

Report to the **COMMUNITY**

State Fiscal Year 2020

July 1, 2019 - June 30, 2020

COMMUNITY
Services

WORKFORCE
Development



Ohio
MEANS
Jobs.

**Allen
County**

A proud partner of the
American Job Center network

Job Family
SERVICES
Allen County

Update from the *Director*



Joe Patton

Allen County Job and Family Services &
OhioMeansJobs - Allen County

We are excited to present our Annual Report for Fiscal Year 2020, showcasing our accomplishments of the past year, as well as highlighting the services that Allen County Job and Family Services and OhioMeansJobs – Allen County offer to our community. Every year, we compile facts and statistics for this report to evaluate our services and make necessary improvements to better serve our customers. Additionally, it is important to share this information with not only our County Commissioners, but also our community to bring awareness to our services and the assistance we can provide to individuals and employers of Allen County.

Our Agency mission and vision serve as the backbone of who we are and what we strive to accomplish for the communities we serve. Additionally, our Agency has been fortunate to have strong partnerships and collaborations within Allen County—and throughout the State of Ohio—that allow us to be an innovative leader in meeting the needs of our customers.

This past year has brought with it many opportunities, and some challenges, highlighted by the relocation of our Agency to Commerce Parkway in December 2019. With our new facility came the construction of the Workforce Development Center, completed in February 2020. Together, our new location provides streamlined service from public assistance through career development and everything in between. In addition to our new facility, our staff also chose a new way forward in labor relations, voting to de-certify their union affiliation in August 2020; we look forward to working with our employees on their success, and the success of our Agency as a whole for many years to come.

We are dedicated to investing in our next generation of leaders and providing a pathway to help our current employees grow and become better leaders, professionally and personally. This year we were able to send 76 employees to attend the Global Leadership Summit where world-class leaders speak on leadership principles and actionable concepts, while delivering heartfelt inspiration.

Of course, our report of 2020 would not be complete without mention of our Agency's response to the COVID-19 pandemic. While the health situation required limitation of in-person services, through the commitment of management and staff alike, our Agency was able to shift to phone and web-based service delivery to meet the needs of our community. Additionally, through our Prevention, Retention and Contingency program, we provided much needed pandemic relief to those most impacted. We approved 277 \$500 payments, and Superior Credit Union helped us provide an additional 200 \$250 payments.

Through these challenges and opportunities, we have been able to set ourselves apart, with OhioMeansJobs – Allen County considered as a “Best Practice” County within the Greater Ohio Workforce Board/Area 7. We are proud of what we have accomplished in the past year, and look forward to continuing to set the pace as the model for our region and the State of Ohio.

Sincerely,

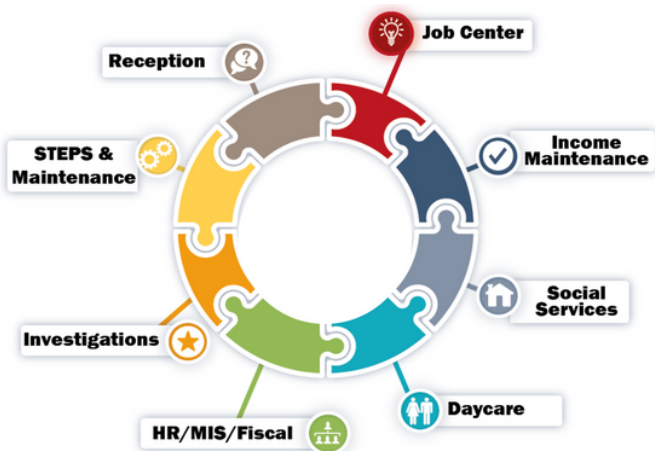


Our Mission:

Allen County Job and Family Services, with support of regional employers, economic development and community partners, is committed to building a stronger community by promoting self-sufficiency. We are dedicated to assisting Allen County families and individuals achieve their highest level of stability and independence through career development and supportive services.

