



ANNUAL REPORT

2023

PRESENTED BY WILLIAM SCOTT BOONE, AGENCY DIRECTOR

SERVING FAMILIES AND BUILDING A STRONGER COMMUNITY

ASSISTING FAMILIES IN NEED ~ KEEPING CHILDREN SAFE ~ SUPPORTING EMPLOYMENT



DIRECTOR'S MESSAGE

Dear Friend,

Knox County Job and Family Services had many things to be grateful for in 2023. Our team has repeatedly witnessed what can be accomplished when we focus the combined power of our skills toward our Mission and common goal - to make the lives of Knox County families better!

As I look back on the past year, I want to offer my heartfelt thanks to our incredibly resilient staff, our Commissioners, and our community partners for their commitment and support of all the families within our great community. I am reminded of how much we achieved in 2023 and how much more we still have left to do in 2024. We continue to make tremendous progress toward our goals that include not only delivering seamless and effective programs, but also how we are building effective teams and a strong and unbreakable culture. We believe that all families define themselves and are their own best experts. We believe that all families achieve their goals when we create honest and transparent partnerships. We believe that all families have the ability to heal, recover, and grow.

Together, we have worked to ensure that everyone has access to resources and supportive mechanisms that will allow them to protect themselves and the individuals they love from harm, despair, and hopelessness. We remain committed to ensuring that all families have the best opportunity to be safe, healthy, financially stable, and well-positioned to thrive.

I have no doubt we will be able to exceed our 2024 goals related to reducing the volume of children in care, enhancing the quality and consistency of our relationships within the community, connecting individuals to critical services and transportation, as well as our continued ability to be fiscally mindful. Thank you all for everything you do every day to keep Knox County families safe.

-William Scott Boone, MSW

Child Protective Services

Protecting Children - Strengthening Families

INTAKE INVESTIGATIONS

Calls Received	1,668
Investigations	515
After hours calls	371

- Unduplicated

CUSTODY/PLACEMENT

Foster Care	56
Kinship	7
Residential/group home	12

- Average per month



CASE MANAGEMENT

Ongoing Cases	85
Adoptions Finalized	21

- Average per month

ADULT PROTECTIVE SERVICES

Calls Received	250
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Thank You!

Fostering Families Ministry

Fostering Families Ministry provided support to foster youth and foster families in Knox County throughout 2023. Their support assisted in stabilizing youth placements in foster homes and preventing children from being removed from their family of origin.

www.fosteringfamilyministries.org

Child Support Services



Agency Traffic and Workload

Individual Visits	1,818
Inbound Calls	1,968
Active Cases	3,310
Seek Work Cases	342

Administrative Services Rendered

13	Paternity Established
78	Order Modifications
25	Support Orders Established

Judicial Actions Taken

Summons Served	415
Court Hearings	585
Warrants Served	43
Warrants Issued	65

Support Collections

Seek Work Collections \$631,415.36
Total Collections \$7,677.451.69



August - Child Support Awareness

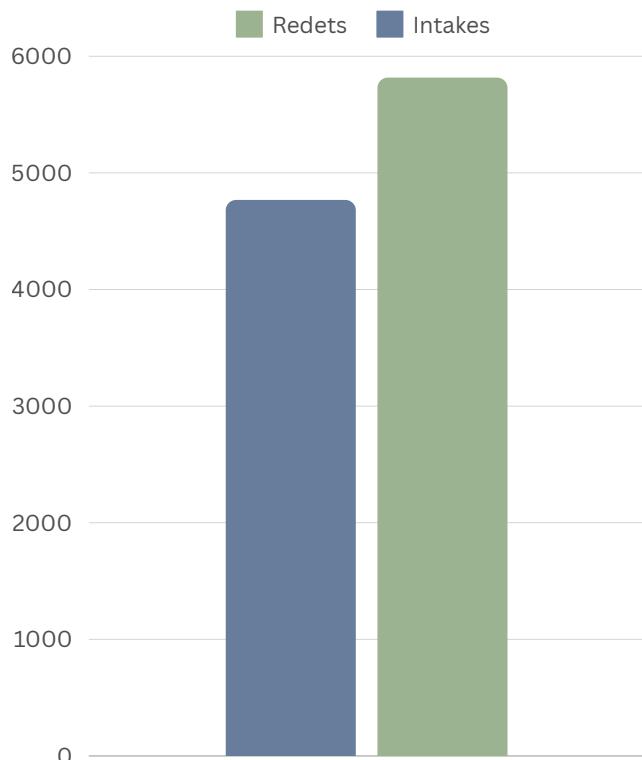
- Ohio Justice Bus visited Knox County.
- Education to the community was provided at the Mt. Vernon First Friday Event.
- Employees collected school supplies from JFS staff and then volunteered at the Salvation Army packing back-to-school backpacks with school supplies.

