



FCJFS Strategic Planning Survey Results

I would like to thank the hundreds of staff, customers, stakeholders and community partners that participated in our recent annual (on-line) strategic planning survey. The purpose of the survey is to establish the 2008 FCJFS organizational goal priorities.

Survey participants were asked to rate each of the 32 potential goal areas as:

- **Extremely Important;** • **Very Important;** • **Important;** • **Not important;** • **No opinion**

Below are the **7 goal areas** identified by respondents as the highest priority for goal development. These goal areas received the highest total % of *extremely important* and *very important* ratings:

- **Building Security** **69.0%**
Defined as enhancement of building security.
- **On-Call Services for Adult Protective Services** **65.5%**
Defined as 24/7 on-call services for the APS department.
- **Comp-Plan Review** **63.1%**
Defined as a review of the FCJFS compensation plan. Are current pay levels for all positions consistent with comparable and contiguous county JFS agencies in Ohio?
- **Change Report System Enhancements** **62.3%**
Defined as development of a convenient and efficient ONE-STOP change reporting system for customers.
- **Web Site Enhancements** **62.2 %**
Defined as developing increased website tools for customers and community partners to conduct business with FCJFS on-line.
- **Community Resource Training** **59.2%**
Defined as development of a comprehensive staff-training programs to increase knowledge about existing resources/services available in our community.
- **Northwest Office** **57.8%**
Defined as development of satellite services in NW Fairfield County.

The FCJFS Senior Leadership team (SLT) will meet in October to draft *action steps, timelines, and measured outcomes* for the **7 goal areas** identified above. In addition, SLT can choose to increase the number of goals developed for 2008 based upon program, accreditation, or quality assurance requirements.

Several potential goal areas identified on the survey have already been selected for development outside of the FCJFS strategic planning process:

- The FCJFS 2008 Pacesetters (Employees of the Year) have selected employee childcare and hours of operation as their Pacesetter projects.
- The Visitation and Family Support department is actively pursuing a special grant to develop mediation services.
- The FCJFS -Risk Management Committee will continue to develop and implement risk management enhancements.
- HR/PR Director Aundrea Cordle will develop an updated FCJFS Public Relations Plan for accreditation purposes.
- Phone Access and replacement of the antiquated and inefficient phone system is underway as part of a county government initiative.

I will continue to update the Board of Commissioners and our staff, stakeholders and community partners as the strategic planning process moves forward.

The complete summary of all survey results and comments will be placed on the FCJFS website at www.fcjfs.org, click on Reports.

August 27th
Millersport Sweet Corn
Parade
6:00 pm

September 5, 2008
Annual Faith Summit
8:00 am-Noon

September 15th
United Way Kick-off
6:00 pm
Liberty Center

September 17th
County Leadership and
Budget Retreat
8am -4 pm





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.

16 Months and Counting

While the **Citizens to Protect Children and Elderly from Abuse and Neglect** committee and hundreds of community volunteers worked very hard last winter to pass a **new protective services levy** in Fairfield County, revenue from the levy is not collected and disbursed until January 2010.



In the meantime, abuse and neglect referrals involving children and the elderly are at an all-time high in 2008. Agency officials remain committed to investigating the most serious and life-threatening reports we receive, but will continue to be unable to provide the enhanced services needed until additional human and financial resources become available.

We appreciate the continued patience and understanding of our dedicated caseworkers and support staff, stakeholders and community partners, and of course, the elderly, children, and families we serve.

CUSTOMER COUNT SUMMARY FRONT DESK WALK-IN REGISTRATIONS

2008	Jan	Feb	Mar	Apr	May	Jun	Jul
Administration	55	50	55	92	74	60	47
Adult Protective Services	21	7	4	11	16	5	15
Adult Services	702	639	666	659	630	676	719
Child Care	71	88	50	98	69	86	67
Community Services	3362	2241	2445	2588	2462	2597	2673
Com Serv - helpdesk	145	453	564	629	748	711	839
Com Serv - receipts only	105	370	372	464	417	405	407
Child Protective Services	594	447	529	630	609	652	767
Child Support	693	605	591	672	718	624	604
Partner	321	260	380	389	336	304	311
Visitation	14	18	6	11	48	49	20
Worknet	2152	1529	1959	1830	1537	1674	1971
	8235	6707	7621	8073	7664	7843	8440

July 2008:

5,963 open cases.

