

Report to the  
**COMMUNITY**

**State Fiscal Year 2021**

July 1, 2020 - June 30, 2021

**COMMUNITY**  
Services

**WORKFORCE**  
Development



**Ohio**  
MEANS  
**Jobs.**

**Allen  
County**

A proud partner of the  
American Job Center network

**Job**   
**Family**  
SERVICES  
**Allen County**



We are excited to present our Annual Report for Fiscal Year 2021, 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 many new opportunities, some challenges and continuous growth for our Agency, and operating during a pandemic proves all three. We have prided ourselves for keeping our doors open and providing services to our community and to those most impacted by the pandemic. Our Agency has been able to transition in-person interaction to virtual appointments that have proved to be more effective and accommodating for our customers. Our Income Maintenance and OhioMeansJobs teams have committed to assisting the community and bringing our mission to life when many of our customers and Employers have needed us most.

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

Additionally, to highlight a few of the past year's achievements, OhioMeansJobs-Allen County partnered with the Greater Lima Region and the Lima/Allen County Chamber of Commerce to recruit for local healthcare facilities and businesses within our region. Our Agency hit an all-time-high in the number of positions posted on our website within a 10-mile radius, and the collaboration with local entities helped our promotion efforts to assist local employers. OhioMeansJobs-Allen County also partnered with the University of Northwestern Ohio (UNOH) as their Career Services, with this collaboration being the first of its kind in Ohio. Lastly, the Employment Incentives Program piloted by OhioMeansJobs-Allen County as of 2018, has now become a statewide initiative and the model is being expended across Ohio due to the success of our program.

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,

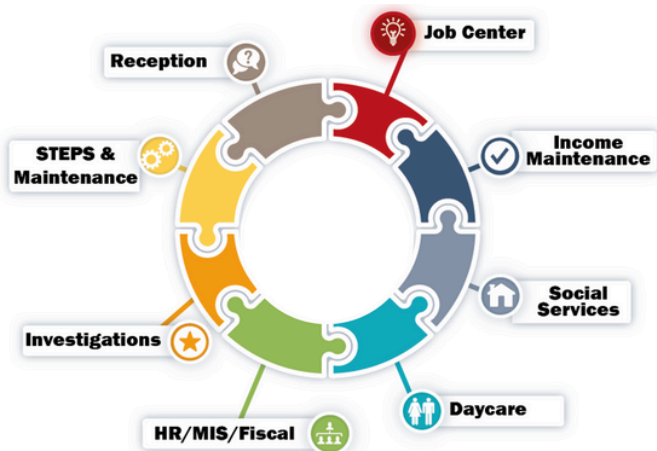


### Our Mission:

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.



# INCOME

## Maintenance

Food | Medical | Cash

4,976



Intake appointments

13,504 SNAP individuals



6,433 SNAP households

30,218

Medicaid individuals

16,158

Medicaid households



## STEPS

Steps Towards Employment & Permanent Self-Sufficiency

33 Average amount of cash customers per month

134 Average amount of ABAWDS per month

18 WEP (Work Experience Program) Sites

57 Individuals assigned to WEP

43 Obtained employment





# SOCIAL SERVICES

## Transportation

### Employment & Non-Medical

- \$314.40 RTA Bus Tickets
- \$871.82 RTA Transportation
- \$207,004.19 Black & White Cab
- \$15,573.30 Gas Vouchers
- \$63,437.60 Right at Home
- \$6124.49 Delphos Sr. Citizens
- \$160.00 Bus Passes
- \$29,364.35 K&P

## Child Care

- 10 Type-A Providers
- 6 Type-B Provider
- 17 Child Care Centers
- 2 Pending Providers

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61 Medical NET Approved Applications  
11 Medical Title XX Approved Applications

**\$541,618.02**

Prevention, Retention & Contingency (PRC)

