\$1,572,370.20**

TUSCARAWAS COUNTY JOB & FAMILY SERVICES PROVIDES TRANSPORTATION SERVICES TO:

- Assist eligible individuals with getting to work or training
- Transport Medicaid-eligible individuals to medical appointments when managed care plan can't assist
- Assist Children Services with visitations and medical appointments

ACCESS OUR WEBSITE TO REQUEST TRANSPORTATION

- Requests must be made 48 hours in advance and before 3 p.m. each work day.
- You should receive an email confirmation advising you that your request was received.
- If there are any problems with your request, we will contact you.