



JFS ACHIEVES NATIONAL ACCREDITATION!

I am both pleased and proud to announce that the Council on Accreditation (COA) notified agency officials on November 6, 2006, that FCJFS has successfully achieved national accreditation. The Council on Accreditation is headquartered in New York City and is recognized as one of the world's leading advocates for quality social and behavioral health care services. COA strives to help organizations grow and become stronger by fostering compliance with strict governance, management and service standards.

COA accreditation involves more than just the review of specific programs or services. In fact, it transforms the entire organization while focusing on mission-critical areas such as *Governance, Continuous Quality Improvement, Fiscal Management, Human Resources, Risk Management, Service Delivery and Planning*. More than 1000 leading private and public organizations throughout North America have sought COA accreditation, including the United States Military. Each enjoys the benefit of public recognition and peer credibility, organizational and operational integrity, and the structure and process for the achievement of strategic goals.

COA accreditation provides FCJFS with these important advantages:

- Assurance of the CREDIBILITY of our programs and services;
- Confirmation of our INTEGRITY as an organization; and
- Confidence in the quality of services we deliver and in our dedication to continuous ACHIEVEMENT.

In short, COA accreditation is an objective, reliable and on-going verification that we are an organization that you can trust and rely on. It is one more way that we demonstrate our commitment to providing our customers and community partners with the very best services possible.

Accreditation is a significant achievement for FCJFS and is directly attributable to the hard work and tremendous effort of the entire FCJFS team over the past 24 months. Accreditation Coordinator Rich Bowlen demonstrated outstanding leadership and endurance in his management of a project that can only be described as *entirely overwhelming*. COA reviewers visiting Fairfield County noted that the performance of Mr. Bowlen on this project was nothing short of "extraordinary".

For more than two years, the agency prepared for the Summer 2006 site visit from COA. As a team, we developed and implemented the policies, procedures and protocols necessary to demonstrate compliance with over 1000 performance, service delivery and organizational management standards. Evenings, weekends and holidays were busily spent preparing for the all-important site visit that took place the week of June 26. In April 2006, FCJFS shipped five large boxes of required written evidence to COA headquarters for analysis by our peer reviewers in advance of the site visit.

While FCJFS achieved compliance in all areas, the Final Accreditation Report noted several extraordinary strengths of the agency deserving special recognition:

- FCJFS clearly demonstrated that the customer is their number one priority. The Director demands customer respect at all levels of the operation.

November 20, 2006
JFS Fall Link Publication

November 22, 2006
8:00 a.m.
Children Services All-Staff
LCC

December 6, 2006
11:30 a.m. - 1:00 p.m.
Agency Holiday Luncheon
JFS





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.

- FCJFS demonstrates commitment to Continuous Quality Improvement (CQI), and obtains feedback for service enhancements from stakeholders, customers and community partners on a regular and on-going basis.
- FCJFS has demonstrated itself to be a vital link to the community, and is totally integrated into the consortium that provides an array of services to the community.
- FCJFS management regularly assesses workloads and standards of practice. Employees are provided clear performance expectations and are effectively evaluated utilizing outcome-oriented performance goals, in order to assure accountability.
- FCJFS promotes community involvement.
- The financial management of the organization has been accomplished in an outstanding manner. The Director has implemented a strategic plan that is in line with the financial realities, legislative appropriations, grants and the budget provided by the Board of Commissioners. He has managed downsizing in an exceptional manner.
- New personnel are oriented to the organization's mission, policies, procedures, objectives and services. Personnel are able to enhance skills through encouraged training. Mission principles are kept foremost as the foundation for services.
- Vital services to this community are being provided in an outstanding manner.

The entire report (Final Accreditation Report) can be reviewed on our web site at www.fcjfs.org. Click on reports.

Having completed a thorough and detailed examination of internal and external functioning, this formal notification of our successful achievement of accreditation attests to more than just the hard working staff of FCJFS. It is a statement, as recognized by the reviewers, that the constituents of Fairfield County can place significant trust and reliance in their County Commissioners as well as all leadership officials, that only the best of the best is good enough for Fairfield County.

To learn more about FCJFS services, visit our new website at www.fcjfs.org.

FCJFS recently unveiled a new and improved web site to better serve our customers, community partners and key stakeholders. Check it out and give us your feedback.

The Fall Edition of the JFS LINK is on its way to your mailboxes.

JFS employees give more than \$33,000 to United Way of Fairfield County. See the details on page 10.