622 Applications

**\$24,183.02**

Housing Assistance

81 Applications

**\$3,554.31**

Utilities Assistance

58 Applications

**\$26,190.76**

Homemaker Services Provided

29 Clients Served | 5 Vendors

**\$20,460.67**

Employment Services

131 Applications

**\$77,702.92**

Education/Training

44 Applications

**\$131,259.57**

Kinship Caregiver & Child Welfare

77 Applications

**\$37,734.96**

PRC Transportation

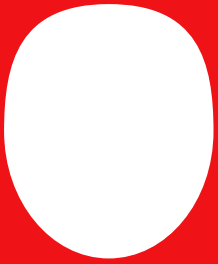
93 Applications

**\$11,569.54**

Other

174 Applications

# WORKFORCE Development



**3,715**

visitors to the  
Resource Room



Work with  
**645**  
Employers



**873**

Job openings  
posted by  
OMJ staff



## Job Center Visit Summary

Total Customers: 1,793  
New Customers: 449  
Returning Customers: 1,344

**Hosted 80**  
HIRING EVENTS

**Ohio**  
MEANS  
**Jobs.**

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# WORKFORCE Development

**\$412,783.30**  
**Training Dollars**  
**invested in the**  
**Community**



## Employer Services

**61** On-The-Job Training  
(OJT) Contracts

**48** Incumbent Worker  
Training (IWT) Contracts

**\$222,401.20** OJT Dollars Invested

**\$190,382.10** IWT Dollars Invested

## Job Center Service Counts

**1,305** Appointments w/  
Career Consultants

**80** Enrolled in Employment  
Incentives Program (EIP)

**1,003** Allen County HS Seniors working  
with OMJ Career Consultants



# Workforce Programs

## Workforce Innovation and Opportunity Act (WIOA)

### Program Year 2019 Entered Program

**53** Adults  
**1** Dislocated Workers  
**36** Youth - CCMEP WIOA  
**48** Youth - CCMEP TANF  
**3** COVID-19 DW Grant

### Program Year 2019 Exited Program

**26** Adults  
**1** Dislocated Workers  
**23** Youth - CCMEP WIOA  
**34** 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



**63,468**

Income Eligibility Verification System (IEVS) alerts received.  
**1,550 verified as unreported**

**591**

Investigations completed.  
**312 substantiated**

**39**

Food Stamp Intentional Program Violations (IPV's) totaling  
**\$44,441.23**  
in overpayment claims.

**\$172,904.92**

**Total Program collections**

Estimated 12-month saving through disqualifications:

**\$109,512.00**

19 Ohio Works First overpayments received  
264 Food Stamp overpayments received  
0 Medical overpayments received  
**= \$201,198.69**

# Adult Protective Services

**506**

total calls

**38**

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 15 referrals regarding out-of-county residents and 15 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.





# FISCAL & BUSINESS

Administrative/Indirect Services	SFY 2020
Salaries/Compensation	5,054,560.41
Operations	1,275,459.97
<b>Sub Total</b>	<b>6,330,020.38</b>

Purchased/Direct Services	SFY 2020
Public Assistance	2,072,481.35
Workforce Innovations and Opportunity Act	793,192.03
<b>Sub Total</b>	<b>2,865,673.38</b>

