



FCJFS officials and *Citizens to Protect Children & Elderly from Abuse and Neglect* are campaigning tirelessly to promote Issue 12- the Protective Services Levy .

The *Citizens to Protect Children and Elderly from Abuse and Neglect* levy committee is comprised of more than 75 committee members and 350 staff and community volunteers committed to the protection of Fairfield County's elderly and children from abuse, neglect, and exploitation. FCJFS officials, committee members and volunteers have campaigned tirelessly since mid-December to promote Issue 12- the Protective Services Levy.

Co-Chairpersons

Dave & June Harcum, local philanthropists
Helen Mayle, President of the Pickerington Chamber of Commerce
Mike Kiger, Fairfield County Commissioner

Treasurer

Milt Taylor Jr.

Our levy leadership team and volunteers are working day and night to achieve the aggressive strategic goals and objectives established for the campaign. There is certainly no lack of passion or energy among our volunteers and supporters. While the short campaign cycle has created some serious challenges, we remain encouraged by the overwhelming support we are receiving countywide.

Committee members and agency officials have made levy presentations to more than **140** clubs, organizations, businesses, committees, boards, councils, and other groups and entities throughout Fairfield County. In all, levy officials have presented to more than 5000 residents since January 1st.

Despite the blistery cold and snow of January and February, more than 75 levy volunteers walked door-to-door to nearly 35,000 homes in Fairfield County to distribute campaign literature and to increase awareness about this terrible community crisis. This activity required significant effort and great tenacity from our volunteers, and we are so very grateful to each of you. What an accomplishment!

Our loyal and dedicated clerical volunteers :

- Stuffed and stamped more than 6,000 units of mail to current absentee voters
- Stuffed and stamped 5000 units of mail to previous absentee voters
- Tied rubber bands to 35,000 door hangers
- Prepared and mailed thousands of units of correspondence to volunteers, donors, and community organizations

More than 1200 yard signs have been placed throughout the county by our dedicated volunteers.

We are also extremely grateful to the more than 150 concerned staff and community members and business owners that have contributed nearly \$25,000.00 to fund the levy campaign. Without their incredible generosity, we would not have been able to meet our campaign goals .

The committee has earned a number of important endorsements countywide, including:

- The Lancaster Eagle-Gazette
- The Lancaster-Fairfield Chamber of Commerce
- The Pickerington Chamber of Commerce
- The Lancaster City School Board
- The Family, Adult, and Children First Council

EVENTS CALENDAR

March 4th
Election Day
Vote YES on Issue 12

March 6th
New Staff Orientation
8:30-10:00 am

March 7th
Spring Job Fair
Crossroads
2095 West Fair Avenue
Lancaster Ohio
10:00 am-1:00 pm.

March 8th
Teen Expo
Crossroads
2095 West Fair Avenue
Lancaster Ohio
Noon-3:00 pm.

March 10th
Employee Appreciation
Event
Liberty Center
4:30-6:00 pm

March 20th
FCJFS CLE Training for
Fairfield County Bar
Association
Elks Lodge
Noon-3:00 pm

- Fairfield County Older Adult Network
- Fairfield County Information & Referral

And the list of the activities, efforts and contributions of our volunteers could go on and on.

As you can see, we have been very, very busy over the past several months. You can count on our levy team to continue working tirelessly for every vote right up to the close of the polls on March 4th.

For additional information on Issue 12- the Protective Services levy, visit the following websites or call our levy hotline:

- Levy website: www.votetoprotect.org
- YouTube Video: http://www.youtube.com/watch?v=FeS_AhB9fZO
- Or simply go to YouTube and search for: vote to protect
- Levy Hotline: 740-687-6815

FCJFS leadership to honor employees at Annual Employee Appreciation Event on March 10th.

FCJFS leadership officials will host and sponsor the agency's annual Employee Appreciation Event on March 10th from 4:30-6:00 pm. at Liberty Center.

FCJFS team members will be honored at the annual recognition event for their successes and achievements during the prior program year. The highlights of the evening also include staff voted awards, FCJFS PACESETTER awards, and the FCJFS Director's award. Historically, the Fairfield County Board of Commissioners (or their designee) are on hand to present the awards.

