



Protective Services Levy Proposed For March 2008 Ballot

Over the past several years, FCJFS officials have communicated to the Board of Commissioners and to community partners, key stakeholders and residents of Fairfield County the critical funding challenges being faced by the child and older adult protective services systems.

A dramatic increase in the demand for protective services over the past decade has stretched both the child and older adult protective services departments to the breaking point. Local funding for protective services remains at the 1999 funding level, and Fairfield County's financial commitment to protecting abused, neglected, and exploited children and the elderly falls far below comparable counties in Ohio.

Pursuant to Ohio Revised Code (ORC) and in accordance with the governance structure in Fairfield County, the Board of Commissioners is responsible for administration of the child and adult protective service systems. It is the responsibility of the Board of Commissioners to establish public policy in this area, and to provide sufficient local funding to assure the safety and protection of children and the elderly.

To assist the Board of Commissioners in meeting their responsibilities, FCJFS officials have achieved the following:

- The development of a long-term Strategic Plan and Organizational Restructuring of the Child Protective Services Department, designed to address the significant challenges facing the system due to increased demand for services and critical under-funding. The plan can be viewed in it's entirety at www.fcjfs.com, beneath the blue ribbon icon on the home page.
- National accreditation (Council on Accreditation, in New York City) was achieved by the protective services departments in early 2006. Fairfield County is one of only 22 counties in Ohio to achieve national accreditation for service delivery, continuous quality improvement, fiscal and human resource practices, organizational planning, risk management and overall governance. 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 way that we can demonstrate our commitment to providing abused, neglected, and exploited children and the elderly with the very best services possible **with the limited resources available**.
- Implementation of thirteen (13) separate Community Advisory and Planning Panels (CAPP's) comprised of more than 100 Fairfield County stakeholders, community partners, residents, and customers. The CAPP initiative is designed to encourage feedback and evaluation, continuous quality improvement, and public participation in agency planning and goal-setting.
- Publication of Protective Services Hot Zone recommendations related to protective services needs and services. In order to meet the increasing demand for services and to assure that adequate protective services are available to Fairfield County's most vulnerable children and older adults, the Hot Zone Committee and agency officials have proposed to the Board of Commissioners that a 1 mil- (10 year) combined child and elderly protective services levy be placed on the March 4, 2008 ballot.

As an agency, we learned from our mistakes in the 90's and have worked hard to restore public trust and support. The Board of Commissioners and our community will determine the level of safety and protection that should be afforded to abused, neglected, and exploited children and older adults in Fairfield County.

For specific details about the levy, view our comprehensive LEVY FACT SHEET at www.fcjfs.org , beneath the Blue Ribbon icon.

REALITY House Open House

December 6, 2007
3:00 pm - 6:00 pm

Community Planners/ Funders CAPP

FCJFS
December 4, 2007
8:00 am - 9:15 am

FCJFS Christmas Party Lancaster Community Church

December 5, 2007

*In December - All Annual
Performance Assessments
will be completed*



Community Services Department Achieves Annual Goals

The Community Services Department celebrated successful completion of all annual goals during the retreat during the morning of October 5, 2007. The retreat, "We've Weathered the Unknown and Found the Treasure" was comprised of celebrating successes during 2007, developing problem-solving skills, and conducting team-building activities. Of the 66 staff present, more than 40% had not attended the goal-setting retreat in February of 2007. Despite the large staff turnover this year in the Department, all 35 goals were completed. Below is an update on some of the significant goals:

1. Increase the number of work activity contracts and options for public assistance families (required to participate in a work activity) to increase the participation rate.

Outcome: RFP developed and distributed to potential vendors. Four contracts implemented for Basic Literacy, Basic Computer Skills, Job Readiness, and Work Hardening.

2. Community Services will develop JFSi courses for Food Stamps, OWF (cash assistance), Covered Families and Children Medicaid, and Transportation.

Outcome: Powerpoint and training material developed for all JFSi courses identified in the goal. The management team will begin conducting courses in January 2008.

