

CLARK COUNTY DEPARTMENT OF
JOB & FAMILY SERVICES



2014-2016 Annual Report

Virginia Martycz, Ph.D., Director

Written By: Jamie Myers, Performance Analyst

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Message from the Director

Job and Family Services Executives

Virginia Martycz, Director
Nichol Smith, Assistant Director
Tammi Hively, Deputy Director of BenefitsPlus
Thomas McGrath, Deputy Director of Child Support Enforcement
Pam Meermans, Deputy Director of Family & Children Services
Lehan Peters, Deputy Director of OhioMeansJobs

Board of County Commissioners

Richard Lohnes
Lowell McGlothin
Melanie Wilt

County Administrator

Jennifer Hutchinson

Assistant County Administrator

Job and Family Services Planning Council

Clark County OhioMeansJobs Policy Board

Other Councils??

Administration Data Repository Analysis

Intro

- **Agency Stats (turnover, number of staff yearly, type and number of contracts, etc.)-> Ginny do you want these included?????**

??

- **Income**

The U.S. Census Bureau reports¹ that the average household income in Clark County in 2010 was \$63,992 with the median household income being \$53,678. In 2015, the average household income was \$57,116 with a median household income of \$43,625. The percent change in the average household income was – 10.75 percent with a percent change in the median household income of -18.73 percent. In between the years 2010-2015, an average of 7,000 people each earned an income of less than \$25,000, approximately 8,600 people on average earned \$25,000-49,999, an average of 11,000 individuals earned between \$50,000-100,000, and lastly an average of 5,300 individuals earned over \$100,000. The average household income being approximately \$50,000 may be unexpected considering the poverty level has increased (see next section). This could be due to the poverty guidelines and individual's salaries increasing at a relatively similar rate, causing the household income to be higher than expected.

- **Poverty Guidelines**

According to the Health and Human Services website, in Clark County since 2000, the income threshold that classifies one as being in poverty had increased across all family sizes. For a family of four, in 2000, the income threshold was \$17,050 and in 2016 it increased to \$24,300. This was an increase of about 42.51 percent. Most individuals who fell below poverty level were female only households with children under 5 years old, followed by female only households with children under 18 years old.

According to the U.S. Census Bureau, the total population in Clark County (including the city of Springfield) had declined approximately 1.61 percent from 2010-2015 (averaging approximately 130,000 people). However, the number of people that fall below the poverty level had increased. For the entire county, the percent below poverty had increased 13.75 percent which was approximately 30,867 people (approximately 18% of county below poverty level). This is an average of 17,230 individuals in city limits and 13,638 individuals in non-city limits.

Source: U.S. Census Bureau (2009-2013), U.S. Department of Health and Human Services (2014)

- **Medicaid**

The number of individuals that were receiving Medicaid Health Care in Clark County had remained relatively steady since 2015². From 2015-2016, there was an average of 44,108 individuals on Medicaid per month. The majority of the individuals were women (approximately 24,135 women, 19,972 men). Also, the majority were under the age of 18 years old (approximately 19,000 individuals); these individuals included children in foster care receiving medical benefits. Approximately 14,884 individuals were between the ages of 19-44, 7,733 individuals between the ages of 45-64, and 2,488 individuals

¹ U.S. Census data for 2016 is not yet available.

² Medicaid data prior to July 2014 is no longer available. However, we do know that Medicaid expansion occurred during 201X.

were over the age of 65. It is not surprising that the number of individuals on Medicaid drops significantly after the age of 65 because individuals are now eligible for Medicare (most likely via Social Security).

- **Graduation Rates**

Clark County's graduation rates have slightly increased overtime³. For the 2009-2010 school year, the overall graduation rate for the county was 82.5 percent (4.5 percent higher than the state of Ohio). For the school year 2014-2015, the county overall graduation rate was 90.3 percent (8.8 percent higher than the state of Ohio). The following schools generally had mid to high 90 percent graduation rates: Southeastern Local Schools (94.5 percent average), Greenon Local Schools (93.8 percent average), Northeastern Local Schools (93.5 percent average), Northwestern Local Schools (93.2 percent average), and Clark-Shawnee Local Schools (91.4 percent average). Tecumseh Local School District (89.2 percent average) and Springfield City Schools (76.6 percent average) fell below the other districts graduation rates consistently each year. The percent change in Clark County's overall graduation rate from 2009-10 to the 2014-15 school years was +9.51 percent.

Source: Ohio Department of Education, County Profiles

- **Unemployment**

The unemployment rate in Clark County had continued to decline since 2010 (post-recession). In January 2010, the unemployment rate was 12.1 percent, and in January 2016, the unemployment rate was 6.0 percent. This is a decrease of 50.4 percent over a 6 year period. By the end of 2016, Clark County had almost the same unemployment rate as it did in 2000 (4 percent unemployment rate in December 2000 and 4.8 percent unemployment rate in December 2016).

