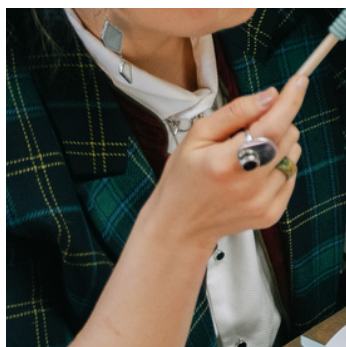


2024

# Annual Report

Columbiana County  
Department of Job  
and Family Services



## BOARD OF COMMISSIONERS

MIKE HALLECK  
TIM WEIGLE  
ROY PAPARODIS



# Mission Statements



## Our Commitment to Service

A mission statement serves as a guiding principle, outlining the purpose and core values of each department. These statements provide clarity and direction, helping the community understand the goals and impact of the services offered. The following mission statements reflect the commitment of each program - Public Assistance, Children Services, Adult Protective Services, and Child Support - to support and protect the individuals and families in our community.

### Public Assistance:

The mission of Public Assistance is to administer all programs timely and accurately with respect and compassion to the population we serve.

### Children Services:

The goal of Children Services is to engage families, to support them in the provision of safety, permanency, and well being for their children, through a team approach, and family centered practice.

### Adult Protective Services:

The mission of the Columbiana County Adult Protective Services is to enhance the lives of elderly citizens, through providing community resources of Columbiana County while maintaining the elder population in the least restrictive environment.

### Child Support:

The mission of the Columbiana County Child Support Enforcement Agency is to serve families by diligently and efficiently providing child support services in a respectful, professional, and effective manner.



# A Message from the Director

As we close out the 2024 calendar year, I am proud to reflect on the tremendous strides our agency has made in serving the families and children in our community. The combined efforts of our Job and Family Services (JFS), Children's Protective Services (CPS), and Child Support Enforcement Agency (CSEA) have been instrumental in strengthening families, ensuring child safety, and promoting economic stability. This year has been one of progress, collaboration, and a commitment to delivering compassionate, effective services that empower individuals and families to thrive. Areas which we excelled in include strengthening family stability through JFS services, ensuring child safety with CPS, and promoting financial responsibility and child support compliance through CSEA.

## Collaboration & Innovation in Service Delivery

One of the most remarkable achievements of 2024 was our continued commitment to collaboration and innovation. We recognize that the challenges facing our community cannot be solved by any one agency alone, and we have worked tirelessly to strengthen our partnerships with local non-profits, law enforcement, healthcare providers, schools, and other community organizations. By working together, we have created a more integrated system of care, ensuring that families can access the full range of services they need to thrive.

## Looking Ahead

As we reflect on the accomplishments of 2024, we are excited for the continued work ahead in 2025. We remain committed to improving outcomes for families, safeguarding children, and promoting financial stability. We will continue to innovate, adapt, and strengthen our services to meet the evolving needs of our community, ensuring that every individual and family has access to the tools and resources necessary to build a brighter future.

I am incredibly grateful to our dedicated staff, our community partners, county commissioners, and the individuals and families we serve for their unwavering commitment to making 2024 a successful year. Together, we will continue to make a difference in the lives of those who need us most.

**Rachel Ketterman**





# Public Assistance

## 2024 Statistics

Program	Individuals / Month Annual Expenditures	
<b>Food Assistance</b>	13,008	\$26,722,375
<b>OWF</b>	533	\$1,746,898
<b>Medicaid</b>	27,165	\$294,625,388
<b>NET - Non Emergency Transportation</b>	2,677	\$982,022.25

### Long-term Care Facility

| Residents | 417 | | Individuals on a Waiver program | 1,110 |

### Fraud Control

| Benefit Recovery Collections | \$79,694.62 |

### Child Care

| Children Served | 7,348 |



# Administrative/Program Expenditures

## Administration

- Shared: \$1,427,442.55
- Public Assistance: \$3,284,664.52
- Social Services: \$2,265,483.27
- Child Support: \$1,491,754.14
- Total Administrative Expenditures: \$8,469,344.48

