



Randall Galbraith, Esq.
Director



2024 Annual Report

LETTER FROM DIRECTOR GALBRAITH:

As I reflect on the past year, I am proud of the remarkable progress and achievements Hancock County Job & Family Services has made as an organization. Despite facing challenges, from the rapidly increasing costs of placement for children in our care, continued difficulty in attracting suitable workforce, and the long-standing trend of flat funding from the state and federal government, we have remained steadfast in our commitment to aiding our most vulnerable families. We also remain committed to work with our community partners to identify emerging needs and gaps in our various systems and develop innovative ways to meet those needs and close those gaps.

Our dedication to excellence and strategic vision has enabled us to meet our 2024 goals and surpass expectations in many key areas. The achievements we've made are a testament to the hard work and dedication of our entire team. I would like to extend my heartfelt thanks to the Hancock Board of Commissioners, HCJFS employees, and community partners for their unwavering support throughout the year.

Looking ahead, we are excited about the opportunities before us. We will continue to embrace change, drive innovation, and build on the momentum we've generated. Our vision for the future remains clear, and we are confident that, together, we will continue to provide help today and build hope for tomorrow for our most vulnerable residents.



Thank you for your continued trust and partnership.

A handwritten signature in blue ink that reads 'Randall L. Galbraith'.

OUR PURPOSE

Providing help today
and building hope for
tomorrow.

Hancock County Job and Family Services strives to develop the means to assist the citizens of Hancock County to achieve their maximum level of self-sufficiency.

OUR SERVICES

Through its partnerships with community organizations and state and federal government agencies, Hancock County Job and Family Services provides a number of services to families and individuals in need of assistance. These services range from food assistance, cash assistance, and child care subsidies to child support enforcement, job training, access to medical care as well as adult and child protective services.

Hancock County Job and Family Services works under the direction of the Ohio Department of Job and Family Services. The mission of ODJFS is to support the well-being

of Ohioans by strengthening families and promoting economic stability. ODJFS receives most of their funding from the federal government. They are responsible for distributing that funding to more than 150 partner agencies throughout the state including: county departments of job and family services, public children service agencies, child support enforcement agencies and local workforce development boards.

Hancock County Job and Family Services is a quadruple combined agency. Our office is a state and federally funded agency administered by the county commissioners.

Hancock County Commissioners



William L. Bateson
Commissioner



Timothy K. Bechtel
Commissioner



Jeffrey Hunker
Commissioner

CHILD CARE

Ohio counties provide child care services and early learning opportunities that families need in order to succeed at employment and/or furthering their education. Through state and federal funding, families that have an income at or below 145% of the federal poverty guideline can receive payment for all or part of their monthly child care expenses while parents work, attend job training or educational activities. A family may be eligible until income increases to 300% of the federal poverty guidelines.

Hancock County's child care program is managed through Northwestern Ohio Community Action Commission (NOCAC) in Defiance, Ohio.

In 2024, the State of Ohio instituted a voucher program for publicly funded child care and began determining eligibility for the Early Care and Education program.

In 2024:

Average Monthly Children Receiving Child Care: 375

Average Monthly Children on PFCC but not using services: 69

Average Monthly Child Care Expenditures: \$185,886



CHILDREN’S PROTECTIVE SERVICES

Children’s Protective Services receives and investigates reports of alleged child abuse and neglect in Hancock County as well as offering community services to families in need of assistance. Child welfare workers investigate the reports by conducting interviews and gathering information about the report in order to determine the safety of the child and the degree of intervention necessary. Upon completion of the investigation, the caseworker will recommend services for the child and family which will help keep the child safe, reduce the risk of further abuse or neglect, and keep the family together whenever possible.

If the safety risk to the child(ren) is high, the agency will continue to offer services with an ongoing caseworker. These services can either be voluntary or court ordered.

Adoption

Ohio counties provide a comprehensive scope of services to birth parents, adoptive parents and adoptive children, particularly those children who have been in foster care.

