



## FCJFS Employees Honored at Annual Recognition and Appreciation Event

On the evening of January 29, 2007, FCJFS employees were honored by agency leadership officials at the annual **Employee Recognition and Appreciation Event** held at the Liberty Center. County Commissioner Judy Shupe and County Clerk/Manager Carri Brown were on hand to present awards.

While there were many successes to celebrate in 2006, the agency's achievement of national accreditation was a major feature of the program and all members of the FCJFS team were honored and recognized for their efforts and contributions to this tremendous accomplishment.

The 6<sup>th</sup> annual Pacesetter Awards were presented to 15 deserving members of the FCJFS team. Pacesetters are nominated by their supervisors and selected by the Senior Leadership team on an annual basis. Pacesetters are dedicated employees who consistently demonstrate leadership and a commitment to the FCJFS mission. Pacesetters exhibit a set of skills that are a model, or "set the pace" for all team members. The 2006 Pacesetter award winners include (and are featured on page 3):

- Natalie Adams
- Kristin Ankrom
- Tracy Bope
- Kristi Burre
- Mandi Crist
- Krista Geigle
- Diana Griffin
- Jeanie Hughes
- Sharleen Karns
- Michelle Lutz
- Jennifer Middaugh
- LeAnna Moyer
- Leigh Anne Rasmussen
- Susie Risch
- Melinda Winegardner

FCJFS team members selected the following award categories, and chose award winners by an agency-wide vote:

- **Winning Attitude**-Jeanie Hughes
- **Customer Commitment**-Krisa Rhodes
- **Most Organized**-Amy McCoy
- **Most Professional**-Susie Risch
- **Rises to the Challenge**-Tracy Bope
- **Leading the Way**-Rich Bowlen
- **Motivates Others**-Ruth Hoch
- **Mission Minded**-Rich Bowlen
- **Heart of Gold**-Jackie Terry
- **Lends a Helping Hand**-Mark Conrad
- **Most Dependable**-Brenda Murdock
- **Outstanding Community Volunteer**-Jenny Ruff
- **Sense of Humor**-Victor Wells
- **Creative Genius**-Sherrie Landis
- **Most Animated**-Tim King
- **Smile Always There**-Jackie Terry
- **Stylish**-Natalie Adams
- **Clownin' Around**-Crystal Lieser
- **Best Cook/Baker**-Barb Abram
- **Most Inspirational**-Lisa Householder
- **Sports-a-holic**-Birdi Schwamberger
- **Contagious Laugh**-Lesley Greenwood
- **Entertainer**-Kathy Fisher

The final event of the evening was the presentation by Michael Orlando of the 1st Annual Director's Award. This new addition to the annual recognition event is presented by the Director to a member of the FCJFS team that consistently demonstrates the core qualities, work behaviors and personality characteristics that are most valued by the Director including: teamwork, customer service, professionalism, loyalty and dependability. The Director's Award was presented to Mrs. Barbara Clapham, Administrative Assistant to the Children Services Director.

February 28, 2007  
ODJFS Annual Civil Rights  
Audit  
All Day

March 9, 2007  
OU-L/JFS Job Fair At OU-L  
10:00am-1:00 pm

March 10, 2007  
Teen Job Expo  
At OU-L  
12:00pm-3:00pm.

March 15, 2007  
JFS - Continuing Legal  
Education Training to  
Fairfield County Bar  
Association at the Elks  
1:00 pm-3:00 pm.

March 30, 2007  
Retirement Reception for  
Jim Hodge  
2:00-4:00 pm at FCJFS





### 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 Resource Development Workgroup Starts 2007 off with a Bang!

After a record-setting 2006, the FCJFS Resource Development Workgroup is off to a great start in 2007. Over the past month, agency leadership has been notified of new grant and foundation awards exceeding \$325,000.00. Bravo Team!