Public Assistance

Direct Knox County Services

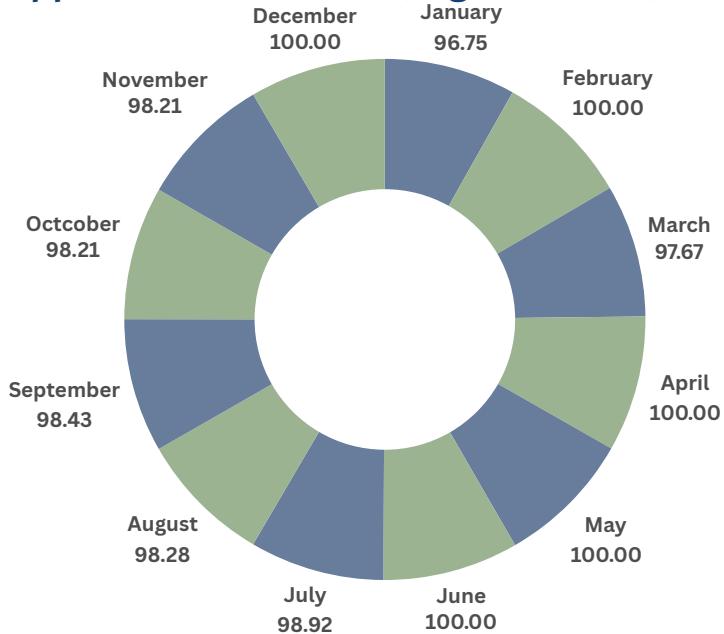
Agency visits	8,793
Incoming front desk calls	830
Incoming faxes	857
Incoming mail	12,465
Dropbox correspondence	6,264
Applications from mail	210