Child Safety and Care/Placement

The Hancock County Public Children Services Agency administers local adoption assistance, foster care services and child welfare intervention programs. The agency’s goal is to reunify children with their families, when possible, but if it is not a safe option for the child, the agency will seek other permanent living arrangements for them.

Adult Protective Services (APS)

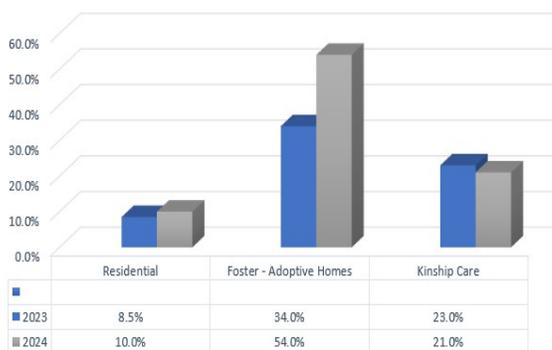
Hancock County Job and Family Services provides Adult Protective Services to the elderly (65 and older) who are in danger of harm, unable to protect themselves, and/or have no one to assist them.

In 2024:

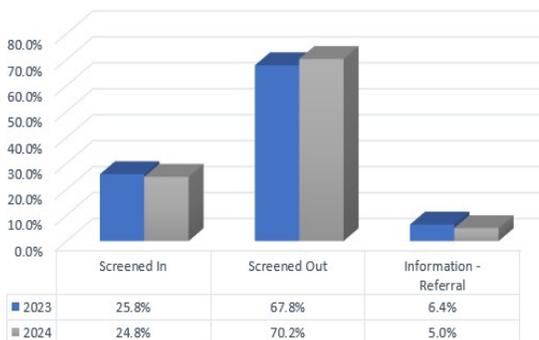
- Reports Received (children): 1,761
- Reports Screened In (children): 436
- Monthly Average Number of Children Served: 80
- Number of Licensed Foster Homes in Hancock County: 6
- Number of Children in Agency Custody at the End of the Year: 77
- Number of Adoptions Finalized: 10
- Reports Received (adults/APS): 202
- Reports Screened In (adults/APS): 107



Placement Type



Intake Details & Statistics Report





Ohio's child support program helps children get the financial and medical support they are legally entitled to and deserve. More than one million children in Ohio have child support cases, and the program consistently ranks as one of the best in the nation. This achievement reflects a joint, dedicated effort among federal, state and county agencies.

The Ohio Department of Job and Family Services' Office of Child Support supervises the state's child support program, and county child support enforcement agencies (CSEAs) administer it. The Office of Child Support establishes policies and guidelines based on federal and state laws. It also processes support payments and provides leadership and guidance to county CSEAs. Research has shown that when support payments are ongoing, non-custodial parents are more involved in their children's lives and their children have better outcomes.

CHILD SUPPORT ENFORCEMENT AGENCY

The Hancock County Child Support Enforcement Agency establishes paternitys and obtains, enforces and collects child support funds for children.

