

Report to the
COMMUNITY

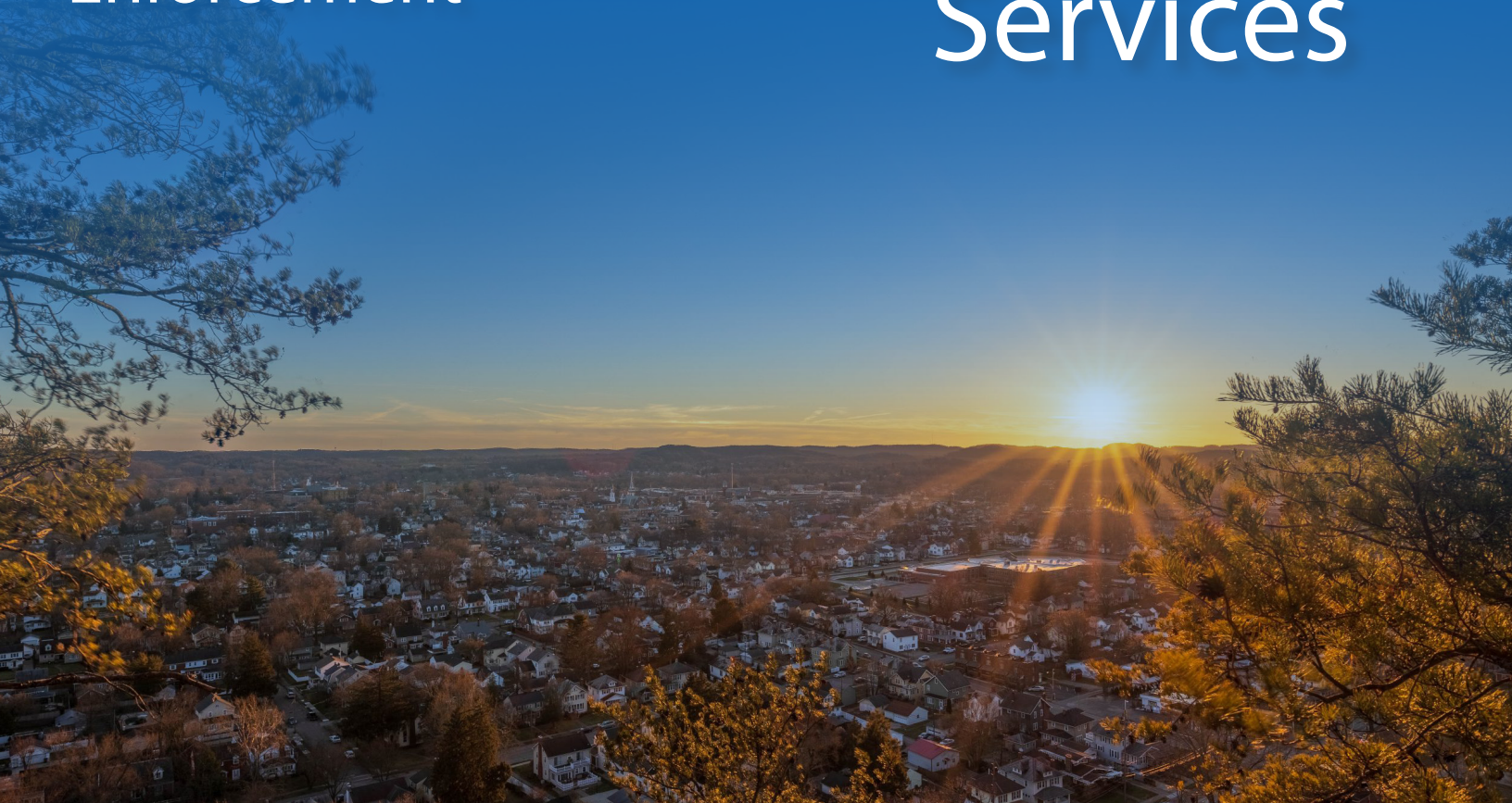
August 2023

Child & Adult
Protective Services

WORKFORCE
Development

Child **Support**
Enforcement

COMMUNITY
Services



Safe Children • Stable Families • Strong Community

A Word of

Welcome



Corey Clark

Director, Fairfield County Job and Family Services

COMMITTED TO SERVICE COMMUNITY DRIVEN

It is my pleasure to present our Annual Job and Family Services Report to the Community. Each year we take this opportunity to provide a glimpse inside the daily workings of our agency and share some of the most meaningful statistics and success stories from the previous year. This report represents so much more than just words and numbers. It represents the tireless efforts of our staff who are working on the front lines to serve our customers, as well as our community partners who join us in these endeavors. I am extraordinarily grateful for all of them.