Staff voted awards recognize the outstanding personal and professional characteristics of their peers, and include:

Most Inspirational
Leading the Way
Customer Commitment
Most Organized
Most Professional
The Motivator
Mission Minded
Heart of Gold
Safety First

Sense of Humor
Making a Difference
Co-worker of the Year
Smile Always There
Rises to the Challenge
Outstanding Community Volunteer
Outstanding Idea
Winning Attitude

PACESETTERS are the FCJFS version of employees of the year, and are recognized for exceptional performance in each of the agency performance review categories, and for consistently going "above and beyond" for their customers and co-workers. PACESETTERS are leadership team voted awards, based upon peer or supervisor nomination.

The FCJFS Director's Award is presented to one employee each year in recognition for excellence in public service and exceptional customer service. The FCJFS director selects the recipient of this award. In 2007, Mrs. Barbara Clapham, Executive Assistant to the Child Protective Services Director was named the recipient of the Director's award. The identities of the 2008 award recipients are not disclosed until the awards and recognition event on March 10th.

Job Fair and Teen Expo scheduled for March 7th and 8th

See page 9 for more details.

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.

Community Services Customers Provide Positive Comments

In October, the Community Services Department developed a customer satisfaction survey to provide to individuals receiving services through the department. The survey identifies if the customer visited an Eligibility Referral Specialist, a Success Coach, or the Help Desk. Some of the questions customers are asked on the survey include:

- Is this your first time visiting Community Services?
- Were you greeted in a timely manner?
- Did your caseworker listen to your concerns and make you feel comfortable enough to ask questions?
- Do you feel the staff is knowledgeable by providing information that is helpful?
- Are your phone calls being returned in a timely manner?
- What did you enjoy most about your visit to Community Services?

Survey responses have been very positive during the first quarter of implementation (Oct. – Dec. 2007) from 98 respondents.

- 100% of respondents were greeted in timely manner
- 99% of respondents were treated with respect
- 100% of respondents said caseworkers listened to their concerns
- 100% of respondents stated the staff was knowledgeable
- 83% said that phone calls were being returned in a timely manner

Many of the families wrote very specific comments on the Customer Satisfaction Survey. Families, overall appreciated the friendly atmosphere and the respectful treatment of Community Services staff. A sampling of the comments follows in response to what families enjoyed the most:

- "The visit was very good and my Success Coach is the greatest!"
- "They were very friendly and helpful with the questions we had and gave us information we didn't know about. Thank you!"
- "I appreciate very much the courtesy, concern, and knowledge of your staff in dealing with the customers. Please keep it up."
- "Everybody that works there are very friendly and answer any questions that I have. You have a wonderful staff. Keep up the good work!"
- "I felt comfortable to ask anything. My feelings were understood."
- "Everyone was very friendly. Lots of smiling faces! I felt very at ease even though I wasn't happy about needing assistance."

Transportation Plan Revised

The Non Emergency Transportation (NET) Plan has been revised and will be submitted to the Board of Commissioners for approval. Under Ohio Administrative Code, each count must establish a plan that identifies eligibility, categories of transportation, cancellation policy, and consumer rights and responsibilities. The NET program is intended to assist individuals by providing transportation to scheduled Medicaid-reimbursable appointments for Fairfield County residents.

January 2008

Community Services Stats:

The Community Services **caseload for January 2008 is 5,861 open cases.** This includes Healthy Start/Healthy Families, Food Stamps, and Ohio Works First.

In January, there were **275 scheduled intakes; 216 customers attended intake appointments,** (families who do not currently have an open case requesting assistance). Twenty-one percent were a no show to the appointment.

Help Desk staff answered 832 requests from families. Of those contacts, 677 were walk-in customers and 155 were phone contacts. Help Desk is staffed by one Success Coach and one Eligibility Referral Specialist each day.

Food Stamp cases totaled 2,623 open cases in Community Services with 45% of those families in receipt of earned income.

Families receiving only Medicaid benefits such as Healthy Start, Healthy Families, or Transitional Medicaid total **1,842 open cases in January.** The majority of these families have employment in the household.

There were **14 fraud referrals** for the month of January.