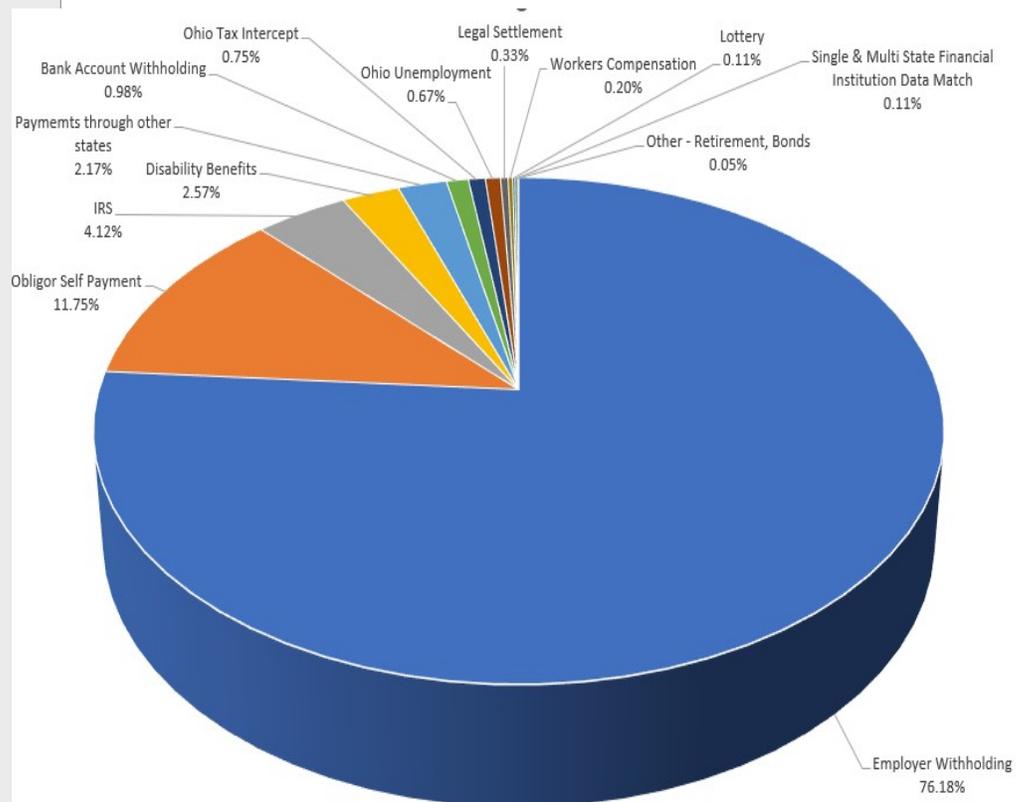
The mission of Hancock County CSEA, is to operate a program for support enforcement in Hancock County that complies with both federal and state law and to provide all services relative thereto, in a courteous, professional manner.

Paternity establishment is the legal determination of a child's father. By establishing paternity, a father gains the right to seek custody and parenting time. Establishing paternity helps provide a biological, emotional, and financial connection between a father and a child.

2024

Total IV-D Cases	3,348
Total Non-IV-D Cases	191
Total Cases	3,539
Active Participants	11,513
Administrative Orders Established	121
Calendar Year Collections	\$9,834,233

2024 COLLECTIONS



FAMILY ASSISTANCE

The Family Assistance Unit determines eligibility for programs designed to assist families with cash, food and medical care. In 2024 the unit received and processed 4,782 applications.

Supplemental Nutrition Assistance Program (SNAP)

The Food Assistance program, or SNAP, is designed to raise nutritional levels, to expand buying power and to safeguard the health and well-being of individuals and families whose monthly income meets the program guidelines.

Average Monthly SNAP Recipients: 5,898

(3,425 adults/2,473 children)

Average Monthly SNAP Cases: 2,979

Average Monthly SNAP Payments: \$1,136,277

2024 Total SNAP benefits issued in 2024: \$13,635,325



COUNTY SHARED SERVICES CALL CENTER

The Family Assistance Unit of Hancock County JFS is part of a 9-county shared services group known as Collabor8. In 2024, the group handled a total of 102,880 calls through the call center with an average speed of answer of 9.2 minutes.

Ohio Works First

Ohio Works First is the state's cash assistance program for low-income families and is funded by the Federal Temporary Assistance to Needy Families (TANF) block grant. OWF provides a cash grant to help meet basic needs for qualified individuals. Adults in receipt of cash assistance have a 36-month time limit and are subject to monthly work activity assignments to remain eligible for the benefit.

