



# KNOX COUNTY

JOB & FAMILY SERVICES

## 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

<b>Calls Received</b>	<b>1,668</b>
<b>Investigations</b>	<b>515</b>
<b>After hours calls</b>	<b>371</b>

- Unduplicated

## CASE MANAGEMENT

<b>Ongoing Cases</b>	<b>85</b>
<b>Adoptions Finalized</b>	<b>21</b>

- Average per month

## CUSTODY/PLACEMENT

<b>Foster Care</b>	<b>56</b>
<b>Kinship</b>	<b>7</b>
<b>Residential/ group home</b>	<b>12</b>

- Average per month

## ADULT PROTECTIVE SERVICES

<b>Calls Received</b>	<b>250</b>
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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 their family of origin.

[www.fosteringfamilyministries.org](http://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 <b>\$631,415.36</b>
Total Collections <b>\$7,677,451.69</b>



## August - Child Support Awareness

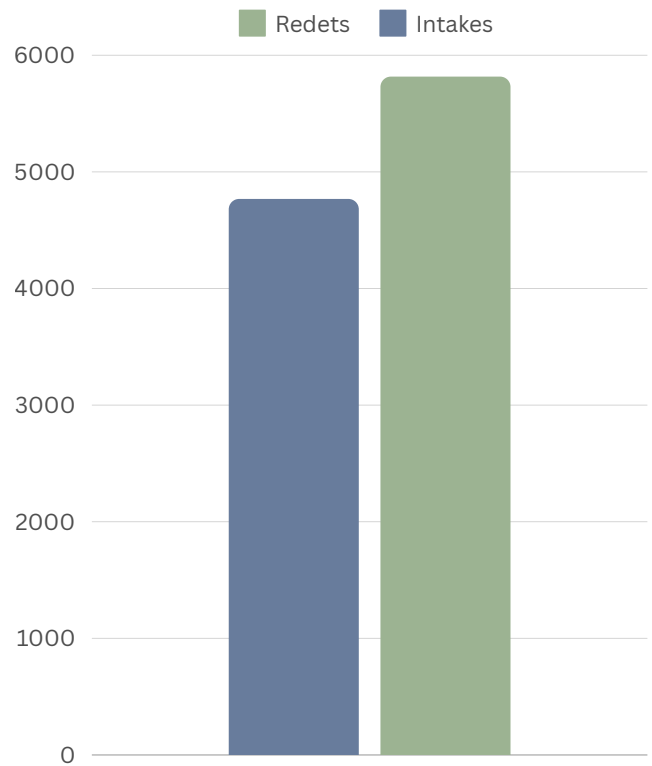
- Ohio Justice Bus visited Knox County.
- Education to the community was provided at the Mt. Vernon First Friday Event.
- Employees collected school supplies from JFS staff and then volunteered at the Salvation Army packing back-to-school backpacks with school supplies.

# Public Assistance

## Direct Knox County Services

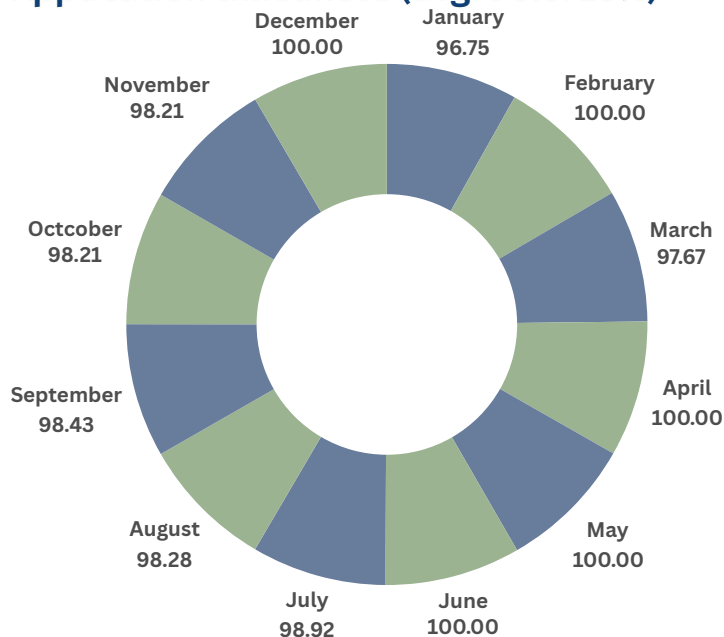
Agency visits	8,793
Incoming front desk calls	830
Incoming faxes	857
Incoming mail	12,465
Dropbox correspondence	6,264
Applications from mail	210