## Purchased Services

- PA/TANF: \$747,058.70
- Social Services: \$79,598.19
- Child Support: \$272,894.97
- Total Purchased Services: \$1,099,551.86

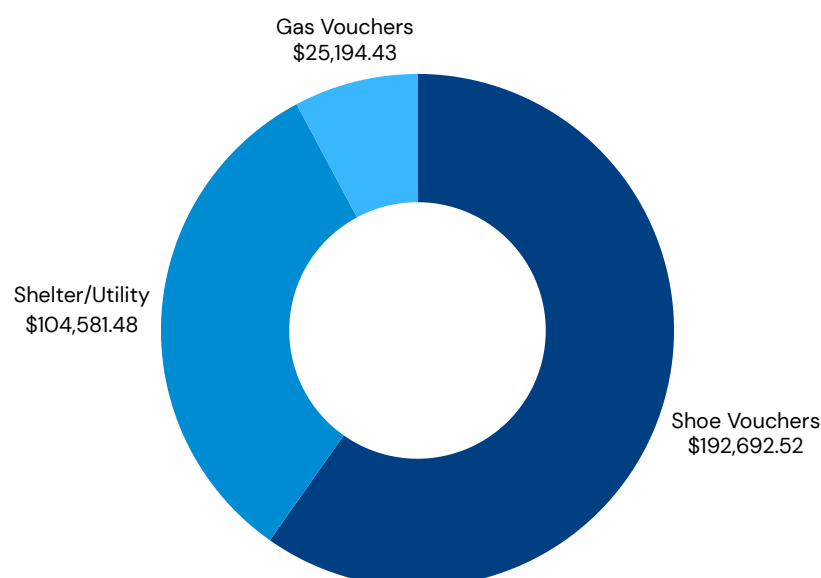
## Assistance Expenditures

- OWF/TANF: \$1,746,898.00
- PRC: \$359,048.99
- SNAP: \$26,722,375.00
- Medicaid: \$294,625,388.00
- Total Assistance Expenditures: \$323,453,709.99

## County Share of Total (Mandated Share)

- Total: \$194,472.94

## Top 3 PRC Areas of Assistance



# Child Support Enforcement Agency

## Case Management and Collections:

- Total Cases: 7,964
- Total Collections: \$12,919,044.00
  - Note: Reporting for November and December is unavailable due to the new SETS implementation.
  - Monthly Average: \$1.29 million

## Paternities and Orders:

- Paternities Established: 63
- Orders Established: 102

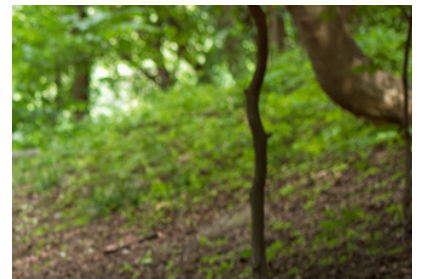
**Children Emancipated:** 447

## Enforcement:

- Money Collected through Bank Intercept: \$20,866.85
- Income Withholdings Sent: 4,466

## Establishment:

- Orders Redirected under Updated Caretaker Law: 28
- Court Orders Processed by Intake and Advanced Process Case Managers: 4,973
- Genetic Testing Scheduled by Administrative Hearing Officer: 235 parties
- Paternity Established for Children: 69



# Social Services

## Reporting Abuse, Neglect, or Exploitation

The Columbiana County Department of Job and Family Services accepts reports of suspected abuse, neglect, and exploitation by phone, mail, fax, or in person at: **7989 Dickey Drive, Suite 2, Lisbon, OH 44432**

