Annual Report

State Fiscal Year 2018 • Ohio Department of Job and Family Services
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Letter from the Director

In August 2017, I had the pleasure of speaking on a panel with author J.D. Vance. Both of us grew up in working poor Ohio families, and both of us agreed that perhaps the biggest challenge facing those trapped in poverty is the culture in which they live.

As a member of Gov. John R. Kasich’s cabinet tasked with addressing poverty in Ohio, I have made changing that culture one of my biggest priorities. This annual report shines a spotlight on many of those efforts and – I’m proud to say – many successes.

Over the last several years, Ohio’s greatly improved economy has made it much easier for Ohioans to find jobs and maximize their earnings, and we all know a job is the best anti-poverty program.

From January 2011 through June 2018, Ohio gained more than 500,000 private sector jobs. By May 2018, our unemployment rate was the lowest in 17 years.

To make it easier to connect employers with job seekers, job seekers with employment and training, and students with information to plan their futures, we greatly expanded OhioMeansJobs.com, the state’s premier online career and employment center. We also stepped up our promotion of ApprenticeOhio and in-demand jobs to shatter the myth that four-year degrees are the only pathway to a successful, good-paying career.

To help 14- to 24-year-olds build careers and break the cycle of poverty, we launched the Comprehensive Case Management and Employment Program. We also launched Bridges, which allows youth who age out of foster care to request supports toward independence any time up until their 21st birthdays.

To better serve the most vulnerable among us, we launched toll-free numbers for reporting suspected child and elder abuse 24/7: 1-855-OH-CHILD and 1-855-OHIO-APS. We also continued our partnership with the Dave Thomas Foundation for Adoption to find permanent loving homes for older children lingering in foster care, and we expanded Step Up To Quality, which recognizes child care programs that exceed minimum health and safety standards.

Of course, this is just a sampling of the many ways we’ve worked to better the lives of Ohioans. To learn more, read ahead, visit jfs.ohio.gov, and be sure to follow us on social media.

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 Program.

CASH AND FOOD ASSISTANCE
Ohio Works First is the financial-assistance portion of the state’s Temporary Assistance for Needy Families program, which provides cash benefits to very low-income families for up to 36 months. About 90 percent of recipients are children.

The Supplemental Nutrition Assistance Program helps eligible low-income individuals purchase food items. In Ohio, recipients use an electronic benefits transfer card, also known as the Ohio Direction Card, to buy most food or food products. Although the federal government pays for all benefits, states provide about half the program’s administrative costs.

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 14 to 24—find jobs, build careers and break the cycle of poverty. For more on the Comprehensive Case Management and Employment Program, see page 16.

The food assistance 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. ODJFS provides funding to help counties operate these 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 cash and food assistance caseloads have declined since 2011 (see the charts above).

**FARMERS’ MARKETS**

Nearly 100 farmers’ markets throughout Ohio accepted the Ohio Direction Card in SFY 2018, 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 recipients to purchase twice as much produce for every dollar spent, up to $20. ODJFS sent notices and information about farmers’ markets to more than 150,000 families living near markets that accept the Ohio Direction Card.

**FRAUD PREVENTION**

May is Public Assistance Fraud Awareness Month in Ohio, and many county agencies conduct promotional campaigns. Most public service announcements and news reports highlight 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.

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

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

The commission funds community-based, nonprofit fatherhood programs throughout the state and serves as many as 8,000 fathers annually. For more information, visit fatherhood.ohio.gov.

“When you help a dad, you’re really helping out the whole family.”

− Michael Newsom, Social Program Coordinator, Montgomery County

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, approximately 285,000 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 117,000 received financial assistance for child care each month in SFY 2018.

