



OHIO'S JOB AND FAMILY SERVICES SYSTEM

Jon Honeck, Executive Director

February 26, 2025

County JFS Departments:

Administer over **100 programs** and **50 major funding streams.**

These 50 funding streams are balanced **over 5 different fiscal cycles.**



Oversight + Direction

Local agencies currently administer programs for three federal agencies:

| | | |
|--|--------------------------|--------------------------------|
| U.S. Department of Health and Human Services | U.S. Department of Labor | U.S. Department of Agriculture |
|--|--------------------------|--------------------------------|

Local agencies receive direction and/or oversight from:

| | | | | |
|--|---------------------------------------|-----------------------------|---------------------------------------|-----------------------------------|
| Ohio Department of Job & Family Services | Ohio Department of Children and Youth | Ohio Department of Medicaid | Ohio Dept. of Administrative Services | State and Local Elected Officials |
|--|---------------------------------------|-----------------------------|---------------------------------------|-----------------------------------|

State Supervised + County Administered

ODJFS/ODM/DCY

- Federally Designated State Agencies
- Federal & State Law Interpretation
- Compliance Driven
- Rule Development
- Auditing and Monitoring

Local Agencies

- Provide Direct Services to Clients
- Determine Eligibility
- Direct Resources to Community
- Program Integrity
- Operationalize programs

AGENCY DESIGNATION

Every county houses four distinct human services agencies:

- Department of Job and Family Services
- Public Children Service Agency
- Child Support Enforcement Agency
- *Workforce Development Agency

Commissioners may designate the structure of these agencies:

- Combined vs stand alone
- Designated to county vs to a private entity

ORC 307.981, 307.982, 329.04, 330.04, 3125.10, 5153.02

Commissioners are responsible for appointing a CDJFS director or appointing members to the children service board.

They are also required to furnish adequate office space and equipment as well.

ORC 307.02, 329.02, 329.04

OUR PROGRAMS:

Food Assistance (SNAP): Assistance for low-income families to meet nutritional needs. Recipients must meet work requirements unless they are exempt because of age or disability.

Medicaid: Healthcare coverage for people who meet the financial requirements, such as pregnant women, low-income adults, and the disabled.

Subsidized Child Care: Financial assistance for eligible parents to help them with child care costs while they engage in work, education, or job training.

Transportation: County JFS offices are responsible for providing non-emergency medical transportation for Medicaid recipients who need to get to and from medical services but have no means of transportation. In addition, each board of county commissioners must develop a written transportation work plan that establishes policies regarding the transportation needs of low-income residents in the county seeking or trying to retain employment.

OUR PROGRAMS:

County OhioMeansJobs (OMJ) Centers: A location where job seekers can access supportive services that include computer training, resume and job interview preparation, information on jobs and wages, High School Equivalency Program resources, and referrals for transportation assistance, child care, housing, utility bills, etc. Individuals may also be provided some additional training in fields that are hiring.

Ohio Works First Employment/Training Services (OWF): Time-limited cash assistance to low income families with children and assists parents with work and training requirements and other supportive services they need to get and stay employed.

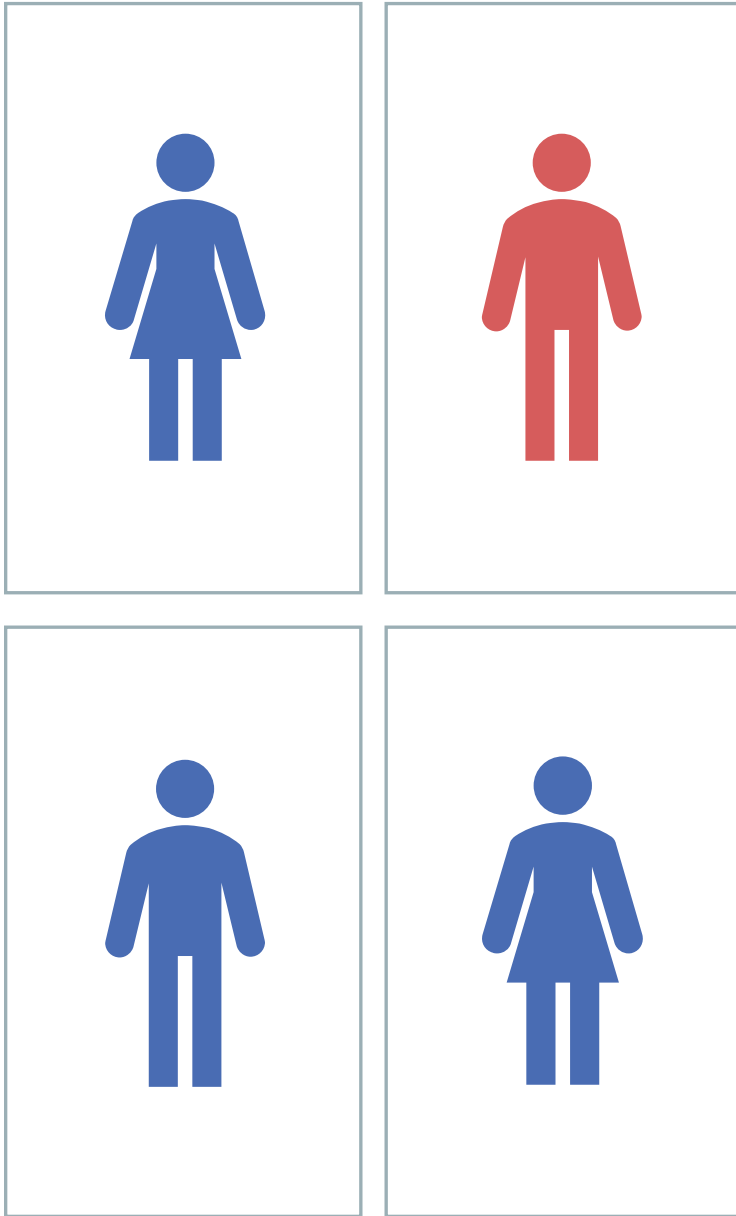
Prevention, Retention & Contingency Employment/Training Services (PRC): Services that help prevent a person's reliance on or divert a person from going on cash assistance when they are in crisis. Examples include car repair, various work supports, and emergency help with utilities and rent.

OUR PROGRAMS:

Comprehensive Case Management and Employment Program (CCMEP): Help for low-income young adults to build career paths, find employment and break the cycle of poverty. Includes a wide range of services specifically tailored to each individual.

Benefit Bridge: A pilot program designed to help individuals and families who experience a reduction or loss of SNAP benefits due to wage increases, continue their path to self-sufficiency. Includes job retention and advancement, job and education coaching, peer mentoring, financial literacy, training certifications and community referrals for social services, legal and mental health services.

SNAP Employment and Training: Recently redesigned as of October 1st, the program helps SNAP participants gain skills and find work. The program has a lot of promise but is significantly underfunded.