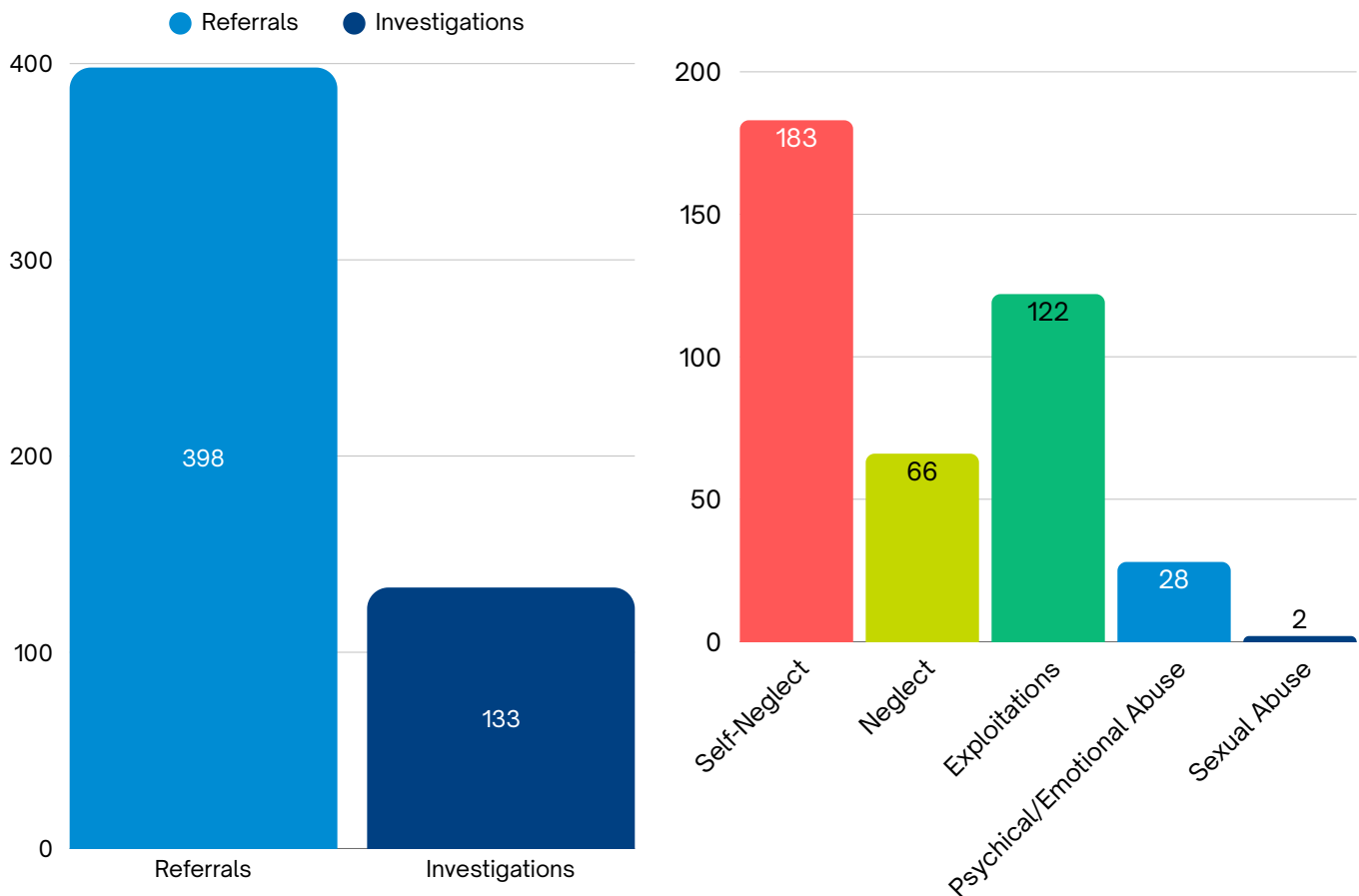
**Phone:** 330-420-6600

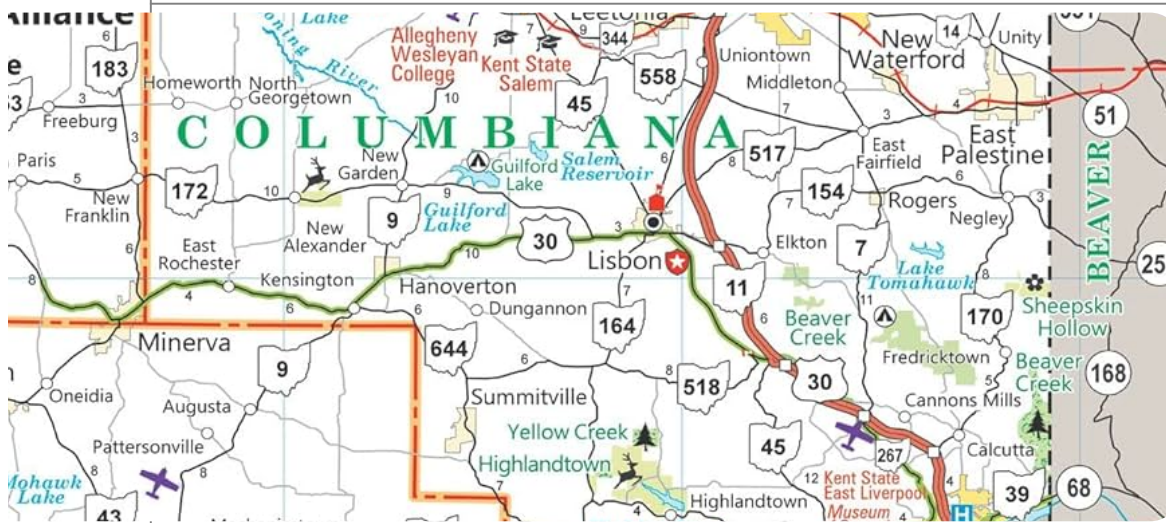
**Office Hours:** Monday–Friday, 8:00 a.m. to 4:00 p.m.

For emergencies outside of business hours, contact the **Columbiana County Sheriff's Office at 330-424-5715**.

All reports are confidential and are handled with urgency to ensure the safety of at-risk individuals.

# Adult Protective Services





Annual Net Cost  
of Foster Care

**\$3,558,294.39**

# Child Protective Services

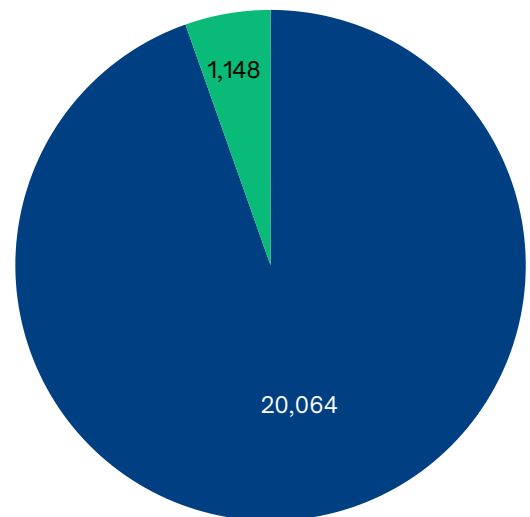
The Columbiana County Department of Job and Family Services is dedicated to ensuring the safety and well-being of children in our surrounding communities. The agency is responsible for investigating reports of child abuse and neglect, working diligently to protect vulnerable children and support families in crisis.

