

ODJFS SFY 2015  
Annual Report

Director's  
Letter

Services  
for Families

Employment  
Services

Information  
Services

Financial  
Summary



# Annual Report

State Fiscal Year 2015 • **Ohio** | Department of  
Job and Family Services

# Table of Contents

**LETTER FROM THE DIRECTOR . . . . . 4**

**SERVICES FOR FAMILIES . . . . . 5**

Cash and Food Assistance . . . . . 6

Ohio Commission on Fatherhood . . . 11

Child Care . . . . . 12

Child Protective Services . . . . . 14

Ohio Children's Trust Fund . . . . . 18

Adult Protective Services . . . . . 18

Child Support . . . . . 19

**EMPLOYMENT SERVICES . . . . . 24**

Labor Market Information . . . . . 25

Workforce Services . . . . . 26

Unemployment Insurance . . . . . 33

Unemployment Compensation  
Review Commission . . . . . 36

**INFORMATION SERVICES . . . . . 37**

**FINANCIAL SUMMARY . . . . . 41**



ODJFS SFY 2015  
Annual Report

Director's  
Letter

Services  
for Families

Employment  
Services

Information  
Services

Financial  
Summary

## Letter from the Director



For the Ohio Department of Job and Family Services (ODJFS), state fiscal year (SFY) 2015 was marked by two very positive developments: a dramatically improved economy and the launch of human services reforms aimed at ending the cycle of generational poverty for thousands of Ohioans.

Under Governor Kasich's leadership, Ohio added more than 360,000 private-sector jobs from January 2011 through May 2015. The state's unemployment rate in March 2015 was 5.1 percent, the lowest since October 2001. Not surprisingly, caseloads for many ODJFS programs declined. Because the two-year average unemployment rate in 71 counties was better than the nation's, Ohio received federal approval to reinstate work requirements in those counties for able-bodied adults without dependents receiving food assistance benefits. Many of those adults received employment and training assistance to help them gain the skills and work experience they needed to build a path out of poverty.

Helping to lift more ODJFS customers out of poverty was a primary focus in SFY 2015. Governor Kasich's Mid-Biennium Review created a new office within the agency: the Office of Human Services Innovation. The purpose of this office is to better coordinate services across all public assistance programs, foster person-centered case management, and better help individuals find employment, succeed at work and stay out of poverty.

Throughout the year, the Human Services Innovation team gathered stakeholder feedback, researched best practices and proposed a variety of reforms. Many of these were incorporated in the governor's next proposed biennial budget and build on the groundwork laid by his offices of Workforce and Health Transformation. These offices provide clear evidence that better-coordinated, person-centered programs can lift up Ohioans in need, provide taxpayers with better value, and chart a course toward a better workforce for Ohio's employers.

Of course, any path out of poverty requires a key component: a job. In SFY 2015, ODJFS expanded services for unemployed veterans, implemented new work-search requirements for unemployment claimants, and continued to enhance **OhioMeansJobs.com**, the online career and employment center created in partnership with **Monster.com**, among many other efforts.

You can read more about these and other initiatives in the pages that follow. Also remember that you can always follow our progress at [jfs.ohio.gov](http://jfs.ohio.gov) or by clicking on the social media icons on each page of this report.

*Cynthia C. Dungey*

Cynthia C. Dungey, Director



p5

# Services for Families



## Services for Families

Cash and Food  
Assistance

Ohio Commission  
on Fatherhood

Child Care

Child Protective  
Services

Ohio Children's  
Trust Fund

Adult Protective  
Services

Child Support

ODJFS provides a variety of financial and supportive services to low-income families and individuals, most of whom are employed or seeking employment. A large part of this assistance comes through the Ohio Works First and Food Assistance programs.

### 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. Ohio's Food Assistance Program – formerly the Food Stamp Program and known nationally as the Supplemental Nutrition Assistance Program, or SNAP – helps eligible low-income Ohioans pay for food. In Ohio, recipients 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.

individuals find employment, succeed at work and stay out of poverty. The Office of Human Services Innovation solicited stakeholder feedback and proposed a variety of reforms. These included redirected funding for youth employment, better coordination between TANF and workforce services, and child care eligibility changes to help eliminate the "benefit cliff," when families abruptly lose benefits because their incomes rise. The governor's next proposed biennial budget incorporated these recommendations.

### 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. A more stringent requirement exists for two-parent households. At least 90 percent of all work-eligible adults in two-parent households are required to participate in work activities. Allowable work activities can include such things as on-the-job training, community service and education directly related to employment.



### HUMAN SERVICES INNOVATION

Governor Kasich's 2014 Mid-Biennium Review created a new office within ODJFS – the Office of Human Services Innovation – to better coordinate services across all public assistance programs, foster person-centered case management, and better help

Cash and Food  
Assistance

Ohio Commission  
on Fatherhood

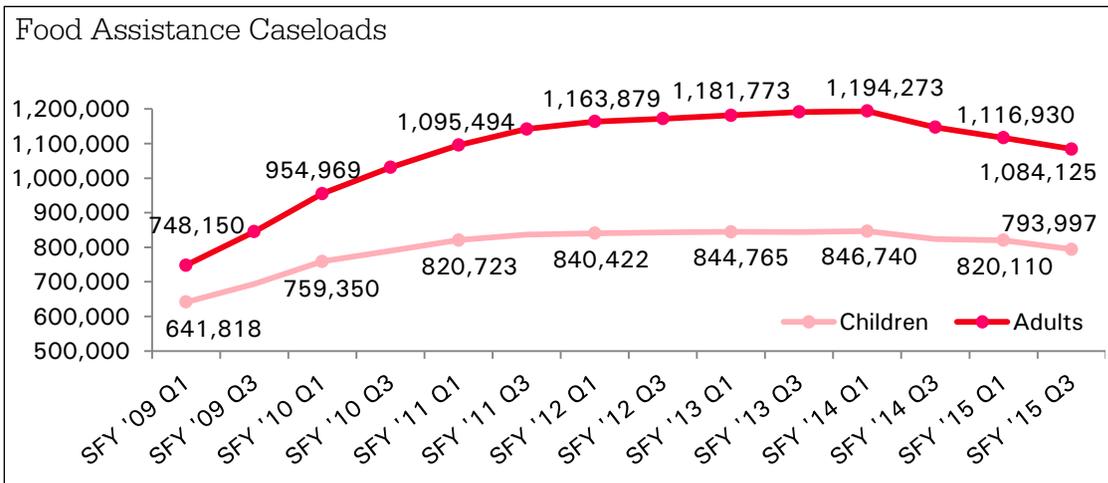
Child Care

Child Protective  
Services

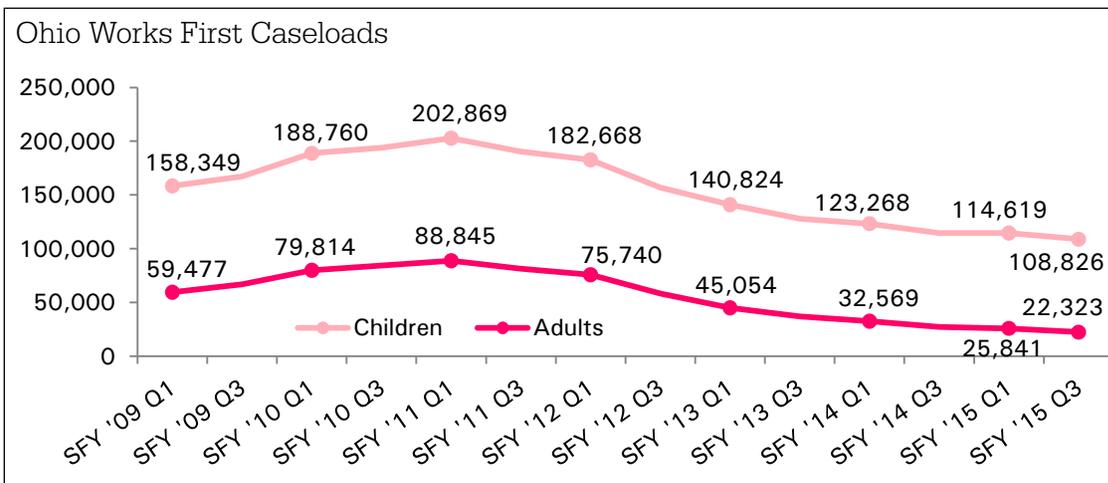
Ohio Children's  
Trust Fund

Adult Protective  
Services

Child Support



Data source: ODJFS Eligibility Data Warehouse, BICRPT1023. Report date: 4/23/2015



Data source: ODJFS Eligibility Data Warehouse, BICRPT1023. Report date: 4/23/2015



Cash and Food  
Assistance

Ohio Commission  
on Fatherhood

Child Care

Child Protective  
Services

Ohio Children's  
Trust Fund

Adult Protective  
Services

Child Support

One of the ways Ohio reaches its work-participation targets is through supportive services that help families overcome barriers they may face to achieving self-sufficiency. Depending on the family and the circumstances, this can involve anything from help preventing eviction to help with transportation to job training.

Over the last three years, Ohio has stepped up its efforts to improve its work participation rates, in order to avoid federal sanctions after many years of not meeting the rates and to better help parents prepare for self-sufficiency when their benefits end. From January 2010 through April 2015, Ohio's "all-family" work participation rate rose from 22.3 to 58.87 percent. Of Ohio's 88 counties, 65 were meeting or exceeding that minimum in April.

The Food Assistance Program has work requirements, as well. Most adult recipients are required to participate in employment and training programs. Able-bodied adults ages 18 to 50 with no dependents are required to participate in employment and training programs or work for 20 hours a week. During the recession, the federal government waived the penalties for not meeting the 20-hour requirement. In September 2013, ODJFS received federal approval to continue the waiver in 16 counties still struggling with high unemployment. In September 2014, it received approval to continue the waiver in 17 counties. ODJFS provided more than \$10 million to help counties implement food assistance employment and training programs. The goal is to provide not only a

monetary benefit, but job training and work experience to help recipients build a path out of poverty.

## TANF FUNDING FOR YOUTH SUMMER EMPLOYMENT

For the summer of 2015, ODJFS made \$35 million in TANF funding available for Ohio counties to create or expand subsidized summer employment programs for TANF-eligible youth between the ages of 16 and 24. The funding was available from May to September 2015, to help local businesses hire young people into jobs that might not otherwise exist. The programs provided subsidies to employers, and they gave young people an opportunity to learn job skills while earning an income, building their resumes, and gaining business references and potential mentors.

## FARMERS' MARKETS AND THE OHIO DIRECTION CARD

More than 104 farmers' markets throughout Ohio accepted the Ohio Direction Card in SFY 2015, making it easier for families who receive food assistance benefits to purchase fresh, locally grown foods. To spread the word, ODJFS sent notices and information about farmers' markets to more than 148,000 families living near markets that accept the card. In addition, Ohio received more than \$90,000 from the federal government to purchase wireless point-of-sale equipment for Ohio's markets.



