

# Meeting Challenges in an Extraordinary Year

July 1, 2020 – June 30, 2021  
Annual Report



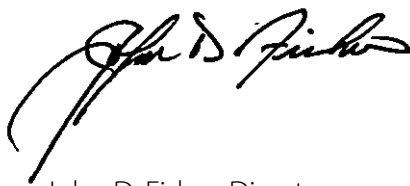
Licking County   
**Job & Family Services**  
*Help for today. Hope for tomorrow.*



## Message from the Director

*The last year has been a very challenging year for everyone. Licking County Job and Family Services (LCJFS) responded quickly to the COVID-19 pandemic with no disruption or lack of access to services for our customers. We enhanced our public communication efforts and collaboration with community partners to ensure the needs of citizens in Licking County were met. LCJFS continues to be on the forefront of technology and innovation. A shared services system had previously been implemented that enhanced access to services, allowing customers to apply for benefits easily over the phone. A paperless system had also been executed that allowed access to information more quickly, effectively, and from secure remote locations. This was critical to the agency's response to the COVID-19 pandemic, as it allowed staff to easily transition to remote work.*

*Licking County JFS often participates in the development and implementation of new pilot programs in an effort to bring the citizens of Licking County the most innovative programs and services. Even during the pandemic, LCJFS helped pilot the Family First Act Services & the Benefit Bridge Program. Hopefully in our next annual report we will be able to report the successes of these programs. LCJFS is committed to being on the forefront of technology and strives to make sure that we are operating under best practices. The agency continues to be nationally accredited by the Council on Accreditation and is one of only nine county Job & Family Services in the state of Ohio that maintain such accreditation.*

A handwritten signature in black ink, appearing to read "John D. Fisher". The signature is fluid and cursive, with a large initial "J" and "F".

John D. Fisher, Director

# LCJFS Responds to the COVID Crisis

## A Snapshot of Our COVID Services

- No disruption of services
- Safety protocols for public and staff established quickly
- Remote work implemented to maintain the community's access to vital services
- Essential staff assigned to rotating in-office schedules
- Consumers encouraged to communicate electronically and via phone
- Collaboration with community partners, Licking County Foundation & United Way expanded COVID-related emergency services to qualified individuals and families

## COVID Emergency Services Funding

LCJFS received additional funding to help alleviate the individual and family hardships caused by the COVID-19 crisis. Eligible customers had access to Emergency COVID-related TANF funds in the form of Prevention, Retention & Contingency (PRC). Emergency services were provided to support families with:

- rent
- mortgage payments
- utilities
- car payments
- car insurance

Emergency assistance payments were also provided to offset expenses related to returning to work, quarantining, and social distancing.

LCJFS also received funds from the Licking County Foundation, United Way, and CARES Act. These funds were utilized to assist adults without minor children and senior citizens.

681	Families with children	PRC	\$	305,855
356	Senior Citizens / Single Adults / Childless couples		\$	79,883
	<i>Licking County Foundation, United Way, and State GRF</i>			
154	Senior Citizens	CARES Act	\$	75,000

COVID Food Assistance was also provided through SNAP Supplements:

26,422	individuals served	SNAP	\$	18,337,798
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# Protective Services Challenged by the Pandemic Crisis

When social service agencies, physicians, schools, private entities and the like are closed, it is easier for child abuse to go unnoticed. The mandated reporters (teachers, childcare staff, physicians, etc.) are not able to see the children and report. Due to this the number of child abuse / neglect referrals were lower than normal. The same is true for Adult Protective Services.

## Children Services

July 1, 2020 – June 30, 2021

### Children Entering Custody (Initial Placement)

Treatment Foster Care	50
Relative / Kinship Placement	27
Foster Care (Licking County)	11
Residential Treatment	10
Detention Facility	1
<b>TOTAL Children Entering Custody</b>	<b>99</b>

### Children Exiting Custody

Reunified with Parent(s)	85
Finalized Adoption	75
Legal Custody to Relative / Kinship	48
Emancipation	18
<b>TOTAL Children Exiting Custody</b>	<b>226</b>

### Adoptions

New Adoptive Placements	94
Finalized Adoptions	75

### Referrals & Investigations

Children Served	3,739
Information & Referrals	1,107
Investigations	803

484

JULY 1,  
2020

The Number of Children in Care: FY 20 vs FY 21

357

JUNE 30,  
2021

This comparison illustrates the results from a lower-than-normal number of reports for FY 21. This was due to the lockdown requirements during the pandemic.