3. Community Services will maintain an average IEVS delinquency ranking of 20 out of 88 counties.

Outcome: As of September, the department ranked 15 out of 88 counties.

4. Community Services Eligibility Referral Specialists will maintain an average monthly pending rate of fewer than 10 Assistance Groups.

Outcome: The average number of pending Assistance Groups per Eligibility Referral Specialist per month is 6.8.

5. Community Services managers and staff will participate in ten community or social service agency committees.

Outcome: Community Services staff participated in 14 ongoing committees in 2007.

6. Community Services will implement a customer satisfaction survey that documents and 85% overall satisfaction by its customers.

Outcome: A satisfaction survey was developed and the department began surveying customers in November. Survey responses are outstanding. A statistical and qualitative summary will be available each month.

7. Community Services will evaluate and identify areas for improvement in our intake process.

Outcome: Workgroup identified that reviewed best practices. Developed intake packet for families and created new intake schedule. Implemented in October 2007. Initial feedback by caseworkers and customers is very positive.

8. The Transportation Team will implement a customer satisfaction survey that documents an overall satisfaction rate of 85%.

October 2007

Outcome: Survey implemented in June. Results indicate 85% satisfaction rate.

Community Services Statistics

The Community Services **caseload for October 2007 is 5,856 open cases**. This includes Healthy Start/Healthy Families, Food Stamps, and Ohio Works First.

In October, there were 251 scheduled intakes; 205 customers attended intake appointments, (families who do not currently have an open case requesting assistance). Eighteen percent were a no show to the appointment.

Help Desk staff answered 1,059 requests from families. Of those 740 were walk-in customers and 319 were phone contacts. Help Desk is staffed by one Success Coach and one Eligibility Referral Specialist each day.

Food Stamp cases totaled 2,710 open cases in Community Services with 41% of those families in receipt of earned income.

Families receiving only Medicaid benefits such as Healthy Start, Healthy Families, or Transitional Medicaid total **1,887 open cases in October**. The majority of these families have employment in the household.

The **average caseload for Eligibility Referrals Specialists during October was 390 cases**.

In October, 661 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 September, the **Transportation Team provided 5,656 one-way trips** through the Non-Emergency Medicaid Transportation program and through TANF funding. A total of 2,928 one-way trips utilizing gas vouchers were issued through the Non Emergency Medicaid Transportation and TANF transportation; 593 one-way trips were provided by JFS drivers, and 1,351 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 664 one-way trips; 292 gas vouchers, 192 through contract agencies, and 294 one-way trips utilizing JFS drivers.

October 2007



October 2007



REALITY Open House – You’re Invited

Project R.E.A.L.I.T.Y. (Realistic Education And Living Independently for Transitioning Youth) will host its’ 2nd Annual Open House at their new location, 1663 Baltimore Road, on Thursday, December 6th from 3:00PM – 6:00PM. This exciting initiative began in 2006 focusing on the development of independent living skills for 16 and 17 year olds who were about to exit foster care.

Young men and women who participate in this program are expected to remain in school through high school graduation, obtain employment and attend sessions centered around enhancing their ability to function on their own in the real world. Currently there are 5 youth living in the home, all of whom are gainfully employed and continue to excel in school. This group has even held their first Youth Advisory Board meeting. The advisory board plans to meet on a monthly basis to discuss needs and recommendations for youth involved in foster care and various other systems. We look forward to their recommendations.

For additional information on the Open House or RSVP, contact Ms. Heather O’Keefe at 689-9660.

Calling Santa’s Helpers

Imagine going into the Christmas season assured Santa does not know where to find you. Imagine spending what should be a joyous time worrying if those you left behind have food, shelter or simply a warm place to be. Imagine waking up Christmas morning and wondering if there was even a reason to get out of bed, assured there would be nothing there for you since you’re not in your own home. Sadly, these are just a few of the consuming thoughts shared by our children in foster care at this time of year. Please help make their Christmas a little brighter this holiday season by showing them how much this community hopes they have a merry Christmas.