Cash and Food  
Assistance

Ohio Commission  
on Fatherhood

Child Care

Child Protective  
Services

Ohio Children's  
Trust Fund

Adult Protective  
Services

Child Support

## FRAUD AWARENESS MONTH

May 2015 was Public Assistance Fraud Awareness Month in Ohio, and many county agencies conducted promotional campaigns. Most public service announcements and news reports highlighted the ODJFS website [jfs.ohio.gov/fraud](http://jfs.ohio.gov/fraud), which allows anyone, anywhere to report suspected fraud for any of the following programs: Ohio Works First, food assistance, publicly funded child care, unemployment insurance and Medicaid. Individuals who mislead caseworkers or lie on applications for benefits are believed to account for a small percentage of the funding disbursed, but ODJFS takes even small fraud cases very seriously. Those using [jfs.ohio.gov/fraud](http://jfs.ohio.gov/fraud) are asked to provide as much information as possible but may remain anonymous if they choose. 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.



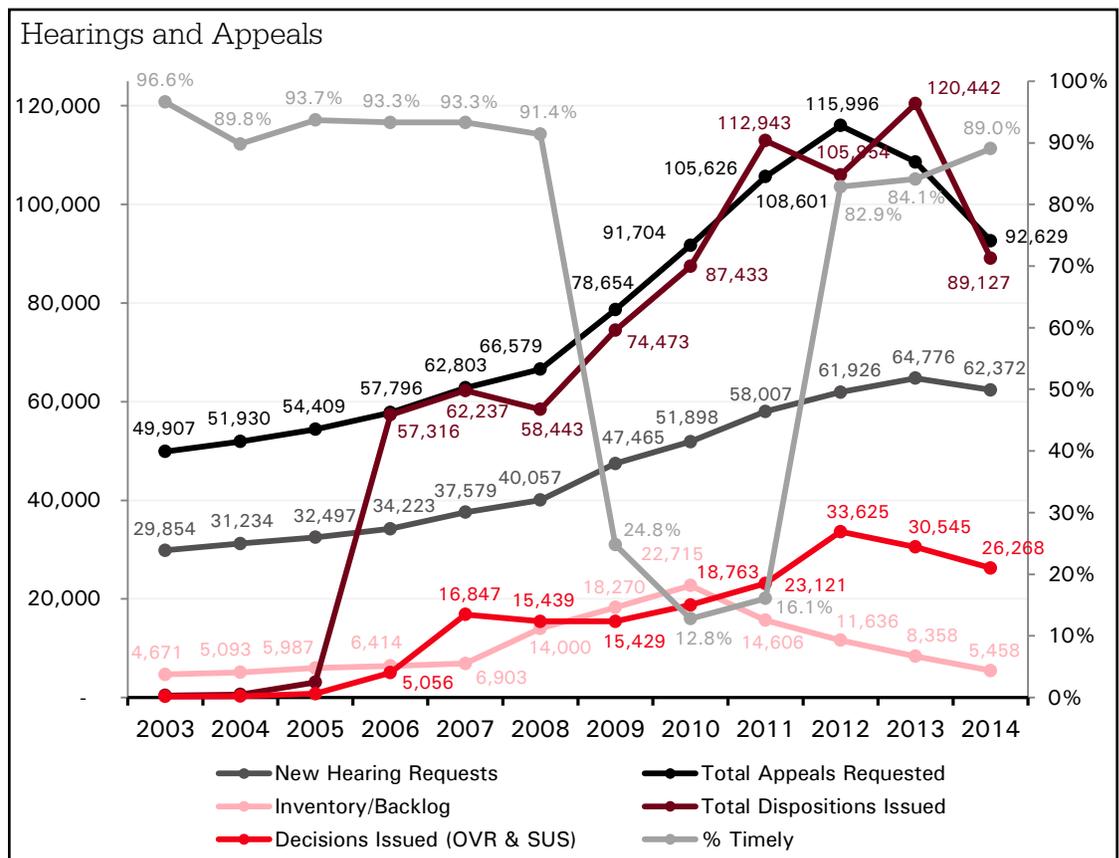
- Cash and Food Assistance
- Ohio Commission on Fatherhood
- Child Care
- Child Protective Services
- Ohio Children's Trust Fund
- Adult Protective Services
- Child Support



## STATE HEARINGS

In Ohio, whenever individuals believe they have been mistakenly denied benefits or services for ODJFS programs – or if they disagree with a decision made about their case – they can ask for a hearing from the ODJFS Bureau of State Hearings. The bureau then schedules a meeting between

the person requesting the hearing, a hearing officer and someone from the person's county department of job and family services. The hearing officer listens to all evidence and then issues a written decision by mail. Hearings can be requested by applicants, recipients or former recipients of cash, food or medical assistance; adoption assistance; or child support. The federal



Cash and Food  
Assistance

Ohio Commission  
on Fatherhood

Child Care

Child Protective  
Services

Ohio Children's  
Trust Fund

Adult Protective  
Services

Child Support

government requires at least 90 percent of all hearing decisions to be issued within 90 days. After the onset of the national recession in December 2007, the number of hearing requests more than doubled. By early 2011, the backlog of cases had grown to nearly 25,000, and only 6 percent of decisions were being made on time. Since then, the bureau has implemented a number of improvement strategies. In addition, in April 2015 a new web-based Hearings and Appeals Tracking System replaced a legacy 25-year-old system, making the process easier for everyone involved. Ohio now is exceeding the federal standard, and more than 98 percent of all decisions are made on time.

## 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, and citizens chosen by the governor because of their knowledge of fatherhood issues. As part of ODJFS, the commission strengthens vulnerable families by funding programs that serve low-income fathers.

During SFY 2015, the commission funded six community-based, nonprofit fatherhood programs located throughout the state and served more than 8,000 fathers. It also supported a pilot project in Summit County aimed at helping children services agencies better engage fathers in family case planning.

During the year, three new counties – Coshocton, Licking and Richland – joined the commission's Ohio County Fatherhood Initiative, bringing the total number of counties participating to 20. Each received 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.



Cash and Food Assistance

Ohio Commission on Fatherhood

Child Care

Child Protective Services

Ohio Children's Trust Fund

Adult Protective Services

Child Support



## 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, along with the county agencies, is responsible for licensing and inspecting approximately 3,500 family child care homes and 4,400 child care facilities. Every day in Ohio, an estimated 300,000 children are cared for in settings outside the home that are licensed by the state of Ohio.

Of the 300,000 children who spend each day in licensed child care, more than 115,000 received financial assistance for child care each month in SFY 2015. This assistance allowed parents to find and keep jobs and pursue education and training opportunities. It also ensured that children in low-income families had access to an early care and education experience to help them succeed in school.

## STEP UP TO QUALITY

In SFY 2015, Ohio had a 2 percent increase in the number of programs with ratings through Step Up To Quality (SUTQ), the state's voluntary quality rating system for child care programs. As of June 30, 2015, Ohio had 1,474 star-rated programs serving approximately 107,000 children in all of Ohio's 88 counties. SUTQ is designed to increase the number of high-quality programs, to recognize and

Child Care Centers with Step Up To Quality Star Ratings



support programs that achieve higher quality standards, and to give parents an easy-to-use tool to help them make more informed choices on behalf of their children. Programs that obtain a quality rating qualify for funding to support the ongoing maintenance of their improved standards.

Cash and Food  
Assistance

Ohio Commission  
on Fatherhood

Child Care

Child Protective  
Services

Ohio Children's  
Trust Fund

Adult Protective  
Services

Child Support

Ohio was the 13th state to implement a child care rating system, and it has been recognized as a pioneer in this field. SUTQ providers commit to actively engaging families, employing better trained teachers and providing a more comprehensive early education experience.

## RACE TO THE TOP – EARLY LEARNING CHALLENGE GRANT

As one of nine states in the nation to receive a federal Race to the Top – Early Learning Challenge Grant to support the infrastructure of its early childhood system, Ohio received nearly \$70 million over three years. The grant was scheduled to end in December 2015; however, a no-cost extension was granted for another 12 months. The purpose of the grant is to improve school readiness programs for children with high needs. It also includes funding for professional development, technical assistance and higher education scholarships, and it expands the Step Up To Quality program. All provider types – including small family child care homes and preschools licensed by the Ohio Department of Education – became eligible for SUTQ in 2014, and participation will become mandatory by 2020 for programs receiving

state funding. For licensed Type B providers, who care for one to six children in their own homes, the grant will help standardize licensing requirements and include these settings in the state data system. This will ensure a more consistent level of monitoring across all early care and education settings, and give parents consistent information that will help them make informed decisions when choosing child care providers.

## FRAUD PREVENTION

To combat fraud and reduce erroneous payments to child care providers, ODJFS Child Care Program Integrity staff monitor data from card swipes in the Electronic Child Care time-and-attendance system to look for irregularities that may indicate improper billing. During SFY 2015, 76 child care providers were removed from the publicly funded child care program for noncompliance with program requirements. In addition, the ODJFS website [jfs.ohio.gov/fraud](http://jfs.ohio.gov/fraud) allows anyone anywhere to report suspected fraud in the publicly funded child care program, as well as several other programs. Those using the site are asked to provide as much information as possible and may remain anonymous if they choose.



Cash and Food  
Assistance

Ohio Commission  
on Fatherhood

Child Care

Child Protective  
Services

Ohio Children's  
Trust Fund

Adult Protective  
Services

Child Support

## CHILD PROTECTIVE SERVICES

ODJFS administers and 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 (PCSAs) have discretion in determining how they deliver services to Ohio's children and families. ODJFS develops policies and procedures to guide them. It also provides technical assistance to the counties and monitors their program implementation for compliance with federal and state laws, rules and policies.

Through all of these efforts, safety and well-being are the paramount concerns. In SFY 2015, ODJFS undertook many initiatives aimed at keeping children safe and improving the lives of children in foster care.

## DIFFERENTIAL RESPONSE

By the start of SFY 2015, the Differential Response system was operating in all 88 Ohio counties. Differential Response gives agencies two options for responding to accepted reports of child abuse and neglect: a Traditional Response and an Alternative Response. A Traditional Response is required when children have been seriously

injured or when their immediate safety is at risk. For many other less serious reports, an Alternative Response may be more appropriate. It often resolves issues faster, more easily and with less disruption to children's lives. The alternative approach begins with a non-threatening, non-adversarial family assessment and allows the caseworker to guide the family to local social service programs that might meet their needs. With both Traditional and Alternative Response, the primary goal is child safety. Research from both Ohio and other states shows that Differential Response does not compromise child safety. In fact, it enhances overall child welfare practices.

## CHILDREN SERVICES FUNDING WORKGROUP

The governor's 2014 Mid-Biennium Review created a Children Services Funding Workgroup to investigate programmatic or financial gaps in the children services funding system, identify county best practices, and identify areas of overlaps and linkages across all human services programs. The group also was asked to recommend the best way to distribute \$6.8 million in one-time child welfare funds. The group made more than 30 recommendations, including allowing caseworkers to use mobile technology for recordkeeping and data entry and strengthening supports for Differential Response. It also recommended allocating the entire \$6.8 million to Efficiency and Innovation Grants to county agencies. Fifty-one counties or joint county proposals



Cash and Food  
Assistance

Ohio Commission  
on Fatherhood

Child Care

Child Protective  
Services

Ohio Children's  
Trust Fund

Adult Protective  
Services

Child Support



received funding to implement innovative practices that address local concerns.

