



OHIO'S JOB AND FAMILY SERVICES SYSTEM

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September 14, 2026



COUNTY-ADMINISTERED HUMAN SERVICES

Every county houses four distinct human services agencies:

1. Department of Job and Family Services
2. Public Children Service Agency
3. Child Support Enforcement Agency
4. Workforce Development Agency*

**The Workforce Innovation and Opportunity Act (WIOA) requires workforce development agencies be designated or procured by the workforce development board, vs the local elected officials of the area.*

AGENCY DESIGNATION

Commissioners may designate the structure of these first three agencies:

Combined vs stand alone

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

Commissioners are responsible for appointing:

- CDJFS director
- Members to the workforce development board (with other local elected officials)
- Members to the children service board, if applicable.

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

ORC 307.02, 329.02, 329.04

County Human Service Agency Organization

Last Updated February 21, 2025

County	Public Assistance	Public Children Services	Child Support Enforcement	OMJ Operator
Adams	CDJFS	Stand Alone	CDJFS	Stand Alone
Allen	CDJFS	Stand Alone	Stand Alone	CDJFS
Ashland	CDJFS	CDJFS	CDJFS	CDJFS
Ashtabula	CDJFS	Stand Alone	CDJFS	CDJFS
Athens	CDJFS	Stand Alone	CDJFS	CDJFS
Auglaize	CDJFS	CDJFS	CDJFS	CDJFS
Belmont	CDJFS	CDJFS	CDJFS	CDJFS
Brown	CDJFS	CDJFS	Juvenile Court	Stand Alone
Butler	CDJFS	CDJFS	CDJFS	CDJFS
Carroll	CDJFS	CDJFS	Prosecutor's Office	CDJFS
Champaign	CDJFS	CDJFS	CDJFS	CDJFS
Clark	CDJFS	CDJFS	CDJFS	CDJFS
Clermont	CDJFS	CDJFS	CDJFS	CDJFS
Clinton	CDJFS	CDJFS	CDJFS	CDJFS
Columbiana	CDJFS	CDJFS	CDJFS	Stand Alone

View County Human Service Agency Designation Chart [here](#).

OVERSIGHT & DIRECTION

Local Agencies Administer Program on behalf of Three Federal Agencies:

U.S. Department of
Health & 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 & Youth

Ohio Department
of Medicaid

State and Local
Elected Officials

STATE SUPERVISED & COUNTY ADMINISTERED

Ohio is one of only ten states that is state-supervised, county-administered.

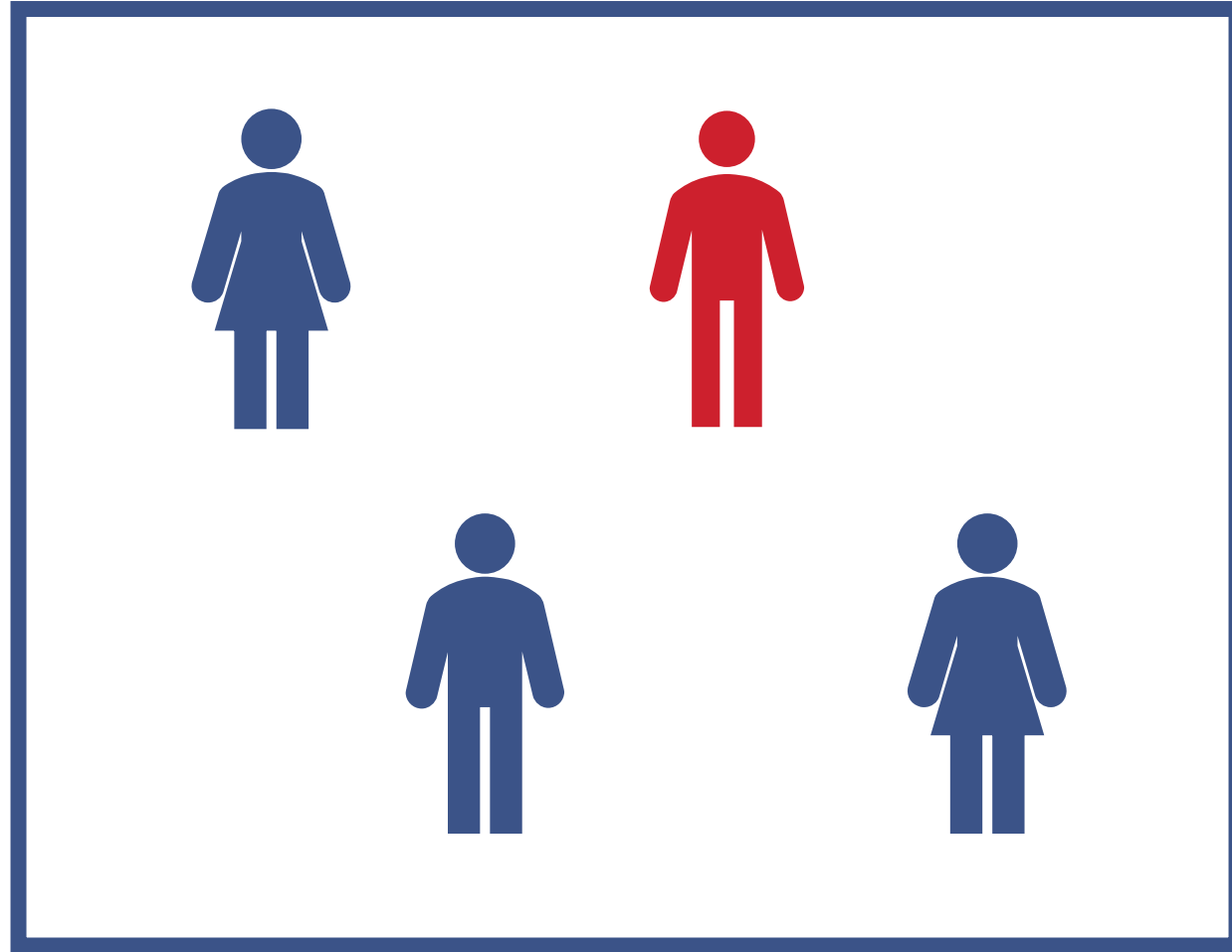
County-administered states tend to be larger states whose geography, economies, and populations vary widely across regions.