OHIO'S COUNTY
JFS AGENCIES
ARE SERVING
1 IN 4 OHIOANS
AT ANY GIVEN
MOMENT IN TIME



**OUR SYSTEM IS ELIGIBILITY BASED
VERSUS NEED BASED**

EMPLOYMENT SERVICES:

Unemployment Benefits

- State run system
- Accessed through call centers or online
- Limited in-person service pilots

Workforce Development

- County OhioMeansJobs Career and Employment Centers
- In-person assistance for employers and job seekers through training programs, recruitment and work supports

THE PEOPLE WE SERVE:



75% are children, seniors, or disabled

PROGRAM PARTICIPATION

A snapshot of the number of people in our programs:

- **SNAP** - 1,365,235 (October 2024)
- **Ohio Works First** - 69,283 (October 2024)
- **Medicaid** 3,025,846 (January 2025)
 - Covered Families and Children 1,624,856
 - Expansion Group VIII 781,788
 - Aged, Blind, Disabled/Medicaid Buy-In for Workers with Disabilities/Dual Eligible 498,473
 - Medicare Premium Assistance 136,121

ELIGIBILITY WORK

A snapshot of the time it takes to process applications:

- Medicaid Intake time per application = .76 per hour
- Medicaid Renewal and Ongoing Case Maintenance = 1.40 hours per case
- SNAP Intake time per application = .97 per hour
- SNAP time per renewal case, including Interim Reports = 1.74 hours per case

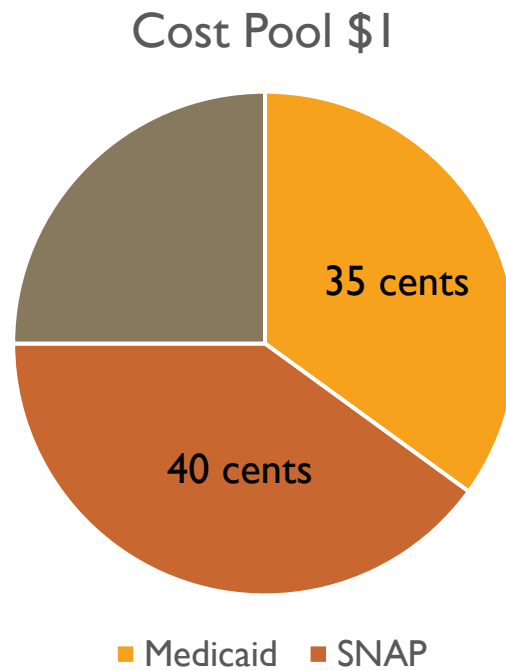
Source: OJFSDA eight county survey (2022)

ADMINISTRATIVE FUNDING OVERVIEW

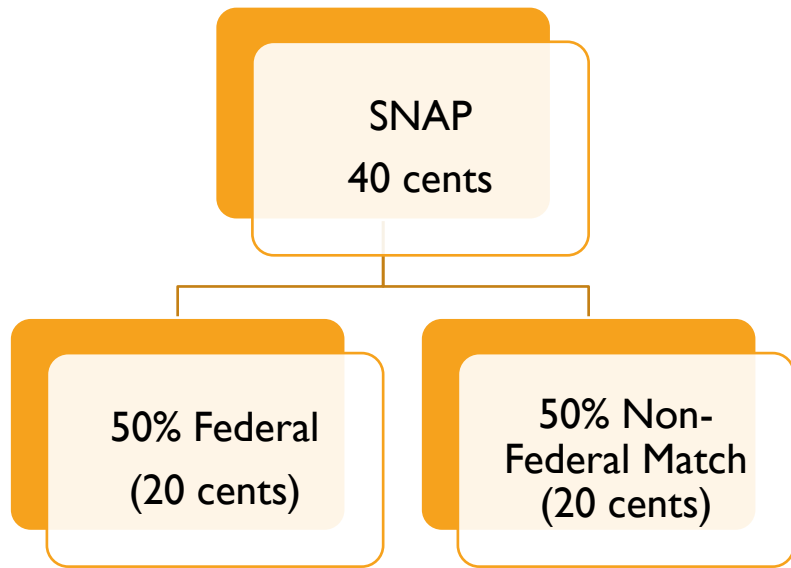
Random Moment Sample (RMS): Computerized time study completed by staff which identifies what programs were being worked on over a calendar quarter. The amount of time spent on each service is then charged against the respective funding source.

ADMINISTRATIVE FUNDING OVERVIEW

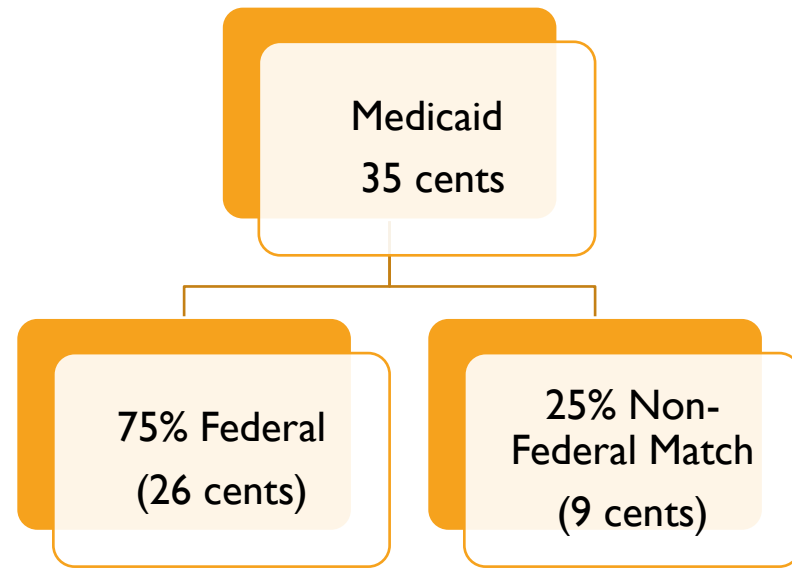
For example: You have \$1 in the public assistance staff and operations cost pool.
RMS: 35% Medicaid Eligibility, 40% SNAP Eligibility, 25% TANF/other



ADMINISTRATIVE FUNDING OVERVIEW



Typically limited to County Mandated Share & State IM Control



Typically limited to County Mandated Share & State IM Control

ADVANCES IN TECHNOLOGY

Streamlined technology and multi-county call center capabilities ensure that no matter the type of emergency, customers can apply for and receive public assistance.

Agencies still must balance a variety of factors when determining eligibility for food, medical, and cash assistance, including clients' emergency needs, federally mandated time frames/quality assurance factors, work requirements, and program integrity.

Despite technical innovations, it remains clear that the need for more human-centered case management and customer service exists in the public assistance programs.

RECRUITMENT & RETENTION

County JFS agencies have experienced a significant decline in purchasing power due to rising inflation and inadequate funding. This is evident in the challenge to recruit and retain staff.

Longevity working with clients and success in programs like CCMEP, Benefit Bridge, and TANF supportive services will yield better outcomes for both the clients and the community.