Over the last year, we have embarked on a number of new programs and grant initiatives aimed at providing the best possible customer service and creative approaches toward removing barriers to success and self-sufficiency. Some of these are featured in this report. Fairfield County is often recognized throughout the State of Ohio as one of the most innovative, collaborative, and effective counties in the state. We are proud of that reputation and believe it is a direct result of our ongoing commitment to the agency vision of safe children, stable families, and a strong community.

Sincerely,

Corey B. Clark
Fairfield County Job and Family Services Director

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, contact us at (740) 652-7606.

Our Mission Statement

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

Administration

COREY CLARK
Director

HEATHER O'KEEFE
Assistant Director

JOSH CRAWFORD
Deputy Director of Finance

SARAH FORTNER
Deputy Director of Protective Services

LEVI GEORGE
Deputy Director of Information Technology

KRISTA HUMPHRIES
Deputy Director of Community Services

JODI SMITH
OhioMeansJobs Manager

PATRICK WELSH
*Deputy Director of Child Support
Enforcement Agency*



COMMUNITY Services Snapshot



Fairfield County answered **20,875** customer service calls and completed **17,774** interviews in 2022 through Shared Services. Our agency also handled **13,041** calls on the agency phone line for county specific needs.

15,343



individuals received food assistance (SNAP) - of those, **6,354** were children.



Publicly Funded Childcare

484 **935**

Families

Children

36,950



individuals participated in the Medicaid program. **41%** were children or elderly. **1,737** individuals on Medicaid are either on waiver (in home services) or in a long-term care facility.

740 children were issued a **\$300** voucher for school clothing/supplies in 2022.

We assisted families in need by issuing **\$336,460** in vouchers for rent assistance. This program was funded through COVID Relief Funds plus regular TANF Funding.



555 Households with 858 Children

received cash assistance.

Of the **52** adults who received cash assistance, **39** had barriers to employment and were required to participate in a work activity.

The Fraud and Benefit Recovery Team received **852** referrals and collected more than **\$500,000**. With the assistance of the Prosecutor's Office, we have successfully prosecuted **13 cases**.



Meet Jill

Jill, a 24-year-old mother of one, visited Community Services in 2022. Jill had just been approved for housing assistance for chemically dependent parents and their children; she came to the agency seeking additional support to help her maintain her housing and sobriety as well as custody of her child. During her visit, Jill shared that she had a ninth-grade education, no work experience, no driver's license, and a lack of positive family support.

Jill connected with a Success Coach following her eligibility interview, and together they began to work on a plan. Jill expressed interest in getting her high school diploma and exploring some type of work in the medical field. Her enrollment in the FCJFS CCMEP program allowed the agency to provide her with a laptop and Internet service that she needed to succeed in the classroom. In October, Jill was enrolled in the Teen Works program and began work toward earning her high school diploma and some additional courses to become an STNA. While completing her classes, her Success Coach continued to meet with her and provide encouragement, guidance, and resources. Jill later passed the two-day exam and earned her high school diploma and STNA license. Jill also attended life skills classes on budgeting, smart meal planning, and financial literacy. Jill opened her first bank account and is saving money to buy a vehicle; she's also taking steps to have her driver's license reinstated.

Jill's daughter is registered to begin Head Start soon, and Jill is submitting job applications for a full-time position. Jill continues to meet with her Success Coach monthly to review her goals, and we're so proud of the progress she has made.

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

WORKFORCE Development

Reemployment Services and Eligibility Assessment Program (RESEA) is a federal program that provides intensive reemployment assistance to individuals who are receiving unemployment benefits. This program started as a state-wide initiative in 2021.

