Big changes challenged our Montgomery County Department of Job and Family Services (JFS) in 2018. Technology improvements changed processes in the Family Assistance Division, and legislative changes modernized things for both Child Support Enforcement and Children Services. To no one’s surprise, our employees handled all these shifts with professionalism and grace.

Perhaps more than anywhere else, our Family Assistance Division workers were bending to the unstoppable winds of change. Supplemental Nutrition Assistance Program (SNAP) and Ohio Works First cash assistance eligibility processing moved over to the Ohio Benefits Worker Portal. Thanks to this statewide initiative, these services are now in the same system as Medicaid eligibility.

To streamline and automate workflow, Family Assistance departments in all of Ohio’s 88 counties implemented a new data and document management system. Family Assistance also began a program called County Shared Services (CSS), which allows clients to apply for benefits or renew their cases over the phone by speaking with a Montgomery County agent. It started with Medicaid eligibility, and we took nearly 12,000 calls between June and the end of 2018.

Thanks to funding from the state Attorney General’s office, our Children Services Division implemented “30 Days to Family”, a program that initiates an intense search to find a fitting family placement within the first 30 days of agency involvement.

To improve Children Services caseworker retention, reduce burnout and address secondary trauma, we are coaching supervisors and caseworkers as part of a nationwide research project. We are beginning Resilience Alliance training to better provide coping mechanisms to help our workers find healthier ways to deal with the difficult family situations they encounter.

House Bill 366 passed in 2018, paving the way for the first significant change in child support calculation since 1992. Applied only to cases that are new or due for review, the legislation provides more consistency and efficiency while closing loopholes. It also provides a credit for visitation from non-custodial parents to encourage more co-parenting and healthier outcomes for children.

2018 also saw Senate Bill 70 signed into law. The bill provides clarification that a Child Support Agency may order a mother to pay support. It also brings statewide consistency to the effective date of administrative support orders, and SB 70 shortens the administrative review period from 45 days to 30 days in an effort to speed up adjustments to child support orders. These legislative changes are all positive steps for the 55,000 children we serve.

Your Montgomery County Commissioners take great pride in the adaptability of workers in all our JFS divisions. Their commitment to service and adjusting to change will help ensure the success of local families for years to come.

Sincerely,

Deborah A. Lieberman
Commissioner
Carolyn Rice
Commissioner
Judy Dodge
Commissioner
FAMILY ASSISTANCE DIVISION

The Family Assistance Division determines eligibility for several programs designed to strengthen individuals and families to help them attain self-sufficiency.

The Supplemental Nutrition Assistance Program (SNAP) ensures that qualified recipients are provided help with one of life’s basic needs. Funds for food are issued on a card that is specific to an individual or family.

Ohio Works First provides time-limited cash assistance to needy families with small children. In 2018, 464 OWF work-required participants ages 14-24, were referred to the Comprehensive Case Management and Employment Program. The participants were referred to case managers at one of six community partner agencies. The Case Managers complete comprehensive and basic skills assessments, as well as an individual opportunity plan with each participant. Then they work closely to build a person-focused, structured pathway to achieving educational and career goals while also providing support to alleviate barriers.

Medicaid ensures access to health care for individuals in need. This includes prescription drug coverage. Specialized versions of Medicaid are available to help people in nursing homes, those with physical limitations who wish to stay in their homes, and aged, blind and disabled individuals.

Our Adult Protective Services unit looks after the safety of elderly individuals, ensuring that they are free from physical and mental abuse, neglect and exploitation.

Subsidized Child Care is designed to help provide reliable child care to families so they can obtain and retain long-term employment.

JOB SERVICES DIVISION

A Division of our Development Services Department, Job Services, strives to increase individuals’ employment and earning potential by linking people to careers and employers.

With our job searching and placement assistance, career counseling and training opportunities, our recruiters give employers fast access to qualified candidates. Job Services also improves customer service with quality improvement initiatives.

CHILD SUPPORT DIVISION

Child Support helps parents obtain financial support from non-custodial parents so that they may provide children with food, shelter, clothing, health care and daily necessities. The division helps custodial parents by establishing paternity and support, locating non-custodial parents, and collecting, modifying and enforcing court-ordered support. Assisting adults in successfully co-parenting is another top priority.