Intakes and Redeterminations

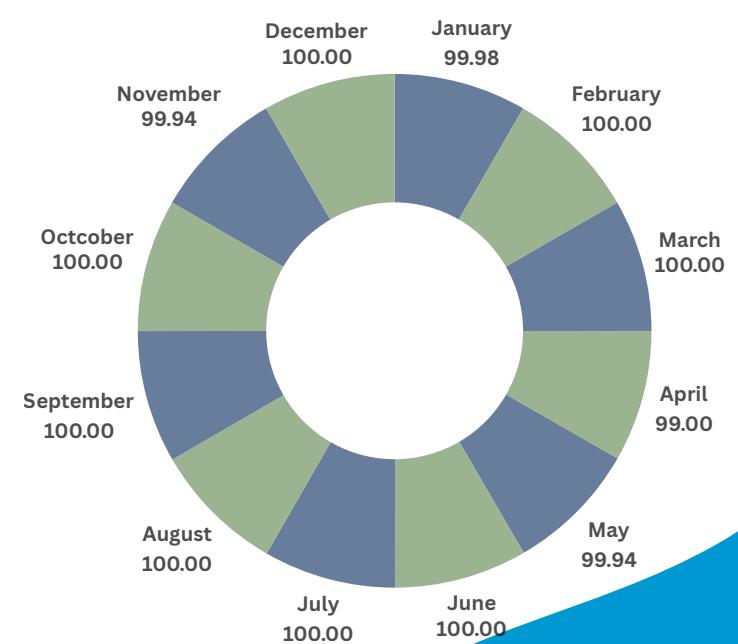


Performance Measures

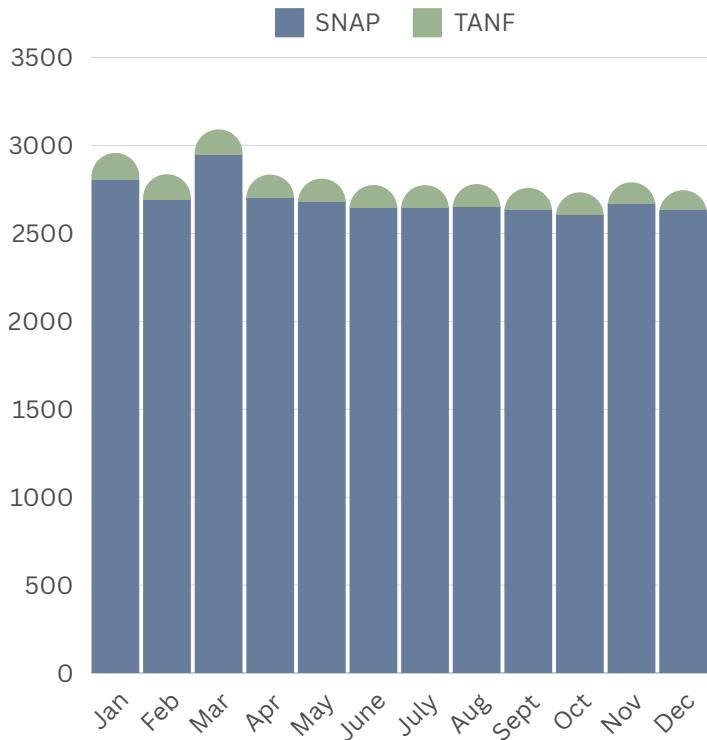
Application timeliness (avg. 98.8725%)



