# Table of Contents

## Director’s Letter

3

## Services for Families

4

- Cash and Food Assistance 4
- Ohio Commission on Fatherhood 7
- Child Care 8
- Child Support 10
- Child Protective Services 12
- Ohio Children’s Trust Fund 14
- Adult Protective Services 15

## Employment Services

16

- Labor Market Information 16
- Workforce Services 17
- Unemployment Insurance 23
- Unemployment Compensation Review Commission 24

## Information Services

25

## Financial Summary

27
State fiscal year (SFY) 2016 was an exciting time for the Ohio Department of Job and Family Services (ODJFS).

Thanks to the biennial budget bill signed by Gov. John Kasich on July 1, 2015, ODJFS expanded eligibility limits for publicly funded child care and waived copays for families earning 100 percent or less of the federal poverty level (FPL). This is helping eliminate the child care “benefit cliff,” the abrupt loss of benefits when families’ incomes improve. Now families can remain in the program, with subsidies gradually phased out, until they earn 300 percent of the FPL.

ODJFS continued to enhance OhioMeansJobs.com in SFY 2016, the state’s premier online career and employment center. As of the end of the fiscal year, approximately 150,000 job openings could be found on the website, with greater than half paying an annual salary of $50,000 or more. In addition, local workforce staff began offering more targeted assistance to help employers find skilled workers.

Our labor market information team continued their strong work tracking Ohio’s employment situation. Over the past year Ohio’s labor force has grown, including the most rapid growth in our labor force participation rate on record. Job creation has improved over the past 12 months, as well.

The budget also empowered the state to begin a truly ground-breaking innovation: the integration of Temporary Assistance for Needy Families (TANF) and workforce funding to find a new way to work for Ohioans in poverty.

Over the past year ODJFS has been working to implement intensive case management and wrap-around supportive services to low-income and out-of-school 16- to 24-year-olds, where early intervention can have the greatest impact. The program allows for a focus on people, not programs, to help them build career paths, find employment and break the cycle of poverty. Ohio is a leading innovator in this effort and is one of the first states in the nation to attempt this degree of cross-program integration.

This new statewide, person-centered approach will combine the best of our public assistance and workforce programs to provide a clear path to self-sufficiency for this vulnerable population. Together with a number of our county partners, I can’t wait to implement this model of innovation so we can truly make a difference not only for those we serve, but for future generations, as well.

You can read more in the pages that follow. Also remember that you can always follow our progress at jfs.ohio.gov.

Cynthia C. Dungey, Director
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 Supplemental Nutrition 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. The Supplemental Nutrition Assistance Program (SNAP) helps eligible low-income individuals purchase food items. In Ohio, SNAP 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.

HUMAN SERVICES INNOVATION

The biennial budget bill that Gov. Kasich signed into law on June 30, 2015, established a statewide framework that will allow Ohio to push the boundaries of its traditional network of workforce development and human services agencies to find a new way to work for Ohioans in poverty. Starting in SFY 2017, the Comprehensive Case Management and Employment Program will provide case management and wrap-around supportive services to low-income and out-of-school 16- to 24-year-olds with the goals of helping them build career paths, find employment and break the cycle of poverty. The program will integrate both TANF and Workforce Innovation and Opportunity Act youth funding to focus on people, not programs, and offer more coordinated, individualized services.

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.

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 several 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 2016, Ohio’s “all-family” work participation rate rose from 22.3 to 55.86 percent. Of Ohio’s 88 counties, 57 were meeting or exceeding the 50 percent requirement.

The SNAP 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. From federal fiscal year (FFY) 2014 through FFY 2016, ODJFS received federal approval to continue the waiver in some counties still struggling with high unemployment. ODJFS provided more than $12 million to help counties implement SNAP employment and training programs. The goal is to provide not only a nutritional 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 2016, ODJFS made $45 million in TANF funding available for Ohio counties to create or expand subsidized summer employment programs for TANF-eligible youth between the ages of 14 and 24. The funding was available from May to September, to give young people an opportunity to learn job skills while earning an income, building their resumes, and gaining business references and potential mentors.
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 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 agency. The hearing officer listens to all evidence and then issues a written decision. Hearings can be requested by applicants, recipients or former recipients of cash, food or medical assistance; adoption assistance; or child support. The federal government requires at least 90 percent of all hearing decisions to be issued within 90 days. Ohio routinely exceeds this standard. In 2015, 97 percent of all decisions were made on time. Hearing officers’ productivity also has dramatically increased in recent years. In 2014, 46 hearing officers issued 425 decisions each. In 2015, 39 hearing officers issued 499 decisions each. This was a productivity increase of 17 percent.

FARMERS’ MARKETS
AND THE OHIO DIRECTION CARD
Nearly 100 farmers’ markets throughout Ohio accepted the Ohio Direction Card in SFY 2016, making it easier for families who receive food assistance benefits to purchase fresh, locally grown foods. About half of those farmers’ markets offered “double bucks” promotions, which allowed SNAP recipients to purchase twice as much produce for every dollar spent. Three farmers’ markets—in Cleveland, Cincinnati and Columbus—received federal grants to offer the promotion. ODJFS sent notices and information about farmers’ markets to more than 148,000 families living near markets that accept the Ohio Direction Card.

