



Mission: To strengthen Ohio's families through the delivery of integrated solutions to temporary challenges.

Vision: ODJFS will: help children and families stay healthy; offer tools that assist people to earn a decent living; assist parents and caretakers to fulfill their responsibilities to their children; and protect the disabled and aging.

Values: Accountability, Compassion, Integrity, Respect and Teamwork

Goal: By 2011, ODJFS will improve the economic well-being of Ohio's workforce by increasing customer access to benefits and information.

Objective: Individuals will get their first, next or better job.

Measures:	Target:	Performance:
Ohio Works First (OWF)/Temporary Assistance for Needy Families (TANF)All Family Work Participation Rate - Unadjusted. Measure Comment: Source data CRIS-e via ODJFS Business Intelligence Channel		24.9 % OWF/ TANF All Family Work Participation Rate Oct 1, 2009/ Sep 30, 2010
Ohio Works First (OWF)/Temporary Assistance for Needy Families (TANF)Two-Parent Work Participation Rate - Unadjusted.		24.68 % OWF/ TANF Two-parent Work Participation Rate Oct 1, 2009/ Sep 30, 2010
The number of Unemployment Compensation (UC) claimants participating in a re-employment and eligibility assessment (REA). Performance Comment: This final performance exceeds our FFY 10 target, of 30,000, by 11%.	>= 30,000 UC Re-employment & Eligibility Assessments Oct 1, 2009/ Sep 30, 2010	33,423 UC Re-employment & Eligibility Assessments Oct 1, 2009/ Sep 30, 2010
The number of Workforce Investment Act (WIA) performance measures for adult programs which meet or exceed negotiated performance levels.	= 3 WIA Adult Program Performance Levels on Target Jul 1, 2009/ Jun 30, 2010	3 WIA Adult Program Performance Levels on Target Jul 1, 2009/ Jun 30, 2010
The rate of adults entering employment through participation in Workforce Investment Act (WIA) programs. Measure Comment: The percentage of adults who were unemployed when they began participation in a WIA program who were employed during the 1st quarter after exiting the program.	> 78 % WIA Adults Entering Employment Jul 1, 2009/ Jun 30, 2010	64.1 % WIA Adults Entering Employment Jul 1, 2009/ Jun 30, 2010
The employment retention rate for adults who participated in Workforce Investment Act (WIA) programs. Measure Comment: The percentage of adults who were employed during 1st quarter after exiting a WIA program who retained employment in the 2nd and 3rd quarters after exiting the program.	> 87 % WIA Adults Retained Employment Jul 1, 2009/ Jun 30, 2010	81 % WIA Adults Retained Employment Jul 1, 2009/ Jun 30, 2010
The average six-month earnings for adults who participated in the Workforce Investment Act (WIA) programs. Measure Comment: Of the adults employed during 1st, 2nd, and 3rd quarter after exiting a WIA program, the total post-program 6-month earnings (in Q2 and Q3 after exit), divided by	> 14,500 USD Average 6-month Earnings for WIA	14,614 USD Average 6-month Earnings for WIA