## CROSS-SYSTEM COLLABORATIONS

The ODJFS Office of Families and Children was involved in a number of collaborations in SFY 2015 to improve services and outcomes for children and their families. Specifically, cross-system initiatives were designed to promote safe and effective use of medications for children in foster care; increase availability of effective behavioral health care; enhance service coordination for youth transitioning from foster care to adulthood; improve access to needed services for homeless youth and families; increase the number of children and youth who have access to school-based services; and comprehensively address the growing challenges associated with narcotic addiction in Ohio. Partners in these efforts included the Supreme Court of Ohio, Ohio Family and Children First, and the Ohio departments of Medicaid, Mental Health and Addiction Services, Youth Services, Health, Education, and Developmental Disabilities.

## SAFE AND TOGETHER™

County feedback during Ohio's Differential Response pilot project indicated a need for additional training for caseworkers to help them better manage child welfare cases with domestic violence components. As a result, the Ohio Intimate Partner Violence Collaborative was formed, with a mission to reduce the number of foster care placements

for children exposed to batterers. The collaborative chose a model called Safe and Together™. By the end of SFY 2015, caseworkers in nearly half of Ohio's 88 counties had received training in the model, and Ohio had 11 certified trainers. An evaluation of Safe and Together™ found strong evidence that it helps caseworkers better understand domestic violence and its effects on children.

## DAVE THOMAS FOUNDATION PARTNERSHIP

ODJFS renewed the agency's partnership with the Dave Thomas Foundation for Adoption in SFY 2015, to help older children in foster care find permanent homes. ODJFS committed \$3.4 million for SFY 2016 and SFY 2017 to retain 45 specialized, child-focused recruiters whose sole mission is to find adoptive families and other permanent options for older children in foster care. The Dave Thomas Foundation for Adoption is training and overseeing the recruiters, who follow the Wendy's Wonderful Kids program model. Research shows that children in this program are almost twice as likely to be adopted. More than 1,000 Ohio children are between the ages of 9 and 17 and have been in foster care for more than two years. Since the partnership began in 2012, through March 2015, more than 900 children in that age group had been served by the program, 141 had been adopted, and 382 had been matched with potential adoptive families.

Cash and Food  
Assistance

Ohio Commission  
on Fatherhood

Child Care

Child Protective  
Services

Ohio Children's  
Trust Fund

Adult Protective  
Services

Child Support



## FOSTERING PATHWAYS TO SUCCESS

For the third year in a row, ODJFS hosted a conference for young people ages 15 to 21 who have experienced foster care. The October 2014 conference was called "Fostering Pathways to Success." It combined the former "Connecting the Dots Conference for Teens and Young Adults" with the "Ohio Reach Summit," an annual event for higher education and child welfare professionals, and included workshops for professionals serving teens, as well. About 600 people attended. Youth workshops covered such topics as **OhioMeansJobs.com**, managing college deadlines, apprenticeships, job searching, transitional housing options, health care and healthy relationships. Almost all the young people present left with a donated suit, pair of shoes or other item of clothing to wear at job interviews and other important engagements.

## HUMAN TRAFFICKING PREVENTION

Human trafficking prevention remained an agency priority in SFY 2015. In January 2015, ODJFS joined with the Ohio Human Trafficking Task Force and partner organizations around the state to recognize Human Trafficking Awareness Month. Also in January, the Ohio Children's Trust Fund, in collaboration with the Ohio Human Trafficking Task Force, awarded \$90,000 in grant funding to eight organizations to develop and implement human trafficking

prevention programs across the state. These projects will identify and assist at-risk youth populations and give them information and resources to help prevent human trafficking. Because of them, community members, professionals, families and at-risk youth in 22 Ohio counties will receive much-needed human trafficking prevention services, outreach and advocacy. Human trafficking is a crime in which individuals are forced to engage in labor and/or sex trafficking. Ohioans of all ages and demographics can become victims of human trafficking, but children and teenagers are especially vulnerable. It's estimated that more than 1,000 Ohio children a year become victims of sex trafficking, and at least 3,000 more are at risk.

## PERMANENCY ROUNDTABLES

After a successful initial launch, ODJFS expanded the Ohio Permanency Roundtable pilot project to include five additional counties: Butler, Clark, Mahoning, Stark and Trumbull. Six counties already had been participating: Athens, Fairfield, Guernsey, Hamilton, Montgomery and Summit. Permanency roundtables are groups of people working together to help find permanent homes for children in foster care. The goal of each is to create a permanency action plan for the child with specific written action steps. In Ohio, the youth themselves are included in the roundtables. Other participants include child welfare caseworkers, supervisors and

## SFY 2015 at a Glance

**13,000**

children were in foster  
care on any given day

**1,100**

children were adopted

**20,500**

families received  
adoption subsidies

To Report Suspected Child  
Abuse or Neglect, Call

**1-855-OH-  
CHILD**

**(855-642-4453)**



Cash and Food  
Assistance

Ohio Commission  
on Fatherhood

Child Care

Child Protective  
Services

Ohio Children's  
Trust Fund

Adult Protective  
Services

Child Support

experts in permanency issues. The pilot aims to measure the strategy's effectiveness in quickly finding permanent homes for youth in foster care. Early results were very encouraging. Both Casey Family Programs and the Public Children Services Association of Ohio (PCSAO) were partners.

## PRIMARY PARENT PARTNERS

Four county PCSAs—Cuyahoga, Richland, Trumbull and Stark—prepared to implement "Primary Parent Partner" programs, after receiving planning grants from ODJFS. Primary parents are birth, adoptive and foster parents who have been the subject of abuse, neglect or dependency allegations. All have worked with child welfare professionals to achieve successful outcomes for their children. For counties that seek their help, primary parents can be an invaluable resource. Counties that implement primary parent programming recruit, train and prepare these parents to serve as resources for other parents engaged with the child welfare system. They can help in a way that is affirming, fear-reducing and solution-focused, and that helps achieve the best possible outcomes for children. All four counties adopted the name HOPE Partners for their programs, for "Helping Ohio Parent Effectively." Ohio's HOPE initiatives are possible through the support and collaboration of Casey Family Programs, PCSAO, Lucas County Children Services and Ohio's HOPE Partners workgroup.

## PARTNERS FOR OHIO'S FAMILIES

The "Partners for Ohio's Families" campaign continued in SFY 2015. The initiative started as part of Ohio's three-and-a-half-year partnership with the federal Midwest Child Welfare Implementation Center (MCWIC). The goals were to improve the technical assistance the state provides to local agencies and, as a result, improve outcomes for children and families. Although the MCWIC grant ended in September 2013, the good work continued. A reconfigured Partners for Ohio's Families Advisory Board is now led by representatives from Ohio's PCSAs, private child welfare agencies and ODJFS. It meets quarterly to discuss common concerns, with the goal of promoting partnerships aimed at improving Ohio's child welfare system. As an outgrowth of this initiative, state staff also established regional technical assistance teams to promote consistent practices between counties and encourage greater communication.

## PROTECTOHIO DEMONSTRATION PROJECT

In March 2015, ODJFS submitted a renewal application to the U.S. Administration for Children and Families to continue the demonstration project known as ProtectOHIO. ProtectOHIO allows 16 participating counties to use federal Title IV-E foster care dollars – which are traditionally used to support out-of-home



Cash and Food  
Assistance

Ohio Commission  
on Fatherhood

Child Care

Child Protective  
Services

Ohio Children's  
Trust Fund

Adult Protective  
Services

Child Support

placements – more flexibly, for such services as family team meetings and kinship support services, in order to see whether doing so results in better outcomes for children and families. Over the last 10 years, 10 of the 16 participating counties have seen a reduction in total foster care placement days of more than 1.63 million. The flexible funding not only results in better outcomes for children and families, but is cost-effective, as well. About a third of Ohio's foster care caseload is served by this waiver.

## OHIO CHILDREN'S TRUST FUND



The mission of the Ohio Children's Trust Fund (OCTF) is to prevent child abuse and neglect through investing in strong communities, healthy families and safe children. Partnering with statewide and county entities, the OCTF supports prevention programs that recognize and build on existing strengths within families and communities to effectively intervene long before child abuse or neglect occur. In SFY 2015, the OCTF invested approximately \$4.3 million in prevention programs at the state and local level. These initiatives addressed five key areas: parenting education, home visiting, child sexual abuse prevention, public awareness, and building the infrastructure for child abuse and neglect prevention in Ohio.

The OCTF continued supporting programs that have been shown to improve children's social and emotional competence and parents' knowledge of child development, as well as other programs that strengthen families and help prevent child sexual abuse. In January 2015, it awarded \$150,000 in grants to help four organizations develop and sustain child abuse prevention and early intervention programs in 16 Ohio counties. It also awarded \$90,000, in collaboration with the Ohio Human Trafficking Task Force, to help eight organizations develop and implement human trafficking prevention programs in 22 Ohio counties. In April 2015, which was Child Abuse and Neglect Prevention Month, the OCTF supported county awareness campaigns and conducted a successful #PinwheelSelfie social media campaign. Blue and silver pinwheels are the national symbol for child abuse and neglect prevention.

## ADULT PROTECTIVE SERVICES

ODJFS administers the state's Adult Protective Services program, which helps vulnerable adults age 60 and older who are in danger of harm, are 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



Cash and Food  
Assistance

Ohio Commission  
on Fatherhood

Child Care

Child Protective  
Services

Ohio Children's  
Trust Fund

Adult Protective  
Services

Child Support

reports of abuse, neglect and exploitation of vulnerable adults and evaluate the need for protective services. Through the first three quarters of SFY 2015, the counties received 10,550 reports of abuse, neglect and exploitation for adults age 60 and over.

The governor's 2014 Mid-Biennium Review created an Adult Protective Services Funding Workgroup to investigate programmatic or financial gaps in the adult protective services funding system, identify county best practices, and identify areas of overlaps and linkages across all human services programs. The group also was asked to recommend the best way to distribute \$10 million in one-time adult protective service funding. Among other things, the group recommended developing core minimum program requirements, developing a statewide data collection and reporting system, launching a statewide hotline, providing additional training to counties, and offering competitive grant opportunities to counties. As a result of the group's efforts, 22 counties received Program Innovation grants, and 52 received Capacity-Building grants, to implement innovative practices that address local concerns.

## CHILD SUPPORT

The ODJFS Office of Child Support collects and distributes nearly \$2 billion annually to more than 1 million Ohio children. In federal fiscal year (FFY) 2014, Ohio had the fifth largest "IV-D"-designated child support caseload in the country. IV-D refers to the section of federal law that created the child support program. IV-D cases qualify for a variety of child support services, such as locating noncustodial parents, establishing legal paternity, establishing child support or medical support orders, and enforcing such orders. Ohio's child support program is administered locally by 88 county child support enforcement agencies (CSEAs). Sixty-seven CSEAs 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.

It is very important that Ohio's children get the money owed to them, so that their basic needs for food, clothing and shelter can be met. Throughout FFY 2014, the child support program continued to perform well. From FFY 2013 to FFY 2014, Ohio improved its performance in establishing support orders for the 13th consecutive year, passing the threshold for earning the maximum potential federal incentive for the fourth time. It also improved its paternity establishment rate, its percentage of current support collections and its percentage of cases with arrearage collections.



