

Report to the **COMMUNITY**

August 2019

Child & Adult Protective Services

Child **Support** Enforcement

COMMUNITY Services

WORKFORCE Development



Fairfield County

Job & Family
Services

Safe Children • Stable Families • Strong Community



COMMITTED TO SERVICE COMMUNITY DRIVEN

This community report highlights several statistics, facts, and personal accounts regarding the services of Fairfield County Job and Family Services. As a matter of practice, we approach things from a problem-solving perspective and always take into consideration how what we do affects the adults, children, and families we serve. The information in this report is regularly utilized to evaluate our services and make improvements and/or enhancements as needed. We feel that it is important to share this information so that others have an awareness of the outcomes of our services. We continually strive to be as proactive as possible in delivering social services that meet the needs of our customers. Providing outstanding customer service to our customers is a cornerstone of who we are.

Our staff are committed to serving our community while keeping the agency vision of safe children, stable families, and a strong community as the focus of the work that they accomplish. We are fortunate to have strong partnerships and collaborations within our community that allow us to meet the community needs in an efficient and comprehensive manner.

You will notice that throughout the report, we are sharing customer success stories. The names have been changed but the stories are very much real and represent individuals we have personally served. They are just a small representation of the work that is accomplished here in Fairfield County.

Sincerely,

Andrea N. Cordle, MBA, SPHR, SHRM-SCP
Fairfield County Job and Family Services Director

FCJFS Announces Strategic Initiatives

Job & Family Services leadership recently completed months of research, collecting feedback, and staff discussions culminating in the development of Fairfield County Job & Family Services Strategic Initiatives. The result is a collection of programs and projects that will be accomplished over the next 2-3 years, in pursuit of the agency vision of Safe Children-Stable Families-Strong Community.

In early 2018, JFS completed work on the Strategic Plan 2015-2017 and started preparations for the next endeavor. The Senior Leadership Team (SLT) developed a timeline for the rest of 2018 that would dictate the necessary steps for the strategic planning process.

The next step was to engage all levels of staff and solicit their feedback on what the agency is doing well, what could be done differently, and what new initiatives should be pursued. SLT members, along with agency managers and supervisors, facilitated brainstorming groups and utilized the Stop, Start, Continue method to gather their feedback.

Once all the data was collected, SLT members analyzed the results and had a series of discussions about the projects and programs that were already underway, or would be in the near future. The result of all of this research, staff feedback and data analysis is the new Fairfield County Job & Family Services Strategic Initiatives and is available for review on the agency's website at fcjfs.org.



COMMUNITY Services Snapshot

14,133

individuals received food assistance (SNAP) - of those, 41% were children.



31,496

one-way transportation trips were provided to individuals attending medical appointments and families attending work activities (GED/work experience classes) in 2018.

31,000

individuals participated in the Medicaid program. 51% were children/elderly.



666 Households with 1,045 Children

received cash assistance. Of that, 85% were kinship households.

856

children were issued a \$250 voucher for school clothing/supplies in 2018.



Meet Sam

Sam is 73 years of age and retired. He is also raising his 5-year-old granddaughter, Ashley. While most retirees are spending time with friends or traveling, Sam is navigating through the struggles of raising a granddaughter. Community Services provides assistance and support to hundreds of Kinship Caregivers in Fairfield County. Kinship caregivers provide care for children who are related to them. They could be grandparents, aunts, uncles, brothers or sisters who assume care for children who may or may not be involved with Protective Services. Community Services provides Medicaid coverage for Ashley and \$297 in cash assistance to help Sam care for his granddaughter. Sam is also eligible for help with childcare costs and the purchase of school clothes and school supplies. Sam says,

*"The hardest part is understanding the younger parents and making sure Ashley has time with friends her age. **I appreciate** all of the support and financial help from Community Services. **I don't know what I would do without that help.**"*

*Names have been changed for privacy. Photos are for illustrative purposes only.