IVES alerts timeliness

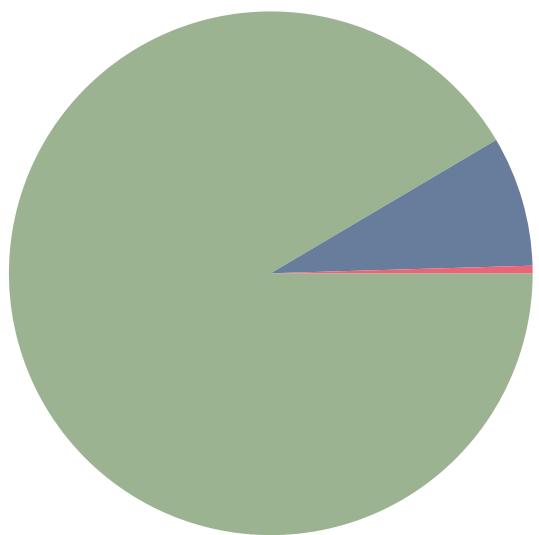


Caseload by Assistance Group

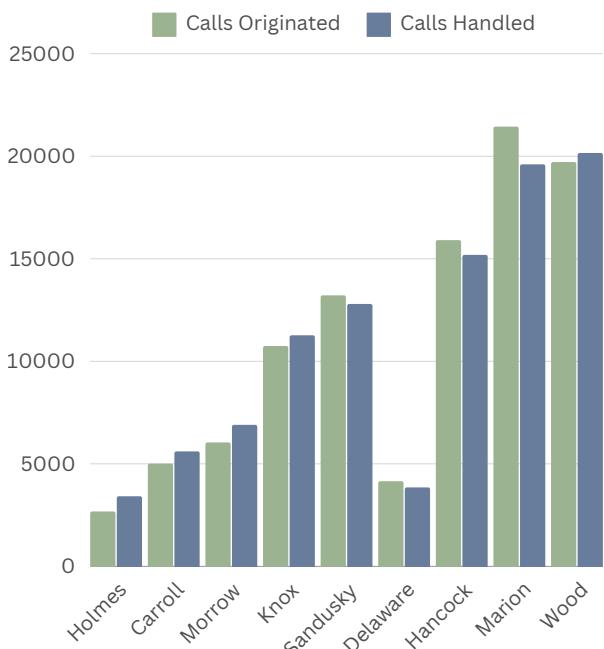


Expenditures by Program

SNAP	Medicaid	TANF
\$12,009,156	\$136,723,222	\$692,279



C8 Call Center Statistics



Calls by Queue

Call Type	# Calls	Avg Handled Time (mins)
Customer Svc	44,080	14.0
SNAP Interview	27,674	33.5
SNAP Redet	16,614	27.3
Medicaid Renew	6,655	23.7
SNAP App	4,205	13.8
Medicaid App	2,204	26.9
LEP	1,106	25.8





OhioMeansJobs®

Knox County

A proud partner of the American Job Center network

Job Center Visits

Individual Visits	6,169
First Time Visitors	325
Veterans Served	65

Job Center Staff Services

Individual Services	5,570
Resume Services	337
Assessments	373
UI Assistance	738
Workshop Attendance	89
Mock Interviews	61

Business Services

Employer Services	439
Hiring Events	8
Event Attendance	129
Jobs Posted	718
Apps to Employers	780
New Hires	54*

*This number reflects only the new hires reported back to the OMJ Center

Opportunity Knox Employment Center

17604 Coshocton Road

Mount Vernon

Workforce Development



2023 Highlights

- Three supervisor training events for local business
- Regional alliance formed with bordering counties
- Integrated PRC program back in-house
- Virtual Reality Career Lab addition
- Launch of new local website
- Large-scale fall career fair
- Developed OhioMeansJobs readiness seal program
- Presented at CCAO winter conference
- Presented at ODJFS director's conference
- Successful in-house summer youth employment program

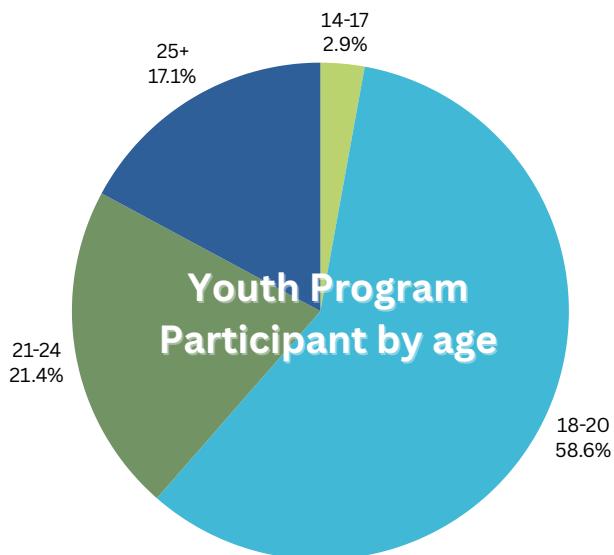
Incumbent Worker Training Projects

- Ohio Eastern Star Home
- UMD Automated Systems
- Schafer Driveline (5 projects)
- Replex Mirror Co.
- Absolute Love Learning Center
- Southside Diner
- Central Ohio Joint Fire District