Cash and Food Assistance

Ohio Commission on Fatherhood

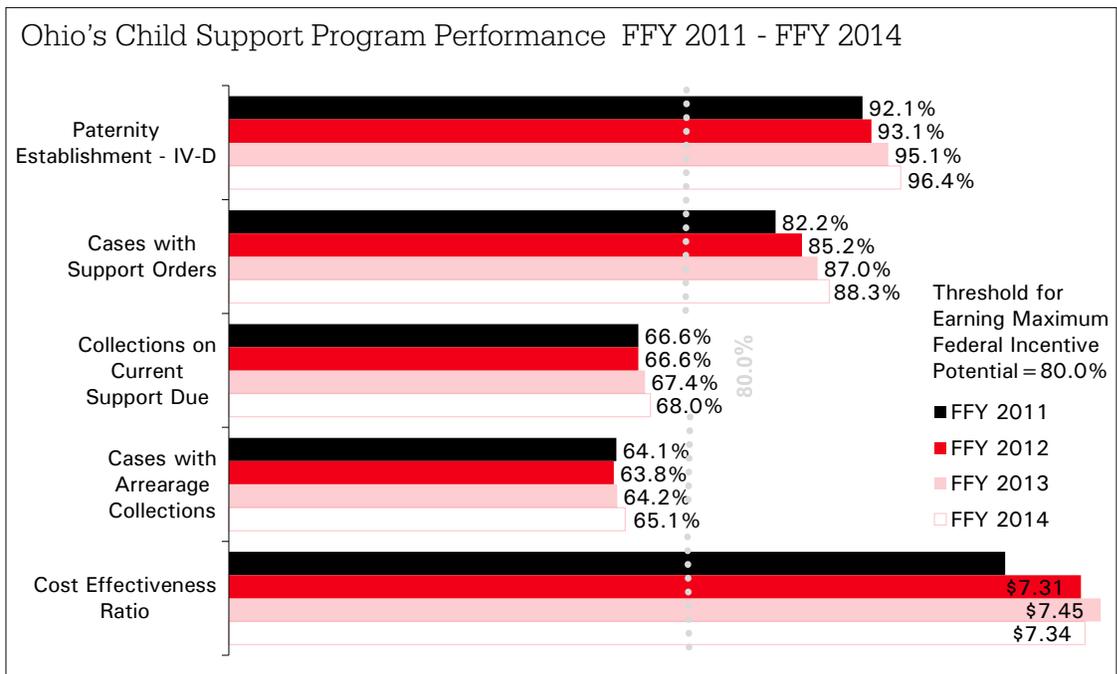
Child Care

Child Protective Services

Ohio Children's Trust Fund

Adult Protective Services

Child Support



Source: Expenditures: OCSE-396 Child Support Financial Report; Collections: OCSE-34A Child Support Enforcement Program Report; OCSE-157 Child Support Annual Data Report.

## PROJECT I-70

Ohio consistently ranks in the top five of all states for collections on current support due. However, in order to collect even more support owed to Ohio's children, the ODJFS Office of Child Support launched "Project I-70," an initiative designed to increase the state's current support collection rate to 70 percent. This would allow Ohio to reach a more stringent federal benchmark, which could potentially result in additional federal funding. The Office of Child Support

established collection goals for each county and began providing regular performance reports to CSEAs highlighting their progress. It also has encouraged CSEAs to develop innovative processes and share best practices. To make that easier, the office conducts monthly videoconferences on-site at individual CSEAs. The videoconferences highlight the extraordinary efforts CSEAs are making to reach the 70 percent target. As of April 2015, Ohio had increased its statewide collection rate to 68.97 percent. The national average was 64.3 percent.

Cash and Food  
Assistance

Ohio Commission  
on Fatherhood

Child Care

Child Protective  
Services

Ohio Children's  
Trust Fund

Adult Protective  
Services

Child Support

## CASINO/RACINO/ LOTTERY INTERCEPTS

As a result of a new law passed after the governor's 2014 Mid-Biennium Review, Ohio now seizes casino, racino and lottery winnings from parents who owe unpaid child support. Individuals who win \$1,200 or more are checked against an ODJFS database. Those who owe child support now have their winnings entirely or partially withheld. From the time the program started in September 2014 through June 2015, Ohio intercepted more than \$1.8 million in winnings from more than 1,000 parents with unpaid child support.

## ELECTRONIC COLLECTIONS, DISBURSEMENT AND INCOME WITHHOLDING

About 95 percent of Ohio's child support disbursements are sent electronically. This includes payments to more than 500,000 Ohio parents and caretakers who receive child support through eQuickPay, a debit-like MasterCard. Ohio ranks 10th in the nation in the percentage of collections received via electronic payment, with approximately 65 percent of payments received from noncustodial parents and employers made electronically.

Ohio also participates in a national effort to implement electronic processing of income withholding documents from support-paying parents. As of May 2015, 810

companies nationwide were participating in this federal initiative, including 604 employers of noncustodial parents with children in Ohio. In 2014 more than 88,715 income-withholding notices were issued electronically in Ohio, for an estimated savings of \$38,502 in postage and paper costs. Ohio had a 146 percent increase in the number of electronic income-withholding notices sent from December 2012 to December 2014.

## BEHAVIORAL INTERVENTIONS FOR CHILD SUPPORT SERVICES

Child support staff from ODJFS and Franklin and Cuyahoga counties began working together in FFY 2014 on an initiative to increase the number of parents who take advantage of the review and adjustment process to modify their support orders. As a result of a \$140,000 federal Behavioral Interventions for Child Support Services grant, the team began exploring the links between psychology, behavior and child support payments and strategizing ways to make the review and adjustment process easier for both parents and CSEA workers. Until the grant ends in September 2019, the team will use behavioral intervention techniques to revise and improve the process. Then they will measure the amount and frequency of payments made with both the current process and the modified process. A kickoff workshop was held in February 2015 in Washington, D.C., and in May 2015 representatives from the federal



Cash and Food  
Assistance

Ohio Commission  
on Fatherhood

Child Care

Child Protective  
Services

Ohio Children's  
Trust Fund

Adult Protective  
Services

Child Support

Office of Child Support Enforcement (OCSE) and a third-party technical assistance and evaluation team visited Cuyahoga and Franklin CSEAs to see the progress Ohio has made and to better understand families' perspectives.

### STARK COUNTY'S 'RIGHT PATH FOR FATHERS'

Stark County continued its "Right Path for Fathers Partnership" program in FFY 2015, a federal demonstration project supported with funding from OCSE. OCSE awarded nearly \$6.2 million to child support agencies in eight states to conduct five-year National Child Support Noncustodial Parent Demonstration Projects designed to engage and involve low-income noncustodial parents who are behind with their child support payments. Right Path helps unemployed, noncustodial parents overcome barriers to employment, find jobs and develop meaningful relationships with their children, in part through job readiness and fatherhood classes. Recruiters engage potential participants at Stark County Job and Family Services, as well as at Stark County Community Action Agency, the Community Treatment and Corrections Center, a municipal courtroom and several local churches. By March 2015, 100 participants had found employment, and Goodwill Industries recognized Stark County Job and Family Services as a "Collaborative Partner of the Year" for its work on the program.

### HELP FOR INCARCERATED AND FORMERLY INCARCERATED PARENTS

Work continued in SFY 2015 to improve outreach to incarcerated and formerly incarcerated parents, to give them more information about Ohio's child support program and help remove barriers to the payment of support. Staff from the ODJFS Office of Child Support make presentations at state and federal correctional institutions throughout Ohio to explain the child support services that may be available to incarcerated noncustodial parents. In March 2015, Elkton Federal Correctional Institution in Lisbon hosted a training for federal probation officers called "Building Bridges between Child Support and Corrections." The event was cohosted by ODJFS and the Ohio CSEA Directors' Association and drew attendees from throughout Ohio, as well as from West Virginia, Pennsylvania, New Jersey and Washington, D.C.

### PARENTING TIME OPPORTUNITIES PILOT

A coalition of CSEA directors, members of the judiciary, domestic violence subject matter experts and access/visitation providers from 12 counties continued work in SFY 2015 on a pilot project called "Parenting Time Opportunities for Children." Over the next two years, the participating counties will continue to



Cash and Food  
Assistance

Ohio Commission  
on Fatherhood

Child Care

Child Protective  
Services

Ohio Children's  
Trust Fund

Adult Protective  
Services

Child Support

plan, implement and evaluate strategies to establish "parenting time orders" at the same time as initial child support orders, in order to strengthen ties between children and noncustodial parents. The counties screen participants for family violence risks at intake, as well. Participating counties are Coshocton, Cuyahoga, Fairfield, Franklin, Licking, Montgomery, Perry, Pickaway, Stark, Summit, Union and Wayne. In February 2015, a representative from OCSE provided domestic violence training at the Cuyahoga, Stark and Union county CSEAs.

## **CHILD SUPPORT AWARENESS MONTH EVENTS**

During Child Support Awareness Month in August, many county agencies reminded Ohioans that "Support Is Key." The ODJFS Office of Child Support hosted a booth at the Ohio State Fair. It also worked with the county CSEAs, Ohio CSEA Directors' Association and the Ohio Commission on Fatherhood to coordinate local promotional efforts. Columbiana County held its seventh annual "Explore the Outdoors with Your Family Because Time Together Counts" event at Beaver Creek State Park. Montgomery County hosted a coloring contest. Summit County CSEA hosted two "Child Support Solutions" events, during which it offered on-site driver's license reinstatement and other services. Tuscarawas County hosted an open house and information fair. Washington County hosted school supply drawings.



p25

## Employment Services



## Employment Services

Labor Market  
Information

Workforce Services

Unemployment  
Insurance

Unemployment  
Compensation  
Review Commission

ODJFS oversees a variety of employment-related services for Ohioans. During SFY 2015, the agency expanded services for unemployed veterans; implemented new work-search requirements for unemployment claimants; and continued to enhance **OhioMeansJobs.com**, the resume and job bank created in partnership with **Monster.com**.

### LABOR MARKET INFORMATION

In partnership with the U.S. Department of Labor's Bureau of Labor Statistics, the ODJFS Bureau of Labor Market Information (LMI) collects and analyzes industry, occupational and employment information. LMI provides statistics about such things as employment levels, unemployment rates, wages and earnings, employment projections, career information, and summaries of online job postings. This information is used extensively by ODJFS and Ohio's local employment program operators, as well as by the Ohio Department of Education; the Ohio Board of Regents; JobsOhio, the state's nonprofit development agency; state and national media organizations; private citizens; and industry groups. All of these groups rely on the bureau's reporting, analysis and expertise.

*Employment Projections* report, which shows expected employment changes over the next seven years for a variety of Ohio industries, and *Workforce Analysis* reports, which contain a variety of demographic, economic and employment data for each of Ohio's six JobsOhio regions. LMI also produced the *2013 Annual Shale Report*, which shows the direct and indirect economic impact of horizontal oil and gas drilling in Ohio over the course of a year. In addition to the annual shale report, LMI produces a quarterly shale report. Both have shown that Ohio's shale industry is growing, and that employment has increased in both core and ancillary shale-related fields.

