

JFS General Fund History

F.Y.	Amount	% of General Fund
2006	\$2,067,750.00	7.35%
2005	\$2,020,114.00	7.86%
2004	\$2,422,569.00	8.68%
2003	\$2,408,538.00	8.32%
2002	\$2,339,000.00	8.36%
2001	\$2,386,292.00	9.54%

Children Services Department anticipates \$135,000.00 budget shortfall for 2006

Despite the best efforts of Children Services leadership and casework officials to significantly limit the number of children requiring costly out of home placement to assure their safety and protection, actual placement costs for the most seriously abused and neglected children of our community is expected to result in a \$135,000.00 budget shortfall for 2006. Per diem (per day) fees for foster care and residential facilities have increased significantly over the past 24 months, while general fund revenue designated for child protective services in Fairfield County remains at a level that is **\$355,000.00** less than in 2004.

In an effort to reduce anticipated shortfalls, FCJFS – Children Services Department will continue to restrict out of home placements to those children most at-risk, however, the agency **cannot** further reduce the number of children currently in placement, without seriously compromising their safety and protection.

Under state law, counties in Ohio continue to be responsible for the safety and protection of abused and neglected children. Fairfield County continues to lag **far behind** most of Ohio's 88 counties in the amount of financial resources allocated for these vital services.

Expenditures per capita for child welfare services in Ohio:

Fairfield County:	Ohio Average:	Best Practice Counties in Ohio:
\$22.00 per capita	\$44.00 per capita	\$88.00 per capita

It remains imperative that the Board of Commissioners considers partial or total restoration of agency funding in 2006. This topic has been placed on the agenda for the agency's next quarterly meeting with the Board scheduled for June.

Accreditation Site Visit scheduled for the week of June 26.

Following two years of intensive preparation, FCJFS officials recently shipped thousands of documents and records to the Council on Accreditation (COA) in New York City, completing the pre-site evidence gathering process required for accreditation.

FCJFS now begins preparation for the critical on-site visit scheduled for the week of June 26. The site visit will involve further evidence review, staff and community interviews, and facility inspections by peer reviewers from COA. In the coming weeks, COA will identify those individuals and entities that they will be required to meet during their visit, and FCJFS officials will schedule these interviews. Your availability and support is greatly appreciated.

FCJFS Risk Management Committee Formed

In April, FCJFS senior leadership team officials adopted a formal committee charter forming an agency **risk management committee**, effective April 3, 2006. The Risk Management committee will be responsible for monitoring risks that might expose Fairfield County Job and Family Services (FCJFS) to liability and reveal unsatisfactory service.



Upcoming Events:
Foster Parent Banquet/Dinner Theatre
May 5, 2006
6:30 pm-11:30 pm
Liberty Center

Accreditation Site Visit
June 26, 27, 28 2006
@JFS

Partner Recognition Event
June 2, 2006
11:30 am
@JFS

March 2006





JFS Vision Statement

JFS, through state and local partnerships, will be Ohio's premier family support and workforce development system, contributing to skilled, safe, healthy Fairfield Countians, successful businesses and a strong community.

JFS Mission Statement

Through a spirit of community cooperation, the mission of Fairfield County Job and Family Services is to provide services that encourage productivity, develop competencies, ensure accountability, and promote self-reliance, family stability, and child safety.

JFS Strategic Goal Areas:

1. FCJFS will responsibly obtain, maximize, and allocate financial resources according to agency priorities.
2. FCJFS will value and respect employees as our greatest asset.
3. FCJFS will provide exceptional public service to the community.
4. FCJFS will demonstrate, inspire, and empower leadership.
5. FCJFS will continue to improve and measure performance in all areas, utilizing technology and available resources.
6. FCJFS will initiate, promote, and enhance community and inter-governmental relationships to further our mission.

The *Risk Management Committee* began meeting on April 10, 2006 and will assume the following responsibilities:

1. To ensure the agency remains in compliance with legal requirements, laws, and mandatory reporting.
2. To review current and future Preliminary Accreditation Reports (PAR)
3. To review all audit reports (federal, state, and internal audit reports).
4. To review any other issues brought to the committee, as appropriate.
5. To communicate specific findings and recommendations with appropriate agency personnel as needed.
6. To initiate strategies to minimize administrative and/or clinical risks.