CHILDREN SERVICES DIVISION

Children Services protects children through coordinated services aimed at strengthening families and individuals. The law requires Children Services to ensure that children alleged to be dependent, abused or neglected are protected from harm or danger. Montgomery County fields calls from concerned citizens 24/7.

Children Services also provides foster care services, with the aim of healing and reunitifying families. Adoption services are provided when a permanent home is needed for children who are unable to live with their birth families.

Units within Children Services support readiness for emancipating from foster care, educational success for foster children and training for both foster and adoptive families.

OUR MISSION

Protecting children and the elderly, strengthening families and providing opportunities through coordinated services for the residents of Montgomery County.
### 2018 Revenues

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal</td>
<td>$67,565,670</td>
</tr>
<tr>
<td>Local/Levy</td>
<td>58,339,371</td>
</tr>
<tr>
<td>State</td>
<td>11,523,412</td>
</tr>
<tr>
<td>Other</td>
<td>7,201,134</td>
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<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>$144,629,587</strong></td>
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### 2018 Expenses

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries &amp; Benefits</td>
<td>$60,221,923</td>
</tr>
<tr>
<td>Foster Care Expenses</td>
<td>23,340,118</td>
</tr>
<tr>
<td>Social Services</td>
<td>636,497</td>
</tr>
<tr>
<td>Inter-Gov’t Transfer</td>
<td>29,629,233</td>
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<tr>
<td>Administrative</td>
<td>7,045,545</td>
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<tr>
<td>Other Social Services</td>
<td>6,619,799</td>
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<tr>
<td>Rent</td>
<td>3,329,949</td>
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<tr>
<td>Adoption Expenses</td>
<td>2,439,400</td>
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<tr>
<td>Professional Services</td>
<td>2,713,367</td>
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<tr>
<td>Maintenance/Utilities</td>
<td>1,270,222</td>
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<tr>
<td>Capital</td>
<td>643,341</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$137,889,394</strong></td>
</tr>
</tbody>
</table>

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**2018 REVENUES & EXPENSES**
SERVICES FOR JOB SEEKERS AND EMPLOYERS

WORKFORCE INVESTMENT OPPORTUNITY ACT (WIOA)

The Workforce Investment Opportunity Act supports training for adults, dislocated workers and youth activities.

- Individual Training Accounts were authorized for 191 adults and 20 dislocated workers.
- WIOA youth contracts enrolled 236 new applicants to provide services in occupational skills training, tutoring, mentoring, paid work experience, guidance counseling, leadership development and supportive services. A total of 462 youths ages 16-21 participated.
- Using the Temporary Assistance for Needy Families supplement, 1,628 youth were involved with our Youth Career Services 365 academic and employment program.
- On-the-Job Training contracts were approved for 194 adults for local businesses.

CUSTOMER USE OF OHIOMEANSJOBS | MONTGOMERY COUNTY

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total First Time Visits</td>
<td>2,688</td>
<td>2,143</td>
</tr>
<tr>
<td>Total Visits</td>
<td>15,679</td>
<td>15,150</td>
</tr>
</tbody>
</table>

YOUTH EMPLOYMENT

Since its inception in 1999, Montgomery County’s YouthWorks Program has provided summer employment for in-school youth, ages 14-18. The program has since been renamed to Youth Career Services 365, with work experience sessions held year round. Youth Career Services 365 is focused on guiding students through graduation and transitioning them into a job, college, career training program, or military service.
CHILDREN SERVICES

Children Services ensures that children alleged to be dependent, abused or neglected are protected from harm or danger. The division also provides foster care and adoptive placements for children placed in its care.

In 2018, we conducted 3,498 investigations into claims of child abuse and neglect. This included 1,399 allegations of neglect, 918 of physical abuse, 708 of emotional abuse, 125 of medical neglect and 339 allegations of sexual abuse.

For more information, visit grantmehope.org. Links to many local profiles can be found on the Children Are Waiting page under Children Services at mcohio.org, and you can call 937-224-KIDS (5437) to learn more about foster care and adoption.

FAMILY INITIATIVES

Since August of 2016, Montgomery County has been raising awareness of the need for adoptive homes through our work with Grant Me Hope (GMH). The non-profit organization pays for the production of high-quality, 2-minute video profiles of children in Michigan, Ohio and Illinois, who are waiting to be adopted.

These videos provide real insight into the child’s personality, highlighting their interests, favorite foods, aspirations and other things. The profiles air locally on the Wednesday morning news shows on channels 22 and 45. Our children’s videos also run in the Cincinnati market and generate interest calls from all over southwest Ohio and beyond.

