

F.Y.	Amount	% of Fund
2007 (request)	\$2,471,200.00	Estimate: 8.4%
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%

JFS 2007 General Fund Budget Request Revised

The county general fund contribution to Fairfield County Job and Family Services was cut by \$402,000.00 in 2004, as a result of the much publicized county budget "crisis". While several county departments have received partial restoration of lost general fund revenue to address shortfalls or unanticipated expenses, JFS has operated within the reduced funding level for the past 24 months.

That budget cut has been devastating to the Children Services Department and has adversely impacted the ability of child welfare caseworkers and leadership officials to protect our most vulnerable children. In 2006, Children Services reduced the number of children in paid protective placement by 20%, in order to balance the budget. In addition, the number of referrals being investigated by agency caseworkers has been reduced from 60% of all referrals in 2004 to 40% of all referrals in 2006.

Many are unaware that Ohio Revised Code (ORC) places direct responsibility for this vital **public-safety** service delivery system, and all departments under the umbrella of JFS with the Board of Commissioners. While reducing paid protective placement and restricting new case intake to the most severe incidents of abuse and neglect has resulted in reduced operational expenses, these policies have placed abused and neglected children in great danger and have increased the risk of liability for Fairfield County.

The agency can no longer sustain the severe cuts of 2004 without placing seriously abused and neglected children at an unreasonable risk. This week, JFS leadership will submit a revised county general fund budget request for 2007. The request would restore JFS to a 2004 funding level plus a 2% increase, as provided for in the Board of Commissioner 2007 budget planning instructions. **Astonishingly, the revised 2007 request amounts to only a 3.5% increase over the amount that JFS received in 2001.**

The revised budget request is far less than the amount of local resources necessary to provide an effective safety net for at-risk children and families, but would help avoid further devastating cuts to existing programs and services. The chart below reflects per capita spending patterns for child welfare in contiguous Ohio counties. As indicated, Fairfield County spends less than one-half (1/2) of the state average for services to protect abused and neglected children.

Community Services, CSEA, Child Care, Adult Protective Services, Nursing Home/Medicaid Services and Workforce Services, are all experiencing **dramatic** increases in caseloads and requests for statutorily mandated services. Caseload sizes for each of these service areas are at record highs, and expected to continue to climb as a result of the county's dramatic population growth. The county general fund contribution for these services has not increased since 2001, making it unlikely that the agency will continue to meet the increasing needs of customers and to achieve performance outcomes required by federal and state statutes. Failure to achieve performance standards will in turn result in financial sanctions, exacerbating the agency's funding challenges.

JFS continues to be proactive in planning to meet these evolving financial and programmatic challenges. The agency's approved strategic plan includes a number of specific and measurable objectives focused on revenue development initiatives, as well as increasing operational



August 21, 2006
Commissioner Presentation
of National Counties Award
to CSEA
8:30 am at JFS

August 21, 2006
5th Annual Foster Care &
Adoption Pool Party Valley
View Swim Club
6-9pm

September 8, 2006
JFS- OU-L Job Fair
OU-L Campus
10 am-1pm





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.

efficiencies. The JFS Strategic Plan and the Children Services Strategic Plan and Organizational Restructuring Plan are both available for you to review on-line at www.fcjfs.org.

Child Protective Services Per Capita Spending

Fairfield	\$24.97 per capita
State Average	\$44.00 per capita
Contiguous Counties:	
Perry	\$ 50.73 per capita
Hocking	\$ 49.99 per capita
Muskingum	\$ 77.37 per capita
Licking	\$ 49.10 per capita
Franklin	\$141.43 per capita
Pickaway	\$ 14.46 per capita

Customers, Customers, Customers...

As referenced above, requests for statutorily mandated services continue to climb at a rapid pace. While the **majority** of our customer contacts are in the field or by telephone and mail, many customers continue to seek services directly at our offices at 239 West Main Street in Lancaster. The chart below reflects the dramatic increase in walk-in customers registered by our agency reception staff over the past several years.

