



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.

ANNUAL YEAR- IN- REVIEW EDITION FCJFS 2007 HEADLINES and HIGHLIGHTS

The December-2007 edition of the *Monthly Report to the Board of Commissioners* serves as the FCJFS Year-In-Review Annual Report for 2007.

Again in 2007, growth in the demand for services far outpaced available resources in each of our service delivery areas. A dramatic increase in population is continuing to create a strain on government services throughout Fairfield County.

I am forever indebted to the FCJFS team for their on-going dedication, loyalty, and commitment to our customers and mission. Despite the increased caseloads and work demands, the team not only achieved ambitious annual goals and objectives, but also far exceeded customer service standards throughout the agency. The philanthropy and volunteer service commitment of our staff continues to be second to none.

I would also like to thank our community partners, key stakeholders, donors, supporters, and more than 100 Community Advisory and Planning Panel (CAPP) members for the outstanding contributions to those most in need in our community.

The following are a few of the more notable headlines appearing in our monthly reports in 2007. The associated stories can be viewed in their entirety on our web site at: www.fcjfs.org, click on **Reports**.

January 2007

- *FCJFS Employees Honored at Annual Recognition and Appreciation Event*
- *Juvenile Court Judge and FCJFS Director Update Board of Commissioners on Child Welfare Crisis in Fairfield County*
- *Corey Clark, Mike Miller, and Rich Bowlen Appointed to New Leadership Roles for FCJFS*

February 2007

- *Lancaster Glass closes operations. FCJFS Rapid Response team offers hope and opportunity.*
- *Child Protective Services Director Officially Announces Retirement After 30 Years of Service*

March 2007

- *FCJFS continues to lead Rapid Response efforts for dislocated Lancaster Glass employees and their families*
- *FCJFS Circus Night and Candlelight Walk Host Record Crowds!*
- *Protective Placement costs for most seriously abused and neglected children far exceeding 2007 allocation.*

April 2007

- *Blue Ribbon Campaign to increase awareness about the urgent and critical needs of abused and neglected children and elderly.*
- *Rapid Response Information Sessions hosted for Lancaster Glass Workers*
- *CSEA Partners with Sheriff Phalen and Channel 6 to capture child support fugitive*
- *Community Services Department offers one-time vehicle fuel assistance program to assist working poor families*

May 2007

- *COA Accreditation- A Continuous Process of Quality Improvements*
- *FCJFS 5 year Strategic Plan Updated*
- *Child Protective Services Hot Zone Committee to Report in August*

June 2007

- o *Adult Protective Services Department Attempts to Avert Crisis in Funding*
- o *The Season of Parades, Festivals, and Fairs*
- o *Lancaster Glass Approved by USDOL for TAA Benefits*

July 2007

- o *Fairfield County Social Service Planners and Funding Entities Meet*
- o *Community Services Department and partners assists more than 1000 low income and working poor families with back-to-school supplies, clothing, and haircuts.*
- o *Child Advocacy Center of Fairfield County Grand Opening!*

August 2007

- o *State Fiscal Year (SFY) 08-09 Budget- The devil is in the details*
- o *Area 20 Workforce Development WIB Re-designation Complete*
- o *Child Protective Services Hot Zone Reports Recommendations to County Officials*

September 2007

- o *FCJFS Officials appreciate the commitment to child protective services at the 2007 Fairfield County Budget and Leadership Retreat.*
- o *Fraud Team completes reorganization*
- o *Three Boxes of Groceries provided to OWF families*

October 2007

- o *Protective Services levy Proposed for March 2008 Ballot*
- o *6th Annual Faith Summit Highlights Strong Partnerships*

November 2007

- o *Protective Services Levy to appear on March 4th ballot. Help cannot wait!*
- o *Prevention, Retention, and Contingency (PRC) Plan Revised. Fewer services available for working poor families and the unemployed.*
- o *Holiday Season brings out the best in our community.*

December 2007

- o *2007 In-Review*

AGENCY PACESETTER AWARD WINNERS (Employees of the Year)

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

DIRECTOR'S AWARD

- **Barbara Clapham** - Administrative Assistant in Child Protective Services

AGENCY AWARDS AND ACHIEVEMENTS

- **Karen Wolfe** – Family, Adult, and Children First Council- *Fire Fly Award*
- **Angie Friesner** - Recognized by MRDD for her work with the Ohio Home Waiver program
- **Child Protective Services (CPS)** - In a competitive statewide process, CPS was selected by the Ohio Supreme Court to serve as a pilot county for the Alternative Response Child Protection project.



December 2007



Fairfield County JFS

- Chairman's Award-Fairfield County United Way (staff donations exceeded \$38,000.00)
- 2nd Place- Pickerington Lions Club Parade- Float Exhibit

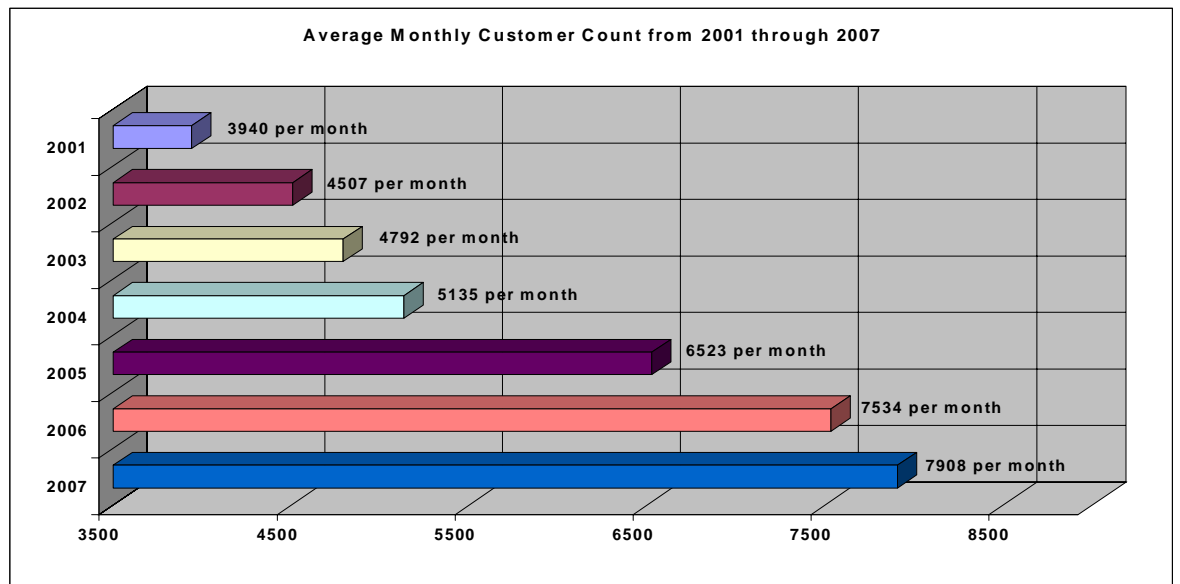
CSEA

- Shining Star Award presented by the Safe Kids Coalition

AGENCY EVENTS

FCJFS sponsored and hosted many activities and events throughout 2007, in partnership with community partners and friends of JFS. Our generous staff and our partners privately sponsored each of these events and activities.