The areas of risk management to be addressed by the committee will include, but is not limited to the following:

- o Loss and liability
- o Risk management insurance
- o Legal compliance
- o Security of information
- o Media relations
- o Service Agreements
- o Contracting relations/purchasing
- o Program services
- o Foster care safety
- o Building safety
- o Personal safety
- o Professional training, continuing legal education
- o Grievances/Complaints
- o Transportation

Partner's Recognition Event Scheduled for June 2.

On June 2, FCJFS will recognize those government and community partners that have assisted the agency in serving families during the past year. A recognition event, with light refreshments will take place at 11:30 am. at JFS. The agency is extremely blessed to have the support of so many local businesses, concerned citizens, and community partners, and would be unable to advance the overall FCJFS mission without their generous contributions of time, money, and other valuable resources. Please join us for this important event.



Over 100 concerned residents turned out to support the 5th Annual Candlelight Walk.



Circus Night is a celebration of family! The generosity and talents of FCJFS staff members and community partners make this event possible.

JFS CUSTOMER WALK-IN STATS

Client Count for Mar 1 - 31	2006	2005	2004
Community Services	5966	5638	5140
Child Support	669	615	787
Children Services	763	778	821
WorkNet	1895	1184	1004
YTD (Jan 1 - Mar 31)	31671	24840	20828

This chart reflects agency walk-in customers only. Many departments have more phone intensive case loads, not requiring walk-in visits by customers.

Circus Night Returns on April 6



On April 6 from 5:00-6:30 p.m., Fairfield County Job and Family Services hosted Circus Night. This fun-filled event is held in April during Family Festival month to celebrate and appreciate families in Fairfield County. Through staff and community donations, hot dogs, drinks and cookies were provided to more than 500 people. The P.T. Reptile Show was a resounding hit with both children and adults.

Family activities such as "Build A Buddy" focused on families creating a fun craft together. Using various arts and crafts, over 250 children decorated their very own "Buddy" to take home.



C.J.'s Amazing Bag of tricks entertained the children the entire evening.



C.J. is a local student from Baltimore who donated his time for this event.

P.T. and the Reptile Show allowed children to learn about alligators, snakes and spiders. Funding for this performance was through the Family Festival Committee, United Way and the Fairfield Foundation.

Direction Card Changes

During March and early April the Food Stamp program completed the change to issue the cards directly from a state vendor. Some of the Fairfield County residents experienced difficulty with the changes by:

- o Not receiving the new card in the mail
- o The previous amount on the old card was not transferred to the new card
- o The statewide customer service phone number, because of the large volume of calls, was not accessible for many of our families

The Ohio Department of Job and Family Services has attempted to address these issues by contacting the vendor to hire more staff to man the customer service phone number and creating a short-term option for county staff to directly contact the state for those families who did not receive a card or needed a replacement and were unable to access the toll free number. We are hopeful that over the next 30 to 60 days the new Direction Card issues will be resolved. Fairfield County Job and Family Services have worked with state personnel and local food pantries to ensure that families have food available until they can access their Food Stamp card.



The Community Services caseload for March is 5,645 open cases. This is the highest open caseload in more than five years.

In March there were 209 scheduled intakes; 172 attended intake appointments, (families who do not currently have an open case requesting assistance). Twenty-five customers were a no show to the appointment and 12 customers rescheduled.

Help Desk staff answered 1,955 requests from families. Of those 569 were walk-in customers and 1,386 were phone contacts.

Food Stamp cases totaled 2,582 open cases in Community Services.

Families receiving only Medicaid benefits total 2,387 open cases in March. The majority of these families have employment in the household.

In March, 733 families are receiving Ohio Works First (ongoing cash assistance).



APRIL IS NATIONAL CHILD ABUSE PREVENTION MONTH

Fairfield County initiated observance of National Child Abuse Prevention Month with the 5th Annual Candlelight Walk held on April 6, 2006. The keynote speaker for the evening was the **Honorable Steven O. Williams**, Fairfield County Juvenile Court Judge. Other highlights included youth in foster care sharing their experiences personally and in written form. Other opportunities to raise awareness of the prevalence of child abuse and neglect in Fairfield County included ribbons tied on the trees in the JFS parking lot facing Memorial Drive. The ribbons symbolize the number of child abuse and neglect reports received by Fairfield County Children Services during 2005. Additionally, pinwheels were placed in the lawn adjacent to the entry to JFS representing the average numbers of reports received each month in Fairfield County. The month long theme of *Light the Way of Hope* will be communicated by blue HOPE bracelets which were provided to all participants in the Candlelight Walk.

