



RICHLAND COUNTY
JOB & FAMILY SERVICES

Richland County Job & Family Services

ANNUAL REPORT 2021





Letter from the Director

Dear Community,

It is an honor to present the 2020-21 annual report. This report allows us to reflect on the past year and paint a picture of where we are today, almost two years into the public health emergency. The Richland County Job & Family Services was and continues to be dedicated to protecting our employees and customers, but never closed our doors to the public. Keeping our doors open was accomplished with the strong support of our Board of Commissioners, and with our dedicated professional employees.

Despite the challenges that our community faced in 2020-21, the Richland JFS employees made sure that benefits and services were being provided to the residents during the pandemic. I am extremely proud of their work.

The goal of this report is to provide quick facts and information about the delivery of services, initiatives, and programs services provided within 2020-21.

Please share this report with anyone who might have an interest in Richland JFS or is curious to know what we are doing to meet the needs of our community.

Sharlene Neumann

P.S. Pictured Celebrating 40 years of public service with Commissioners Darrell Banks, Tony Vero, and Cliff Mears



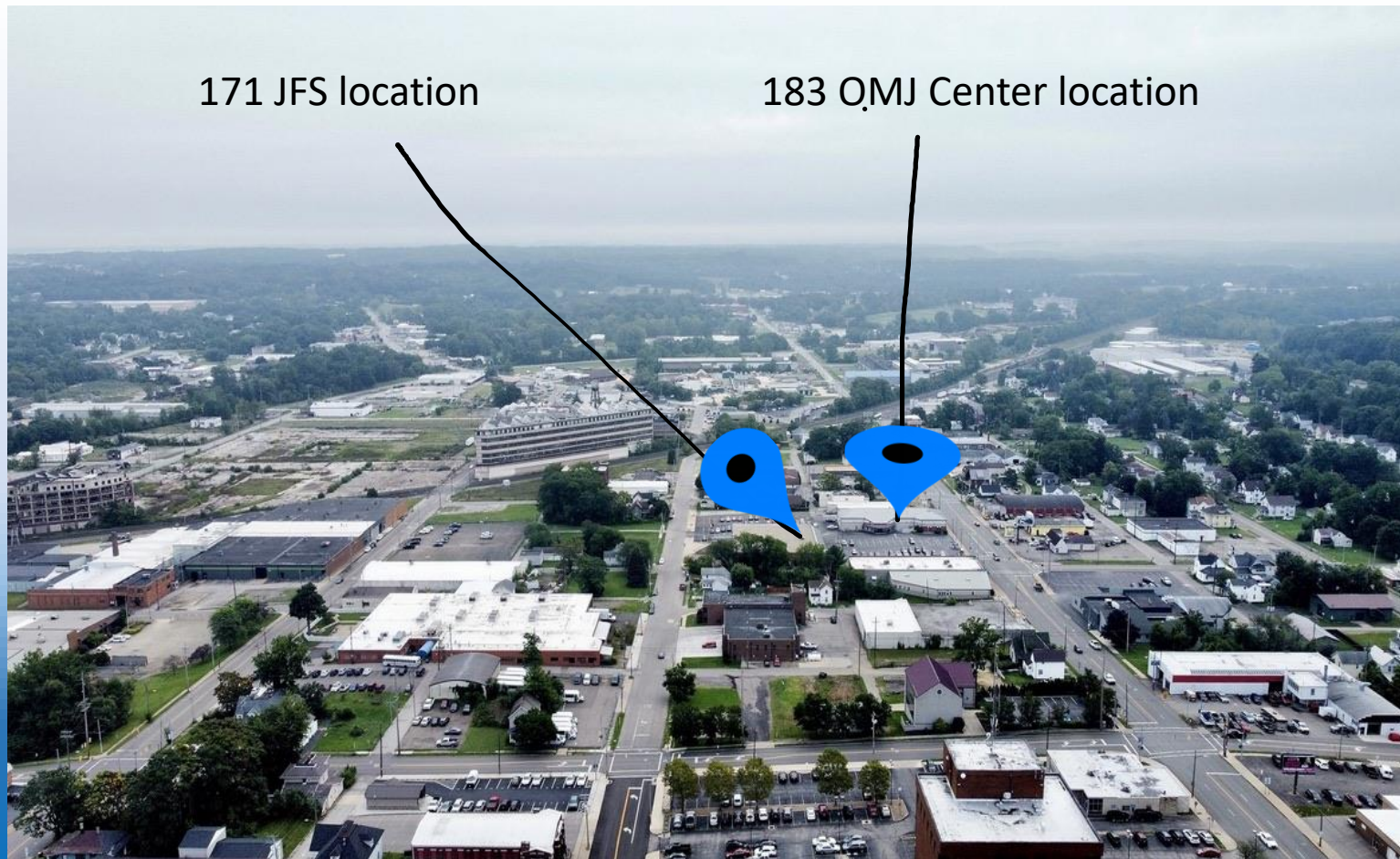


Where are we?

171/183 Park Avenue East, Mansfield Ohio

Phone: 419 774-5400

Richland-ContactUs@jfs.ohio.gov



Mission Statement

To improve the well-being of Ohio's workforce and families by promoting economic self-sufficiency and ensuring the safety of Richland County's most vulnerable citizens.

Vision Statement

To ensure that all individuals and families are provided encouragement and offered opportunity for personal responsibility, self-sufficiency, and realization of their fullest potential.

Medicaid	Food- SNAP	Cash
<u>Fraud</u> Investigation Benefit Recovery	<u>Social Services</u> Adult PS Child Care Healthy Start Transportation	<u>Work Activities</u> WEP CCMEP PRC ABAWD
<u>OhioMeansJobs-Center</u> WIOA Adult Dislocated Worker Youth	Indirect Service Contract Management	MIS Human Resources Fiscal
Workforce Development	Administration Reception	Employer Services Job Recruitment Resource Room