Source: Ohio Labor Market Information

- **County Limitations**

Clark County continues to face many barriers to employment, education, and transportation. *Why?* According to the U.S. Census, for Clark County, there was an average of 16.4 percent of the population with a disability from 2013-2015. Furthermore, there was 10.7 percent with no health insurance, 8.5 percent with no vehicle available, and 2.2 percent with no telephone service available. The percent change (2013-2015) for these limitations are -0.6 percent, -18.1 percent, +7.2 percent, and 0.0 percent, respectively.

In comparing Clark County and Ohio, the U.S. Census reports⁴ that Ohio had an average of 13.5 percent with a disability, 10.8 percent with no health insurance, 8.3 percent with no vehicle available, and 2.8 percent with no telephone service available. The limitation percentages for Ohio were very similar to the percentages for Clark County.

Source: U.S. Census Bureau

³ Data for the 2015-2016 school year regarding graduation rates is not yet available.

⁴ U.S. Census Bureau information regarding county limitations is not yet available for 2016.

- **Budget**

Clark County has dozens of different funding streams that can be used for various purposes. Some of these funding streams are from the federal and state governments along with grants and monies from other entities. *Is this correct??*

The beginning balance for the agency in 2014 was \$8,803,958.57. There was a total revenue of \$32,922,201.58. The revenue monies came from..... The total expenditures was \$30,072,093.49 and the expenditure monies was spent on items like..... This left a 2014 ending balance of \$11,654,066.66. The beginning balance in 2016 was \$13,499,538.04, the total revenue was \$37,207,384.98 and the total expenditures was \$34,240,715.68. This left a 2016 ending balance of \$16,466,207.34. The percent change in the beginning budget from 2014-2016 was +53.33 percent, for revenue was +13.02 percent, for expenditures was +13.86 percent, and the ending balance was +41.29 percent.

Source: Clark County Department of Job & Family Services Internal Data- Fiscal Department

- **Customer Satisfaction Surveys**

Customer satisfaction surveys were fairly new to the agency in 2015; this was the first year data was collected on the responses. Questions on the survey are regarding ease of contacting the agency/worker, staff listening to clients, client understanding action on their case, and being treated professionally/respectfully.

The agency's overall score was a 3.33 out of 4, with 81% of the responses being answered as "all of the time" or "most of the time". There were 821 surveys that were analyzed for all of the divisions in 2014 (327 surveys for OhioMeansJobs, 202 for BenefitsPlus, 127 for Family & Children Services, 71 for the Family & Children Services Visitation Center, and 49 for Child Support). In 2016, the agency's overall score was 3.35 out of 4 points, with 80 percent of the responses being answered "all of the time" or "most of the time". There was a total of 1,183 surveys received from all of the divisions (339 from BenefitsPlus, 146 from Child Support Enforcement, 231 from Family & Children Services, 403 from OhioMeansJobs, and 64 from the Visitation Center). This was an increase of 44.1 percent in the total number of surveys received and a 0.50 percent increase in the agency's overall score.

Source: CCDJFS Internal Data- Performance Management Unit

BenefitsPlus Data Repository Analysis

Tammi Hively, Deputy Director

Intro->include BIC and ODJFS PAMS as data sources

- **Food Assistance Applications: Approvals, Pending, Denials, and Timeliness**

In 2014 (July-December), 60.9 percent of the approved food assistance applications were approved within one day, 16.3 percent in 2-7 days, and 23.4 percent were approved in eight or more days⁵. The July-December 2014, the average number of individuals receiving food assistance monthly in Clark County was 27,408. There were 26,354 individuals on average per month in Clark County receiving food assistance in 2015. Approximately 72 percent of the approved food assistance applications were approved within one day, 9.4 percent in 2-7 days and 18.6 percent were approved in eight or more days.

In 2016, there were, on average per month, 25,334 individuals receiving food assistance. Of the approved applications, 78 percent were approved in one day, 11 percent approved in 2-7 days, and 11 percent approved in eight or more days. The percent change in the number of individuals receiving food assistance from 2014-2016 is down 7.5 percent for Clark County.

