Annual Report
State Fiscal Year 2017 • Ohio Department of Job and Family Services
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Letter from the Director

It is with great pride that I present the Ohio Department of Job and Family Services (ODJFS) Annual Report for state fiscal year (SFY) 2017. In the pages that follow, you’ll learn more about our many efforts over the last 12 months to improve the well-being of Ohio’s workforce and families.

To support Ohio’s growing economy, we intensified our efforts in SFY 2017 to help more people take advantage of Ohio’s many employment opportunities. We operationalized an innovative and ambitious anti-poverty program: the Comprehensive Case Management and Employment Program, which provides case management and wrap-around supportive services to low-income 16- to 24-year-olds to help them build career paths, find employment and break the cycle of poverty. We also ensured that low-income 14- and 15-year-olds had the opportunity to earn money and gain work experience during the summer.

An independent study confirmed that OhioMeansJobs.com—Ohio’s premier online career and employment center—offers the same high level of service as the state’s OhioMeansJobs centers. To enhance this website even more, we added a new feature to it—the Ohio Supply Tool—to better connect employers with local colleges that offer training for in-demand occupations. Essentially, the Supply Tool gives employers access to a ready pipeline of trained workers, right in their own backyards.

We also stepped up our efforts to spread the word about apprenticeship programs, in part by launching a new website called Apprentice.Ohio.gov. Apprentices earn while they learn, avoid student loan debt and, when they graduate, can make as much as $60,000 a year. Ohio ranks third in the nation for the number of apprenticeship programs, and they span a wide range of industries: construction, energy, health care, advanced manufacturing, computer programming and more.

I’m happy to say that we continued our successful partnership with the Dave Thomas Foundation for Adoption in SFY 2017. We began developing a predictive data analytics system to better protect children by focusing on preventing fatalities or near fatalities in child welfare cases. We also laid the groundwork for a new program called “Bridges: From Foster Care to Self-Sufficiency,” which will support young people who aged out of foster care on their path to independence.

Of course, that’s just a sampling of our work. To learn more, read ahead or visit jfs.ohio.gov.

Cynthia C. Dungey
Cynthia C. Dungey, Director
Services for Families

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 food products. Although the federal government pays for all benefits, states provide about half the program’s administrative costs.

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. This can include such things as on-the-job training, community service and education directly related to employment.

Ohio provides 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 help Ohio Works First recipients overcome barriers to employment and get the education and training they need to not only find a job, but build long-term, sustainable careers. Work participation rates have risen dramatically since 2010. In addition, the new Comprehensive Case Management and Employment Program is helping younger recipients – those ages 16 to 24 – find jobs, build careers and break the cycle of poverty. For more on the Comprehensive Case Management and Employment Program, see page 15.

The SNAP program has work requirements, as well. Many 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 2017, ODJFS received federal approval to continue the waiver in some counties still struggling with high unemployment. ODJFS provides funding 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.

Because of Ohio’s improved economy, both SNAP and Ohio Works First caseloads have declined since 2011 (see the charts above).

**TANF FUNDING FOR OHIO YOUTH WORKS**

For the summer of 2017, ODJFS made $9 million in TANF funding available for Ohio Youth Works, a new program that provides employment opportunities for TANF-eligible youth ages 14 and 15. Ohio Youth Works gives 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**

Nearly 100 farmers’ markets throughout Ohio accepted the Ohio Direction Card in SFY 2017, 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.
FRAUD PREVENTION

May 2017 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 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 SFY 2017, the commission launched the “New Beginnings for New Fathers” program in Franklin, Clark, Cuyahoga, Hamilton and Montgomery counties. The program, which is funded by a five-year $10 million federal grant, is designed 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. 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 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 Columbus Urban League’s Moms2B Program. 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.

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 292,000 children are cared for in settings outside the home that are licensed by the state of Ohio. Of the children who spend each day in licensed child care, more than 116,000 received financial assistance for child care each month in SFY 2017.
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 2017, 1,900 child care programs serving approximately 111,000 children had achieved star ratings through Step Up To Quality, the state’s quality rating system. Step Up To Quality 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-understand tool to help them make more informed choices on behalf of their children.

All provider types — including child care centers, family child care homes and preschools licensed by the Ohio Department of Education — are eligible to participate in Step Up To Quality, and those that do receive additional funding to support the ongoing maintenance of their improved standards. By 2020, providers will be required to participate in Step Up To Quality to receive state funding. Step Up To Quality providers commit to actively engaging families, employing better-trained teachers and providing a more comprehensive early education experience.