LMI staff also worked with the Governor's Office of Workforce Transformation to identify Ohio's in-demand jobs. Three key sources were used: state labor statistics and projections, electronic job posting trend data, and business responses to an online jobs forecasting tool. The chart on the following page shows the total annual expected openings for in-demand jobs by occupational group.



Labor Market  
Information

Workforce Services

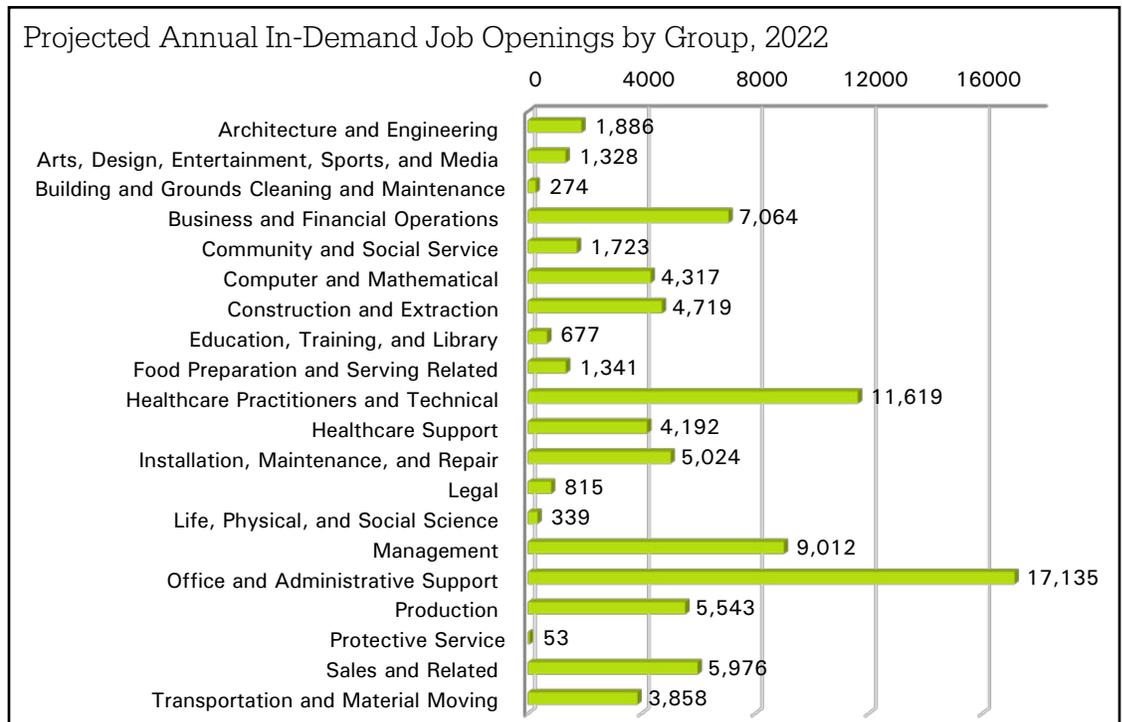
Unemployment  
Insurance

Unemployment  
Compensation  
Review Commission

## WORKFORCE SERVICES

As administrator of several federal workforce programs, ODJFS oversees a network of 30 full-service and 59 satellite OhioMeansJobs Centers. These centers provide job training, skill upgrades and other employment services to Ohioans looking for work and to employers seeking workers. Many programs ODJFS supervises exist as a result of the Workforce Investment Act

(WIA) of 1998. The federal government allocates WIA funding to states to deliver workforce services to individuals and employers at the state and local level. After several consecutive years of funding cuts, Ohio's SFY 2015 WIA allotment of \$83.1 million was slightly more than its SFY 2014 allotment.



Labor Market  
Information

Workforce Services

Unemployment  
Insurance

Unemployment  
Compensation  
Review Commission

The federal government keeps track of how well states administer WIA services by rating how they perform in a variety of areas, including entered employment rate (percentage of participants who found jobs within three months of exiting the program) and employment retention rate (percentage of participants still employed six months later). States are required to maintain performance levels of at least 80 percent of their negotiated goals. If a state reaches 80 percent or better of a goal, it is considered to have met that goal.

In program year 2013, the most recent year for which figures were available, more than 28,000 Ohioans received WIA-funded services, and the state met or exceeded all program performance goals. In addition, more than 492,677 Ohioans received staff-assisted workforce services funded through the federal Wagner-Peyser program. These are typically of shorter duration and require less staff involvement than WIA program services.

## JOB-TRAINING GRANTS

Throughout SFY 2015, Ohio oversaw more than \$8 million in federal grants for job training and other employment initiatives. One of the grants – a Disability Employment Initiative Grant for nearly \$3 million – was aimed at helping adults and youth with disabilities. Ohio was one of seven states to receive this grant to improve education, training and employment

opportunities for youth and adults who were unemployed, underemployed and/or receiving Social Security benefits. Among other things, Ohio used this grant to develop **OhioMeansAccessibility.com**, a website for job seekers with disabilities. The other grant award – H-1B Technical Skills Training grants totaling nearly \$5 million – was designed to help unemployed Ohioans learn the skills they need to find jobs in information technology and health care fields. Ohio was one of 20 states to receive this grant. It was designed to provide education, training and job placement assistance in high-growth fields in which employers often use the H-1B program to hire foreign workers. ODJFS partnered with the Ohio Board of Regents on this effort.

In addition, in October 2014 ODJFS partnered with the Governor's Office of Workforce Transformation to award up to \$243,000 to each of six regional training programs designed to help unemployed and underemployed Ohioans find work in Ohio's top in-demand occupations. The programs chosen aligned state education and training programs with regional economic development strategies and the needs of local businesses. They incorporated classroom instruction, on-the-job training, internships and co-ops. The grants were paid for with \$729,000 in incentive funds from the U.S. Department of Labor and matching funds from the Governor's Office of Health Transformation Innovation Fund.



Labor Market  
Information

Workforce Services

Unemployment  
Insurance

Unemployment  
Compensation  
Review Commission



Workforce Investment Act (WIA) Performance Indicators  
Program Year Cumulative Data (7/01/13 - 06/30/14)

Program	Performance Indicators	PY 2013 Negotiated Performance Standards	80% of Ohio Negotiated Performance Standards	PY 2013 Ohio Performance
Adult	Adult Entered Employment Rate	77.0%	61.6%	82.2%
	Adult Employment Retention Rate	89.3%	70.4%	89.3%
	Adult Average Earnings	\$15,800	\$12,640	\$15,597
	Total Adult Participants			12,813
	Total Adult Exiters			7,061
Dislocated Worker	DW Entered Employment Rate	81.0%	64.8%	85.7%
	DW Employment Retention Rate	92.0%	73.6%	93.0%
	DW Average Earnings	\$19,250	\$15,400	\$19,100
	Total DW Participants			7,242
	Total DW Exiters			4,082
Youth (14-21)	Youth Placement in Empl. or Ed. Rate	65.0%	52.0%	70.3%
	Youth Certificate or Diploma Rate	62.0%	49.6%	64.9%
	Youth Literacy and Numeracy Rate	57.0%	45.6%	51.8%
	Total Youth Participants			7,999
	Total Youth Exiters			2,703
	Youth Exit Rate			33.8%

**Performance Color Scale**

<b>Exceeded</b>	> "State Negotiated Performance Level"	6
<b>Met</b>	= > "80 % of State Negotiated Perf. Level" but < = "State Negotiated Perf. Level"	3
<b>Not Met</b>	< "80 % of State Negotiated Performance Level"	0
<b>Total Number Exceeded and Met</b>		<b>9</b>

Data Source: ODJFS/OWD, The Workforce Investment Act Program Year 2013 (07/2013 thru 06/2014), based on Ohio Workforce Case Management System data.

Labor Market  
Information

Workforce Services

Unemployment  
Insurance

Unemployment  
Compensation  
Review Commission

## OHIO MEANS JOBS.COM



**OhioMeansJobs.com** is the online career and employment center ODJFS operates in partnership with **Monster.com**. Users can visit this website to access many of the same services available at local OhioMeansJobs Centers. For employers, it lists millions of resumes with advanced filtering tools that make it easy for them to narrow down many resumes to the

most promising ones. For individuals, it lists tens of thousands of 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, students, unemployment claimants and workers with disabilities. In 2014, Ohioans used **OhioMeansJobs.com** to conduct nearly 70 million job searches. As of May 2015, as a result of a partnership with the Ohio Department of Education,



The screenshot shows the OhioMeansJobs.com homepage. At the top left is the 'Ohio MEANS Jobs .com' logo, and at the top right is the 'Ohio.gov' logo. The main content area features a central cartoon cardinal mascot. To the left of the mascot is a button for 'Individuals' with a 'GET STARTED' sub-button. To the right is a button for 'Employers' with a 'GET STARTED' sub-button. Below the mascot is a 'Search Jobs' button with a 'GET STARTED' sub-button. At the bottom, there is a row of 12 icons representing various services: In-Demand Careers, K-12 Students, Backpack, Online Training, OJU Career Fairs, Employment Programs, OhioMeansJobs Centers, Events, Career Pathways, Budget Calculator, Occupational Search, and Career Profile. The footer contains links for 'Ohio Regional Articles', 'Workforce Professionals', 'OhioMeansInternships', and 'Entrepreneurship'.

Labor Market  
Information

Workforce Services

Unemployment  
Insurance

Unemployment  
Compensation  
Review Commission

more than 80,000 students in grades K-12 had created accounts. Several new features were added to the website in SFY 2015, including **OhioMeansAccessibility.com** and the new Veterans Business Support Center, which gives employers an easy way to request help finding skilled veteran candidates for jobs. As a result of a partnership with the Ohio Bureau of Workers' Compensation, all injured workers receiving job placement services at vocational rehabilitation programs must register at **OhioMeansJobs.com**. In order to bring together employers and job seekers in communities across the state, **OhioMeansJobs.com** hosted six regional career fairs. These featured morning sessions for employers, career counselors and workforce professionals and afternoon sessions for job seekers, with employer booths and workshops on resume writing, interviewing and more.

## ON-THE-JOB TRAINING

In order to use limited federal dollars more effectively, in recent years Ohio has shifted from a traditional long-term training model to a more responsive short-term model, with an emphasis on On-the-Job Training. On-the-Job Training allows workers to learn and earn. It reimburses employers for part of the cost of training new workers, up to \$8,000 per employee. The training is employer-directed, which means it trains workers in the skills employers need, and cost-effective, as most people who participate keep their jobs after the training ends. From July 2012 through June 2015, more than 4,800 Ohioans participated in On-the-Job Training programs.

## NATIONAL EMERGENCY GRANT

Ohio received funding from one National Emergency Grant in SFY 2015 to increase the number of dislocated workers receiving training. Ohio was awarded \$3.4 million, which was the fifth-largest award in the nation. This statewide grant funded the cost of classroom and on-the-job training. By the end of the grant period, Ohio had fully expended the grant and provided training to more than 400 dislocated workers. The grant expired in June 2015.