Counties employ over 3,000 public assistance workers in Ohio.

This figure does not include child support, protective services, or OhioMeansJobs employees.

Table 1. County-Administered States by Population Size

State	Population	U.S. Pop. Rank
California	39,355,309	1st
New York	20,002,427	4th
Ohio	11,900,510	7th
North Carolina	11,197,968	9th
New Jersey	9,548,215	11th
Virginia	8,880,107	12th
Colorado	6,012,561	20th
Wisconsin	5,972,787	21st
Minnesota	5,830,405	22nd
North Dakota	799,358	47th



County JFS
agencies are
serving 1 in 4
Ohioans at any
given time.

PROGRAM PARTICIPATION

A snapshot of the number of people in our programs:

- **SNAP:** 1,281,674 (May 2026)
- **Ohio Works First:** 57,391 (May 2026)
- **Medicaid:** 2,778,191 (July 2026)
 - **Covered Families and Children:** 1,448,754
 - **Expansion Group VIII:** 683,809
 - **Aged, Blind, Disabled/Medicaid Buy-In for Workers with Disabilities/Dual Eligible:** 503,617
 - **Medicare Premium Assistance:** 137,466

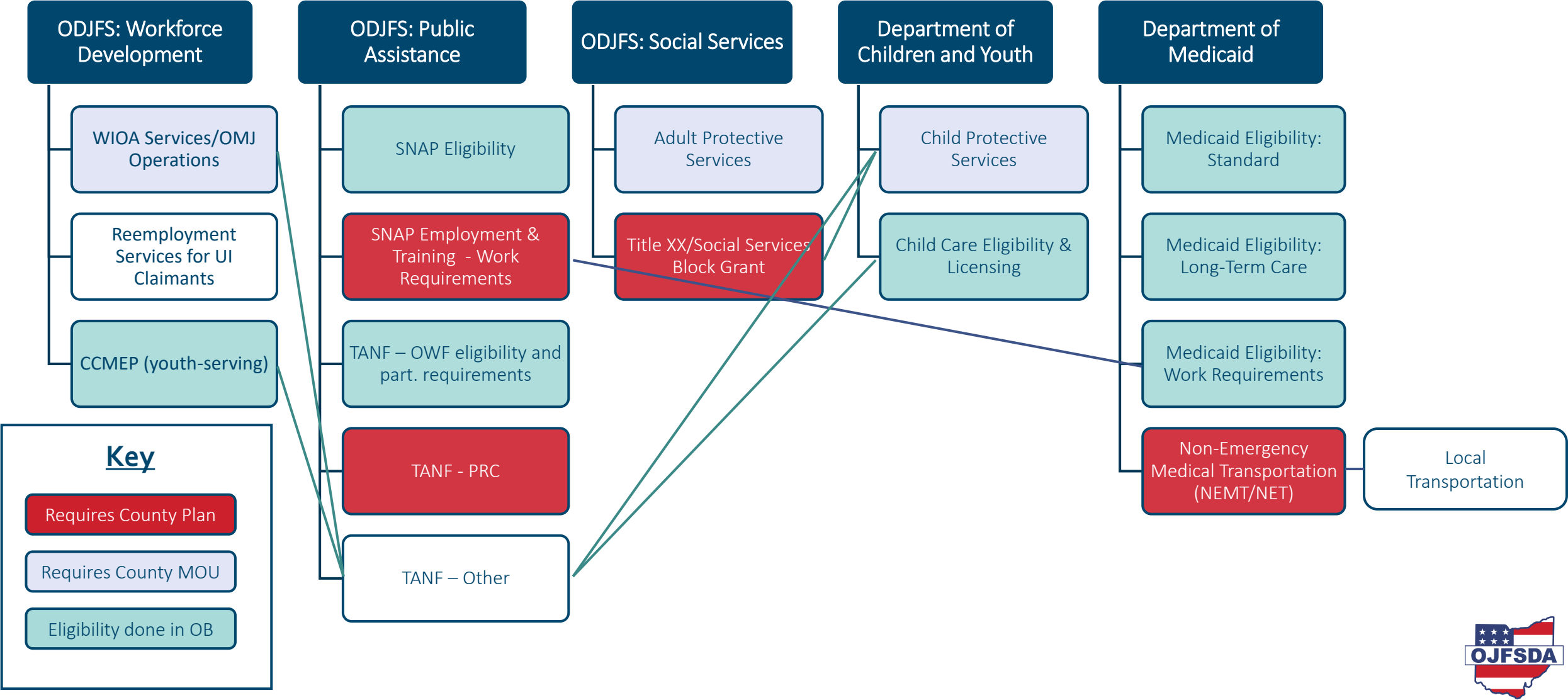
County JFS Departments Blend and Braid Federal and State Funding and Programs at the Local Level

The JFS administers **dozens** of programs, often with **multiple funding streams**.

Stand-alone JFS departments manage **over 30 funding streams**.

Fully-combined agencies manage **over 70 different allocations**, balanced over **5 different fiscal cycles**.





JFS PROGRAM OVERVIEW: Promoting Self-Sufficiency

- **Food Assistance (SNAP)** – Assistance for low-income families to meet nutritional needs. Recipients must meet work requirements unless they are exempt because of age (over 64), caregiving, or disability. Limited training funds are available.
- **Medicaid** – Healthcare coverage for people who meet financial requirements. Able-bodied adults have a work requirement starting 1/1/2027. Counties also manage non-emergency medical transportation services for Medicaid recipients.
