



**2025**

# ANNUAL REPORT

WILLIAM SCOTT BOONE

**DIRECTOR**

BRENDA NEWELL

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KNOX COUNTY COMMISSIONERS

DRENDA KEESEE

BARRY LESTER

BILL PURSEL

COUNTY ADMINISTRATOR

JASON BOOTH



# Director's Message

**WILLIAM SCOTT BOONE, MSW**

Dear Friends,

Each year Knox County Job and Family Services (KCJFS) publish our annual report to highlight our commitment to the community and share how our work translates to dollars that deliver the services needed to our most vulnerable populations.

In this edition of KCJFS' annual report, I hope to provide a compass that guides you through a brief outline of our services and how several of these provide the dual purpose of supporting families and providing economic support for our community.

In 2025 there were 13,373 Knox County residents receiving Medicaid. This resulted in Medicaid expenditures of \$182,815,848. Nearly 50 million of these dollars covered Long-Term Care services. The reach of these funds goes far beyond the 13,373 individuals served. The funds permeate the local economy and serve to support local medical services by helping hospitals, pharmacies, medical practices and Long-Term Care Facilities meet their obligations and keep their doors open. Even Knox County Transit is supported by KCJFS through the Medicaid Non-Emergency Transportation (NET) program with nearly \$185,000 for public transportation.

Our Supplemental Nutrition Assistance Program (SNAP) provided food assistance to nearly 4,900 individuals and that assistance translated to \$11,291,413 infused into the economy-funding that helps support local businesses. Temporary Assistance to Needy Families (TANF) assisted another 216 individuals with \$642,058. The majority of this funding remains local and supports local businesses and the local economy.

Child Support assisted families associated with their 3,038 cases by acting as a conduit and collecting and distributing \$7,575,510.78 on behalf of parents for their children. Child Support assists parents in their obligation to ensure their children's needs are met. This alleviates the strain often encountered by public services.

Knox County JFS remains the largest and most reliable resource for employment and workforce activities in Knox County as evidenced by the 5,395 visitors that we served at our Ohio Means Jobs Center. Focused on connecting work-ready individuals and employers, we provided one-stop services to 2,785 individuals and served employers with 6 hiring events and 1,381 employer services. We also invested \$14,133 into community job training.

On the Social Services side, we managed 520 Child Protective cases and 176 Elderly/Adult Protective cases in 2025. Our investigation and intervention services not only protect vulnerable individuals, but they also put them on a path to healing linking them and their families to medical professionals who helped heal their wounds, mental health workers who helped them become whole, and social service providers who helped meet their basic needs.

It is difficult to truly estimate how many families and individuals we serve because many of our consumers are duplicated across programs. Regardless of the exact number, it is fair to say that there are very few in this community who do not benefit from the work we perform at the Knox County Department of Job and Family Services. That impact grew significantly in 2025 and continues to blossom into 2026.

# Director's Message Cont'd.

We continue to embrace the era of efficiency and fiscal responsibility as we serve additional consumers with fewer staff than we have had in decades. Knox County has been setting the pace for other Ohio counties – at or near the top in workforce benchmark rates, food assistance processing, child support collection, benefits application timeliness, community partnerships, and more. Our leadership team is constantly looking to update process improvements, new technology, and hard work. Our staff are the boots on the ground that perform miraculous acts that do not necessarily grab front-page headlines, but they are indeed life-changing events. Every new job, every child support or childcare payment, every decision to protect a child or an elder, every time we help someone feed their children or pay for a doctor's visit or arrive at a rehab appointment – those are all life-changing events. They may not be publicly advertised, but they are critical to an extent that is almost impossible to evaluate.

We are grateful to be able to support our wonderful community, and it is our ongoing commitment to serve Knox County families. We remain steadfast in our dedication to meeting the needs of all residents with honesty, transparency, dignity, and respect. It is an honor and privilege for our agency to serve individuals and families challenged by mental illness, family and community violence, homelessness, poverty, unemployment, trauma, and intellectual, developmental, and physical limitations. To partner with them as they make important changes in their lives is as humbling as it is rewarding. We consider it our responsibility to ensure that opportunities exist to meet the needs of families and children with the intention of producing positive and permanent outcomes.

On behalf of the Knox County Department of Job and Family Services, please accept our eternal gratitude for the opportunities to stand in the gap and perform this significant and important work. It is an obligation that we take seriously as we remain dedicated to the commitment to our mission.

Sincerely,



William Scott Boone, Director  
Knox County Department of Job and Family Services

## Our Mission

We are dedicated to collaborating with individuals and other community agencies to provide access to basic social and financial resources to all county residents. Our goal is to enable individuals to develop and maintain their maximum levels of functioning and self-sufficient lifestyles that are productive within the community.