In recent years, Ohio has stepped up efforts to ensure that children in low-income families have access to an early care and education experience to help them succeed in school. Copays for families with incomes at or below the federal poverty level were waived, and income limits expanded so that families can remain in the program, with subsidies gradually phased out, until they earn 300 percent of the federal poverty level. This has helped to eliminate the “benefit cliff,” which is the abrupt loss of benefits when families’ incomes improve.
STEP UP TO QUALITY

To improve the care that children receive, ODJFS and the Ohio Department of Education now use a comprehensive, one- to five-star rating system to assess licensed early childhood programs that exceed minimum health and safety standards. Starting in 2020, all child care programs that receive state funding will be required to participate in Step Up To Quality. Ratings are posted online, and parents can use them to choose the program that is best for their child. Highly rated programs require continuing education for teachers and staff, use child assessments to guide learning and development, and take additional steps to help prepare children for kindergarten. As of June 2018, 46 percent of children in publicly funded care attended star-rated programs.

HELP FOR FAMILIES RESEARCHING CHILD CARE

To help families identify child care options, ODJFS offers a database of licensed providers at childcaresearch.ohio.gov. 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 twice in their first year. After that, they’re inspected at least once annually and any time a complaint is received. All inspections are unannounced.

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 distributes 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. Since January 2011, 126 child care providers have been removed from the publicly funded child care program for noncompliance with program requirements.

“Investing in our young people has tremendous generational impact.”
− Joy Bivens, Director, Franklin County Department of Job and Family Services
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.

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. County agencies provide such services as locating noncustodial parents, establishing legal paternity, establishing child and medical support orders, and enforcing support orders.

In FFY 2017, Ohio improved its performance in establishing support orders for the 15th consecutive year, passing the threshold for earning the maximum potential federal incentive for the seventh time. It also improved its paternity establishment rate and its percentage of current support collections.

RECORD-SETTING COLLECTIONS RATE

Since 2015, Ohio has collected child support payments at a rate not seen since before the recession. As of April 2018, Ohio was collecting 69.68 percent of current child support owed, well above the national average of 65.6 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 bimonthly videoconferences on-site at individual agencies. The videoconferences highlight the extraordinary efforts counties are making to reach the 70 percent target.

<table>
<thead>
<tr>
<th>Year</th>
<th>Paternity Establishment</th>
<th>Support Establishment</th>
<th>Current Support Collections</th>
</tr>
</thead>
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<tr>
<td>FFY 2011</td>
<td>92.07%</td>
<td>82.21%</td>
<td>66.61%</td>
</tr>
<tr>
<td>FFY 2012</td>
<td>93.13%</td>
<td>85.15%</td>
<td>66.55%</td>
</tr>
<tr>
<td>FFY 2013</td>
<td>95.05%</td>
<td>86.99%</td>
<td>67.35%</td>
</tr>
<tr>
<td>FFY 2014</td>
<td>96.43%</td>
<td>88.34%</td>
<td>67.99%</td>
</tr>
<tr>
<td>FFY 2015</td>
<td>97.23%</td>
<td>89.45%</td>
<td>68.98%</td>
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<td>FFY 2016</td>
<td>97.48%</td>
<td>90.07%</td>
<td>69.44%</td>
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<tr>
<td>FFY 2017</td>
<td>98.79%</td>
<td>90.85%</td>
<td>69.50%</td>
</tr>
</tbody>
</table>

Source: ODJFS Office of Child Support
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 2018, Ohio intercepted nearly $7.8 million in winnings from more than 5,000 parents with unpaid child support.

CUSTOMER SERVICE WEB PORTAL
In 2012, Ohio launched the Child Support Customer Service Web Portal to give customers 24/7 access to their case information online, so they can look up information about their cases themselves, without having to call or visit a local office. The portal gives families access to their recent payment activity, as well as their payment information for the previous two years. It also provides a link to frequently asked questions about Ohio’s child support program, such as how to establish paternity, how to establish a child support order, and options for making and receiving payments.

HELP FOR INCARCERATED PARENTS
The Office of Child Support actively collaborates with the Ohio Department of Rehabilitation and Correction to identify ways to help incarcerated and formerly incarcerated parents overcome barriers to the payment of child support. Among other things, child support staff attend re-entry fairs throughout the state, providing information and materials to educate inmates and case managers about Ohio’s child support program.