Clark County averaged 90 percent food assistance application approval timeliness from 2014-2016 and on average 3,545 approved applications were processed each year. CCDJFS has continued to regularly do well meeting this measure.⁶

Food assistance applications can also be in a pending phase. Of the applications pending in 2014, 2 percent were approved in one day, 35 percent were approved in 2-7 days, and 63 percent were approved in eight or more days. There were no applications pending for one day in 2015 or 2016. Of the applications pending in 2015, 58 percent were pending 2-7 days and 42 percent were pending eight or more days. Lastly, of the applications pending in 2016, 80.5 percent were pending 2-7 days, and 19.5 percent were pending eight or more days. Therefore, the number of days an application is pending eight or more days has decreased between 2014 and 2016 and more are being approved within 2-7 days. On average between 2014 and 2016, the number of applications pending per year is 102 (a decline of 73% from 2014 (150 applications) to 2016 (41 applications)).

There is a different time frame that CCDJFS uses for food assistance applications that are denied. The time frames are as follows: 0-30 days, 31-45 days, 45-90 days, 91+ days. In 2014, 65.7 percent of the denied applications were so in 0-30 days, 25.3 percent in 31-45 days, 7.8 percent in 46-90 days, and 1.2 percent in 91 or more days. Of the applications that were denied in 2015, 73.7 percent were approved in 30 days or less, 20.3 percent were approved in 31-45 days, 4.4 percent in 46-90 days, and 1.5 percent in 91 or more days. Lastly in 2016, 84.8 percent were denied in less than 30 days, 9.6 percent in 31-45 days, 4.5 percent in 46-90 days, and 1.2 percent in 91 or more days. The number of applications that were denied in less than 30 days increased over the 2014-2016 period. The average number of applications denied each year on average was 2,417 (a decline of 6% from 2014 to 2016).

⁵ Data could not be collected for applications processed prior to July 2014.

⁶ The state of Ohio standard for food assistance applications processed timely is 90 percent.

- **Benefits Issuance**

Clark County had spent on average \$41,489,341.67 dispersing public assistance benefits each year from 2014-2016, an average of \$3,457,445 per month. This money assisted, approximately 28,000 people per month. The 2014-2016 average for each type of assistance included: 26,365 on food assistance, 1,426 on cash assistance (OWF), and 157 on disability financial assistance (DFA).

In 2014, \$38,080,076 was spent on food assistance, \$3,633,106 on cash assistance (OWF), and \$228,960 on disability financial assistance (DFA). In 2015, \$38,275,129 was dispersed in food assistance. CCDJFS also distributed \$3,547,015 in cash assistance (OWF) in 2015, and \$228,960 was distributed in 2015 for disability financial assistance (DFA). In 2016, CCDJFS distributed \$36,724,114 in food assistance, a 3.6 percent decrease from 2014. In cash assistance in 2016, \$3,420,477 was distributed, a decrease of 6% from 2014. Lastly, \$201,386 was distributed in 2016 in DFA, a decrease of 43.7 percent from 2014.

Individuals could also receive assistance with child care. From 2014-2016, CCDJFS assisted (averaged per year) 1,019 individuals with child care (997 in 2014, 1,063 in 2015, and 999 in 2016). As individuals continue to find work, this number should continue to increase.

- **Dollars Collected in Benefits Fraud**

Clark County DJFS also received reports of benefits fraud. Our team of investigators look into these reports and identify if fraud is being committed. Case investigations are lengthy and can take weeks or longer to complete. In 2014, \$192,103 was collected in benefit fraud monies by the BenefitsPlus division. In 2015, \$279,107 was collected and lastly in 2016, \$191,274 was collected. The majority of the money was collected each year during the first quarter, as this is when individuals receive their income tax returns. There was a 45 percent increase in the monies collected from 2014-2015 but a 31.5 percent decrease in monies collected from 2015-2016. We are unsure why there was such a peak in 2015 versus 2014 and 2016; hopefully future year's data can help explain this.

- **Case Activity**

In previous years (up to the end of 2016), BenefitsPlus was doing self-reporting of the staff's daily work log in Excel⁷. The data for 2014 did not start being collected until June.

The number of redeterminations processed during the last 6 months of 2014 was 873 on average per month. BenefitsPlus also processed 1,624 applications per month and saw 4,128 walk-in lobby customers per month. They also received 5,669 phone calls (both incoming & outgoing) per month. During 2015, BenefitsPlus processed 804 redeterminations and 852 applications per month, saw 3,278 walk-in lobby customers, and completed 4,957 phone calls on average per month. Lastly, during 2016, the division processed 1,307 redeterminations and 804 applications per month on average, along with seeing 3,567 walk-in lobby customers and completing 2,685 phone calls on average per month.