Our Vision:

Like the pieces of a puzzle, every part of Allen County Job and Family Services plays a crucial role in the success of our mission and to ultimately assist in filling the workforce gap of Allen County and assist our clients to self-sufficiency. No matter the division, unit or individual position, every employee is committed to the highest level of customer service to positively impact the communities we serve and ensure individuals and families find the resources needed to improve lives.



FISCAL & BUSINESS

Administrative/Indirect Services	SFY19	SFY20
Salaries/Compensation	5,291,470.04	5,054,560.41
Operations	924,978.07	1,275,459.97
Sub Total	6,216,448.11	6,330,020.38

Purchased/Direct Services	SFY19	SFY20
Public Assistance (PA)	1,078,635.33	2,072,481.35
Workforce Innovations and Opportunity Act	723,308.04	793,192.03
Sub Total	1,801,943.37	2,865,673.38

*PA expenditure includes the upfront purchase of the Allen County Workforce Development & Recruiting Center to be depreciated over the life of the asset.

Collections/Incentives/Refunds	SFY19	SFY20
Public Assistance Collections	(22,428.43)	(22,468.37)
Public Assistance Incentives	(82,876.04)	(77,879.03)
Public Assistance Refunds	(62,731.41)	(45,958.55)
Mandated Share Deposits	(373,478.00)	(359,760.00)
Sub Total	(541,513.88)	(506,065.95)
Total	7,476,877.60	8,689,627.81

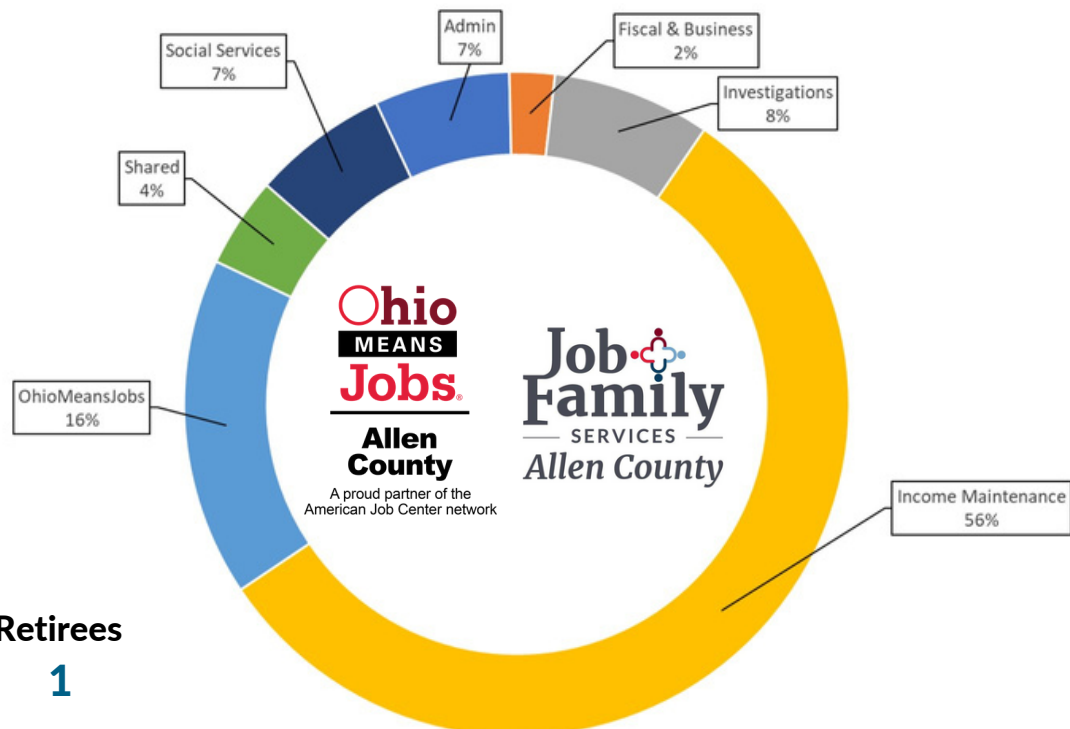
State Assistance Expenditures at County Level (not processed by ACDJFS) on Calendar Year	SFY19	SFY20
OWF Cash	Stats no longer available	Stats no longer available
Food Stamps	Stats no longer available	Stats no longer available
Medicaid	167,912,436.00	172,029,805.00
DA Cash	-	-
Sub Total	167,912,436.00	172,029,805.00