RCJFS Supports
40,333 Citizens



Richland County
Economic Impact
\$341,634,739

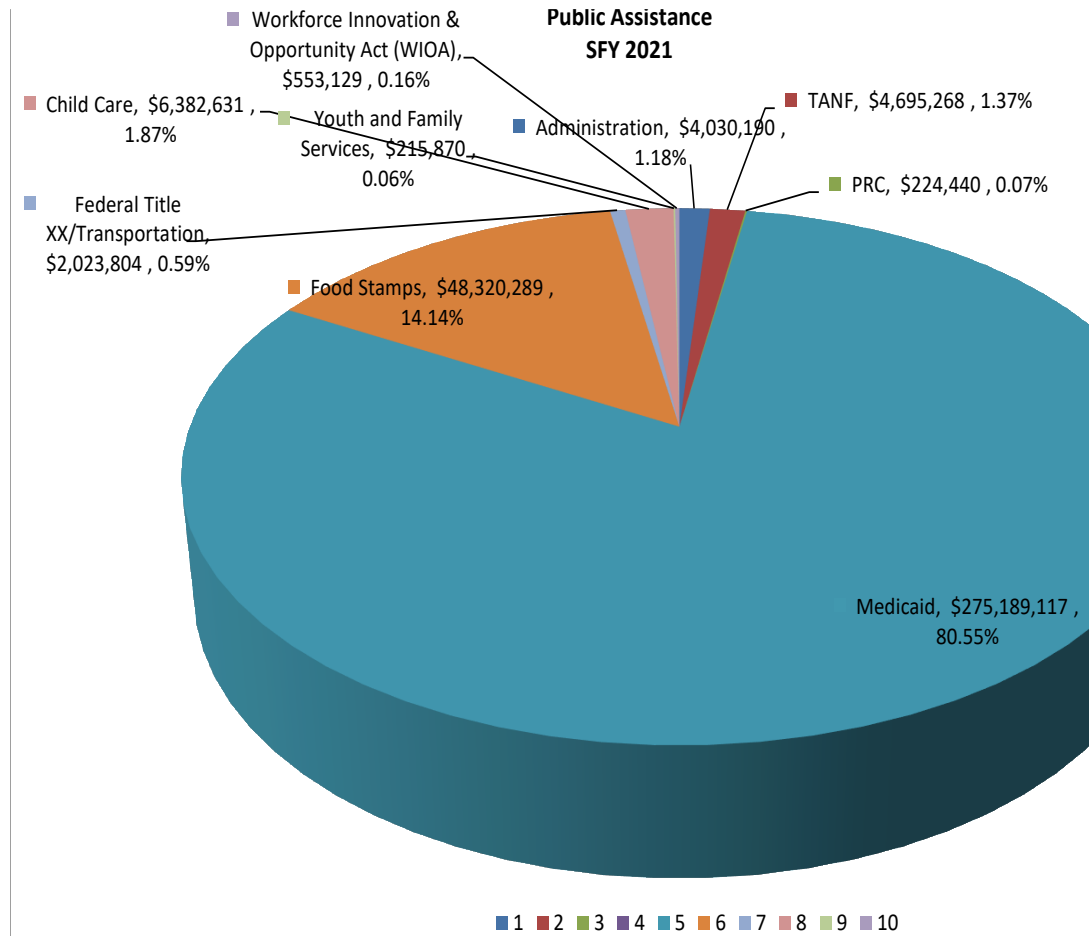


Financial Statement



SFY 2021 Fiscal Impact

	Total Operations	County Operations	Admin Only
Administration:			
Shared Costs	\$ 1,315,988	\$ 1,315,988	\$ 1,315,988
Income Maintenance	\$ 1,439,235	\$ 1,439,235	\$ 1,439,235
Social Services/WA/WIOA	\$ 1,274,967	\$ 1,274,967	\$ 1,274,967
Sub Total	\$ 4,030,190	\$ 4,030,190	\$ 4,030,190
Purchased Services:			
PRC/Support Services	\$ 224,440	\$ 224,440	
TANF/CCMEP Contracted Services	\$ 1,632,420	\$ 1,632,420	
TXX/TXX TANF/APS	\$ 725,051	\$ 725,051	
Youth and Family Services	\$ 215,870	\$ 215,870	
Transportation Services	\$ 1,298,753	\$ 1,298,753	
WIOA/FA Employment and Training	\$ 553,129	\$ 553,129	
Sub Total	\$ 4,649,664	\$ 4,649,664	
Assistance Expenditures:			
Ohio Works First	\$ 3,062,848		
Child Care	\$ 6,382,631		
Work Allowance	\$ 52,190		
Medicaid	\$ 275,189,117		
Disability Assistance	\$ -		
Food Stamps	\$ 48,268,099		
Sub Total	\$ 332,954,885		
Grand Total	\$ 341,634,739	\$ 8,679,854	\$ 4,030,190
County Mandated Share Total	\$ 378,342	\$ 378,342	\$ 378,342
Administrative Costs as a Percent of Total	1.18%	46.43%	100.00%
County Mandated Share as a Percent of Total	0.11%	4.36%	9.39%





Volume of Customers Served

12,973	JFS Lobby Visits
35,714	Mail Opened
8,610	SNAP Applications
180	TANF/Cash-only Applications
3,633	Medicaid Applications
35,015	Calls Handled





Customer Benefits Provided

Income Maintenance, Social Services, Work Activities staff help families and individuals receiving TANF/Ohio Works First (cash assistance) and/or SNAP/Food Assistance to enhance their employability.

Job readiness, soft skill, training, work experience placements, child care, medical and transportation assistance are available to help customers as they work toward self-sufficiency.

- \$3,062,848 TANF/OWF Cash Benefits*
- 1,986 OWF Adults/Children
- \$48,320,289 Food Assistance/SNAP Issued
- 29,005 Food Assistance/SNAP Adults/Children
- \$275,189,117 Medicaid Expenditures*
- 40,835 Medicaid Individuals

*The Temporary Assistance to Needy Families (TANF), named Ohio Works First (OWF) in Ohio, is time-limited assistance for families with children when parents or other responsible relatives cannot provide for the family's basic needs.

*Medicaid benefit expenditures far exceed other benefits administered by Richland County Job & Family Services.