THE AMAZING CASE: CLOSE UP ON FAMILIES AT RISK

Lancaster Community Church hosted this community wide event sponsored by The Abuse Prevention Fund, The United Way of Fairfield County, Fairfield County Job and Family Services and the Fairfield County FACF Council. This educational program was offered free of charge to all Fairfield County human service agency/organization staff and the public. A facilitated discussion between selected panel members examined the process of providing care and services to children and families at risk in Fairfield County. The panel used a hypothetical family scenario to develop a service plan. **The "Amazing Case"** was provided as part of national Child Abuse Prevention Month activities and was designed to be informative, provocative and entertaining. Panel members represented a wide array of service providers in Fairfield County including Fairfield County Job and Family Services (Adult Protective Services, Children's Services, Community Services, Visitation Center, WorkNet/Veteran's Services), Fairfield Medical Center, Juvenile Court, Head Start, Lancaster Police Department, The Recovery Center, Community Action, The Lighthouse, New Horizons, Older Adult Alternatives/MOW, Fairfield Department of Health and Fairfield County Prosecuting Attorney.

2006 PCSAO'S MY VOICE, MY LIFE, MY FUTURE

Youth from Fairfield County will have an opportunity to share their experiences in foster care at several upcoming events sponsored by the Public Children Services Association of Ohio (PCSAO). On May 4, young people will travel to Athens to participate in **a panel of foster youth** in a moderated discussion about the ways the courts and child welfare system have affected their lives. Children Services Director, Jim Hodge, and the Honorable Steven O. Williams will attend this event. Additionally, some youth will participate in a larger panel at the annual PCSAO conference in Columbus on April 26. Finally, these same youth will participate in a *My Voice, My Life, My Future* Summit at Camp Joy in Warren County. They will participate in ropes courses, learn more about the California Youth Connection, and develop specific recommendations for Ohio courts and child welfare systems. This feedback will be passed on to Children Services Directors, courts and child advocates. Fairfield County Children Services is very proud of its youth who are embracing the opportunity to share their stories.

2006 YTD Reports Statistics

	Phy Ab	Sex Ab	Neglect	Em Mal	At Risk	Info/Otr	Totals	Total Children in Agency Custody
Jan	9	8	21	3	67	407	514	167
Feb	23	11	24	0	68	397	513	164
Mar	16	14	27	0	63	408	515	167

March 2006

Child Support Collections were up in March 2006!

Child Support collections increased almost 7% in March 2006, as compared to March 2005. Most collections continue to be accomplished through wage withholding. Tax interception collections, both at the federal and state level, increased - comparing the two most recent years.

Child Support Collections	Mar-05	Mar-06	Difference 05-06	% Diff 05-06
Federal Tax Refunds	\$215,039.00	\$238,334.49	\$23,295.49	10.83%
Ohio Tax Refunds	\$25,255.27	\$36,542.80	\$11,287.53	44.69%
Unemployment Compensation	\$37,457.95	\$35,804.88	-\$1,653.07	-4.41%
Wage Withholding Collections	\$1,329,816.60	\$1,369,572.08	\$39,755.48	2.99%
Interstate Collections	\$50,716.73	\$29,709.35	-\$21,007.38	-41.42%
Money Orders/Workers' Comp	\$199,315.72	\$297,295.68	\$97,979.96	49.16%
Cash Collections/Drive Thru	\$75,274.17	\$59,549.00	-\$15,725.17	-20.89%
Total Collections	\$1,932,875.44	\$2,066,808.28	\$133,932.84	6.93%

Special Enforcement Collections, with arrearage forgiveness, totaled \$157,854 for the first quarter of the year. This represents about a 10% increase over the prior year. Special enforcement collections include: lump sum, driver license suspensions, liens, judicial actions, and FIDM.

Collections for the first quarter increased 6.36% in 2006 as compared to 2005. Quarterly collections in 2006 totaled \$5,447,572, as compared to \$5,121,739. March 2006 is the first month for the agency to break the \$2M threshold.