## Adult Protective Services

July 1, 2020 – June 30, 2021

### Type of Accepted Referral

Information & Referral / Family in Need of Services	187
Self-Neglect Investigation	94
Financial Exploitation Investigation	54
Neglect by Others Investigation	30
Physical Abuse Investigation	27
Emotional Abuse Investigation	13
Multiple-Type Investigation	9
<b>TOTAL</b>	<b>414</b>

### Outcome of Accepted Referral

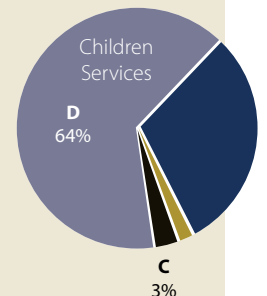
Information & Referral	192
Linked with Services	79
Non-Validated Report / Closed	53
Refused Services / Unable to Agree	43
Nursing Home Placement	18
Law Enforcement Investigation	13
Unable to Locate Client	11
Guardianship Filed / Court Ordered Services	5

### PROTECTIVE SERVICES

#### Children Services

<b>A</b> Direct Services	\$ 5,153,479
Purchased Services:	
<b>B</b> Adoption Assistance (State)	\$ 364,042
<b>C</b> Adoption Assistance (Local)	\$ 556,543*
<b>D</b> Foster Care / Treatment Services	\$ 10,901,357*
<b>Total</b>	<b>\$ 16,975,421</b>

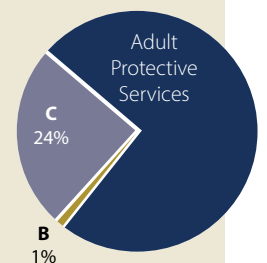
\*100% of Adoption Assistance (Local) and approximately 70% of Foster Care / Treatment Services are paid by the local Children Service levies and other local funds.



#### Adult Protective Services

<b>A</b> Direct Services	\$ 272,935
<b>B</b> Purchased Services	\$ 4,058
<b>C</b> COVID Emergency Services	\$ 89,145**
<b>Total</b>	<b>\$ 366,138</b>

\*\*Licking County Foundation, United Way & CARES Act COVID Emergency Funds



*"Today my life has turned a complete 180 from just over a year ago. Now I am a better mother, daughter, friend, sister, and spouse."*



## A fresh START for Andrea and her family

Andrea, proud mother of a 9-year-old, successfully completed the Licking County Children Services START (**S**obriety, **T**reatment **A**nd **R**educing **T**rauma) Program. START is a model for helping parents recover from substance use disorders, enabling them to move forward with a safe and healthy life for themselves and their children. START's success is based on four key components: Rapid Referral to Treatment, Intensive Case Management, Peer Support, and Collaboration and Shared Decision-Making. Families that have been referred to Children Services and have substance use disorders may have an opportunity to participate in the START program – particularly when the social worker believes the family can live safely together if intense treatment and support services are offered and accepted by the family.

Andrea said, "Being involved with the START program really helped hold me accountable for my family. It was great having a peer recovery coach through it as well. It really helped me feel less alone in the fight for my sobriety. The biggest part about that for me was seeing a fellow addict on the other side of addiction, living a better and fulfilling life. I am a much better person after going through this program. They honestly gave me all the tools I needed to succeed and then some. Today my life has turned a complete 180 from just over a year ago. Now I am a better mother, daughter, friend, sister, and spouse. I am reliable, I am honest, I am responsible, and I am accountable. Don't get me wrong, I am still an addict, but with the help of the START program I have all the tools I need to succeed and continue my growth. Even with all the words in the world, there isn't enough to really explain and express my gratitude. To say that I am grateful is an understatement. I would like to thank everyone involved and who helped me get my life to where it is today. I am so happy that I am living a sober life. What a beautiful gift."