- | | |
|---|---|
| Countywide Christmas Giving program | Managed Care Open House |
| Kinship Christmas Party | Adoption Month Events |
| Fall Harvest Party | CLE Training-Fairfield County Bar Association |
| REALITY House Open House | United Way Campaign |
| Foster/Adoption Christmas Party | Annual Winter Coat drive with Vanity Cleaners |
| Fairfield County Fair Booth | Meals to the areas homeless shelter |
| Foster and Adoption Picnic | Leaf raking for the elderly |
| Back to School Readiness Program | Crisis intervention Training to Law Enforcement officials |
| FISH Business Seminar | Art Walk Exhibit Site |
| OU-L/FCJFS Job fairs | Community Services Kick-ball tournament |
| Monthly Legal Clinic | Grocery Give-a-way |
| FCJFS Speaker's Bureau | Community Service Field Trip to community agencies |
| Child Support Awareness Month activities | Community Service Team participated in BB/BS Bowl-a-thon |
| Foster Family Appreciation Dinner Theatre | |
| 6th Annual Faith Summit | |
| Candlelight Walk | |
| Circus Night | |

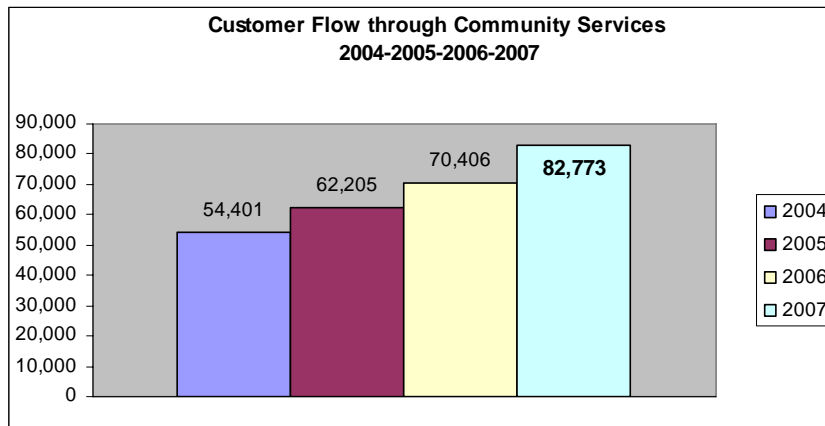




December 2007



Community Services Staff: Helping Families Become Self-Reliant

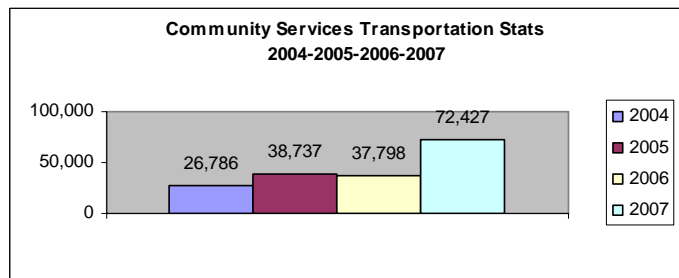


Each month, an average of 7,587 customers walk-in Fairfield County Job and Family Services to access programs and services through the Community Services Department. Many of the families have never asked for any assistance before. But, because of a circumstance in their life, basic needs, such as food, shelter and

medical care are now not being met. Community Services staff assist families with transportation, determine eligibility for Food Stamps, Medicaid, and Ohio Works First, (cash assistance), teach work readiness classes, and provide case management for families to reduce or remove barriers that prevent employment and family self-reliance.

Community Services Transportation Increases by 92%!

Fairfield County Job and Family Services provides transportation to families and individuals who receive Medicaid and need transportation to Medicaid reimbursable appointments. Funding for this transportation service is available through the Ohio Department of Job and Family Services, Non-Emergency Transportation program.



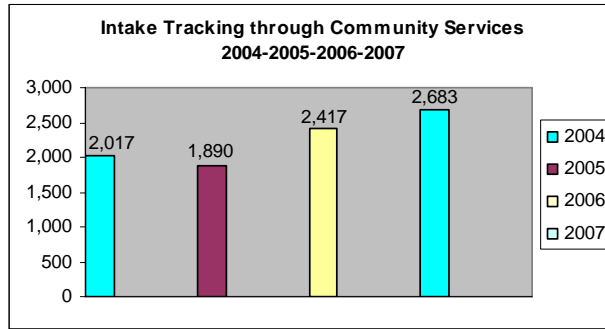
Transportation is available for TANF-eligible families involved with Child Protective Services and the Visitation Center. Transportation is also used to assist families who are required to participate in work activities in exchange for their cash assistance. Examples of work activities include: S.T.A.R.S., (work readiness classes), GED classes, Work Experience Program (WEP), Bureau of Vocational Rehab, substance abuse counseling, and mental health counseling appointments. The transportation statistics reflect one-way trips delivered by JFS drivers, contracted agency drivers, and gas vouchers issued to participants. These services were provided with no increase in transportation staff during 2007.

The Number of New Families Continues to Increase

Families who do not have an open case or who are not receiving public assistance benefits are seen by Community Services staff as an intake appointment. In 2007, the average number of new families each month was 266; in 2006 monthly intakes averaged 182; and in 2005 they averaged 153. Families scheduled for intake appointments may have various needs. For example, they recently lost employment and want to update their resume. Families who do not have medical coverage or need financial assistance or food assistance access these services through the Community Services Department. At an intake appointment, the family is seen first by a Success Coach. The Success Coach reviews an intake assessment form which identifies employment and



December 2007



education history, various needs and barriers to self-sufficiency, and family strengths. The Success Coach makes any necessary referrals for the family and reviews if the family wishes to apply for Food Stamps, Medicaid, PRC (emergency financial assistance) or Ohio Works First (monthly cash assistance). The person then sees an Eligibility Referral Specialist (ERS) who determines eligibility for each of the program areas. The ERS reviews household composition, household income and resources, and household expenses.

ERS staff average more than 350 ongoing cases each month. Families applying for assistance span all areas of Fairfield County with varying educational and employment histories

Food Stamps – A Mandated Program that Benefits Fairfield County Residents and Businesses



- **In State Fiscal Year 2007, approximately \$11,554,582.00 was issued in Food Stamp benefits to families in Fairfield County and spent in Fairfield County grocery stores.**
- **80% of the families receiving Food Stamps are not on public assistance.**
- **The average issuance per person is \$99.00.**
- **4,338 households are in receipt of Food Stamps with a total of 9,765 individuals.**

The Food Stamps program is funded through the Department of Agriculture to raise nutritional levels, expand buying power, and to safeguard the health and well-being of individuals in low-income households in Ohio.

Benefits are issued using the Ohio Direction Card. Information is encoded in a microchip embedded in a plastic card resembling a credit card. At the grocery store the client enters a pin number and scans the card, the amount purchased is deducted electronically from the family's total monthly allotment of food stamp benefits.