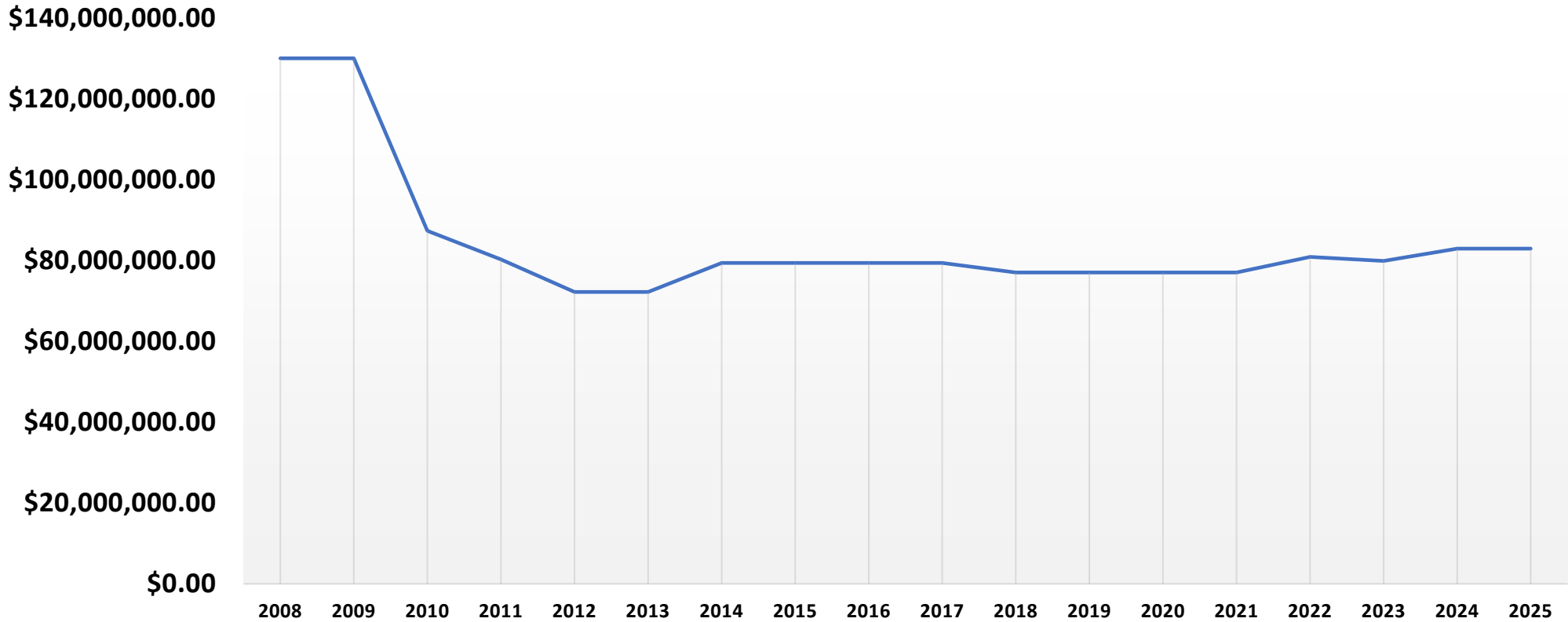
PROGRAM SUPPORT TRENDS

Because the local program support line items have not been maintained at sufficient levels, county JFS agencies face challenges in:

- Maintaining timely completion of redeterminations and initial applications for SNAP and Medicaid.
- Performing significant fraud investigations.
- Meeting federal mandates on performance measures.
- Providing quality customer service.
- Sustaining robust welfare to work programs.

ADMINISTRATIVE SNAP AND MEDICAID SUPPORT TRENDS

Adjusting for inflation, county agencies should receive \$190M/year.



2026/2027 BUDGET

OJFSDA Budget Priorities:

- **Support for administrative costs / eligibility determination**
- **SNAP Employment and Training**
- **Contingencies for Medicaid Work Requirement**
- **Clarity for Medicaid Performance Incentive Payments**
- **Continuation of Benefit Bridge and other pilot programs**
- **Maintain the county TANF allocation**

Contact us anytime

Phone: 614-221-3688

Jon Honeck: jhoneck@ojfsda.org

Laura Abu-Absi: labu-absi@ojfsda.org





CCAO New Commissioner Training – Human Services 2025

PCSAO Overview

What We Do

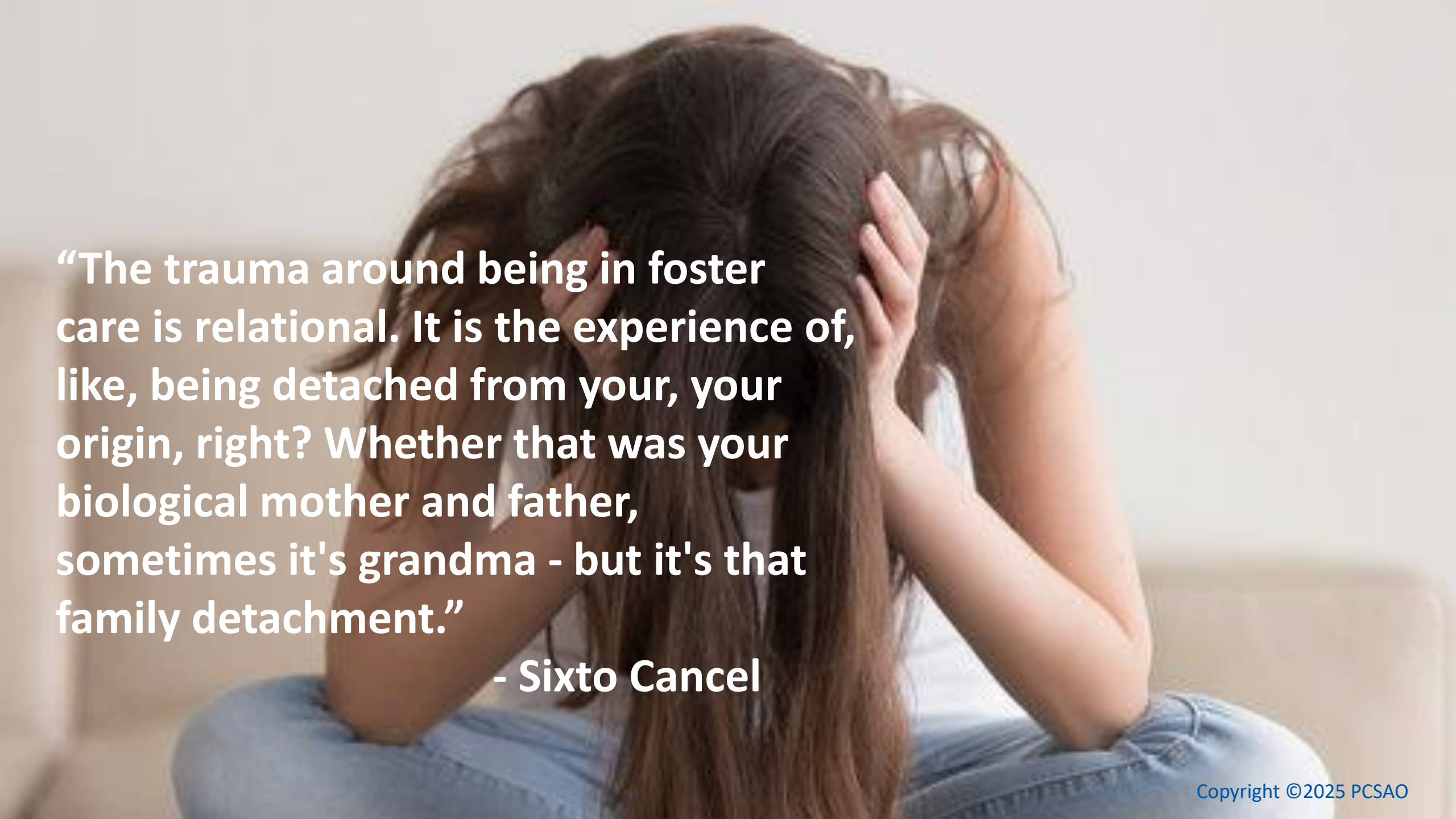
PCSAO is a membership-driven association of Ohio's county Public Children Services Agencies that advocates for sound **public policy**, promotes **program excellence**, and builds **public value** for safe children, stable families, and supportive communities.

Who We Represent

66 county JFS agencies that have children services,
17 stand-alone Children Services Boards, and
2 Hybrid – Children Services reports to County Administrator



Child Protection 101



“The trauma around being in foster care is relational. It is the experience of, like, being detached from your, your origin, right? Whether that was your biological mother and father, sometimes it's grandma - but it's that family detachment.”

- Sixto Cancel

Children Services Intervention



**Parents'
Rights**

VS.