The **average caseload for Eligibility Referrals Specialists during January was 366 cases.**

In January, 551 families are receiving Ohio Works First (ongoing cash assistance). Many of these cash assistance cases are children involved with Child Protective Services and are residing with grandparents or other relatives.

In December, the **Transportation Team provided 5,119 one-way trips** through the Non-Emergency Medicaid Transportation program and through TANF funding. A total of 3,002 one-way trips utilizing gas vouchers were issued through the Non Emergency Medicaid Transportation and TANF transportation; 567 one-way trips were provided by JFS drivers, and 1,119 one-way trips were provided through contract agencies such as; Lancaster Public Transit, Functional Training Services, Center for Disabilities, and Salvation Army. Families involved with Child Protective Services were provided 693 one-way trips; 262 gas vouchers, 92 through contract agencies, and 339 one-way trips utilizing JFS drivers.

January 2008

Serving Our Customers

The Fairfield County CSEA assisted over 46,000 customers in 2007. CSEA tracks the number of calls, voicemails, walk-ins and e-mails received and sets standards to enhance Customer Service. Each phone and e-mail contact must be addressed within 24 hours and walk-ins are to be seen within 3 minutes. CSEA consistently exceeds these standards and always strives for improvement. In 2007 the average percent of calls going to voicemail each month was less than 30% and those calls were returned within an hour and half; walk-ins were meet within 2 minutes of coming into the agency; and e-mails were addressed within about 20 minutes. The CSEA agency goal is 25%.

Genetic Testing Made Easier

The CSEA has had a lab technician on-site most Fridays for many years to collect genetic samples at the time of the administrative hearings to establish paternity. The agency saves time and money by eliminating the need for multiple visits by the customers. By coordinating sample collections with the administrative hearing, child support can decrease the amount of appearances required.

We are happy to announce we are taking on site collection one step further. Corrie Dorr, Intake Case Manager and Michelle Lutz, Juvenile Court/COGNOS Case Manager were trained to collect genetic samples as well. This means we are able to collect any day of the week - allowing for enhanced customer service and avoidance in any delays in arranging genetic sample collection. Michelle is able to collect samples directly after any Juvenile Court hearings in which the Judge orders testing. CSEA may now offer this service to our customers and to Juvenile Court. Corrie and Michelle began collecting samples at the end of October and the benefits are already evident. CSEA saved over \$200.00 in November and in December we saved \$392.00 in self collect genetic testing.

Another "Most Wanted" Apprehended

Avoiding arrest for over two years, Brian Clanin was arrested on two counts of Criminal Non-Support, both felonies of the fifth degree in the Fairfield County Court of Common Pleas. An arraignment was held February 6, 2008, and Clanin entered a plea of not guilty to the Indictment. The matter has been set for a pretrial on March 31, 2008. The bond is set at \$50,000.00 at 10% appearance bond with an additional requirement of electronic monitoring if the Defendant posts bond. In addition to the felony charge, Clanin was also brought before Judge Williams in the Fairfield County Juvenile Court on a bench warrant for failure to appear to Court on a misdemeanor Criminal Non-Support conviction on August 12, 2005. Clanin requested counsel, and bond was set at \$50,000.00 cash or surety. The hearing is set for March 14, 2008.

Child Support Collections

	2006	2007	2008	\$ Diff	% Diff
January	1,720,232	1,736,549	1,736,902	352	0.02%
February	1,660,532	1,598,250		85,255	-3.75%
March	2,066,808	1,936,927		129,881	-6.28%
April	1,638,915	1,894,662		255,747	15.6%
May	1,938,947	1,979,043		40,096	2.07%
June	1,980,235	1,862,029		118,206	-5.97%
July	1,748,439	1,713,398		35,041	-2.00%
August	1,711,087	1,799,685		88,599	5.18%
September	1,711,172	1,608,788		102,384	-5.98%
October	1,746,150	1,842,090		95,940	5.49%
November	1,689,702	1,899,824		210,122	12.4%
December	1,773,269	1,731,562		-28,433	1.58%
Total	21,385,488	21,602,806		327,172	1.55%

January 2008

Abuses of Elderly Continue Through Levy Campaign

While the three APS investigators and many members of the Social Services staff are volunteering hours of their comp and vacation time to aggressively campaign for the Protective Services Levy, referrals of elder abuse, neglect, self-neglect, and exploitation continue to increase. Although referrals during January were not as high as previous months, referrals during the first 20 days of February totaled **46**.