## Corey Clark, Mike Miller and Rich Bowlen Appointed to Serve in New Leadership Roles for FCJFS

FCJFS Director Michael E. Orlando is very pleased and proud to announce the following recent appointments by the Board of Commissioners:

- Mr. Corey Clark, current Workforce Development Department (WFD) Director, has been appointed Child Support Enforcement Agency (CSEA) Director, effective January 16, 2007, replacing Mrs. Carri Brown who was recently appointed by the Fairfield County Board of Commissioners to serve as Fairfield County Manager/Clerk.
- Mr. Mike Miller, current Job Development Director, has been appointed to a hybrid position to be known as Workforce & Job Development Director, effective February 5, 2007, replacing current Workforce Development Director (WFD) Mr. Corey Clark. The reorganization of this department leadership structure will *result in a cost savings to the agency exceeding \$65,000.00 annually.*
- Mr. Rich Bowen has been appointed Children Services Department Director, effective April 2, 2007, replacing retiring Director Jim Hodge.

## Juvenile Court Judge and FCJFS Director Update Board of Commissioners on Child Welfare Crisis in Fairfield County.

Juvenile Court Judge Steve Williams and the FCJFS Director met with the Board of Commissioners and County Clerk/Manager Carri Brown in February to provide an update and current observations related to what can best be described as the child welfare **crisis** occurring in Fairfield County. The meeting agenda involved a review and analysis of current statistical data related to child abuse investigations and safe placement needs in Fairfield County, and first-hand accounts from the bench concerning the increasing severity of family issues that Judge Williams is confronted with on a daily basis.

## FCJFS 2007 Long-Term Strategic Plan (2006-2010) Update

FCJFS team members have been hard at work developing goals and objectives and new initiatives to include in the annual update to the FCJFS Long-Term Strategic Plan (2006-2010).

The updated plan will be presented to the Board of Commissioners in March 2007 for consideration and approval.

Client Count Jan 1 – 31	2007	2006	2005
Community Services	7222	5592	5019
Child Support	605	654	710
Children Services	649	601	675
WorkNet	1879	1580	924
YTD (Jan 1 – Jan 31)	11801	10643	8081

## 2006 Job and Family Services Directors Award

Barb Clapham



## 2006 Job and Family Services Pacesetters

Mandi Crist



LeAnna Moyer



Jeanie Hughes



Sharleen Karns



Krista Geigle



Kristin Ankrom



Diana Griffin



Susie Risch



Michelle Lutz



Melinda Winegardner



Kristi Burre



Natalie Adams



Leigh Anne Rasmussen



Tracy Bope



Jennifer Middaugh



January 2007

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The Community Services caseload for January 2007 is 5,485 open cases This is the highest open caseload in more than five years.

In January there were 300 scheduled intakes; 256 customers attended intake appointments, (families who do not currently have an open case requesting assistance). Forty-four customers were a no show to the appointment and 18 customers rescheduled.

Help Desk staff answered 1,850 requests. 598 were walk-in customers and 1,252 were contacts.

Food Stamp cases totaled 2,515 open cases in Community Services.

Families receiving only Medicaid benefits total 1,732 open cases in January. The majority of these families have employment in the household.

In January, 640 families are receiving Ohio Works First (ongoing cash assistance). Many of these cash assistance cases are children involved with Children Services who are residing with grandparents or other relatives.

In January, the Transportation Team provided 3,181 one-way trips through the Non-Emergency Medicaid Transportation program and through TANF funding. A total of 1,262 gas vouchers were issued, 1,068 trips were provided by JFS drivers, and 852 one-way trips were provided through Lancaster Public Transit, Functional Training Services, Center for Disabilities, and Salvation Army.