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. The Franklin and Cuyahoga agencies worked with state staff to strategize ways to make the child support review and adjustment process easier for parents and caseworkers and to encourage more parents to use the Customer Service Web Portal. Any strategies found to be successful may be implemented statewide. The grant ends in September 2019.

ALTERNATIVES TO CONTEMPT
In September 2016, Ohio was awarded two of six federal demonstration grants to explore whether using procedural justice principles increases parents’ cooperation and trust in child support agencies. The goals of the five-year projects are to improve the consistency and reliability of child support payments, reduce arrears, minimize the need for ongoing or recurring enforcement actions, and reduce the need for contempt of court actions.
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 have the authority to determine 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, children’s safety and well-being are the paramount concerns.

HELPING FAMILIES AFFECTED BY SUBSTANCE ABUSE

In recent years, the national opioid epidemic has taken a heavy toll on families, and Ohio has been no exception. Too often, the silent victims are children, who must be placed in foster care or with kinship caregivers when their parents can’t take care of them. ODJFS has collaborated with many state and local partners to provide effective interventions for families affected by substance abuse and to recruit and better support more substitute caregivers. For example:

- ODJFS has been a partner in Maternal Opiate Medical Support (MOMS), a pilot project in Athens, Cuyahoga, Franklin and Hamilton counties designed to improve health and safety outcomes for pregnant women who are addicted to opioids and their babies. MOMS provides a combination of clinical and nonclinical supportive services, including such things as housing vouchers, transportation and child care.

- ODJFS has partnered with the Supreme Court of Ohio, the Ohio Department of Mental Health and Addiction Services, and Casey Family Programs to support 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.

- ODJFS participated in a Foster Care Advisory Group to help identify best practices for recruiting, retaining and supporting foster caregivers.

- ODJFS launched a Kinship Child Care Program to help eligible kinship caregivers pay for the costs of child care. It has been estimated that nearly 9 percent of children in Ohio are being raised by kinship caregivers. The program helps alleviate costs for kinship caregivers while maintaining children’s family ties.

FINDING PERMANENT CONNECTIONS FOR CHILDREN

ODJFS recognizes the importance of permanent connections for children, including connections with siblings, relatives, mentors, trusted adults and peers. Since 2012, the agency has led a pilot project designed to find permanent homes for youth 12 and older who have been in foster care for at least 17 months and to ensure that each of them has at least one permanent connection. The Ohio Permanency

SFY 2018 AT A GLANCE

15,000+ children were in foster care on any given day.

1,300+ children were adopted from foster care.

19,000+ 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.
Roundtable project involves regular conversations between the youth themselves, their caseworker, supervisor, a facilitator and someone with experience helping children establish permanency. As of January 2018, 13 counties were actively using the roundtable approach. ODJFS has worked closely with the Public Children Services Association of Ohio, Casey Family Programs and the Ohio Child Welfare Training Program on this effort.

“Ohio truly is leading the way.”
– Rita Soronen, CEO, Dave Thomas Foundation for Adoption

Also since 2012, ODJFS has partnered with the Dave Thomas Foundation for Adoption to help older children in foster care find permanent homes. The foundation has trained specialized, child-focused recruiters throughout the state whose sole mission is to find adoptive families and other permanent options for older children in foster care. The recruiters 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 nearly 700 children ages 9 to 18 who have been in foster care for more than two years. Since the partnership began in 2012 through April 2018, more than 1,700 children have been served by the program, including 489 who were adopted and 934 who were matched with potential adoptive families.

BUILDING BRIDGES TO A BRIGHTER FUTURE

ODJFS has worked hard in recent years to help the 800-plus young people who age out of foster care each year without finding permanent homes. Since 2012, the agency has hosted an annual conference just for youth ages 14 to 24 who have experienced foster care. Workshops cover such topics as OhioMeansJobs.com, managing college deadlines, apprenticeships, job searching, transitional housing options, health care and healthy relationships.

In addition, in February 2018, ODJFS launched “Bridges,” a new program that allows youth who age out of foster care to request supports toward independence any time up until their 21st birthday. Bridges promotes education and employment and encourages 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.