Client Count Jul 1 – 31	2006	2005	2004
Community Services	5287	5036	4643
Child Support	636	654	658
Children Services	730	676	809
WorkNet	1466	1180	
YTD (Jan 1 – Jul 31)	70827	60878	52686

Speaker's Bureau

FCJFS will unveil a formal Speaker's Bureau in November. The following is a list of topics that will initially be offered to our stakeholders, community partners, and the residents of Fairfield County:

- JFS – Overview of Services
- Foster or Adoption Needs in Fairfield County
- JFS Client Advocacy Services
- Workforce Development and Business Services
- Elder Abuse and Adult Protective Services
- Child Support Enforcement Services
- JFS Funding and Accountability
- Abuse and Neglect Training for Teachers and Pastors
- Healthy Start/Healthy Families
- Fraud Recovery
- JFS-Community Services Department – Offering Safety Net and Self-Sufficiency Services
- Kinship and Grandparent Support Services
- Subsidized and Federally Funded Child Care
- The Family Support and Visitation Center
- STARS

Please contact Ginny Reid to schedule a speaker for your staff, committee, organization or club. Ginny can be reached by email at reidv@odjfs.state.oh.us, or by phone at 740-687-6728.

The Community Services caseload for July is 5,590 open cases. This includes Healthy Start/Healthy Families, Food Stamps, and Ohio Works First. This is the highest open caseload in more than five years.

In July there were 232 scheduled intakes; 196 customers attended intake appointments, (families who do not currently have an open case requesting assistance). Thirty-two customers were a no show to the appointment and 14 customers rescheduled.

Help Desk staff answered 1,545 requests from families. Of those 592 were walk-in customers and 1953 were phone contacts.

Food Stamp cases totaled 2,506 open cases in Community Services.

Families receiving only Medicaid benefits such as Healthy Start, Healthy Families, or Transitional Medicaid total 3,750 open cases in July. The majority of these families have employment in the household.

In July, 820 families are receiving Ohio Works First. Many of these cash assistance cases are children involved with Children Services who are residing with grandparents or other relatives.

In July, the Transportation Team provided 3,270 one-way trips. A total of 1,593 gas vouchers were issued, 940 trips were provided by JFS drivers, and 573 one-way trips were provided through Lancaster Public Transit and FairCATS.

New TANF Rules – Deficit Reduction Act

With the reauthorization of the Temporary Assistance for Needy Families (TANF) program, the Department of Health and Human Services has issued regulations that define the activities that are countable toward the work participation rate requirements and how states must monitor and verify the hours that cash assistance families participate in. These regulations were required as part of the Deficit Reduction Act of 1005, which increased the percentage of TANF recipients who participate in federally countable work activities for a specified number of hours each week.

It is important that both the state and county maintain focus on the overall goal of helping low-income families improve their employment outcomes and support their families, not just on achieving the required participation rates.

The TANF work participation rate is a measure of the proportion of TANF recipients who are engaged in a specified set of work activities for at least a minimum number of hours. The TANF statute lists 12 work activities that can count toward the work participation rate. Some of these activities—known as “core” activities—can count toward all hours or participation, while others—known as “non-core” activities—can only count for some of the required hours or participation.

Core Activities include subsidized private sector employment, work experience, on-the-job training, job search, job readiness assistance (with limitation on duration), community service programs, vocational educational training (with limitations on duration), and providing child care assistance to an individual in a community service program.

Non-Core Activities include job skills training related to employment, education such as GED, and school attendance at a secondary school for those who have not completed high school.

Health and Human Services has significantly narrowed the definition of each of these activities. The regulations include limits on the work activities designed to address barriers such as substance abuse treatment, mental health counseling, and physical therapy. The new regulations also impose significant limitations on education and training.

Community Services staff will be attending training at ODJFS to implement these new guidelines. In addition, new strategies are being developed in Community Services to try to meet the participation rate and still assist families to achieve self-sufficiency.

School Clothes and School Supplies Benefit Many Families

Many families in our community are barely meeting the basic needs of food and shelter. During this time of year, children are very excited about starting back to school. However, for the parents, purchasing school supplies and school clothes can be very difficult.

Fairfield County Job and Family Services received donations from community partners that allowed us to provide a limited number of school supplies to those families in need. United Way of Fairfield County donated \$1,500, Time Warner donated \$250.00, and New Connections Church donated many school supplies. These donations allowed 151 children to receive school supplies.