**Community Services Identifies 2007 Goals**

Community Services conducted their half-day retreat, "Picture the Goal" on February 2 at Lancaster Community Church. In addition to team building activities, all of the staff participated in identifying goals and objectives for 2007. The Community Services Department identified 39 goals to achieve during 2007. Following are some of the departmental goals:

Community Services will implement a customer satisfaction survey that documents 85% overall satisfaction by its customers.
A written plan will be developed to implement data imaging within the Community Services Department.
Community Services will advocate for expanded office hours for Fairfield County Job and Family Services.
Community Services will research and develop a written proposal to create a Pickerington satellite office.
Community Services will expand and maintain the information on the JFS website.
Community Services will research and identify a plan for families to report case changes, such as a Call Center.
The Transportation Team will implement a customer satisfaction survey that documents an 85% overall satisfaction rate.
Community Services will develop a fleet maintenance and management plan for Community Services vehicles.
Community Services will provide leadership for four community-wide projects such as Circus Night, Ready, Set, School!, Homeless Meals, and Wellness Committee activities.
Community Services staff will improve their computer skills by 25%.
Community Services will develop an ongoing training program for Eligibility Referral Specialists and Success Coaches.
Community Services will create a partnership with Social Security Administration, Law Enforcement, and City/County Prosecuting Attorneys to increase fraud prosecution and community awareness.
Community Services will recoup 20% more funds from overpayment and fraud cases.
Community Services will maintain a Food Stamp error rate under the state goal of 6%.

For each of the goals, Community Services managers were identified as the goal champion and workgroups established to complete objectives under each particular goal.



January 2007



**Children's Services Strategic Plan Review**

Members of the Children Services leadership team have enthusiastically embarked upon a review of the current *Fairfield County Job & Family Services Children Services Department Review and Strategic Plan* presented to Fairfield County Commissioners in April 2005. The purpose of this review is to assure all services of the agency are mission focused – assuring safety and stability for all children in Fairfield County. A comprehensive review of each of the 44 objectives, objective measures and action steps is underway with assignments of individual objectives to members of the leadership team. Members are suggesting changes and creating new action steps to assure objectives are moving forward. Already, four new objectives have been added and others have been combined to more appropriately reflect services and assure customer focus. Progress on the objectives will be reviewed regularly and managers will be reporting at monthly leadership meetings. Work on the strategic plan is one more way of continuing the agency commitment to the customers we serve.

**2007 Goal Setting Retreats Conducted**

Children Services has chosen *Family Engagement* and *Leadership Development* as the 2007 Departmental goals. Taking the departmental goals one step further, each division within Children Services met to begin goal setting for 2007. Successful retreats were held and division themes were chosen to provide motivation and direct energies toward promoting customer focused attitudes and work for the year ahead. **GROWTH** (Get Trained, Reduce Stress, Organize, Winning Attitude, Teamwork, Have Fun) was the theme for the Intake and Assessment retreat, while Family Based Care chose **FOOD** (Family Engagement, Opportunities, Outcomes, Dedication) and Programs & Administration chose **ACHIEVE** (Accomplish Goals, Challenge, Have Fun, Inspire, Engage, Volunteer, Energy). Celebrating the division accomplishments for 2006 and finding inspiration for the opportunities in 2007 enabled all staff to gear up for a new year of exciting changes and prepare for innovative ways to provide exceptional customer service.

**Reports Statistics:**

**Children in Custody**

	January 2006	January 2007
Total Children in Agency Custody	167	196
Total Children in Paid Placement	104	98
Percentage of Children in Paid Placement	62%	50%

**Report Statistics**

	Physical Abuse	Sexual Abuse	Neglect	Em Mal	At Risk	Info/ Other	Totals
JAN 2006	9	8	21	3	67	222	330
JAN 2007	8	4	8	0	96	185	301

**Job Opportunity Grant Extended**

The CSEA was recently informed by ODJFS that their request to extend the Job Opportunity Program has been approved. Job Opportunity Coordinators serve customers who have a child support case and are looking for work. Individuals are referred to this program by the Courts, attorneys, Case Managers and others. More than 170 participants have obtained employment through this program. As a result of the extension, the program will continue through, at least, December, 2007.