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Measure Comment: the number of adults who exited during the quarter. (PY 2007 change to Common Measures)	Adults Jul 1, 2009/ Jun 30, 2010	Adults Jul 1, 2009/ Jun 30, 2010
The number of Workforce Investment Act (WIA) performance measures for dislocated worker programs which meet or exceed negotiated performance levels.	= 3 WIA Dislocated Worker Performance Levels on Target Jul 1, 2009/ Jun 30, 2010	2 WIA Dislocated Worker Performance Levels on Target Jul 1, 2009/ Jun 30, 2010
The rate of entered employment for dislocated workers who participated in Workforce Investment Act (WIA) programs. Measure Comment: The percentage of dislocated worker participants who were unemployed when they began participation in a WIA program who were employed during the 1st quarter after exiting the program.	> 87 % Employment Rate for WIA Dislocated Workers Jul 1, 2009/ Jun 30, 2010	68 % Employment Rate for WIA Dislocated Workers Jul 1, 2009/ Jun 30, 2010
The employment retention rate for dislocated workers who participated in Workforce Investment Act (WIA) programs. Measure Comment: The percentage of dislocated worker participants who were employed during the 1st quarter after exiting a WIA program who retained employment in the 2nd and 3rd quarters after exiting the program.	> 92 % WIA Dislocated Worker Employment Retention Rate Jul 1, 2009/ Jun 30, 2010	86 % WIA Dislocated Worker Employment Retention Rate Jul 1, 2009/ Jun 30, 2010
The average six-month earnings for dislocated workers who participated in the Workforce Investment Act (WIA) programs. Measure Comment: Of the dislocated workers (DW) employed during quarters 1, 2, and 3 after exiting a WIA program, the total post-program 6-month earnings (Q2 & Q3 after exit), divided by the number of DWs who exited during the quarter. (PY 2007 change to Common Measures)	> 17,000 USD Average 6-month Earnings for Dislocated Workers Jul 1, 2009/ Jun 30, 2010	17,079 USD Average 6-month Earnings for Dislocated Workers Jul 1, 2009/ Jun 30, 2010
The number of Workforce Investment Act (WIA) performance measures for youth programs which meet or exceed negotiated performance levels.	= 3 WIA Youth Performance Levels on Target Jul 1, 2009/ Jun 30, 2010	3 WIA Youth Performance Levels on Target Jul 1, 2009/ Jun 30, 2010
The employment or education placement rate for Workforce Investment Act (WIA) youth. Measure Comment: The number of youth who were in employment, the military, or post-secondary ed./advanced or occupational training in the 1st quarter after exiting the program, divided by the total number of youth who exited during the quarter.	> 63 % WIA Youth Placement in Employment or Education Jul 1, 2009/ Jun 30, 2010	53.2 % WIA Youth Placement in Employment or Education Jul 1, 2009/ Jun 30, 2010
The degree or certificate attainment rate for Workforce Investment Act (WIA) youth. Measure Comment: The number of youth participants who attained a diploma, GED, or certificate by the end of the 3rd quarter after exit, divided by the number of youth participants who	> 42 % WIA Youth Attainment of Degree or	57.2 % WIA Youth Attainment of Degree or

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Measure Comment: exited during the quarter.	Certificate Jul 1, 2009/ Jun 30, 2010	Certificate Jul 1, 2009/ Jun 30, 2010
<p>The literacy and numeracy gains rate for Workforce Investment Act (WIA) youth.</p> <p>Measure Comment: The number of youth who increased one or more educational functioning levels, divided by the number of youth in the program for at least one year, plus the number of youth who exited before completing a year in the program.</p>	> 37 % WIA Youth Literacy or Numeracy Gains Jul 1, 2009/ Jun 30, 2010	39.1 % WIA Youth Literacy or Numeracy Gains Jul 1, 2009/ Jun 30, 2010

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Goal: By 2011, ODJFS will improve access to quality, affordable health insurance for every eligible Ohioan.

Objective: Reduce the percentage of eligible individuals not enrolled in the Medicaid program by 50% by 2011.

Measures:	Target:	Performance:
The number of pregnant women at 150-200% of the Federal Poverty Level who are enrolled as part of the health care expansions.		5,810 pregnant women 150-200% FPL Jul 1, 2009/ Apr 30, 2010
The number of former foster care children 18-20 years old who are enrolled as part of the health care expansions.		76 former foster care children Jul 1, 2009/ Apr 30, 2010
The number of workers with disabilities enrolled in the Medicaid Buy-In program.		5,837 Workers with disabilities enrolled in Med. Buy-In Jul 1, 2009/ Apr 30, 2010
The number of uninsured children enrolled through presumptive eligibility.	>= 28,000 additional children enrolled Apr 1, 2010/ Jun 30, 2011	additional children enrolled /

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Goal: By 2011, ODJFS will have successfully completed an overhaul of the state's child serving system in accordance with the federal indicators for safety, permanency, and well-being of children.

Objective: Increase the number of child care centers enrolled in Step Up to Quality.

Measures:	Target:	Performance:
The total number of licensed child care centers rated through Step Up to Quality (SUTQ).	>= 1,150 rated SUTQ centers Jul 1, 2010/ Jun 30, 2011	1,026 rated SUTQ centers Jul 1, 2010/ Sep 30, 2010
The total number of counties that have licensed child care centers rated through Step Up to Quality (SUTQ).	= 88 counties w/ SUTQ rated centers Jul 1, 2010/ Jun 30, 2011	84 counties w/ SUTQ rated centers Jul 1, 2010/ Sep 30, 2010

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Objective: Complete site reviews for the federal Child and Family Services Review (CFSR) process.