Client Count Oct 1-31	2006	2005	2004
Community Services	6707	4969	4414
Child Support	640	554	606
Children Services	604	555	712
WorkNet	1471	1277	
YTD (Jan 1-Oct 31)	105464	91557	76206

The Community Services caseload for October is 5,685 open cases. This is the highest open caseload in more than five years.

In October there were 303 scheduled intakes (237 customers attending), 37 customers were a no show, and 29 customers rescheduled.

Help Desk staff answered 1,900 requests from families. Of those 647 were walk-in customers and 1,253 were phone contacts.

Food Stamp cases totaled 2,601 open cases in Community Services.

Families receiving only Medicaid benefits total 1,184 open cases in October. The majority of these families have employment in the household.

In October, 911 families are receiving Ohio Works First (cash assistance). Many of these cases are children involved with Children Services residing with grandparents or other relatives.

In October, the Transportation Team provided 3,414 one-way trips through the Non-Emergency Medicaid Transportation program and through TANF funding. A total of 1,759 gas vouchers were issued, 872 trips were provided by JFS drivers, and 718 one-way trips were provided through Lancaster Public Transit and FairCATS.

Medicaid Managed Care Expanding to Fairfield County



Medicaid Managed Care for Covered Families and Children will be expanding to the Central Region, which includes Fairfield County, beginning December 1, 2006. Families who are receiving Medicaid under the Covered Families and Children category must enroll in a managed care plan (MCP) by January of 2007. Participants will be required to select a Managed Care Plan with one of the three providers: Anthem, CareSource, or Molina. The Ohio Department of Job and Family Services has contracted with Automated Health Systems to assist families in the selection process.

Managed Care Plans Must:

- Provide or arrange for all the services families receive with the monthly Medicaid card
- Provide a toll-free member services telephone number
- Provide a toll-free hotline with staff that can provide medical advice or direction on how to access health services
- Provide a member identification card. Families will no longer receive the monthly Medicaid card that was mailed by the Ohio Department of Job and Family Services.
- Provide a directory of doctors, specialists, hospitals, pharmacies and other health care professionals.

Educating Consumers in Fairfield County

Fairfield County Job and Family Services has taken a proactive approach during October, November and December to educate both consumers and providers about the upcoming change in the Medicaid Program. Strategies include:

- Development and distribution of a flyer summarizing Medicaid Managed Care
- Training of caseworker staff to understand the Medicaid changes and revised computer screens
- On-site Outreach and Education Counselors during October and November provided information to consumers
- Meetings with the Fairfield Department of Health, Help Me Grow, and Fairfield Medical Center to educate staff
- Informational materials mailed to each household that is currently covered under Medicaid
- Fairfield Medical Center and Fairfield County Job and Family Services are hosting a Medicaid Managed Care Open House on December 11th from 5:30 to 7:30 at Fairfield County Job and Family Services. All of the Managed Care Plan providers and representatives from Automated Health Systems will be available to provide information and register families with a plan. Refreshments are provided by the Managed Care Plans.

ODJFS has a website for additional information: <http://jfs.ohio.gov/ohp/bmhc/index.stm>. At this point, Fairfield Medical Center has agreed to participate in the three Medicaid Managed Care Plans—Anthem Blue Cross Blue Shield, Molina Healthcare of Ohio, and CareSource.



October 2006



Accreditation Achieved

The Council on Accreditation notified JFS on November 6 that FCJFS is accredited through September 30, 2010. Child Protective Services, Adoption Services and Foster and Kinship Services were noted to be CSD services of high quality. The Final Accreditation Report noted child focused services, positive transitions to adoptive homes, involved foster families, consistent case review, comprehensive adoption services and staff training and staff dedication as just some of the CSD strengths highlighted. The staff of CSD remains dedicated to fulfilling the agency mission and serving our customers to the highest level possible.

Christmas Planning

The JFS Christmas Crew is gearing up for another busy holiday season. Individuals, civic or church groups and businesses have the opportunity to participate by “adopting” a family in need. Additionally, giving trees for individuals to choose a foster child’s ornament with wish list, will again be available at area McDonald’s restaurants, the Fairfield County Court House (First Floor) and JFS (Third Floor, Human Resource area). Cash donations or gift cards are also welcome. Anyone needing further information should contact Ruth Gardner at 740.689.4797 or Liberta Shekas at 740.689.4827. Last year, more than 200 families received assistance and more than 100 children in foster care received items from their wish list. The generosity of so many caring individuals and organizations is sincerely appreciated.