During the month of August, Community Services will assist families to purchase school clothes for children in grades Kindergarten through grade twelve. Those families who have income under 200% of the Federal Poverty Level and meet other eligibility requirements will be issued a voucher to purchase school clothing at either Value City, K-Mart, or Meijers. Children in grades Kindergarten through fifth grade are issued a voucher in the amount of \$100.00 and children in sixth through twelfth grade are issued a voucher for \$150.00. As of August 18, 2006, 206 vouchers were issued to children and 100 families are scheduled for vouchers on Saturday, August 19, 2006. TANF funds were also used to purchase and distribute 255 backpacks to children.

My Voice, My Life, My Future

During May 2006, youth from all over Ohio participated in events sponsored by the Public Children Services Association of Ohio (PCSAO) in conjunction with Foster Care Awareness Month and with the support of *Home At Last*, a Pew Charitable Trust initiative. The events were aimed at soliciting input from youth about the decisions, plans and services put into place for them by a child welfare agency and other professionals. Events included brown bag luncheons/regional forums of child welfare professionals, judges and an overnight youth summit. Two youth from Fairfield County, Terry and Cassie, participated in multiple events and shared their valuable insight about what child welfare agencies, other professionals and the community, can do to produce better outcomes for youth. All the young people participating provided the following recommendations: Increase court participation of involved youth, provide hands-on, real life opportunities for independent living skill development, keep siblings together whenever possible and assure regular contact when siblings are placed apart, maintain mental health therapists in the youth's own community and increase training for caseworkers and foster parents about mental health issues, improve communication between caseworkers and youth, and involve youth in meetings about them, including meetings to discuss reunification with family members. Finally, foster parents should be trained and highly qualified and be observed interacting with youth on an ongoing basis. The events in May culminated in the identification of youth to participate in the Ohio Youth Advisory Board. Both Terry and Cassie will be serving as members of this board comprised of youth from all over Ohio. Fairfield County is proud of our youth and their advocacy for their peers both in Ohio and nationally. Stay tuned for more about the Ohio Youth Advisory Board and their activities.

Moving Closer To Becoming An Accredited Agency

As mentioned in last month's report, the next step in the process to achieve accreditation was the receipt of a Preliminary Accreditation Report (PAR) from the Council On Accreditation (COA). The PAR is a detailed analysis and findings of FCJFS' level of compliance with the nearly 700 national best practice standards established by COA. Once received, the agency has 45 business days to respond to items requiring additional improvements prior to the agency being submitted to the COA Board of Directors for approval. Well, it's here.

After the reviewers completed their assessment of the more than 10,000 pages of evidence, interviews with staff, management, foster parents, foster children, families served, review of financial records, personnel records and finance records, they found absolutely no service elements out of compliance or requiring additional work. FCJFS has been requested to address only one item prior to being considered for accreditation. This is a remarkable feat considering the level of scrutiny applied by the reviewers and COA. The lone topic to address is for the agency to demonstrate over the next four years our plan to recruit or hire additional advanced degree personnel. The response to the PAR is near completion and is anticipated to be returned to COA before the end of August, 2006. Once COA receives our response, we will await COA's final decision to recognize Fairfield County Job and Family Services as an accredited agency. This recognition represents a crowning achievement for not only the staff of FCJFS, but for all stakeholders, families and children being served in Fairfield County.

2006 YTD Reports Statistics:

2006	Phy Ab	Sex Ab	Neglect	Em Mal	At Risk	Info/Otr	Totals	Total In Agency Custody	Total In Paid Placement	% In Paid Placement
Jan	9	8	21	3	67	222	330	167	104	62%
May	27	9	23	2	65	237	363	163	84	52%
June	6	13	22	1	49	232	323	165	82	50%
July	7	16	19	2	55	217	264	179	84	47%

July 2006





AUGUST IS CHILD SUPPORT AWARENESS MONTH. Thank you to the Board of Commissioners for naming August as Child Support Awareness Month. The CSEA has scheduled outreach events, training seminars, & extended hours for customers.