Adapting Services to Meet Community Needs Within Budget Limitations

During 2007, many changes occurred at the state and national level that affect families and the services provided in the Community Services Department. Changes that have directly impacted families in Fairfield County include:

- Reduced funding by ODJFS that is utilized to determine eligibility for public assistance programs and to provide direct services to families for emergency assistance will directly impact families. Emergency assistance will be limited and families will be required to pay 50% of the requested amount of assistance.

Community Services successfully implemented two grants received from ODJFS this year; Breaking Out and Pay It Forward. The Breaking Out Project was very successful in helping former offenders obtain employment. Of the participants who attended Breaking Out classes, more than 50% became employed following the classes. Packets were distributed throughout the community and courts providing key community resources and contact information. The Pay It Forward program was an incentive program for families to retain employment and develop saving accounts. To date, the grant issued \$78,500 in employment bonuses to families since October of 2006. We issued \$14,000 in matching

- money to participants who established IDA accounts (savings accounts). The participants purchases vehicles or used the money to begin a business. The Pay It Forward program ended December 2007.
- Community Services expanded training and work activity options for families who are required to participate in work activities. Basic computer training, work readiness, and work hardening programs were implemented in 2007.
- A customer satisfaction survey was implemented in October 2007. Results for the three-month period indicate very positive results. For example, of the 98 returned surveys, 100% stated they were treated with respect, 100% were greeted in a timely manner; and 100% felt staff were knowledgeable by providing helpful information. Many customers provided additional written comments such as: "The caseworkers were very helpful in every way. They didn't hesitate to answer all my questions and to get the necessary information I needed. They told me things that I didn't know about and explained other programs that would be helpful".

Circus Night A Resounding Success!



Almost 1,000 people attended the annual Circus Night event on April 19th from 5:00-6:30 p.m. This fun-filled event is held in April during Family Festival month to celebrate and appreciate families in Fairfield County. Through staff and community donations, hot dogs, chips, drinks and cookies were provided to more than 1,000 people. The P.T. Reptile Show overwhelmed children of all ages with his display of reptiles, frogs, and spiders. Other activities such as face painting, fish pond game, and circus pictures had a line of families throughout the evening. A free car seat check was available to ensure families have their car seats installed correctly.

Family activities such as "Build A Buddy" focused on families creating a fun craft together. Using various arts and crafts donated by JFS staff, over 300 children decorated their very own stuffed "Buddy" to take home.

C.J.'s Amazing Bag of tricks entertained the children during Circus Night. C.J. is a local student from Baltimore who donated his time for this event. The Fairfield County Sheriff K-9 and Dare officers were a new addition to the annual event.



Three Boxes of Groceries Provided to Ohio Works First Families



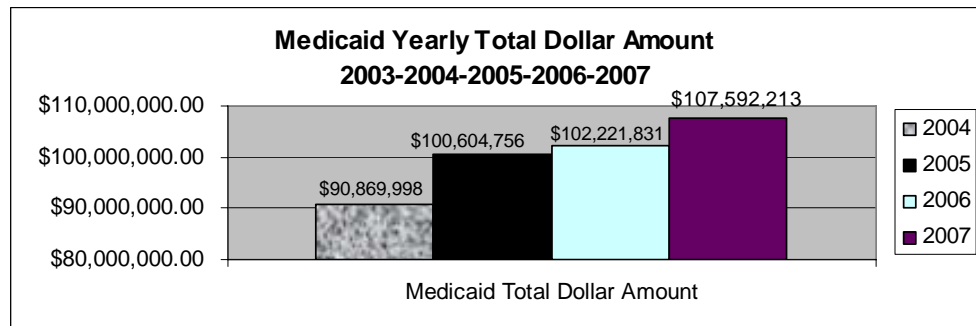
State legislators carved out TANF dollars at the state level for special projects. One of the projects involved distributing additional food to families in need. In conjunction with Mid-Ohio FoodBank, we were able to provide OWF families three boxes of groceries and non-food products. These OWF cases or families in receipt of ongoing cash assistance, also include child-only cases that are involved with Child Protective Services and who may be placed with grandparents or other relatives.

This great selection of non-perishable groceries included canned fruits and vegetables, cereal, chicken and tuna, juice and soup. There were several meal-in-a-box products such as ravioli, stew, and macaroni and cheese. Families received a box of non-food products that include household and personal items. Community Services distributed groceries to 264 families during the kick-off distribution event at the Fairfield County Maintenance Building, 355 Lincoln Avenue on Saturday, October 13th from 9:00 a.m. to 1:00 pm. During the remainder of October, we distributed groceries to a total of 441

families. A special thank you to the Maintenance Department staff for their assistance and use of their building.

Medicaid Expenditures Increase

During 2007, the Medicaid program instituted managed care for all Medicaid recipients; both in the Covered Families and Children and Aged, Blind, and Disabled programs. The Covered Families and Children Medicaid program has 12,604 participants in the program, many of these families are employed families. The Aged, Blind, and Disabled program has 3,376 participants. More than 60% of the expenditures in the Medicaid program are utilized for Aged, Blind, and Disabled participants. These expenditures are typically utilized within the Fairfield County medical community by Medicaid participants.



Helping Families with School Clothing and School Supplies

Almost 1,000 children were able to purchase \$200.00 of school clothes for the 2007 school year. For the months of June and July, Community Services staff issued vouchers to 476 families for a total of 907 children. Families had to be below 200% of the Federal Poverty Level and have



children in grades K-12. Participants completed an application and submitted income verification to be eligible for a school clothing/shoes voucher for \$200.00 per child. Vouchers were redeemed at Fairfield County businesses such as Value City, Meijers, and K-mart. Funding for this program was available through the Temporary Assistance to Needy Families, (TANF federal block grant). Counties develop a Prevention, Retention, and Contingency (PRC) Plan that follows state and federal guidelines,

yet allows some county flexibility. The funds must provide direct service to TANF-eligible families and the services must be included in the county PRC Plan. Because of additional TANF incentive dollars the county received during 2007, the agency was able to assist families with the purchase of school clothing. These dollars are not available during 2008.

A Customer's Reflection

I sit here in the parking lot of Job and Family Services writing in my new notebook I won from a WorkNet drawing I entered. Upon receiving the phone call, I became very excited to be a winner. I could say "I'm a winner". I was even told by Christy, who called me, that I am a winner. I had always been very good at suffering, but not very good at succeeding. This winner, not so long ago walked into the same building I see before me now, as a loser. That is, until I was shown my reflection.

I missed my initial appointment with my soon to be Success Coach, Phylis Mack, due to illness. I couldn't stop throwing up and had aches and pains. My appointment was at 3:00 p.m. and I called off by 9:28 that morning. I rescheduled and thought to myself, how am I going to make it through that door. You see, my mind was a mess. I was separated from my husband, without a job and home. I knew I needed to work, but all I felt like doing was breaking down and telling Phylis I needed therapy. I needed help, that I really didn't feel I could emotionally survive, hold down a job, or much else of anything parallel to a normal life. I knew how to survive, but I didn't know how to live. Until I saw who I really am. The courtesy I was shown, the respect, the non-judgmental review of my prior sanctions, the sweet voice, the consideration, the genuine willingness to help poor pathetic me allowed me to think in my mind: I must be a very important person to be treated with such kindness by an obviously sophisticated and successful lady.

