



WAYNE COUNTY Job and Family Services



FROM THE DIRECTOR

- Richard A. Owens

The year 2020 may be known as the year of the COVID outbreak.

For the last couple of years there was a downward trend in many service categories as jobs were plentiful; and while people still needed help, many were finding employment. In 2020, COVID restrictions impacted many business operations leading to lost jobs. Many people found that they needed help to get through the impact of the COVID outbreak.

In the following pages, you will read about the services the Wayne County Department of Job and Family Services offers. You will see how the Department continued to provide services to the community during an economic downturn that began with the health crisis. You will discover how the service level increased even as new delivery models were implemented with many services provided remotely either by phone or the internet.

The Department does its best to assist people in crisis. In this annual report you will learn about the help this Department provides.

2020 AGENCY STAFF

0 – 5 YEARS

Amber Abi El Hessen
Kathy Alaura
Tresa Backus
Kaylee Becker
Danielle Bolling
Brittney Carozza
Robyn Cox
Mallorie Crank
Jennifer Garrison
Lisa Gunnels
Gregory Hall

Julia Heifner
Julie Kastner
Veronica King
Jourdan Krajcik
Alecia MacFarlane
Kristen Mairs
Ashley McQuate
Michele Miller
Corey Rehm
Chelsea Schnell
Mickey Seiler
Priscilla Spiker

Laura Spreng
Angela Stewart
Ashley Thompson
Amy Welty

6 – 10 YEARS

Crystal Brown
Carrie Corp
Jeremy Howerter
Jennifer Karger
Danielle Krimaschewicz
Darlene Lint
Russell Nowell
Amy Stanley
Dawn Streit
Lisa Todaro
Aaron Vizzo

Merci Williams
Trista Woodruff
Lacey Zellner

11 – 15 YEARS

Lora Bowman
Barb Gademer
April George
Lori Jones
Tammy Mallett
Kelly Moorhead
Brenda Norris
Richard Owens
Stacey Tanner
Sherry Vitallo

16 – 20 YEARS

Andrea Ickes
Amy Kota
Amy Marti
Jackie Piatt

20+ YEARS

Karen Baumgartner
Jim Dilgard
Rita Flanagan
Jennifer Kearns
Becky Nowell

30+ YEARS

Liz Miller

Commissioners: Ron Amstutz, Rebecca Foster & Sue Smail

www.waynecountydjfs.com

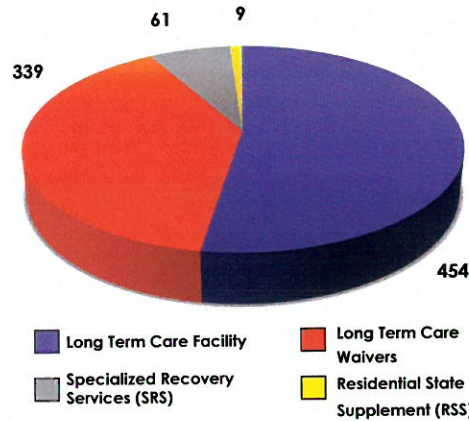
PUBLIC ASSISTANCE

MEDICAID

Medicaid is the program that is used by more Wayne County residents than any other that the Agency administers. It provides quality health care and preventative medicine to adults and children in need.

Long Term Care Medicaid which is Home Care, Nursing Home, Specialized Recovery Service, and Residential State Supplement, pays for health care coverage and services for individuals with low incomes or very high medical bills relative to income and assets. The Home Care (Waiver) programs goal is to allow the individual to live at home, with assistance, rather than go into a long-term institution. Nursing Home, also called institutionalized Medicaid, provides general health coverage and coverage for nursing home services. Specialized Recovery Services offers home and community-based services that are person-centered and aimed at supporting individuals in the community for individuals diagnosed with a severe and persistent mental illness or with a diagnosed chronic condition. Residential State Supplement helps qualified residents pay for the cost of adult foster care, adult care facilities (adult group homes), or residential care in an