ODJFS administers Bridges through a contract with The Child and Family Health Collaborative of Ohio, which works in partnership with experienced provider agencies throughout the state. The program complements independent living services provided by Ohio’s county public children services agencies.

“Bridges is at the forefront of a dynamic change in child welfare practice, which is inspiring the shift from doing things for us to doing things with us.”
– Nashawn Lariviere, Former Foster Youth

For more information, visit bridgestosuccess.jfs.ohio.gov.
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 2018, the trust fund made nearly $8 million available to communities for state and local prevention programming. 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 everyone can be a hero in preventing abuse and neglect and that simple acts of kindness can help.

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 2018, Ohio’s county agencies received more than 16,000 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 has worked with the Ohio Human Services Training System to revamp training for caseworkers and supervisors and collaborated with several APS program stakeholders to develop training materials for mandatory reporters of elder abuse. The agency also launched a statewide, toll-free APS Referral Line—1-855-OHIO-APS—which allows anyone anywhere to report suspected elder abuse 24/7 and a new statewide APS data collection and reporting system.
Employment Services

ODJFS oversees a variety of employment-related services to help Ohioans support their families, maximize their earning power and achieve their professional goals. To enhance those services, in recent years the agency has expanded 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, the ODJFS Bureau of Labor Market Information collects and analyzes industry, occupational and employment information. This data is used extensively by local employment professionals, other state agencies, industry and media organizations, and private citizens, who rely on the bureau’s reporting, analysis and expertise.

The Bureau of Labor Market Information produces industry cluster reports, employment projection reports, and quarterly and annual Ohio Shale reports, which provide snapshots of economic trends in Ohio’s oil and gas industries. It also provides the labor statistics and employment projections used to help identify Ohio’s in-demand jobs. To learn more about the bureau’s work, visit ohiolmi.com.

WORKFORCE SERVICES

ODJFS works in partnership with local workforce development boards and local staff to provide employment and training services at 30 comprehensive and 58 affiliate OhioMeansJobs centers throughout the state.

Individuals can visit their nearest OhioMeansJobs center to:

- Find job leads and get help applying for them
- Use the internet, phones, fax machines and copiers
- Learn about in-demand careers, what they pay, and how to get trained for them
- Take skill and interest assessments
- Create or improve their resumes
- Practice interviewing
- Find out about apprenticeships
- Learn about local career fairs, workshops and networking events

Employers can call or visit their nearest OhioMeansJobs center to get help finding skilled candidates for jobs, screening resumes, learning about federally funded tax credits or training programs, and more.
To find your nearest OhioMeansJobs center, go to jfs.ohio.gov/county or visit OhioMeansJobs.com and click on the icon for OhioMeansJobs centers.

**OhioMeansJobs.com**

Many of the services available at the state’s OhioMeansJobs centers also are available on OhioMeansJobs.com, 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, college students, younger students, unemployment claimants, workers with disabilities and restored citizens.

During 2017, the website had nearly 2.3 million unique visitors, and more than 400,000 students in grades K-12 had registered accounts. 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.

**IN-DEMAND JOBS WEEK**

Ohio has 236 in-demand occupations in fields such as engineering, graphic design, accounting, physical therapy and more, and more than half pay more than $50,000 a year. To spread the word about them and to inspire students and job seekers, the state held its first ever In-Demand Jobs Week May 7-11, 2018. More than 150 events were held across the state.

“Now that I know about OhioMeansJobs, I use it all the time.”

—Julia, Big Walnut Middle School Student
the state, including career fairs at OhioMeansJobs centers, business tours and open houses, and live demonstrations of skilled trades. Many posted about their experiences on Facebook and Twitter, using #InDemandJobsWeek and #InDemandOhio. The feedback was extremely positive.

**APPRENTICE OHIO**

Ohio ranks second in the nation for the number of Registered Apprentices and fifth for the number of Registered Apprenticeship sponsors. Apprentices earn while they learn, and when they graduate, they can earn an average of $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 in 2016: 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.

“There is tremendous opportunity for young, talented people to make wonderful careers in the building and construction trades that are coming through our apprenticeship and training programs, ready to go to work, earn $60-70,000 a year, with zero debt.”