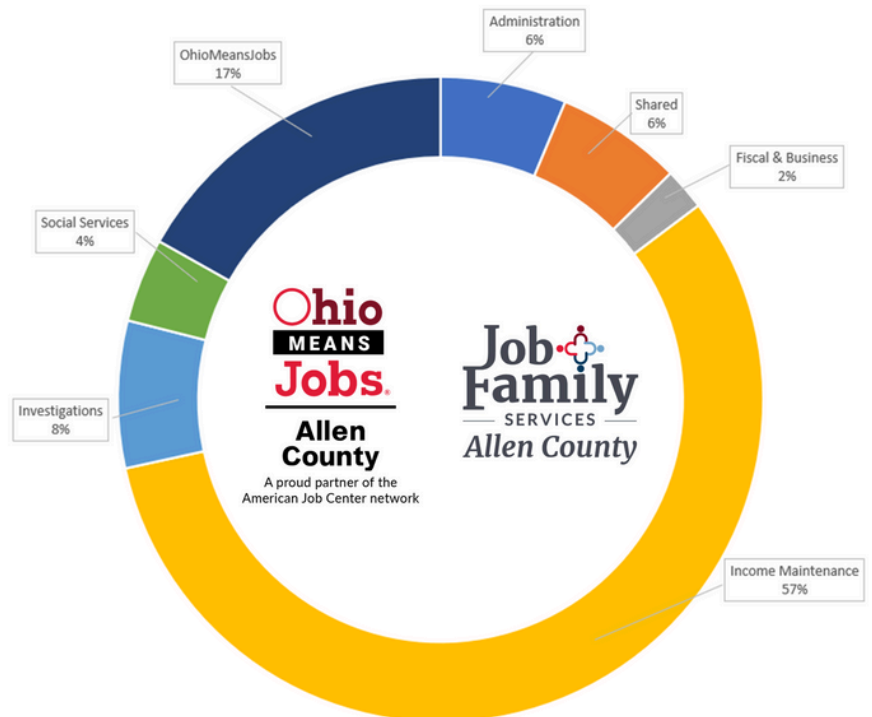
Collections/Incentives/Refunds	SFY 2020
Public Assistance Collections	(22,468.37)
Public Assistance Incentives	(77,879.03)
Public Assistance Refunds	(45,958.55)
Mandated Share Deposits	(359,760.00)
<b>Sub Total</b>	<b>(506,065.95)</b>
<b>Total</b>	<b>8,689,627.81</b>

State Assistance Expenditures at County Level (not processed by ACDJFS) on Calendar Year	SFY 2020
OWF Cash	Stats no longer available
Food Stamps	Stats no longer available
Medicaid	172,029,805.00
DA Cash	-
<b>Sub Total</b>	<b>172,029,805.00</b>

# HUMAN RESOURCES

## Total Number of Staff:

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



**New Hires**      **Promotions**      **Retirees**  
**39**                      **14**                      **6**

# Administration

**Joe Patton,**  
*Director*

**Josh Parker,**  
*Assistant Director*

**Deana Basinger,**  
*Income Maintenance Administrator*

**Jessie Doyle,**  
*Job Center Administrator*

**Jacob Larger,**  
*Human Resources Administrator*

**Katie Metzger,**  
*Support Administrator*

# In The News

To read these articles, visit: [www.acjfs.org/about/](http://www.acjfs.org/about/)

- **7.16.20** *Child Care/Day Care Needs with OMJ*
- **8.5.20** *Congressman Jim Jordan visits OhioMeansJobs*
- **8.13.20** *Allen County Commissioner Greg Sneary Recognizes Agency*
- **8.18.20** *1900+ Job Openings within a 10-mile Radius of Lima*
- **9.1.20** *Going Above and Beyond*
- **9.8.20** *OMJ & GLR Partner to Help Fill Healthcare Openings*
- **9.15.20** *Job Openings in Healthcare Field*
- **10.20.20** *Disney's Approach to Business Excellence*
- **11.17.20** *High School Job Coaches*
- **12.8.20** *UNOH & OMJ Team Up to Help Students Find Employment in Chosen Career Field*
- **12.9.20** *OMJ moves onto UNOH Campus*
- **1.12.21** *OMJ Honored at Apollo Career Center*
- **1.19.21** *OMJ Outlook for 2021*
- **2.16.21** *Employment Incentives with OMJ*
- **3.9.21** *Lima Refinery to Hire Process Operator Training Class with Help of OMJ*
- **3.11.21** *Chamber and OMJ Working Together to Assist Regional Businesses*
- **3.16.21** *OMJ and Superior Team Up for Financial Literacy Videos*
- **4.8.21** *OMJ Reports Record Number of Job Opportunities*
- **4.20.21** *Discuss the Number of Jobs within 10-mile Radius of Lima*
- **5.17.21** *OMJ presents scholarship to Local High School Senior*
- **5.18.21** *Now is the Time to Apply*
- **6.10.21** *Wear Purple on June 15th to Show Sign of Unity to Stop Elder Abuse*
- **6.11.21** *Allen County Recognizes Elder Abuse Awareness Day*
- **6.15.21** *The Need for Child Care in Allen County*



**LinkedIn**