292 scheduled intakes;
230 completed appointments

Help Desk answered 1,072 requests from families. 866 walk-in customers and 206 phone contacts. Help Desk is staffed by one Success Coach and one Eligibility Referral Specialist each day.

Food Stamp cases totaled 3,031 open cases. The number of open Food Stamp cases is the highest caseload in more than five years.

Families receiving only Medicaid benefits such as Healthy Start, Healthy Families, or Transitional Medicaid **total 1,878 open cases.** The majority of these families have employment in the household.

There were 23 fraud referrals.

599 families are receiving Ohio Works First (ongoing cash assistance). Many of these cash assistance cases are children involved with CPS and are residing with grandparents or other relatives.

June 2008:

The **average caseload for Eligibility Referral Specialists was 365 cases**

The **Transportation Team provided 5,988 one-way trips** through the Non-Emergency Medicaid Transportation program and through TANF funding.

Community Services Staff Participate in Survey of Management Team

As one of the 24 goals developed by the Community Services staff in 2008, a workgroup of staff developed a survey for staff to provide feedback on the Community Services management team. During three weeks in August, staff were able to anonymously log on to survey monkey and provide feedback for their direct supervisor, overall management team, and the Community Services Director. Specific questions solicited feedback in the areas of: vision, values staff, develops self and staff, communication, and leadership. Staff were also asked to list three things that their supervisor does well and three things that you wish your supervisor would not do. They were provided an opportunity to list any suggestions for improvement in the work environment. Currently, 44 of the 63 Community Services staff have completed the survey. The management team will be reviewing the surveys to identify strategies to address areas of concern and strengthen positive areas identified in the results.

Community Services Staff Distribute 44 Pounds of Groceries to 282 Families



The Mid-Ohio Foodbank selected Fairfield County Job and Family Services to distribute 44 pounds of groceries to those families who are receiving Ohio Works First or cash assistance. The program is made available to families through TANF funding allocated by the Ohio State Legislature.

On Saturday, August 9, 2008 from 10:00 a.m. to 2:00 p.m. more than 150 families came to the Fairfield County Maintenance Department to pick up their food box. During the next week at Fairfield County Job and Family Services, an additional 132 families received a box of groceries. This valuable selection of shelf-stable canned and packaged groceries includes tuna, chicken, ham, meatballs, beans, peanut butter, soup, rice, and oatmeal.

Customers Overwhelmingly Satisfied with Community Services Experience

Beginning in October of 2007, Community Services implemented a customer satisfaction survey. Over the last 10 months (October 2007 – July 2008), an average of 110 surveys are returned each month. The majority of the surveys include written comments about their positive experience.

Survey Questions	Average Percentage of Respondents
Is this your first visit?	14%
Were you greeted in a timely manner?	98%
Were you treated with respect?	97.5%
Did your caseworker listen and make you feel comfortable to ask questions?	97%
Were satisfied with the way your questions were answered?	97.5%
Do you feel staff is knowledgeable?	97.8%
Are your phone calls returned within one business day?	84.8%

Below is a small sample of written comments by customers in the month of July:

- I was not kept waiting to be seen and was very happy with my experience.
- Your staff is very friendly and well-mannered. They do a great job helping people to where they need to go and with what they need to do.
- I love my caseworker. She is very polite and has a big heart. I don't feel like I am nothing to her. Please tell her thanks for the help and understanding. Thank you JFS for hiring such a great person.

