



Message from the Director

2021 was once again full of firsts and new ideas. Our agency had many changes, from faces to programs. Our turnover rate was 30%; however, this proved how resilient and effective we were - our team became more important than ever since the phones do not stop ringing, the needs of our community do not lessen, and children continue to be abused and neglected. Medicaid and food assistance applications increased as did allegations of child abuse and neglect. Child support continued to be collected. Our team pulled together to make 2021 a successful year. Our community partners increased training and helped newer workers access the programs and services that their families needed. Our training programs were revamped to enhance what we had and support our workers. We are well on our way to rebuilding a strong, cohesive team.

In October, Child Protective Services implemented a federal initiative, the Family First Prevention Services Act, which would change the way we work with families from start to finish. Foster Care Reform began changing the types of services provided and how they were provided. The State began implementing new programs to support workers, agencies, kinship caregivers, families, and providers. These new initiatives will be “a work in progress” taking several years to be fully implemented.

“Unwinding of Medicaid” became the buzz word for Public Assistance. Once the public health emergency (PHE) is over, public assistance programs will require that program eligibility be re-determined, translating into millions of applications across the State being touched and worked on. This process has already commenced, and cases are looked at and worked to the extent possible, gearing up to ease the chaos that will follow the ending of the PHE.

Child Support continued to be creative with their processes, from establishing paternity to establishing orders to making sure no stone was left unturned to assure that children and families received the support they needed.

As I reflect back on 2021, I want the community to know how very much they are appreciated – from the Columbiana County Board of Commissioners, to local and state partners, to county residents, and to each and every one of you who work for Columbiana County DJFS, I appreciate you! Without all of you, I could not do what I do every day. I look forward to another intriguing year working with all of you!

Rachel Ketterman, CCDJFS Director



2021 Annual Report

Public Assistance

Food Assistance
15,088 individuals / mo.

Expenditures
\$ 41,349,546.00

OWF
589 individuals / mo.

Expenditures
\$ 1,603,602.00

Medicaid
30,444 recipients / mo.

Expenditures
\$259,370,172.00

COVID-19 Disaster Response: \$155,950.00

Rent/mortgage payments: \$ 19,433.00

Utilities: \$ 14,779.16

Car payments/insurance: \$ 7,069.02

Back-to-work payments: included in the
COVID-19 Disaster Response assistance

Top 3 PRC areas of assistance

COVID Disaster Response: \$155,950.00

Disaster-related Assistance: \$ 48,538.47

Child Welfare: \$ 22,716.51

NET
2,916 recipients
Expenditures
\$ 816,171.52
Miles driven: 238,285

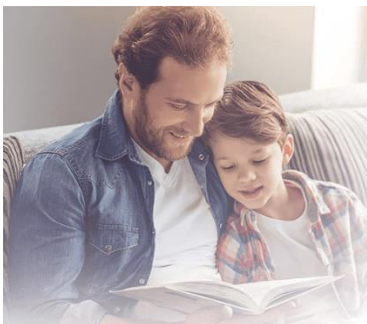
Fraud Control

Benefit Recovery
Collections
\$ 242,713.94

Child Care
649 children served

Long-term care facility
residents: 528

7989 Dickey Drive, Suite 2, Lisbon, OH 44432
PH: 330-424-1471 FAX: 330-424-0925
Hours: Mon-Fri 8 am – 4 pm
www.columbianacountyjfs.ohio.gov



Child Support Enforcement

Cases	8,932
Collections	\$16,185,902.00
Paternities established	98
Orders established	95
Children who emancipated	607

Child Support
PH: 330-424-7781 Toll Free: 800-353-0125
FAX: 330-420-2016



Child Protective Services

Child population (2020 Census)	20,376
Calls	2,201
Investigations	519
Children involved with CPS	1,336
Children in placement	88
Annual cost of foster care	\$2.1 million
Licensed foster homes	20
Adoptions	7
Emancipations	4
Children living with relatives	220
Children living with non-relatives	25

Adult Protective Services

Referrals	430
Investigations**	199
• Self-neglect (51%)	221
• Neglect (11%)	47
• Exploitations (29%)	123
• Phys./emo. abuse (9%)	39
• Sexual abuse (0%)	0

**each investigation may involve several types of abuse

Child/Adult Protective Services

PH: 330-420-6600

FAX: 330-424-0931

After-hours Emergencies: 330-424-5715



Senior Citizen Services

Home visits	425
Assessments	205
Re-assessments	298
Case management hours provided	4,302.25
Levy Dollars spent	\$ 573,961.44

Services provided: case management; homemaker/home health services; pest control; dumpster services; minor home repairs/modifications; public guardianship services; payee services; utility assistance; appliance assistance; COVID masks mailed to county seniors & groceries delivered upon request

Senior Citizens Services

PH: 330-420-6695

Fax: 330-420-6698



Human Resources

Total staff (12/31/2021)	107
<ul style="list-style-type: none"> Public Assistance 	42
<ul style="list-style-type: none"> Children Services 	31
<ul style="list-style-type: none"> Adult Protective Services 	2
<ul style="list-style-type: none"> Child Support 	21
<ul style="list-style-type: none"> Senior Services (Levy) 	1
<ul style="list-style-type: none"> Shared staff 	9
<ul style="list-style-type: none"> Maintenance staff 	1
Resignations	27
Retirements	5 (with combined 147 years of service w/ CCDJFS)
New hires	25

Administrative/Program Expenditures

Administration		
Shared	\$ 1,184,790.07	
Income Maintenance	\$ 2,679,568.38	
Social Services	\$ 1,911,968.42	
Child Support	\$ 1,273,346.09	
	Subtotal	\$ 7,049,672.96
Purchased Services		
IM/TANF	\$ 569,952.52	
Social Services	\$ 261,448.06	
Child Support	\$ 330,183.72	
	Subtotal	\$ 1,161,584.30
Assistance Expenditures		
OWF/TANF	\$ 1,603,602.00	
PRC	\$ 233,600.34	
SNAP	\$ 41,349,546.00	
Medicaid	\$259,370,172.00	
	Subtotal	\$302,556,920.34
GRAND TOTAL		\$310,768,177.60
County Share of Total (Mandated Share)		\$ 182,916.50
Admin cost (% of total)		3%
County share (% of total)		.00006%