To report suspected child abuse or neglect, please call: **330-420-6600**.

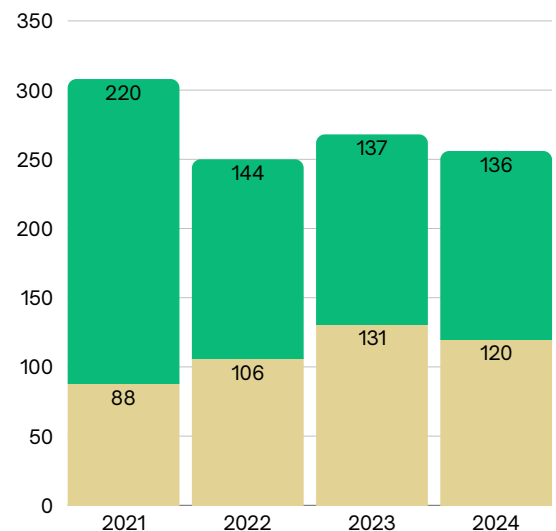
## 2024 Statistics

- **Adoptions:** 12
- **Emancipations:** 7
- **Licensed Foster Homes:** 15
- **Children in Placement:** 120
- **Children Living with Relatives:** 136

- Child Population in Columbiana County
- Children Involved with Children Services



- Children in Foster Care
- Children Living with Relatives





# Senior Services Levy

## Supporting Independence and Safety for Older Adults

Columbiana County Senior Services is committed to promoting the safety, dignity, and independence of county residents aged 60 and older. The program provides essential in-home support to eligible seniors, enabling them to remain in their homes and communities rather than transitioning to institutional care.