**CSEA Earns National Best Practice**

On June 10, 2005, the Office of Child Support (OCS) through the Best Practices Sub-Committee submitted thirty-three best practices to the federal Office of Child Support Enforcement (OCSE).

The best practices were obtained from fifteen (15) of Ohio's Child Support Enforcement Agencies (CSEAs) and were grouped into five categories of Early Intervention, Performance Improvement, Overall Management, Customer Service and Collaboration.

The best practices were forwarded on to OCSE to be considered for publication in the OCSE Best Practices Child Support Compendium. The compendium of best practices is a federal source that is available to all States for learning about successful child support programs and organizational practices.

Fairfield County CSEA submitted a strategic plan on "A Customized Approach to Arrears Collections". The submittal earned Fairfield County a federal best practice award, and national recognition in an upcoming OCSE publication.

**Positive News from Capitol Hill**

Child Support advocates have been lobbying Congress to restore funding that was lost as a result of the Deficit Reduction Act. Delegates from the Ohio Child Support Directors Association (OCDAs) report that they received a "very positive reception on the Hill". The work of the many advocates seems to be paying off as Senators Rockefeller and Kohl and Representative McDermott announced their intent to introduce bills to restore the authority to use performance incentives as match for federal dollars. There is bi-partisan support for this effort in both the House and Senate. Additional co-sponsors are expected to announce their support in the next few weeks.

**Child Support Collections**

	2005	2006	2007	\$ Diff	% Diff
<b>January</b>		1,720,232	1,736,549	16,317	0.95%
<b>February</b>	1,575,277	1,660,532		85,255	5.41%
<b>March</b>	1,932,875	2,066,808		133,933	6.93%
<b>April</b>	1,803,903	1,638,915		164,988	9.15%
<b>May</b>	1,836,895	1,938,947		102,052	5.56%
<b>June</b>	1,886,337	1,980,235		93,898	4.98%
<b>July</b>	1,674,182	1,748,439		74,257	4.44%
<b>August</b>	1,773,680	1,711,087		-62,593	3.53%
<b>September</b>	1,669,438	1,711,172		41,734	2.50%
<b>October</b>	1,735,554	1,746,150		10,596	0.61%
<b>November</b>	1,754,887	1,689,702		-65,185	3.71%
<b>December</b>	1,801,702	1,773,269		-28,433	1.58%
<b>Total</b>	21,058,316	21,385,488		327,172	1.55%

January 2007

## 50 REFERRALS TO ADULT PROTECTIVE SERVICES IN JANUARY

2007 started with a near record number of referrals to Adult Protective Services, as well as a record number of cases that involved exploitation. **31%** of all APS cases opened during January involved theft from an elderly victim, with caregivers or family members identified as the perpetrators.

**43%** of all January referrals involved elderly individuals **over the age of 80**. 83% of all opened cases involved female victims.

## CHILD CARE ELIGIBILITY RULES CHANGE IN 2007

Beginning in February, 18-year-old parents, regardless of their school enrollment status, will be considered their "own household," making more of them eligible for subsidized child care. 2007 modifications to eligibility guidelines for child care also includes a mandated 6-month review of parents' eligibility status, requiring income verification from parents every six months.

The application rate for subsidized child care also continues to grow. As compared to **43 applications in January 2006**, the Child Care Unit received **87 applications this past January**.

## MANY OLDER ADULT CUSTOMERS ARE VETERANS

On February 8, Social Services Director Patty Ciripompa spoke to the members of Amvet's Post 1985 during their monthly meeting. Lyle Hamilton, Veteran Services liaison with FCJFS, invited Ciripompa to present information to the Amvets regarding the number of JFS customers who are veterans. Within the Social Services Department, annual statistics indicate that approximately **20% of all APS customers are veterans** or widows/widowers of veterans. The Adult Unit Nursing Home division reports that approximately 70 of their nursing home customers are veterans or spouses of vets, and veterans or spouses receiving Medicaid/Food Stamps from the Adult Unit include approximately 70 customers.