## Intakes and Redeterminations

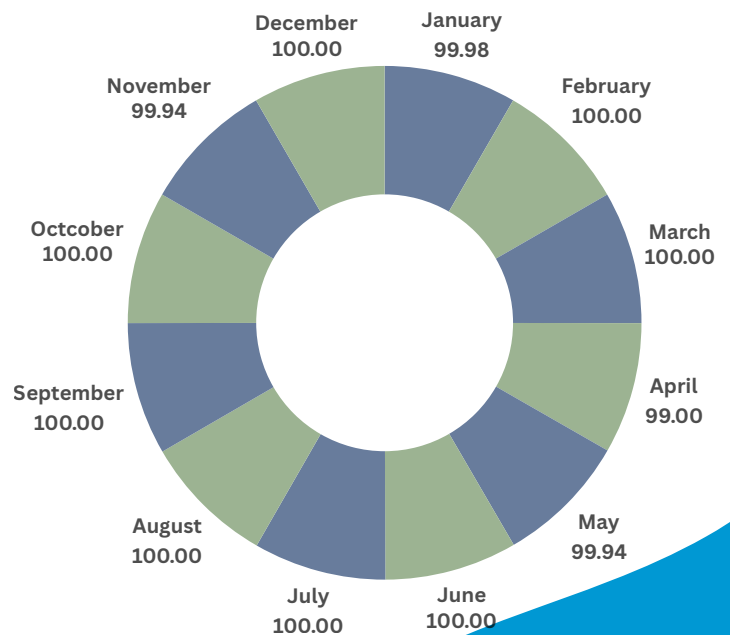


## Performance Measures

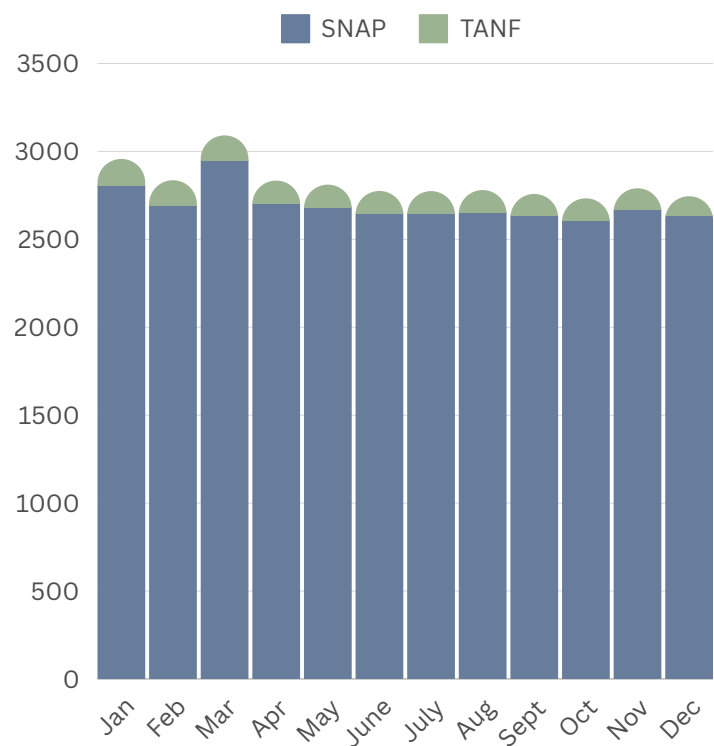
### Application timeliness (avg. 98.8725%)