**Government
Interest**

Children Services: Mandates

Differential Response

Prevention Services - In-Home Services – Out-of-Home Services – After-Care Services



- Screening
- Investigations
- Safety Assessment
- Family Assessment
- Case Plan
(Prevention/Family)
- Visits
- Court Involvement

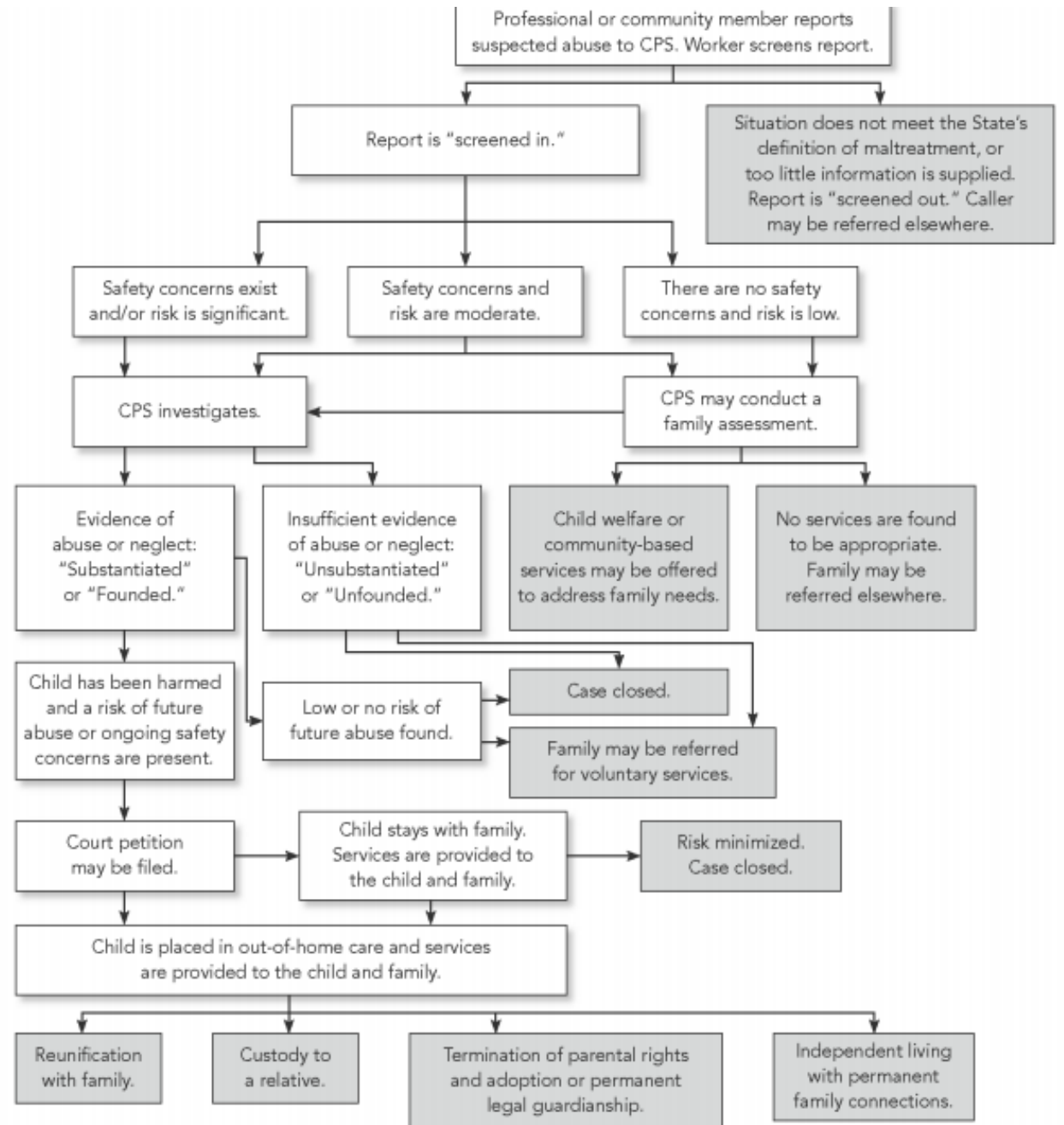


- Least Restrictive Setting
- Behavioral & Physical Health
- Managed Care / OhioRISE
- Educational Stability
- Independent Living
- Normalcy
- Aging Out of Care



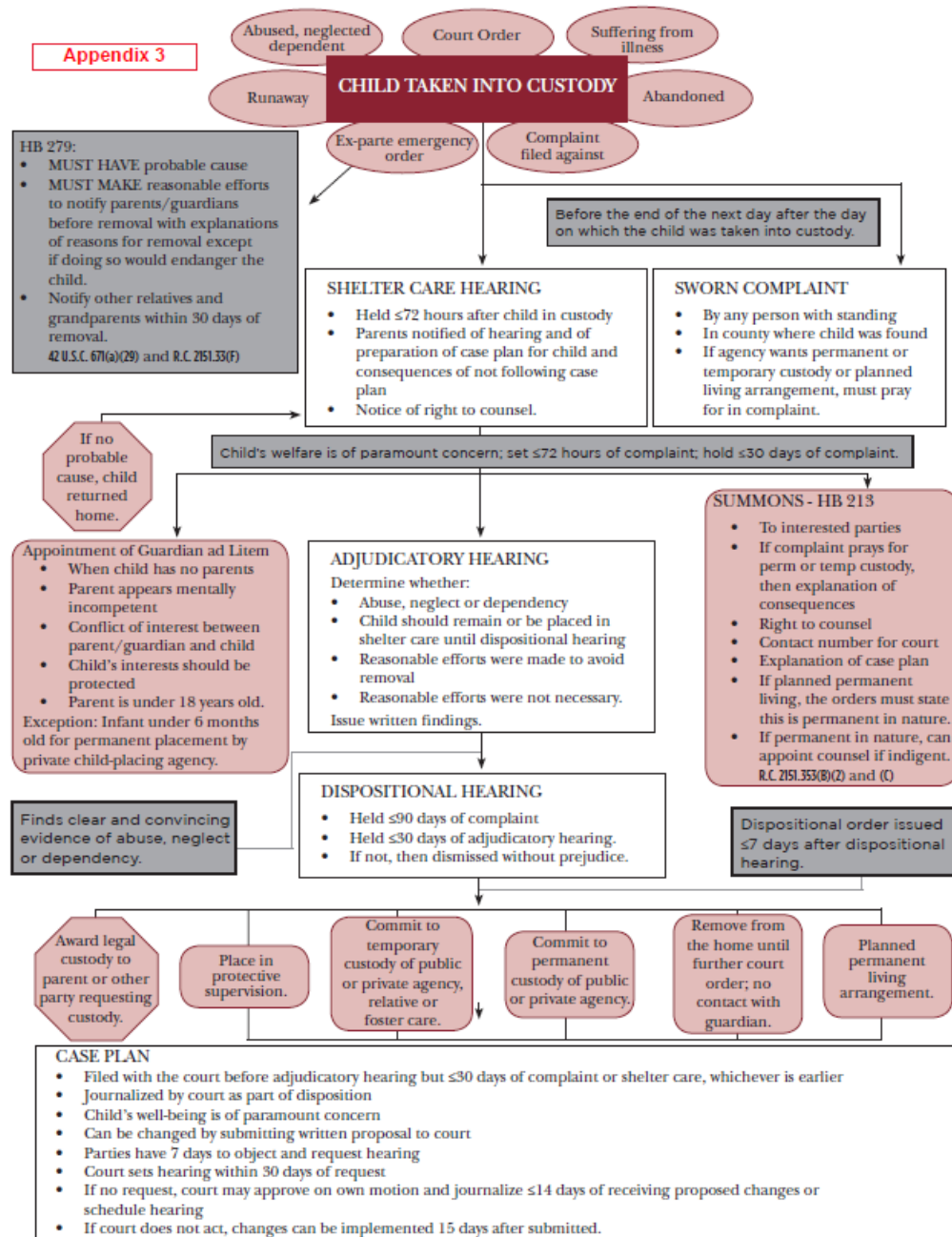
- Visits
- Reunification
- Legal Custody to Kin
- Adoption

Case Flow



The Role of the Court

DEPENDENCY DOCKET Activity from Filing through Disposition



PCSAO Factbook: By the Numbers

Local Agency Response SFY 2024

Reports Screened-In by Agency 80,065

By Type

| | |
|---|-----|
| Physical Abuse | 30% |
| Neglect | 25% |
| Sexual Abuse | 8% |
| Emotional Maltreatment | 1% |
| Multiple Allegations | 20% |
| Family in Need of Services, Dependency, Other | 13% |

By Category

| | |
|---|-----|
| Abuse or Neglect (Traditional Response) | 46% |
| Abuse or Neglect (Alternative Response) | 41% |
| Dependency | 4% |
| Family in Need of Services | 9% |