Social Services Director Ciripompa requested that members of Amvet's consider establishing an emergency fund for older adults who are not eligible for benefits or assistance from other social service agencies. In addition, she offered information regarding the Kinship Navigator Program and other programs offered through FCJFS. On February 12, Amvets notified Ciripompa that they would donate \$500 toward direct services for Adult Protective Services' customers who are veterans. Thanks to this organization, many older adults who do not qualify for other veterans' assistance will receive assistance!

## \$1.9 MILLION PAID TO NURSING HOMES IN JANUARY

Medicaid payments to nursing homes on behalf of 510 Fairfield County residents totaled nearly \$2 Million during the month of January. \$2.7 Million in Medicaid reimbursement was paid for 216 eligible individuals receiving inpatient services from a hospital. In January, 15,797 Fairfield County residents were eligible for Medicaid; total Medicaid expenditures for the month on behalf of all county residents (including children and families) was \$11,405,530.

## MEDICAID MANAGED CARE FOR AGED, BLIND & DISABLED

As of February 1, no new dates have been released by ODJFS for the implementation of Managed Care Plans for Medicaid-eligible aged, blind, and disabled customers. The last notice from the State announced that Medicaid Managed Care Plans would begin to take effect no later than May 30, 2007. Individuals receiving Medicare as well as Medicaid will not be affected by this change.

The Adult Medicaid Unit continues to offer outreach services for customers at the Social Security Office every Wednesday afternoon from 1:00 to 4:00 p.m..

  
**January 2007**  


**WorkNet Has Record Year**

The number of customers visiting WorkNet in 2006 skyrocketed over previous years. WorkNet visitors totaled 17,841 for an increase of 30% over 2005 and a 61% increase over 2004. In addition, 185 customers participated in various employment-focused workshops and 283 attended orientations for those wishing to pursue occupational training programs. The one-stop, as a whole, had 25,284 customers pass through the doors, or just over 100 per day!

**Training Dollars for Nifco America Corp.**

Job & Family Services partnered with Nifco America Corp. in 2006 to provide an on-the-job training program for five individuals. This program allowed the five participants to be trained in the trade of injection mold operations. Nifco provided all of the training and JFS offset the costs by paying half of the participant wages for the six month program. At the conclusion of the training, participants began permanent employment with Nifco or a similar injection mold business at an average hourly wage of \$11.00.

**Job Fair and Teen Opportunity Expo Being Planned @ OUL**

The Workforce Development Department at Fairfield County Job & Family Services is planning two events, the first the 2007 Spring Job fair will be held March 9<sup>th</sup>, 2007 at OUL, 10am-1pm. Over 35 employers to date have already agreed to be a part of this great event. Also, the first ever Teen Opportunity Expo will be held March 10<sup>th</sup>, 2007 at OUL 12pm – 3pm. 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 great 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. A local band has agreed to play at no cost and a Columbus radio station has expressed interest in participating as well. For updates on the Job fair or Teen Opportunity Expo, visit our website at [www.myworknet.com](http://www.myworknet.com).

**WorkNet Customer Count**

	2002	2003	2004	2005	2006	2007
<b>January</b>	-	749	958	924	1580	1879
<b>February</b>	-	651	846	699	1419	
<b>March</b>	-	807	1004	1184	1895	
<b>April</b>	592	943	985	917	1305	
<b>May</b>	547	748	989	979	1411	
<b>June</b>	371	1100	1126	1165	1675	
<b>July</b>	447	1129	877	1180	1466	
<b>August</b>	492	992	1015	1752	1813	
<b>September</b>	566	906	1020	1334	1611	
<b>October</b>	683	895	689	1277	1471	
<b>November</b>	442	757	767	1172	1110	
<b>December</b>	452	712	811	1106	1085	

January 2007



January 2007



### December 2006 Statistics

#### Visitation/Exchange Services

Monitored Exchanges: 20  
Supervised Visits: 156  
Referrals received: 14  
Number of adults served: 207  
Number of noncustodial parents: 85  
Number of children: 125