Community Partner Contracts

Grant Name	Service Provider	Services	Amount Paid
CCMEP TANF Regular - CDJFS Lead	CATALYST LIFE SERVICES/CCMEP TANF YOUTH	CCMEP TANF Youth Services	\$ 439,436.72
Kinship Caregiver	RICHLAND COUNTY CHILDREN SERVICES	Kinship Stabilization Services	\$ 68,906.30
Medicaid NET	Advantage Family Outreach	Non-Emergency Transportation	\$ 20,153.36
Medicaid NET	All American Transportation	Non-Emergency Transportation	\$ 379,958.00
Medicaid NET	Apple Lane	Non-Emergency Transportation	\$ 169,260.25
Medicaid NET	C & D RIDES	Non-Emergency Transportation	\$ 5,044.10
Medicaid NET	D & D Rides, LLC	Non-Emergency Transportation	\$ 374,245.15
Medicaid NET	Elite Medical Transport	Non-Emergency Transportation	\$ 141,430.50
Medicaid NET	MBIE	Non-Emergency Transportation	\$ 192,988.25
Medicaid NET	TRANSPORTATION 4U, LLC	Non-Emergency Transportation	\$ 7,001.43
Medicaid NET	DANOP	Non-Emergency Transportation	\$ 4,187.59
Medicaid NET	SHELL	Non-Emergency Transportation	\$ 2,940.60
TANF REGULAR	RICHLAND COUNTY CHILDREN'S AUXILIARY	Clothes and Book Bags	\$ 135,685.00
TANF REGULAR	RICHLAND COUNTY YOUTH & FAMILY COUNCIL	Clothing Vouchers & Book Bags	\$ 308,654.16
TANF REGULAR	RICHLAND COUNTY JUVENILE COURT	Early Childhood Services	\$ 32,519.75
TANF REGULAR	RICHLAND COUNTY BOARD OF DD	Academy of Leadership	\$ 15,502.82
TANF REGULAR	RICHLAND COUNTY CHILDREN SERVICES	Kinship Caregiver Payments	\$ 163,944.36
TANF REGULAR/CCMEP TANF REGULAR	CATALYST LIFE SERVICES/SUCCESS UNLIMITED	Success Unlimited	\$ 432,195.99
Title XX - Base Subsidy	CATHOLIC CHARITIES	APS Guardianship Services	\$ 39,729.32
Title XX - Base Subsidy	MANSFIELD/RICHLAND PUBLIC LIBRARY/211	I&R Services	\$ 16,889.13
Title XX - Base Subsidy	DOMESTIC VIOLENCE SHELTER	Shelter	\$ 18,100.00
Title XX - Transfer Subsidy	HARMONY HOUSE	Shelter	\$ 57,040.00
Title XX - Transfer Subsidy	RICHLAND COUNTY CHILDREN SERVICES	Court Liaison	\$ 541,994.11
Title XX - Transfer Subsidy	DOMESTIC VIOLENCE SHELTER	Shelter	\$ 49,700.00
WIOA	CATALYST LIFE SERVICES	OPIOID Grant	\$ 40,796.17
WIOA	The Chamber	Workforce Development	\$ 85,000.00
WIOA	CATALYST LIFE SERVICES	WIOA Youth Services	\$ 320,730.40
			\$ 4,064,033.46

Success Unlimited



Success Unlimited is a collaborative TANF-funded program contracted through Catalyst Life Services.

Success Unlimited works in conjunction with Richland County Job and Family Services Work Activities case managers to ensure recipients of Ohio Works First who are required to participate in federal work activities programs are successful in overcoming barriers to employment.



Services Include:

1. GED preparation/literacy remediation
2. OPIOID 3 Grant Services
3. Tutoring for WIOA Youth and ABAWDs
4. Peer Recovery Support Training
5. Pre-employment preparation services
6. CDCA certification
7. Career exploration and development
8. Work Keys
9. Life skills instruction
10. ASVAB for military service
11. Subsidized and unsubsidized work
12. Compromised Background
13. Transportation assistance (bus tickets, gas cards)
14. Re-Entry Program
15. Buckeye Bank loans
16. On the Job Training

Public Assistance Statistics



Richland County Job & Family Services' successful implementation of the many programs we administer is measured in a variety of ways and is reported to our State and Federal Partners.