Upon thinking it, I started to believe it and took the challenge of WorkNet Experience laid before me. Later that day, I made a resume and reflected upon my past and started remembering how smart I really am and how many achievements I really have and figured, I'm going to do this. The next day I applied at a local company Master and interviewed successfully. The next day, I was hired. It was a Thursday and I would orient on Monday. The next day, Friday, Phylis called me. When I told her the news, she was very excited for me. I became very emotional and in tears as I am now. I told her how I didn't have my parents, didn't have my husband and I needed somebody to help me and that she did that very wonderful thing. She said she wanted to share my story and that it made her day more worthwhile to come to work knowing the difference she had made in my life, but she still gave me the credit and said I was the one to give the credit to. I walked in that door and I got my job. But Phylis, I needed to see myself for who I am. A WINNER. And through all that you did, you Phylis were my reflection. And now I am reunited with my husband and family and go to work 5 nights a week and reflect on the day I met you. I have my own paycheck because I am a winner, I just needed a chance to see that.

May you continue to bless other people by allowing them to see their reflections.
Amen!

A hand-written letter was submitted by this customer on December 10, 2007 and re-typed to include in this document.

December 2007

2007, A Year Of Change

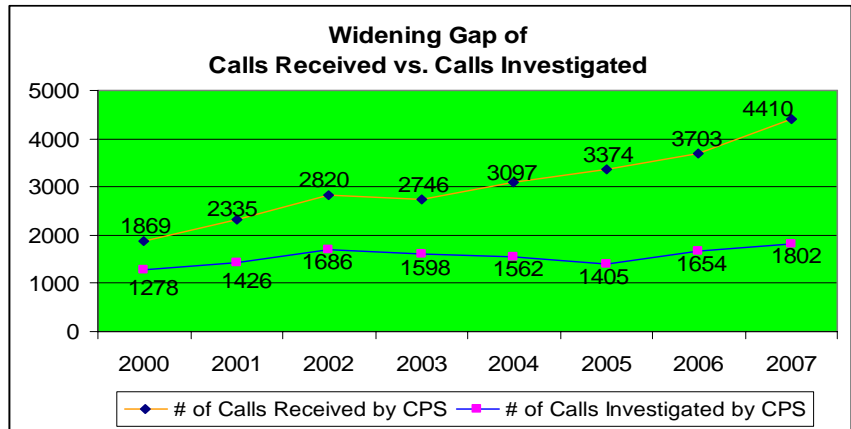
Farewell to Jim Hodge

Long time Children Services Director Jim Hodge retired in March of 2007, leaving behind rather large shoes to fill. Mr. Hodge long stood as the protector and guardian over Fairfield County's children. For many years, as a true advocate for hurting children and struggling families, he made sure all children were seen as a priority. He operated under the philosophy that no child should be offered half a plate, when they deserve to be given a full plate. This attitude permeated all levels of the organization and spilled over into the community. As we reflect on all that we dearly miss about former Director, Jim Hodge, we wish him well in his retirement years.

New Name

To effectively communicate the role of child welfare in Fairfield County, the department of "Children Services" completed a name change in mid-2007. The new name of the department, **Child Protective Services**, was approved by county commissioners and clearly represents the mission of the agency. With funding challenges continuing to hamper efforts to adequately protect our community's children, the name change became an important piece in prioritizing the duties of child welfare officials. The number one priority has to be the safety and well-being of vulnerable children who suffer the most severe and horrific forms of abuse, neglect and maltreatment. Since the Child Protection Department continues to operate at 1999 funding levels, only 40% of all received calls are investigated. Even at 40%, the CPS Department continues to investigate more referrals than ever before. This alarming trend continues and the ever widening gap grows larger.

Each day, week and month, more and more calls of abuse, neglect and maltreatment pour into the agency. However, current funding levels provide enough staff to respond to 4 out of 10. Should things remain unchanged, we fully anticipate this percentage to drop to 35% or possibly even 30% in 2008.



System Conversions

Child Welfare agencies across Ohio began implementing significant changes to program and technological areas. The first modification came in the form of CAPMIS. CAPMIS is an acronym for "Comprehensive Assessment and Planning Model – Interim Solution." This change came at the recommendation of The Supreme Court of Ohio to assist child protection professionals in responding to mandated responsibilities. This process emphasizes a response to children facing immediate danger and eminent harm. FCJFS continues to invest a considerable amount of time educating our community regarding these changes. Another statewide improvement initiative known as SACWIS began its rollout in 2007. SACWIS stands for "Statewide Automated Child Welfare Information System." This technology has been created to promote accurate and timely information collection within county organizations as well as across the state. It is no secret that this computer program continues to see its share of implementation problems and will require continued attention in 2008.



December 2007



Searching for Adequate Support of Abused Children

FCJFS leadership officials and other key community stakeholders began information gathering, research and planning for the possibility of a much needed protective services levy. With abuse and neglect reports doubling since 2000, and funding to respond to these calls remaining at a 1999 level, adequate funding to assure safety of vulnerable children is a priority. Using good, old grassroots efforts, the CPS Director visited more than 50 community leaders, stakeholders, county officials, city officials, foster families and customers to share information regarding the state of the agency. Following these meetings, many other Ohio counties were contacted and levy campaign consultants were interviewed to develop a sound strategy. The good news discovered in this process was that the previous 3 years spent investing in efforts to improve CPS organizational processes was a good move. Before asking for support, FCJFS voluntarily participated in an arduous task to become one of only 22 counties to be accredited by the Council On Accreditation. Subsequently, FCJFS was selected as one of only ten counties to be chosen to implement an innovative child welfare strategy known as Alternative Response. At the same time, the agency implemented a Community Advisory Planning Panel consisting of 13 different groups and totaling more than 100 representatives. These planning panels meet on a consistent basis to offer ongoing feedback regarding continuous improvements to best meet the needs of customers and the county.

Providing Fairfield County With Cutting Edge Initiatives

Family Stability Project: With funding for protective services essentially remaining the same since 1999, Fairfield County Child Protective Services continues to diligently search out grant opportunities in which to try to mitigate the danger facing our counties most vulnerable victims. Thankfully, one of these numerous grant applications was successful and the department was able to implement a "Family Stability Unit" in 2007. The unit worked with families whose children had not yet experienced severe physical abuse or neglect; however, numerous indicators were present. While the initial interest in such a program was to address preventative services, this project became a critical component as more and more abuse and neglect reports are unable to be investigated by the department. The Family Stability Unit served more than 100 families during the project and the results were nothing short of amazing. The agency received numerous letters from families and service providers requesting the program continue due to positive outcomes experienced by all.