- **Subsidized Child Care** – Financial assistance for eligible parents to help them with child care costs while they engage in work, education, or job training.

JFS PROGRAM OVERVIEW: Promoting Self-Sufficiency

- **Ohio Means Jobs (OMJ) Centers** - A location where job seekers can access supportive services such as computer training, resume and job interview preparation, information on jobs and wages, GED resources, and referrals to child care, housing, and utility bills. Some individuals may receive additional training through WIOA or other resources.
- **Ohio Works First Employment/Training Services** – time-limited cash assistance to low-income families with work and training requirements and access to other supportive services (TANF)
- **Prevention, Retention, and Contingency (PRC)** – short-term supportive or emergency services to divert a family in crisis (e.g., facing eviction, job loss, utility shut-off) from cash assistance. Some counties also provide extensive back-to-school supplies in August.

JFS PROGRAM OVERVIEW: Protective Services

- **Children Services** – Counties have a mandatory responsibility to provide for the prevention or remedy or the dependency, neglect, abuse, or exploitation of children who are unable to protect their own interests. This includes investigation, foster care, adoption, and ongoing services.
 - *The Public Children Services Association of Ohio (PCSAO) represents both combined JFS agencies and independent children services boards delivering these services.*
- **Adult Protective Services** – Counties have mandatory responsibility to investigate reports of suspected abuse, neglect, and exploitation of vulnerable adults age 60 and over, evaluate the need for protective services, and provide or refer individuals to such services when resources are available.