*Licking County  
Job & Family Services  
is dedicated to helping  
people live healthy,  
stable, and  
productive lives.*



## OMJ Helps High School Grad Train for High-Paying Job

*OhioMeansJobs | Licking County is proud to offer a work experience program for eligible youth ages 16 to 24. This program provides youth with valuable employment skills such as teamwork, communication skills, problem-solving, and work ethic. Youth also learn the importance of forming positive relationships, being on time, and being prepared for the workday. Through the work experience program, youth experience different industries and explore job opportunities to help them discover the career path that's right for them.*

*OMJ developed a Mobile Manufacturing Work Crew, a subset of the work experience program. The Mobile Crew operates during the summer and is comprised of a small group of youth interested in learning more about local manufacturing and available employment opportunities. Youth in the Mobile Manufacturing Work Crew operate as a team, rotating a few weeks at a time on-site with participating manufacturing employers, such as THK and Hendrickson.*

Trevon graduated from Heath High School in May of 2020 and was a part of the summer's Mobile Manufacturing Work Crew. Upon completion of the Work Crew, Trevon attended C-TEC's Adult HVAC 900-hour program. He successfully completed the HVAC training program and was one of three in his class that landed a full-time, five-year apprenticeship program. Trevon started full-time employment with General Temperature Control in Canal Winchester making more than \$16 per hour. He is looking forward to a bright future with the potential to make more than \$36 an hour upon completion of his apprenticeship!



Lori Mye (OMJ), Trevon, and agency Director John Fisher at Trevon's OMJ awards event.

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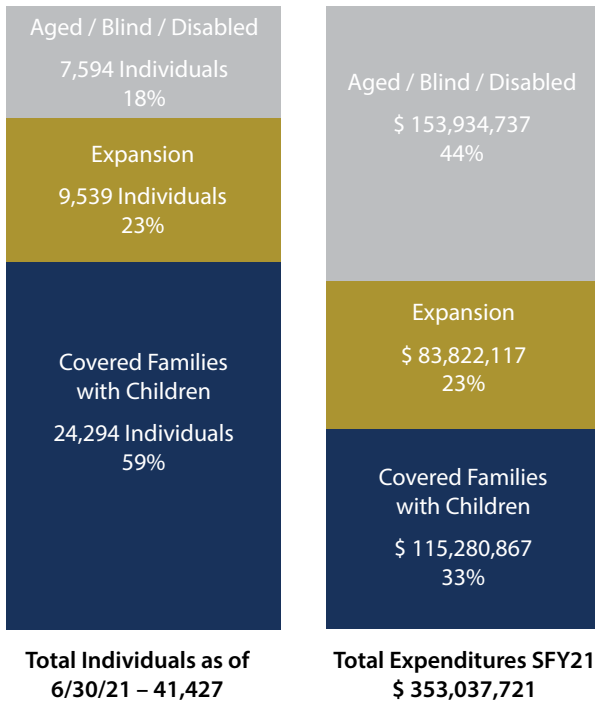
***“My favorite thing about the program was just being able to be a part of it. I know it sounds cheesy but being around a bunch of awesome people and staff every day makes for great memories! The most important thing I learned was that there are actually so many good paying jobs out there that I had no idea about.”***

**– Trevon**

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# Public Assistance | Who We Serve

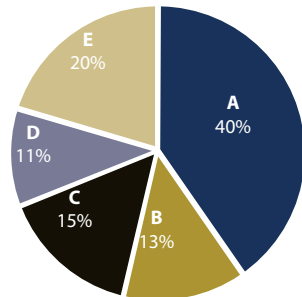
## MEDICAID RECIPIENTS AND EXPENDITURES



## SNAP / FOOD ASSISTANCE

18,308 individuals as of 6/30/21

- A** Children: 7,403
- B** Disabled: 2,432
- C** Elderly (60+): 2,786
- D** Employed: 1,961
- E** Unemployed: 3,726



## PUBLIC ASSISTANCE

Licking County JFS determines eligibility and provides eligibility case management for the benefits listed below. Funding for these benefits are provided and issued by the respective State Department. Benefits issued to Licking Countians and case-managed by Licking County JFS during SFY21 (July 1, 2020 – June 30, 2021) were:

### OHIO DEPT. OF JOB & FAMILY SERVICES & OHIO DEPT. OF MEDICAID

Adoption Assistance (Federal & State)	\$ 2,802,836
Child / Daycare Benefits	\$ 6,387,272
SNAP / Food Benefits – Traditional	\$ 25,708,306
SNAP – COVID Supplements	\$ 18,337,798
OWF / TANF Cash Benefits	\$ 2,613,682
Medicaid – Aged, Blind & Disabled	\$ 153,934,737
Medicaid – Covered Families with Children	\$ 115,280,867
Medicaid – Expansion Population (Group VII)	\$ 83,822,117

**Total \$ 408,887,615**

### Benefit / Services

Childcare Eligibility & Case Management	\$ 313,644
Medicaid Transportation (NET)	\$ 217,600
Medicaid Healthcheck / At risk pregnancy transportation	\$ 3,697
<b>Total</b>	<b>\$ 534,941</b>