Source: ODJFS Bureau of State Hearings
FRAUD AWARENESS MONTH

May 2016 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, 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 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.

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.

In October 2015, the commission learned it will receive nearly $10 million over five years to help eligible low-income fathers become more effective and nurturing parents, improve their long-term economic stability, and build strong, lasting relationships with their children. The grant, from the U.S. Department of Health and Human Services, will fund the “New Beginnings for New Fathers” program in Franklin, Clark, Cuyahoga, Hamilton and Montgomery counties. Expectant fathers of any age, adult fathers with children under age 1, and fathers under age 25 with children of any age are eligible. Participants will receive job training, parenting classes, and healthy marriage and relationship education.

Research shows that children with fathers who are present in their lives require less special education, repeat grades less often, have fewer behavioral problems in school, are more likely to graduate, and are less likely to be involved in the criminal justice system. Research also shows that when fathers encourage breastfeeding, don’t smoke and practice safe sleep habits with their babies, infant mortality rates decline. For that reason, the “New Beginnings for New Fathers” program is expected to help reduce Ohio’s infant mortality rate.

The commission also worked to reduce Ohio’s infant mortality rate by funding a pilot program with The Ohio State University Wexner Medical Center’s Moms2B Program and the Columbus Urban League. The program provided weekly classes for expectant and new parents at four locations in Columbus’ poorest neighborhoods. Instructors took a positive approach and surrounded pregnant and new moms and dads with the support, education and the resources they need to be better parents.

During SFY 2016, the commission funded eight community-based, nonprofit fatherhood programs located throughout the state and served more than 8,000 fathers. For the third year in a row, it also funded opportunities for father/child events hosted by nonprofits and agencies throughout the month of June, which Governor Kasich declared “Responsible Fatherhood Month.” Celebrations were held throughout the state, in urban, suburban and rural areas. These fun family events helped spread the word about the importance of fathers staying engaged with their children.
CHILD CARE

ODJFS offers financial assistance to eligible parents to help with child care costs while they engage in work, education or job training. In addition, ODJFS and county agencies are responsible for licensing and inspecting approximately 3,500 family child care homes and 4,000 child care facilities. Every day in Ohio, an estimated 320,000 children are cared for in settings outside the home that are licensed by the state of Ohio. Of the 320,000 children who spend each day in licensed child care, more than 116,000 received financial assistance for child care each month in SFY 2016.

In order to allow more families to receive financial assistance for child care, the SFY 2016-2017 biennial budget expanded income eligibility limits for the program and waived copays for families with incomes at or below the federal poverty level. This assistance allowed more parents to find and keep jobs and pursue education and training opportunities. It helped ensure that children in low-income families had access to an early care and education experience to help them succeed in school. It also helped eliminate the “benefit cliff,” which is the abrupt loss of benefits when families’ incomes improve. Now, families can remain in the program, with subsidies gradually phased out, until they earn 300 percent of the federal poverty level.

STEP UP TO QUALITY

By the end of SFY 2016, more than 1,600 child care programs serving approximately 109,000 children had achieved star ratings through Step Up To Quality (SUTQ), the state’s voluntary quality rating system. SUTQ is designed to increase the number of high-quality programs, to recognize and 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 obtained a quality rating during SFY 2016 received funding to support the ongoing maintenance of their improved standards. 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 four years to improve school readiness programs for children with high needs. The grant included funding for teacher professional development, technical assistance and higher education scholarships, as well as an expansion of the Step Up To Quality program. All provider types — including centers, family child care homes and preschools licensed by the Ohio Department of Education — were eligible to participate in SUTQ in SFY 2016. By 2020, participation will be mandatory for all programs receiving state funding. For licensed Type B providers, who care for one to six children in their own homes, the grant helped standardize licensing requirements and allowed these settings to be included in SUTQ and the state data system. This ensures more consistent monitoring across all early care and education settings and gives parents consistent information to 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. In SFY 2016, the agency created posters for county agencies reminding families that their attendance cards are for their use only and should not be given to their providers. Also in SFY 2016, 10 child care providers were removed from the publicly funded child care program for noncompliance with program requirements.

HELP FOR FAMILIES RESEARCHING CHILD CARE

In addition to providing financial assistance to low-income families for child care, ODJFS offers a database of licensed providers for families searching for child care. Simply visit the website jfs.ohio.gov/CDC/childcare.stm and click on “Welcome to Child Care in Ohio.” Families can search for providers by county, city, zip code, program type and SUTQ rating. They also can search for providers in the publicly funded child care program. Programs serve children of all ages, from infants to preschoolers to school-age children who need child care before and after school. By clicking on the name of a specific provider, visitors to the site can view inspection reports for that provider. All child care centers are inspected three times in their first year. After that, they’re inspected at least once annually and any time a complaint is received. Type A and Type B Homes are inspected at least twice a year and anytime a complaint is received. Type A Homes care for seven to 12 children or more than three children under age 2. Type B Homes care for one to six children as long as three or fewer are under age 2. All inspections are unannounced.
CHILD SUPPORT

The ODJFS Office of Child Support collects and distributes nearly $2 billion annually to more than 1 million Ohio children. In FFY 2015, Ohio had the fourth 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 2015, the child support program continued to perform well. From FFY 2014 to FFY 2015, Ohio improved its performance in establishing support orders for the 14th consecutive year, passing the threshold for earning the maximum potential federal incentive for the fifth time. It also improved its paternity establishment rate, its percentage of current support collections and its percentage of cases with arrearage collections.