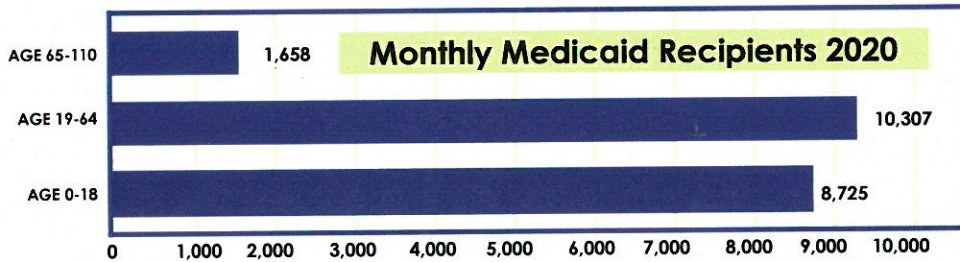
Long Term Care Medicaid



assisted living community.

In addition to in-house applications Medicaid can be accessed on-line at www.benefits.ohio.gov or by calling 1-844-640-OHIO (6446).

The numbers of participants for Medicaid categories are displayed in the graph below.



BENEFIT RECOVERY UNIT (BRU)

The goal of everything we do at WCDJFS is to help people in need. We work hard to make sure rules and regulations are followed and that clients in need receive benefits according to federal and state policies. However, in some cases benefits are issued in error or (due to the nature of the rules of the system) received by clients when they are not entitled to the specific amount that they did receive. In these instances, the Benefit Recovery Unit has the task of determining the amount of the overpayment and making arrangements with the client to repay those benefits.

These overpayments have three separate descriptions. They are: **Administrative Error** (Agency / regulation caused), **Household Error** (client caused), and **Intentional Program Violation (IPV)** (client Fraud). The first two types are most common and are simpler to calculate and process. The IPV can lead to legal action and or prosecution through the Wayne County Prosecutor's office.

In instances when an Assistance Group has an outstanding overpayment balance

owed but has not been making proper payments the state may invoke tax refund intercept programs called **TOP** (tax offset program—Federal tax refunds) and **STOP** (state tax offset program—state tax refunds). The **TOP** and **STOP** programs divert tax refund dollars back to the Ohio Department of Job and Family Services to reduce overpayment balances.

There are times when an applicant's situation seems suspicious to the caseworker. In those cases, the **EDP (Early Detection and Prevention)** program is invoked and the applicant's statements are more closely investigated prior to benefits being issued. The BRU Unit works with an on-staff Deputy from the Wayne County Sheriff's office to complete these investigations.



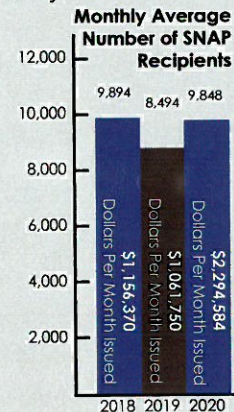
In 2020, a total of 918 overpayment referrals were received with collections reaching \$308,454.60.

FOOD ASSISTANCE

"Supplemental Nutrition Assistance Program," or SNAP, is the Food Assistance program that in 2020 assisted more than 9,800 Wayne County individuals on a monthly basis to meet their food needs.

The new statewide application process is simple and can be done three ways: online at www.benefits.ohio.gov, over the phone at 1-844-640-OHIO (6446), or in person at our office.

Benefits are issued via the Ohio Directions card to speed up delivery time and reduce possible fraud. The graph shows a three-year pattern of Food Assistance trends for Wayne County.



OHIO WORKS FIRST (OWF)

Providing financial support continues to play a vital role for families in stabilizing households and transitioning back to gainful employment. Staff of the Income Maintenance and Workforce Departments, worked diligently with applicants to provide assistance in a professional, accurate, and timely manner.