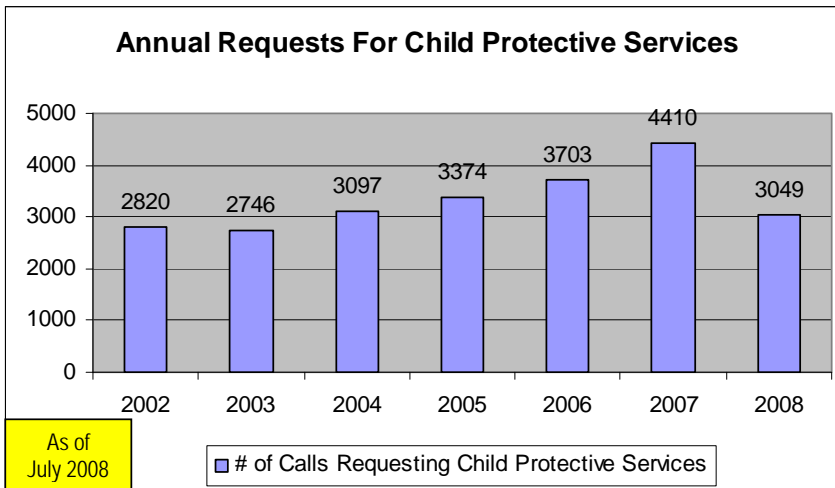


July 2008



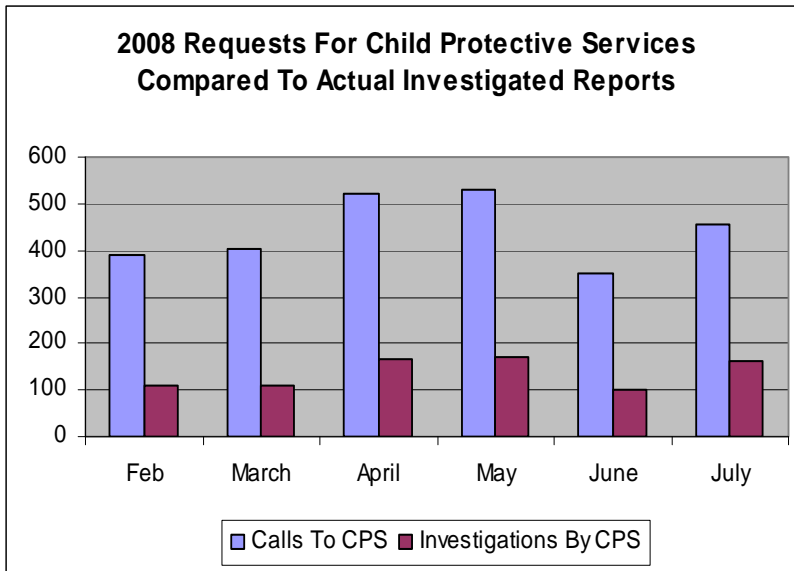
Calls To Child Protective Services Continues To Increase

CPS has already received more calls regarding abused and neglected children this year than in the entire year of 2002 or 2003. In fact, there have been almost as many calls to the agency through July of 2008 than all of 2004. If the current trend continues, CPS will hit the 5,000 mark by the end of this year. This continues to present a challenge to a department charged with the responsibility



of protecting our communities children while awaiting relief from levy funds in 2010 in which to supply a sufficient number of workers to match the demand for services.

Investigations Of Child Abuse and Neglect Continues To Rise



As a result of increased calls to Fairfield County Child Protective Services, more and more cases are requiring investigations. Even though the department will not see help associated with levy funding until 2010, the severity of cases being referred to the agency requires a response. Therefore, the department has been forced to increase caseloads to assure safety and protection of abused and neglected children. In January and February of 2008, only 27% of calls to CPS received an investigation. Similarly, CPS investigated 35% of all calls

in July of 2008. This data tells us that while the number of calls continues to increase, the critical nature of calls is also demanding immediate intervention to assure safety.

Electronic Data Management System (EDMS) Update

The CSEA's EDMS project forges ahead. More case files are scanned every day and we are making steady progress. Other county offices have taken an interest in the system as well. We have given several presentations to other offices and counties who are interested in making the conversion to an electronic system. CSEA is also hopeful that Community Services will be able to purchase the system as it would provide even more benefit to our mutual customers.

Collections are Up

The first seven months of 2008 have the CSEA on record pace for child support collections. As of July 31st, we have collected nearly \$13 million. This is a \$264,000 increase over the same period last year. The increase in collections can be attributed to a number of factors including a more aggressive approach to legal enforcement (court hearings are up more than 40% this year) and the economic stimulus payments distributed by the IRS.