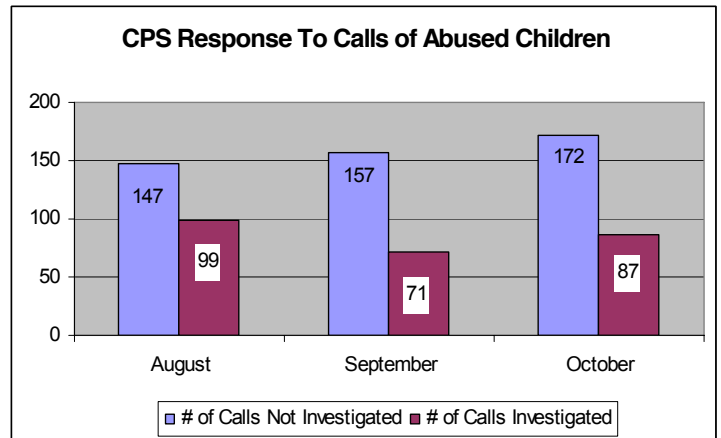
To help a child in need, simply pick up an ornament at McDonald’s on East Main St., Memorial Drive, Carroll and Pickerington as well as at the Clerk of Courts Office and the Commissioner’s office. Visit any one of these locations and select an ornament from the tree. Each ornament lists the child’s first name, age and a wish list made by the child. Gifts can be dropped off at any of the above-mentioned locations through December the 18th.

Now imagine the amazement and magic seen in that same child’s eyes when hope and faith has been restored because they were remembered at Christmastime. Thank you for making a difference in the lives of those that need you the most.

Responding to Community Needs

Growing concerns continue to rise in our Child Protective Services Department as daily, weekly and monthly monitoring demonstrates and very scary trend.

The trend is a constant increase in the demand for service without sufficient resources to serve the growing population.





October 2007



Each day, our CPS Department receives calls from concerned relatives, teachers, doctors, law enforcement officers and other concerned citizens regarding the need for someone to respond to a child being abused or neglected.

Unfortunately, for Fairfield County CPS, this means having to choose which call to respond to based on who is hurting the most. While the number of calls has doubled over the past 5 years, the number of workers available to respond to these calls has not grown proportionately.

The chart (page 5) demonstrates the number of calls being turned away month, by month, by month. While the desire and wish for CPS staff is to get out there and check on vulnerable children, the reality is there just aren't enough caseworkers to respond.

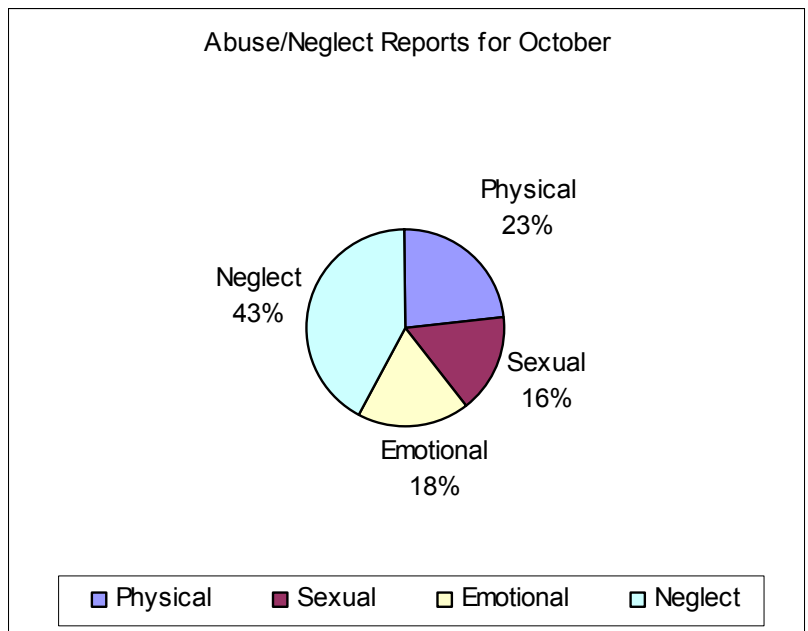
Currently, CPS is only able to respond to 35% of the calls received. The fear is receiving a call about a child that doesn't rise to the level of concern, but is in desperate need of intervention. The result, countless sleepless nights and continued worry about the potential damage this child is receiving without appropriate intervention.