Total Training Investment \$37,827.54

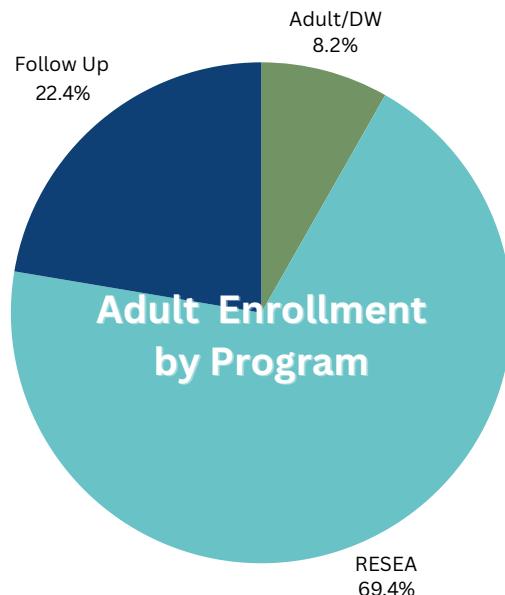
WIOA Adult ~ Dislocated Worker Re-employment Services and Eligibility Assessment

D.R.E.A.M. Youth Program Enrollments



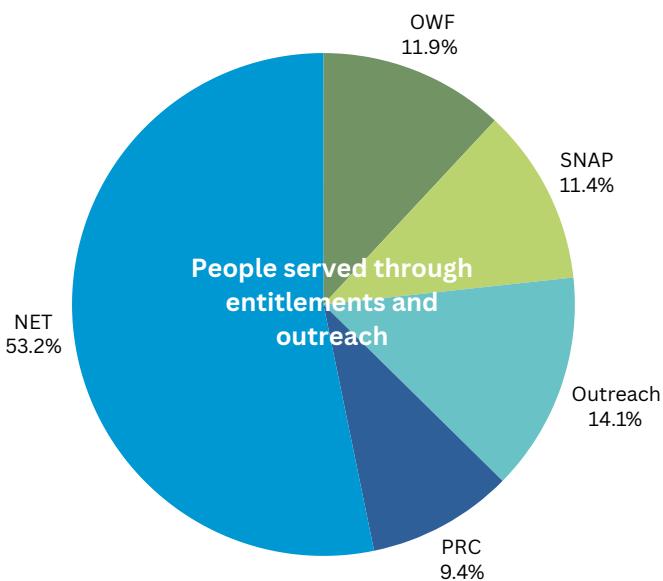
In-school youth	27
Out-of-school youth	54
GED Completed	15
Credit Rec Completed	14
Training Services	4
Supportive Services	56
Career Services	81
Paid Work Experiences	6
Follow Up Services	74

Adult/DW Served	7
RESEA Served	59
Training Services	4
Supportive Services	1
Career Services	66
Follow Up Services	19



Ohio Works First

Referrals	108
Enrolled	61
No show/Denied	32
Withdrew	10
Ineligible	5
Sanctioned	37



Community Engagement

Individuals Served	72
Enrolled in JOBS	27
Completed JOBS	27
Gained Employment	18

Supplemental Nutrition Assistance Program Education & Training

Referrals	464
Enrolled	58
Exempted	211
Sanctioned	176

OWF and SNAP Work Activities

WEP Hours Worked	5,740
Gained Employment	20

Prevention, Retention & Contingency

Apps Processed	48
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Non-Emergent Transportation

Individuals Served	272
Gas Vouchers	\$65,679
KAT Trips Paid	\$100,998



Workshop & Recycling Center

KCDJFS Maintenance

2022 Statistics

Electronics recycling	2,186 lb.
Paper shredding	37,230 lb.
Non-fer metal recycling	1,506 lb.
Shredded steel gen	20,120 lb.
Freon removal	192 lb.
Stryrofoam recycling	1,954 lb.
Hazardous waste	11,963 lb.

2023 Statistics

Electronics recycling	2,313 lb.
Paper shredding	26,220 lb.
Non-fer metal recycling	1,430 lb.
Shredded steel gen	20,859 lb.
Freon removal	130 lb.
Stryrofoam recycling	1,866 lb.
Hazardous waste	13,287 lb.

Recycling Center Revenue Generation

2023 Recycling	\$3,700
2023 Donations	\$1,132
2022 Recycling	\$3,896
2022 Donations	\$1,346