Customer Service Survey to be Completed

In recognition of August being Child Support Awareness Month in Ohio, Fairfield Co. CSEA is conducting a customer service survey. The survey will be short and concise in order to encourage participation without requiring a lot of time. The survey will be distributed to a sampling of 1000 customers which makes up a little more than 11% of the total active, caseload.

Customers will be asked for opinions and feedback on areas such as access to CSEA staff, timeliness of CSEA response to inquiries, and ideas for continuous improvement. Customers will receive the survey in the mail and will be provided a postage-paid envelope for their convenience in returning.

CSEA Deputy Featured on Channel 4 and Channel 6 News

Sheriff's Deputy T.J. Strawn, who is assigned to the CSEA, was recently featured on news segments for his extraordinary success in apprehending child support customers with warrants. Deputy Strawn started with the CSEA almost four months ago and is responsible for investigating and apprehending non-custodial parents who have been charged with criminal non-support of dependants. Since assuming this role, he has arrested 72 fugitives including several who have had outstanding warrants for more than a year.

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	1,752,646	154,396	9.66%
March	2,066,808	1,936,927	2,037,672	100,745	5.2%
April	1,638,915	1,894,662	1,810,314	-84,347	-4.45%
May	1,938,947	1,979,043	1,944,264	-34,779	-1.76%
June	1,980,235	1,862,029	1,869,723	7,694	0.41%
July	1,748,439	1,713,398	1,833,759	120,361	7.02%
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		217,318	1.02%

July 2008

LOOKIN' COOL FOR SCHOOL!

Thanks to the generosity of 12 volunteer beauticians, and the owners/operators of three area salons, **238 children** received **free back-to-school haircuts** on August 11 and August 18. Jenny Ruff, Community Outreach and Kinship Navigator Coordinator, developed the idea for free haircuts for children four years ago. "So many grandparents and parents who have small children struggle with the costs of school clothes and school supplies that they don't have extra money for haircuts," Jenny said.

HUMANE SOCIETY REAPS BENEFIT OF SOCIAL SERVICES RAFFLE

When the staff of Adult Protective Services enter the homes of elderly customers, sometimes what they find includes dogs, cats, and other animals who have suffered from worse neglect than the elderly pet owner. Until this summer, the APS Investigators did not hesitate to contact Humane Officer Bill Huffman, who always responded immediately when an animal needed help.

Following a serious accident involving his Humane Society truck, however, Bill remains out of commission – and the Humane Society is without a vehicle. To make matters worse, the Humane Shelter was inundated with stray, abused, and neglected cats in June, bringing their plight to the attention of viewers of Channels 10 and 4.

Because Bill and the shelter staff have always responded to the requests of APS, the staff of the Social Services Department decided to help the Humane Society. Through the generous donations

of JFS staff from all departments, a raffle was held for a "montage" of items comprising a theme of "Backyard Delights." A large patio storage bench, grilling and gardening items, a table, portable chair, gift certificates, and many other items were raffled off to a single winner.



The raffle raised **\$1,960 for the Humane Society**, which will be tripled by the Abuse Prevention Fund! The winner of all the great prizes was Linda Millington, a Caseworker in the Child Care Unit.

Bill Huffman, Humane Officer, and his sidekick, Mac, pick the winning ticket!

DAVID KESSLER JOINS OUR INVESTIGATIVE TEAM

Through a **Purchase of Service** contract with the Fairfield County Prosecutor, Adult Protective Services welcomes Dave Kessler, a certified Fraud Examiner and former Commander of the Atlanta, Georgia Financial Crimes Unit. In 1999, Dave was recruited by (then) Attorney General Betty Montgomery to serve as Chief Investigator of the AG's Consumer Protection Unit. Within this role, Dave's primary focus became the protection of senior citizens against those who prey upon them.

Having chosen to leave the AG's Office earlier this year, Dave formed his own consulting business, **Protecting the Elderly**. He now joins the Fairfield County Prosecutor's Office as a full-time employee, with two-thirds of his time allocated to investigating the growing number of financial exploitation cases referred to Adult Protective Services. In addition, Dave will assist local law enforcement agencies (Sheriff, LPD, and Pickerington PD) in the investigation of perpetrators of elder exploitation.