Who Are the Hurting?

As a result of investigating only 35% of the calls received, CPS is responding to only the most severe cases of children facing immediate danger and imminent harm. The chart below shows a breakout of the 67 Abuse/Neglect investigations conducted in October. As you can see, the 3 major forms of abuse (Physical, Sexual and Emotional) consume the larger part of the cases being investigated.

What this tells us is that intervention was needed long before these children experienced harm. Unfortunately, without an adequate number of staff to respond, no one is able to get there early, offer intervention and prevent these vulnerable, innocent children from becoming victims of abuse.

CPS has been fortunate over the past few years to experience tremendous partnerships and collaborative efforts with other community services to try and offset the inability to respond to neglect cases and other families simply in need of supportive services. Without this type of help, who knows how many more childhood victims would have experienced abuse. While some community agencies and organizations have attempted to counteract the needs for families not being served by CPS, they are now finding the demand much to great for their systems.



Our county is growing. As population, commerce, traffic, and other things grow, so does the number of drug problems, violence and children being hurt.

"Most Wanted" Obligor to Face Charges

One of Fairfield County's most infamous obligors was recently arrested in Alabama on a Governor's Warrant. This individual has 4 cases in Fairfield County, involving 4 children and over \$50,000 in delinquent support. He also has a case in another county where he has an additional \$12,000 in arrearages.

The obligor is being transported back to Fairfield County to face a number of charges including Misdemeanor and Felony Criminal Non-Support charges.

Job Opportunity Program to Continue

The Job Opportunity Program, that started 18 months ago as a TANF Grant, will continue in Fairfield County. The services will have to be paired down in order for one position to take on the responsibilities of four. We will still be able to accommodate everyone who is court ordered to "seek work" and hopefully take on some general referrals as well.

We are extremely excited to have Christy Nichols join the CSEA in the capacity of Employment Specialist. Christy brings a wealth of knowledge and experience to the Job Opportunity program and will have an immediate impact on the services provided.

Deficit Reduction Act Update

The Deficit Reduction Act (DRA) includes many changes in the way child support payments are distributed to current and former public assistance recipients (these changes were summarized in last month's Commissioners' Report). Implementation of these changes follows the development and issuance of Federal Regulations. These regulations were originally scheduled to be issued in February of 2008, but we are now being informed that it will likely be summer or fall of 2008.

Job Opportunity Program Update

The *Job Opportunity* program is a collective effort to assist child support customers with obtaining and maintaining employment, and thus, increasing their ability to meet their child support obligation. This program is 100% funded through a state grant for TANF Demonstration projects. This program (and grant) will run through 12/31/07. Below are some of the current statistics for the program:

- o **352** customers have obtained employment
- o **128** customers have paid at least 3 straight months of child support payments
- o **382** customers have been referred to various community resources
- o **\$313,100** collected from *Job Opportunity* customers

Child Support Collections

	2005	2006	2007	\$ Diff	% Diff
January		1,720,232	1,736,549	16,317	0.95%
February	1,575,277	1,660,532	1,598,250	85,255	-3.75%
March	1,932,875	2,066,808	1,936,927	129,881	-6.28%
April	1,803,903	1,638,915	1,894,662	255,747	15.6%
May	1,836,895	1,938,947	1,979,043	40,096	2.07%
June	1,886,337	1,980,235	1,862,029	118,206	-5.97%
July	1,674,182	1,748,439	1,713,398	35,041	-2.00%
August	1,773,680	1,711,087	1,799,685	88,599	5.18%
September	1,669,438	1,711,172	1,608,788	102,384	-5.98%
October	1,735,554	1,746,150	1,842,090	95,940	5.49%
November	1,754,887	1,689,702		-65,185	3.71%
December	1,801,702	1,773,269		-28,433	1.58%
Total	21,058,316	21,385,488		327,172	1.55%

October 2007

CASELOADS DOUBLE IN OCTOBER FOR ADULT UNIT

Over **3,300** aged, blind, and disabled customers are now receiving Medicaid, Food Stamps, Passport or Waiver in-home services. From September to October 2007, caseloads for the Adult Unit doubled, with each Eligibility Referral Specialist carrying an average caseload of **480** cases.