COLLECTIONS OF CHILD SUPPORT FOR 2006, AS OF JUNE 30, 2006, TOTAL \$11,005,669, OR \$356,795 MORE THAN THE PRIOR YEAR AT THE END OF THE SECOND QUARTER. For the most recent month, collections increased 4.44% over the prior year:

July 2006 Collections, Child Support

	Jul-05	Jul-06	Difference 05-06	% Difference 05-06
Federal Tax Refunds	\$54,508.53	\$60,032.90	\$5,524.37	10.13%
Ohio Tax Refunds	\$7,772.93	\$25,968.57	\$18,195.64	234.09%
Unemployment Compensation	\$11,506.18	\$14,503.68	\$2,997.50	26.05%
Wage Withholding Collections	\$1,305,509.30	\$1,307,548.38	\$2,039.08	0.16%
Interstate Collections	\$34,673.07	\$26,157.39	-\$8,515.68	-24.56%
Money Orders/Workers' Comp	\$195,892.10	\$261,303.31	\$65,411.21	33.39%
Cash Collections/Drive Thru	\$64,320.12	\$52,925.13	-\$11,394.99	-17.72%
Total Collections	\$1,674,182.23	\$1,748,439.36	\$74,257.13	4.44%

WE CONTINUE TO RECEIVE EXCELLENT FEEDBACK ABOUT THE LEGAL CLINIC:

Parents are acquiring free legal advice, and legal and child support professionals are volunteering. For June 2006, the **Legal Clinic** statistics are:

- 15 clients were served.
- Clients had an average income of \$ 762 monthly.
- JFS was the highest referral base, with 53% of all referrals.
- The most prevalent issue was visitation or parenting time.
- 87% of cases were DR Court cases.
- 3 volunteer attorneys participated.

2006 - Mid year review of caseload and collections, compared to 2001 and 2005:

Program Area	2001	2005	% Change	06.30.2006	2006 estimate	Avg Annual % change
Caseload	6,267	8,415	34.27%	8,496	8,515	1.19%
Avg #of Cases Per Case Mgr	696	935	34.34%	944	946	1.18%
Arrests	113	134	18.58%	70	140	4.48%
Hearings Held	1,535	2,226	45.02%	1,215	2,275	2.20%
Collections in Millions	18.71	21.06	12.56%	11.00	21.78	3.41%
CSEA Salary Exp	1,344,873	1,279,901	-4.83%	624,467	1,248,934	-2.42%

THE JOB OPPORTUNITY COORDINATORS ARE NOW WORKING WITH CHILD SUPPORT PARENTS. The CSEA and Maximus are partnering for the new "employment specialist" project funded by a TANF grant. The mission of Job Opportunity Coordinators is: "So that parents can overcome employment challenges and provide for their children's healthful development, "Job-Opp" Coordinators will give both parents equal opportunity to engage in an active, intensive approach for seeking work, increasing job retention, achieving self-sufficiency, and managing their child support cases." The Coordinators are working very closely with the Child Support Case Managers. They are trained to provide general child support information to parents. The Coordinators (Barb, Janie, Anikta, and Kimberly) can be reached at 687-7106.

COMING SOON - ELECTRONIC DISBURSEMENT NOTIFICATION APPLICATION – A CALL FROM "EDNA"

With Direct Deposit and e-QuickPay in full swing, child support customers will soon have the opportunity for a new service: an automatic dialer for payment information. Parents who wish to participate can sign up for *automatic notification* of payments and general case information.

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.

Strategies to address the federal funding issues will be the main topic of the Executive Leadership Committee meetings held throughout the remainder of 2006.



CAPP Medical/Public Health Stakeholder Group Meets

July 19th marked the initial meeting of the Medical/Public Health Committee of the JFS Community Advisory & Planning Panel. Fourteen members were in attendance, and many offered constructive and positive suggestions for improvement in several service areas.

As a result of the committee requests, direct phone numbers for staff in various departments was distributed, a JFSi course listing was mailed out, and all staff within the Social Services Department were asked to specify the date and their availability on daily voice mail greetings.