The Legal Clinic Continues to be a Strong Partnership

We continue to receive excellent feedback about the **Legal Clinic**. Parents are acquiring free legal advice, and child support professionals are providing information to help. Child Support volunteers for the full year are already in place. The CSEA will continue to help with marketing, reporting, and intake services. The Clinic will continue to be held at the First United Methodist Church on the fourth Tuesday of the month, except December, with intake beginning at 5:30 p.m. For March 2006, the **Legal Clinic** statistics are:

- o 17 clients served
- o An average income of \$1038 monthly
- o JFS was the highest referral base, with 47% of all referrals
- o More than 53% of cases are DR Court cases
- o 2 pro bono cases accepted
- o 5 volunteer attorneys participated
- o 2 CSEA volunteers participated

Did You Know?

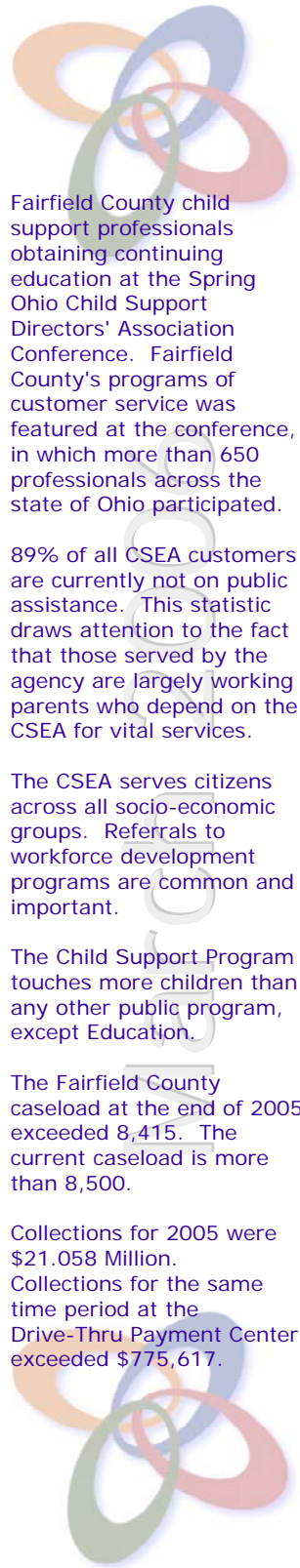
U.S. HHS Officials from the Administration of Children and Families are offering positive feedback to the Child Agency for its work on federal demonstration grants relating to customer service as an enforcement tool.

An article in the Lancaster Eagle Gazette on Thursday, March 30, featured the Child Support Amnesty Program, which will be similar to the former Child Support Diversion Night. The **Amnesty event** will be held in August, and it will give parents an opportunity to make a "good faith" payment and provide employment or income information without fear of arrest, license suspension, or other punitive measures.

The **federal government** has proposed several financial cuts to the child support program while also recommending recipients who receive in excess of \$500.00 annually be charged a fee for services provided. Carri Brown, CSEA Director, is serving as the OCDA President for 2006. She recently volunteered to lead a group that will be focusing on the implementation of the federal legislation associated with funding and program changes beginning in 2007.

Electronic disbursement of child support payments is required in 2006. This means that parents have a choice of Direct Deposit or e-QuickPay. Fairfield County served as a pilot for the initiative, and more than half of all local cases have already been converted to electronic disbursement.

House Bill 122 goes into effect April 14, 2006. It requires lottery winners to disclose winnings and ensure they are current in child and spousal support payments. The bill also makes some changes in the procedure for the deduction of support from lottery winnings.



Fairfield County child support professionals obtaining continuing education at the Spring Ohio Child Support Directors' Association Conference. Fairfield County's programs of customer service was featured at the conference, in which more than 650 professionals across the state of Ohio participated.

89% of all CSEA customers are currently not on public assistance. This statistic draws attention to the fact that those served by the agency are largely working parents who depend on the CSEA for vital services.

The CSEA serves citizens across all socio-economic groups. Referrals to workforce development programs are common and important.

The Child Support Program touches more children than any other public program, except Education.

The Fairfield County caseload at the end of 2005 exceeded 8,415. The current caseload is more than 8,500.