During October, over **4 referrals per day came into** the Disability Determination Unit. Consisting of two Eligibility Referral Specialists whose focus is assisting apply for Social Security Disability and Medicaid, the unit received 96 referrals in 23 days.

The most evident increase has been seen in customers applying for Disability and for Medicaid while their Social Security case is pending.

FOOD DONATED TO ELDERLY & DISABLED

Thanks to the generosity of an anonymous benefactor, Carnival Foods was able to turn the proceeds from a recent golf outing into food. In turn, Carnival donated 125 cases of food to the Social Services Department of JFS for distribution to elderly, disabled, and homeless customers.

Jenny Ruff, JFS Community Outreach Coordinator, also received 500 donated cans of food from General Sherman Junior High students as the result of their food drive. Boxes and boxes of food line the halls of Social Services, where **all elderly and disabled customers are receiving filled bags to take home**. Food items include spaghetti sauce, spaghetti noodles, egg noodles, tuna, peanut butter, kidney beans, and saltine crackers.

Jenny is also coordinating efforts to receive additional food donations for the holidays.

64 REFERRALS TO ADULT PROTECTIVE SERVICES IN OCTOBER

During the month of October, which consisted of 23 business days, APS received 64 referrals alleging abuse, neglect, self-neglect, or exploitation. 3% of the referrals involved emergency situations requiring immediate assistance and investigation.

From January through October 2007, a pattern of referrals to APS has emerged. The average number of referrals per month has nearly doubled from 2006, from 27 to over 51 per month during 2007.

While self-neglect remains the most frequent cause for concern about the elderly who are referred to APS, abuse, neglect by others, and exploitation allegations continue to increase. 26% of October's referrals involved abuse; 16% were allegations of neglect by others. These two categories of serious allegations often lead to more intensive case management by the APS Caseworkers, as opposed to other referrals whose needs can be met by accessing available services.

Approximately half of all APS customers are over the age of 70. 62% of all customers are female, and only 38% of all customers are eligible for Medicaid.

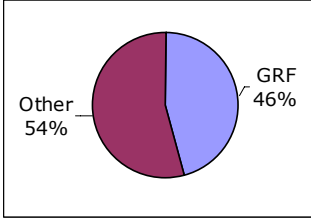
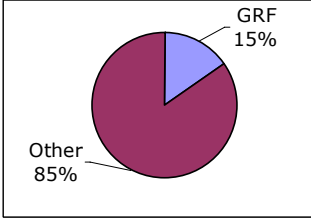
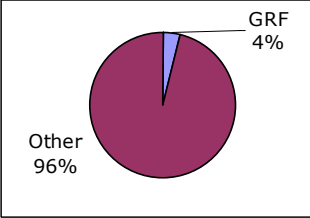
CHILD CARE UPDATE

During the month of October, **91 parents** applied for subsidized child care. Applications continue to increase, nearly doubling since 2006.

During early November, the Child Care staff hosted a training for Child Care Center staff, as well as Home Care Providers. The evening training, *Kid Koncoctions*, provided hands-on experience in using everyday items to engage children in making creative and fun crafts.

A vertical graphic on the left side of the page. It features a stylized logo at the top consisting of several overlapping, colorful loops in shades of orange, blue, green, and red. Below the logo, the text "October 2007" is written vertically in a large, light gray, sans-serif font. At the bottom of the graphic, there is another instance of the same colorful loop logo.