**FRAUD PREVENTION**

To combat fraud and reduce erroneous payments to child care providers, ODJFS monitors data from card swipes in the Electronic Child Care time-and-attendance system to look for irregularities that may indicate improper billing. In addition, the agency has distributed posters and other materials to county agencies and child care provider sites reminding families that their attendance cards are for their use only and should not be given to their providers. During SFY 2017, 25 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](http://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 Step Up To Quality 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 and family child care homes are inspected three times in their first year. After that, they’re inspected at least once annually and any time a complaint is received. 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 so that their basic needs for food, clothing and shelter can be met. In FFY 2016 – which ended on Sept. 30, 2016 – 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 services, such as locating noncustodial parents, establishing legal paternity, establishing child and medical support orders, and enforcing support orders.

Ohio’s child support program is administered locally by 88 county child support enforcement agencies. Sixty-seven county agencies 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. From FFY 2015 to FFY 2016, 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 sixth 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 2016, Ohio collected child support payments at a rate not seen since before the recession. As of April 2017, Ohio collected 69.6 percent of current child support owed, well above the national average of 66 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 county agencies highlighting their progress. It also has encouraged county agencies to develop innovative processes and share best practices. To make that easier, the office conducts monthly videoconferences on-site at individual agencies. The videoconferences highlight the extraordinary efforts counties are making to reach the 70 percent target.

CASINO/RACINO/LOTTERY INTERCEPTS
As a result of a 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 2017, Ohio intercepted nearly $5.8 million in winnings from more than 3,600 parents with unpaid child support.

CUSTOMER SERVICE WEB PORTAL
Ohio’s Child Support Customer Service Web Portal gives customers 24/7 access to their case information, including two years of payment data and the address, employment, health insurance and support order information on file with their county agency. Enhancements in SFY 2017 made it easier for customers to distinguish between balances owed for the current month and balances that have accrued over time. MoneyGram was added as an option on the “Make a Payment” page. Customers began receiving email notifications when payments were sent, and alerts when they needed to provide required address, employer and/or health insurance information. As of April 2017, more than 256,000 Ohioans – or about 19 percent of all child support customers – were using the portal.

BEHAVIORAL INTERVENTIONS IN CHILD SUPPORT
Ohio was one of eight states to receive federal grants for a five-year Behavioral Interventions in Child Support Project, to explore the links between psychology, behavior and child support payments. In SFY 2017, the Franklin and Cuyahoga agencies worked with state staff to strategize ways to make the child support review and adjustment process easier for both parents and caseworkers. Results were expected by summer 2017. Next, Franklin, Cuyahoga and state staff will strategize ways to encourage more parents to use the Customer Service Web Portal. Any strategies found to be successful may be
HELP FOR INCARCERATED PARENTS
The Office of Child Support continued to collaborate with the Ohio Department of Rehabilitation and Correction (DRC) to identify ways to help incarcerated and formerly incarcerated parents overcome barriers to the payment of child support. Among other things, child support staff attended re-entry fairs throughout the state, providing information and materials to educate inmates and DRC case managers about Ohio’s child support program.

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 2017, 1,428 companies nationwide were participating in this federal initiative, including 1,044 employers of noncustodial parents with children in Ohio. In 2016 more than 227,000 income-withholding and termination of withholding notices were issued electronically in Ohio, for an estimated savings of $128,500 in postage and paper costs. Ohio had a 3 percent increase in the number of electronic income-withholding notices sent from December 2015 to December 2016.


Source: ODJFS Office of Child Support
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 2017, ODJFS undertook many initiatives aimed at keeping children safe and improving the lives of children in foster care.

HARNESSING DATA TO IMPROVE SAFETY
Many private industries have used data analytics – a field of data science used to predict future behavior – for years. In SFY 2017, ODJFS began work to use data analytics to improve child safety. After a competitive bidding process, ODJFS chose a national firm with a proven track record to develop a data analytics system that will immediately alert the state when risk factors are present in open child welfare cases that could indicate a possible future fatality, near fatality or serious injury. These cases will then be prioritized so that immediate actions can be taken to keep children safe. Work on Ohio’s Predictive Analytics Project was well under way as the state fiscal year ended. A pilot of the model was scheduled to begin in Franklin and Hamilton counties later in 2017. Eventually, ODJFS plans to expand this work statewide.