During 2006 and 2007, the APS Division set a goal to educate the public and all social service agencies throughout Fairfield County about the prevalence of elder abuse, and about the existence and availability of APS. Meetings and presentations were facilitated with law enforcement, bank personnel, counseling agencies, home health providers and many others in an effort to help other providers recognize elder abuse and become more aware of the importance of reporting it.

People responded to this educational push by making referrals when they suspected abuse, neglect or exploitation against an elderly individual. This positive response was partially responsible for the increase in referrals during 2007. Unfortunately, during the same time APS was notified that the Title XX (Social Services Block Grant) funding that sustained it will be eliminated in 2008.

The majority of social service providers, law enforcement agencies, home health and medical providers, and others are jumping at the opportunity to prevent the elimination of APS. Throughout the campaign, the staff and supporters of Adult Protective Services have heard a similar cry of disbelief that this service may not be available should Issue 12 fail.

The APS staff and director are astonished, humbled, and grateful that so many supporters have stepped forward to help us in our time of need. We appreciate the support of the Fairfield County Commissioners and all of the elected officials, in addition to that of every government official with whom we have spoken. From the bottom of our hearts, thank you.

CHILD CARE SUPERVISOR MEETS WITH LEGISLATORS

In January, Child Care supervisor Tracy Bope participated in an "interested parties" meeting with Rep. Peterson from Delaware Co., in reference to HB 342. This bill would move certification of family childcare providers to ODJFS and they would then become licensed. The biggest impact that this bill has is that anyone providing childcare for more than 2 children will be required to be licensed/regulated. This affects EVERY person in the county caring for children who are not certified.

If this legislation would pass, the world of certified childcare providers and everyone caring for children would be impacted. This is an effort to increase quality and ensure that children are being cared for in a healthy, safe environment. Many believe that this bill is an invasion of privacy for those who are unregulated.

This bill has been introduced in both the house and senate. The \$6 - \$10 million proposed operating cost could be a problem with the recent budget announcements; however, proponents for the bill feel that this is a small price to pay for safety of children.


January 2008




January 2008



There are numerous areas of concern with this bill, and counties will continue to work with Rep. Peterson to change language, eliminate language or abolish the bill.

Child Care applications continue to increase. During January, 83 families applied for subsidized child care, bringing the total Child Care caseload to 637 active participants.

KINSHIP NAVIGATOR

201 grandparents are currently participating in the Kinship Navigator Program as the result of seeking help in raising their grandchildren. Jenny Ruff, Coordinator of the program, facilitates two support groups for the grandparents. One of the support groups, Empact (Empowering More Parents to Advocate for Children of Today), meets once every quarter and addresses special needs of children.

In addition to the Kinship customers she serves, Jenny also coordinates the donation of gently used clothing and household goods available through the Kinship Closet. In January, Jenny assisted 83 customers with free goods from the Closet.

On March 15th, Easter Bunny will arrive to visit with all Kinship children. Crafts, egg coloring, an Easter egg hunt, and a "Create a Special friend" activity will be available for every child in attendance.

LINDA BURGOON WINS BOTH SOCIAL SERVICES AWARDS

Linda Burgoon, an Eligibility Referral Specialist with the Adult Unit, celebrates her 13th year with JFS in 2008. For Linda, it's been "lucky 13." She was the winner of two separate awards given by her peers in the Social Services Department – the 2007 "Mo T Vator" Award and the "Most Valuable Player" Award.

In nominating Linda, her coworkers wrote that "she shines when it comes to customer service," and "it is clear that Linda loves her job and values her customers and coworkers – she is extraordinary!"

JFS Releases Cellular Telephone RFP (Request for Proposals)

Established as an ad hoc committee, the JFS Cellular Telephone Committee was established to research cellular telephone options that will enable the agency to provide better customer service and save money. Cell phones are not merely a means of communication for JFS, but often a matter of safety for caseworkers in the field.