Average Monthly OWF Recipients: 297

(11 adults/286 children)

Average Monthly OWF Cases: 184

Average Monthly OWF Payments: \$81,167

Total OWF benefits issued in 2024: \$974,013

Medicaid

Medicaid is the state and federally funded program that pays for health care services for eligible low-income people of all ages, including children, pregnant women, families, older adults and Ohioans with disabilities. Medicaid services are delivered via contracted health care providers, ensuring that Medicaid consumers get access to needed services, such as physician visits, hospital inpatient care, prescription drugs, home health services and services in long term care facilities.

Average Monthly Medicaid Recipients: 14,322

(8,191 adults/6,131 children)

Average Monthly Medicaid Expenditures: \$12,188,839

Total Medicaid expenditures in 2024: \$146,266,071

Fraud Prevention and Benefit Recovery

Hancock County has one employee responsible for investigating reports of public assistance fraud and the identification and collection of overpayments made to public assistance recipients who receive Food Assistance (SNAP), TANF Assistance (OWF/PRC), Medicaid and/or Publicly Funded Child Care benefits.

In 2024 the agency recovered \$20,597 in SNAP overpayments and \$2,527 in TANF overpayments. Collections on overpayments can be received by cash payments, recoupments off the benefit payment card or through the tax offset program.

Last year we received \$3,232 in incentives for overpayment collections.



NON-EMERGENCY TRANSPORTATION (NET) SERVICES

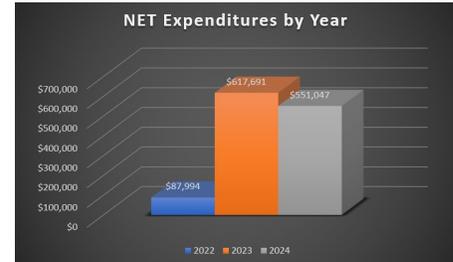
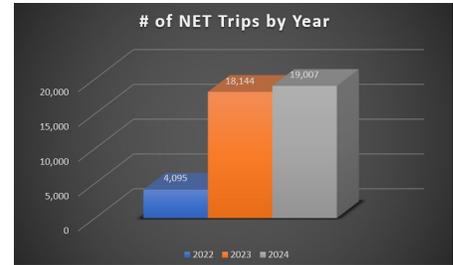
Any individual with full Medicaid eligibility qualifies for necessary transportation or transportation assistance to access Medicaid-coverable services. There are several different ways that non-emergency medical related transportation can be offered: gas cards, cab rides, as well as direct transportation through the county transportation coordinator or a county contracted provider.

Average Monthly NET Transportation Trips: 1,584

Total Transportation Trips: 19,007

Average Monthly NET Transportation Expenditures: \$45,920

Total Transportation Expenditures: \$551,047



COUNTY JFS INFORMATION TECHNOLOGY SERVICES (IT)

Hancock County JFS fully migrated the OhioMeansJobs-Hancock County website, joining the rest of the county departments as part of the county wide platform. The new page for OhioMeansJobs can be found at [OhioMeansJobs - Hancock | Hancock County, OH](https://ohiojobs.com/hancock)

[Home](#) - [Departments](#) - [Job & Family Services](#) - OhioMeansJobs - Hancock
OhioMeansJobs - Hancock



OhioMeansJobs

Hancock County
A proud partner of the American Job Center network

The Hancock County JFS website was completed and built up for full functionality on the same platform.

Crossbow along with JFS IT staff did an overhaul of the network data cables in the JFS building. This included extending network capabilities by adding new drops and additional data lines, while also repairing and replacing damaged lines and outdated network adaptors.

JFS IT staff worked with county, state, and federal officials to ensure the agency was prepared for timely responses during the April 8th eclipse. Preparation included coordinating with local county officials and getting the agency added to the list of federal first responders to gain first priority status.



The agency added iPads with language/translation applications to the JFS reception area which has helped in communicating with the non-English speaking population.



