



Hamilton County Job and Family Services

EmpowerU

September 27, 2016

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Mission

We, the HCJFS staff, provide services for our community today to enhance the quality of living for a better tomorrow.



²
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Vision

HCJFS will be the center of a collaborative effort that:

- Draws together and leads social service agencies, businesses, governments, families and other community stakeholders in the fight against social issues, such as poverty and child abuse
- Guides, supports and values those who have chosen to make a difference in the lives of Hamilton County's families and children.
- Delivers cost-effective services in a compassionate, caring and non-judgmental manner to Hamilton County's families and children.

3

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Core Values

The team at HCJFS will:

- **Care** about Hamilton County's children, families and team members.
- **Commit** to improving the quality of life for those we serve and to value team members who provide that service.
- **Adapt** to the ever-changing needs of Hamilton County, its families and team members.



4

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What we do

- **Largest Hamilton County department**
- **Major duties:**
 - Children’s Services
 - Child Support
 - Workforce Development
 - Adult Protective Services
 - Client Services (food assistance, Medicaid, child care)
- **Partner with public and private agencies**
- **Accredited by Council on Accreditation for Children and Families since 2001** (One of first agencies in the country to achieve accreditation)



5
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Who we serve

- 3-year-old child left home alone
- Elderly woman who forgets to eat and take her medications
- Laid-off father who needs a job
- Single mother who can’t make ends meet
- Homeless veteran
- Working mother who needs safe, affordable child care
- Working father who needs help with health care or food for his family



6
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Who we serve



- Child Support cases cross all boundaries; every divorced or unmarried parent in the county
- Children’s Services and elder abuse cases cross all socio-economic boundaries.
- Workforce development cases changed after 2008 and increasingly involve those who have always had jobs.



Who we serve

<i>Program</i>	<i>2015</i>	<i>County residents served</i>
Child Support	*235,500	1 in 3
Children’s Services	15,800	1 in 12 (children)
Medicaid	233,800	1 in 3
Food Assistance	131,700	1 in 6
Child Care	28,600	1 in 7 (children)
Workforce Dev.	29,300	1 in 28
Cash Assistance	13,600	1 in 59

* Estimate based on one mother, father and child per case; actual number likely much higher because cases often involve more than one child.



Oversight

- **Federal**
 - Department of Health and Human Services
 - Department of Agriculture (food assistance)
 - Department of Labor
- **State**
 - Ohio Department of Job and Family Services
 - Newly created Ohio Department of Medicaid
- **Local**
 - Board of Hamilton County Commissioners



Finances

Total Budget: \$2.2 billion in 2015

- \$2.04 billion is passed through the agency directly into the community in form of Medicaid, food assistance, cash assistance, child care assistance, etc. (Only \$51.8 million spent on program delivery and administration.)
- Economic value to the community. The more than \$2 billion is spent at:
 - Groceries and farmer’s markets
 - Doctor’s offices and hospitals
 - Day care centers
 - Local businesses





Unfunded Mandates

HCJFS is often mandated to provide services without state or federal financial support. For example, Hamilton County spends \$87M on child welfare. Ohio, which ranks last in the US for funding child welfare, contributes only 3%. Other examples:

- Adult Protective Services: \$30K from Ohio; \$662K to run the program
- Every Student Succeeds Act: Keep children in school district of origin by providing transportation. Estimated cost to agency and school districts is \$650K per year.