RECORD-SETTING COLLECTIONS RATE

In FFY 2015, Ohio collected child support payments at a rate not seen since before the recession. As of April 2016, Ohio collected 69.9 percent of current child support owed, well above the national average of 64 percent. This was the result of “Project I-70,” an initiative designed to increase the state’s current support collection rate to 70 percent, which could potentially lead to additional federal funding. The Office of Child Support established collection goals for each county and began providing regular performance reports to 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.

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 have their winnings entirely or partially withheld. From the time the program started in September 2014 through May 2016, Ohio intercepted nearly $4 million in winnings from more than 2,200 parents with unpaid child support.

Ohio’s Child Support Program Performance  FFY 2012 - FFY 2015

<table>
<thead>
<tr>
<th>Paternity Establishment - IV-D</th>
<th>FFY 2012</th>
<th>FFY 2013</th>
<th>FFY 2014</th>
<th>FFY 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cases with Support Orders</td>
<td>85.2%</td>
<td>87.0%</td>
<td>88.3%</td>
<td>89.5%</td>
</tr>
<tr>
<td>Collections on Current Support Due</td>
<td>66.6%</td>
<td>67.4%</td>
<td>68.0%</td>
<td>69.0%</td>
</tr>
<tr>
<td>Cases with Arrearage Collections</td>
<td>63.8%</td>
<td>64.2%</td>
<td>65.1%</td>
<td>66.6%</td>
</tr>
</tbody>
</table>

Threshold for Earning Maximum Federal Incentive Potential = 80.0%

ELECTRONIC COLLECTIONS AND PAYMENT

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 eighth in the nation in the percentage of collections received via electronic payment, with approximately 70 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 2016, 810 companies nationwide were participating in this federal initiative, including 604 employers of noncustodial parents with children in Ohio. In 2015 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 2015.

GRANT TO SIMPLIFY THE REVIEW PROCESS

Child support staff from ODJFS and Franklin and Cuyahoga counties continued working together in FFY 2015 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. It will then measure the amount and frequency of payments made under both the current and modified processes.

HELP FOR INCARCERATED PARENTS

Work continued in SFY 2016 to improve outreach to incarcerated and formerly incarcerated parents, to give them more information about Ohio’s child support program and to help remove barriers to the payment of their child support obligations. Staff from the ODJFS Office of Child Support continue to provide information to incarcerated parents and correctional facility staff to help parents stay connected to their children and resume support payment after their release.

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 provided information about Ohio’s child support programs for distribution at the Ohio State Fair. It also coordinated a committee made up of staff from four county CSEAs, the Ohio CSEA Directors’ Association, the Ohio Commission on Fatherhood, and the ODJFS Office of Communications to promote child support statewide and to coordinate local promotional efforts.
CHILD PROTECTIVE SERVICES

ODJFS oversees the state’s child protective services programs. These include programs that prevent child abuse and neglect; provide services to abused and/or neglected children and their families (birth, foster and adoptive); and license foster homes and residential facilities.

Ohio’s protective services system is state-supervised and county-administered. This means that the 88 county public children services agencies (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 2016, ODJFS undertook many initiatives aimed at keeping children safe and improving the lives of children in foster care.

CROSS-SYSTEM COLLABORATIONS

The ODJFS Office of Families and Children was involved in a number of collaborations in SFY 2016 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.

In addition, ODJFS and the Supreme Court of Ohio jointly planned and hosted four regional workshops to support community collaboration. Participants examined local practices in abuse, neglect and dependency cases that come to the attention of the juvenile court and brainstormed strategies to improve outcomes for children. ODJFS secured foundation funding to support each team in local planning efforts.

SAFE AND TOGETHER

By the end of SFY 2016, caseworkers in more than half of Ohio’s 88 counties had received training in the Safe and Together model for better managing child welfare cases with domestic violence components. Eleven trainers supported participating counties with ongoing conference calls to discuss training and practice issues. They also held quarterly trainer meetings and pre- and post-training discussions. About a dozen counties received supplemental training, as well. 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 FOR ADOPTION PARTNERSHIP

ODJFS renewed the agency’s partnership with the Dave Thomas Foundation for Adoption in SFY 2016, 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. There are more than 1,000 Ohio children between the ages of 9 and 17 who have been in foster care for more than two years. Since the partnership began in 2012, through April 2016, almost 1,200 children have been served by the program, including 250 who were adopted and 558 who were matched with potential adoptive families.