BRIDGES FROM FOSTER CARE TO SELF-SUFFICIENCY
In SFY 2017, ODJFS began laying the groundwork for a new program called “Bridges,” which will allow youth who age out of foster care to request supports toward independence any time up until their 21st birthdays. The program will promote education and employment and encourage youth to pursue careers that can sustain them for a lifetime. Those eligible can use the program’s supportive services as often as they like, as long as they are enrolled in an educational program, working at least 80 hours a month, participating in a program or activity to remove barriers to employment, or have a medical condition that prevents them from attending school or working. Bridges was made possible by a state law that became effective in September 2016.

FOSTERING PATHWAYS TO SUCCESS
More than 450 foster youth, former foster youth, adult caregivers and professionals came together on July 28, 2016, to attend the Fostering Pathways to Success conference in Columbus. This was the fifth annual conference ODJFS has hosted for youth ages 14 to 24 who have experienced foster care. 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.

SFY 2017 AT A GLANCE
- 14,000+ children were in foster care on any given day.
- 1,300+ children were adopted from foster care.
- 21,500+ children received adoption subsidies.

TO REPORT SUSPECTED CHILD ABUSE OR NEGLECT, CALL 1-855-OH-CHILD.
TO REPORT SUSPECTED ELDER ABUSE, CALL 1-855-OHIO-APS.
HELPING FAMILIES AFFECTED BY SUBSTANCE ABUSE

ODJFS continued to collaborate with many state and local partners to provide effective interventions for families affected by substance abuse. The agency was a partner in Maternal Opiate Medical Support (MOMS), a pilot project in Athens, Cuyahoga, Franklin and Hamilton counties. MOMS was designed to improve health and safety outcomes for pregnant women who are addicted to opioids and their babies. In addition, ODJFS also partnered with the Supreme Court of Ohio, the Ohio Department of Mental Health and Addiction Services, and Casey Family Programs to support 11 family dependency treatment court demonstration sites throughout the state. Family dependency treatment courts address cases of child abuse and neglect that involve substance abuse by parents or other caregivers. The goals are to protect children while giving parents the tools they need to overcome their addictions.

DAVE THOMAS FOUNDATION PARTNERSHIP

In SFY 2017, ODJFS committed $3.5 million to continue its partnership with the Dave Thomas Foundation for Adoption to help older children in foster care find permanent homes. With this support, county agencies were able to retain 46 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 trains and oversees 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. Ohio has more than 1,000 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 May 2017, almost 1,500 children were served by the program, including 379 who were adopted and 772 who were matched with potential adoptive families.

PERMANENCY ROUNDTABLES

Work continued in SFY 2017 on the Ohio Permanency Roundtable pilot project, which aims to find permanent homes for youth ages 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 an 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 were 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.

HOPE PARENT PARTNERS

By the end of SFY 2017, six counties — Cuyahoga, Richland, Trumbull, Stark, Athens and Montgomery — had implemented Helping Ohio Parent Effectively (HOPE) programs, after receiving planning and implementation grants from ODJFS, with funding from Casey Family Programs. HOPE programs enlist the help of birth, adoptive and foster parents who have previously been the subject of abuse, neglect or dependency allegations so they can act as resources for other parents engaged with the child welfare system. HOPE parent partners help in a way that is affirming, fear-reducing and solution-focused, and that helps achieve the best possible outcomes for children. Counties with HOPE programs recruit, train and support parent partners. The effort is made possible through the support and collaboration of Casey Family Programs, PCSAO and Ohio’s HOPE Parent Partners workgroup.
SAFE AND TOGETHER
By the end of SFY 2017, 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. Ten 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.

OHIO CHILDREN’S TRUST FUND
The mission of the Ohio Children’s Trust Fund is to prevent child abuse and neglect through investing in strong communities, healthy families and safe children. Partnering with statewide and county entities, the trust fund 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, train service providers, and prevent infant mortality, child sexual abuse and human trafficking.

In SFY 2017, the trust fund invested more than $4.8 million in prevention programs and activities at the state and local level. Local prevention efforts are led by eight regional prevention councils, all of which are required to conduct periodic needs assessments and track their progress in reducing families’ child abuse risk factors and strengthening their protective factors. During Child Abuse and Neglect Prevention Month in April, the trust fund conducted an awareness campaign reminding all Ohioans that simple acts of kindness can help prevent abuse and neglect.