– Matthew Szollosi, Executive Director, ACT Ohio
OUTREACH TO VETERANS

Helping veterans find jobs is a priority for ODJFS. 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.

A NEW WAY TO WORK

In 2016, ODJFS launched the Comprehensive Case Management and Employment Program to help 14- to 24-year-olds build career paths, find employment and break the cycle of poverty. The program integrates both Temporary Assistance for Needy Families and federal Workforce Innovation and Opportunity Act 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, comprehensive guidance and counseling, and supportive services such as 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 a week in activities outlined in their individual opportunity plans. Case managers engage with them at least every 30 days. Since the program’s inception, approximately 22,000 young Ohioans have participated, and more than half of those exiting the program found employment. Those promising results led the National Association of State Workforce Agencies to honor ODJFS with a State Excellence Award for Leadership.

SECON D CHANCES FOR RESTORED CITIZENS

ODJFS works in close partnership with the Ohio Department of Rehabilitation and Correction and the Ohio Department of Youth Services to help restored citizens and those nearing their release more successfully reenter the workforce. By May 2018, 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.

“If I had not found this program, I probably would have to work two jobs and never see my kids. I’m very blessed to be where I am now, and it’s due to my hard work and the wonderful people at CCMEP reaching out and encouraging me to do better.”

− Ciara, Perry County CCMEP Participant
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 2018, more than 20,000 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 approved employers. As of May 2018, more than 1,000 formerly incarcerated individuals had opted to include their resumes in the secure database, and more than three dozen employers had signed exclusive agreements to hire from this database.

### 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 2018, unemployed Ohio workers who earned an average of at least $256 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 2018, the maximum weekly benefit was $598 for a claimant with three or more dependents.

### SIMPLIFYING EMPLOYER TAX FILING

Ohio employers have two options for filing their unemployment tax reports electronically: They can use the Employer Resource Information Center (ERIC), or they can use the Ohio Business Gateway. ERIC is Ohio’s internet-based unemployment tax system. 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. Beginning in 2018, ODJFS began requiring employers to file electronically because online filing is the best way to protect employees’ confidential personal information. By the fourth quarter of 2017, nearly 187,794 employers were filing wage reports electronically.

### PREVENTING FRAUD

ODJFS has no tolerance for fraud and works hard to prevent it and to recoup overpayments. From January 2017 through December 2017, ODJFS collected more than $9.2 million in unemployment overpayments due to fraud, including more than $3.6 million from federal income tax refunds. The agency also assessed more than $2.6 million in monetary penalties due to fraud (25 percent of the fraud amount) and identified 74,000 “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, employer wage reports, incarceration databases, 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 2017 through December 2017, more than $5.2 million in unpaid taxes was assessed to employers for unemployment tax avoidance schemes.

**AVOIDING LAYOFFS WITH SHAREDWORK OHIO**

SharedWork Ohio is the state’s layoff aversion program. It allows workers to remain employed and employers to retain trained staff during times of reduced business activity. Participating employers agree to 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. The program is easy to use and gives employers flexibility within the bounds of the law. Since it began in 2015, 163 employers and 7,309 employees have participated.
## Financial Summary