OWF Monthly Average

Year	Recipients	Monthly Dollars
2018	443	\$94,293.00
2019	459	\$98,220.00
2020	414	\$88,596.00



SOCIAL SERVICES

TITLE XX

PROVIDER	\$	%	PROGRAM DESCRIPTION
GILCREST WELLNESS CENTER	\$38,408.38	5.85%	ADULT DAY CARE FOR ELDERLY / DISABLED TXX TRANSPORTATION
ONE EIGHTY (fka STEPS / CADET and JULIA'S HOUSE)	\$185,283.71	27.49%	DRUG/ALCOHOL ABUSE COUNSELING/ EMERGENCY SHELTER FOR VICTIMS OF ABUSE
ANAZAO COMMUNITY PARTNERS	\$44,952.04	6.67%	SUBSTANCE ABUSE COUNSELING/AT RISK YOUTH
EASTER SEALS OF NORTHERN OHIO	\$15,369.18	2.28%	HOME BASED SENIOR CARE
CATHOLIC CHARITIES	\$21,796.80	3.23%	VULNERABLE YOUTH
COMMUNITY ACTION WAYNE/MEDINA	\$9,180.88	1.36%	GETTING AHEAD PROGRAM
COUNSELING CENTER OF WAYNE AND HOLMES COUNTY	\$25,474.00	3.78%	VULNERABLE YOUTH
ENCOMPASS	\$67,100.00	9.95%	VULNERABLE YOUTH
THE VILLAGE NETWORK	\$235,554.01	34.94%	VULNERABLE YOUTH
VIOLA STARTZMAN	\$30,000.00	4.45%	MEDICAL
TOTAL	\$674,119.00	100%	

CHILD CARE

The Child Care Unit determines eligibility for assistance to parents with child care costs while the parent is engaged in work or training efforts. This assistance allows low-income parents to find and/or keep jobs, and ensure that their children have access to an early care and education experience they need to succeed in school. To be eligible for publicly funded child care a family's income has to be at or below 130 percent of the federal poverty guideline. A family may remain eligible for child care assistance until their income increases to 300 percent of the federal poverty guideline. In 2020, there were 874 children that utilized publicly funded childcare.

Our Agency also recommends licensure to the State of Ohio and monitors all Child Care homes. In 2020, \$1,574,736.08 was expended in Child Care benefits by The Social Service Department. The county had an average of 7 In-Home Providers and 31 Centers in 2020. Due to the Pandemic the Governor issued an order that all Child Care Facilities close effective March 26, 2020; unless they became a certified pandemic childcare program. Wayne County had 4 In-Home Providers and several state licensed Centers remain open. That included reduced ratio, increased sanitation, health screening, handwashing protocols and reporting requirements for exposure to COVID-19. Providers were able to return to their normal ratios effective August 9, 2020 with the continuation of following the pandemic rules.

ADULT PROTECTIVE SERVICES (APS)

The Adult Protective Service (APS) Department within the Agency works to protect the elderly population within Wayne County. Staff are trained to assist when reports of abuse, neglect and exploitation are received. APS staff connect the adult client with family members & community services to stop/prevent harm. Home visits are conducted to assess the client's physical & mental condition.

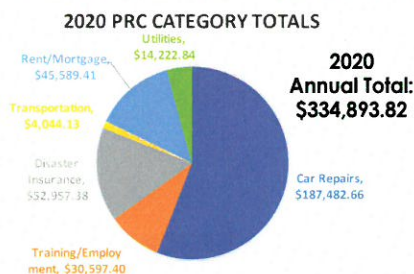
During the pandemic APS staff continued

to conduct home visits to ensure the safety of the elderly population.

The Agency continued its contract with the Easter Seal organization to provide home care and comfort to APS clients. The Agency also contracts with Gilcrest Adult Day Care Center to provide a rewarding experience for the elderly population.

2020 brought 215 APS referrals. Timely, professional, caring response to these referrals was a great benefit to all APS clients.