11

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Children's Services

Mandated to provide the following services:

- Operate 241-KIDS, a 24-hour child abuse hotline
- Investigate allegations of abuse, neglect and forward cases for ongoing services when there is significant risk
- Provide services so children can remain safely in the home
- When necessary for safety, place children in temporary care with relatives, foster care or in institutional settings
- Seek protective, temporary or permanent custody through court
- Provide pre- and post-adoption services
- Teach older teens independent living skills

12

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Community Impact

In 2015:

- 15,780 abused and neglected children received help
- 7,167 families received assistance so children could be safe.
- 65,217 calls to 241-KIDS (one call every eight minutes!)
- 6,448 new reports of abuse and neglect
- 2,140 children were deemed substantiated or indicated abuse and neglect
- **One in every 12 Hamilton County children helped by Children's Services!**



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Service Challenges Loom

- Cases more complex than ever
 - Substance abuse
 - Domestic Violence
 - Untreated mental illness
 - Unstable Living Conditions
- Generations of trauma
- Heroin
 - 70% of infants in custody because of opiate abuse
 - 50% of all children in custody because parents using drugs
 - 60% of those cases involve parents addicted to opioids
 - 177 Hamilton County heroin deaths in 2014
 - Bethesda North hospital with most ODs – problem is everywhere

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Needs

- Prevention Services
- Trauma Services
- Mental health treatment
- Domestic violence counseling
- Substance use counseling
- Parenting classes
- Intensive family services
- Child care
- Medical aid
- Food assistance
- Kinship care



For Staff:

- Technology
- Psychotropic drug guidance
- Trauma treatment
- Fill vacancies, retain staff

15
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Staffing Challenges Persist

HCJFS traditionally has turnover rate of 20% for child welfare workers; jumped to 47% in 2015. Other US metro agencies have similar problems:

- Louisville, 20%
- Northern Kentucky, 50%
- Dallas 34% this year; 57% last year
- Denver, 25%
- Louisiana, 25%
- Arkansas, state 22%; one county – Moore – 81%
- Recent Columbus Dispatch story said Scioto County's (Portsmouth) senior caseworker had one year experience

16
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Staffing Challenges Persist

Workers leave because :

- Work is difficult – long hours, many cases. Life or death decisions are being made. Burnout is high.
- Salaries are low. Starting salary for a caseworker is \$18.17 an hour; If caseworker has a master's degree, starts at \$20.39
- Media scrutiny puts workers in crosshairs

17

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Financial Challenges Exist

- 2008 Recession resulted in loss of half the staff – 850 positions. That revenue was never replaced, handling more cases with fewer workers. (Less support staff)
- Cost shifting from managed Medicaid (Estimated \$10 million annually)
- Protect Ohio funding (Possible loss of \$10 million flexible funding annually)
- Tangible Personal Property Tax (Full phase-out will cost \$6.2 million annually)
- Number of children in care = uncontrollable costs (1,769 kids in care Feb. 1, 2016; 321 more than on same day in 2013)
- More extensive trauma + higher treatment costs

18

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Falling Behind Others

According to a recent report from Public Consulting Group Inc. of Boston, Mass., which conducted an independent review of Hamilton County's child welfare operations for the county's Tax Levy Review Committee, Hamilton County spends \$87 million annually on child welfare. Cuyahoga County spends \$133 million and Franklin County spends \$193 million annually.



19

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Children's Services Levy

- Helps approximately 16,000 local children per year
- 2.77 mills: Costs owner of a \$100,000 home about \$56 a year. (WILL NOT INCREASE TAXES)
- Millage has not increased since 1996
- The amount generated by the levy has decreased since 2007
- The \$40 million generated by the levy has the potential to bring in at least \$40 million more in matching state and federal funds. (Only 3% of agency's budget comes from the state.)
- Pays for services mandated by the federal and state govt. If levy does not pass, those services still must be delivered

20

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How You Can Help?

- Report child abuse to 241-KIDS and elder abuse to 421-LIFE
- Become a foster or adoptive parent
- Provide respite care to give foster parents a break
- Train to be a CASA or guardian ad litem
- Become a mentor through the Higher Education Mentoring Initiative
- Supportive letters, comments in media and social media
- Donate to the FAMILY Fund (hcjfs.org/familyfund)



21

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Thank you!

On behalf of our employees and the people we serve, we thank you for your help and support!



22

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