ADULT PROTECTIVE SERVICES
ODJFS oversees the state’s Adult Protective Services (APS) 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 2017, Ohio’s county agencies received more than 14,000 reports of abuse, neglect and exploitation of adults age 60 and older, and ODJFS continued its efforts to make the state’s adult protective services system more robust.

As a result of the last budget bill, all counties now have interdisciplinary teams – or I-teams – to collaborate in their efforts to increase and improve APS services. Ohio also has an APS Advisory Council, which meets quarterly to address issues and challenges in serving vulnerable adults. Members are professionals with strong direct-service, administrative and policy experience, as well as caregivers and advocates.

ODJFS worked with the Ohio Human Services Training System to revamp training for caseworkers and supervisors, and it collaborated with the Attorney General’s office on a new Elder Abuse Training Workshop for law enforcement officers, APS staff and first responders. In the summer of 2016, the agency launched a statewide, toll-free APS Referral Line—1-855-OHIO-APS—which allows anyone anywhere to report suspected elder abuse 24/7. ODJFS also began developing a new statewide APS data collection and reporting system, which is expected to be operational by late 2017.
Employment Services

ODJFS oversees a variety of employment-related services for Ohioans. During SFY 2017, the agency enhanced OhioMeansJobs.com as an online employment resource, created ApprenticeOhio to better connect Ohioans to apprenticeship opportunities, and launched an innovative new program to help 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 and Employment and Training Administration, the ODJFS Bureau of Labor Market Information collects and analyzes industry, occupational and employment information. The bureau 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 local employment professionals, as well as by the Ohio Department of Education; the Ohio Department of Higher Education; JobsOhio, the state’s nonprofit economic 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 the bureau issued in SFY 2017 were the 2024 Ohio Job Outlook Employment Projections report and the Ohio Short-Term Employment Forecast report, which showed projected employment in major industries through 2018. The bureau issued Employment Projections Snapshot reports for the aerospace and aviation, automotive, biohealth, business functions, financial services, food processing, information technology, logistics, and shale energy industries. The bureau also produces annual and quarterly reports showing the direct and indirect economic impact of shale oil and gas drilling in Ohio.

Bureau staff also provide the Governor’s Office of Workforce Transformation with state labor statistics and employment projections to help identify Ohio’s in-demand jobs. That information is 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 comprehensive and 59 affiliate OhioMeansJobs centers. These centers provide job training, skill upgrades and other employment services to Ohioans looking for work and to employers seeking workers. ODJFS supervises many federal Workforce Innovation and Opportunity Act (WIOA) programs. 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 2015, the most recent year for which figures were available, more than 20,000 Ohioans received WIOA-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 services are typically of shorter duration and require less staff involvement than WIOA 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 Aspire adult 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 took effect on July 1, 2016. It demonstrates Ohio’s commitment to align multiple partners to accomplish common goals and reform principles.

**COMPREHENSIVE CASE MANAGEMENT AND EMPLOYMENT PROGRAM**

On July 1, 2016, ODJFS launched the Comprehensive Case Management and Employment Program, which provides case management and wrap-around supportive services to low-income 16- to 24-year-olds to help them build career paths, find employment and break the cycle of poverty. The program integrates 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.

The program offers a wide range of services, including dropout recovery services, occupational skills training, and help with transportation and/or child care. Success is based on individuals’ active participation, as well as regular, meaningful engagement by case managers. Participants are expected to spend approximately 20 hours

<table>
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<tr>
<th>Program</th>
<th>State/Local Indicators of Performance</th>
<th>PY 2015 Negotiated Performance Standards</th>
<th>80% of Ohio Negotiated Performance Standards</th>
<th>PY 2015 Ohio Performance</th>
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<td><strong>Adult</strong></td>
<td>Adult Entered Employment Rate</td>
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<td>Total Adult Exiters</td>
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<tr>
<td></td>
<td>Total DW Exiters</td>
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<tr>
<td><strong>Youth (14-21)</strong></td>
<td>Youth Placement in Empl. or Ed. Rate</td>
<td>67.0%</td>
<td>53.6%</td>
<td>75.0%</td>
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<tr>
<td></td>
<td>Youth Certificate or Diploma Rate</td>
<td>63.0%</td>
<td>50.4%</td>
<td>66.1%</td>
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<tr>
<td></td>
<td>Youth Literacy and Numeracy Rate</td>
<td>56.0%</td>
<td>44.8%</td>
<td>55.6%</td>
</tr>
<tr>
<td></td>
<td>Total Youth Participants</td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Total Youth Exiters</td>
<td></td>
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</tr>
</tbody>
</table>