## OUTREACH TO VETERANS



ODJFS continued to make helping veterans find jobs a priority in SFY 2015. In 2014, the agency partnered with the Governor's Office of Workforce Transformation and the Ohio Department of Veterans Services to launch a new service to help match employers with veterans looking for work: a Veterans Business Support Center. The center provides online, over-the-phone or face-to-face help finding skilled veteran candidates for jobs. This assistance is provided by employment specialists who are veterans themselves. In addition, ODJFS partnered with Hilton Worldwide and the National Association of State Workforce Agencies to bring the Hilton HHonors Military Program to Ohio. The program provides free hotel accommodations to military veterans searching for jobs outside the regions where they live.



Labor Market  
Information

Workforce Services

Unemployment  
Insurance

Unemployment  
Compensation  
Review Commission

The agency's Veterans Program 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, learn about local labor market information, learn about apprenticeship programs, and get referrals to other service providers. All veterans in Ohio are given priority of service in referrals to job openings and other services. ODJFS offers incentives for employers who hire veterans, through the federal Work Opportunity Tax Credit program and the On-the-Job Training program. At **OhioMeansVeteransJobs.com**, veterans can get help translating their military job experience into civilian experience, post their resumes, and learn about possible additional federal and state benefits. They also can view a "Military-Friendly Employer Registry" of employers who have declared themselves to be committed to hiring veterans.

## HIRING INCENTIVES

In January 2015, ODJFS announced that more than \$200 million in tax credits would be awarded to thousands of Ohio employers as a result of Congress' reauthorization of the federal Work Opportunity Tax Credit (WOTC) program. WOTC is a federal tax incentive program for employers that hire individuals with significant barriers to employment. Tax credits range from \$2,400 to \$9,000, depending on the barrier and the length of time a qualifying individual was

employed. WOTC credits are available for hiring veterans, food assistance recipients, cash assistance recipients, ex-offenders, individuals with disabilities and others.

## OUTREACH TO EX-OFFENDERS

ODJFS continued its many collaborations with the Ohio Department of Rehabilitation and Correction (DRC) in SFY 2015, in order to help ex-offenders and those nearing their release more successfully reenter the workforce. By the end of the state fiscal year, employment centers were operating at Trumbull, Pickaway, Grafton and Marion correctional institutions, as well as at the Northeast Reintegration Center and all three of the state's juvenile correctional institutions. Called "O.N.E.-STOPs" for "Offender Network for Employment to STOP Recidivism," they offer many of the same services available at local OhioMeansJobs Centers, including computer labs, live access to **OhioMeansJobs.com**, various job search and skills workshops, career exploration materials, assistance with resumes and job interviewing, and access to the latest office and labor market research software. Since it started in September 2012, the program has helped more than 3,200 incarcerated individuals, and more than 10,000 have created **OhioMeansJobs.com** accounts. An independent evaluation of the program found that it reduces recidivism and successfully helps participants find jobs.

ODJFS also continued its partnership with DRC to help nonviolent offenders nearing



Labor Market  
Information

Workforce Services

Unemployment  
Insurance

Unemployment  
Compensation  
Review Commission

their release complete commercial driver's license (CDL) training that guarantees them jobs. ODJFS provides funding for up to 10 inmates from the Richland and Pickaway correctional institutions to participate in the CDL program each month. In addition, ODJFS works closely with the DRC Office of Enterprise Development and employers to help ex-offenders and those nearing their release find work.

## RAPID RESPONSE SERVICES



Ohio's Rapid Response system is designed to help employers and workers in times of transition, both before and during layoffs and plant closures. The Rapid Response program is administered by the state, with services delivered locally by Rapid Response teams. These teams include representatives from ODJFS and other state and local partners. A new layoff aversion policy was created in SFY 2015, to give local teams more guidance on services they can offer employers before layoffs occur, to help avoid those layoffs. As a result, several teams used available funds to develop early warning networks and to improve outreach to employers. These strategies led to more incumbent worker training, which allows employers to upgrade workers' skills and remain competitive in the global economy. Ohio offers Incumbent Workforce Training vouchers to eligible employers to help cover the cost of this training.

During SFY 2015, the ODJFS Rapid Response Unit received 60 Worker Adjustment Retraining Notifications (WARNs) potentially impacting 7,691 workers. Employers of 100 or more employees are required to send WARNs 60 days in advance of most plant closings and layoffs. The Rapid Response Unit also received 493 non-WARN notices in SFY 2015, potentially impacting 8,575 additional workers. Non-WARNs are confirmed, alternate sources of information about potential layoffs, such as newspaper articles, notification from a union or notification from individual workers.

## REEMPLOYMENT AND ELIGIBILITY ASSESSMENT SERVICES

Unemployment insurance claimants who are determined to be likely to exhaust their unemployment benefits and who have no return to work date may be selected for participation in the federal Reemployment and Eligibility Assessment (REA) Program. REA participants attend orientation sessions to learn about local resources and to get help with their job searches. They may be referred to additional services based on their needs. More than 36,000 claimants received REA services in Ohio in grant year 2014.

## TRADE SERVICES

Federal Trade programs offer a variety of benefits and services for workers who become unemployed because of increased



Labor Market  
Information

Workforce Services

Unemployment  
Insurance

Unemployment  
Compensation  
Review Commission

imports from, or shifts in work to, foreign countries. This includes extended unemployment benefits, known as Trade Readjustment Allowances (TRA); retraining benefits, known as Trade Adjustment Assistance (TAA); a wage supplement for older dislocated workers, known as Alternative Trade Adjustment Assistance (ATAA) or Reemployment Trade Adjustment Assistance (RTAA); relocation expense reimbursement; and job search allowances. In SFY 2015, only manufacturing workers whose jobs were lost because of increased imports from, or shifts in work to, foreign countries with free trade agreements were eligible for Trade benefits and services. As a result, fewer Ohioans were eligible than in previous years.

## STATE FAIR JOB FAIR

For the fourth year in a row, ODJFS partnered with OhioMeansJobs Columbus-Franklin County to host a career fair in the agency's booth at the Ohio State Fair. More than 4,500 individuals visited, and 44 employers participated. They accepted resumes, conducted interviews and hired employees right from the ODJFS booth in the Marketplace Building. The booth also featured a Job Resource Center and computer kiosks where fairgoers could access [OhioMeansJobs.com](http://OhioMeansJobs.com), [ODJFSbenefits.ohio.gov](http://ODJFSbenefits.ohio.gov) and [OhioHereToHelp.com](http://OhioHereToHelp.com).

## 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 feel 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 2015, unemployed Ohio workers who earned an average of at least \$237 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 2015, the maximum weekly benefit was \$572 for a claimant with three or more dependents. In March 2015, the average weekly payment was approximately \$345.

In the first quarter of 2015, the number of first-time claimants was 6.67 percent less than it was in the first quarter of 2014. The amount of regular unemployment benefits paid decreased from \$1.22 billion in 2013 to \$1.01 billion in 2014.



Labor Market  
Information

Workforce Services

Unemployment  
Insurance

Unemployment  
Compensation  
Review Commission



## NEW RULES FOR CLAIMANTS

New legislation was implemented in SFY 2015 to help improve the success of unemployment claimants' work-search efforts. In order to continue receiving benefits, most claimants must not only apply for work with two employers each week, but also complete several reemployment activities at **OhioMeansJobs.com**. Claimants who file for benefits are automatically registered at the website, and a temporary resume is created for them. By their eighth week of benefits, they must update their resume. By their 20th week of benefits, they must take a Career Profile assessment, to help identify careers that match their interests. In addition, claimants receive weekly notifications of up to five available job openings.

## OHIO LEARN TO EARN

ODJFS continued to promote the Ohio Learn to Earn program in SFY 2015. Learn to Earn gives claimants and those who recently exhausted their benefits the opportunity to participate in approved, part-time training. Current claimants can continue receiving benefits during this time. Participants can be trained for up to 24 hours a week for up to six weeks at the employers' work sites. The experience allows them to reconnect to the workplace, broaden their network of work-related contacts and gain occupational skills. It also could potentially lead to employment.

## FRAUDULENT PAYMENT RECOVERY

From April 2014 through March 2015, ODJFS identified more than \$11.7 million in erroneous or fraudulent overpayments to claimants. This was down from the \$18.7 million identified during 2014 because of stepped-up overpayment prevention efforts and because fewer Ohioans were receiving unemployment benefits. The agency also assessed more than \$3.1 million in monetary penalties (25 percent of the fraud amount) and identified 97,700 "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 fraud investigators identify potential fraud by conducting electronic cross-matching of employer New Hire reports, sharing data with the ODJFS Office of Child Support and the Ohio Bureau of Workers' Compensation, and other methods.

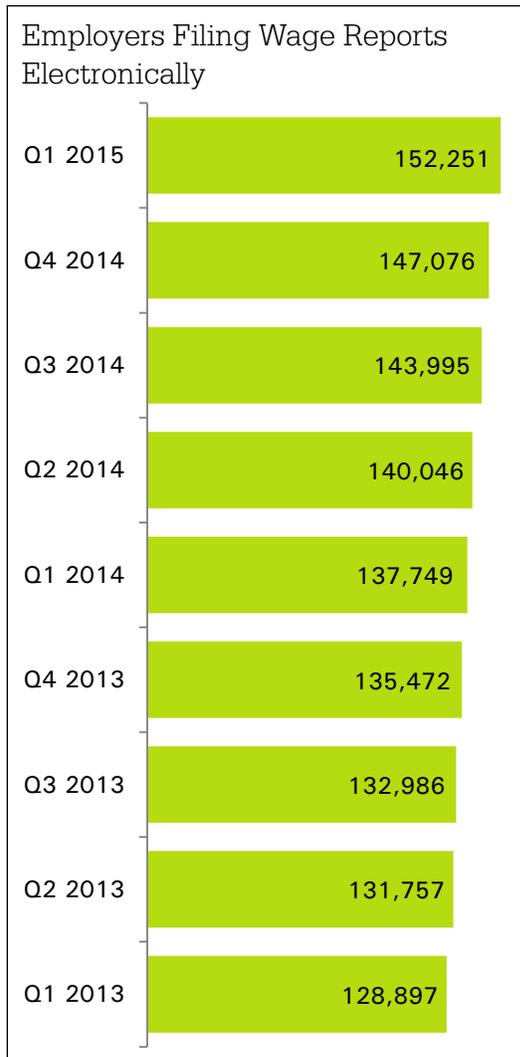
ODJFS increased its overpayment collection efforts in SFY 2015 and recovered more than \$29.5 million in previously overpaid benefits. By intercepting federal income tax refunds from individuals with overpayments due to fraud, the agency recovered more than \$6.8 million. Anyone who believes an individual is collecting unemployment benefits to which he or she is not entitled should call the ODJFS fraud hotline at (800) 686-1555 or visit [jfs.ohio.gov/fraud](http://jfs.ohio.gov/fraud).