Funding Sources Calendar Year-to-Date January 1, 2007 through October 31, 2007

	Child Protective Services	Child Support	Public Assistance
GRF	1,705,001.00	346,122.00	407,107.00
Other	2,009,205.20	1,960,189.93	9,904,879.03
			

Programs & Operations Highlights Calendar Year-to-Date Comparison

	1/1/2007 - 10/31/2007	1/1/2006 - 10/31/2006	Increase / Decrease
Direct Expenditures			
Adult Protective Services	41,180.73	28,557.65	12,623.08 +
Child Care	3,141,698.13	2,479,233.77	662,464.36 +
Non Emergency Transportation	359,018.40	252,954.22	106,064.18 +
Board and Care (Agency and Network)	1,086,289.85	1,049,684.37	36,605.48 +
Workforce Investment Act	511,862.90	613,922.60	102,059.70 -
IV-D Contract Expenditures	107,030.49	108,145.79	1,115.30 -
Prevention, Retention and Contingency	1,039,431.40	337,071.94	702,359.46 +

JFS Risk Management Committee-November 2007 Update

The last Risk Management Committee meeting of 2007 was held on Tuesday, November 20th with a majority of members present. The Committee discussed the following issues at this meeting: receipt, distribution and tracking of subpoenas; back-up tapes; website communication/security; building access to former employees; and registration of visitors into the building. The following policies/procedures have been drafted by the Committee and will be forwarded through the Q-MOM process: Initial Receipt, Distribution and Tracking of Subpoenas; Agency Vehicle Accidents; and Building Access to Former Employees. The Committee also reviewed the status of all risk topics selected/referred to the Committee since its inception in 2006. The group has addressed over 19 risk topics affecting the Agency. We look forward to addressing many more risk topics in 2008. The next regularly scheduled meeting of the Risk Management Committee will be on Tuesday, January 29th at 1:00 p.m.



October 2007



Area 20 WIB - Meeting November 1. Training session for board members held 1 to 4:15pm, followed by WIB meeting 4:30 to 6:30.

Events – Re-Entry Program for inmates exiting Southeastern Correctional Institution inmates held by Christy Nichols.

Employer Labor Market Information workshop held here in Fairfield County.

Training classes for Offender Workforce Development Specialist were held in Delaware County.

Success stories....

from Nida Reid Williamson...a dislocated worker from Lancaster Glass secured employment with Westerman Companies in Bremen working in welding at a wage rate higher than what he was making before.

from Tonya Tisdale...a 40 year worker dislocated from Lancaster Glass secured employment at the River Valley Mall. He came to WorkNet on a weekly basis to conduct job searching opportunities and was very determined to find employment.

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

OSS Inc., Atrium Personnel Services, Spherion, I Force, , Volt Services, 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

	2002	2003	2004	2005	2006	2007
January	-	749	958	924	1580	1879
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	
December	452	712	811	1106	1085	

Unemployment Rates

Fairfield: 5.2
Pickaway: 5.7
Ross: 6.8

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 2007 Statistics**Visitation/Exchange Services**

Monitored Exchanges:	57
Supervised Visits:	112
Referrals received:	16
Number of adults served:	159
Number of noncustodial parents:	73
Number of children:	114

Parent Education Services

Parent Education Sessions (Hours):	19.25
Parent Education Related Events (Hours):	57.5
Parent Educators in Family Court (Hours):	8
Referrals Received:	4
Number of Adults Served:	73
Number of noncustodial parents:	26
Number of children:	55

In October the Center received 17 referrals for **Visitation and Exchange Services**. Currently there is no waiting list for Visitation/Exchange Services. We have one staff member on Family Leave and a vacant position beginning December 3rd.

The **Parent Education Services** Team received 1 new referral in October. There are 17 families who are either participating in ongoing services or who are involved in the referral process. The Parent Project continues to go well. The next series of classes will be held January 10th through April 3rd, 2008.

The Family Support and Visitation Center held a Fall Retreat, celebrating their team accomplishments and highlighting the achievement of all goals established for 2007!

October 2007