In the past year, the program has continued to offer a comprehensive range of services tailored to meet the diverse needs of older adults.

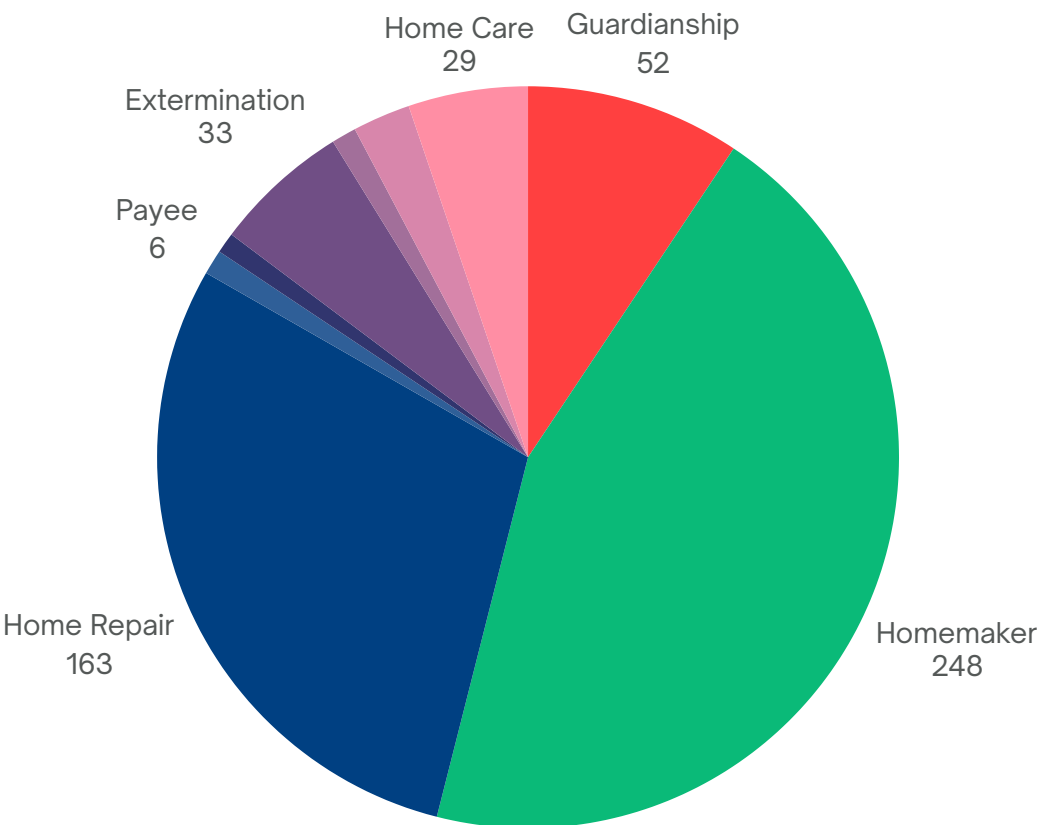
### Services Provided

- Comprehensive Case Management
- Homemaker and Home Health Services
- Pest Control for Sanitation Support
- Dumpster Services for Safe Living Environments
- Minor Home Repairs and Accessibility Modifications
- Public Guardianship for Vulnerable Seniors

### 2024 Statistics

- Reassessments: 499
- Assessments: 290
- Total Seniors Served: 760
- Case MGT Hours Provided: 6,119
- Levy Dollars Spent: \$859,233.03