Some of These Measures Include:

SNAP Application Timeliness	94.84%
SNAP QC Error Rate	00.00%
Real-time Eligibility – Medicaid	61.00%
Real-time Eligibility – SNAP	56.00%
Work Activity Participation	
• All Family	62.34%
• Two- Parent	71.08%



A woman with long blonde hair, wearing a pink long-sleeved shirt and blue jeans, is sitting on a grey carpeted floor. She is surrounded by four young children. One boy in a blue t-shirt is sitting next to her, looking at her. A girl in a pink dress is sitting in front of her, looking down. Another girl in a colorful patterned dress is sitting to the right, looking at the woman. A fourth child is partially visible on the far right. The background shows a classroom setting with a green wall and some furniture.

Subsidized Child/Day Care Benefits

- \$6,382,631 Child Care Expenses Yearly
- 1259 Average Monthly Child Care Recipients
- 609 Average Monthly Child Care Families Subsidized
- 30 Step Up to Quality Child Care Centers
- 42 Child Care Providers

Richland County Job & Family Services offers financial assistance to eligible caregivers to help them with childcare costs while they engage in work, education or job training activities. This assistance allows low-income parents to find and maintain employment while ensuring their children have access to safe dependable care.



Prevention, Retention and Contingency (PRC) Services funded by Federal TANF dollars for those families that are working.

\$69,327.46	Housing
\$28,086.15	Utilities
\$94,736.25	Car Repairs
\$16,634.44	COVID
\$13,132.17	Short Term Education
<u>\$ 2,523.93</u>	<u>Support Services</u>
\$224,440.40	Total

Non-Emergency Transportation (NET)

Non-Emergency Transportation

	Taxi	Gas Voucher	Bus Tickets
Consumers Served	7,940	557	466
One-Way Trips Provided	35,807	1,090	466
Mileage	408,641	38,493	N/A
Expenditures	\$1,290,244.30	\$7,504.70	\$1,004

Non-Emergency Transportation (NET) provides Medicaid-eligible adults and children with access to transportation services needed to attend medical, dental, vision, counseling, and other Medicaid eligible appointments. Participants who travel by personal car to necessary medical appointments may be eligible for prepaid fuel cards to help cover the cost of transportation.

Health



Healthchek is Ohio Medicaid's child health benefit for children under age 21. The Federal name for this benefit is Early and Periodic Screening, Diagnostic and Treatment services, or EPSDT. The purpose of Healthchek is to find and treat health problems early, so your child can have the best health and development possible. Healthchek is free and covers Healthchek exam (well child check-ups), hearing, vision and dental screenings to diagnose any health problems your child might have. It also covers medical and dental treatments and equipment that may be determined as medically necessary.

- 660** Pregnancy letters were mailed to expectant mothers informing them about available services.
- 695** Newborn letters were sent to households with newborns informing them about available services.
- 320** Processed ODM 03528 Healthchek & Pregnancy Related Services Information Sheet.
- 13** Referrals were made to Help Me Grow.

Services to Seniors

Total Referrals 389

Total Home Visits Completed 475

Average age 73

286 - "Screened In" Includes:

26 - Emotional/Verbal Abuse

78 - Exploitation

51 - Neglect

90 - Self Neglect

20 - Maltreatment

14 - Physical Abuse

103 - "Screened Out" Includes:

24 - Concerns Addressed

02 - Current Open Case

29 - Did Not Meet Criteria

22 - Information and Referral

13 - No Maltreatment

13 - Referred to Appropriate Agency

04 - Could not Locate


HOTLINE NUMBER 419-774-5473

Adult Protective Services

The goals of Adult Protective Services (APS) are to prevent, reduce or remedy conditions causing endangerment to adults, maximize their independence, and enable them to remain in their own homes as long as possible.



Note: JFS Social Workers pictured participating in the Ohio Area Agency on Aging Senior Spring Extravaganza.

A background image showing several hands of different skin tones gently holding a baby. The baby is wearing a white onesie and a small headband. The hands are positioned around the baby, providing support and care. The image is slightly blurred, focusing attention on the text overlay.

Adult Protective Services Interdisciplinary-Team Members

Steve Sheldon, Sheriff, Richland County Sheriff's Office

Keith Porch, Chief, Mansfield Police Department

Tommy Hill, Chief, Ontario Police Department

Duana Patton, Director, Area Agency on Aging

Joe Troilan, Director, Richland County Mental Health and Recovery Board

Rebecca Owens, Regional Director, Catholic Charities

Gary Bishop, Prosecuting Attorney, Richland County Prosecuting Attorney's Office

Kristie Evans, Court Investigator, Richland County Probate Court

Michelle Giess, Superintendent, Richland County Newhope

Laura Montgomery, President, Catalyst Life Services

Katherine Ezawa, Executive Director, Domestic Violence Shelter

Sharlene Neumann, Richland County Job & Family Services

APS I-Team members meet monthly to provide consultation to providers handling complex cases in order to better coordinate efforts related to abuse, neglect and exploitation of adults.