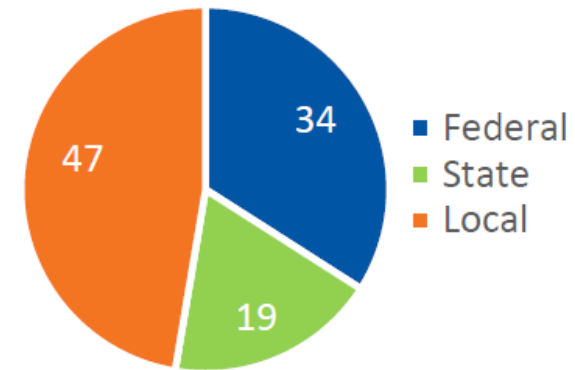
Cases Transferred to Ongoing 9,062

| Children in Custody | SFY 2023 | SFY 2024 | Change |
|---|-----------------|-----------------|---------------|
| Total in custody anytime during year | 24,115 | 23,707 | -2% |
| Rate per 1,000 children | 9.3 | 9.1 | -2% |
| Children in IV-E juvenile court custody | 260 | 271 | 4% |

How Children Services is Funded

SFY 2024 Public Children Services Spending

| | |
|-----------------------------------|------------------------|
| Total Spending by Source | \$1,601,332,977 |
| Federal | \$545,497,673 |
| State | \$297,191,510 |
| State Child Protection Allocation | \$152,277,409 |
| Statewide Programming | \$144,329,101 |
| Local | \$758,643,795 |



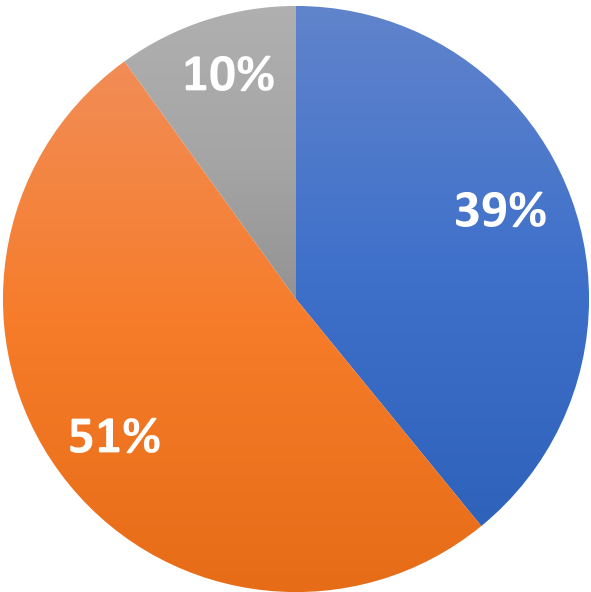
Priority Issues for SFY26-27 Budget

Address the Placement Crisis



24% of youth entered PCSA custody primarily due to BH, DD, or JJ needs in 2021

1,005 Youth Entered Care Primarily Due to BH, DD, or JJ Needs



JJ BH DD

Total = 4,242 youth entered care



Left With No Option

6% of youth that came into custody in 2021 had to spend at least 1 night at an agency.

SFY 26-27 Budget

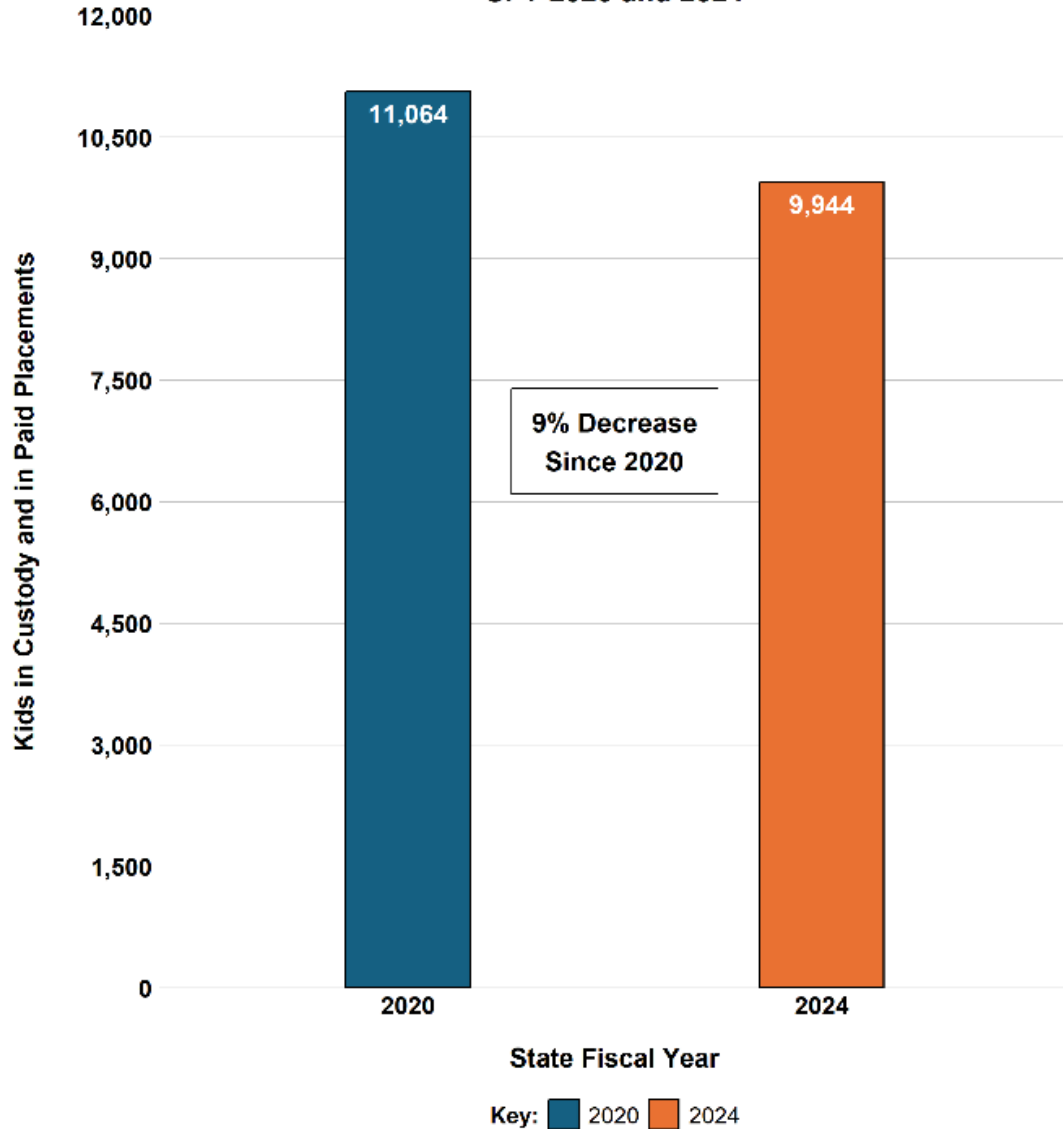
- **Children's Wellness Campuses** -- \$20M('26)/\$10M('27) with language for DCY to establish these campuses that would provide crisis stabilization services and prevent children from staying at a PCSA