**Performance Color Scale**

- **Exceeded** > “State Negotiated Performance Level”
- **Met** = > “80 % of State Negotiated Perf. Level” but < = “State Negotiated Perf. Level”
- **Not Met** < “80 % of State Negotiated Performance Level”

Total Number Exceeded and Met: 9

Source: ODJFS Office of Workforce Development

*The most recent year for which figures were available.*
a week in activities outlined in their individual opportunity plans. Case managers engage with them at least every 30 days, or every 14 days if they are receiving intensive case management.

**OHIO YOUTH WORKS**

ODJFS recognizes that a job is the best anti-poverty program and that breaking the cycle of poverty starts with teens and young adults. For that reason, the agency offered Ohio Youth Works, a summer employment program for 14- and 15-year-olds. Ohio Youth Works allowed Ohio counties to create or expand subsidized employment programs for TANF-eligible youth, so they could learn job skills while earning an income, building their resumes, and gaining business references and potential mentors.

**WAGE PATHWAY PROGRAM**

As a result of a federal grant, and in collaboration with three other state agencies and four OhioMeansJobs centers, ODJFS began laying the groundwork for a pilot project aimed at helping 16- to 24-year-olds with barriers to employment find in-demand jobs. The Wage Pathway Program will be offered initially at OhioMeansJobs centers in Cuyahoga, Summit, Ashtabula and Ottawa counties. All participants must be enrolled in the Comprehensive Case Management and Employment Program and must commit to working at least 120 hours a month. In return, they will receive help finding employment, gaining the skills needed for a career in an in-demand industry, ongoing job coaching, and incentives of up to $3,000 when they achieve work-related goals.

**OHIOMEANSJOBS.COM**

OhioMeansJobs.com is Ohio’s premier online career and employment center. 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 more than 150,000 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 SFY 2017, an independent study confirmed that OhioMeansJobs.com offers the same high level of service as the state’s OhioMeansJobs centers. In addition, a new feature was added to help connect employers with local colleges that offer training for in-demand occupations. By clicking on the “Ohio Supply Tool” icon, employers can search for information by occupation and region. Among other things, they can identify the number of skilled workers available annually in key occupations and, most critically, obtain contact information for local training programs.

**APPRENTICESHIP PROGRAMS**

Ohio ranks third in the country for the number of Registered Apprentices and seventh for the number of Registered Apprenticeship sponsors. Apprentices earn while they learn, and when they graduate, they can earn as much as $60,000 a year, all without incurring student loan debt. Ohio has nearly 1,000
Registered Apprenticeship programs in fields as diverse as aerospace, construction, energy, health care, manufacturing and computer programming. More than 15,000 employers and more than 18,000 apprentices participate.

To better spread the word about the many benefits of apprenticeships—and to make it easier for Ohioans to access information about apprenticeships—ODJFS launched a new website: Apprentice.Ohio.gov. The agency also partnered with the Great Lakes Higher Education Corp. to offer $1,000 “Tools of the Trade” scholarships to 200 construction and manufacturing apprentices in Ohio, to help pay for equipment, books, tools and work clothes. In addition, as a result of a federal grant, ODJFS began allowing community colleges to become Registered Apprenticeship sponsors.

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, typically 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 2017, more than 4,800 Ohioans participated.

OUTREACH TO VETERANS

ODJFS continued to make helping veterans find jobs a priority in SFY 2017. 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.

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.

HIRING INCENTIVES

The Work Opportunity Tax Credit (WOTC) program offers a federal tax incentive 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 $9,600, depending on the barrier and the length of time a qualifying individual was employed. In SFY 2017, ODJFS processed more than 133,000 WOTC certifications. As a result, thousands of Ohio employers received more than $319 million in tax credits.

OUTREACH TO INCARCERATED AND RESTORED CITIZENS

ODJFS continued its many collaborations with the Ohio Department of Rehabilitation and Correction and the Ohio Department of Youth Services in SFY 2016, to help restored citizens and those nearing their release more successfully reenter the workforce. By May 2017, employment centers were operating at six correctional institutions and three 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 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 2012 through May 2017, more than 15,000 restored citizens had accessed O.N.E.-STOP services, and individuals at all 30 correctional institutions had access to OhioMeansJobs.com. In addition, to better connect restored citizens with employers who believe in giving them second chances, ODJFS began giving former O.N.E.-STOP participants the option of including their resumes in a secure database provided to DRC-approved employers.