The percent change for the number of redeterminations for 2014-2016 was -49.71 percent, for applications processed was -50.49 percent, for walk-in lobby customers was -13.59 percent, and last for

⁷ Due to changes in computer software and some of the data was lost. *Better way to say this.* Therefore, the data discussed may not be exclusively reflective of the work the staff completed. The Performance Management Unit created a Production Tracker database in Access during 2016 that (starting in 2017) will be in use for more accurate data and ease of use to the staff and supervisors.

phone calls was -52.64 percent. The percent changes may not be as beneficial for this measure at this time since some data was lost and data only goes back to June of 2014.

- **Lobby Wait Times**

BenefitsPlus had worked very diligently to decrease the amount of time customers are waiting in their lobby. In 2014, the monthly lobby wait time per appointment was on average 27.4 minutes with a maximum wait time of 47 minutes. In 2015, the monthly average wait time per appointment was 16.1 minutes with a maximum wait time of 20.7 minutes. Lastly in 2016, the average lobby wait time per month per appointment was 14.2 minutes with a maximum wait time of 18.3 minutes. The decrease from 2014-2016 in the average wait time was 48.2 percent and the decrease in the max wait time was 61.1 percent. BenefitsPlus continues to work to keep wait times low.

- **Veterans Served**

BenefitsPlus also assisted numerous veterans in Clark County. In 2014, 755 veterans per month received some type of public assistance, 708 were served in 2015 and 663 in 2016. This is an average of 699 veterans per month from 2014-2016 with 10 veterans receiving cash assistance or disability assistance and 699 receiving food assistance. Most of the veterans served were unemployed (593 average per year from 2014-2016), with no health insurance (2014-2016 average of 438 year), and between the ages of 50-69 (2014-2016 yearly average: 265 in their 50's and 172 in their 60's). There was also a large amount of veterans in their 40's (the average from 2014-2016 was 98).

The number of veterans served in Clark County may be declining (-12.2 percent from 2014-2016) since veterans are aging and may be eligible for other benefits like Social Security or may be passing on.

Child Support Enforcement Agency (CSEA) Data Repository Analysis

Thomas McGrath, Deputy Director

Intro->include BIC & SETS as data source

- **Federal Incentives**

The federal government track four incentives for Child Support including support collections, support establishment, paternity establishment, and arrears collected. The data is expressed in a Federal Fiscal Year (FFY) which is July-June and the standard for these four incentives is 95 percent.

In FFY 2014, \$26,063,368.06 was due for current support and \$16,596,271.22 was collected as support (64%). For FFY 2015, \$25,541,160.04 was due as current support and 64.48 percent or \$16,503,836.21 was collected. Lastly in 2016, \$27,494,293.12 was due as current support and 65.47 percent was collected (\$18,126,661.68). The amount current support due between FFY 2014 and FFY 2016 increased 5 percent and the amount of support collected increased 9 percent. This means that more cases are being served and more individuals are paying their support orders, which benefits the children involved in receiving the items that they need.

Paternity establishment is another federal incentive that is collected. The definition of paternity establishment is the cases open at the end of the prior reporting period who were born out of wedlock divided by the cases at the end of the reporting period with paternity established. It can be over 100 percent due to..... The average percent of paternity establishment from 2014-2016 was 99.4 percent. The average amount of IV-D cases open at the end of the prior reporting period for this measure was 9,444 (2014-2016). The average cases with paternity established by the end of the reporting period was 9,104 for the 2014-2016 average. CSEA regularly met the 95% standard.

Arrearage can be defined as any unpaid child support during any period of time that a support order is in place (TOM UPDATE DEFINITION PLEASE). From 2014-2016, CSEA averaged 11,661 cases with arrearages due and 6,256 on average that were paying towards arrearages at the end of the reporting period. The average percent for 2014-2016 was 64.40 percent. The percent change from 2014-2016 of cases with arrearages was -6.9 percent and the percent change of cases paying toward arrearages at the end of the reporting period from 2014-2016 was -2.22 percent.

Support Establishment is any child support order where an order is put into place for an obligee to pay. The average number of cases open at the end of the period without support from 2014-2016 was 14,066 cases. The average number of cases open at the end of the period with support established from 2014-2016 was 13,210. The average percent for 2014-2016 was 93.92 percent. The percent change from 2014-2016 of cases without support established was 6.14 percent and the percent change of cases open at the end of the period with support established was -6.03 percent. CSEA regularly met the 95% standard.

- **Phone Calls**

Child Support Enforcement Agency received 29,559 phone calls in 2015 which is an average of 2,463 phone calls per month. Out of those calls, 23,968 were answered immediately (this is an average of 1,997 per month answered immediately when the call was received. in 2016, CSEA received 24,021 phone calls, averaging 2,002 per month. Of those calls, 21,038 were answered immediately (averaging 1,753 per month). There was a decline (18.7%) in the number of phone calls received from 2015-2016.