October Outreach Events

- **Harvest Party** for approximately 100 children in foster care, kinship care and in their own home receiving services from CSD
- **REALITY OPEN HOUSE** featuring tours of the semi-supervised living program and information regarding independent living classes
- **CAPP Participation** – Foster Care and Adoption, Criminal Justice and Courts
- **Foster Care and Adoption Support Group**
- **Fairfield County Fair** - Information Booth
- **Pickerington City Schools** – Special Education Aides Child Abuse/Neglect Training
- **Early Childhood Conference** – Child Abuse/Neglect Training
- **Foster Parent/Adoptive Parent Pre-Service Training** - Completed

2006 YTD Reports Statistics:

2006	Phy Ab	Sex Ab	Neglect	Em Mal	At Risk	Info/Other	Totals
Jan	9	8	21	3	67	222	330
Feb	23	11	24	0	68	189	315
Mar	16	14	27	0	63	222	342
Apr	15	9	20	2	55	190	291
May	27	9	23	2	65	237	363
June	6	13	22	1	49	232	323
July	7	16	19	2	56	191	291
August	10	16	24	3	55	238	346
Sept	11	15	10	0	50	218	304
Oct	8	9	6	0	37	213	273

2006 YTD	Total Children In Agency Custody	Total Children in Paid Placement	Percentage of children in paid placement
Jan	167	104	62%
Feb	164	98	60%
Mar	167	98	59%
Apr	167	89	53%
May	163	84	52%
June	165	82	50%
July	179	84	47%
August	194	85	44%
Sept	191	79	41%
Oct	198	86	43%

**Did you know...**

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.

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.

A proposed federal regulation defines reasonable cost for medical insurance to be 5% of gross income. This means that a monthly charge of about \$130 for medical insurance would be considered reasonable in terms of child support enforcement for a person earning \$15 per hour and working full time.

FOR THE YEAR, CHILD SUPPORT COLLECTIONS ARE UP 2.6 %!

Child Support Collections	2005	2006	\$ Diff	% Diff
January	1,613,586	1,720,232	106,646	6.61%
February	1,575,277	1,660,532	85,255	5.41%
March	1,932,875	2,066,808	133,933	6.93%
April	1,803,903	1,638,915	164,988	-9.15%
May	1,836,895	1,938,947	102,052	5.56%
June	1,886,337	1,980,235	93,898	4.98%
July	1,674,182	1,748,439	74,257	4.44%
August	1,773,680	1,711,087	-62,593	-3.53%
September	1,669,438	1,711,172	41,734	2.50%
9 month total	15,766,173	16,176,367	410,194	2.60%

Performance Measurement: The child support program has historically been eager to measure performance. You will recall that the National Department of Health and Human Services has given the program of child support its highest rating for social services. HHS officials stated that child support *"is a program with a clear and unambiguous purpose; it is well managed and provides results. It is not only beneficial to the children and families it helps but to the taxpayers as well."* Ohio ranks in the top of the nation in performance. Fairfield County is above state average for "IV-D" performance:

Paternity Establishment

Fairfield County's measurement is 100%, as compared to the state average of 89.94%.

Support Order Establishment

Fairfield County's measurement is 82.03%, as compared to the state average of 73.40%.

Collections on Current Support

Fairfield County's measurement is 71.66%, as compared to the state average of 69.19%.

Collections on Cases with Arrears

Fairfield County's measurement is 68.86%, as compared to the state average of 67.22%.

Long Time Case Results in Success: The CSEA never gives up on collecting arrearages. In a Fairfield County case, Dad was ordered to pay child support but had a long history of difficulty in doing so. The order was established in 1987. When the child in the case emancipated in 2000, the arrearages that had accumulated was a source of stress for both parents. The agency was able to enforce weekly payments in 2003, from a worker's compensation claim. The agency stayed in close contact with the Bureau of Worker's Compensation, and enforcement continued throughout the settlement process. Recently, a lump sum payment of more than \$21,000 was enforced, and the case was closed. Mom in the case quickly received a lump sum on her e-QuickPay card. Mom was grateful and thrilled with the agency's long term efforts to enforce the court-ordered child support obligation. Dad in the case was also satisfied to finally be able to meet his obligation and close the case. Good customer service was provided to both parents, as case managers took time to explain the processes each step of the way.