We seek to ensure the rights and protection of each child, adult, and family member by providing services and necessary resources. This will empower each individual to deal with the stresses of life changes resulting from personal, economic, or social crises, and will foster integrity and respect for the individual and family. Whenever possible, we promote positive changes in the institutions and structures of our society that cause opportunities to be limited to certain portions of our population.

# PUBLIC ASSISTANCE

**CARLA POLAND, ADMINISTRATOR**

The Division of Public Assistance Provides:

- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)
- Medicaid
- Medicare premium assistance program.
- Nursing Home Medicaid and Home & Community Based Services (HCBS) waivers
- Healthchek

*The following information reflects the highest receipt count from 2025*

## Supplemental Nutrition Assistance Program (SNAP)

4,867 individuals received food assistance.  
Expenditures \$11,291,413

## Medicaid

13,373 individuals received Medicaid  
Expenditures \$182,815,848

## Temporary Assistance for Needy Families (TANF)

*Cash Assistance*

216 individuals received TANF  
Expenditures \$642,058

## Monthly Caseload Size

January	3,799	September	3,802
February	3,831	October	1,190
March	3,754	November	3,827
April	3,792	December	3,643
May	3,785		
June	3,753		
July	3,801		
August	3,816		

## Applications

Initial Applications 4,017

Redeterminations 3,489

Timeliness

**98.66%**

## IVES Timeliness

Income Eligibility Verification System

**99.81%**



## 2025 Overall call count & call center efficiencies

### C8/Group 1

**107,703**

Calls Offered

**100,805**

Calls Handled

**93.6%**

Answer Rate

**3.6**

Avg. Speed of Answer  
(min)

**21.4**

Avg. Handle Time  
(min)

**7.7**

Avg. Time to Abandon  
(min)

### Knox County

**10,585**

Sum of Calls Originated

**10,692**

Sum of Calls Handled

### State of Ohio

**3,556,605**

Calls Offered

**2,744,792**

Calls Handled

**77.2%**

Answer Rate

**18.6**

Avg. Speed of Answer  
(min)

**22.4**

Avg. Handle Time  
(min)

**28.1**

Avg. Time to Abandon  
(min)

# CHILD SUPPORT SERVICES

DARETH LOWE, ADMINISTRATOR

The Division of Child Support Provides:

- Establishing paternity and support.
- Issues medical support orders
- Modifying/enforcing support orders
- Monitoring support payment collection/disbursement
- Helping non-custodial parents comply with support orders and overcome employment barriers.

## Number of Child Support Cases

3,038

## Collections

\$7,575,510.78

## Significant Statistics

Paternity Establishment - 22

Paternity Exclusions - 9

Support Established in the agency - 36

Child Support orders modified administratively - 58

Court hearings scheduled - 509

## SEEK WORK

Active Cases- 428

Papers Served by Deputies - 429

Warrants (capias) issued - 66

Warrants served - 37

Total collected for seek work participants - \$976,843.02

## FRONT DESK

In person - 1,915

Phone calls - 2,152



AUGUST IS...

**CHILD  
SUPPORT**  
AWARENESS MONTH

# WORKFORCE DEVELOPMENT

BRANDY BOOTH, ADMINISTRATOR

The Division of Workforce Development Provides:

- Job Seeker services: resume assistance, view job postings, job search assistance, career guidance and training assistance
- Employer services: hiring assistance, retention assistance, training reimbursement, labor market information and tax incentives.
- Veteran priority of services, career information, employment connections, referral services, training assistance.
- Young Adult services for employment, career exploration, internship, financial literacy and training assistance.

## GENERAL ONE-STOP SERVICES

Job Center Visits - 5,395  
 First Time Visitors - 277  
 Veterans Served - 55  
 Individual Services Provided - 2,785  
 Resume Services - 189  
 Assessments - 100  
 UI Assistance - 357  
 Workshop Attendance - 249  
 VR Lab Visits - 21

## BUSINESS SERVICES

Employer Services - 1,381  
 Hiring Events - 6  
 Jobs Posted - 836

Incumbent Worker Training Projects:  
 FT Precision  
 Central Ohio Fire District  
 Knox County Engineer

Total Training Investment - \$14,133.00

## Summer Youth Employment

Participants - 24  
 Completed - 23  
 Certifications received - 40  
 OhioMeansJobs Readiness Graduation Seal enrollments - 9  
 OMJ seal professional skills validated - 40  
 Total hours worked on community projects - 1,411  
 Total hours engaged in job readiness training/career exploration - 803



OhioMeansJobs.