There is not a full years' worth of data for 2014. Hopefully in 2017 the agency can see if this was a fluke or if we are having a decline in phone calls, and why.

- **Lobby Wait Times**

One goal of the Child Support Enforcement Agency was to have a lobby wait time of less than four minutes. The division has done well decreasing their lobby wait times since 2014. In 2014, the division had a total of 5,075 lobby customers, an average of 423 per month. The average lobby wait time was 4.86 minutes. In 2015, there were a total of 3,741 total lobby customers, averaging 312 per month. The average lobby wait time was 3.90 minutes. Lastly, in 2016, there was a total of 3,312 lobby customers (average of 276 per month), with a lobby wait time of 4.42 minutes. The percent change from 2014-2016 in the number of lobby customers is -34.75 percent and the percent change for the average wait time is -9.10 percent. CSEA continues to work to keep wait times under the four minute standard.

- **Caseload Summary**

Child Support Enforcement regularly had a fairly large caseload count per month. From 2015-2016 the average monthly caseload was 15,635. There were 16,177 for 2015 average per month and 15,093 in 2016. *TOM ADD TID BIT ABOUT THIS???*

Child Support Enforcement averaged 1,345 current public assistance IV-A cases per month, 5,342 former public assistance IV-A cases per month, 7,394 non-public assistance cases, 48 IV-E cases, and 1,200 non IV-D cases from 2015-2016. *TOM CAN YOU GIVE BRIEF DEFINITION OF THESE????*

- **Web Portal**

DEFINITION OF WEB PORTAL The Child Support Web Portal is a website offered by the State of Ohio for those who have an active support order (either obligee or obligor) to view their case information. It allows the individual to see if they have received their payment, track arrearages, and view address, employment and health insurance information that is on file with CSEA⁸.

There were an average of 21,372 total unique eligible participants that could utilize the web portal from 2015-2016. The average number of unique obligors registered from 2015-2016 were 967 (which was 26% registered), and the average number of unique obligees registered were 2,706 (which was 78% registered). The total percent registered was 17.0% from 2015-2016. The number of unique registered participants has continued to increase from 2015-2016 as well. The CSEA staff regularly discusses the web portal with their clients to try to increase the use of the website.

⁸ You can find the Child support web portal at <http://www.jfs.ohio.gov/ocs>. You will also need to contact CSEA to get your unique portal ID number.

Family and Children Services Data Repository Analysis

Pam Meermans, Deputy Director

Intro-> include SACWIS & ROM as reporting tools

- **Custody and Placement Cost**

There are various kinds of custody types that a child in our care can be involved in. FCS averaged 49 children in temporary custody each month on average from 2014-2016. They also averaged for permanent custody 8 children, for PPLA (planned permanent living arrangement) 12 children, for court ordered protective supervision (COPS) 33 children, and for emergency custody to agency 5 children. This was an average of 109 children in custody monthly from 2014-2016.

Family and Children Services also averaged (2014-2016) 95 children each month in kinship care. This means the child is in the care of someone they know like a relative. The division also emancipated approximately 20 children per year (or month??) from 2014-2016. They also averaged 516 children able to stay in their own home (this may have included treatment options or attending various programs as assigned by FCS or the courts).

There are generally four levels of placement costs that Family and Children Services monitors regularly. These categories are residential care, family foster care, therapeutic foster care, and group home care.

For residential care, from 2014-2016, the division averaged 11 children in care costing an average of \$528,104 for all children (which is an average of \$43,571 per child's stay, \$268 per day). This was a percent change of 0 percent per year for the child count but -14 percent for the total cost of care. For family foster care, the average child count from 2014-2016 was 94 children, with an average cost per year of \$346,293. This equates to an average of \$3,729 per child's total stay (\$28 per day per child). There was a 26 percent increase in the number of children in family foster care from 2014-2016 but a 12 percent decrease in the total cost. The division averaged (2014-2016) 83 children in therapeutic foster care spending on average \$1,457,064 per year. This was about \$17,988 per child's total stay (\$84 per day). There was a decrease of 19 percent of the number of children in therapeutic foster care along with a decrease of 13 percent in the total cost. Lastly, some of the children in custody to cold go to a group home. There was an average of 10 children in group homes per year (2014-2016) costing on yearly average of \$87,458. This was about \$8,113 per child's total stay (\$172 per day). This is one of the highest per diem rates of the four placement types. There was a 50 percent increase in the number of children who were in group homes along with a 188 percent increase in the cost of group homes. This discrepancy may be due to how SACWIS/CCDJFS tracked group homes in the past. *Other reasons for this????*

- **Referrals and Customers Served**

Family and Children Services served on average 575 children each year from 2014-2016 along with 329 heads of households. This is an average of nearly 2 children per household. There was a percent change in children served of -14 percent and a decrease of 12 percent of the number of heads of households (parents/caregivers).