SOCIAL SERVICES AWARDS FOR 2006

Congratulations to Tracy Bope and Colleen Brown, winners of the **"Most Valuable Player (MVP)"** and **"Mo T. Vator"** awards for Social Services!

The "MVP" is awarded to the Social Services staff member who would be most missed if he or she were to leave the department – the team member who demonstrates consistent reliability, dependability, and commitment to teamwork.

The "Mo T. Vator" award recognizes the Social Services staff member who has inspired other staff by serving as a model for providing excellent customer service, exemplary teamwork, and a consistently positive, proactive attitude.

In nominating Tracy, her teammates wrote that she is a reliable source of help to all members of the department, and that she can be depended upon in crisis situations and on a daily basis to assist other department staff in all of the Social Services units.

Colleen's teammates wrote that she consistently demonstrates a spirit of camaraderie, serves to lighten the load of others in the department and, through her commitment to customers, is a respected model for providing excellent customer service on a daily basis.

Amazingly, with only 21 Social Services staff members eligible to receive nominations in both award categories (the Social Services Director is exempt), **14** staff members were nominated. Each nomination involved a written essay detailing specific traits and examples that support the nominee. The pervading spirit of teamwork and commitment to provide the best possible customer service was demonstrated by the fact that **two thirds** of the Social Services Department staff are viewed by their peers as models of commitment to the JFS mission!

HOSPITAL AND NURSING HOMES RECEIVE NEARLY 60% OF ALL MEDICAID

During the month of October, **59.356%** of all Medicaid paid on behalf of Fairfield County residents was paid to hospitals and long-term care facilities. Nearly \$1.9 million dollars in Medicaid payments went to nursing homes; \$920,000 was paid to hospitals. As of October, 15,920 Fairfield County residents were deemed eligible for Medicaid; 40,703 claims were submitted during that month for county residents.

CHILD CARE PARTICIPATES IN 5-YEAR RULE REVIEW

Following the recent enactment of Senate Bill 238 (which became effective 9/27/06), the Child Care Unit of FCJFS is revising their rule regarding the sharing of information between Child Protective Services and the Child Care Unit. In the past, Child Care provider applicants submitted a signed release of information in order to access any records they may have with Children Services. Under the new rule, Children Services can provide past and current involvement of potential providers directly to the Child Care Unit. This modification will serve to ensure that Child Care providers are clear of any current or past abuse or neglect charges involving children. Tracy Bope, Supervisor of the Child Care Unit, states, "This is an exciting time for the 1100+ children in our program. With these new mandates, we will be better able to monitor safety in family child care homes."

22% OF APS REFERRALS ALLEGATIONS OF EXPLOITATION

31 referrals were made to APS during the month of October, alleging abuse, neglect, self-neglect, and exploitation. Of this total, 22% of the allegations involved exploitation, indicating an increase from the prior average of 13%. 52% of all APS customers are over the age of 70; 65% are female.

KINSHIP PREPARING FOR HOLIDAYS FROM THE HEART

The annual "Holidays from the Heart" event sponsored by the Kinship Navigator Program is scheduled for Saturday, December 9th at JFS. Over 63 children involved in the Kinship Program have been designated to receive gifts donated by the community and JFS staff. The total number of families involved in the Kinship Program is 237, which includes 281 children.

The annual JFS coat drive, coordinated by Jenny Ruff, has proven quite successful! Thanks to State Farm Insurance staff, who gathered over 200 coats during their drive, and Fashion Cleaners who have donated and offered to provide free dry cleaning for all coats received.

New BVR Counselor

Karen Fortner has replaced Jerry Waits as the Counselor for the Bureau of Vocational Rehabilitation (BVR). Karen works with customers who have some type of disability and tries to get them back in the workforce. She works with them to identify their challenges and limitations and arranges accommodations so that they can successfully perform work. Karen will be at the Fairfield County One-Stop on Mondays, Tuesdays and Thursdays and will have open hours from 1:00pm – 4:00pm on Thursday afternoons. Anyone who is interested in the program or customers who may be eligible, can reach Karen at 681-7279.

Teen Expo Being Planned

The Workforce Development Department at Fairfield County Job & Family Services is planning the first ever Teen Opportunity Expo in the Spring of 2007. The Teen Opportunity Expo will be an event allowing Fairfield County teens and their families to learn about the various education, military, and employment opportunities available throughout Ohio.