Benefit Recovery

173,108 – Income Alerts Received

128 - Referrals for Fraud

51 - Overpayments

\$68,759 Overpayments Created

\$9,058 - Ohio Works First Program Collections

\$607.50 - TANF Program Collections

\$61,350.03 - SNAP Program Collections

\$139,774.53 - Total Collections

JFS is responsible for establishing overpayments and collecting claims against individuals that traffic benefits or received more assistance benefits than they are entitled to receive.





Richland County

A proud partner of the
American Job Center network



Job Seeker Services Funded by the Federal
Workforce Innovation & Opportunity Act

Services Include:

- Resource Room Services – 11,769 Visits
- Education/Financial Aid Resources
- Job Search Assistance
- Resume Writing Assistance
- TABE Testing
- Hiring Events – 33
- Job Fairs
- Veterans Services



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A proud partner of the
American Job Center network



Training Services Funded by the Federal Workforce Innovation & Opportunity Act

Services Include:

- Youth Training - 160 Participants - \$320,730.40
- Dislocated Worker - 10 Participants - \$61,229.26
- Adult Training - 73 Participants - \$400,258.31
- Incumbent Worker Training - 2 Participants - \$3,802.00
- Obtained Employment - 122



Thank
You!

Area 10 Workforce Investment Board

Tim Bowersock, City of Mansfield

Jeremy Knisely, Ohio Department of Job and Family Services

Mandy Davis, Ohio Health Mansfield, and Shelby

Beth Delaney, Mid-Ohio Spherion Staffing

Jeff DeVito, Milliron Industries

Dorey Diab, North Central State College

Gary Frankhouse, My Floors Prints and Paints

Cassandra Holtzmann, Crawford County Job and Family Services

Miranda Jones, Galion-Crestline Chamber of Commerce

Matt McClester, Ohio Allied Craft Workers

Helen McNamara, Opportunities for Ohioans with Disabilities

Nikia Fletcher, Mansfield City Schools

Sharlene Neumann, Richland County Job and Family Services

Carl Neutzling, IBEW Local 688

Randa Payne, Adena Corporation

Jenni Paramore, Directions Credit Union

Jim Philips, Vitro Corporation

Sonja Pluck, Madison Adult Career Center

Charles Powell, Baker's Collision

Aaron Ramus, Sentec Systems

Zoi Romanchuck, PR Machine Works, Slick Automated Solutions, Inc.

Sam VanCura, Total Performance Solutions, Inc.



Executive Finance Committee



Thank you for the planning guidance!

* Richland JFS serves as the Administrative Entity and Fiscal agent for RCYFC

* Finance Committee member

Mark Abrams, City of Mansfield

*Lisa Benson, Richland County Juvenile Court

Tony Vero, Richland County Commissioner

Hannah Crouch, Parent Representative

Joe Devany, Ohio Heartland Community Action Commission

Tiffany Ellenberger, City of Shelby Health Department

*Michele Giess, Richland Board of Developmental Disabilities

*Nikki Harless, Richland County Children Services

*Sarah Humphrey, Richland Public Health

Stan Jefferson, Mansfield City Schools

Kevin Kimmel, Mid-Ohio Educational Service Center

*Sharlene Neumann, Richland County Job and Family Services

Wendy Thompson, OSU/NCSC Child Development Center

*Joe Trolan, Richland County Mental Health and Recovery Services Board

Dan Varn, United Way of Richland County

Elizabeth Warner, Parent Representative

Michelle Wood, Ohio Department of Youth Services

SUMMER YOUTH JOBS 2021 80 TEENS Placed



Looking for more
Teens this summer!!!