### ODJFS STATE FISCAL YEAR (SFY) 2018 EXPENDITURES

<table>
<thead>
<tr>
<th>SFY 2018 Expenditures by Program Code &amp; Groupings</th>
<th>Federal Fund Group</th>
<th>General Revenue Fund</th>
<th>Dedicated Purpose Fund Group</th>
<th>Indigent Fund Group</th>
<th>Holding Account Fund &amp; Internal Service Activity Fund Groups</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Family Assistance</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7623B    OHIO WORKS FIRST CASH ASSIST.</td>
<td>$108,752,927</td>
<td>$107,763,054</td>
<td>$22,570,389</td>
<td>$-</td>
<td>$-</td>
<td>$237,091,371</td>
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<tr>
<td>7626B    NON-CASH FAMILY SUPPORT</td>
<td>$241,403,775</td>
<td>$45,160,398</td>
<td>$2,421,231</td>
<td>$-</td>
<td>$-</td>
<td>$249,045,404</td>
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<tr>
<td>7627B    DISABILITY FINANCIAL ASSIST.</td>
<td>$-</td>
<td>$2,023,900</td>
<td>$-</td>
<td>$-</td>
<td>$-</td>
<td>$2,023,900</td>
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<tr>
<td>7628B    FOOD ASSISTANCE SERVICES</td>
<td>$157,139,599</td>
<td>$66,812,876</td>
<td>$500,000</td>
<td>$2,644,755</td>
<td>$-</td>
<td>$227,097,230</td>
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<tr>
<td>7629B    CHILD CARE PROGRAMS</td>
<td>$468,744,176</td>
<td>$224,342,764</td>
<td>$22,005,446</td>
<td>$-</td>
<td>$-</td>
<td>$715,092,386</td>
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<tr>
<td>7630B    REFUGEE PROGRAMS</td>
<td>$6,677,926</td>
<td>$9,192</td>
<td>$-</td>
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<td>$-</td>
<td>$6,687,118</td>
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<tr>
<td><strong>Family Assistance Subtotal</strong></td>
<td>$982,783,404</td>
<td>$446,112,244</td>
<td>$47,487,096</td>
<td>$2,644,755</td>
<td>$-</td>
<td>$1,479,037,499</td>
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<tr>
<td><strong>Family &amp; Children</strong></td>
<td></td>
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</tr>
<tr>
<td>7675B    CHILD PREV &amp; PROTECTIVE SRVS</td>
<td>$19,801,231</td>
<td>$85,579,106</td>
<td>$2,333,660</td>
<td>$-</td>
<td>$-</td>
<td>$107,714,080</td>
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<tr>
<td>7676B    SOCIAL SERVICES</td>
<td>$103,549,528</td>
<td>$8,279,092</td>
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<td>$-</td>
<td>$-</td>
<td>$111,828,621</td>
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<tr>
<td>7677B    ADOPTION SERVICES</td>
<td>$162,388,357</td>
<td>$31,880,941</td>
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<td>$-</td>
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<tr>
<td>7678B    FOSTER CARE</td>
<td>$245,353,637</td>
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<td>$1,330,018</td>
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<td>$270,970,954</td>
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<tr>
<td>7680B    FAMILY AND CHILDREN INFO TECH</td>
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<td>$-</td>
<td>$-</td>
<td>$126,827</td>
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<tr>
<td><strong>Family &amp; Children Subtotal</strong></td>
<td>$531,274,903</td>
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<td>$4,603,494</td>
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<td>$686,727,839</td>
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<tr>
<td><strong>Child Support</strong></td>
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</tr>
<tr>
<td>7650B    CHILD SUPPORT</td>
<td>$175,799,609</td>
<td>$41,828,221</td>
<td>$210,273</td>
<td>$103,939,450</td>
<td>$-</td>
<td>$321,777,552</td>
</tr>
<tr>
<td><strong>Child Support Subtotal</strong></td>
<td>$175,799,609</td>
<td>$41,828,221</td>
<td>$210,273</td>
<td>$103,939,450</td>
<td>$-</td>
<td>$321,777,552</td>
</tr>
<tr>
<td><strong>Medicaid</strong></td>
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</tr>
<tr>
<td>7735B    HEALTH CARE PRG. MGMT.</td>
<td>$171,686,561</td>
<td>$87,931,818</td>
<td>$-</td>
<td>$-</td>
<td>$-</td>
<td>$259,618,379</td>
</tr>
<tr>
<td><strong>Medicaid Subtotal</strong></td>
<td>$171,686,561</td>
<td>$87,931,818</td>
<td>$-</td>
<td>$-</td>
<td>$-</td>
<td>$259,618,379</td>
</tr>
<tr>
<td><strong>Workforce Development</strong></td>
<td></td>
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</tr>
<tr>
<td>7660B    WORKFORCE INVESTMENT ACT</td>
<td>$83,401,745</td>
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<td>$232,790</td>
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<td>$-</td>
<td>$83,634,535</td>
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<tr>
<td>7661B    EMPLOYMENT SERVICES</td>
<td>$24,268,020</td>
<td>$805,549</td>
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<td>$-</td>
<td>$-</td>
<td>$25,073,569</td>
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<tr>
<td>7662B    VETERANS SERVICES</td>
<td>$4,227,149</td>
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<td>$-</td>
<td>$-</td>
<td>$4,227,149</td>
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<tr>
<td>7663B    TRADE PROGRAM</td>
<td>$11,835,544</td>
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<td>$-</td>
<td>$-</td>
<td>$11,835,544</td>
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<tr>
<td>7664B    LABOR MARKET INFORMATION</td>
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<td>$88,048</td>
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<tr>
<td>7665B    UNSTOPPABLES</td>
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<td>$-</td>
<td>$10,994</td>
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<tr>
<td><strong>Workforce Development Subtotal</strong></td>
<td>$126,688,824</td>
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<tr>
<td><strong>Unemployment Insurance</strong></td>
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<td>7725B    UNEMPLOYMENT COMPENSATION</td>
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<td>$294,433</td>
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<td><strong>Unemployment Insurance Subtotal</strong></td>
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<td>$-</td>
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<tr>
<td><strong>Program Support &amp; Info</strong></td>
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<td></td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>7775B    PROGRAM MANAGEMENT</td>
<td>$-</td>
<td>$1,571,866</td>
<td>$91,849</td>
<td>$-</td>
<td>$-</td>
<td>$1,663,715</td>
</tr>
<tr>
<td>7776B    INFO SVC'S PROGRAM MANAGEMENT</td>
<td>$2,729</td>
<td>$2,741,807</td>
<td>$2,397,114</td>
<td>$-</td>
<td>$136,369</td>
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</tr>
<tr>
<td><strong>Program Support Services Subtotal</strong></td>
<td>$2,729</td>
<td>$4,313,683</td>
<td>$2,397,114</td>
<td>$-</td>
<td>$136,369</td>
<td>5,278,019</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td>$2,073,486,840</td>
<td>$75,669,729</td>
<td>$60,507,563</td>
<td>$106,584,205</td>
<td>$136,369</td>
<td>2,921,315,550</td>
</tr>
</tbody>
</table>