JFS PROGRAM OVERVIEW: Child Support

- **Child Support** - Counties are required to establish a single child support enforcement agency (CSEA) to collect financial support for children from non-custodial parents. This includes locating non-custodial parents, establishing paternity, and establishing, collecting, & disbursing support orders.
 - *The Ohio Child Support Professionals Association (OCSPA) represents both combined JFS agencies and independent CSEAs.*

ODJFS 7200: A COMBINED APPLICATION

Public Assistance applications are combined (ODJFS 7200) – Medicaid, SNAP, Ohio Works First, Child Care, Early Childhood

- Applications can be submitted online or in paper form
- Most caseworkers are trained to handle multiple programs
 - Exception: Medicaid long-term care is highly specialized and time-consuming
- Training takes months – ***6 months before workers take Medicaid cases on their own, longer for SNAP***
- SNAP requires a phone interview, avg. 45 minutes; other programs do not; non-elderly SNAP cases are recertified every six months (interim report)

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)

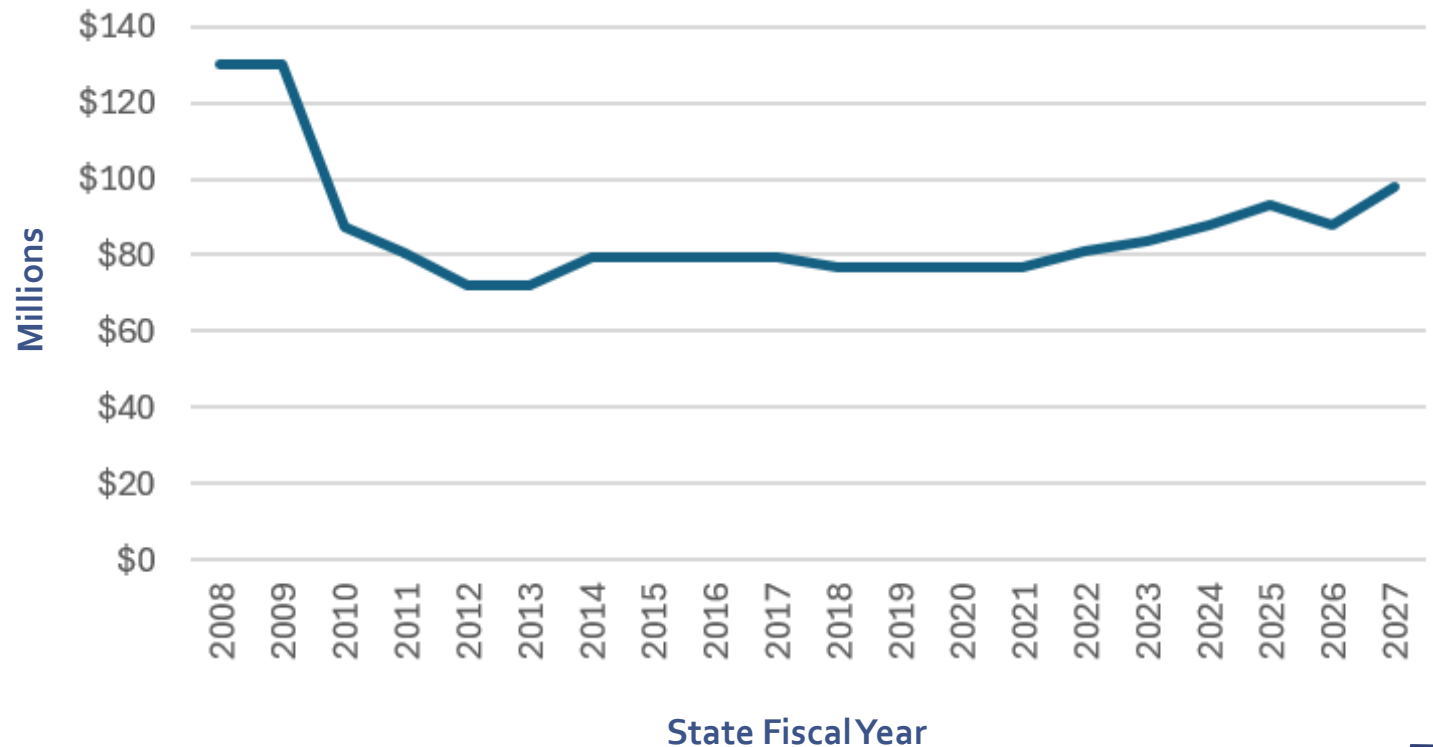


STATE SUPPORT FOR CASEWORK PROCESSING

County JFS system receives less state support for Medicaid and SNAP eligibility work