Collections for 2005 were \$21.058 Million. Collections for the same time period at the Drive-Thru Payment Center exceeded \$775,617.

MEDICAID PAYMENTS TO FAIRFIELD COUNTY

Medicaid payments to long-term care facilities and the hospital continue to comprise an average of **43% of all Medicaid expenditures for Fairfield County residents**. A total of \$8,007,840 in Medicaid was expended in February on behalf of **15,758 eligible Medicaid recipients in the county**. \$1.7 million went to nursing homes, with \$1.4 million going to the hospital.

112 Fairfield County residents are eligible for Disability Financial Assistance; of this total, 63% of all residents receiving Disability Assistance are between the ages of 41 and 59. Approximately \$30,200 in DA funds are allocated each month for those eligible for Disability Assistance in Fairfield County.

CAREGIVER CONVICTED IN THEFT FROM ELDERLY

Nancy Pritchard, a private caregiver who befriended an elderly woman with Alzheimer's and subsequently moved into the woman's home to provide care for her, was convicted of felony Theft from an Elderly Person. In the course of providing in-home care for the elderly woman, Ms. Pritchard convinced the woman to modify her will, leaving the house and all worldly goods to Ms. Pritchard. In addition, Ms. Pritchard wrote checks from the woman's bank and stock accounts to herself, and stole her jewelry.

Adult Protective Services began investigating the exploitation case in 2004 and subsequently assisted the woman's son in pursuing guardianship and filing formal charges. Lancaster Police Detective Rod Sandy and David Kessler from the State Attorney General's Office of Child and Elder Abuse assisted with the case from the beginning.

KINSHIP EASTER EVENT BROUGHT SUNSHINE AND SMILES!

On Saturday, April 8, over 57 Kinship grandparents and 68 children enjoyed a massive Easter egg hunt and a personal visit with Easter Bunny at the annual "Kinship Easter Event in the Park." Coordinated by Jenny Ruff, the day included visits from baby bunnies, 2 baby goats, and a baby donkey (courtesy of Mary-Jane Gard), and Easter baskets filled with lots of donated candy.

The next event to be sponsored by the Kinship Navigator program will be the "Spring Fling" clothing giveaway, scheduled in May. In collaboration with St. Peter's Church, Jenny Ruff and staff from JFS will organize tables filled with free clothing and household goods. The event will be open to the public.

ADULT PROTECTIVE SERVICES

In March, APS received 33 referrals alleging abuse, neglect, or exploitation of adults age 60 and over. 69% of the referrals involved females; 45% of the referrals were over the age of 80. Referrals alleging exploitation were once again high, comprising 14% of the total.

CHILD CARE UPDATE

The JFS Child Care Unit has worked directly with the Head Start/Early Learning Initiative (ELI) Program to fill all slots that were allocated to the ELI program. Applications were still being accepted in March, and a waiting list was begun.

Child Care currently serves 533 families, including 1102 children, with an average of 55 new applications per month.

March 2006

Job Fair

The semi-annual job fair was held on March 17, 2006 at Ohio University-Lancaster. This has become a very successful partnership between JFS and OU-L. Each job fair continues to grow in size and popularity with employers. This event was attended by nearly 600 job seekers and over 60 employers. Feedback received by JFS staff and through customer satisfaction surveys was extremely positive and appreciative.

The success of the OU-L job fairs has prompted the Pickerington Chamber of Commerce to inquire about the feasibility of hosting one at the OU Pickerington campus. Planning is already underway for a job fair to be held in Pickerington sometime this summer. Look for additional details as they become available.

Youth Programs Featured

Two of our WIA Youth Programs were featured at separate events in March. The Maintenance Internship Program was featured at the statewide WIA Youth Conference in Columbus. Partners in this program, including JFS, Bureau of Vocational Rehabilitation, Functional Training Services, and Lancaster High School, all participated in a panel discussion and question and answer session. The Ohio Department of Job & Family Services recognized this program as a "best practice" and feedback from the session was very positive.

Another one of our WIA Youth Programs, TeenWorks, was featured during a recent Area 7 videoconference. JFS staff made a brief presentation about the program and Area 7 recognized it as a best practice". Several of the counties participating in the videoconference requested additional information on TeenWorks in hopes that they might develop a similar program in their counties.