#### Parent Education Services

Parent Education Sessions (Hours): 26  
Parent Education Related Events (Hours): 70.75  
Parent Educators in Family Court (Hours): 18.25  
Referrals Received: 2  
Number of Adults Served: 57  
Number of noncustodial parents: 17  
Number of children: 52

#### Program Update

In January the Center received 18 referrals for **Visitation and Exchange Services**. Currently, there are 2 families on the waiting list. There is one family who is 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 42 referrals since June 29<sup>th</sup>, with 2 of those received in January 2007. There are 10 families currently participating in ongoing services. Two cases are pending, and there are 7 on the waiting list. Interviews for filling the vacant parent educator position are occurring this week and next. One parent educator is currently on maternity leave through the second week of April.

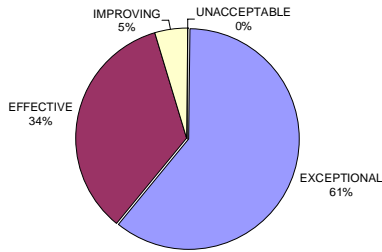
The **Cooperative Parenting and Divorce Program** session began on January 2, 2007. An 11:00 am to 1:00 pm class is being held, as well as a 7:00 pm to 9:00 pm class. There are 15 participants in the session.



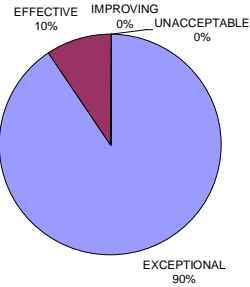
January 2007



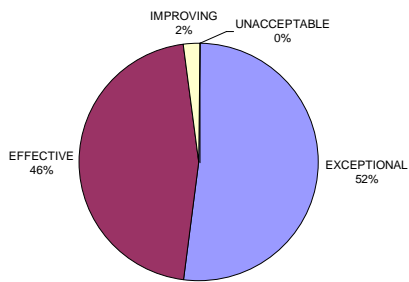
2006 JFS STAFF PERFORMANCE EVALUATION RATINGS



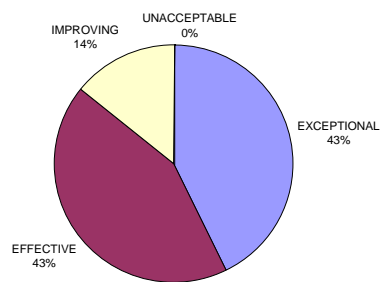
SOCIAL SERVICES, VISITATION CENTER & WORKFORCE STAFF



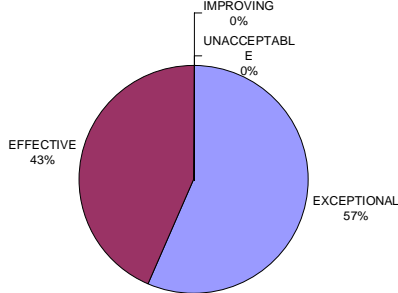
COMMUNITY SERVICES STAFF



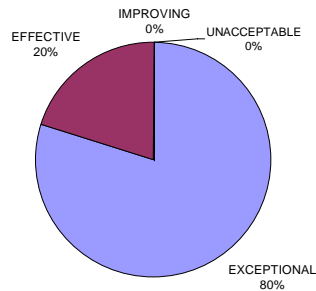
CHILDREN SERVICES STAFF



CSEA STAFF



ADMINISTRATIVE STAFF (HR, MIS, Finance, Admin.)



Performance Management at Fairfield County Job and Family Services is an ongoing process of planning, coaching and developing, and reviewing performance. The charts above reflect the distribution of the four performance evaluation ratings (Exceptional, Effective, Improving, and Unacceptable) for all JFS staff for the 2006 evaluation period. The JFS Leadership Team is pleased to share that 95% of the workforce is performing at or above expected levels.