REALITY House: For youth aging out of foster care, the future is often bleak and without direction. Many of these young adults end up jobless, homeless or even worse – imprisoned. Many times this population is difficult to maintain in agency custody and can become exceedingly costly. Project REALITY House provides a semi-supervised home to youth who are able to remain in school, become employed and begin demonstrating independent living skills. By doing this, costs associated with these youth experiencing multiple placements and inconsistent service planning may be neutralized and better outcomes may be achieved. In June, 2007, five youth graduated from high school with four of the five going on to college or technical training. REALITY House moved to a new location in 2007 and now has 5 youth working towards graduation and a promising future.

Child Advocacy Center: Some said the day would never come and continued to doubt the dedication and commitment of numerous community leaders. However, due to the tireless efforts of Lisa DeGeeter, Fairfield County can now boast that it has its very own Child Advocacy Center. The purpose of the center is to focus on serving child victims of sexual abuse and severe physical abuse by utilizing the expertise of law enforcement, prosecution, mental health, medical and child protective services. When these professions come together, children and families who have been subjected to heinous crimes can receive the services they need to begin their recovery. Lisa DeGeeter was not only able to coordinate county-wide protocols and fundraising efforts, she also assured all professionals participating in the advocacy center process received nationally acclaimed training.


December 2007




December 2007

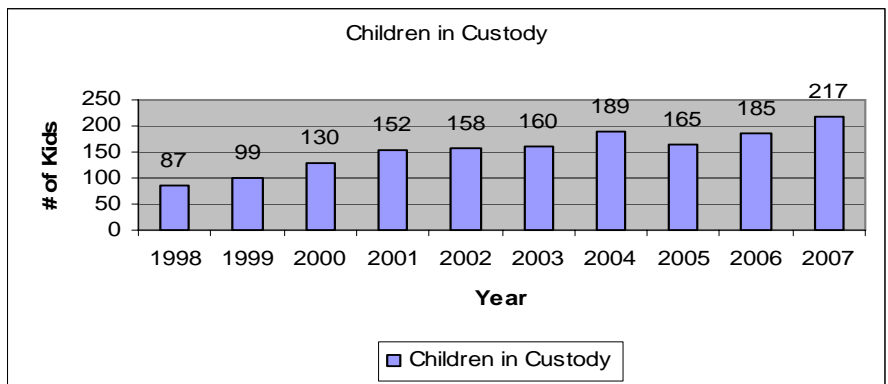


Community Events

Protecting children is a community responsibility. Thankfully, many Fairfield County residents stand ready to take action. Each year, FCJFS – CPS helps to coordinate events in an effort to raise awareness, promote education about abuse and neglect, and stimulate community spirit. In April, the Candlelight Walk welcomed hundreds of Fairfield County residents as they carried candles representing the number of children reported to be abused or neglected. In May, more than 40 Foster and Adoptive families were honored at a Recognition Banquet. Some of the families recognized have provided care, a home and love to children for more than 25 years and in doing so, have made a difference in hundreds of lives. Other activities such as the annual Pool Party at Valleyview and a softball game with Juvenile Court continued to demonstrate great partnerships among those who genuinely care about kids. New to the agency in 2007 was it's involvement in the parade circuit. With the help of donations and countless volunteer hours, FCJFS families participated in 7 different parades throughout the county. The Big Blue Ribbon Float even won a trophy at the Violet Festival in Pickerington. As 2007 came to a close, the community responded once again to Operation "Santa" and Giving Trees. With the agency having more than 200 children in custody and over 100 families in need, the holiday season appeared hopeless for many. However, Fairfield County responded bigger and better than ever. One of the most touching moments was experienced at Diley Middle School in Pickerington. Volunteers were called to the school to pick up donated gifts and what they found was more than \$12,000 of donated food, clothing, toys and household goods, including a washer and dryer. All donations were made possible due to the hard working efforts of students at Diley Middle School. It was truly a Christmas miracle.

Children Requiring Protective Custody Continues To Rise

Providing a safe place for child victims of abuse and neglect is a critical function of CPS. When children find the strength to survive unspeakable acts against their innocence, they need a loving environment where they can begin healing. The decision to provide a safe harbor for children or leave them in a high risk environment should not involve consideration of existing financial challenges. Unfortunately, in Fairfield County it does. When protective service workers can only respond to 40% of received abuse/neglect calls many children do not receive an investigative assessment. The result of this type of response means these kids end up finding their way to our system much too late. Usually, it is only after they have been so mistreated, they now require significant treatment and care. The only service left to provide is entry into the foster care system. Not only has the number of children in agency custody increased, but the cost to provide care to these children has risen from \$843,150 in 2000 to over \$1,600,000 in 2007.



Customer Service – Our First Priority

In 2007, the CSEA continued to focus heavily on customer service and exploring ways to enhance our service delivery system. In August, the CSEA underwent some restructuring in order increase customer access to case management staff and to improve efficiency through specialization. Direct phone lines for case management staff and managers are now provided to all customers. Initial reaction from the customers has been extremely positive.

2007 Customer Service Snapshot:

- The CSEA assisted over **46,000** customers (phone calls, walk-ins and e-mails)
- Less than **30%** of total calls went to voicemail
- Voicemail calls were returned in an average of **1 ½ hours**
- Walk-in customers waited an average of **2 minutes** to see their Case Manager
- E-mails were answered in an average of **20 minutes**

Tough on Delinquency

The CSEA works with both parties of child support cases to encourage compliance with support orders. Obligor who experience unemployment are referred to WorkNet and other employment-focused resources in order to get back on track. Occasionally, there are individuals who develop a pattern of non-compliance and require a more aggressive approach. The CSEA doesn't hesitate to take legal action against individuals who deliberately ignore their child support orders. The following statistics show the court actions taken by the CSEA in 2007:

2007 Court Activity:

- **8** Felony Criminal Non-Support charges filed
- **32** Misdemeanor Criminal Non-Support charges filed
- **164** arrests were made for non-compliance
- **2,087** court hearings were conducted

Case Management Focus

Case management continues to be the heart and soul of the CSEA. Case management staff works closely with both parents to encourage responsibility and compliance with all support orders. CSEA is an emotionally charged environment as we are dealing with some of the most important aspects of peoples lives (children, families, ex-spouses and financial well-being). The CSEA case management staff works very hard to obtain the best possible outcomes for each case. The following statistics illustrate some of the work that was accomplished in 2007.

Case Management Stats:

- **8,600** open active cases
- **\$21.6M** in total collections
- **201** active drivers license suspensions
- **236** Administrative Adjustment Reviews (order modifications)
- **294** support orders were established

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 was a grant program that ran for 18 months, ending 12/31/07, and was totally funded with state dollars. The Job Opportunity program accomplished all of its established goals in assisting customers with obtaining and maintaining employment in order to meet their child support obligations. Below are some of the statistics for the program:

Job Opportunity Program Statistics

- **372** customers have obtained employment
- **135** customers have paid at least 3 straight months of child support payments
- **395** customers have been referred to various community resources
- **\$393,600** collected from *Job Opportunity* customers

Child Support Collections

2007 was another record breaking year for CSEA collections which topped \$21.6 million. This demonstrates the impact that the child support program has on the lives of children in Fairfield County. With approximately 8,600 active cases and an average of 4 participants per case, there are more than 35,000 parents and children impacted by the CSEA. That's more than any other public program with the exception of education.