PREVENTION-RETENTION-CONTINGENCY (PRC)



Within the Social Service Department is the PRC program. Much needed / short term assistance such as: car repair, utility shut off prevention, utility deposit, and rent / deposit assistance are all part of the PRC safety net program. Working families that experience a short-term loss of income or other unforeseen situations may qualify for help through PRC. The PRC program assisted people who were affected by the Pandemic by adjusting the requirements for car repair, rent and utilities. The major premise of the PRC program is to help with crisis problems so that people can remain employed and provide for their families.

TRANSPORTATION

The Non-Emergency Transportation (NET) program is designed to assist ambulatory clients with the cost for trips to medical appointments. Preventative checkups and simple doctor visits lower Medicaid costs overall and save taxpayer dollars. Vouchers are issued to the client which are accepted as payment by local gas stations. The Social Service Department determines NET eligibility. Due to the pandemic, the number of gas vouchers issued for 2020 were lower than normal.

The NET program issued Medicaid gas vouchers to 25 people per month in 2020 with a total annual cost of **\$159,633.86**.

Title XX funds (a separate funding source) were used to help people with medical transportation who did not qualify for Medicaid. Dialysis patients using end of life care were usually the recipients of Title XX gasoline vouchers. In 2020, 3 people were served via Title XX Transportation with a total cost of **\$15,234.91**.

OhioMeansJobs Wayne County



Wayne County

A proud partner of the
American Job Center network

OhioMeansJobs Wayne County is here for you!

The "One Stop" for all your employment and training needs in one convenient location (lower level of Wayne County Department of Job and Family Services). In 2020, OhioMeansJobs Wayne County shifted to phone and web-based service delivery to meet the needs of job seekers and businesses as a result of the health pandemic.



We Serve:

- Wayne County businesses
- Job-Seekers
- Priority of service to Veterans and their spouses

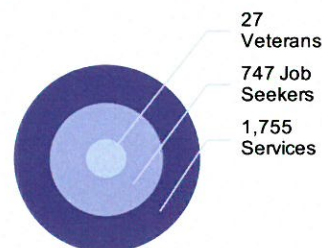
Business Services

Made available to you through the investment of your tax dollars.

- Increase productivity and competitiveness through on-the-job training or incumbent worker
- Gain the competitive advantage and start saving valuable time and money by working directly with OhioMeansJobs Wayne County for posting career openings and resume matching on OhioMeansJobs.com
- Rapid re-employment services are available for your impacted workforce, which will save you money in unemployment costs.

Job-Seeker Services

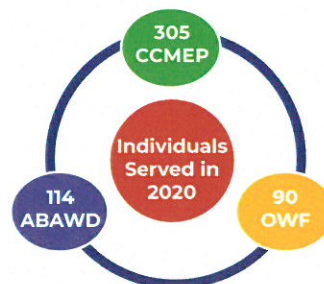
- Job-seekers may access Resource Center to job search on OhioMeansJobs.com.
- Career specialists assist with creating professional resume and help guide you to available in-demand careers and training.



OhioMeansJobs Wayne County partners with 17 organizations to provide valuable services to job-seekers and businesses.

Work Experience Programs

OhioMeansJobs Wayne County, in partnership with Goodwill Industries of Wayne and Holmes Counties, provided valuable work experience to individuals in receipt of food (Able Bodied Adults without Dependents - ABAWD) or cash assistance (Ohio Works First - OWF) to move toward self-sufficiency. For the Comprehensive Case Management & Employment Program (CCMEP) we continued to expand our program in 2020 to assist more youth and young adults ages 14-24 with their education and employment goals.



Visit [OhioMeansJobs.com/Wayne](https://ohioMeansJobs.com/Wayne) to learn more
Hours are Monday-Friday 7:30 a.m. to 4:00 p.m.
Phone (330) 264-5060 or 877-656-5060

Follow us on social media:



MISSION STATEMENT

To help improve and enrich the lives of those we touch by providing financial, social, and educational services; to empower, encourage, and assist in every opportunity for self-sufficiency, respect, and independence.

SERVICES PROVIDED

Cash Assistance • Medical Coverage
Food Assistance • Job Placement
• Education & Training • Child Care
Medical Transportation
Shelter/Utility Assistance