WORKFORCE DEVELOPMENT / OHIOMEANSJOBS-HANCOCK COUNTY

The Workforce Innovation and Opportunity Act (WIOA) is a federally funded program that assists employers in obtaining skilled and productive employees; expands the available pool of skilled workers whose skills match current job opportunities; and measures program achievements in terms of customer outcomes and increased local accountability.



Job Seeker Services

Free services for job seekers including career counseling, resume assistance, job-matching services, skills training with supportive services (Individual Training Accounts/ITAs) and internet/job searching resources.

Employer Services

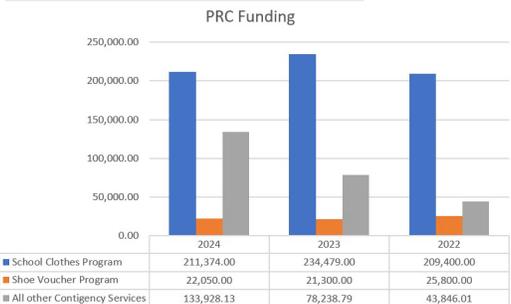
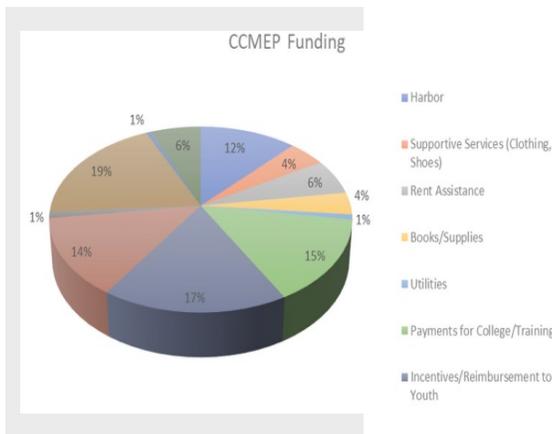
Free services for employers including access to skilled workers, lay-off aversion assistance (Incumbent Worker Training/IWT), assessment services, interview space, and hiring/training incentives (On the Job Training grants/OJTs).

Comprehensive Case Management and Employment Program

CCMEP is a program to assist low-income youth (ages 14-24) build career paths and find employment. The program offers a wide variety of services tailored to each individual youth. CCMEP is funded through the WIOA youth program and the TANF program. CCMEP engages participants in meaningful employment and training programs. CCMEP focuses on the participants not the programs and allows caseworkers the flexibility to offer more constructive services. After program exit participants are given 12-months of follow-up services to ensure their continued success.

Prevention, Retention and Contingency Program

The county PRC program provides work supports and additional services to help low-income families overcome emergent situations. PRC is another program that is funded through TANF, each county in Ohio is responsible for developing their own PRC plan and deciding the types of short-term services they will offer low-income families during a crisis or time of need.



2024 by the Numbers

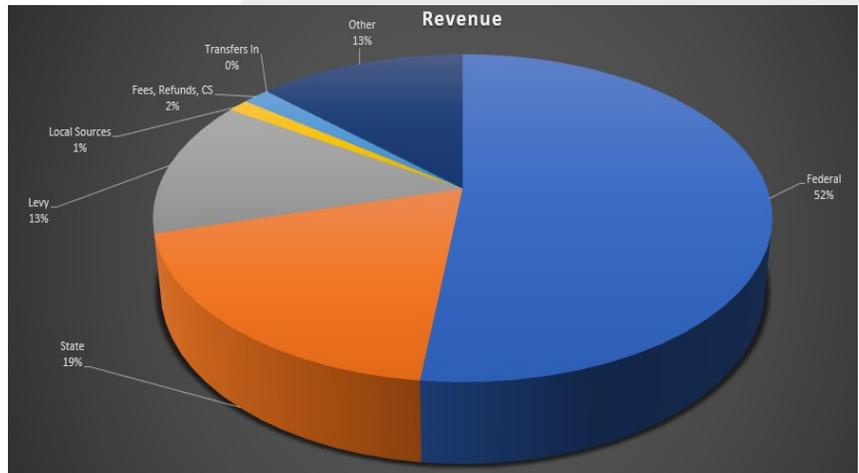
- # of children served under the shoe voucher program: 446
- # of children served under the school clothing program: 1,014
- Total expenditures for the school clothing program: \$211,374
- # of adults approved for ITAs: 25
- # of adults approved for OJTs: 9
- Total amount granted for ITAs and OJTs: \$112,006
- Average Monthly # of Individuals Enrolled in CCMEP: 66
- Average Monthly # of Individuals in CCMEP Follow-Up: 28
- # of employers receiving IWT funding: 3
- Total amount granted for IWTs: \$4,113