### Medicaid Eligibility & Case Management

Federal	\$ 2,112,423
State	\$ 548,733
County Mandated Share & Local	\$ 298,620
<b>Total</b>	<b>\$ 2,959,776</b>

### SNAP / Food Assistance Eligibility & Case Management

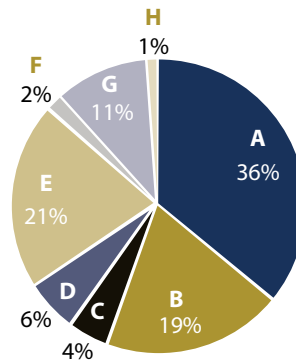
Federal	\$ 730,187
State	\$ 525,017
County Mandated Share & Local	\$ 254,777
<b>Total</b>	<b>\$ 1,509,981</b>

## Ohio Works First / Temporary Assistance for Needy Families (TANF)

<b>A</b> OWF / TANF Eligibility	\$ 871,831
Prevention, Retention, Contingency Services (PRC)	
<b>B</b> PRC – Children Services	\$ 466,335
<b>C</b> PRC – Disaster / COVID	\$ 106,968*
<b>D</b> PRC – Employment, Training & Transportation	\$ 136,194
<b>E</b> PRC – Housing, Utilities	\$ 502,350*
<b>F</b> PRC – Kinship Navigator	\$ 44,731
<b>G</b> PRC – Kinship Caregiver	\$ 256,477
<b>H</b> OWF / TANF Employment Supports	\$ 27,718
<b>Total</b>	<b>\$ 2,412,604</b>

\*Includes COVID-related services

## OHIO WORKS FIRST (OWF) CASH ASSISTANCE



### OWF / TANF ASSISTANCE

886 individuals as of 6/30/21

10 adults  
876 children

## Protecting Taxpayer Investments

The overwhelming number of public assistance recipients utilize services appropriately. However, to ensure funds are used and accessed correctly, LCJFS is committed to investigating allegations of fraud and works with the Licking County Prosecutor's Office. This collaborative effort helps stop fraud and increase repayments.

To report fraud call 740.670.8791





## Licking County

A proud partner of the American Job Center network

# Employment & Training Services



### Business Services

- Recruitment events
- Pre-screening qualified applicants
- Employer incentive programs
- Access to diverse labor pool
- Statewide job postings

### Job Seeker Services

- Employment / Career advising
- Training & education resources
- Job fairs & recruitment events
- Job search resources

### Youth Services

- Career exploration / Career pathways
- Job search assistance
- Paid work experience

## Training Enrollments

### PRC Training

Healthcare	13
CDL	4
HVAC	1
IT	1

### CCMEP

HVAC	2
Cyber Security	1
Heavy Equipment	1
STNA	1

### WIOA Adult

Healthcare	6
CDL	2
Firefighter	2
Multicraft Maint.	2
Advanced CNC	1
Welding	1
Human Services	1

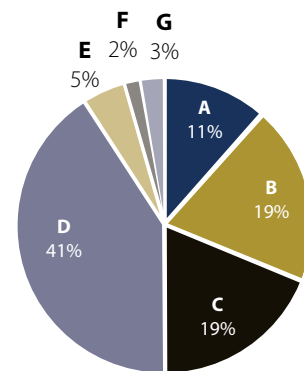
### WIOA Dislocated Worker

Healthcare	4
CDL	3
Heavy Equipment	2
Network Technician	2
CDC Chem Depend.	1
Cyber Security	1
HR Certification	1
Multicraft Maint.	1

### WORKFORCE DEVELOPMENT / EMPLOYMENT & TRAINING

#### Ohio Means Jobs – Employment & Training Services

<b>A</b> WIOA – Adult	\$ 183,018
<b>B</b> WIOA – Dislocated Worker	\$ 309,262
<b>C</b> WIOA – Youth (CCMEP)	\$ 296,235
<b>D</b> TANF – Youth (CCMEP)	\$ 644,142
<b>E</b> SNAP / Food Assistance Employment & Training	\$ 74,840
<b>F</b> WIOA / NEG – Dislocated Worker	\$ 28,204
<b>G</b> RESEA - Reemployment Services and Eligibility Assessment	\$ 41,462
<b>Total</b>	<b>\$ 1,577,163</b>



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