Diane Stuckey, owner and director of AlternaCare Home Health, Inc., was elected Chairperson of the Medical/Public Health Committee. The next meeting will be held at JFS on October 5

CHILD CARE STAFF HOSTS LATCHKEY OPEN HOUSE

On Monday, July 31st, and Monday, August 7th, the JFS Child Care staff will meet with prospective child care recipients at the West After School Center. The Center is now fully licensed to provide a "latchkey" program for children in kindergarten through grade 5.

West After School Center is located at 620 Garfield Ave. in Lancaster; their email address is pyoung@westafterschoolcenter.org.

Assisted living waiver program now available

The Department of Aging announced in July that the new **Assisted Living Medicaid Waiver Program** is now available as an option for up to 1,800 Ohio seniors and adults with disabilities on Medicaid who are in need of long-term care under a Home and Community-Based Services Waiver.

At this writing, however, NO Assisted Living facilities in Fairfield County are planning to accept this waiver. Alterra Sterling House, Carriage Court, Rockmill, and LanFair have all indicated that they will not seek qualification for admission under Medicaid.

The assisted living waiver program will pay only for care services and does not cover rent, which will be the responsibility of the participant. A community transition payment of up to \$1500 is available to help cover the costs associated with moving from a nursing home facility.

Participant eligibility and enrollment is managed by Ohio's twelve Area Agencies on Aging. Participation is limited to nursing facility residents and existing Medicaid waiver consumers (PASSPORT, Ohio Home Care or Choices participants) who would otherwise permanently remain in or enter a nursing facility.

Statewide APS stats compare with Fairfield County

With the implementation of the Statewide APS automated reporting system, **81 counties** submitted statistics during the second quarter of 2006. While the goal is to have all 88 counties report, the number submitting statistics has nearly doubled within the past year.

The following table illustrates the comparison between Fairfield County and Ohio (81 counties) APS cases:

Allegation	Emotional Abuse	Exploitation	Neglect by Others	Physical Abuse	Self Neglect	Sexual Abuse
Statewide	6.8%	13%	24%	6%	50%	.2%
Fairfield	3%	9%	21%	8%	59%	0

Other age-related statistical comparisons of victims include:

Age Range	60-69	70-79	80+	18-59
Statewide	22%	31%	41%	6%
Fairfield	16%	36.5%	38%	9.5%

By far, the most frequent perpetrators of Exploitation, Neglect, and Physical Abuse of an elderly person is an **adult child**, as illustrated by the statistics:

Allegation	Adult Child as Perpetrator	Exploitation	Neglect by Others	Physical Abuse
Statewide %		46%*	50%	41%*
Fairfield County %		50%	62%	80%

* (Other categories have much fewer percentages)

Youth Participate in Job Shadowing

Summer 2006 has proven to be busy and exciting with new opportunities for the TeenWorks employees. Most recently, several of the TeenWorks employees participated in a week long job readiness class to prepare them for job shadowing with employers in the community. The TeenWorks employees completed career exploration research to determine which employer in the community would be a good fit for them.

Each employer provided a job shadow schedule and specific job duties and assignments for each employee to learn more about their particular career of interest. Specifically, Finishing Touch by Laura is allowing her participant to show her creative side by assisting in designing a room as well as marketing the design to a potential customer. The Lancaster Police Department has allowed their next police officer to help out in filing charges, work court house security, and ride along in a cruiser. Additionally, the Fairfield County District Library is working with their next potential staff member to improve customer service and organizational skills. Our future firefighter and medic has worked with the staff at the Lancaster Fire Department on dummies to insert breathing tubes for accident victims. Small Wonders Day Care is helping their next employee learn tips for assisting in child development. Lastly, Fairfield Medical Center and Crestview Nursing Home provided an environment for the probable nurse to gain hands on experience working with various patients.

Job Fairs Scheduled

JFS and WorkNet will once again be partnering with Ohio University – Lancaster to host a job fair. The event is scheduled for Friday, September 8th from 10:00am – 1:00pm and will be held in the OU-L Gymnasium. Over 50 employers and more than 400 job seekers are expected to attend. In addition to this semi-annual event, JFS and WorkNet will also be participating in a similar job fair at the Ohio University – Pickerington location and a job fair a little to the north at the Rickenbacker International Passenger Terminal. These events are scheduled for October 27th and September 14th respectively. More information on the times will be announced soon.