AGENCY FINANCIALS

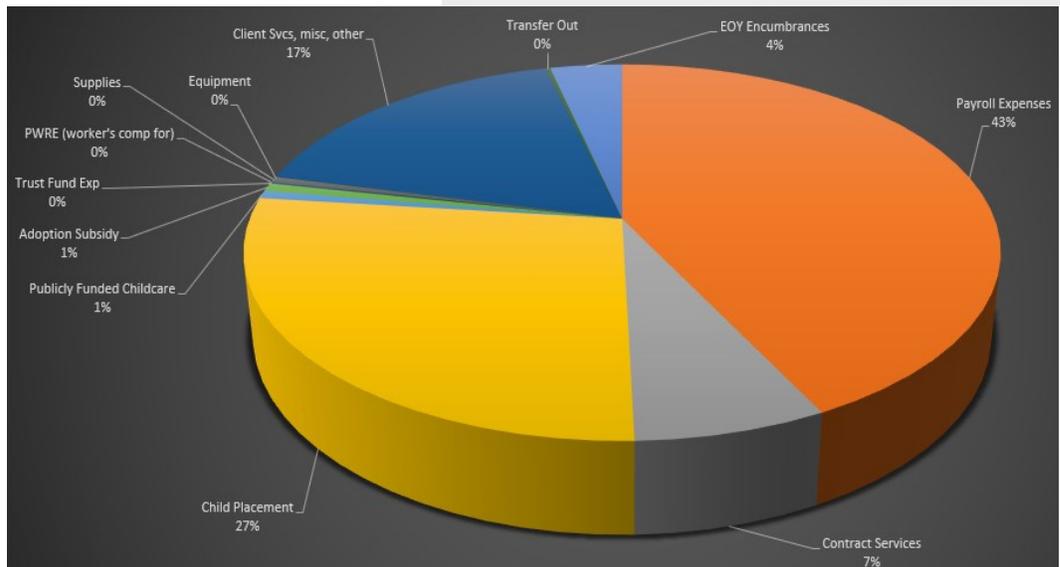
2024 Revenue

Federal	\$6,594,421.32
State	\$2,394,206.10
Levy	\$1,723,139.76
Local Sources	\$160,610.59
Fees, Refunds, CS	\$209,183.89
Transfers In	\$1,278.18
Other	\$1,639,662.99
Total Revenue	\$12,722,502.83



2024 Expenditures

Payroll Expenses	\$5,618,762.24
Contract Services	\$923,772.82
Child Placement	\$3,601,954.38
Publicly Funded Childcare	\$88,928.54
Adoption Subsidy	\$92,266.92
Trust Fund Exp	\$23,276.00
PWRE (worker's comp for)	\$120.00
Supplies	\$50,819.04
Equipment	\$5,675.00
Client Svcs, misc, other	\$2,284,261.90
Transfer Out	\$27,827.21
EOY Encumbrances	\$482,742.38
Total Expenditures	\$13,200,406.43



*Cash balances at the end of 2023 added to revenue received in 2024 supported annual expenditures.

**HANCOCK COUNTY
JOB
& FAMILY SERVICES
LEADERSHIP TEAM**

Director:

Randall Galbraith, Esq.