WORKFORCE Development



11,377
visitors to the
Resource Room.

**HOME JOB
FAIR**
Welcomed:
90
Employers
220
Jobseekers



23

customers successfully
completed occupational
training programs and
received certifications.



Hosted 75
HIRING EVENTS in 2018
where **107** people
were hired.

Ohio
MEANS
Jobs.

**Fairfield
County**

A proud partner of the
American Job Center network

Abby was a 25 year-old living with her parents and had been working a seasonal job that paid \$14 per hour for the last five years. She came into the Ohio Means Jobs Center looking for a new career path. Abby's Career Advisor helped her develop a plan that would include completing a four month computer coding certification at a school in Columbus. Two weeks after completing the certification, Abby received a full-time job offer from Huntington Bank making \$26 per hour. Abby was very grateful for the help and encouragement she received from OMJ staff and said that it wouldn't have been possible without them.

Child **Support** Enforcement



Mark had a history of non-payment in his child support case due to an inability to find and maintain employment. His Child Support Case Manager took him to the Ohio Means Jobs Center and introduced him to a Career Advisor. Over the next few weeks, the Career Advisor worked with Mark to address his barriers, develop a resume and work on interviewing skills. Mark was able to obtain a full-time permanent position and has been employed and meeting his child support obligation for 5 months.

The agency spent
\$1 for every \$9.67
in support collected in 2018.

For custodial parents below the poverty line, child support is

66.7%

of their income.



1 in 3

children are impacted
by the child support
program.



Over \$21 Million
collected in support
payments in Fairfield
County.

Child Protective Services



8,484

phone calls regarding concerns for children received in 2018, a 29% increase over 2017.

Agency case workers traveled a total of

15,086

miles each month to visit children, which is about **five-and-a-half** times as long as the distance from L.A. to New York.



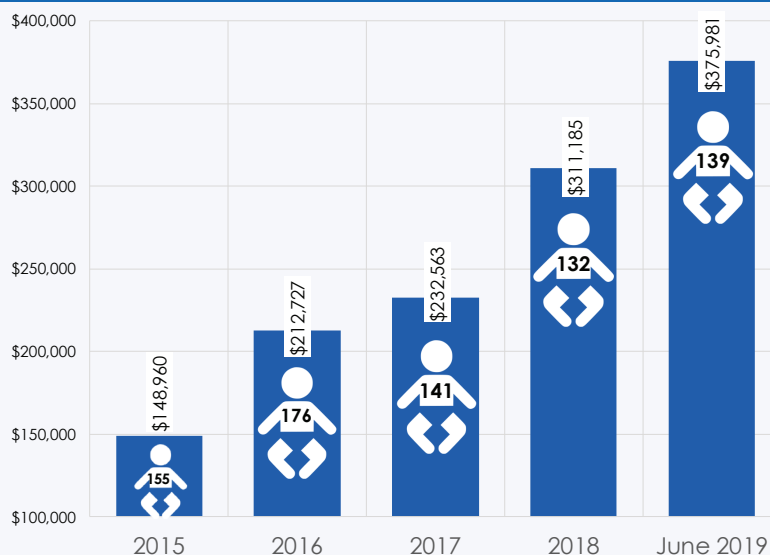
Tommy

Due to neglect, parental substance use, and criminal activity, Tommy and his four siblings had to be removed from their parents' home. Tommy initially stayed with a friend's family, who agreed to provide care for him until he turned 18. While Tommy liked this temporary living arrangement, he desperately wanted to find his forever family. As a result, Tommy was moved to a foster home. He quickly found he enjoyed living with his new foster family and shared with his caseworker that he wanted to be adopted by this new family. Being nearly 17 years old worried him, but he was enthusiastic about the possibility. Tommy's foster parents were feeling the same way and had expressed a desire to adopt him. As Tommy and his foster family began working towards adoption, Tommy had one special request – he wanted to be adopted on his seventeenth birthday. Child protection staff, attorneys, and court personnel all worked together to get everything needed within a very short time, and Tommy and his new adoptive mom and dad got to celebrate his seventeenth birthday as a family.