**FOSTERING PATHWAYS TO SUCCESS**

More than 600 foster youth, former foster youth, adult caregivers and professionals came together on Sept. 24 to attend the Fostering Pathways to Success conference in Columbus. This was the fourth annual conference ODJFS hosted for youth ages 14 to 24 who have experienced foster care, and it drew the largest crowd yet. 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, a pair of shoes or other item of clothing to wear at job interviews and other important engagements. ODJFS staff, employees at other central Ohio agencies and the Ohio State Bar Association donated more than 4,000 items of clothing.

**HUMAN TRAFFICKING PREVENTION**

Human trafficking prevention remained an agency priority in SFY 2016. ODJFS enhanced its child welfare case information system in order to more accurately capture data on human trafficking victims who come to the attention of children’s services. The agency also developed training opportunities and supported children’s advocacy centers in helping young victims. In January 2016, in conjunction with Human Trafficking Awareness Month, the Ohio Children’s Trust Fund and the Ohio Human Trafficking Task Force awarded $90,000 in grant funding to nine human trafficking prevention programs in 25 Ohio counties. The grants will help them identify and assist at-risk youth and give them information and resources to help prevent human trafficking. Human trafficking is a crime in which individuals are forced to engage in labor and/or sex. 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**

Work continued in SFY 2016 on the Ohio Permanency Roundtable pilot project, which aims to find permanent homes for youth 12 and older who have been in foster care for at least 17 months. Permanency roundtables are groups of people working together to help find permanent homes for children in foster care. The goals are to create a permanency action plan for each child and also to ensure that every child has at least one permanent connection in his or her life. The youth themselves are included in the roundtables. Other participants include child welfare caseworkers, supervisors and experts in permanency issues. Ten counties are involved in the pilot: Butler, Clark, Mahoning, Stark, Trumbull, Athens, Fairfield, Guernsey, Montgomery and Summit. Over the next year, the pilot will be expanded to include additional counties, and ODJFS will work with the Public Children Services Association of Ohio (PCSAO), Casey Family Programs and the Ohio Child Welfare Training Program to evaluate the outcomes.

**HELPING FAMILIES AFFECTED BY SUBSTANCE ABUSE**

ODJFS continued to work with many state partners to provide effective interventions for families affected by substance abuse. The agency was a partner in the Maternal Opiate Medical Support (MOMS) project, which is designed to help pregnant women who are addicted to opioids and improve health outcomes for both mothers and babies. Athens, Cuyahoga, Franklin and Hamilton counties participated in this pilot. ODJFS also continued to support local efforts started by the 56 county teams that participated in 2015 Judicial Symposium on Child Welfare and Addiction. The agency partnered with Casey Family Programs to financially support the implementation of local action plans, awarded five competitive innovation grants, and provided federal funding to 12 demonstration sites that are expanding the scope of family dependency treatment courts.

**PRIMARY PARENT PARTNERS**

Four county PCSAs—Cuyahoga, Richland, Trumbull and Stark— implemented “Primary Parent Partner” programs, after receiving planning and implementation 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 Helping Ohio Parent Effectively (HOPE) Partners for their programs. Two additional counties – Athens and Montgomery – also planned to implement HOPE programs. Ohio’s HOPE initiatives are possible through the support and collaboration of Casey Family Programs, PCSAO and Ohio’s HOPE Partners workgroup.

**PARTNERS FOR OHIO’S FAMILIES**

The “Partners for Ohio’s Families” campaign continued in SFY 2016. The initiative started as part of Ohio’s three-and-a-half-year partnership with the federal Midwest Child Welfare Implementation Center (MWCIC). 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 MWCIC grant ended in September 2013, the good work has 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 across child welfare programming.

**PROTECTOHIO DEMONSTRATION PROJECT**

ProtectOHIO is a federal demonstration project that allows participating counties to use federal Title IV-E foster care dollars – which traditionally are used to support out-of-home placements – more flexibly, for such services as family team meetings and kinship support services, to see whether doing so results in better outcomes for children. About a third of Ohio’s foster care caseload is served by this waiver. Ohio concluded its third five-year waiver period in 2015. Foster care placement cost savings resulting from the waiver allow counties to reinvest those funds in innovative strategies, strategic programs and targeted services for children. Several ODJFS staff presented information about ProtectOHIO in November 2015 at an event sponsored by Casey Family Programs in Seattle. Other states and the U.S. Administration for Children and Families view Ohio as a national leader in this program.

**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. These include programs that help parents cope with daily stresses, help families access services, provide home visits to expectant and new mothers, improve children’s social and emotional competence, prevent infant mortality and child sexual abuse, and train service providers.

In SFY 2016, the OCTF invested more than $4.4 million in prevention programs and activities at the state and local level. It also transitioned to a new locally driven service delivery model that will streamline operations, reduce administrative expenses and eliminate duplicative services.

During Child Abuse and Neglect Prevention Month in April, the OCTF supported a variety of public awareness and advocacy activities. These included a successful #PinwheelSelfie social media campaign and funding for local awareness efforts.
ADULT PROTECTIVE SERVICES

ODJFS oversees 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 reports of abuse, neglect and exploitation of vulnerable adults and evaluate the need for protective services. In SFY 2016, the counties received more than 16,000 reports of abuse, neglect and exploitation of adults age 60 and older.