392

Claimants were selected for RESEA, **247** of those completed appointments were with our RESEA Specialist.

Testimonial

I have been so blessed to have had the support of Fairfield County Family Job & Services / OhioMeansJobs to change my life. Throughout our lives most of us work in unfulfilling jobs/careers without the opportunities to either advance or follow our passions. OhioMeansJobs partnership with local educational resources allowed me to follow my dream of working for myself in a career that I love. Whether you are a single person or divorced parent starting over, they will help you gain the education and skills you need to better your life.

Sincerely,
Sandra Risler, Serenity Massage by Sandra, LMT



Meet Rachel

Rachel, a middle aged mother of two, came to OhioMeansJobs knowing she wanted to put her past behind her. After being released from prison and spending time in a treatment facility she was ready to start her life over and move in a new direction, Rachel wanted to be a welder. She had spoken with an Adult Career and Technical School and was able to secure a spot in the next welding class. She obtained a grant to secure payment for the course.

Rachel came to OhioMeansJobs in Fairfield County for supportive services. She would incur additional expenses related to travel, tools specific to welding, special safety equipment, and work uniforms. OhioMeansJobs was able to assist her with these added expenses. She kept in contact with her career advisor making certain to keep her up to date with her grades and any challenges she may be facing. After nine months of training, she successfully obtained a welding certification. She is currently employed earning \$18.50/hour as an entry level welder. She will continue to grow as a welder and her salary will increase as she gains experience, she has the potential of making upwards of \$25 or more per hour within the next few years.

4,474

visitors to the Resource Room.

139

customers were provided WIOA training program orientations (Workforce Innovation and Opportunity Act).



28

customers successfully completed occupational training programs in 2022.



Hosted 29

hiring events, career fairs, and resume workshops.

315

new visitors to the Resource Room.

Child Support Enforcement

Fairfield County's **71.60%** support collection rate exceeded the state average in 2022 by a sizable margin and represented a marked improvement from the previous year.

1 in 3 Ohio children are involved in Ohio's Child Support Program.

More than **35,000** new support orders established in the State of Ohio in the most recent fiscal year.

Ohio's child support program serves **Nearly 1 Million** children statewide and over **15,000** children here in Fairfield County.

Over **\$300,000** in cash support payments collected at the Fairfield County CSEA Drive-Thru.

Substantial Compliance Rate of **76%** for the nearly **100** cases involved in our Misdemeanor Nonsupport Probation Program. It is working!

Meet Susanna

Susanna is a parent who was very disengaged from our county's Child Support Program. Substance abuse issues led to nonappearances in court at critical hearings that granted custody to the child's father and established a support order. This disconnect made her completely unfamiliar with the requirements of her support obligation and the resources available to her via Fairfield County Job and Family Services. Susanna's child support caseworker was unable to locate her, let alone make contact. The Child Support Enforcement Agency (CSEA) was left with no recourse other than to file a contempt action in Domestic Relations Court. However, that motion was soon dismissed, as the process servers were also unable to locate Susanna. Ultimately, the CSEA filed a misdemeanor nonsupport complaint against Susanna, accompanied by a warrant that quickly led to her arrest. This series of events succeeded in earning Susanna's attention and helped her grasp the importance of her role as a financially supportive parent. Susanna quickly discovered our agency's goal was not to incarcerate, but to work with her to develop a productive relationship moving forward. Susanna's child support caseworker soon discerned that Susanna was now clean, sober, and capable of sustaining employment. Further conversations made Susanna aware of multiple companies conducting open interviews at Fairfield County OhioMeansJobs.

Although Susanna's driver's license suspension was not the result of a child support sanction, the CSEA was still able to assist her in securing her license for work purposes via participation in our local Driver's License Suspension Amnesty program. Meanwhile, from an enforcement perspective, CSEA attorneys supported multiple continuances of the misdemeanor nonsupport hearings given Susanna's renewed efforts and progress. Fortunately, after securing employment and sustaining multiple months of support payments, the misdemeanor complaint was dismissed, and Susanna's record was left unblemished by the CSEA. If Susanna ever again encounters obstacles to support order payment, the relationship and trust we've developed will allow her to view us as an ally and remain communicative and engaged.