**OHIO LEARN TO EARN**

ODJFS continued to promote the Ohio Learn to Earn program in SFY 2017. 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.

**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 2017, unemployed Ohio workers who earned an average of at least $247 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 2017, the maximum weekly benefit was $598 for a claimant with three or more dependents. In the first quarter of 2017, the average weekly payment was about $360, the number of first-time claimants was 7.53 percent less than it was in the first quarter of 2016, and the average duration of benefits remained below the national average.

**SHAREDWORK OHIO**

SharedWork Ohio is a voluntary layoff aversion program that allows workers to remain employed and employers to retain trained staff during times of reduced business activity. Participating employers reduce the affected employees’ hours by a uniform percentage, between 10 and 15 percent, for up to 52 weeks. In return, those employees receive a prorated unemployment benefit and get to keep their jobs and benefits. Approximately

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<thead>
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</thead>
<tbody>
<tr>
<td>Ohio</td>
<td>14.6</td>
<td>14.7</td>
<td>14.5</td>
<td>14.5</td>
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<tr>
<td>U.S.</td>
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<td>15.6</td>
<td>15.6</td>
</tr>
</tbody>
</table>

Source: ODJFS Office of Unemployment Insurance Operations
110 employers and 3,574 employees have participated since the program began in 2015. Based on estimates from participating employers, SharedWork Ohio has saved more than 840 jobs.

FRAUD PREVENTION

ODJFS has no tolerance for fraud and works hard to prevent it and to recoup overpayments. From April 2016 through March 2017, ODJFS collected more than $9.8 million in unemployment overpayments due to fraud, including more than $3.8 million from federal income tax refunds. The agency also assessed more than $2.9 million in monetary penalties due to fraud (25 percent of the fraud amount) and identified 94,800 “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 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. 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.

In addition, the agency conducts audits to verify that employers have correctly reported the number of their employees and their employees’ earnings. It also educates employers about the legal requirements for determining whether workers are employees or contractors. Unemployment taxes must be paid for employees, but not for contractors. From January through December 2016, more than $708,000 in unpaid taxes was assessed to employers for unemployment tax avoidance schemes.

ELECTRONIC EMPLOYER TAX FILING

Ohio employers may file their unemployment tax reports electronically through the Employer Resource Information Center (ERIC), the Ohio Business Gateway 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. The Gateway allows Ohio employers to pay their unemployment contributions, as well as other state taxes, online. ODJFS strongly encourages employers to file through ERIC or the Gateway because online filing is the best way to protect employees’ confidential personal information. By the end of the first quarter of 2017, nearly 175,000 employers were filing wage reports electronically, an increase from previous years.
# Financial Summary