In addition, in SFY 2016, ODJFS worked to implement many of the recommendations of the Adult Protective Services Funding Workgroup, which was formed 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. Among other things, the group recommended developing core minimum program requirements, providing additional training to counties, developing a statewide data collection and reporting system, launching a statewide hotline, and offering competitive grant opportunities to counties.

ODJFS, the Institute for Human Services and the Ohio Human Services Training System Steering Committee developed competency-based core curricula for adult protective services workers, and more than 200 caseworkers and supervisors attended a training. Work also was underway on the data collection system and hotline, and 74 counties received grants to implement innovative practices that address local concerns.
Employment Services

ODJFS oversees a variety of employment-related services for Ohioans. During SFY 2016, the agency continued to enhance OhioMeansJobs.com, worked collaboratively to develop a four-year workforce development strategy involving programs from many state agencies, and began offering more targeted assistance to help employers find skilled workers. The agency also created an innovative new statewide framework for helping low-income young people build career paths and break the cycle of poverty.

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, and career information. 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 Department of Higher Education; 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.

Among the new reports LMI issued in SFY 2016 were 2022 Ohio Job Outlook reports for each of the six JobsOhio regions and the eight largest metropolitan areas. These reports show expected employment changes over the next six years for a variety of industries and occupations. LMI issued Ohio Employment Trends reports on the food processing and aerospace and aviation industry clusters. The bureau also produced the Annual Shale Report, which showed 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 has been growing, and that employment has increased in both core and ancillary shale-related fields.

LMI staff also provided the Governor’s Office of Workforce Transformation with state labor statistics and employment projections to help identify Ohio’s in-demand jobs. Those data were supplemented with 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.
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 federal Workforce Innovation and Opportunity Act (WIOA), which superseded the Workforce Investment Act (WIA) on July 1, 2015. The federal government allocates WIOA funding to states to deliver workforce services to individuals and employers at the state and local level.

The federal government keeps track of how well states administer WIOA 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 2014, the most recent year for which figures were available, more than 26,000 Ohioans received WIA-funded services, and the state met or exceeded all program performance goals. (See the chart on the next page.) In addition, nearly 400,000 Ohioans received staff-assisted workforce services funded through federal Wagner-Peyser Act programs. These are typically of shorter duration and require less staff involvement than WIA program services.

COMBINED WORKFORCE PLAN

As part of WIOA, each state must submit a combined workforce plan to the U.S. Department of Labor (DOL) outlining a four-year workforce development strategy. Ohio’s plan coordinates workforce development activities among several key programs to better connect businesses to qualified workers: WIOA employment and training programs, the Adult Basic and Literacy Education program, the Senior Community Service Employment Program, the Carl D. Perkins Career and Technical Education Improvement Act program, Wagner-Peyser programs, the Vocational Rehabilitation and Employment program, and the Jobs for Veterans State Grants Program. ODJFS worked with the Governor’s Office of Workforce Transformation, other state agencies, and local providers and stakeholders to create the plan, which was submitted to DOL in March 2016. The plan will take effect on July 1, 2016. It demonstrates Ohio’s commitment to align multiple partners to accomplish three common goals and ten reform principles.

### Projected Annual In-Demand Job Openings by Group, 2022

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<tr>
<th>Category</th>
<th>2022 Jobs</th>
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<tbody>
<tr>
<td>Architecture and Engineering</td>
<td>2213</td>
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<tr>
<td>Arts, Design, Entertainment, Sports, and Media</td>
<td>1222</td>
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<tr>
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<tr>
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<td>3722</td>
</tr>
<tr>
<td>Transportation and Material Moving</td>
<td>5976</td>
</tr>
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</table>

Source: ODJFS Office of Workforce Development
OUTREACH TO VETERANS

ODJFS continued to make helping veterans find jobs a priority in SFY 2016. The agency’s Workforce Services staff provide employment and training assistance to Ohio’s veterans at OhioMeansJobs centers across the state. Veterans can get help with their job searches, attend workshops and other training programs, research local labor market information, learn about apprenticeship programs, and get referrals to other service providers. More than 1,600 veterans found jobs in SFY 2016 as a result of this one-on-one assistance.

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

At OhioMeansJobs.com, veterans can 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. For employers, ODJFS offers a Veterans Business Support Center, where they can get online, over-the-phone or face-to-face help finding skilled veteran candidates for jobs. As of May 2016, more than 116,000 veterans had posted resumes on OhioMeansJobs.com, and more than 200 employers had requested help hiring veterans through the Veterans Business Support Center.
OhioMeansJobs.com is the online career and employment center ODJFS operates in partnership with Monster.com. This website offers 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 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. A technology upgrade in early October 2015 allowed OhioMeansJobs.com registration to be required for OWF and SNAP recipients with work requirements and some unemployed parents who owe child support. As of May 2016, as a result of a partnership with the Ohio Department of Education, more than 255,000 students in grades K-12 had created accounts. In 2015, Ohioans used OhioMeansJobs.com to conduct more than 94 million job searches.