Address the Escalating Placement Costs



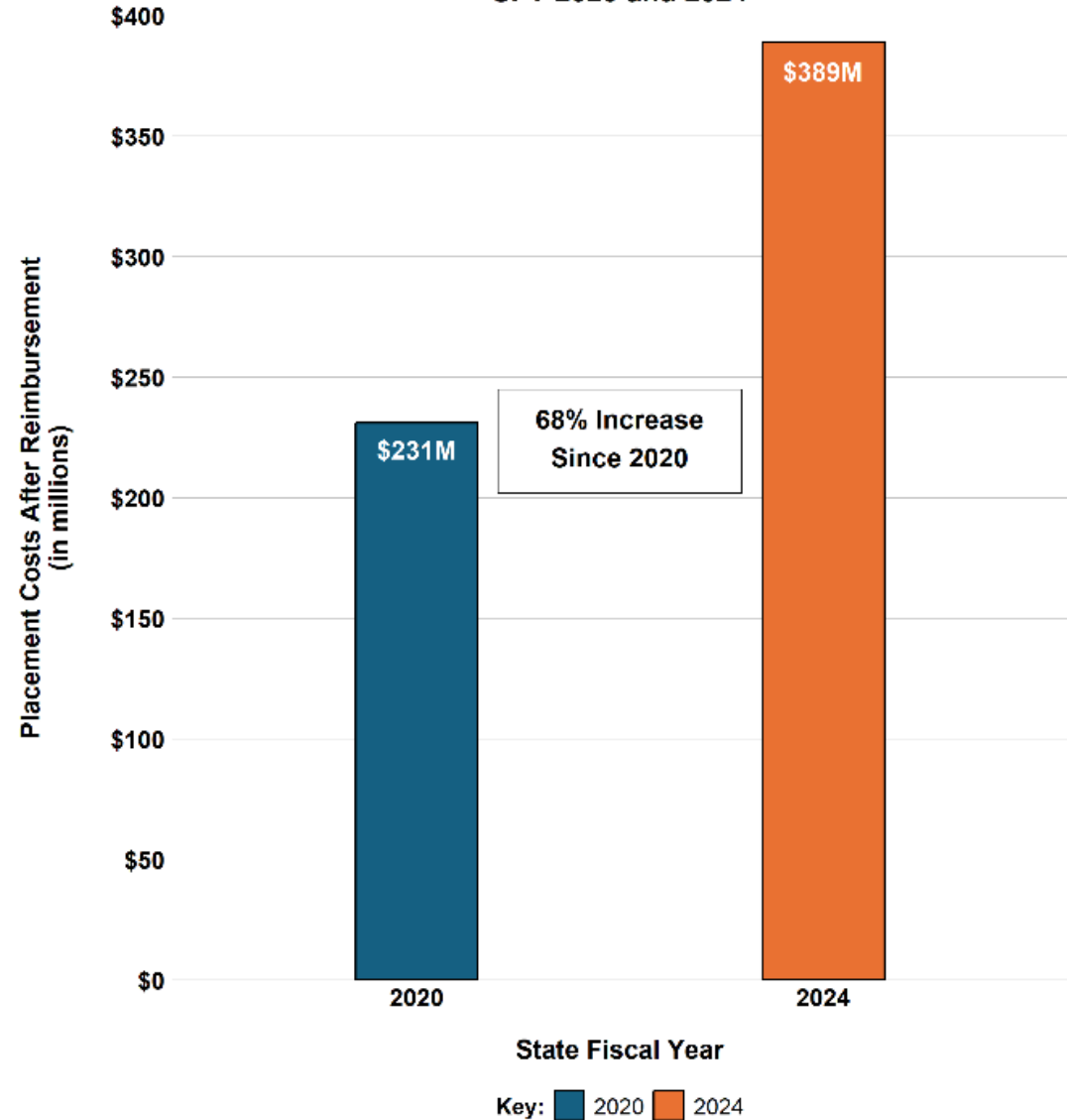
Unsustainable, Increased Placement Costs

Kids in Custody and in Paid Placements,
SFY 2020 and 2024



Source: Public Children Services Association of Ohio

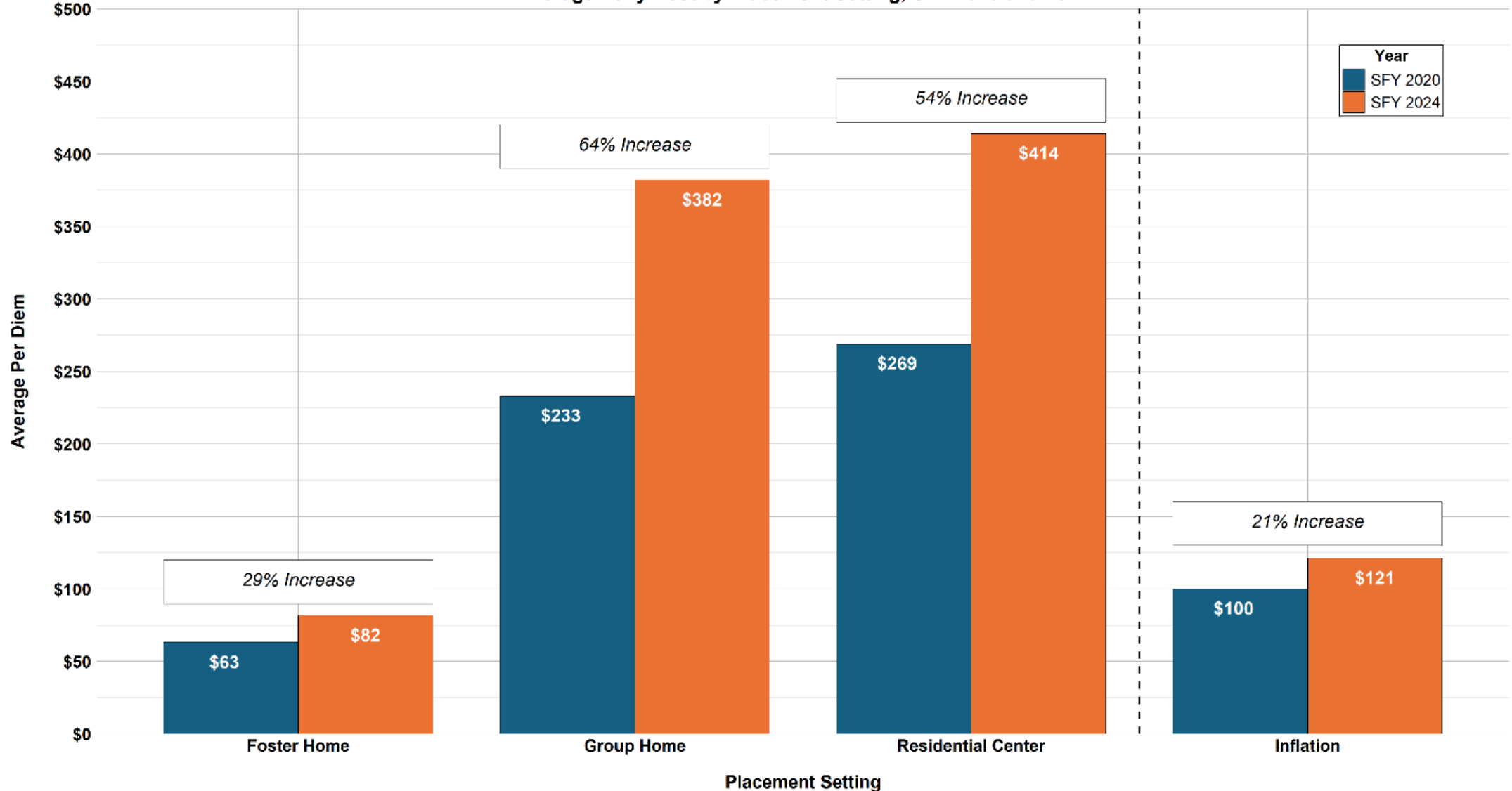
Placement Costs After Reimbursement,
SFY 2020 and 2024



Source: Public Children Services Association of Ohio

Increases By Placement Settings

Average Daily Cost by Placement Setting, SFY 2020 and 2024



Source: Public Children Services Association of Ohio
Inflation figure calculated by comparing the value of \$100 in June 2020 to June 2024 via the Bureau of Labor Statistics' Inflation Calculator