Measures:	Target:	Performance:
Of the children reunified with their families, the percentage of reunifications completed within 12 months.	>= 75.2 % child reunifications with family in 12 months Apr 1, 2009/ Mar 31, 2010	69.9 % child reunifications with family in 12 months Apr 1, 2009/ Mar 31, 2010
The median length of stay (months) in foster care for children reunified with their families.	<= 5.4 months (median) in FC for reunified children Apr 1, 2009/ Mar 31, 2010	7.2 months (median) in FC for reunified children Apr 1, 2009/ Mar 31, 2010
Performance Comment: National Median = 6.5 months with National 25th percentile = 5.4 months (lower performance is preferable in this measure)		
The percentage of reunifications completed within 12 months for children entering foster care for the first time.	>= 48.4 % children reunified within 12 months Apr 1, 2009/ Mar 31, 2010	49.1 % children reunified within 12 months Apr 1, 2009/ Mar 31, 2010
Of the children reunified with their families, the percentage re-entering foster care within 12 months of discharge.	>= 9.9 % children re-entering foster care w/in 12 months Apr 1, 2009/ Mar 31, 2010	12.4 % children re-entering foster care w/in 12 months Apr 1, 2009/ Mar 31, 2010
The percentage of finalized adoptions that were completed within 24 months.	>= 36.6 % Finalized Adoptions Completed Within 24 Months Apr 1, 2009/ Mar 31, 2010	33.5 % Finalized Adoptions Completed Within 24 Months Apr 1, 2009/ Mar 31, 2010
The median length of stay (in months) in foster care for adopted children.	<= 27.3 months (median) in FC for adopted children Apr 1, 2009/ Mar 31, 2010	29.5 months (median) in FC for adopted children Apr 1, 2009/ Mar 31, 2010
The percentage of children adopted who were in foster care for at least 17 continuous months.	>= 22.7 % children adopted after foster care for 17+ months	20.1 % children adopted after foster care for 17+ months

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	Apr 1, 2009/ Mar 31, 2010	Apr 1, 2009/ Mar 31, 2010
Percentage of children in foster care for at least 17 continuous months who achieved legal freedom within six months.	>= 10.9 % children receiving legal freedom w/in 6 months Apr 1, 2009/ Mar 31, 2010	13.7 % children receiving legal freedom w/in 6 months Apr 1, 2009/ Mar 31, 2010
The percentage of legally free children adopted within 12 months.	>= 53.7 % legally free children adopted w/in 12 months Apr 1, 2009/ Mar 31, 2010	44.3 % legally free children adopted w/in 12 months Apr 1, 2009/ Mar 31, 2010
The percentage of children in foster care for 24+ months who were discharged to a permanent home prior to their 18th birthday.	>= 29.1 % children w/ permanent home prior to 18th b-day Apr 1, 2009/ Mar 31, 2010	23.6 % children w/ permanent home prior to 18th b-day Apr 1, 2009/ Mar 31, 2010
The percentage of children with a termination of parental rights (TPR) who were discharged to a permanent home prior to their 18th birthday.	>= 98 % TPR children w/ permanent home prior to 18th b-day Apr 1, 2009/ Mar 31, 2010	89.7 % TPR children w/ permanent home prior to 18th b-day Apr 1, 2009/ Mar 31, 2010
The percentage of emancipated children who were in foster care for three or more years.	<= 37.5 % emancipated children in foster care for 3+ years Apr 1, 2009/ Mar 31, 2010	42.2 % emancipated children in foster care for 3+ years Apr 1, 2009/ Mar 31, 2010
The percentage of children in foster care for less than 12 months who had two or fewer placement settings.	>= 86 % children less 12 mos. care w/ 2 or fewer settings Apr 1, 2009/ Mar 31, 2010	90.7 % children less 12 mos. care w/ 2 or fewer settings Apr 1, 2009/ Mar 31, 2010
The percentage of children in foster care for 12-24 months who had two or fewer placement settings.	>= 65.4 % children 12-24 mos. in care w/ 2 or fewer settings Apr 1, 2009/ Mar 31, 2010	72 % children 12-24 mos. in care w/ 2 or fewer settings Apr 1, 2009/ Mar 31, 2010

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The percentage of children in foster care for 24+ months who had two or fewer placement settings.