The event is in the early planning stages but progress has already been made in developing partnerships with organizations such as the Adult, Family and Children First Council, Eastland-Fairfield Career & Technical Schools, Ohio University-Lancaster and many of the high schools in Fairfield County. For updates on the Teen Expo, visit our website at www.myworknet.com.

WIA Fiscal Audit Completed

We recently participated in the Exit Conference for the WIA Fiscal Audit conducted several weeks ago. The feedback from the Auditors was mostly positive. There were only a couple of minor notations that they shared with us and they are things that have since been corrected. I was quite pleased with the results considering the audit lasted 3 weeks and they essentially reviewed every aspect of the program.

Youth Participate in Etiquette Training

The TeenWorks youth recently participated in a 4 week class on etiquette. Pam Wells was the instructor and covered many topics including table manners, personal hygiene, interpersonal communication and several others. Ms. Wells stressed the importance of good etiquette and how it relates to obtaining and maintaining employment. While the youth were a little hesitant upon hearing about the training, they really seemed to get a lot out of it and many remarked on how they were going to be able to use the new skills they acquired.

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	1813
September	566	906	1020	1334	1611
October	683	895	689	1277	1471
November	442	757	767	1172	
December	452	712	811	1106	

October 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.

September 2006 Statistics

Visitation/Exchange Services

Monitored Exchanges: 37
Supervised Visits: 152
Referrals received: 18
Number of adults served: 201
Number of noncustodial parents: 93
Number of children: 125

Parent Education Services

Parent Education Sessions (Hours): 36.5
Parent Education Related Events (Hours): 79.5
Parent Educators in Family Court (Hours): 21.5
Referrals Received: 4
Number of Adults Served: 32
Number of noncustodial parents: 14
Number of children: 37

Program Update

In October the Center received 19 referrals for **Visitation and Exchange Services**. Currently, there are 3 families on the waiting list. There are 9 families who are involved with Parent Education Services as well as with Visitation/Exchange Services.

The **Parent Education Services** Team of the Family Support and Visitation Center has received 34 referrals since June 29th. There are 14 families currently receiving ongoing services. Seven cases have closed, and the others are in various stages of the referral process, or are on hold.

The **Cooperative Parenting and Divorce Program** is in its last session for the year. There are 15 participants. Three are attending the 11:00 am to 1:00 pm class, with 15 attending the 7:00 pm to 9:00 pm class.

The Family Support and Visitation Center staff recently held a **Fall Staff Retreat** at Camille's in Pickerington. The 2006 goals were reviewed and successes were celebrated! Teambuilding exercises were enjoyed by all. Planning for an equally successful 2007 has begun!




October 2006

October 2006

FCJFS Employees Give to United Way in Record Numbers

The United Way Campaign at Job and Family Services was very successful this year. One hundred and forty (140) employees or 67% of the staff chose to give at or above the Fair Share Level (one hour's pay per month). Our total contribution to the United Way Campaign for 2006 is \$33,203.26. This represents a 70% increase over the 2005 contribution level of \$23,176.89. FCJFS employees recognize that our community's needs are great and The United Way of Fairfield County works diligently to meet these needs. In addition to the financial support that the employees offer, a large number also volunteer their time and talent to support the efforts of United Way member organizations.

Mini Employee Satisfaction Survey

As part of the FCJFS Strategic Plan, the Senior Leadership has made a commitment to value agency employees as our greatest asset. In order to assess and receive feedback from employees, the agency conducts a bi-annual comprehensive staff survey and annual mini employee satisfaction surveys.

At the October All Staff Meeting, a mini employee satisfaction survey was conducted. The overall results of this survey were very positive with 86% of the questions receiving at least a 2.5 average score. The scale below outlines the rating options that were available.

1 = Strongly Agree 2 = Agree 3 = Neutral 4 = Disagree 5 = Strongly Disagree

The questions covered areas relating to communication and involvement, agency culture and image, and offered several open ended questions where employees could provide detailed feedback. Two questions that received an extremely high average rating of 1.48 was "I am proud to work at Job and Family Services" and "I have a clear understanding of the agency's mission, vision, values, and objectives." These two areas are key to having an effective workforce who is engaged in accomplishing the established mission.

The five questions that received an average rating that was lower than 2.5, spoke to how employees would like to see communication and interaction among departments and individuals improve. The lowest average rating in this area was 3.09. Even though this indicates an overall "neutral" rating and not an overall negative response, agency leadership will explore this topic in more detail when the comprehensive staff survey is conducted this winter.