The division also received referrals (information or FINS-Family in Need of Service) and intakes of suspected child abuse/neglect. From 2014-2016, there were approximately 339 referrals received per

month (3 year total of 12,198) and of those approximately 97 were screened-in (3 year total of 3,482).⁹ That was on average 28.7 percent screened-in. The percent change in the number of referrals received was -12 percent with a 39.8 percent decrease in the number of referrals screened in from 2014-2016.

- **Intake**

Of the referrals received (2014-2016 average), 34.5 percent of the calls were regarding physical abuse (average of 102 cases per month), 39.2 percent about neglect (average of 115 cases per month), 11.5 percent about emotional maltreatment (average of 34 cases per month), 3.6 percent about medical neglect (average of 11 cases per month), 9.7 percent about sexual abuse (average of 29 cases per month), and lastly 1.6 percent (average of 4 cases per month) were about dependency (drug or alcohol dependent parent or caregiver). Some of the physical abuse cases (felony cases) and sexual abuse cases were transferred to the Child Advocacy Center (below). The intake unit averaged about 294 abuse referrals per month.

Of the referrals for FINS, the intake unit received on average (2014-2016) 34 calls per month, they received 56 calls on average for information, and 2 calls regarding licensing rule violations. These referrals equated to an average of 92 of the intake calls received per month.

Of the referral calls received, on average (2014-2016), the screening decisions were 54.4 percent substantiated/indicated, 45.1 percent were unsubstantiated, and 0.6 percent were unable to locate.

Definitions

- **Screening Decisions and Timeliness**

Family and Children Services also monitors their screening decision timely for referrals that come into the division. The 2014-2016 percent average of those referrals screened timely was 99.5 percent with an average of 23.8 percent screened in. The average number of cases screened timely per month was 309 with an average of 2 cases not screened timely. Of those cases, the average number of cases per month screened in was 75 cases, 178 were screened out and 58 were just seeking information.

- **Investigations**

Family and Children Services completes the case investigations for screened-in referrals. Of the traditional investigation from 2014-2016, on average, 80.6 were met (*DOES THIS MEAN COMPLETED?*). This measure has a state standard of 85% met. The 2014-2016 average was 42 total traditional investigations with 33 met. The percent change for the total number of traditional investigations from 2014-2016 was -21 percent with a 7 percent decrease in the number met. They also complete alternative response investigations, which also has an 85 percent state standard. The 2014-2016 average for this measure was 87.6 percent. The 2014-2016 average was 22 total alternative response investigations with 19 met. The percent change for the total number of alternative response investigations from 2014-2016 was +26 percent with a 32 percent increase in the number met.

Family and Children services also completes safe from maltreatment (all-recurrence in 6 months) and safe from maltreatment from foster providers. This measure will not be collected in the same manner after 2016. For safe from maltreatment-all, the 2014-2016 average for total cases was 162 (percent change of +11.3 percent), with 151 cases on average that were met (percent change of +9.9 percent). This was an average of 93.5 percent of cases met. This measure has a state standard of 94.4 percent met. For safe from maltreatment for foster providers, the 2014-2016 average was a total of 193 cases

⁹). A screened-in decision means that FCS determined that there was enough evidence for an investigation.

(percent change of -9.4 percent) with 192 met (percent change of -9.5 percent). This was an average of 99.8 percent met rate.

- **Permanency**

Definition of permanency.

The 2014-2016 average per month of the total permanency in 12 months cases (of those entering care in 12 months) was 7 with a met rate of 3 on average per month. This is a met rate of 47.3 percent on average (the state standard for this measure is 30 percent). This standard was met most months during 2015 and 2016. The percent change for the (average) met rate was -29 percent.

The permanency in 24 months (of those entering care 24 months ago) had an average monthly total of 7 cases, with 5 cases met. This was a met rate (average) of 72.1 percent (the state standard for this measure is 55 percent). This standard was met almost every month in 2014 and 2016. The percent change for the (average) met rate was -33.3 percent.

- **Comprehensive Visitation**

Definition of Comp visitation. There is a 95 percent national standard on the percent of visits that need to be completed with children and parents.¹⁰

Family and Children Services has averaged (2014-2016) 98.75 percent home visits completed for children in custody and 91.74 percent completed for children not in custody. Also, 87.19 percent of visits were completed for adults associated to children in custody and 90.41 percent were completed for adults associated to children not in custody. In comparison to the state of Ohio, Clark County does relatively well with these two measures. For Ohio, 94.28 percent home visits completed for children in custody and 76.92 percent completed for children not in custody. Also, 61.08 percent of visits were completed for adults associated to children in custody and 65.03 percent were completed for adults associated to children not in custody.