185 children required CPS intervention due to safety concerns.

Placement Costs Per Month and Number of Children in Placement



8 out of 10

children in protective services custody are impacted by parental substance abuse.

Adult Protective Services

820 referrals of abuse, neglect and exploitation in 2018, a **31%** increase over 2017.

34% were for mental health issues.

18% were for substance abuse by client/ caregiver/ perpetrator.

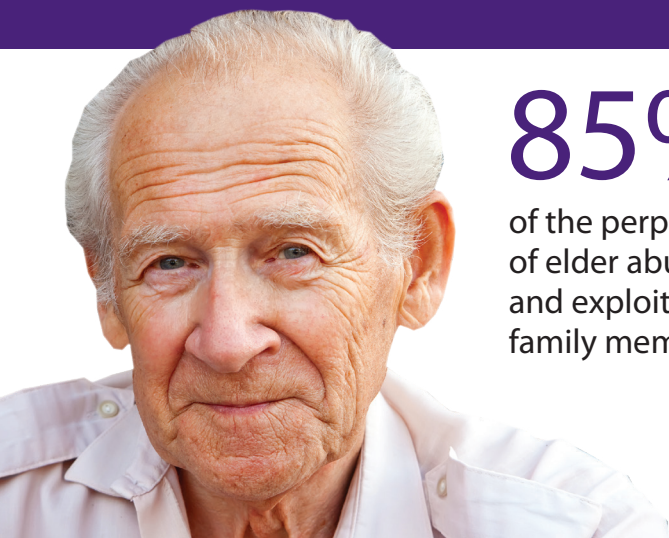
54% were from mandated reporters.



Rachel was in a rehab facility, receiving physical therapy for a broken shoulder and nine broken ribs she had sustained in a fall at her son's home. During her stay, the doctor determined Rachel did not have the capacity to make rational decisions for herself. A guardianship and long-term placement were recommended. Rachel had named her grandson as her power

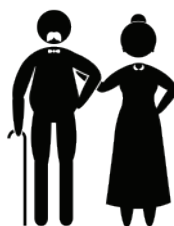
of attorney. Since he was unfamiliar with these procedures, Adult Protective Services (APS) was asked to provide guidance. APS opened a Person in Need of Services case to provide guidance and assistance. During this time, APS discovered this grandson, as well as Rachel's son and daughter, had neglected her care and had financially exploited her for years. These

allegations were added to the case and investigated and found to be validated. Another grandson, who Rachel trusted, was named as her guardian. Felony charges are pending against the family members who took advantage of Rachel. She is now residing in an assisted living facility and is very happy to be under the care of her grandson.



85%

of the perpetrators of elder abuse, neglect, and exploitation are family members.



1 out of 10

adults age 60 and over experience some type of abuse, neglect, or exploitation.

Administration

Aundrea Cordle,
Director

Corey Clark,
*Chief Deputy Director of Child Support
Enforcement Agency, Workforce
Development, and Strategic Initiatives*

Laura Holton,
*Chief Deputy Director of Community Services
and Performance Initiatives*

Bart Hampson,
Deputy Director of Finance

Dan Neeley,
Deputy Director of Information Technology

Heather O'Keefe,
Deputy Director of Protective Services

Fairfield County Job and Family Services Mission Statement

To protect children and elderly,
encourage family stability, and
promote self-reliance for a stronger
community.

Customer Service Ambassador

Fairfield County Job and Family
Services offers a Customer Service
Ambassador to any customer who
has questions, comments and or
complaints about the services
which we provide. If you need this
specialized service, please feel free to
contact us at either of the following
numbers: (740) 652-7617 or
(740) 808-3239.



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Operated under the direction of the
Fairfield County Board of Commissioners:
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