>= 41.8 %
children w/ 24+
mos. care w/ 2 or
fewer settings
Apr 1, 2009/ Mar
31, 2010

38.8 % children
w/ 24+ mos. care
w/ 2 or fewer
settings
Apr 1, 2009/ Mar
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Goal: By 2011, ODJFS will have successfully completed an overhaul of the state's child serving system in accordance with the federal indicators for safety, permanency, and well-being of children.

Objective: Increase the percentage of safe and healthy children.

Measures:	Target:	Performance:
The monthly percentage of licensing inspections for full-time child care centers completed timely.	>= 98 % Timely Inspections of Full-time Child Care Centers Jul 1, 2010/ Jun 30, 2011	99.1 % Timely Inspections of Full-time Child Care Centers Jul 1, 2010/ Jul 31, 2010
The monthly percentage of child-care center licensing inspections for part-time centers completed timely.	>= 98 % Timely Inspections of Part-time Child Care Centers Jul 1, 2010/ Jun 30, 2011	100 % Timely Inspections of Part-time Child Care Centers Jul 1, 2010/ Jul 31, 2010

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Goal: By 2011, ODJFS will have successfully completed an overhaul of the state's child serving system in accordance with the federal indicators for safety, permanency, and well-being of children.

Objective: Decrease the percentage of children living in poverty.

Measures:	Target:	Performance:
The weighted performance ranking of Ohio's Child Support program among the 10 states with the largest IV-D caseloads.	= 1 Ohio Performance Among Ten Largest States Oct 1, 2008/ Sep 30, 2009	4 Ohio Performance Among Ten Largest States Oct 1, 2008/ Sep 30, 2009
The percentage of children born out-of-wedlock with an active IV-D child support case, for whom paternity was established or acknowledged.	>= 80 % IV-D Children Born Out of Wedlock w/Paternity Est. Oct 1, 2009/ Sep 30, 2010	93.3 % IV-D Children Born Out of Wedlock w/Paternity Est. Oct 1, 2009/ Sep 30, 2010
The percentage of children, reported in the Central Paternity Registry, for whom paternity is established or acknowledged, for each reporting period. Measure Comment: It is possible for performance to exceed 100% when the number of children in the central paternity registry for whom paternity was established during the reporting period (numerator) exceeds the number for children born out of wedlock (denominator).	>= 80 % Children in Central Registry w-Paternity Est. Oct 1, 2008/ Sep 30, 2009	95.8 % Children in Central Registry w-Paternity Est. Oct 1, 2008/ Sep 30, 2009
The percentage of current support obligations collected on cases active with the IV-D Child Support Enforcement Program.	>= 72 % Current IV-D Child Support Dollars Collected Oct 1, 2010/ Sep 30, 2011	67.25 % Current IV-D Child Support Dollars Collected Oct 1, 2010/ Oct 31, 2010
The percentage of active cases in the IV-D Child Support Program with an arrearage, for which at least one payment towards arrears is received during the performance period.	>= 70 % Active IV-D Cases w/arrears, for which pmt is rcd. Oct 1, 2009/ Sep 30, 2010	64 % Active IV-D Cases w/arrears, for which pmt is rcd. Oct 1, 2009/ Sep 30, 2010
The percentage of open IV-D Child Support Enforcement cases with support orders established.	>= 80 % Open IV-D Child Support Cases with Support Orders Oct 1, 2010/ Sep 30, 2011	77.65 % Open IV-D Child Support Cases with Support Orders Oct 1, 2010/ Oct 31, 2010

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Goal: By 2011, through innovative strategies and continued collaboration with its county partners and sister agencies, ODJFS will be a more efficient, customer-service-oriented organization.

Objective: Enhance the efficiency of JFS services throughout the state of Ohio.