Ohio Office of Child Support awarded the Fairfield County CSEA an **"Exceptional"** rating in terms of Federal Tax Information Safeguarding.



Over \$21 Million collected in total for all support payments in Fairfield County in 2022.

\$1.97 Billion collected in Child Support payments in Ohio in 2022.

Fairfield County CSEA administered over **400** new applications for paternity and support in 2022.



Child Protective Services

In May 2023, the agency was involved with **190** children needing agency protection.

158 children were in agency custody in May, 2023 (26 in Residential/Group Home, 64 in Foster Care, and 67 with Kinship).

In 2022, **157** kinship assessments were completed to assist in approving relatives and non-relatives for placement or as a support for a child in agency custody.

In 2017, the average cost per child in agency custody was **\$98 a day**. In 2023, the average cost per child each day is **\$171**. This is an increase of **74%** in six years.

16 adoptions finalized in 2022.

Average age of a child in the custody of Protective Services as of May 2023 is **8.73** years.



Meet Thea

Fairfield County Protective Services became involved with Thea's family in May of 2022, after receiving a Family In Need of Services referral. The referral was in regards to a family member, who had legal custody of Matt (12) and Mark (14), reporting she was no longer able to care for the children due to their behaviors. Protective Services initiated a meeting with the parents and extended family of Matt and Mark in order to put supports in place and develop a plan for their care. During the meeting, Thea, mother of Matt and Mark expressed a desire to have her children returned to her care and custody. Thea had stable housing through the Pearl House and was engaged in services to address historical concerns for mental health and substance use disorder. The family made a plan for Matt and Mark to live with Thea and a complaint was filed in court, requesting custody of Matt and Mark be granted to Thea. Protective Services worked with the family to ensure Matt and Mark were linked with needed services including psychiatry and counseling. Thea continued to engage in her own services and engaged in joint counseling with her children. Through these services and interventions, the children were able to remain within their family. Ultimately, Matt and Mark were returned to their mother's legal custody and the family's case was successfully closed.

35 Children
in the agency's permanent
custody as of May 2023.

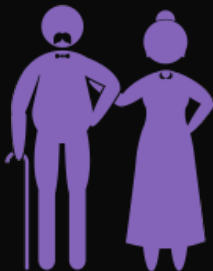
Adult Protective Services



Meet Victor

Concerns for **self-neglect AND exploitation**

are the two highest reported concerns for Adult Protective Services.



Fairfield County Protective Services received a report with concerns for Victor not being in a position to live on his own. It was reported Victor frequently fell and didn't have a strong support system. Victor was initially hesitant to work with Adult Protective Services out of fear he wouldn't be able to remain in his home where he had resided for many years.

The caseworker built rapport with Victor and was able to identify a family member from a nearby town who was able to assist and ensure safety for Victor. Victor was able to remain in his home with a full-time aide to assist in providing care and to prevent another fall. Through rapport building and partnership with local agencies, the caseworker was able to ensure Victor could remain in his home. Victor continues to improve and is thankful he was connected with a family member with whom he had lost contact.



There were **752** calls in 2022 reporting concerns of abuse, neglect, or exploitation for the elderly population.



FOLLOW US



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Job and Family Services
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Lancaster, OH 43130

(740) 652-7889
(800) 450-8845 • fcjfs.org

Fairfield County Job & Family Services Facebook/Twitter Page:

- Learn about PUBLIC RESOURCES and SERVICES available to you and your family.
- Follow us to keep up-to-date on PUBLIC ASSISTANCE offerings.

OhioMeansJobs Fairfield County Facebook Page:

- View our OhioMeansJobs **LOCAL JOB OPPORTUNITY OF THE DAY** post.
- Connect with employers and apply for jobs.
- Browse our **HIRING EVENTS** located on the 3rd Floor of FCJFS in the Resource Room.

Operated under the direction of the Fairfield County Board of Commissioners:
Steven A. Davis • Jeff Fix • David L. Levacy