Just to keep pace with inflation since 2009, counties should receive approximately \$200M annually

Chart 1. Core JFS Administrative Funding: SNAP/Medicaid IM



PROGRAM SUPPORT TRENDS

Because the state 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 timely customer service (phone banks).
- Sustaining intensive case management for workforce 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.**

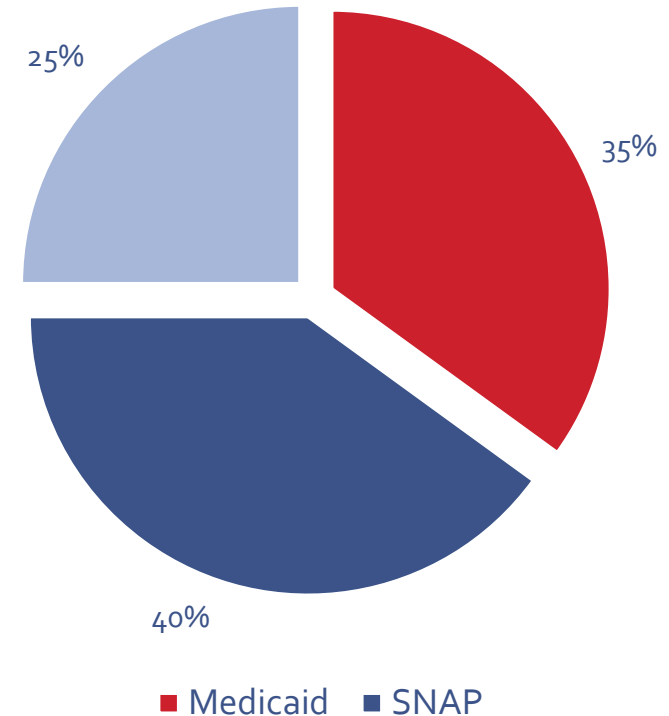
ADMINISTRATIVE FUNDING FROM THE STATE

Random Moment Sample (RMS): Computerized time study completed by staff every week that 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.

Based on the share of RMS “hits” in a quarter, the agency’s admin costs are distributed among programs in the cost pool

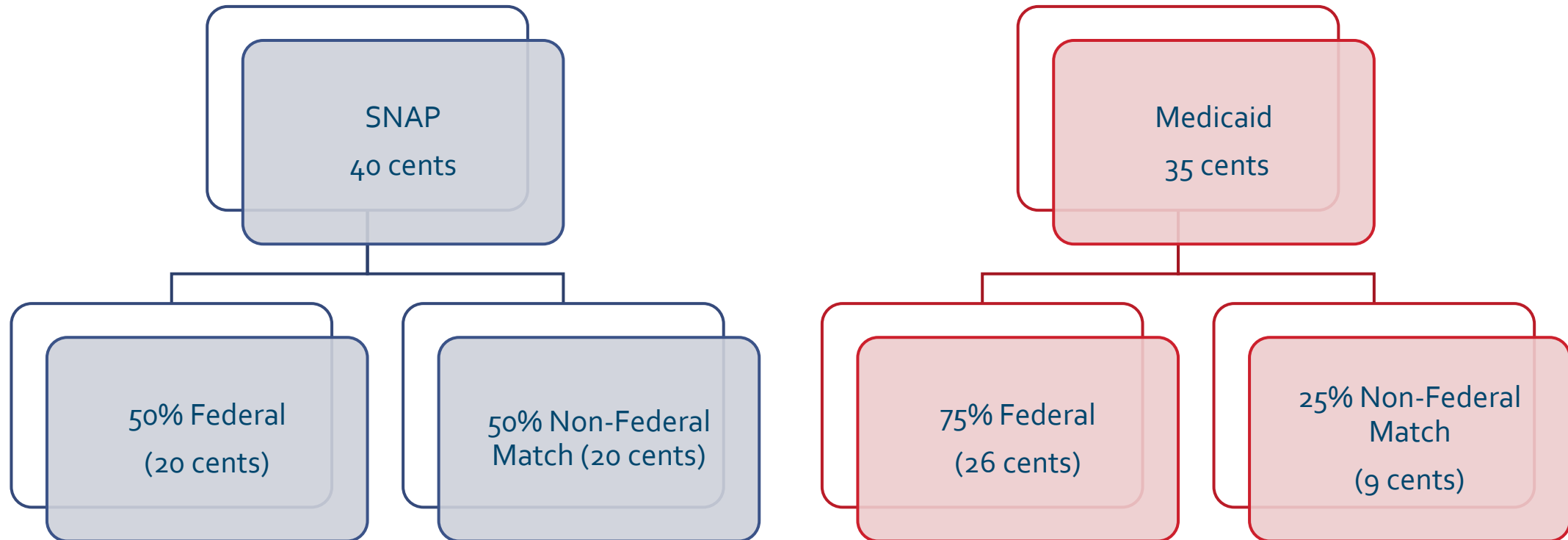
Example: 35% Medicaid, 40% SNAP, 25% TANF/Child Care/Other