Labor Market  
Information

Workforce Services

Unemployment  
Insurance

Unemployment  
Compensation  
Review Commission



Source: Employer Resource Information Center (ERIC)

## PROGRAM INTEGRITY EFFORTS

From January 2014 through March 2015, more than \$1.5 million in unpaid taxes was assessed to employers for State Unemployment Tax Act (SUTA) “dumping” and related unemployment tax avoidance schemes. SUTA dumping is a tax evasion scheme in which shell companies are formed and creatively manipulated to obtain low unemployment tax rates. Employers then illegally shift, or “dump,” payroll with higher tax rates to accounts with lower rates. In addition, in 2014 ODJFS auditing efforts led to the detection of 13,301 workers who had been improperly classified as independent contractors so that their employers could avoid paying unemployment taxes. This resulted in assessments of more than \$5.6 million in unpaid taxes.

## ELECTRONIC EMPLOYER FILING

Ohio employers may file their unemployment tax reports electronically through the Employer Resource Information Center (ERIC), the Ohio Business Gateway (OBG) or Interactive Voice Response. ERIC is Ohio’s Internet-based unemployment tax system for employers. 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. OBG allows Ohio employers to pay their unemployment contributions, as well as other state

Labor Market  
Information

Workforce Services

Unemployment  
Insurance

Unemployment  
Compensation  
Review Commission

taxes, online. ODJFS strongly encourages employers to file through ERIC or OBG because online filing is the best way to protect employees' confidential personal information. By the end of the first quarter of 2015, nearly 152,251 employers were filing wage reports electronically, an increase from previous years.

## UNEMPLOYMENT COMPENSATION REVIEW COMMISSION

Over the last three years, Ohio's Unemployment Compensation Review Commission (UCRC) has eliminated a backlog of cases, reduced wait times for hearings and, for the first time in more than a decade, began meeting federal standards for promptness. The UCRC hears appeals to unemployment eligibility determinations made by ODJFS. In January 2011, the UCRC had a backlog of more than 12,200 cases, and individuals and businesses were forced to wait an average of 124 days for a decision. By May 2012, the UCRC had eliminated its backlog entirely. By May 2015, the total on-time caseload was approximately 1,100, and the commission still had no backlog. The average wait time between filing an appeal and receiving a decision was just 25 days.



P38

## Information Services



## Information Services

ODJFS information systems form the backbone of the agency's service delivery system. They make it possible for Ohioans to get the help they need and to quickly find answers to their questions. In SFY 2015, ODJFS enhanced many of its systems and undertook several initiatives to better serve customers.

### CHILD SUPPORT WEB PORTAL

Many enhancements were made to Ohio's Child Support Customer Service Web Portal in SFY 2015. The portal gives families 24-hour access to their child support 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. They also now can use the portal to send and receive messages to caseworkers and view payment dates via a new calendar page. Customers with multiple cases can layer their calendars to see all payments on all cases on one page.

use, reduces fraud and greatly improves payment accuracy. In SFY 2015, more than 6,000 child care providers and more than 60,000 families were using the system. ECC is the latest enhancement to the Child Care Information Data System (CCIDS), which streamlined and centralized the administration of publicly funded child care in Ohio. CCIDS helps county caseworkers determine families' eligibility for services, authorizes children to specific providers, and issues direct deposit payments to providers.

### ODJFSBENEFITS.OHIO.GOV

More than 310,000 Ohioans used **ODJFSBenefits.ohio.gov** in SFY 2015 to apply online for food, cash and medical assistance; to request changes; or to complete forms or reports. Recipients also used **ODJFSBenefits.ohio.gov** to check the balance on their cash and food assistance cards, check the status of online applications, and review current and past case information.

### OHIO ECC

ODJFS uses an Electronic Child Care (ECC) swipe card system to record the time and attendance of children receiving publicly funded child care. Parents or guardians simply swipe the card when dropping off their children, and swipe it again when picking them up. The card is easy to



## ERIC

By the end of April 2015, more than 25,000 employers were registered and actively using the Employer Resource Information Center (ERIC), Ohio's Internet-based unemployment tax system. In addition, the system successfully issued 2015 contribution rate determinations to more than 221,000 employers. ERIC can process more than \$1 billion in tax revenues each year. It is a one-stop shop in which employers and third-party administrators can manage all their business related to unemployment contributions, including registering new businesses, filing quarterly reports and making tax payments, among other transactions.

## HATS X

A new web-based Hearings and Appeals Tracking System (HATS X) went live in April 2015, to replace a 25-year-old legacy system and more efficiently and effectively serve everyone involved in the state hearings process. ODJFS customers can request state hearings when they disagree with decisions made about their cases. HATS X uses the most current technology available to simplify and streamline many processes. For example, staff can use the system to directly schedule hearings, hearing rooms and hearing officers throughout the state on demand. HATS X has a real-time interface with CRIS-E, the database that supports the state's cash and food assistance programs. This

interface and other new tools reduce the need for manual data entry and improve the accuracy of information. Counties also can use the system to submit postponement and rescheduling requests, view their hearing dockets and run reports. HATS X is now the system of record for all ODJFS state hearings work.

## SACWIS

The Statewide Automated Child Welfare Information System (SACWIS) supports more than 7,200 county caseworker and private agency staff who serve children throughout Ohio and across county lines, 24 hours a day, 365 days a year. It supports cases from screening through adoption and includes assessment tools, alerts and reminders to assist with day-to-day case management, to improve the safety, permanency and well-being of Ohio's children and families. As a result of upgrades made in SFY 2015, Title IV-E juvenile courts in 16 counties began using the system, and 24 more were expected to begin using it soon. In addition, private child placing agencies were given the ability to record demographic and basic licensing information, and work was under way to expand their access for other critical functions, as well. The first federal review of the system was conducted in August 2014. The reviewer noted several strengths: Among other things, SACWIS has increased efficiencies, made case assessments more accurate and supports more standardized casework practice across the state.





P41

# Financial Summary

## SFY 2015 at a Glance

**\$3.6  
billion**

Size of the SFY 2015  
ODJFS budget

**69%**

Percentage of the  
ODJFS budget that is  
federally supported

**150**

The number of  
ODJFS local offices  
throughout the state



## ODJFS STATE FISCAL YEAR (SFY) 2015 EXPENDITURES

Program	Federal Fund Group	General Revenue Fund	Dedicated Purpose Fund Group	Fiduciary Fund Group	Holding Account & Internal Service Activity Fund Groups	Total
<b>Family Assistance</b>						
7625B	OHIO WORKS FIRST CASH ASST.	\$ 149,087,494	\$ 110,778,363	\$ 10,986,803	\$ -	\$ 270,852,659
7626B	NON-CASH FAMILY SUPPORT	\$ 163,757,831	\$ 35,080,062	\$ 192,852	\$ -	\$ 199,030,745
7627B	DISABILITY FINANCIAL ASSIST	\$ -	\$ 14,642,696	\$ -	\$ -	\$ 14,642,696
7628B	FOOD ASSISTANCE SERVICES	\$ 116,441,280	\$ 50,450,616	\$ 5,295,122	\$ 438,976	\$ 172,625,994
7629B	CHILD CARE PROGRAMS	\$ 445,491,558	\$ 233,815,446	\$ -	\$ -	\$ 679,307,004
7630B	REFUGEE PROGRAMS	\$ 8,344,545	\$ -	\$ -	\$ -	\$ 8,344,545
7631B	FAMILY ASSISTANCE PRGM MGMT	\$ 13,628,298	\$ 2,395,736	\$ 558,813	\$ -	\$ 16,582,848
7632B	FAMILY ASSISTANCE INFO TECH	\$ 11,450,502	\$ 5,547,234	\$ 1,911,370	\$ -	\$ 18,909,106
<b>Family Assistance Subtotal</b>		<b>\$ 908,201,509</b>	<b>\$ 452,710,153</b>	<b>\$ 18,944,960</b>	<b>\$ 438,976</b>	<b>\$ 1,380,295,597</b>
<b>Child Support</b>						
7650B	CHILD SUPPORT	\$ 140,862,845	\$ 30,055,377	\$ 54,647	\$ 113,484,834	\$ 284,457,703
7651B	CHILD SUPPORT INFO TECH	\$ 13,468,775	\$ 4,778,476	\$ -	\$ -	\$ 18,247,251
<b>Child Support Subtotal</b>		<b>\$ 154,331,620</b>	<b>\$ 34,833,853</b>	<b>\$ 54,647</b>	<b>\$ 113,484,834</b>	<b>\$ 302,704,954</b>
<b>Families &amp; Children</b>						
7675B	CHILD PREV & PROTECTIVE SRVS	\$ 12,640,319	\$ 72,284,752	\$ 3,377,556	\$ -	\$ 88,302,626
7676B	SOCIAL SERVICES	\$ 74,560,077	\$ 1,535,086	\$ -	\$ -	\$ 76,095,163
7677B	ADOPTION SERVICES	\$ 115,062,676	\$ 62,984,048	\$ 17	\$ -	\$ 178,046,740
7678B	FOSTER CARE	\$ 207,902,362	\$ 6,719,798	\$ 282,460	\$ -	\$ 214,904,620
7679B	FAMILY AND CHILDREN PRGM MGMT.	\$ 16,015,185	\$ 5,043,811	\$ 4,612,039	\$ -	\$ 25,671,035
7680B	FAMILY AND CHILDREN INFO TECH	\$ 4,593,212	\$ 4,103,547	\$ 192,299	\$ -	\$ 8,889,058
<b>Families &amp; Children Subtotal</b>		<b>\$ 430,773,830</b>	<b>\$ 152,671,042</b>	<b>\$ 8,464,371</b>	<b>\$ -</b>	<b>\$ 591,909,242</b>
<b>Medicaid</b>						
7700B	MEDICAID	\$ 32,671,438	\$ 33,523,008	\$ -	\$ -	\$ 66,194,446
7702B	DISABILITY MEDICAL ASSISTANCE	\$ -	\$ -	\$ -	\$ 49,423	\$ 49,423
7704B	CHILDREN'S HEALTH INSURANCE	\$ -	\$ -	\$ -	\$ 4,445	\$ 4,445
7705B	HEALTH CARE PRG. MGMT.	\$ 90,141,292	\$ 33,969,904	\$ -	\$ -	\$ 124,111,197
<b>Medicaid Subtotal</b>		<b>\$ 122,812,730</b>	<b>\$ 67,492,912</b>	<b>\$ -</b>	<b>\$ 53,869</b>	<b>\$ 190,359,511</b>
<b>Workforce Development</b>						
7600B	WORKFORCE INVESTMENT ACT	\$ 93,300,855	\$ -	\$ 428,235	\$ -	\$ 93,834,390
7601B	EMPLOYMENT SERVICES	\$ 1,998,915	\$ -	\$ 139,093	\$ -	\$ 2,138,008
7602B	VETERANS SERVICES	\$ 4,982,543	\$ -	\$ 122,000	\$ -	\$ 5,104,543
7604B	LABOR MARKET INFORMATION	\$ 54,794	\$ -	\$ -	\$ -	\$ 54,794
7605B	ONE STOP SERVICES	\$ 20,078,483	\$ 741	\$ 9,037	\$ -	\$ 20,088,261
7606B	WORKFORCE PRGM MGMT	\$ 12,672,285	\$ -	\$ 45,807	\$ -	\$ 12,718,092
<b>Workforce Development Subtotal</b>		<b>\$ 133,087,875</b>	<b>\$ 741</b>	<b>\$ 744,171</b>	<b>\$ -</b>	<b>\$ 133,938,089</b>