Knox County

A proud partner of the  
American Job Center network

740-392-WORK  
 OMJKnox@jfs.ohio.gov

**WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)**  
**ADULT AND DISLOCATED WORKER**

Employment Services Appointments - 55  
 Training Services Funded - 4

**DREAM Youth Program**

Employment Services appointments completed - 90  
 New Program Enrollments - 26  
 GED Tutoring Sessions - 100  
 GED practice tests given - 46  
 GED completions - 9  
 Credit Recovery Sessions - 758  
 High School credits recovered - 86  
 Training Services funded - 3  
 Individuals in paid work experience - 4

**RE-EMPLOMENT SERVICES AND ELIGIBILITY ASSESSMENT**  
**(RESEA) SERVED**

Individuals Selected - 112  
 Individuals Served - 74  
 Individuals exempted - 28  
 Individuals failure - 10  
 Total appointments completed - 144

**OHIO WORKS FIRST (OWF)**

Families Served - 57  
 Employment services appointments completed - 97

**SUPPLEMENTAL NUTRITION ASSISTANCE (SNAP)**  
**PROGRAM EDUCATION & TRAINING**

Individuals served - 19  
 Employment services appointments completed - 33

**WORK ACTIVITIES**

WEP Hours Worked - 2,105  
 Gained Employment - 32

**PREVENTION, RETENTION & CONTINGENCY (PRC)**

Applications processed - 173  
 Eligibility appointments completed - 162  
 # of Applications approved - 76

**JUSTICE & RECOVERY SYSTEMS OUTREACH**

Individuals Served - 40  
 Enrolled in JOBS - 17  
 Completed JOBS - 10  
 Gained employment - 15

**Non-Emergency Transportation (NET)**

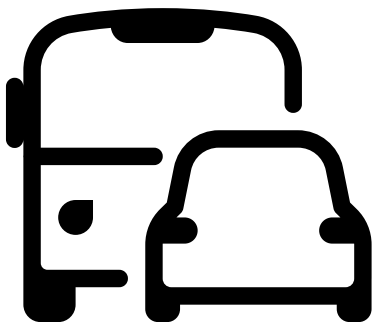
Individuals enrolled - 1,022  
 New enrollments - 237  
 Gas vouchers - \$45,506  
 KAT Trips - \$184,584

**WORKSHOP AND RECYCLING CENTER**

Electronics recycling - 623lbs  
 Paper Shredding - 4,440lbs  
 Non-ferrous metal recycling - 1,344lbs  
 Shredded steel generated - 37,183lbs  
 Freon removal - 32lbs  
 Styrofoam recycling - 2,476lbs  
 Hazardous waste - 4,734 lbs  
 Plastic Recycled (new metric) - 480lbs

**REVENUE GENERATED**

Recycling - \$2,504



# CHILDREN SERVICES

**DANIELLE CRIDER, ADMINISTRATOR**

The Children Services Division serves the county's children at risk of abuse or neglect, and their families. Children Services is legally responsible for taking and investigating reports of child abuse, neglect, and dependency; and acting to protect the children at risk of harm.

Children Services recruits and trains foster and adoptive families, prepares children for adoption, arranges for post adoption services to families, and provides independent living skills for older teens.

The Division also takes reports of suspected abuse, neglect, and/or exploitation of adults age 60 and older. Knox County contracts with Area Agency on Aging, District 5 to provide these services.

## Reports

**1,634** calls to the hotline resulted in **520** cases requiring assistance or intervention.

**406** after hours calls

## Investigations

### Assistance

**38** of the 520 cases resulted in basic assistance for families.

**12** - Dependency

**26** - Family In Need of Services (FINS)

### Intervention

**482** of the **520** cases required intervention. Of these calls there were 703 separate allegations investigated, as follows:



Emotional Maltreatment - 117

Medical Neglect - 39

Neglect - 248

Physical Abuse - 236

Physical Abuse/Shaken Baby - 1

Sexual Abuse - 62

Of these allegations:

Substantiated - 194

Indicated - 59

Unsubstantiated - 259

Alternative Response - 187

## Ongoing Supportive Services

In an average month, **96** families received case management and supportive services.

Children who could not remain safely in their homes were provided placement services.

**109** children received placement services.

The average number of youth in placement per month was **65**

Below is the average number of children per month in each type of placement setting:

**33** - Foster Care

**20** - Kinship

**12** - Residential/Group Home

**1** - Psychiatric Residential Treatment Facility (PRTF)

## Foster Care/Adoption

**30** licensed foster families (average per month)

**15** kinship providers (average per month)

**13** children with a permanency goal of adoption

**1** finalized adoption

**14** youth received independent living services

## Adult Protective Services

**296** calls/reports resulted in 176 cases requiring assistance or intervention.