- **Reentry to Foster Care**

When a child reenters care it means that a child has reentered foster care within 12 months of being discharged from foster care. The national reentry rate standard is 8.3%. Clark County has averaged (2014-2016) a reentry rate of 11.97 percent. The reentry rate in 2014 was 2.4 percent, in 2015 was 13.8 percent, and in 2016 was 20 percent. Thus causing a percent change of +733.33 percent. Ohio, in comparison, has averaged (2014-2016) a 14.67 percent reentry rate with a percent change of -7.84 percent (15.3 percent in 2014 and 14.1 percent in 2016). *What could have caused Clark to increase so much??*

- Director's Report Data??? *Maybe # FST meetings or CRT meetings per year, or number of kinship cases and adoptions??*

¹⁰ If 90 percent or more of the visits for both types are complete, the agency receives 100 percent of its funding. Between 85 and 89.99 percent of the visits completed, the agency will receive 90 percent of its funding and for 75 to 84.99 percent of visits completed, 80 percent of the funding is received. Anything percentage between 65 and 74.99 percent of visits met only receive 70 percent of the funding.

Child Advocacy Center Data Repository Analysis

Pam Meermans, Deputy Director

Intro-> NCATrack as record system

- **Types of Maltreatment**

There are numerous types of alleged maltreatment that an alleged victim can experience. These include but are not limited to: witness to violence, sexual abuse, neglect, human trafficking, felony-physical abuse, emotional maltreatment, domestic violence, and courtesy interview/family request.

The CAC has averaged per year (from 2014-2016): 7 witness to violence cases, 151 sexual abuse cases, 30 neglect cases, 4 human trafficking cases, 62 felony physical abuse cases, 22 emotional maltreatment cases, 9 domestic violence cases. This is an average of 288 cases per year or 24 cases per month.

The percent change for these maltreatment cases from 2014-2016 were: -75 percent for witness to violence, -8.3 percent for sexual abuse, +16.1 percent for neglect, -100 percent for human trafficking, +41.5 percent for felony physical abuse, +69.2 percent for emotional maltreatment, and -70 percent for domestic violence cases.

- **Victim Demographics**

Most of the alleged victims were females between the ages of 12-18 with a large percent also being between the ages of 6-11 as well. For the alleged male victims, the largest percent fell between the ages of 6-11 followed by the ages of 3-5. The CAC has averaged from (2014-2016 per year) 141 female victims (average of 12 per month) and 80 male victims (average of 7 per month). The percent change of both male and victims was +2.2 percent.

Most of the alleged male and female victims were Caucasian followed by African American (other race categories included Hispanic/Latino, Biracial, other/unknown). For alleged female victims, the average (per year) for Caucasians was 97, for African Americans was 20, for Hispanic/Latino was 6, for biracial was 11 and for other/unknown was 7. For alleged male victims, the average (per year) for Caucasians was 56, for African Americans was 10, for Hispanic/Latino was 1, for biracial was 7 and for other/unknown was 5.

- **Interview Locations**

The CAC conducts forensic interviews with the alleged victims as a part of the investigation process into the alleged maltreatment. *What is included in a FI?* The CAC conducts an average of 240 forensic interviews per year (from 2014-2016), and the majority of the interviews are conducted on-site at the CAC (2014-2016 average of 209 per year which is a percent change of -9.09%). Interviews can also be conducted at the child's home (average 6 per year from 2014-2016), the Sheriff's department (average of 1 per year), a hospital or medical facility (average of 6 per year), a school (average of 7 per year), and the Springfield Police Department (average of 3 per year). The percent change from 2014-2016 for the total number of forensic interviews conducted was -9.77 percent.

- **Referrals and Victim Assistance**

Referrals

- **Offender Demographics**

The CAC averaged 209 unique offenders each year from 2014-2016 for all of the alleged offender categories (which is a percent change of +4.95 percent). Of the alleged offenders from 2014-2016, the majority of the offenders were the biological mother (average of 34 offenders per year which is a percent change of +40 percent) or biological father (average of 28 offenders per year which is a percent change of +39.29 percent) of the victim. The next largest group of alleged offenders was the mother's boyfriend (average of 20 offenders per year which is a percent change of -16.67 percent) and the cousin of the victim (average of 14 offenders per year which is a percent change of -5.56 percent). The category of "other known person to victim" is the highest category of alleged offenders (average of 64 offenders per year. There was no percent change over these years for this.