EMPLOYER PILOT PROJECT

ODJFS began a pilot project in four large metro counties to provide more proactive assistance to employers who requested help finding skilled candidates for jobs. As soon as local employers posted job openings on OhioMeansJobs.com, ODJFS staff screened resumes and referred potential candidates. From Jan. 21 to April 29, 2016, staff assisted with more than 2,000 job openings and encouraged more than 3,500 job seekers to apply for jobs, including more than 700 veterans. Ninety-four percent of employers surveyed after the pilot reported appreciating the assistance. ODJFS is looking to expand this pilot across the state.
HUMAN SERVICES INNOVATION

The biennial budget bill that Gov. Kasich signed into law on June 30, 2015, established a statewide framework that will allow Ohio to build on its traditional network of workforce development and human services agencies to find a new way to work for Ohioans in poverty. Starting in SFY 2017, the Comprehensive Case Management and Employment Program will provide case management and wrap-around supportive services to low-income 16- to 24-year-olds with the goals of helping them build career paths, find employment and break the cycle of poverty. The program will integrate both TANF and WIOA youth funding to focus on people, not programs, and offer more coordinated, individualized services. Ohio is a leading innovator in this effort and is one of the first states in the nation to attempt this degree of cross-program integration.

WORKFORCE INNOVATION FUND GRANT

In September 2015, Ohio learned that it was one of six states getting a federal Workforce Innovation Fund grant to create collaborative programs that address the needs of specific employers and industries. Workforce Innovation Fund grants are designed to enhance workforce development programs and foster states’ sharing of best practices. ODJFS received $6 million to develop a new approach to increasing employment opportunities for low-income youth and young adults who face barriers to employment. The model builds on Ohio’s OhioMeansJobs.com technology to identify occupations with in-demand jobs. It also surveys employers about the skills needed for those occupations and connects participants to job openings. Working with local partners, ODJFS will select pilot sites, use the WorkKeys assessments on OhioMeansJobs.com to map participants to occupations, and provide intensive case management services.

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. The state’s On-the-Job Training program 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 2016, more than 4,800 Ohioans participated.

NATIONAL EMERGENCY GRANTS

Ohio received funding from two federal National Emergency Grants in SFY 2016: a $7 million Sector Partnership grant and a $2 million Partnerships for Opportunity and Workforce and Economic Revitalization (POWER) grant. The Sector Partnership grant will allow ODJFS to better collaborate with employers, educational institutions and local workforce professionals to connect unemployed workers with a broad range of services, including on-the-job training, transitional jobs, apprenticeships, job search assistance, and career planning and job coaching. The POWER grant will allow workers affected by layoffs from coal mines or coal-fired power plants, or layoffs from the manufacturing or transportation logistics chains of coal mines or coal-fired power plants, to be trained for jobs in other industries. Trainings are being offered for oil and gas, medical, construction, trucking, and welding occupations.

HIRING INCENTIVES

In December 2015, the federal Work Opportunity Tax Credit (WOTC) program was reauthorized through 2019. WOTC is a federal tax incentive program for employers that hire individuals with barriers to employment, including veterans, SNAP recipients, cash assistance recipients, ex-offenders (restored citizens), individuals with disabilities and others. The tax credits range from $2,400 to $9,000, depending on the barrier and the length of time a qualifying individual was employed. In addition to extending the program, the reauthorization expanded the allowable groups to include qualified long-term unemployment claimants. In SFY 2016, ODJFS processed more than 104,000 WOTC certifications. As a result, thousands of Ohio employers received more than $250 million in federal tax credits.

OUTREACH TO INCARCERATED INDIVIDUALS AND RESTORED CITIZENS

ODJFS continued its many collaborations with the Ohio Department of Rehabilitation and Correction (DRC) and the Ohio Department of Youth Services (DYS) in SFY 2016, to help restored citizens and those nearing their release more successfully reenter the workforce. By June 2016, employment centers were operating at six DRC correctional institutions and at three DYS juvenile correctional facilities: Trumbull, Pickaway, Grafton and Marion correctional institutions; the Ohio Reformatory for Women; the Northeast Reintegration Center; and the Circleville, Cuyahoga Hills and Indian River juvenile correctional facilities.
The centers – called “O.N.E.-STOPs” for “Offender Network for Employment to STOP Recidivism” – offer many of the same services available at local OhioMeansJobs centers, including computer labs, live access to a secure version of OhioMeansJobs.com, job search and skills workshops, career exploration materials, help with resumes and job interviewing, and access to labor market research. From the time the first O.N.E.-STOP opened in February 2012 through March 2016, nearly 5,000 incarcerated individuals attended orientations and received one-on-one services at the nine O.N.E.-STOP sites. Individuals at all 30 correctional institutions have access to OhioMeansJobs.com through their libraries, and more than 13,000 have created accounts.