Youth Program RFP Issued

Job & Family Services recently released a Request for Proposal (RFP) for youth programming beginning July 1, 2006 and running through June 30, 2007. RFP's were distributed to all current and past providers and legal notice was published in the Lancaster Eagle Gazette. Potential bidders have until May 5, 2006 to submit their proposal. All submissions must meet the criteria outlined in the RFP as well as all requirements of the Workforce Investment Act of 1998. The purpose of the WIA Youth Program is to provide youth ages 14 – 21 with basic skills tutoring, work-readiness skills, and work experience that will better qualify them to enter the workforce.

WorkNet Customer Count

	2002	2003	2004	2005	2006
January	-	749	958	924	1580
February	-	651	846	699	1419
March	-	807	1004	1184	1895
April	592	943	985	917	
May	547	748	989	979	
June	371	1100	1126	1165	
July	447	1129	877	1180	
August	492	992	1015	1752	
September	566	906	1020	1334	
October	683	895	689	1277	
November	442	757	767	1172	
December	452	712	811	1106	



New Website

The new and improved www.MyWorkNet.com is currently undergoing testing to work out any design flaws and to make any necessary improvements prior to being unveiled. The new website has an all-new look and many additional features targeted at increasing website use among the business community. Businesses will be able to create accounts that will allow them to post jobs, accept resumes on-line, track applicants and correspond with potential candidates via e-mail. The website is scheduled to be fully operational by the end of April or beginning of May at the latest.





March 2006



OUR MISSION: (REVISED MARCH 29, 2006)

The mission of the Family Support and Visitation Center is to support children and families who have been affected by divorce, separation, abuse, neglect or domestic violence. Through education and provision of a safe, comfortable environment, our focus is to promote family engagement and healthy, meaningful adult/child relationships.

MARCH 2006 STATISTICS

Monitored Exchanges: 91
Supervised Visits: 230
Referrals received: 20
Number of adults served: 242
Number of noncustodial parents: 108
Number of children: 123

PARENT EDUCATION SERVICES

The Parent Education Team has begun to finalize the referral process, eligibility criteria and the assessment tool for parent education services. The team's goal is to begin offering services by late April. When the procedures are in place, referrals will be evaluated for eligibility at the Children Services case review meetings, where the Intake Unit transfers the case to the Family Based Care Unit.

All of the research and planning is wrapped around a core value of what type of program, process and services will be the most beneficial for parents and their children. Services will therefore be offered at the beginning of a case. This will enable all of us to work together from the start, to engage parents at the onset, and to participate in actual case plan development.

PERSONNEL

Shawna Ochs was hired to replace Casie Stanton as the newest Visitation Monitor. She will begin on April 19th.

PROGRAM UPDATE

There is currently a waiting list for supervised parenting time. As families transition to unsupervised visits, the waiting families will be assigned.

The Family Support and Visitation Center **staff retreat** was held March 29th, from 9:00 am to 1:00 pm. The theme was **Celebrate Growth!** The goal themes for 2006 were established, and the accomplishments of 2005 were celebrated!



March 2006



"SUPER" Meeting Offers Valuable Training for Supervisors/Managers

The Ohio Human Services Training System offers training opportunities for Job and Family Services staff and management that are tailored to meet the diverse and unique needs of the agency. This training is provided on-site and at NO COST to the agency. As an agency, we are committed to valuing and respecting our employees as our greatest asset. In an effort to support this strategic theme, we regularly provide training opportunities that allow our supervisors and managers to grow, develop, and sharpen their management skills.

On April 27, 2006 all supervisors and managers will be participating in a training titled "Dealing with Difficult Employees." This is a practical, skills-building program that will focus on tools and techniques and methods of leading, directing, managing, and motivating employees. The key to this training will be integrating these into a leadership style that consistently produces the results that are desired.

We look forward to incorporating the techniques and skills learned at this training into our coaching and development system.

Turnover Statistics for 2005

The chart below details the turnover figures for 2003 through 2005. In 2005, the agency experienced a 21% turnover rate, the highest in recent years. This figure represents almost ¼ of the staff leaving during that calendar year. We are hopeful that the reinstatement of the performance-based increases will help to reduce this figure and ultimately result in a more stable workforce.