Customer Success Story

A customer started visiting WorkNet a few months back who had an MBA and extensive sales experience. He had been laid off from employment and was looking for something “new and exciting”. He became quite well known to WorkNet staff as he literally was in every day for most of the hours we were open. He was diligent in his job search and pursued a number of different job leads. After several months of job searching, he was recently hired by the Department of Development as an International Trade Advisor. He was very excited as he told us that this job would be very interesting, pay well, and even afford him the opportunity to travel out of the country twice a year.

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	1305
May	547	748	989	979	1411
June	371	1100	1126	1165	1675
July	447	1129	877	1180	1466
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	

July 2006

Family Support and Visitation Center

Our Mission:

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.

June 2006 Statistics

Monitored Exchanges: 49
Supervised Visits: 195
Referrals received: 25
Number of adults served: 227
Number of noncustodial parents: 100
Number of children: 120

Program Update

A team of Fairfield County parent educators attended the **Ohio Parenting Project** facilitator training in Columbus, July 31st through August 4th. This fall the team will provide much-needed training and support to families parenting pre-teens and teens who are exhibiting challenging and destructive behavior.

The **Parent Education Services** Team of the Family Support and Visitation Center began receiving referrals from Children Services on June 29th. To date, 19 referrals have been received. Eleven families have been assigned a parent educator and there are eight cases pending.

The 16th session of the Cooperative Parenting and Divorce Program began on July 11th. There are 8 individuals attending the class.

There continues to be a high demand for **Visitation and Exchange Services**, and the waiting list remains fairly constant at 8 or 9 families. The wait for services varies depending on scheduling needs. In July the Center received 11 referrals.

Customer and referral source surveys were conducted this summer. The total surveyed was 144. The total number of surveys returned was 38. The results were very positive, with some helpful suggestions from customers. The surveys will be administered again in the fall, and the suggestions incorporated into 2007 Family Support and Visitation Center annual goals.

July 2006



July 2006



The Newest Additions to the JFS Staff

	<p>Cristi Banker joins JFS as a Social Service Worker 1 (Success Coach) with Community Services. Cristi has an Associate of Arts from Alfred State College and a Bachelor of Science in Art Therapy from Bowling Green State University. Cristi has over four years of experience as a group care worker at a residential facility and as a group treatment coordinator.</p>
	<p>Phyllis Mack returns to JFS as a Social Service Worker 1 (Success Coach) within Community Services after recently completing an internship with the agency. Phyllis recently received her Associate of Applied Science in Human Services and holds a Social Work Assistant Certification.</p>
	<p>Michele White joins JFS as an Eligibility Referral Specialist 2 with Community Services. Michele holds a Bachelor of Science in Communication from Ohio University and recently was employed with Fairfield Medical Center as a Unit Clerk/Clerical Specialist. Prior to that Michele was with the Telhio Credit Union in customer service, sales, and account management for over ten years.</p>
	<p>Ed Collin comes to JFS as an Eligibility Referral Specialist 2 within our Community Services department. Ed received an Associates in Social Sciences and a Bachelor of Arts and Sciences in Psychology from Ohio University. Ed has worked in the retail field where he held management positions and also the banking field where he was a customer service representative for over 4 years.</p>
	<p>Kim Teague comes to JFS as a Clerical Specialist 3 within our Community Services Department and is working with the "Pay It Forward" grant program. Kim recently relocated to Ohio from Michigan where she had been working as a Medical Support Specialist. Kim holds an Associates of Applied Science from the Schoolcraft Community College.</p>
	<p>Jenice Pickering comes to JFS as a Clerical Specialist 4 (Case Manager Assistant) within our Child Support Enforcement Department. Jenice has worked in the medical assisting and automobile service fields for the past 10 years. Jenice recently worked with Bob Boyd Dodge as a Warranty Administrator, Service Advisor, and Service Manager.</p>
	<p>Katie Johnson joins JFS as an Eligibility Referral Specialist 2 with Community Services. Katie received her Associates in Health Information Management from Hocking College and has almost 8 years of experience in the health information field.</p>