	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	1,899,824	210,122	12.4%
December	1,801,702	1,773,269	1,731,562	-41,708	-2.35%
Total	21,058,316	21,385,488	21,602,806	217,317	1.02%

REFERRALS TO ADULT PROTECTIVE SERVICES TRIPLE IN 2007

2007 started with a record number of referrals to APS, as well as a record number of cases involving financial exploitation. For the first time, financial exploitation cases comprised a record **31%** of the 50 referrals to APS in January '07. In all of these cases, family members or caregivers were identified as the perpetrator of theft from an elderly victim.

Using data from 2000 – 2006, APS expected to average about 30 referrals per month in 2007. Astonishingly, referrals did not decrease, and a record number of **579 referrals** were received by Christmas. The expected average of 30 per month became, in fact, an average of **52** per month.

While referrals to APS in 2007 exceeded those of any previous year, the record-breaking months included May, with **71 referrals**, and October, with **64 referrals**. Due to the funding limitations of APS, we were forced to prioritize referrals according to need for the first time in the agency's history. In May, we implemented a policy at the time of Intake (i.e., at the time each referral was made) to open as cases only those referrals alleging actual abuse, neglect, or exploitation. All others were identified as PINS (Persons in Need of Services), or "I & R's" (Information and Referral).

At the time of the policy revision, all allegations of abuse, neglect, and exploitation were investigated; all PINS were initially investigated, with the assigned APS Investigator making the determination if the person was a victim of abuse, neglect, self-neglect, or exploitation. Despite our intentions of reducing the number of cases requiring ongoing case management, most of the referrals initially delegated as PINS eventually demanded more intensive services.

Adult Protective Services, by law, investigates allegations of elder abuse, neglect, and exploitation without regard to income. Only 40% of the APS cases in 2007 were recipients of Medicaid – 60% of APS customers had incomes above eligibility levels.

In 2007, allegations of financial exploitation of elderly rose the most, comprising **18%** of the entire APS caseload. Neglect by others also increased, comprising **20%** of the cases, and Physical and Sexual Abuses grew to **13%**. 49% of the APS cases in 2007 involved self-neglect.

Although self-neglect cases made up the majority of referrals to APS, many of these were severe. One example of self-neglect involved an elderly lady whose husband, a victim of Parkinsons' Disease, resided in a nursing home. The woman, who initially was diagnosed with mild dementia, steadily displayed increasingly worse symptoms. Eventually, she refused transportation to visit her husband and isolated herself within her home, also refusing to allow us entry. When an APS Investigator finally gained access, it was discovered that her home was filled with accumulated trash, the plumbing did not work, and her cherished dog was chained in the kitchen with a metal collar that had literally eaten through his skin to the bone.

Many other situations of elder abuse and neglect were among the most severe. An elderly gentleman who was persuaded by telephone solicitors to send them more than \$60,000 over the course of three months, a wheelchair-bound and mute woman who was raped, an elderly woman so severely neglected that her skin became ulcerated from months of not being bathed were some of the circumstances that came to the attention of APS.

Additional services provided to elderly customers by APS included transportation. During the first six months of 2007, APS provided transportation for 203 older adults who are not eligible for Medicaid transportation but who could not afford the cost share required by Meals on Wheels-Older Adult Alternatives. In addition to the transportation service, APS also assisted elderly customers with emergency needs, such as utility shut-off, non-prescription medical supplies, emergency food vouchers, and emergency housing to prevent homelessness.


December 2007


CHILD CARE EXPENDITURES AND APPLICATIONS INCREASED IN 2007

945 families were approved for subsidized Child Care during 2007, an increase of approximately 150 from 2006. Total expenditures for Child Care also increased by over \$850,000 from 2006. In 2007, total Child Care expenditures were **\$3,921,985.67**, as compared to \$3,069,173.18 in 2006.

In 2007, Child Care staff certified **16 new professionally certified Child Care Providers**, in addition to 12 new Limited Certified Family Child Care Providers. Child Care also added three new Child Care Centers to its contracts, including two before-and-after school programs that will help meet the second highest need for child care services. Child Care also contracted with one additional Center in Pickerington, meeting a critical need in this hard-to-serve area.

Customer Satisfaction surveys were distributed by Child Care during 2007, with **100% of recipients** "Strongly Agreeing" or "Agreeing" that Child Care staff are courteous; **100%** Strongly Agreeing or Agreeing that Child Care staff are knowledgeable and helpful when they have questions or concerns; **100%** Strongly Agreeing or Agreeing that response to their questions are appropriate and timely; and **64%** Strongly Agreeing or Agreeing that Child Care staff refer them to additional services within JFS and/or the community (36% responded N/A).

Many of the Child Care staff participated in local initiatives and Boards. These included Success by Six, GRADS program, Head Start Policy Council, Shaken Baby Task Force, and the Family, Adult & Children First Council's Children's Committee. In addition, Child Carefinder, the service that matches recipients to local child care providers, helped **596 families** locate appropriate child care.

During 2007, children receiving subsidized child care averaged **1,311 per month**. A total of **628 Fairfield County families** utilized child care services in 2007.

KINSHIP FAMILIES GROW TO 216 IN 2007

In 2007, over 216 families were served through the Kinship Navigator Program, including grandparents and other relatives raising children who are not their own. Jenny Ruff, Coordinator of the Kinship Program, reported that families were assisted with accessing benefits, securing necessary household items, clothing, and other necessities. In addition, many of the Kinship providers took advantage of the Kinship Support Groups held at JFS on a regular basis.

The Kinship Closet, the resource room adjacent to the JFS parking lot, accepted donations all year and was able to help families with **2,083** requests. In addition to the donations provided to Kinship Closet, an anonymous donor supplied **2000 loaves of bread** during the holidays – all of the bread was given to customers in need within a one-week period.

As the Community Outreach Coordinator, Jenny also worked closely with other agencies throughout the county in securing needed items for families and older adults. Staff at Southeast Machining and Field Services, Inc. collected and donated a substantial amount of nonperishable food, including generous gift certificates for turkey or ham.

Mothers of Multiples Club donated hats and mittens to the Christmas "Mitten Tree" located in the lobby of JFS during the holidays. Wyman's and Vanity Cleaners donated over 600 coats that were collected and dry-cleaned. Sheriff Phalen and his deputies assisted by delivering holiday food and toys to a family in crisis, as well as giving several bicycles to the agency for distribution to needy families.

A local Cub Scout troop prepared holiday treat bags with a special message of hope, and the Dispatchers at the Sheriff's Office offered a generous donation of gift certificates. Toys for Tots also donated toys for last minute gift-giving.



December 2007

MEDICAID SERVICES TO ELDERLY and DISABLED INCREASE IN 2007

For Chris Sulick and Kristin Hamler, the two Adult Unit Eligibility Referral Specialists who assist disabled customers in applying for Medicaid, 2007 was a busy year. As of December 31st, their Disability Determination Unit (DDU) had processed over **320** applications for Disability Medicaid assistance. The DDU assists single adults whose physical or mental condition prohibits them from working. Chris Sulick, who is the Team Lead for the Adult Unit and the DDU, was selected in 2007 to represent Fairfield County on the State DDU Workgroup for the Ohio Department of Job & Family Services.