HUMAN RESOURCES

Total Number of Staff:

- 6 Administration
- 4 Shared
- 2 Fiscal & Business
- 51 Income Maintenance
- 7 Investigations
- 6 Social Services
- 15 OhioMeansJobs

New Hires 37
Promotions 14
Retirees 1



INCOME

Maintenance

Food | Medical | Cash

5,435



Intake appointments

13,076 SNAP individuals

 5,621 SNAP households

26,839

Medicaid individuals

14,467

Medicaid households



STEPS

Steps Towards Employment & Permanent Self-Sufficiency

50 Average amount of cash customers per month

126 Average amount of ABAWDS per month

20 WEP (Work Experience Program) Sites

452 Individuals assigned to WEP

38 Obtained employment





SOCIAL SERVICES

Child Care

- 9 Type-A Providers
- 5 Type-B Provider
- 4 New Providers not Licensed

\$538,467.17

Prevention, Retention & Contingency (PRC)
1,454 Applications

Transportation

Employment & Non-Medical

\$1,528 RTA Bus Tickets	\$61,058.90 Right at Home
\$3,656 RTA Transportation	\$400 Bus Passes
\$194,787.01 Black & White Cab	\$7,295.22 Delphos Sr. Citizens
\$17,615.70 Gas Vouchers	\$10,152.71 K&P

261 Medical NET Approved Applications
67 Medical Title XX Approved Applications
155 Employment Title XX Approved Applications

\$30,957.86

Homemaker Services Provided
58 Clients Served | 5 Vendors

\$161,674.13

Kinship Caregiver & Child Welfare
247 Applications

\$188,500

Disaster Relief Assistance Program
477 Applications

\$37,856.78

Housing Assistance
57 Applications

\$19,220.40

Employment Services
233 Applications

\$66,855.42

PRC Transportation
302 Applications

\$34,057.90

Utilities Assistance
73 Applications

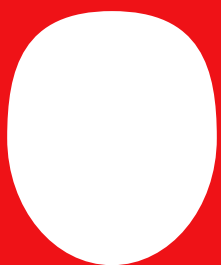
\$49,793.37

Education/Training
54 Applications

\$6,740.83

Other
19 Applications

WORKFORCE Development



7,108

visitors to the
Resource Room



Work with
636
Employers



852

Job openings
posted by
OMJ staff



Job Center Visit Summary

Total Customers: 2,608

New Customers: 705

Returning Customers: 1,903

Hosted 88
HIRING EVENTS

Ohio
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WORKFORCE Development

\$345,503.76
Training Dollars
invested in the
Community



Employer Services

- 47** On-The-Job Training (OJT) Contracts
- 67** Incumbent Worker Training (IWT) Contracts

\$129,470.61 OJT Dollars Invested

\$216,033.15 IWT Dollars Invested

Job Center Service Counts

1,810 Appointments w/
Career Consultants

81 Enrolled in Employment
Incentives Program (EIP)

1,266 Allen County HS Seniors working
with OMJ Career Consultants



Workforce Programs

Workforce Innovation and Opportunity Act (WIOA)