TOOLKIT FOR HIRING WORKERS WITH DISABILITIES

ODJFS collaborated with Opportunities for Ohioans with Disabilities to create a new interactive toolkit for Ohio employers interested in recruiting, hiring and retaining qualified workers with disabilities. The resource – called “Hiring Ohioans with Disabilities: a Toolkit for Employers, Managers and Human Resource Professionals” – is available on the employer home page at OhioMeansJobs.com. Employers can use it to learn about best practices for hiring workers with disabilities, tax incentives, free sources of consultation and assistance, and much more. The toolkit was created in response to a recommendation of the Ohio Workforce Integration Task Force, which Gov. Kasich and the Ohio General Assembly created in 2014 to help remove barriers to employment and improve income parity for Ohioans who are deaf and/or blind. From Jan. 1 through May 31, 2016, more than 300 employers had used this resource.

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 staff from ODJFS and other state and local partners who work together to develop a unique service strategy to rapidly reemploy the impacted workers. When possible, they also offer employers services to prevent layoffs, such as 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.

REEMPLOYMENT AND ELIGIBILITY ASSESSMENT SERVICES

Ohio works with unemployment claimants throughout their benefit period to help them find jobs as quickly as possible. All claimants are automatically registered on OhioMeansJobs.com and receive weekly notices of job openings. One-on-one help is available at local OhioMeansJobs centers. In addition, claimants who are determined to be likely to exhaust their benefits and who have no return-to-work date may be selected for participation in the federal Reemployment Services and Eligibility Assessment (RESEA) Program. RESEA 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 3,000 claimants received RESEA services in Ohio in FFY 2015.

TRADE SERVICES

Federal Trade programs offer a variety of benefits and services for workers who become unemployed because of increased 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. Previously, only manufacturing workers were eligible for Trade programs. However, in SFY 2016 service workers became eligible, as well. As a result, more Ohioans qualified than in previous years. More than 5,491 Ohioans were potentially eligible for trade benefits and services in SFY 2016, up from 2,764 in SFY 2015.

OHIO LEARN TO EARN

ODJFS continued to promote the Ohio Learn to Earn program in SFY 2016. Learn to Earn gives unemployment claimants and those who recently exhausted their benefits the opportunity to participate in approved, part-time training. Current unemployment 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.
APPRENTICESHIP PROGRAMS

Registered Apprenticeship programs teach high-level skills for today’s workplace and give employers access to workers who have been trained to industry standards at a reasonable cost. Ohio has more than 1,100 registered apprenticeship programs in fields as diverse as construction, energy, health care, manufacturing and utilities. Each program includes at least 2,000 hours of paid, structured on-the-job training and 144 hours of related technical instruction. ODJFS helps employers establish and maintain programs and conducts outreach to job seekers to let them know about opportunities.

In SFY 2016, DOL dedicated $175 million to expanding Registered Apprenticeship programs nationwide. In Ohio, the Greater Oh-Penn Interstate Region in northeast Ohio and the Greater Cleveland Regional Transit Authority began developing programs as a result. In addition, the AFL-CIO began facilitating the registration of multiple employers throughout the state.

Ohio had more than 15,000 apprentices in SFY 2016. More than 5,600 new apprentices began training in 234 occupations, and ODJFS approved the registration of 29 new programs. Nearly 1,700 apprentices completed their programs, gained national certification, and continued their employment with an average wage of more than $26 an hour.
UNEMPLOYMENT INSURANCE

ODJFS administers Ohio’s unemployment insurance program, which provides short-term income to unemployed workers who lose their jobs through no fault of their own. It reduces the hardship families experience during periods of temporary unemployment and bolsters local economies by maintaining the purchasing power of the unemployed workers. Unemployment insurance is financed by premiums paid by employers to both the federal and state governments. The employer taxes paid to the federal government cover most of the administrative costs; the employer taxes paid to states fund the actual benefits.

In 2016, unemployed Ohio workers who earned an average of at least $243 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 2016, the maximum weekly benefit was $587 for a claimant with three or more dependents. In March, the average weekly payment was approximately $357. In the first quarter of 2016, the number of first-time claimants was 6.9 percent less than it was in the first quarter of 2015. The amount of regular unemployment benefits paid decreased from $1.01 billion in 2014 to $988 million in 2015.

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 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 2016, nearly 165,000 employers were filing wage reports electronically, an increase from previous years.

Employers Filing Wage Reports Electronically

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<td>Q4-2015</td>
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<tr>
<td>Q1-2016</td>
<td>164,645</td>
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Source: ODJFS Office of Unemployment Insurance Operations
FRAUDULENT PAYMENT RECOVERY

From April 2015 through March 2016, ODJFS identified more than $9.26 million in erroneous or fraudulent overpayments to claimants. This was down from the $11.7 million identified during the previous year because of stepped-up overpayment prevention efforts and because fewer Ohioans were receiving unemployment benefits. The agency also assessed more than $2.28 million in monetary penalties (25 percent of the fraud amount) and identified 71,800 “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 continued its overpayment recovery efforts by collecting more than $23.5 million from April 2015 through March 2016. By intercepting federal income tax refunds from individuals with overpayments due to fraud, the agency recovered more than $4.99 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.

PROGRAM INTEGRITY EFFORTS

From January 2015 through December 2015, more than $1.2 million in unpaid taxes was assessed to employers for unemployment tax avoidance schemes. In addition, in 2015 ODJFS auditing efforts led to the detection of 14,045 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 $2.6 million in unpaid taxes.