In addition to an increase in applications for Disability Medicaid, the PASSPORT Waiver program also expanded. As a result of the Governor's approval of additional slots for the Passport program, **211** Fairfield County adults, age 60 and over, became eligible to receive home health services in order to prevent nursing home placement.

Throughout 2007, the Adult Unit staff initiated several outreach efforts. Chris Sulick was available every week at the Social Security Office to meet with and determine eligibility for disabled or elderly customers in need of benefits. In addition, Angie Friesner met with all residents of 11 Senior Housing complexes, educating them about Passport services, Medicaid and food stamp eligibility guidelines, and Adult Protective Services.

For the first time in Fairfield County, an Indigent Burial Plan was developed for the City of Lancaster. In collaboration with the Volunteer Guardian Coordinator, Mayor Smith, and the directors of various funeral homes, Barb Abram, Supervisor of the Adult Unit, developed a plan for paid burial services for residents who cannot afford burial expenses.

The Adult Unit also implemented a policy of contacting customers one day prior to scheduled appointments. This practice was developed in an effort to reduce the "no show" rate, and succeeded in accomplishing this goal. The Eligibility Referral Specialists also began scheduling Intake appointments at 9:00 a.m. each weekday in an effort to accommodate the schedules of elderly customers who had requested this modification.

Medicaid cases for the Aged, Blind, and Disabled also increased in 2007 by more than 25%. The four Medicaid/food stamp Eligibility Referral Specialists carried a combined caseload of **2,080** as of December 31st, 2007.

SOCIAL SERVICES DEPARTMENT MEETS GOALS FOR 2007

In addition to establishing goals within each of the four units within Social Services (i.e., APS, Adult Medicaid, Child Care, and Kinship Navigator), the entire Social Services Department set and achieved common goals for the year. These included:

- Open and enhance lines of communication within Social Services by:
 - Weekly Department meetings
 - "Tuesday Topics" is a whole-department meeting that was held each Tuesday morning from 8:00 – 8:30 a.m.
 - Social Services Newsletter
 - A quarterly newsletter was written and distributed to each Social Services staff member: Jenny Ruff served as the Editor
- Improve and expand Community Outreach
 - Implement a "Speaker's Bureau" specifically for Social Services
 - APS staff, Child Care staff, Adult Unit staff, and Kinship Navigator staff prepared and presented talks to various groups within JFS as well as the community
- Implement a Social Services "Agency Fun Team" who will assume the lead in Social Services participation in all Agency events
- Social Services participated in Circus Night, Candlelight Walk, United Way Basket Raffle, and other Agency functions throughout the year.

December 2007

JFS Finance Department Highlights for 2007

Department Restructuring

The JFS Finance Department encountered many changes during 2007. Two new members were added to the team. Molly Woolever joined the JFS Finance team as an Account Clerk II on April 2, 2007. Amy McCoy joined the JFS Finance team as the Account Clerk Supervisor on May 21, 2007 replacing a long time employee who retired. Both of the new employees brought many skills with them and learned many of the Finance tasks quickly. With the addition of the two new team members, the Finance team was able to better align finance duties allowing the team to function more efficiently and effectively. The Finance staff were crossed trained to back each other up.

RMS Incentive Program

The Random Moment Sample (RMS) is a time study used by county departments of Job & Family Services to determine costs of administering State and Federal programs. Employees are selected at random by a computerized system to complete an observation form at randomly selected dates and times. Random Moment Samples are critical to agency funding and must be completed accurately and timely. The Finance Department was pleased to announce during 2007 an RMS Incentive Program that rewards employees for timely accurate completion of the RMS forms. It is important to note that no agency dollars will be used in providing RMS incentives. This RMS Incentive Program will allow the Finance Department the ability to track all reportable errors on a quarterly basis, which will identify any training needs.

Updated Finance Overview JFSi

During 2007, the Finance Overview JFSi was updated to include more topics that will enable Finance to better serve our internal customers. The Finance Overview JFSi overview provides information regarding the functions of the Finance Department.

Finance Mailbox

All mailbox areas in JFS now include a Finance mailbox. The Finance Department instituted the new Finance mailbox in 2007 to allow internal customers a direct submittal for items that would normally be hand delivered to the Finance Department. Finance staff collect the items from the mailbox each morning, date stamp as received and distribute the item to the appropriate Finance team member for processing.

Record Keeping

The Finance Department selected record keeping as one of their 2007 goal areas. The goal included developing a retention plan that would allow the Finance Department to better maintain and destroy records in accordance with ORC. Financial records were quickly identified, labeled and stored in a systematic manner. Additionally, the Finance Department developed a time frame for scanning the remaining financial records to allow for permanent record keeping.

Supply Organization

The Finance team brought order to the small office supply closet where most office supplies are maintained until needed by employees within the agency. The new organization helps in distributing and ordering items. The team also introduced a new on-hand supply ordering form.

Financial Information

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


December 2007




December 2007



Welcome Nida Reid Williamson

Nida is our new WIA Supervisor. Nida graduated Magna Cum Laude from the University of Cincinnati with a Bachelors of Science Degree. Nida recently completed intensive training as a global Career Development Facilitator and Offender Workforce Development Specialist. Nida has over 5 years experience in work readiness and workforce services and has been an employee of JFS for over 6 years.

Rapid Response Events

Two events were held for dislocated workers, Diamond Power (50 workers) and Lancaster Glass (126 workers).

Establishment of Area 20 WIB

Three counties, Fairfield, Pickaway, and Ross Counties formed Area 20 to serve employers and job seekers in Workforce Development. 39 representatives divided equally between the 3 counties make up the Area 20 Workforce Investment Board which oversees the policies and finances of Area 20.

Events

- Job Fairs - March 8th and September 6th, over 50 employers and 300 job seekers attended each separate event.
- Teen Expo September 7th held at OUL, over 32 employers and 100 teens attended.
- STEP Ahead Seminar held September 26 featuring The FISH Module was attended by over 50 business and 120 people.

Training Programs

Youth 40 and Adult 41. Fields such as Nursing, Equipment Operation, Culinary Arts, Surgical Technician, Radiology, Occupational Therapy, Early Childhood Education. WorkNet partners with employers to hold on site interviews and take applications WorkNet in partnership with various employers have been holding open interviews at WorkNet to help businesses with their hiring process.