## ODJFS STATE FISCAL YEAR (SFY) 2015 EXPENDITURES, CONTINUED

Unemployment Compensation							
7725B	UNEMPLOYMENT COMPENSATION	\$ 2,455,890	\$ 0	\$ 111,128	\$ -	\$ -	\$ 2,567,018
7726B	TRADE PROGRAM	\$ 11,357,724	\$ 5,464	\$ -	\$ -	\$ -	\$ 11,363,188
7727B	UNEMPLOYMENT COMP PRGM MGMT	\$ 36,527,219	\$ 56,965	\$ 42,165,881	\$ -	\$ -	\$ 78,750,065
7728B	UNEMPLOYMENT COMP INFO TECH	\$ 8,046,802	\$ 8,441,720	\$ 606,371	\$ -	\$ -	\$ 17,094,893
7781C	06.01 UI ADMIN. REED ACT	\$ 169,791	\$ -	\$ -	\$ -	\$ -	\$ 169,791
7782C	06.01 UI ADMIN NON-REED ACT	\$ 74,914	\$ -	\$ -	\$ -	\$ -	\$ 74,914
<b>Unemployment Compensation Subtotal</b>		<b>\$ 58,632,339</b>	<b>\$ 8,504,150</b>	<b>\$ 42,883,380</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 110,019,868</b>
Local Operations for Workforce Development & Unemployment Compensation Services							
7750B	LOCAL OPERATIONS PRGM MGMT	\$ 29,311,073	\$ 168,009	\$ 173			\$ 29,479,254
<b>Local Operations Subtotal</b>		<b>\$ 29,311,073</b>	<b>\$ 168,009</b>	<b>\$ 173</b>			<b>\$ 29,479,254</b>
Program Support Services							
7775B	PROGRAM MANAGEMENT	\$ 31,577,108	\$ 16,792,631	\$ 10,684,885		\$ 245,403	\$ 59,300,027
7776B	INFO SVCS PROGRAM MANAGEMENT	\$ 53,368,200	\$ 33,217,583	\$ 4,790,066		\$ 1,527,541	\$ 92,903,390
<b>Program Support Services Subtotal</b>		<b>\$ 84,945,309</b>	<b>\$ 50,010,214</b>	<b>\$ 15,474,950</b>	<b>\$ -</b>	<b>\$ 1,772,944</b>	<b>\$ 152,203,417</b>
<b>Grand Total</b>		<b>\$ 1,922,096,284</b>	<b>\$ 766,391,073</b>	<b>\$ 86,566,651</b>	<b>\$ 113,923,811</b>	<b>\$ 1,932,114</b>	<b>\$ 2,890,909,932</b>

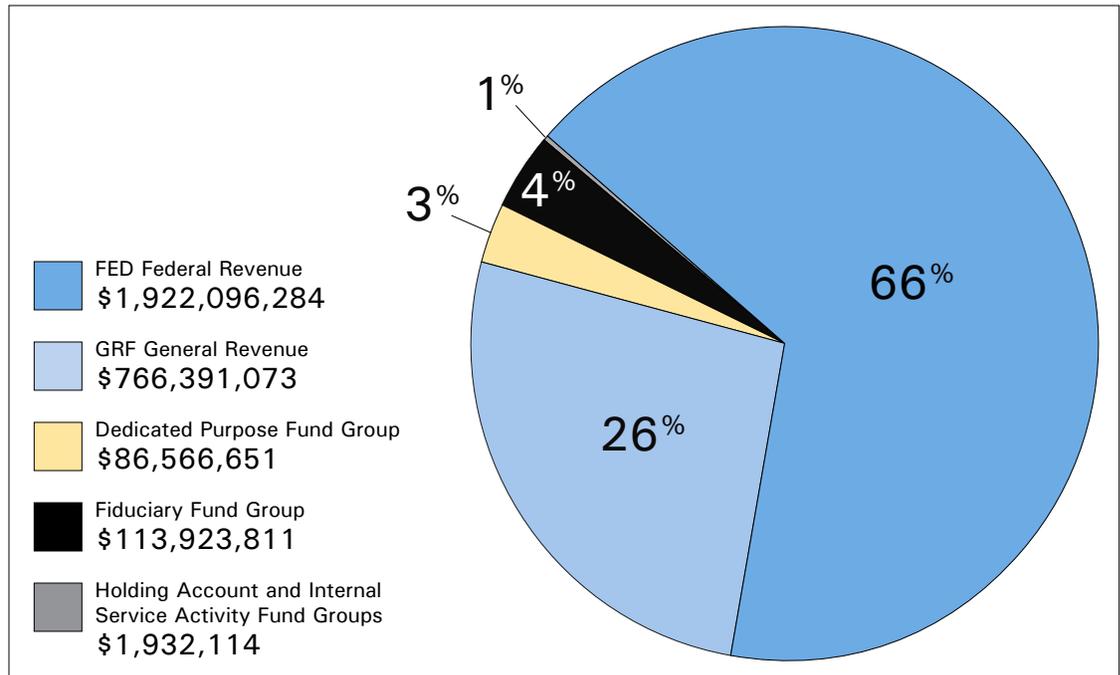
*Notes:*

- 1) Expenditures reflect G/L expenditures coded under agency code JFS. They do not include expenditures associated with ODJFS that occurred under agency code MCD.
- 2) Federal funds are deposited into GRF line item 600528 Adoption Services. These expenditures are reflected as GRF in the table.
- 3) Workforce Development payroll expenditures are reflected in program code 7606B, with the exception of Veterans Services expenditures, which remain in 7602B.

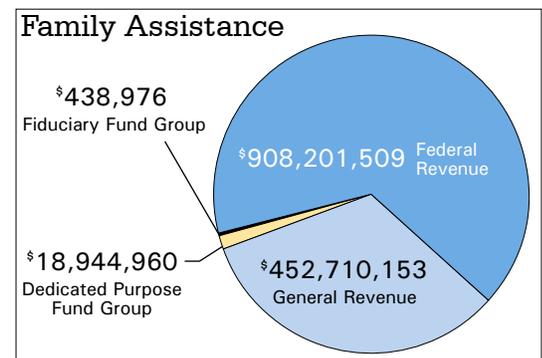
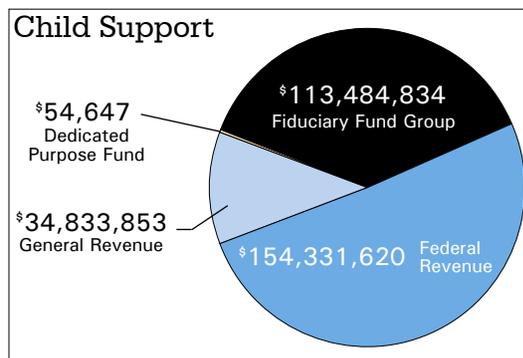


# Financial Summary

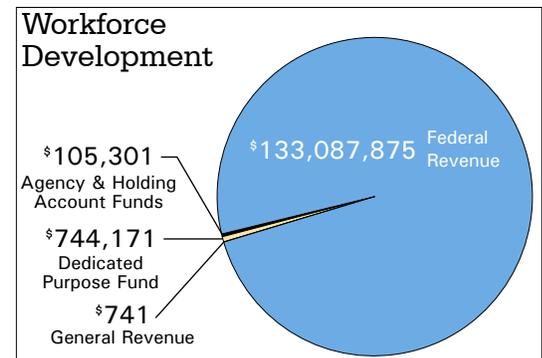
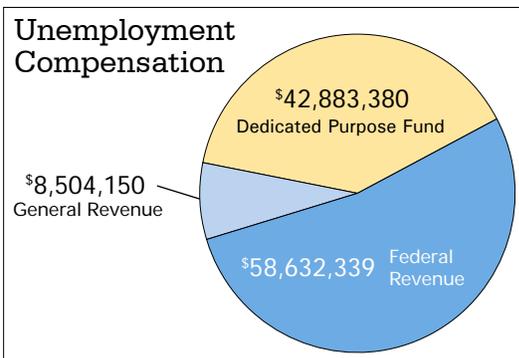
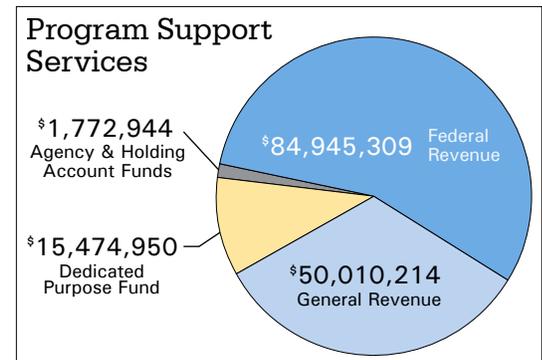
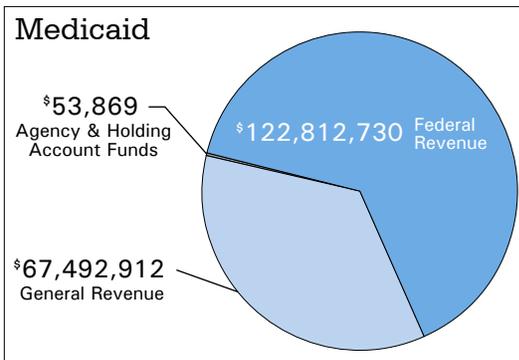
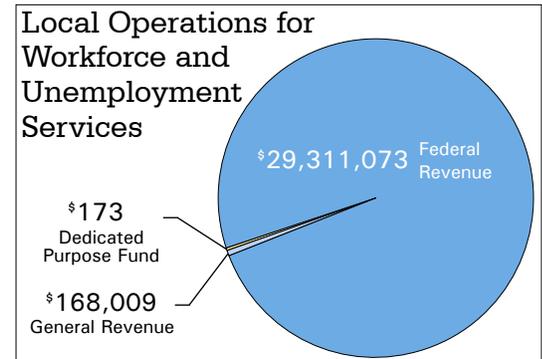
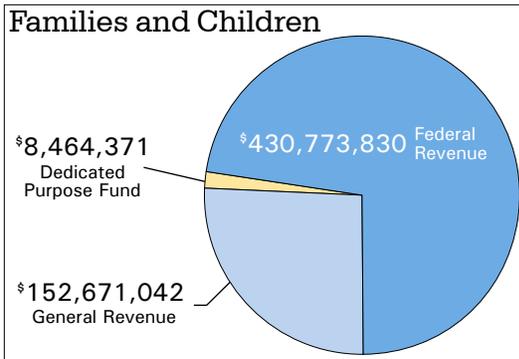
## ODJFS REVENUE STREAMS BY DOLLAR AND PERCENTAGE



## SFY 2015 ODJFS EXPENDITURES BY PROGRAM AREA



## SFY 2015 ODJFS EXPENDITURES BY PROGRAM AREA, CONTINUED





ODJFS SFY 2015  
Annual Report

Director's  
Letter

Services  
for Families

Employment  
Services

Information  
Services

Financial  
Summary

John R. Kasich, Governor  
Cynthia C. Dungey, Director

JFS 08017 (Rev. 7/2015)

*An Equal Opportunity and Service Provider*