Chart 2. Example of RMS Cost Pool Ratio



ADMINISTRATIVE FUNDING: FEDERAL MATCH

Non-federal match is drawn first from the county "mandated share" each month, then from state allocations. CDJFS will pay charges based on the central cost allocation plan like other county departments.



Note: **SNAP** federal match changes to 25% Oct. 1

ADMINISTRATIVE COST SHARE REDUCTION

Federal Legislation

- October 2026: federal cost share reduced from 50% to 25%;
- \$51 million annual loss to counties

State Legislation

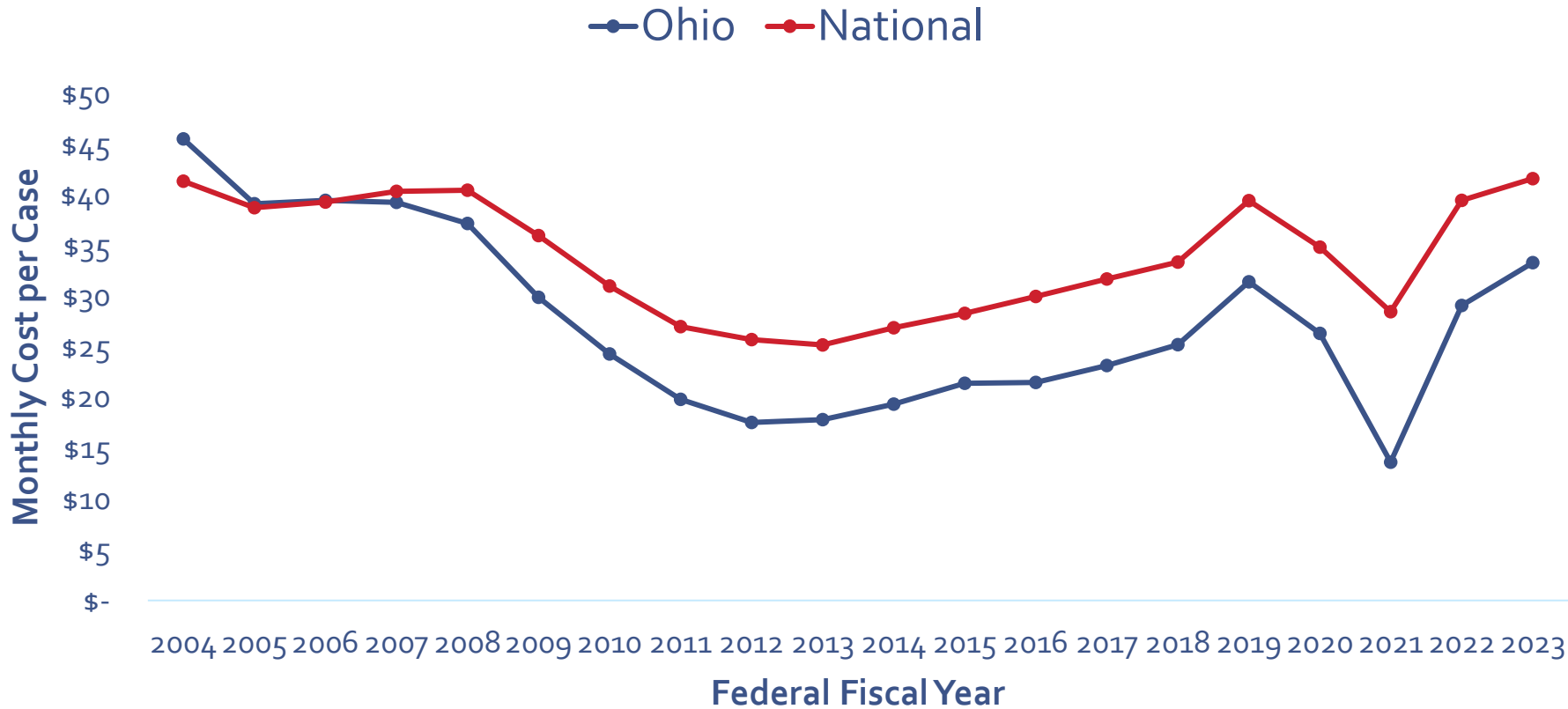
HB 434:

- Appropriated \$14.8M to ODJFS for operations in FY 2027 and \$17.9M over two years for updates to Ohio Benefits; mandated that the department start a county SNAP error rate measurement process
- Counties must review randomly selected SNAP cases each month and report to ODJFS

HB 730:

- Appropriated \$10M to county JFS departments for FY 2027 (loss of \$38M Oct - June)
- Followed “equal share” distribution formula instead of caseload

SNAP ADMIN COST PER CASE



Ohio is
consistently
below the
national
average

Source: Food and Nutrition Administration, SNAP Activity Report

BENEFIT COST SHARE CHANGES IN H.R. 1

“**State Quality Control Incentive**” – starts Oct 2027 (FFY 2028)

- State may become responsible for a **Benefits** cost share *if the SNAP payment error rate exceeds 6%*
 - Cost Share is based on Error Rate from three years prior, except in first year state can choose FFY 2025 or 2026 error rate
 - Note: Senate Farm Bill has one year delay (still in committee)
- Errors are a measurement of the dollar amount of underissuance or overissuance
 - Fraud cases are not included in the review
 - One case with a large dollar error can skew results

SNAP BENEFIT COST SHARE SCHEDULE

Payment Error Rate	State Cost Share	Amount* (\$)
Under 6%	0	0
6 – 7.9%	5%	160M
8 – 9.9%	10%	320M
10% or more	15%	480M

Starts October 2027; state can choose error rate from FFY 2025 or FFY 2026 in first year; afterward, state must use error rate from 3 years prior

*Amount based on benefit issuance for FFY being measured. Ohio's issuance in FFY25 was \$3.2B.

- ODJFS has not made any recommendations as to how a cost share should be handled in the state budget.

FEDERAL SNAP PAYMENT ERROR RATE

- State staff conduct 1,020 case reviews over federal fiscal year and report results to USDA-Food and Nutrition Administration
- Cases are pulled randomly with 4 – 5 month lag
 - Sample size insufficient to determine county-level error rate
 - USDA reports final results about nine months after end of FFY (next result will be late spring 2027 toward end of budget process)
- Ohio lowered its error rate to 6.76% in FFY 2025 (from 9.01%)
 - Below national average of 10.62%
 - Lowest PER of 10 most populous states
 - Only 8 states have PER below 6% (all small populations, except WI)

MEDICAID PROVISIONS IN H.R. 1

Medicaid work requirements begin Jan 2026 for non-exempt adults with children above 13 years of age. This applies only to the expansion population, not aged, disabled, or pregnant.

- Must have earnings of \$580/month (80 hours * federal minimum wage) in the review period.
- Exemptions for medically frail, mental health/substance abuse, caregiver, pregnant, recently incarcerated. ODM will use diagnoses codes to screen for exemptions when possible.
- Expect ~155,000 individuals to need manual processing by county
- HB 96 permits ODM to transfer resources to counties to assist with processing

Six-month eligibility checks for expansion group (Group VIII) enrollees

- Currently, Medicaid eligibility checks happen every 12 months

NON-EMERGENCY MEDICAL TRANSPORTATION

NEMT is the backbone of county transportation services in many counties. NEMT spending may be used as match for certain FTA grants.

- County JFS is responsible for providing rides for Medicaid recipients who lack transportation using a separate line item
- Managed Care Organizations provide limited ride services
- Impact of SB 315
 - GPS requirement and electronic visit verification
 - GPS Pilot program – 12 months, full implementation – 18 mos.
 - Five years: full integration of ride information with claims database
 - Implementation may prompt governance and/or administrative changes

COUNTY TANF ALLOCATION

Background:

- TANF Block grant created out of Welfare Reform in mid-1990s
- Annual grant amount is frozen at approx. \$726 million
- Dwindling “TANF surplus” carry-over balance; state routinely budgets more than the annual grant amount.
 - Current budget estimates show the surplus being depleted by SFY29 without a change in structural budget.
- Since welfare reform, spending has become more diversified as fewer families are on cash assistance

COUNTY TANF ALLOCATION

TANF is the “Glue” to County Operations and Community Impact.