Members of the Cellular Telephone Committee represent every department of JFS and were selected for the value they could add to the team. Committee members investigated all aspects of cell phone capabilities, including coverage areas, "dropped call" zones, customer service, and costs. All JFS employees were encouraged to provide feedback to their department's representative.

The Committee drafted an RFP (Request for Proposals) that was released on February 10, 2008. Through their research and RFP process, the Committee hopes to find a provider who can offer all necessary cellular services at a reasonable cost while assuring the safety of employees and providing excellent customer service.

JFS Risk Management Committee Update

The First meeting of 2008 for the Risk Management Committee was held on January 29, 2008. The Committee reviewed the accomplishments of the prior year and discussed many topics that they will address during 2008. The Committee will begin addressing the following concerns during their next meeting: security of e-mail when sending through GroupWise, car seat installation training, security of laptop data, and fixed asset management. The next meeting of the Risk Management Committee is scheduled for March 18, 2008.

JFS Continues to Look for Alternative Funding

JFS has seen the conclusion of many TANF Demonstration grant awards this past December 2007. Now that the TANF grant programs have concluded and final invoicing is complete, JFS continues to look for alternative funding through grants. Some examples of recent grant awards include a grant from Casey Family Programs for an Alternative Response Program and a grant from the Fairfield County Foundation to provide rent and utilities at the REALITY House, both programs are under the direction of the Child Protective Services Division of JFS.

Financial Information

Year-end financial information was not available at the time of publication. Calendar year 2007 financial information will be included in the March monthly report.



January 2008



January 2008



Welcome

Please welcome Stacey Weaver and Chris Adams to Workforce Development. Stacey is a Career Advisor and Chris is a Unit Support Worker. Stacey and Chris are very excited and energetic about their new responsibilities.

Area 20 WIB

WIB meeting will be held Thursday, March 20, 3pm in Fairfield County @ the Liberty Center. Agenda items will cover a variety of topics from policy changes, program updates, and committee reports.

Events

Job Fair, March 7th, 10am-3pm and TEEN EXPO March 8th, 12pm-3pm both events will be held at The CrossRoads Center on Fair Avenue.

Success stories....from Tonya Tisdale & Jess Boyer

Two Lancaster Glass dislocated workers secured gainful employment recently. Theresa Kremer was hired as an HR Generalist with Buckeye Shapeform in Columbus and James Coleman was hired at Anchor Hocking.

WorkNet partners with employers to hold on site interviews and take applications

ResCare, Anchor Hocking, Spherion, I Force, Fed Ex, Ambassador Home Health Services, are all companies that used WorkNet to hold interviews this month. WorkNet in partnership with various employers have been holding open interviews at WorkNet to help businesses with their hiring process.

**WorkNet Customer Count
Highest Number of Customers on Record**

	2002	2003	2004	2005	2006	2007	2008
January	-	749	958	924	1580	1879	*2161
February	-	651	846	699	1419	1020	
March	-	807	1004	1184	1895	1606	
April	592	943	985	917	1305	1425	
May	547	748	989	979	1411	1614	
June	371	1100	1126	1165	1675	1493	
July	447	1129	877	1180	1466	1674	
August	492	992	1015	1752	1813	1695	
September	566	906	1020	1334	1611	1376	
October	683	895	689	1277	1471	1429	
November	442	757	767	1172	1110	1360	
December	452	712	811	1106	1085	1195	

Unemployment Rates

Fairfield 5.2 Pickaway 5.7 Ross 6.8

Family Support and Visitation Center

January 2008 Statistics

Visitation/Exchange Services

Monitored Exchanges: 47
Supervised Visits: 124
Referrals received: 18
Number of adults served: 144
Number of noncustodial parents: 74
Number of children: 104

Number of residential parents Reporting Domestic Violence*: 5 of 70
Number of non-residential parents reporting Domestic Violence: 8 of 70

**Domestic Violence includes reports or history of physical, sexual and/or emotional abuse and the threat and/or use of weapons to harm.*

Parent Education Services

Parent Education Sessions (Hours): 18.5
Parent Education Related Events (Hours): 42.75
Parent Educators in Family Court (Hours): 7
Referrals Received: 4
Number of adults Served: 48
Number of noncustodial parents: 21
Number of children: 33

In January the Center received 18 referrals for **Visitation and Exchange Services**. Currently there are 3 families on the waiting list. We have one full time staff vacancy.