For more information, visit grantmehope.org. Links to many local profiles can be found on the Children Are Waiting page under Children Services at mcohio.org, and you can call 937-224-KIDS (5437) to learn more about foster care and adoption.

Family Treatment Court

A collaborative effort between Montgomery County Juvenile Court (MCJC) and our Children Services Division (CSD) to combat our community’s opioid epidemic, Family Treatment Court (FTC) started in October of 2016. MCJC was awarded a $600,000 grant from the Office of Juvenile Justice and Delinquency Prevention, to support the development and implementation of an effective and coordinated substance abuse intervention program. The program started in 2016 and saw 76 participants by the end of 2018.

CHILD SUPPORT

The Agency’s Parenting Time Opportunities for Children (PTOC) Initiative continued to lead all participating Ohio counties in the number of established parenting time agreements and served as a model program at both the state and federal level. PTOC families received numerous resources to strengthen and encourage successful co-parenting, including a quarterly newsletter highlighting local events and low-cost family-friendly activities. In addition, due in part to a partnership with the United Way, age-appropriate books were mailed to both parents’ homes each month for the child’s first year in the program. 1,854 books have been distributed so far.

• Over 50,000 Child Support cases in Montgomery County
• Over $98 million in support/arrears collections in 2018, including almost $4 million at a payment window
• Responded to almost 106,000 customer inquiries (telephone, live chat, emails) in 2018
SERVICES FOR FAMILIES

In June 2018, Montgomery County joined the County Shared Services initiative that was developed by the state for Medicaid intakes and renewals.

County Shared Services provides a common client experience for all Ohioans by allowing the client to call a main phone number to apply for Medicaid or renew their existing Medicaid. Providing a centralized phone number allows the client to call at a convenient time for them and then be connected to a caseworker to process eligibility while on the phone, improving real-time eligibility.

In 2018, Montgomery County processed 2,207 applications and renewals. The average hold time was 4 minutes and the average duration of the call was 23 minutes. This process assures the customer is getting real-time eligibility for Medicaid 57% of the time.

Our Investigation and Recovery Unit ranked second in the state for recovering overpaid benefits. We had $1,117,446 in overpayment collections in 2018, marking the fourth consecutive year we have eclipsed $1 million in this category. Some of these overpayments are fraud and some are honest mistakes by customers or by JFS. Either way, the money needs to be collected, and our staff diligently works to identify these situations.

The Family Assistance Division implemented the Comprehensive Case Management and Employment Program (CCMEP)-A New Way to Work! TANF Ohio Works First recipients now participate in a work activity that is individualized to their unique needs and barriers.

Case management is provided through collaboration with community vendors, and a plan is drafted to guide the participant on the steps to take to overcome barriers to help obtain successful employment.

2018 Customer Benefits Provided:

- Ohio Works First Recipients: 5,511
- OWF Expenditures: 8,962,051
- Food Assistance Recipients: 71,862
- Food Assistance Expenditures: 66,892,678
- Monthly Medicaid Recipients: 141,018
- Medicaid Expenditures: *$1,150,945,475
- Average Monthly Child Care Recipients: 7,664
- Child Care Expenditures: *$45,777,790

* State Fiscal Year, which ended June 30, 2018

SERVICES FOR SENIORS

SENIOR SERVICES NETWORK

This vital network provides services to some of our most vulnerable citizens. A total of 5,377 older adults were served in 2018 through our Senior Services Network. The 14 contracts in Montgomery County totaled $9,751,581 of Human Services Levy funds for crucial services like home delivered meals, respite care and legal aid.

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. APS is one of a handful of departments across the United States that have received accreditation from the Council on Accreditation. This department created the Collaboration Against Abuse Neglect and Exploitation (CAANE), a multi-disciplinary team focused on the prevention and elimination of elder abuse through education, advocacy and service.

Adult Protective Services:
- Investigated 1,402 reports of suspected abuse, neglect and exploitation

Abuse/Neglect Investigations:

- Abuse: 201
- Neglect: 331
- Self Neglect: 518
- Exploitation: 352
- Total Investigations: 1,402*

*There were a total of 1,084 reports of abuse investigated in 2018. However, 294 reports had more than one type of abuse reported. The total number of reported types of abuse were 1,402.