### Breakdown of Services Provided





# Human Resources

## Employee Statistics

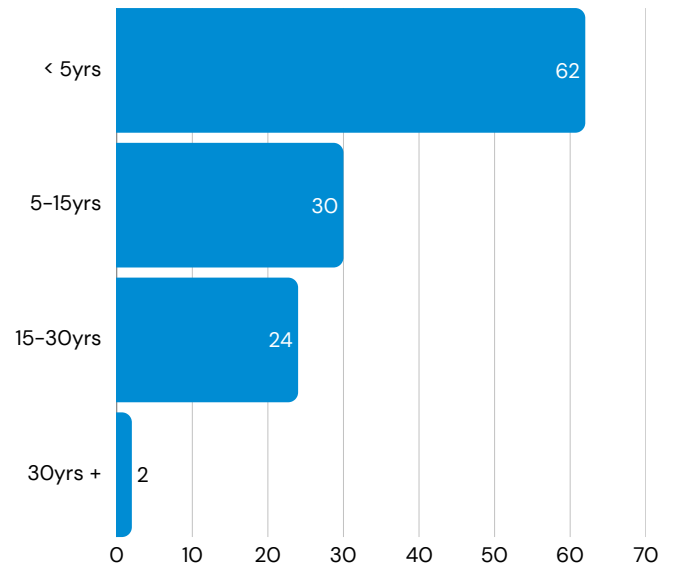
New Hires	28
Resignations	16
Retirements	1
Total Employees	118

Human Resources plays a vital role in supporting the operations of Columbiana County Department of Job and Family Services. The department manages personnel processes, ensures compliance with two collective bargaining agreements, and provides training, recruitment, and employee relations support across all divisions—Children Services, Public Assistance, and Child Support Enforcement.

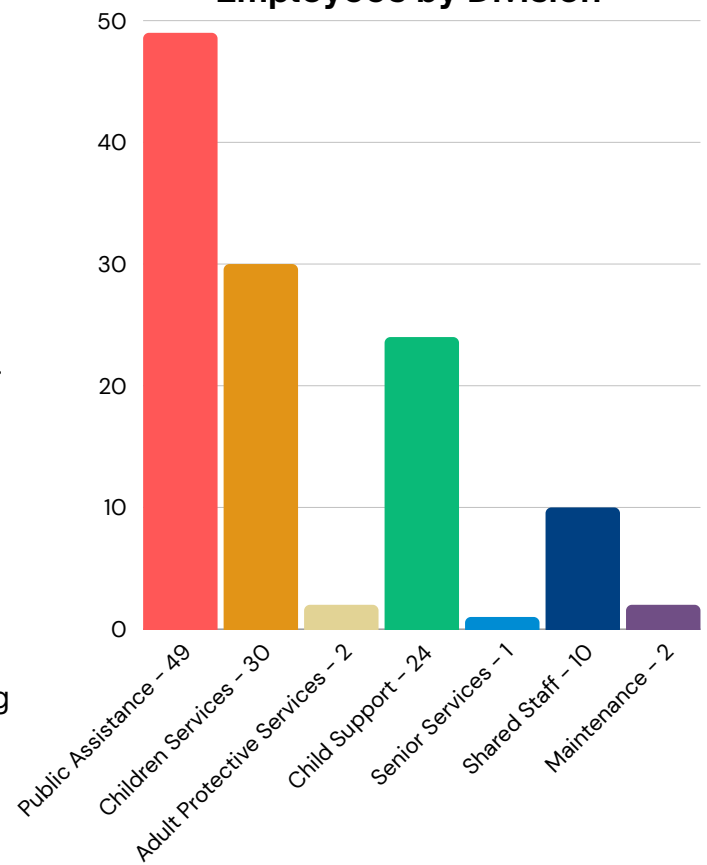
A strong emphasis is placed on employee development, retention, and wellness to ensure the agency remains responsive, effective, and staffed with professionals committed to serving the public.

Human Resources continues to focus on enhancing workforce efficiency, and aligning HR strategies with the agency's long-term goals.

## Employees by Tenure



## Employees by Division





# CCDJFS Staff







## Columbiana County Department of Job and Family Services



8:00AM - 4:00PM



7989 Dickey Drive Suite 2, Lisbon Ohio 44432



[www.columbianacountyjfs.org](http://www.columbianacountyjfs.org)