

# 2019 ANNUAL REPORT



## Columbiana County Department of Job & Family Services

*~~to understand the needs  
of our community~~*



Board of Commissioners:  
Mike Halleck  
Jim Hoppel  
Tim Weigle



7989 Dickey Drive, Suite 2  
Lisbon, OH 44432  
PH: 330-424-1471  
FAX: 330-424-0925  
[www.columbianacountyjfs.org](http://www.columbianacountyjfs.org)

Hours: Mon-Fri 8 am – 4 pm

*~~to facilitate  
independence~~*



*~~to provide services with compassion~~*

## Message from the Director

*In writing this message, on April 20<sup>th</sup>, 2020, I feel that 2019 was a breeze. In the beginning of 2019, I was holding the position of Deputy Director, where I oversaw the Business Office, and forecasting the budget became my daily task. Quickly, I found myself preparing for the retirement of Columbiana County JFS long-time Director, Eileen Dray-Bardon. Eileen retired on May 3, 2019. I found out how hectic and full my life would become, serving as the Interim Director of a triple-combined agency. It was a great community with great partnerships and a strong team (of a mere 120 employees) which made the transition much easier than I imagined. I was (and still am) new to the world of Child Support and Public Assistance. Learning in those areas can be extremely overwhelming and challenging. I quickly found out that with a strong team, compassion, and persistence...anything is possible. Of the many new things that started to form in 2019, the most challenging would be the Family First Prevention Services Act (FFPSA) in Children Services. We began to prepare for FFPSA throughout 2019. FFPSA will take effect in October of 2021.*

*2019 was just a glimpse of how our world would change. As I reflect, I am thankful for so many things I experienced in 2019. Columbiana County has three strong and passionate commissioners who helped make my transition much easier. The community partners who I had learned to work with and count on for support and guidance enabled me to reach out and seek guidance when needed. My team of 120 employees became to mean so much more to me. I am thankful to have all of them in my life. Columbiana County is a great place to be. I am thankful for so much, and to live and serve in Columbiana County is by far one of the things I am most thankful for in my life.*

*Rachel Ketterman, CCDJFS Director*

*In closing, I leave you with a quote I recently found that is so fitting for our world:*

*A POSITIVE ATTITUDE is contagious, but don't wait to catch it from others. BE A CARRIER. - unknown*



# Assistance Programs



18,576 visitors

141,503 documents handled

8,798 applications processed

33,116 calls

13,604 Average SNAP Recipients / Month (8,251 adults; 5,353 children)

22,249 Average Medicaid Recipients / Month

628 Average OWF Recipients / Month (12 adults; 616 children) & 11 Average Work Eligible Individuals

357 Average NET Recipients / Month

\$1,057,775.60 Total NET Expenditures in 2019

Child Care: 917 Children Served

644,701 Hours of Care Provided

\$2,898,815.37 Paid to Providers for Care

509 Nursing Facility Residents



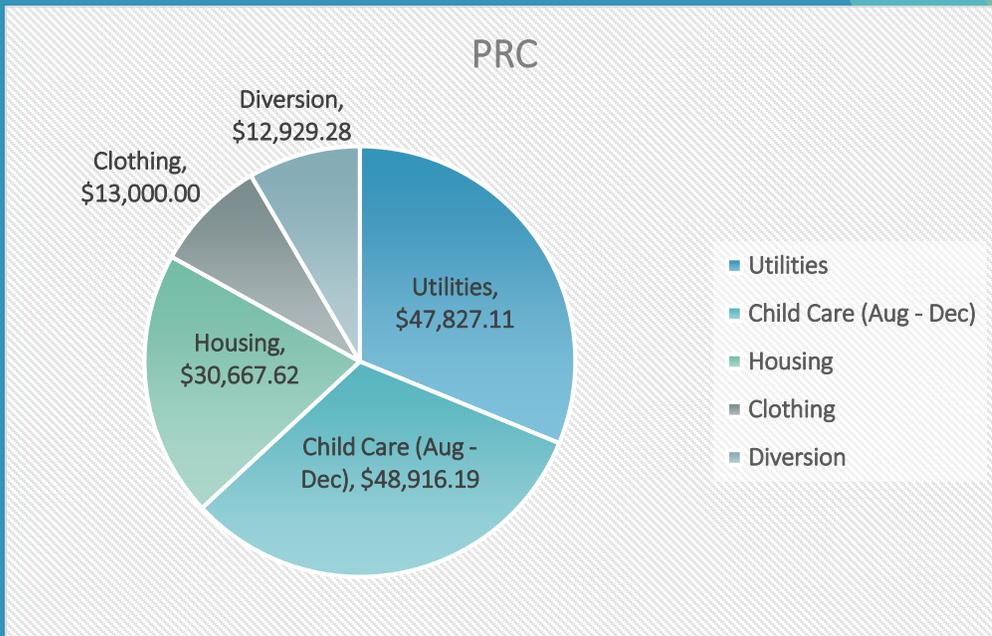
*Top 5 areas of PRC assistance:*

- *Utilities*
- *Child Care*
- *Housing*
- *Clothing*
- *Diversion*

*\$184,209.09 Total PRC Expenditures in 2019*

*TANF Summer Activity Project*

*Over 800 summer educational activity bags were distributed to middle school students in East Liverpool, Southern Local, & Wellsville School Districts. 297 of the pool passes included in the activity bags were used by the students & their families at community pools.*