UNEMPLOYMENT COMPENSATION REVIEW COMMISSION

Over the last four years, Ohio’s Unemployment Compensation Review Commission (UCRC) has eliminated a backlog of cases and reduced wait times for hearings. 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 2016, 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 26 days.

SHAREDWORK OHIO

SharedWork Ohio is the agency’s voluntary layoff aversion program, which allows workers to remain employed and employers to retain trained staff during times of reduced business activity. Under a SharedWork Ohio plan, the participating employer reduces affected employees’ hours in a uniform manner. The participating employees work the reduced hours each week, and eligible individuals receive a portion of their regular unemployment benefits. In SFY 2016, ODJFS received 49 active SharedWork Ohio plans and focused efforts on marketing the program and spending the promotion and enrollment grant funding provided by the U.S. Department of Labor.
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 2016, 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 2016. In December 2015, the portal was redesigned to improve the customer experience and to support multiple screen sizes for those using mobile and tablet devices. The portal allows customers to view and print up to two years of child support payment data, as well as verify the address, employment, health insurance and support order information on file with their county agency. It also allows customers to communicate with their local agency through a messaging service. As of April 2016, the portal had more than 256,000 registered users, which was about 19 percent of all child support customers in Ohio.

**ODJFSBENEFITS.OHIO.GOV**

More than 310,000 Ohioans used the website ODJFSBENEFITS.OHIO.GOV in SFY 2016 to apply 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 benefit cards, check the status of online applications, and review current and past case information.

**HATS X**

A new web-based Hearings and Appeals Tracking System (HATS X) was implemented in 2015 and has streamlined the hearing request, scheduling and determination process used when customers disagree with decisions made about their cases. Unlike the former system, which was more than 25 years old, HATS X can be accessed by not only state, but also county staff. In fact, the vast majority of the more than 1,800 active users are county employees. HATS X interfaces with the Client Registry Information System-Enhanced, the database that supports the state’s cash and food assistance programs. It also has an automatic scheduler that frees up four to six full-time staff members who previously spent much of their time manually scheduling 1,500 to 2,000 appeals a week. Staff throughout the state can use the system to enter and update hearing information and documentation. HATS X also has its own document management system, so users can directly submit hearing requests and compliance documents and also view their hearing dockets and run reports. HATS X is now the complete system of record for all ODJFS state hearings work.

**SACWIS**

The Statewide Automated Child Welfare Information System (SACWIS) supports more than 8,000 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. In SFY 2016, the system was expanded for use by an additional 24 private agencies and more than 300 private agency users. Upgrades allowed the system to be used more easily from mobile devices, streamlined safety planning activities and simplified Adoption Assistance processes for caseworkers. Several new reports were created to provide additional data for supervisor oversight and case management.
ERIC
By the end of April 2016, more than 30,000 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 2016 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.

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 use, reduces fraud and greatly improves payment accuracy. In SFY 2016, more than 6,900 child care providers and more than 90,000 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.
### ODJFS STATE FISCAL YEAR (SFY) 2016 EXPENDITURES

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<th>Program Code</th>
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<th>Dedicated Purpose Fund</th>
<th>Fiduciary Fund</th>
<th>Holding Account Fund &amp; Internal Service Activity Fund</th>
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**Notes:**
1) Expenditures reflect G/L expenditures coded under agency code JFS and do not include Medicaid associated expenditures funded agency code MCD as of 06/27/16
2) Federal funds are deposited into GRF associated with the Adoption Program series 7677B.
3) The Office of Local Operations was merged into the Office of Workforce Development and the Office of Unemployment Insurance Operations.
ODJFS Revenue Streams by Dollar and Percentage

- FED Federal Revenue: $1,959,336,485 (3%)
- GRF General Revenue: $785,670,949 (1%)
- Dedicated Purpose Fund Group: $113,148,330 (66%)
- Fiduciary Fund Group: $112,567,237 (4%)
- Holding Account and Internal Service Activity Fund Groups: $308,500

Child Support

- Federal Revenue: $169,318,846
- Fiduciary Fund Group: $112,053,794
- Dedicated Purpose Fund: $43,061,777
- General Revenue: $7,145,801

Families and Children

- Federal Revenue: $465,827,114
- Dedicated Purpose Fund: $6,917,662
- General Revenue: $170,688,518

Family Assistance

- Federal Revenue: $943,564,362
- Fiduciary Fund Group: $513,442
- Dedicated Purpose Fund: $30,331,480

Medicaid

- Federal Revenue: $140,688,233
- General Revenue: $73,841,100
- Dedicated Purpose Fund: $96,235,469

Program Support Services

- Federal Revenue: $36,537,188
- Dedicated Purpose Fund: $10,556,013
- Agency & Holding Account Funds: $7,145,801

Unemployment Insurance

- Federal Revenue: $96,235,469
- Dedicated Purpose Fund: $38,017,951
- General Revenue: $18,265,832

Workforce Development

- Federal Revenue: $136,556,661
- Dedicated Purpose Fund: $125,047
- General Revenue: $1,080,793