Notes:

1) Expenditures reflect G/L expenditures coded under agency code JFS as of 6/25/18.
### ODJFS Revenue Streams by Dollar and Percentage

- **Federal Revenue**: $2,073,493,940 (69%)
- **General Revenue**: $750,693,273 (25%)
- **Fiduciary Funds**: $106,584,205 (3%)
- **Dedicated Purpose Funds**: $60,807,563 (<1%)
- **Holding Account Funds and Internal Service Activity Funds**: $136,369

### SFY 2018 ODJFS Expenditures by Program Area

#### Child Support
- **General Revenue**: $41,828,221
- **Dedicated Purpose Funds**: $210,273
- **Fiduciary Funds**: $103,939,450

#### Family Assistance
- **General Revenue**: $446,112,244
- **Dedicated Purpose Funds**: $47,497,066
- **Fiduciary Funds**: $982,783,404
SFY 2018 ODJFS EXPENDITURES BY PROGRAM AREA, CONTINUED

Families and Children

- $4,603,494 Dedicated Purpose Funds
- $485,114,428 Federal Revenue
- $149,849,439 General Revenue
- $4,603,494 Federal Revenue

Medicaid

- $171,686,561 Federal Revenue
- $87,931,818 General Revenue

Program Support Services

- $2,729 Federal Revenue
- $136,369 Holding Account Funds
- $2,488,963 Dedicated Purpose Funds
- $4,313,673 General Revenue

Unemployment Insurance

- $5,686,929 Dedicated Purpose Funds
- $19,852,329 General Revenue
- $83,257,910 Federal Revenue

Workforce Development

- $805,549 General Revenue
- $320,838 Dedicated Purpose Funds
- $128,688,824 Federal Revenue