*May: Fraud Awareness Month*

*\$224,367.65 Benefit Recovery Collections*

*\$36,824.24 Incentives Received*

*32 Intentional Program Violations (IPVs)*

*14 cases sent to Prosecutor*



# Child Protective Services

2,019 calls

508 investigations

Average of 69 children in care/month

Annual net cost of care: \$1,343,512.00

249 children living w/ relatives

103 grandparents raising grandchildren

April: Child Abuse/Neglect Awareness Month



18 licensed foster homes

11 adoptions in 2019

4 emancipations

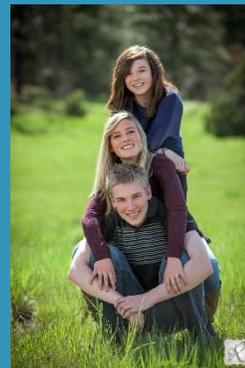
Child/Adult Protective Services

PH: 330-420-6600

Fax: 330-424-0931

After-hours Emergencies:

330-424-5715



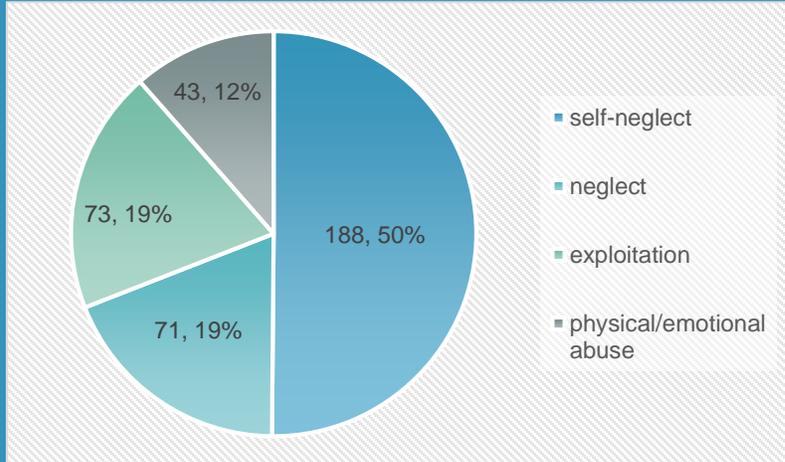
FosterDreams  
**FosterKids**  
Become a foster parent ...  
Change their lives and yours.

# Adult Protective Services

Referrals: 370

Investigations: 196  
(53% of referrals)

Types of elder abuse:



June: Elder Abuse Awareness Month



## Senior Services Levy

223 home visits

388 assessments / reassessments

4,155.25 case management hours provided

\$934,465.60 levy dollars spent

Services provided:

- In-home care
- Minor home modifications
- Case management
- Transportation
- Re payee services
- Utility assistance
- Appliance assistance
- Extermination
- Dumpster services
- Expanded adult protective services

Senior Services Levy

PH: 330-420-6695

Fax: 330-420-6698



# Child Support

9,556 open cases

\$17,426,248.00 collections  
(\$475,594.00 in-house)

51 paternity establishments

103 support/medical orders established

291 DNA samples collected

Federal Fiscal Year 2019 Performance	Columbiana County CSEA	State of Ohio
Paternity Establishment	100%	98.65%
Support Establishment	93.5%	91.56%
Collections of Current Support	71.01%	70.06%
Collections on Arrearages	69.82%	66.40%

## August: Child Support Awareness Month



Child Support  
PH: 330-424-7781  
Toll free: 800-353-0125  
Fax: 330-420-2106



# Human Resources

119 total staff (12/31/2019)

48 Public Assistance

35 Social Services

1 Senior Services Levy

24 Child Support

11 Shared Staff



2 Retirees:

*Peggy Elliott*



*Eileen Dray-Bardon*



17 Resignations

17 New Hires

## Administrative/Program Expenditures

### Administration

Shared	\$	1,557,786.58	
Income Maintenance		2,914,948.01	
Social Services		2,282,591.39	
Child Support		1,411,183.43	
Subtotal			\$ 8,166,509.41

### Purchased Services

IM / TANF	\$	548,415.96	
Social Services		32,497.40	
Child Support		343,639.72	
Subtotal			\$ 924,553.08

### Assistance Expenditures

Ohio Works First / TANF	\$	1,694,894.00	
Prevention, Retention, Contingency (PRC)		184,209.09	
SNAP		19,100,656.00	
Medicaid		245,974,502.07	
Subtotal			\$ 266,954,261.16

GRAND TOTAL \$ 276,045,323.65

County Share of Total (Mandated Share) \$ 203,532.00

Admin Cost (as % of total) 2.96%  
County Share (as % of total) 0.07%