### IVES alerts timeliness

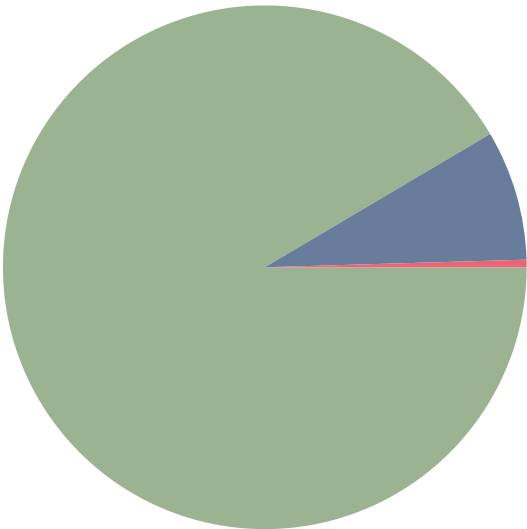


## Caseload by Assistance Group

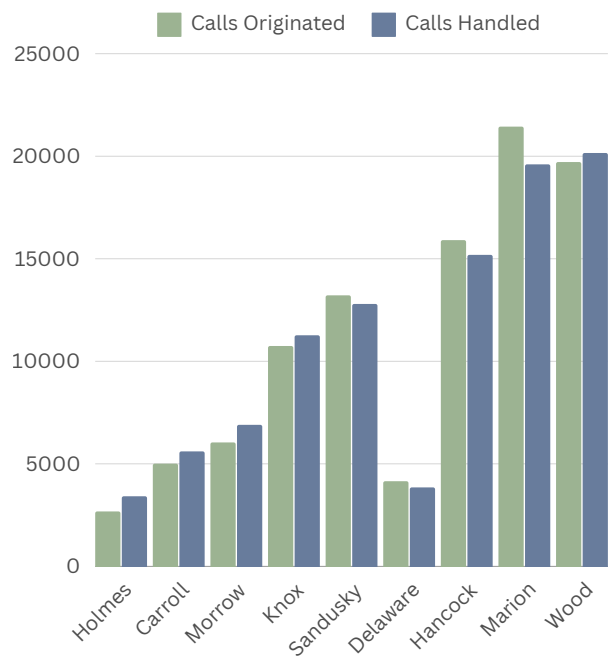


## Expenditures by Program

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

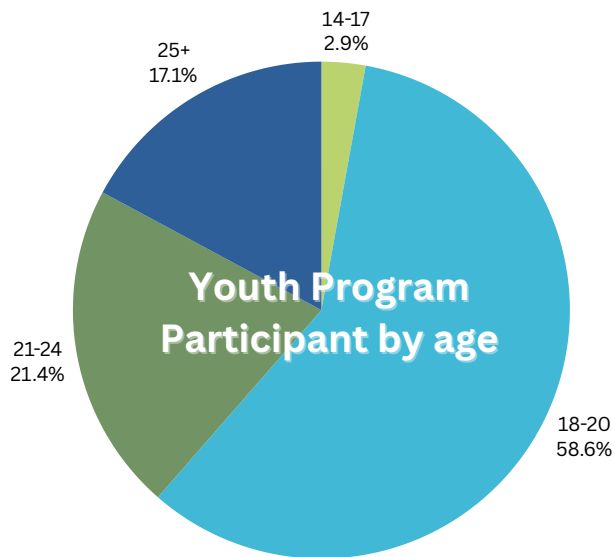
### Incumbent Worker Training Projects

- 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

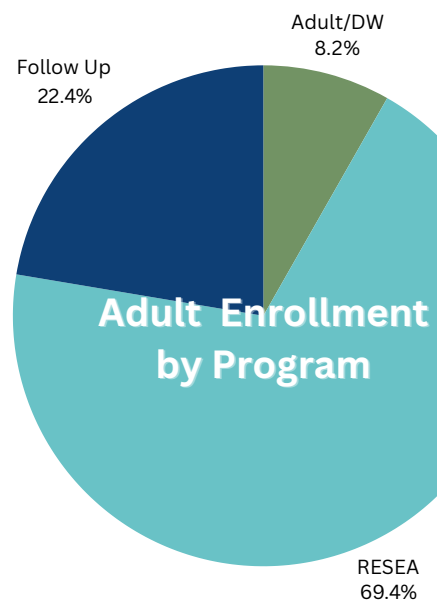
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Career Services

66

Follow Up Services

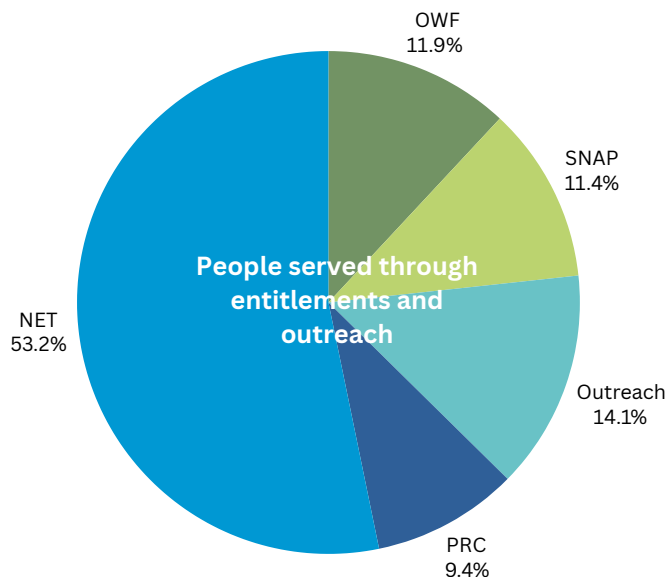
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## Ohio Works First

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.

Styrofoam 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.

Styrofoam 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