County PRC services – short-term assistance that is meant to fill a critical need (children services, kinship supports, eviction prevention, transportation, back to school)

Family Stabilization and Workforce Development -

- Ohio Works First Pilot Program – Ohio 1 in 5 states piloting reform of work requirements for cash assistance
- Comprehensive Case Management and Employment Program
- Partnerships with county children services agencies and Ohio Means Jobs centers
- **Benefit Bridge** – incentive program and financial literacy training to assist individuals in moving, and staying, off public assistance
- **TANF Summer Youth**

JFS Core Operations – county budgets often rely on being able to charge TANF for staff time spent on appropriate and eligible activities.



CHILD CARE & EARLY CHILDHOOD EDUCATION

County JFS departments provide some critical functions for child care programs:

- Health and safety related childcare licensing inspections
- Eligibility determinations for Publicly Funded Child Care, the Child Care Choice program, and the Ohio Preschool Program.

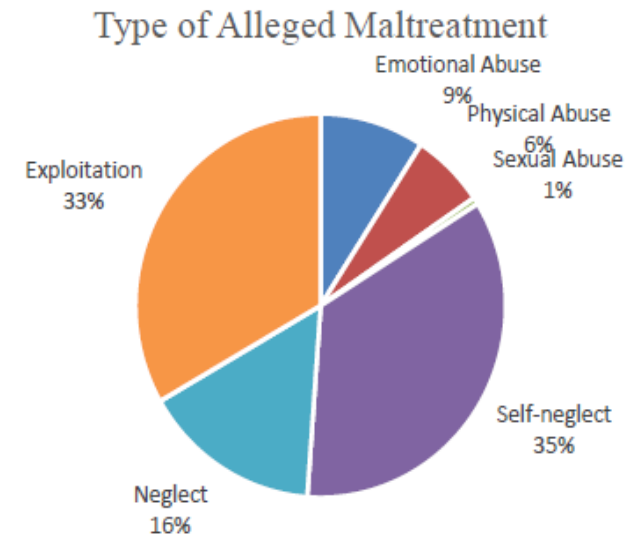
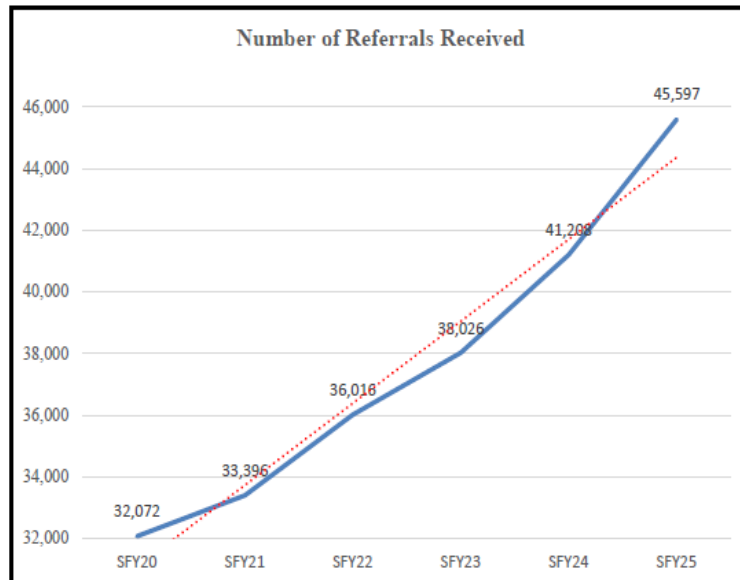
County responsibilities in eligibility have been increasing, but funding support has not increased commensurately.

Counties rely on the TANF block grant to supplement state funds for county child care operations. (Over \$24M in SFY25, up from \$14M in SFY20.)

ADULT PROTECTIVE SERVICES

County JFS departments administer the programs to receive and investigate reports of suspected abuse, neglect and exploitation of individuals over the age of 60, as well as provide and arrange for protective services.

Statewide Allocation: \$9.72M (\$80,000 base in every county; 2.68M distributed via formula)



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

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.

WADE – Worker Assistant for Document Extraction (automated reading of scanned documents)

CCAA – Call center agent assist (live transcription from phone interactions)

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.

CONTACT US ANYTIME

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