SFY 26-27 Budget

- **Children's Wellness Campuses** -- \$20M (SFY26) and \$10M (SFY27) with language for DCY to establish these campuses that would provide crisis stabilization services and prevent children from staying at a PCSA
- **State Child Protection Allocation** -- \$180M (SFY2026, an increase of \$25M)/ \$185M (SFY2027, an increase of \$30M) in DCY budget, line 830506

Address the Need to Contain Placement Costs



State-Led RFP Process for Providers

- Create competition among providers
- Eliminate need for county procurement
- Providers must respond if interested in doing business in Ohio
- Providers no longer need to submit a cost report
- PCSAs no longer held to a ceiling rate for IVE reimbursement

Additional Rationale for RFP

- **Less than half (48%) of Ohio youth in foster care are Title IV-E eligible**, meaning that counties pay 100% of the placement costs for the majority of children (52%) in custody.
- Between 2018 and 2021, counties **lost more than \$22M in Title IV-E reimbursement** due to providers failing to file timely cost reports.
- Due to high demand, the lack of options, and the complex needs of youth, PCSAs often must pay above a provider's established ceiling rate and cannot claim IV-E reimbursement for that portion. **\$7M was lost for this reason in one year** (April 2023 through March 2024).
- Title IV-E reimbursements are disqualified if a placement setting does not meet the new Family Frist requirements. **At least \$15M has been lost** since these requirements became effective, due in large part to factors beyond the PCSAs' control.

SFY 26-27 Budget

- **Children’s Wellness Campuses** -- \$20M (SFY26) and \$10M (SFY27) with language for DCY to establish these campuses that would provide crisis stabilization services and prevent children from staying at a PCSA
- **State Child Protection Allocation** -- \$180M (SFY2026, an increase of \$25M)/ \$185M (SFY2027, an increase of \$30M) in DCY budget, line 830506
- **State Issues “Rate Cards” for Placements** -- new language giving DCY the ability to “establish statewide rate cards for placement and care of children eligible for foster care maintenance payments” and requires DCY to review and accept the reasonable cost established through these rate cards. (Sec. 5180.42 (G)(2)).

Children Services Workforce



Workforce Recruitment Investments

- **\$5M/year -- Ohio Child Protective Services Fellowship Program** that would place an additional 125 college Fellows in county agencies
- **\$1M/\$3M -- the University Partnership Program** that would further expand to additional campuses and add 35 new social work students



SFY 26-27 Budget

- **Children’s Wellness Campuses** -- \$20M (SFY26) and \$10M (SFY27) with language for DCY to establish these campuses that would provide crisis stabilization services and prevent children from staying at a PCSA
- **State Child Protection Allocation** -- \$180M (SFY2026, an increase of \$25M)/ \$185M (SFY2027, an increase of \$30M) in DCY budget, line 830506
- **State Issues “Rate Cards” for Placements** – new language giving DCY the ability to “establish statewide rate cards for placement and care of children eligible for foster care maintenance payments” and requires DCY to review and accept the reasonable cost established through these rate cards. (Sec. 5180.42 (G)(2)).
- **Maintains other Children Services Investments**

Questions?

Angela Sausser, Executive Director
Public Children Services Association of Ohio
614-224-5802
www.pcsao.org
Angela@pcsao.org



OHIO CHILD SUPPORT
PROFESSIONALS ASSOCIATION
EDUCATE. ADVOCATE. SUPPORT.



CCAO NEW MEMBER TRAINING
OHIO'S CHILD SUPPORT PROGRAM OVERVIEW



ABOUT US

We are the Ohio Child Support Professionals Association. As a non-profit association, we serve as the unified voice and resource for all child support professionals in Ohio. Our membership includes professionals in county Child Support Enforcement Agencies (CSEAs) and other key partner members such as courts, prosecutor's offices, adult probation offices, and stand-alone job and family services and child welfare agencies.

We recognize the significant impact the child support program has on children in Ohio. One in four children are involved in Ohio's child support program. Child support can make a difference in managing food, shelter, child care, transportation, clothing, and medical and dental expenses.

Our team of industry experts offer comprehensive resources to our members through advocacy, education, and support. We understand the big picture of child support and how it impacts our communities. We understand the nuances and details that make our program unique. We monitor what's changing to advocate for the child support program and keep all child support professionals informed. We're dedicated and passionate about this program, because we care about the long-term success and well-being of children and families in Ohio.

EDUCATE. ADVOCATE. SUPPORT.
THIS IS OUR COMMITMENT.

WHO WE ARE.

WHAT WE DO.

WHO WE SERVE.

HOW WE DO IT.

WHAT MAKES US DIFFERENT.



THE CHILD SUPPORT PROGRAM – KEY PLAYERS





OHIO'S CHILD SUPPORT PROGRAM



WHO PARTICIPATES

- Mothers, Fathers, Grandparents, Caretakers, Children Services Agencies
- All divorce and dissolution actions with children in Domestic Relations Court
- All unmarried parent custody and support cases in Juvenile Court
- Over 750,000 cases statewide



WHO WORKS WITH CHILD SUPPORT AGENCIES?

CSEAs may employ or contract for agency attorneys and hearing officers

CSEAs can also contract with the following county offices for IV-D Services:

- Magistrates
- Clerk's Office
- Sheriff's Office
- Prosecutor
- Others

CSEAs work with community partners, the private bar, Legal Aid, Fatherhood groups, Department of Rehabilitation and Corrections, and others

CSEAs also work with sister programs to serve families:

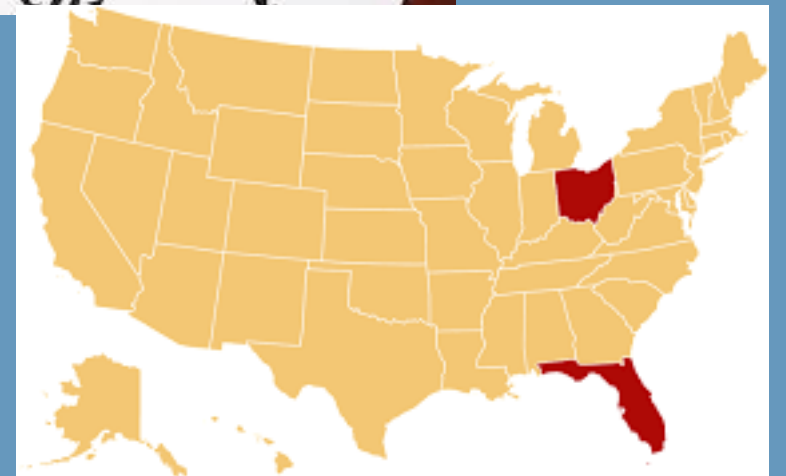
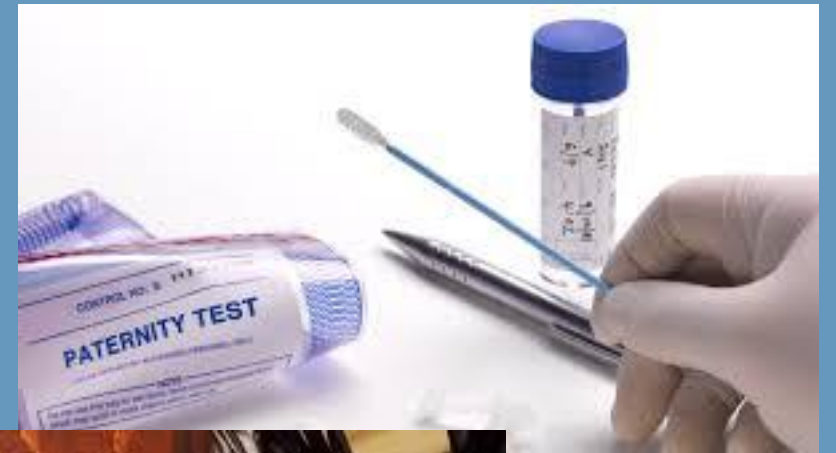
- Public Assistance
- Child Welfare
- Workforce/Ohio Means Jobs