RICHLAND COUNTY
JOB & FAMILY SERVICES



“SPREAD THE WORD”

EMPLOYERS

Learn more about becoming
a work site as an employer |

TEENS AGE 14-18

| Learn about employment opportunities
this summer for **TEENS AGES 14-18**

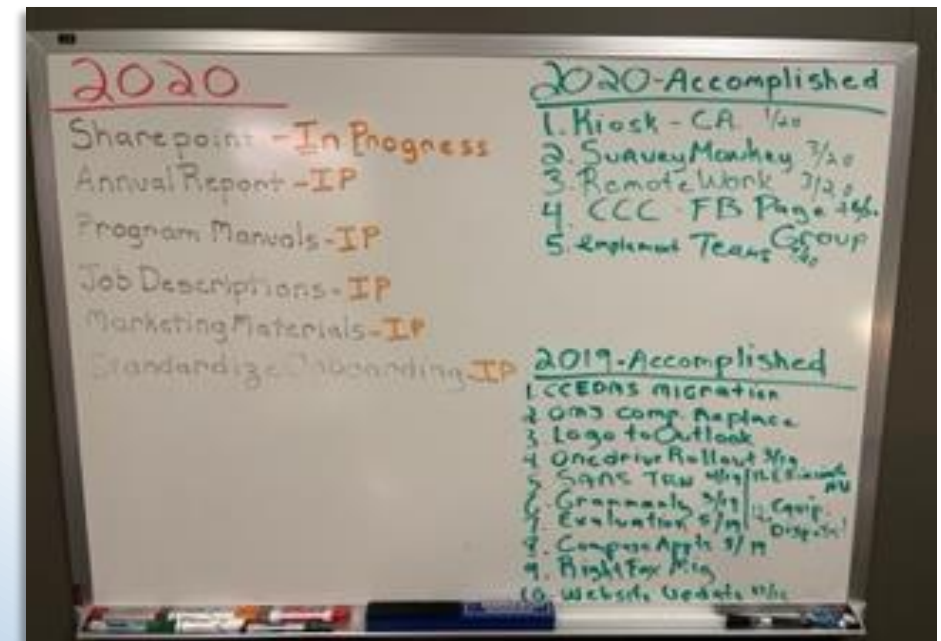
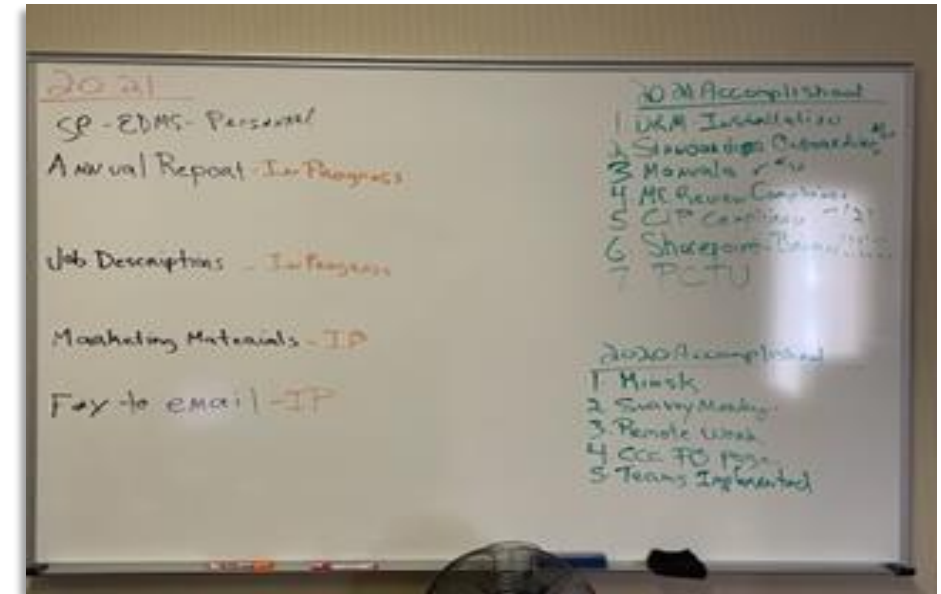
Call 419-774-5442 or

Email Teresa.Alt@jfs.ohio.gov



Additional Accomplishments

- Participated in the County Wage Study-Job Descriptions update
- IT System Upgrades
- Hired & Trained 6 employees
- Managers attended Implicit Bias Training
- Remote Work Policies Developed
- Union Contract Settled
- Website Update