On Site Employer Events.....84
 Jobs Posted on website myworknet.com.....1080
 Registered employers842

WorkNet Customer Count – WorkNet Visitors Year 17,766 Website hits – 152,543

	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	1360
December	452	712	811	1106	1085	1195

Unemployment Rates: Fairfield 5.2 Pickaway 5.7 Ross 6.8



December 2007

**Family Support and Visitation Center
2007 Statistics**

Referrals		Self	Attorney	CPS	Other	DR Court	Total
	Visits	27	2	98	10	27	164
	Exchanges	15	1	8	3	12	39
Total		42	3	106	13	39	203

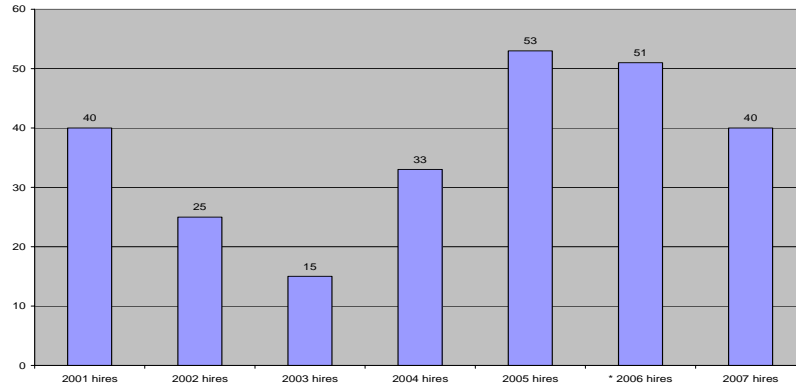
	2006	2007
Supervised Visits	2179	1729
Monitored Exchanges	657	529

Cooperative Parenting and Divorce Program	
Number of referrals to date (since 9/02) *includes 1/08 class	339
Number of participants 2007	57
Number attaining Certificate of Completion	47
Number of sessions completed	4

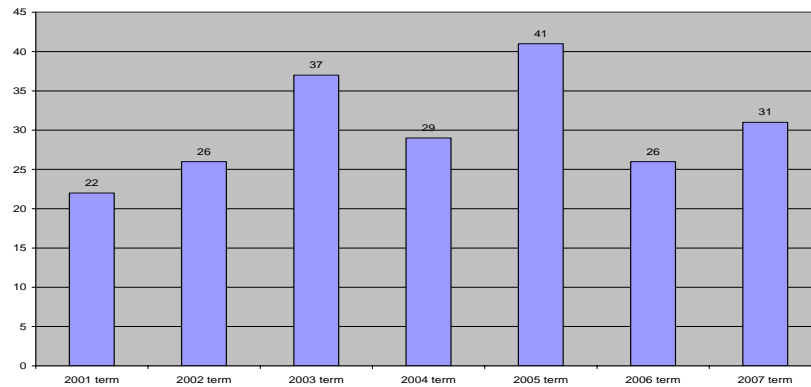
Parent Education Services	2007
Number of Referrals	52
PE Sessions # Hours	268
PE Related Events # Hours	855
PE Court # Hours	93.25
Average # Adults Served/Month	65
Average # Children Served/Month	53
Average # Non-custodial Parents Served/Month	21

December 2007

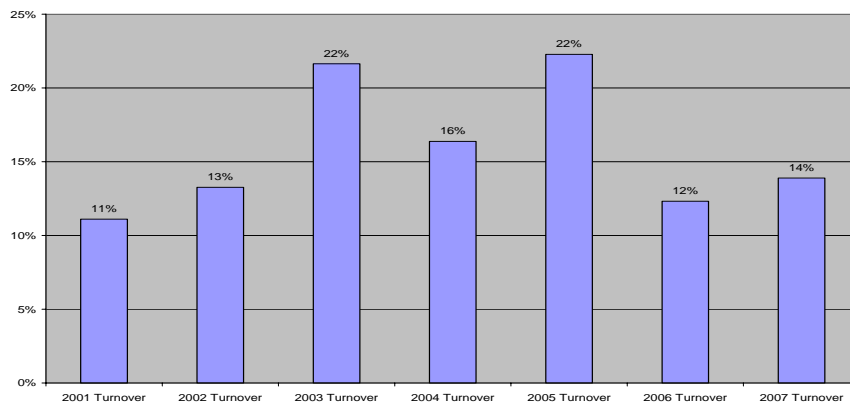
JFS New Hires



JFS Terminations



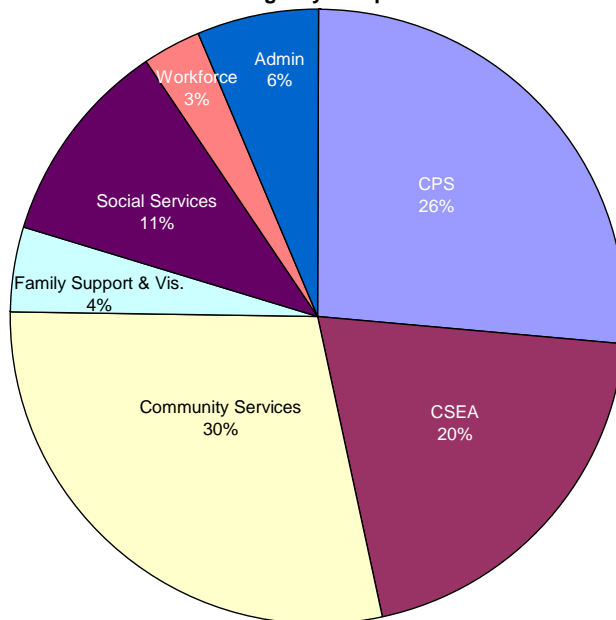
JFS Turnover



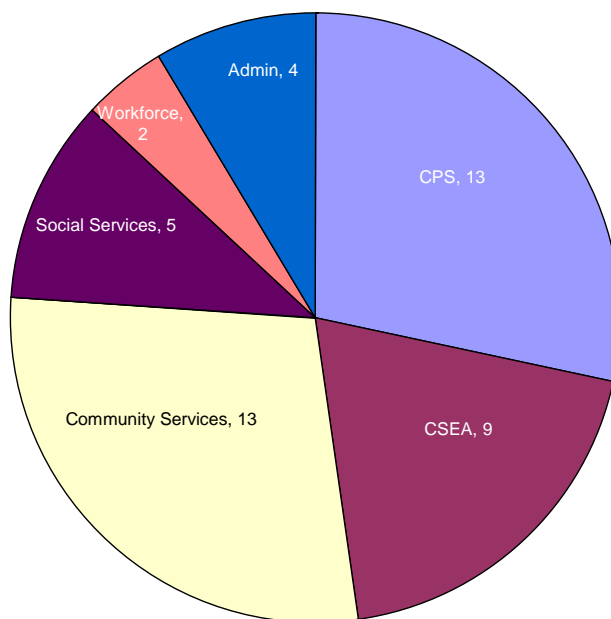
The graphs above detail the number of new hires and the number of terminations for JFS for the period of 2001 through 2007. The termination figures represent the number of employees who left employment with JFS completely and does not include the internal moves from department to department. The termination figure for 2007 is slightly higher than last year due to grant related terminations. The new hire figure for 2007 is lower than 2006 due to 18 new positions in 2006 being related to grant programming.

December 2007

2007 Agency Composition



2007 Turnover By Department



The above pie charts detail the number of positions within each department for 2007 and also the turnover that each department has experienced in 2007. The turnover figures by department include internal moves to other departments.