July 2008

CHILD CARE APPLICATIONS & EXPENDITURES

During the first seven months of 2008, applications for subsidized child care have increased dramatically from past years. **Currently averaging 89** new applicants per month, Child Care expects even more of an increase beginning in late August and September. On August 14, eligibility for subsidized child care changed to include 200% of the Federal Poverty Level.

The **average monthly expenditure for the Child Care Program is \$385,883**, a significant increase from 2007. Currently, **11,426 Fairfield County children** are receiving subsidized child care.

ADULT UNIT EXTENDS THANKS TO COMMUNITY PARTNERS

On Friday, August 15, 39 representatives from various county and state agencies were treated to a buffet breakfast by the Adult Unit staff who work with them. Representatives from several county nursing homes, Fairfield County Board of MRDD, Ohio Benefit Bank, Habitat for Humanity, and the Ohio Department of Job & Family Services were among those who enjoyed homemade casseroles, pancakes, Belgian waffles, bagels, breads, and fruit.

Other attendees included representatives from physicians' offices, the Central Ohio Area Agency on Aging, FairHope Hospice, Metropolitan Housing Authority, Meals on Wheels, Fairfield Medical Center, the Social Security Office, Veterans Services Commission, Information & Referral, and the Ohio Department of Administrative Services through Governor Strickland's office. Every person attending received a Certificate of Appreciation, and was eligible to win one of six door prizes.

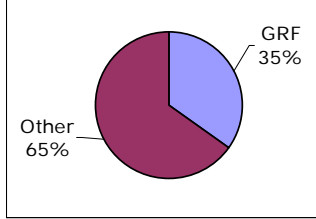
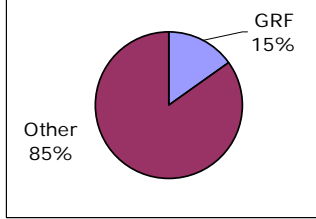
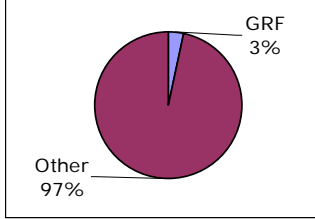
Comments from guests were all positive, with some encouraging the Adult Unit to host this type of event every year.



Guests enjoy the Appreciation Breakfast hosted by the Adult Unit

July 2008

Funding Sources Calendar Year-to-Date January 1, 2008 through July 31, 2008

	Child Protective Services	Child Support	Public Assistance
GRF	1,516,299.73	264,783.33	293,182.32
Other	2,844,000.70	1,453,749.35	8,754,629.62
			

Programs & Operations Highlights Calendar Year-to-Date Comparison

Direct Expenditures	1/1/2008 - 7/31/2008	1/1/2007 - 7/31/2007	Increase / Decrease
Adult Protective Services	15,730.77	31,267.18	15,536.41 -
Child Care	2,640,522.56	1,995,244.73	645,277.83 +
Non Emergency Transportation	318,749.26	256,384.94	62,364.32 +
Prevention, Retention and Contingency	171,610.90	233,513.32	61,902.42 -
Work Activity Contracts	71,825.78	0.00	71,825.78 +
Board and Care (Agency Foster Homes)	143,940.00	158,259.16	14,319.16 -
Board and Care (Network Foster Homes)	666,325.00	561,933.50	104,391.50 +
Substance Abuse Screening Services	68,289.00	64,714.00	3,575.00 +
IV-D Contract Expenditures	91,566.35	53,873.54	37,692.81 +
Workforce Investment Act	163,858.74	156,749.70	7,109.04 +

July 2008

Welcome Ellen Barnhart

Ellen has been with the State of Ohio as a CSR-Customer Service Rep for almost five (5) years. Ellen comes to Fairfield County from Fayette County. She is looking forward to working with job seekers and helping them gain employment. In her spare time Ellen loves to fish, and spend time with her grandchildren and a great grandchild.