## ODJFS State Fiscal Year (SFY) 2017 Expenditures

<table>
<thead>
<tr>
<th>SFY 2017 Expenditures by Program Code Groupings</th>
<th>Federal Fund Group</th>
<th>General Revenue Fund</th>
<th>Dedicated Purpose Fund Group</th>
<th>Fiduciary Fund Group</th>
<th>Holding Account Fund &amp; Internal Service Activity Fund Group</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Family Assistance</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>7625B  OHIO WORKS FIRST CASH ASST.</td>
<td>$117,143,227</td>
<td>$110,170,180</td>
<td>$20,378,647</td>
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<td>$247,629,053</td>
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<td>7626B  NON-CASH FAMILY SUPPORT</td>
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<td>-</td>
<td>-</td>
<td>$12,687,797</td>
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<td>7628B  FOOD ASSISTANCE SERVICES</td>
<td>$157,309,016</td>
<td>$66,921,744</td>
<td>$291,779</td>
<td>$842,558</td>
<td>-</td>
<td>$235,965,096</td>
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<tr>
<td>7629B  CHILD CARE PROGRAMS</td>
<td>$470,198,844</td>
<td>$225,760,949</td>
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<td>7630B  REFUGEE PROGRAMS</td>
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<td>778C   04.05 ARRA TANF</td>
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<td><strong>Family Assistance Subtotal</strong></td>
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<td>$45,531,493</td>
<td>$842,558</td>
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<td><strong>Families &amp; Children</strong></td>
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<tr>
<td>7675B  CHILD PREV &amp; PROTECTIVE SRVS</td>
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<td>$71,701,578</td>
<td>$1,871,251</td>
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<td>7676B  SOCIAL SERVICES</td>
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<td>7677B  ADOPTION SERVICES</td>
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<td>$884,287</td>
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<td>7678B  FOSTER CARE</td>
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<td>7679B  FAMILY AND CHILDREN PRGM.</td>
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<td>7680B  FAMILY AND CHILDREN INFO TECH</td>
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<td><strong>Families &amp; Children Subtotal</strong></td>
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<tr>
<td><strong>Child Support</strong></td>
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<tr>
<td>7650B  CHILD SUPPORT</td>
<td>$179,342,853</td>
<td>$42,687,130</td>
<td>$307,403</td>
<td>$101,829,191</td>
<td>-</td>
<td>$324,166,577</td>
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<tr>
<td><strong>Child Support Subtotal</strong></td>
<td>$179,342,853</td>
<td>$42,687,130</td>
<td>$307,403</td>
<td>$101,829,191</td>
<td>-</td>
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<td><strong>Medicaid</strong></td>
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<td>7705B  HEALTH CARE PRG. MGMT.</td>
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<td>9402B  HEALTH CARE PGM MANAGEMENT</td>
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<td>9403B  HEALTH CARE INFO TECHNOLOGY</td>
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<td><strong>Workforce Development</strong></td>
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<td>7600B  WORKFORCE INVESTMENT ACT</td>
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<td>7601B  EMPLOYMENT SERVICES</td>
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<td>7602B  VETERANS SERVICES</td>
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<td><strong>Workforce Development Subtotal</strong></td>
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<tr>
<td><strong>Unemployment Insurance Subtotal</strong></td>
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<td>$24,349,299</td>
<td>-</td>
<td>-</td>
<td>$133,765,900</td>
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<td><strong>Program Support Services</strong></td>
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<td>7775B  PROGRAM MANAGEMENT</td>
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<td><strong>Program Support Services Subtotal</strong></td>
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<td><strong>Grand Total</strong></td>
<td>$2,048,955,370</td>
<td>$777,041,093</td>
<td>$76,938,431</td>
<td>$102,671,748</td>
<td>$190,209</td>
<td>$3,005,786,851</td>
</tr>
</tbody>
</table>

**Notes:**

1) Expenditures reflect G/L expenditures coded under agency code JFS and include Medicaid associated expenditures funded agency code MCD as of 6/27/17.

2) Federal funds are deposited into GRF associated with the Adoption Program series 7677B.
ODJFS REVENUE STREAMS BY DOLLAR AND PERCENTAGE

- Federal Revenue $2,048,955,370 (68%)
- General Revenue $777,041,093 (26%)
- Fiduciary Funds $102,671,748 (<1%)
- Dedicated Purpose Funds $76,938,431 (3%)
- Holding Account Funds and Internal Service Activity Funds $180,209 (2%)

SFY 2017 ODJFS EXPENDITURES BY PROGRAM AREA

**Child Support**
- General Revenue $307,403
- Dedicated Purpose Funds $42,687,130
- Federal Revenue $179,342,853
- Fiduciary Funds $101,829,191

**Family Assistance**
- General Revenue $463,179,552
- Dedicated Purpose Funds $45,531,493
- Federal Revenue $842,558
- Fiduciary Funds $1,002,482,061
SFY 2017 ODJFS EXPENDITURES BY PROGRAM AREA, CONTINUED

**Families and Children**

- **$4,073,605** Dedicated Purpose Funds
- **$485,114,428** Federal Revenue
- **$163,067,314** General Revenue

**Medicaid**

- **$158,735,966** Federal Revenue
- **$83,698,618** General Revenue

**Program Support Services**

- **$5,879,692** General Revenue
- **$69,394** Federal Revenue
- **$180,209** Holding Account Funds
- **$2,072,481** Dedicated Purpose Funds

**Unemployment Insurance**

- **$92,968,556** Federal Revenue
- **$16,488,045** General Revenue
- **$24,349,299** Dedicated Purpose Funds

**Workforce Development**

- **$130,242,112** Federal Revenue
- **$2,080,741** General Revenue
- **$604,151** Dedicated Purpose Funds