Measures:	Target:	Performance:
The number of Medicaid eligible consumers served by home and community-based waivers during the program year. Measure Comment: Performance is based on an unduplicated number of recipients during a program year which includes five waiver programs on a state fiscal year, one waiver program for a calendar year and one waiver from May 1-April 30.	= 69,300 People Served by Home and Community-based Waivers Jul 1, 2009/ Jun 30, 2010	74,013 People Served by Home and Community-based Waivers Jul 1, 2009/ Mar 31, 2010
The amount of Medicaid dollars identified for recovery through the combined proposed adjudication order (CPAO) process.		10.4 USD million identified for recovery via CPAO process Jul 1, 2010/ Oct 31, 2010
The number of employers filing current quarterly payroll reports and taxes through the Ohio Business Gateway (OBG).	>= 33,083 Employers Filing Payroll Reports and Taxes via OBG Apr 1, 2010/ Jun 30, 2010	33,181 Employers Filing Payroll Reports and Taxes via OBG Jul 1, 2010/ Sep 30, 2010
The percentage of low-income (125% FPL) individuals receiving Food Assistance benefits. Measure Comment: Denominator Source: American Community Survey (ACS) 2005-2007, 125% poverty. Denominator excludes Amish and Mennonite individuals.		90.94 % low-income individuals receiving Food Assistance Apr 1, 2010/ Jun 30, 2010
The percent of initial unemployment compensation claims filed via internet access.	>= 50 % Initial U.C. Claims Filed via Internet Dec 27, 2009/ Dec 25, 2010	54.1 % Initial U.C. Claims Filed via Internet Dec 27, 2009/ Sep 25, 2010
The percent of unemployment compensation (UC) continued claims filed via interactive voice response (IVR) and internet access.	>= 90 % UC Continued Claims Filed via IVR and Internet Dec 27, 2009/ Dec 25, 2010	95.5 % UC Continued Claims Filed via IVR and Internet Dec 27, 2009/ Sep 25, 2010

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Goal: By 2011, through innovative strategies and continued collaboration with its county partners and sister agencies, ODJFS will be a more efficient, customer-service-oriented organization.

Objective: Improve the productivity and accountability of our organization.

Measures:	Target:	Performance:
The monthly percentage of closed constituent inquiries resolved within 5 business days.	>= 90 % response to inquiries w/in 5 business days Jan 1, 2010/ Dec 31, 2010	98.2 % response to inquiries w/in 5 business days Sep 1, 2010/ Sep 30, 2010
The percentage of unemployment compensation (UC) benefit payments for the first payable week that were issued within 14 calendar days from the last day of the first payable week.	>= 88.5 % 1st UC Benefit Payments within 14 Days Oct 1, 2009/ Sep 30, 2010	94.4 % 1st UC Benefit Payments within 14 Days Oct 1, 2009/ Sep 30, 2010
Percentage of performance evaluations completed on time for Job and Family Services staff.	= 100 % JFS Staff Performance Evaluations Completed Timely Jan 1, 2010/ Dec 31, 2010	85.5 % JFS Staff Performance Evaluations Completed Timely Sep 1, 2010/ Sep 30, 2010
Cost effectiveness of the IV-D child support program.	>= 5 USD Collected per Dollar Spent Oct 1, 2008/ Sep 30, 2009	4.95 USD Collected per Dollar Spent Oct 1, 2008/ Sep 30, 2009
The percentage of dollar errors in the federal statewide review of active Food Assistance cases. Measure Comment: Regressed error rates are determined after the end of the Federal Fiscal Year (FFY) reporting period; thus the target and performance cannot be determined or reported until after the end of FFY.	< 6 % Dollar Errors for Active Food Assistance Cases Oct 1, 2009/ Sep 30, 2010	3.32 % Dollar Errors for Active Food Assistance Cases Oct 1, 2009/ May 31, 2010
Statewide Federal Food Assistance Active Dollar Error Rate national ranking. Measure Comment: The national average and regressed error rates, targets and national rankings are determined after the end of each Federal Fiscal Year (FFY).	<= 7 Ohio Rank for Food Assistance Dollar Error Rate Oct 1, 2009/ Sep 30, 2010	19 Ohio Rank for Food Assistance Dollar Error Rate Oct 1, 2009/ May 31, 2010

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Objective: Improve the quality and effectiveness of our products and services.

Measures:

The percentage of child support payments posted for distribution upon initial receipt by Child Support Payment Central (CSPC).

Target:

>= 98 % Child Support Payments Posted upon Initial Receipt Jul 1, 2010/ Jun 30, 2011

Performance:

98.8 % Child Support Payments Posted upon Initial Receipt Sep 1, 2010/ Sep 30, 2010

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