WHAT SERVICES ARE PROVIDED

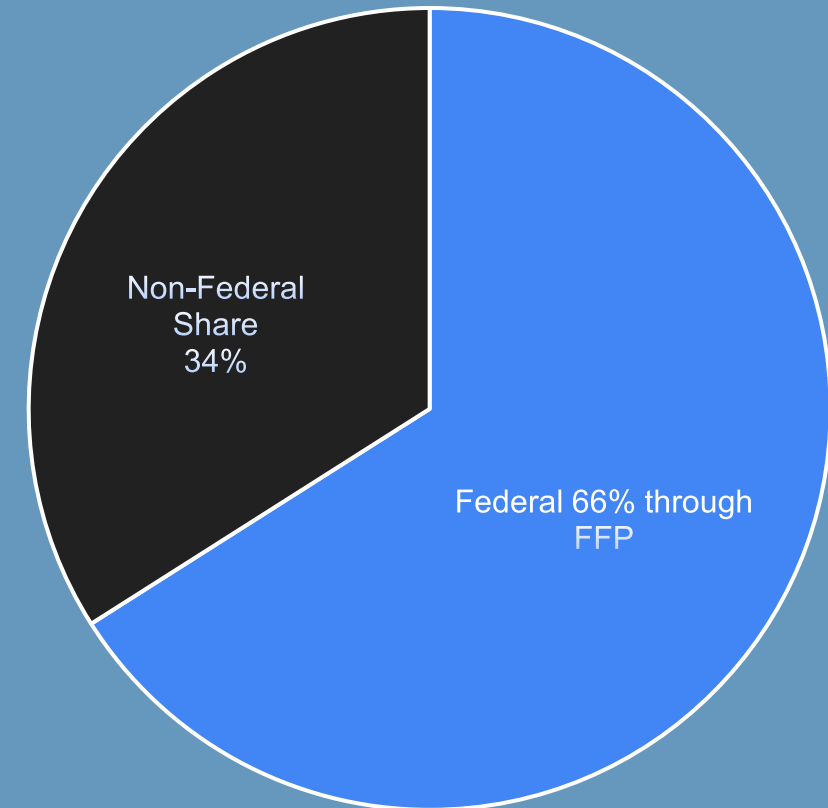
- Establishment of Paternity
- Location of Non-Custodial Parents
- Establishment of Child Support and Medical Support Orders
- Review and Adjustment of Orders (Modification)
- Enforcement of Orders
- Monitoring and Distributing Collections
- Intergovernmental Coordination





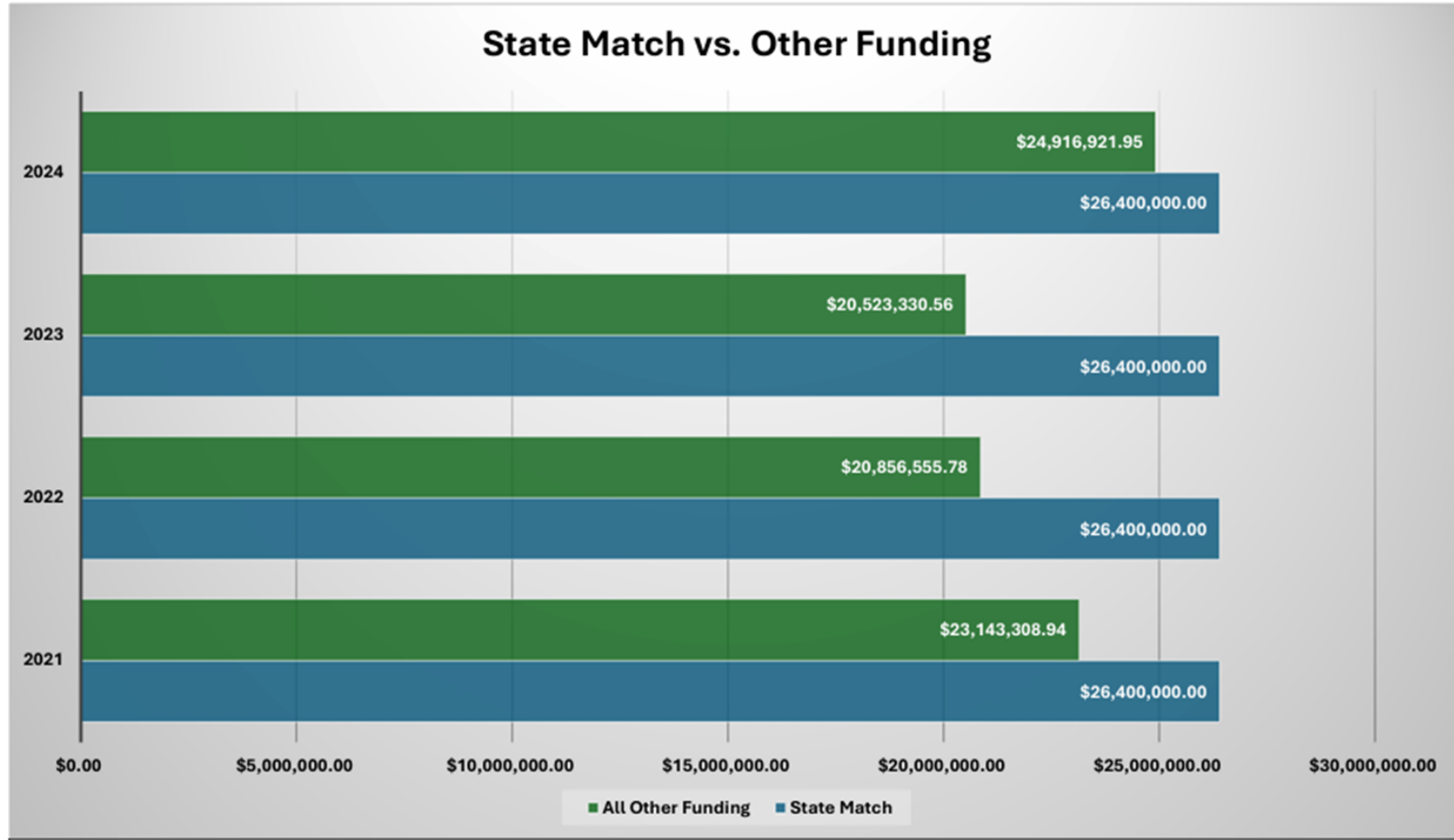
CHILD SUPPORT FUNDING

- Federal Financial Participation (FFP) available at 66% for allowable IV-D activities
- Match not available without a local (state or county) dollar
- Very limited funding streams for program
- Child support local allocation (GRF in state budget) \$26.4M/year
- OAC 5101:12-1-50/45 CFR 304





CHILD SUPPORT STATE MATCH VS. OTHER FUNDING (LOCAL GRF, IM CONTROL, 533, LEVY DOLLARS)





KEY FACTS

- Child Support Agencies assist with establishing paternity for around 52,000 children each year
- Collections totaled \$1.53B in FFY2024, with 70% coming from Employers
- IRS Tax Offset \$74M
- Spectrum of enforcement remedies used—no one size fits all
- Work with other states and countries on around 48,000 cases
- Strengthening partnership with workforce to link parents with jobs





PROGRAM GOALS

Increase regular, consistent support for children by:

- Engaging both parents from the beginning of the case
- Utilizing technology to reach families
- Setting and modifying orders based on ability to pay
- Linking with Ohio Means Jobs and other employment services
- Implementing debt management
- Coordinating with other programs that serve families
- Addressing domestic violence concerns to safely deliver services to survivors





2025 PRIORITIES: BUDGET AND BEYOND



County state match allocation



Policy and procedures updates



Support ongoing SETS
modernization efforts



136th GA bills



CONTACT US

Amy@ohiocspa.org
Amy Roehrenbeck, Esq.
Executive Director

Ryann@ohiocspa.org
Ryann Levering-White,
Esq.
Director of Public Policy

www.ohiocspa.org

Office: 614-846-6652