Richland County JFS in the News



Richland Source

5-13-21	New summer employment program offers teens more ways to get involved
4-30-21	MOESC & Richland Area Chamber of Commerce host May 6 student job fair
4-29-21	'Help Wanted' signs going up for \$700,000 local summer jobs program
3-15-21	Local youth program helps teen tackle employment
3-4-21	COVID-19: County Commissioners discuss gradual end to remote work for employees
2-10-21	Virtual career fair on Feb. 18 to connect job seekers with local employers
2-9-21	JFS, First Call 211 agree on new memorandum of understanding
1-14-21	Richland County Commissioners OK \$100,000 for local economic development
10-19-20	Agencies support pregnant women through October 23 drive-thru baby shower
9-16-20	Richland County Job and Family Services seeks more child care providers
7-3-20	\$300,000 available to help area minority-owned businesses, job seekers

Mansfield News Journal

7-26-21	Commissioners need to cut proposed 2022 budget requests by 13%
6-2-21	Commissioners lift COVID restrictions, hold CDBG hearings
4-30-21	Commissioners OK funds to provide summer jobs for 100 teens
3-31-21	Commissioners name new dog warden, OK summer youth jobs program
3-5-21	Commissioners set April 1 for departments to reopen
2-10-21	Commissioners renew operating contract for 211, discuss signage
1-8-21	Commissioners approve raise for non-union JFS employees
12-4-20	Commissioners address sharing COVID information to residents
11-10-20	Commissioners hear 2021 budget for JFS, four other departments

Richland JFS Gives Back

United Way

Big Red
Bookshelf

Tree Socks for
Seniors

Community
Baby
Shower

Kingwood Christmas

Brighten A Christmas

Book Bags

Adopt DaySpring at
Christmas

Clothing Vouchers





Collaborative Partners



FIRST CALL



EMPLOYEES

Eligibility Referral Specialist 2 – Income Maintenance

Amy Sharp	14 years
Jen Maglott	8 years
Lawanda Marsh	8 years
Julie Workman	7 years
Kim Yetzer	7 years
Sherri Schartiger	5 years
Anelisa Russell	3 years
Ashley Pavlick	1 year
Jacob Ballengee	<1 year
Ashley Pirnstill	<1 year

Eligibility Referral Specialist 2 – Social Services

Michele Schemine	26 years
Jonnie Barnes	19 years
Karen Bueno	15 years
Theresa Peters	15 years
Jennifer Williams	6 years

Unit Support Workers

Darlene Neal	6 years
Karen Bittner	6 years
Michelle Bings	2 years
Toby Borders	<1 year

Clerical Specialist

Kay Dropsey	5 years
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Social Service Worker 1

Connie Young	32 years
John Dorsey	27 years
Cindy Vandergriend	15 years
Paige Mack	8 years
Beth Fliger	2 years
Sammi Greenich	2 years

Social Service Worker 2

Joy Bulakovski	14 years
Karen Kepple	7 years

Student Help

Abby Sargent	13 years
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Part-Time Staff

Aleta Crunkilton	8 years
Amy Ventrone	5 years

Eligibility Referral Supervisor 1

Linda Pesch	15 years
Stephanie Cook	15 years
Samantha Miller	15 years
Heather Mosley	15 years
JoAnn Wallace	5 years

Social Service Supervisor

Cindy Schunatz	6 years
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Training / MIS

Brian Hamilton	<1 year
Dalton Caudill	<1 year

Fiscal

Sheila Metzger	21 years
Marci Kopp	19 years

Administration

Sharlene Neumann	39 years
Lori Bedson	22 years
Jason Mcmanes	21 years
Carmen Torrence	19 years

Part-Time Staff

Debbie Conklin	8 years
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thank you!

Senator Mark Romanchuk
Representing District 22



Thank you for being our voice in Columbus and taking the time to understand our local social service delivery system. Most importantly, your availability to listen and take action has been outstanding.

Representative Marilyn John
Representing District 2





Board of Commissioners



Tony Vero Darrell Banks Cliff Mears

A special thank you for your support and guidance this past year. You are the real deal.