Job Fair and Teen Expo

Friday, September 12th and Saturday, September 13th at Ohio University - Lancaster.
Job Fair 10:00 a.m. to 1:00 p.m. and Teen Expo 12:00 noon to 3:00 p.m.

US Corrugated – WorkNet is currently scheduling phase 2 of interviews.

Hits on Myworknet.com – 17,288

On site employers – 8

New employers – 20

New job postings – 19

Avg. number of daily job postings - 95

Unemployment Rates: Fairfield 5.7 Pickaway 6.7 Ross 7.6

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

Anchor Hocking, US Corrugated, ResCare, ManCan, Spherion, ComforCare, 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 on record

	2002	2003	2004	2005	2006	2007	2008
January	-	749	958	924	1580	1879	2161
February	-	651	846	699	1419	1020	1794
March	-	807	1004	1184	1895	1606	1964
April	592	943	985	917	1305	1425	2224
May	547	748	989	979	1411	1614	1878
June	371	1100	1126	1165	1675	1493	2011
July	447	1129	877	1180	1466	1674	*2331
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	

July 2008

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.

July 2008 Statistics**Visitation/Exchange Services**

Monitored Exchanges:	59
Supervised Visits:	177
Referrals received:	21
Number of adults served:	183
Number of noncustodial parents:	101
Number of children:	132

Number of cases reporting Domestic Violence*: 25/67

*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):	22
Parent Education Related Events (Hours):	51.25
Parent Educators in Family Court (Hours):	5
Referrals Received:	2
Number of adults Served:	33
Number of noncustodial parents:	11
Number of children:	24
Total time spent PE Classes:	47.25

In July the Center received 21 referrals for **Visitation and Exchange Services**. So far in August, there have been 7 referrals. Currently there is one family on the DRC/other waiting list. The unit is fully staffed.

The **Parent Education Services** Team received 2 new referral for one-on-one services in July, 6 new referrals to date in August. There are 9 families who are receiving services, several in the process of scheduling Family Team Meetings, and 3 waiting.

In July there were 6 referrals for **PE classes**. In July 47.25 hours were spent on curriculum development, processing referrals, case management activities and class facilitation. The second cycle began 7/9/08.

The next **Parent Project** series begins September 4th and runs through November 20th, with FS&VC staff facilitating this series.

Remember The Children classes began May 12, 2008. There have been 159 participants since May.

July 2008

The Newest Additions to the JFS Staff



Joanne Butcher joins JFS as a Social Service Worker 2 (Case Worker in Training) with the Child Protective Services Department. Joanne graduated from The Ohio State University with a Bachelor's in Social Work. Joanne has been a long term substitute teacher at Pickerington and St. Pius X Schools and a probation officer at Licking County Juvenile Court. Welcome Joanne!

The Newest Promotions at JFS



Rachel Murray has been employed with JFS since July of 2007 in the Community Services Department. Rachel has been working with families to assist them in becoming self-sufficient. Rachel was recently promoted as a Social Service Worker 2 (Case Worker in Training) with Child Protective Services. Rachel is ready to take on this new challenge. Congratulations!



David Henwood has been employed with JFS since November of 2006 with the Child Protective Services Department. Dave has been working in the Family Based Care Unit where he has been working with families to ensure the health, welfare and safety of children. He has been promoted to Family Case Conferencing Coordinator and within that role he will be facilitating and mediating case conferences for child abuse, neglect and dependency cases. Congratulations!

Turnover Significantly Reduced Compared to 2007

JFS has been tracking turnover statistics to identify if our staff retention efforts are effective. A turnover ratio is arrived at by dividing the number of employees by the number of terminations for a particular time period. In both the Child Protective Services and Community Services Departments, Case Worker in Training programs have been implemented to address the concerns that former staff expressed regarding training and the transition period to full caseloads and independent work. Both programs have been in place for all of 2008 and appear to have had a drastic impact on staff turnover.

To date, 10 individuals have chosen to leave employment with JFS. For this same time period in 2007, 24 staff had left the agency. This results in a turnover ratio of 4% for 2008 compared to 11% for 2007. We will continue to monitor this and will provide an update at the end of the year.

July 2008