Program Year 2019 Entered Program

34 Adults
1 Dislocated Workers
48 Youth - CCMEP WIOA
55 Youth - CCMEP TANF

Program Year 2019 Exited Program

14 Adults
2 Dislocated Workers
8 Youth - CCMEP WIOA
14 Youth - CCMEP TANF

WIOA Adult & Dislocated Worker

Performance Measure	Annual Rate	Statewide Standard	PY '19 E/M/F
Adult Employment 2nd Quarter after Exit	97.60%	83%	Exceeded
Adult Employment 4th Quarter after Exit	100%	82.80%	Exceeded
Adult Median Earnings 2nd Quarter after Exit	\$8,622	\$6,500	Exceeded
Adult Credential Attainment	93.30%	78.40%	Exceeded
Adult Measureable Skills Gain	90%	66.40%	Exceeded
DW Employment 2nd Quarter after Exit	100%	84.20%	Exceeded
DW Employment 4th Quarter after Exit	100%	86.50%	Exceeded
DW Medium Earnings 2nd Quarter after Exit	\$15,410	\$8,398	Exceeded
DW Credential Attainment	100%	82.10%	Exceeded
DW Measureable Skills Gain	90.40%	65.80%	Exceeded

CCMEP TANF & WIOA Youth Combined

Performance Measure	Annual Rate	Statewide Standard	PY '19 E/M/F
Youth Education, Training, or Employment at Exit	94.10%	60%	Exceeded
Youth Education, Training or Employment 2nd Quarter after Exit	96%	69.10%	Exceeded
Youth Education, Training or Employment 4th Quarter after Exit	93.80%	70.20%	Exceeded
Youth Median Earnings 2nd Quarter after Exit	\$2,983	\$2,691	Exceeded
Youth Credential Attainment	72.30%	35.90%	Exceeded
Youth Measureable Skills Gain	69.20%	45.90%	Exceeded

Investigations



\$324,461.93
Total Program collections

73,767

Income Eligibility Verification
System (IEVS) alerts recieved.
725 verified as unreported

587

Investigations completed.
283 substantiated

61

Food Stamp Intentional Program
Violations (IPV's) totaling
\$65,305.91
in overpayment claims.

Estimated 12-month saving
through disqualifications:
\$142,008

26 Ohio Works First overpayments received
283 Food Stamp overpayments received
14 Medical overpayments received
= \$389,004.54

Adult Protective Services

417
total calls

29
total calls afterhours

Allen County's Adult Protective Services (APS) program investigates and provides some level of follow-up service to every referral it receives. Though some calls are ultimately screened out under the state's program guidelines—including 20 referrals regarding out-of-county residents and 19 referrals of individuals under the age of 60—it is the goal of our APS team to make contact on every referral to the program.



Administration

Joe Patton,
Director

Josh Parker,
Assistant Director

Deana Basinger,
Income Maintenance Administrator

Jacob Larger,
Human Resources Administrator

Jessie Doyle,
Job Center Administrator

Katie Metzger,
Administrative Assistant

In The News

- 6.19.20 - OMJ awards scholarship to Perry High School graduate
- 6.16.20 - Programs for Employers to get the right employees and the training they need.
- 5.19.20 - OMJ now open by appointment only to assist job seekers & employers
- 3.23.20 - PRC Response Assistance Program from OMJ Allen County
- 3.17.20 - ACJFS/OMJ temporarily move to electronic services
- 2.4.20 - Nutrien of Lima making investment in local workforce
- 1.20.20 - Employers excelling with OMJ Incumbent Worker Training
- 12.23.19 - First day at new location for ACJFS
- 12.17.19 - Lima man excels through OMJ program to self- sufficiency without public assistance
- 11.6.19 - OMJ gives training grant to GROB Systems
- 10.19.19 - Record crowd for Makerfest Job Fair
- 10.12.19 - Can OMJ career counselors persuade today's youth to stay in Allen County?
- 8.25.19 - Bridging the 'benefits cliff'
- 7.22.19 - Patton: OhioMeansJobs' mission evolving



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