The Family Support and Visitation Center will begin accepting referrals for **Mediation Services** this month. The DCR Mediation Committee will be meeting on February 22nd to finalize the referral process. The Center Director is communicating with the Ohio Supreme Court Office of Dispute Resolution regarding funding for this project.

The **Parent Education Services** Team received 4 new referrals in January. There are 13 families who are currently receiving services, and 5 who are pending or waiting. The team continues to work on developing a curriculum for the upcoming PE classes, while managing their participation in this series of the Parent Project.



2008
January

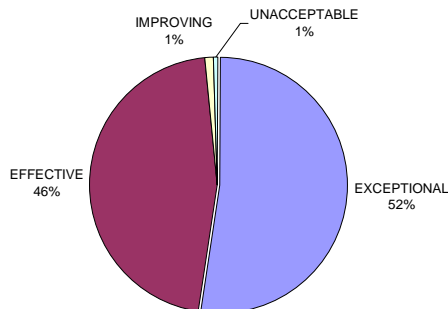
Our Mission:

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.

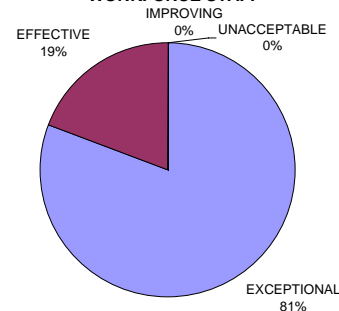


PERFORMANCE EVALUATION RESULTS FOR 2007

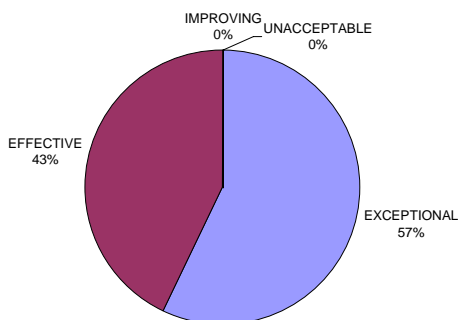
2007 JFS STAFF PERFORMANCE EVALUATION RATINGS



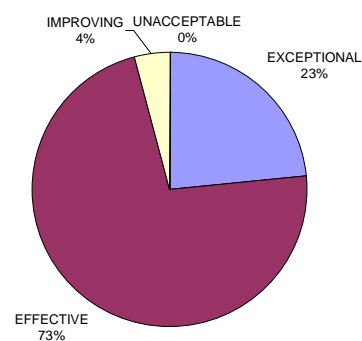
SOCIAL SERVICES, VISITATION CENTER & WORKFORCE STAFF



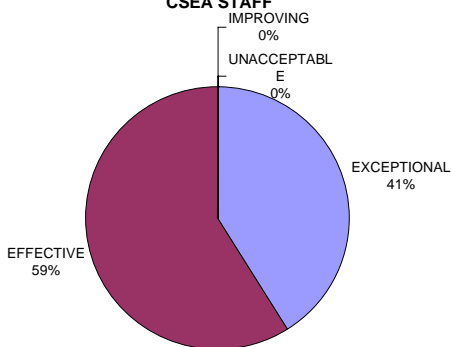
COMMUNITY SERVICES STAFF



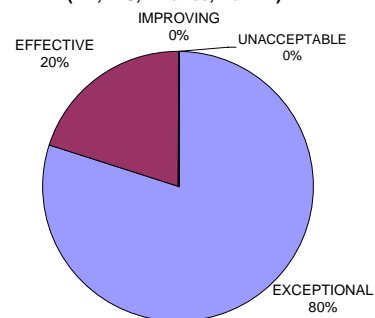
CHILDREN SERVICES STAFF



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 2007 evaluation period. The JFS Leadership Team is pleased to share that 98% of the workforce is performing at or above expected levels.

January 2008