The majority of alleged offenders were male (average of 117 per year or 10 per month from 2014-2016), this is a percent change of +14.91 percent. Of the female offenders there were 40 per year from 2014-2016 or 3 per month (percent change of +64.71 percent). Also of the alleged offenders, the majority were between the ages of 31-50 (average of 46 per year with a percent change of +16.67 percent) followed by 24-30 (average of 32 per year with a percent change of +150 percent). Many offenders were also between the ages of 19-23 (average of 24 per year with a percent change of +17.39 percent).

OhioMeansJobs Data Repository Analysis

Lehan Peters, Deputy Director

Intro-> Include Gstars & BIC as data source

- **All Family Work Participation**

DEFINITION OF ALL FAMILY WORK PARTICIPATION

The 2014-2016 average for all family work participation for Clark County was 67.44 percent with a percent change of -32.90 percent. In comparison to the state of Ohio, Ohio had a 2014-2016 average of 55.21 percent with a percent change of -9.68 percent. The average number of all family work hours (for all categories including: alternative work, education related to employment, job search & readiness, job skills training, paid employment, vocational education, WEP & community services) assigned from 2014-2016 was 8,921 hours. The average number of hours completed were 6,745 which is 75.70 percent of the hours completed. The percent change from 2014-2016 for the number of hours assigned was -20.77 percent and for the number of hours completed was -25.22 percent. The majority of the hours that were assigned were for paid employment, vocational education, WEP & Community Services, and job search & readiness.

- **Two Parent Work Participation**

DEFINITION OF TWO PARENT WORK PARTICIPATION

The 2014-2016 average for two parent work participation for Clark County was 68.04 percent with a percent change of -48.57 percent. In comparison to the state of Ohio, Ohio had a 2014-2016 average of 60.16 percent with a percent change of -9.23 percent. The types of work participation hours are the same for two parent as they are for all family. From 2014-2016, the average monthly hours assigned were 1,219 and the average number completed was 915 hours (75.27 percent). The percent change from 2014-2016 for the number of hours assigned was -42.78 percent and for the number of hours completed was -44.83 percent. The majority of the hours that were assigned were for paid employment, vocational education, and WEP & Community Services.

- **Education Attainment**

OhioMeansJobs maintains data regarding the educational attainment of the individuals that receive services from them. There were three categories including: no high school diploma or GED, high school diploma or GED, and college degree (this includes associates, bachelors, masters, and PhD). These categories were tracked for each service type including FAET (food assistance educational training), OWF/Cash assistance, Seek Work, Unemployment, and Universal.

The average from 2014-2016 for those individuals without a high school diploma or GED was 24.75 percent, for those with a high school diploma/GED was 65.43 percent and for those with a college degree was 9.72 percent. It is not surprising that the majority of the individuals that received services had a high school education/GED since the county overall graduation rate is 90.3 percent.

Universal and OWF individuals have the highest percent of having a high school diploma or GED (followed by FAET and unemployment). Seek work and OWF also have the highest percent of individuals without a high school diploma or GED (followed by FAET). Unemployment has the highest number of individuals with a college degree followed by universal.

- **Job Postings & Placements**

OhioMeansJobs helps local businesses post for jobs as well as helps individuals in the community find jobs. On average between 2014-2016, OMJ posted for about 75 jobs per month (which equated to approximately 2,700 jobs during this time. OMJ placed approximately 56 individuals in jobs per month which equates to about 2,000 jobs from 2014-2016. This is a 73.86 percent job placement average. Placing this percentage of individuals in jobs each year has helped decrease the county unemployment rate from 12 percent in January 2010 to 4.8 percent in December 2016. *Elaborate on vendors used, average pay, hiring events, etc.*

- **Customers Served**

OhioMeansJobs served approximately 5,760 (unduplicated count) individuals each year from 2014-2016. These individuals visited approximately 4 times (25,252 average total yearly visits) and used approximately 5 services (30,406 average total yearly services). The percent change in the number of unduplicated customers served from 2014-2016 was -3.96 percent, for number of visits was -24.98 percent and for services used was -30.83 percent.

- **Cash Assistance Recipients**

MAIN REQUIREMENTS TO QUALIFY/MAINTAIN CASH ASSISTANCE

The average number of adult recipients that received OWF/Cash assistance from 2014-2016 was 1,235 per year (average of 103 per month) with a percent change of -17.61 percent. The average number of children (under the age of 18) from 2014-2016 was 15,782 per year (average of 1,315 per month) with a percent change of -6.20 percent. Lastly, the average amount distributed per year in cash assistance for both adult and child was \$3,478,450 (average of \$289,871 per month) with a percent change of -5.71 percent.

- **Comprehensive Case Management Employment Program (CCMEP)**
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