Assistant Director:

Janet Beall

Fiscal Officer:

Christine Lomeli

Human Resources Officer:

Chelsea Wentling

Program Administrator:

Tyler McKinney

Children's Protective Services

Administrative Staff:

Kelli Miller, Administrator

Angie Rader, Supervisor

Kristi Beall, Supervisor

Child Support Enforcement

Agency Administrative Staff:

Sara Schaffner, Administrator/Attorney

LeeAnn Depinho, Supervisor

Family Assistance & Workforce

Development Administrative Staff:

Triena Miller, Administrator

Michelle Miarer, Family Assistance
Supervisor

Danielle Whitta, Family Assistance
Supervisor

BriAnna Ybarra, Workforce Develop-
ment Supervisor

2024 ACCOMPLISHMENTS AND 2025 GOALS

Children's Protective Services

Throughout 2024 the agency has maintained the new Foster Recruitment/Licensing worker position who has been able to successfully increase the amount of licensed foster homes in Hancock County. Having an increase in local foster homes allow children who have been removed from their homes to remain in their established community, creating less disruption and trauma to their lives. Through this position the agency has also been able to offer greater support to local foster homes. Hancock County now has 6 licensed homes with several more in the process.

The Child Protective Services Unit continued to navigate staffing shortages throughout 2024 while ensuring that all children involved with the agency were safe and all state mandates were met. Through their dedication and productivity, the agency was awarded an incentive bonus of \$16,015.63 for meeting mandates for all home visits with families and children that were working with the agency for ongoing services. The agency was able to utilize assistance from several community partners to provide a fantastic Christmas party for all children in custody of CPSU that included gifts, games, food, and an appearance from Mr. & Mrs. Claus.

In 2025, the agency hopes to continue to build their Foster Care program and continue to increase local licensed homes. The agency is teaming up with other counties to add licensed treatment level foster homes to the county to provide higher levels of care locally when needed. The agency will also continue to build on Kinship programs to better assist kinship families taking in children removed from their homes which keeps them out of Foster Care system.

Child Support Enforcement Agency

In FFY2024, the CSEA increased its paternity establishment and support establishment compared to FFY2023. The CSEA also implemented procedures involving non-parent caretakers.

The CSEA goals for 2025 are to continue to increase overall collections, with an emphasis for case receiving assistance. The unit also hopes to increase the use of judicial enforcement (contempt) for non-paying obligors.

Family Assistance

In 2024 the Family Assistance Unit was able to successfully complete the Medicaid "Return to Routine Operations". This means that the unit was able to review all Medicaid recipients to redetermine eligibility that could not be discontinued during the Public Health Emergency. 2024 also saw an increase in SNAP EBT card cloning and skimming. The agency was able to replace benefits that were determined to be stolen through 12/20/24 when funding ran out. In 2024, we replaced \$15,396 in EBT benefits for 24 households.

In 2025 the Unit hopes to continue to exceed the state standards for application timeliness and alert processing.

Workforce Development/OhioMeansJobs-Hancock County

In 2024 our office served 1,014 children with \$200 clothing vouchers through our PRC School Clothing program. Additionally, 13 participants in the CCMEP program enrolled in college last semester. Of the 13, 10 were first time college enrollees. All 13 are enrolled again this semester.

In 2025 we hope to enhance employer awareness of the services offered by our office. We also hope to expand our community outreach initiatives to raise awareness of the available job seeker services at OhioMeansJobs-Hancock County.

Child Care

In August of 2024, the Little Panthers Learning Center opened in McComb. Agency representatives continue working as part of the Hancock County Child Care Collaborative focusing on policy, recruitment and retention for child care providers.





Center to Advance Manufacturing
Jul 11, 2024

Today Center Director, Tim Mayle & Workforce Training Coordinator, Jeri Steinbrook, met with **OhioMeansJobs - Hancock County** representatives to discuss workforce programs to upskill employees in manufacturing and logistics!
#workforce #manufacturing #logistics

