



"Protecting children is the top priority. But when you are able to keep a family together, and you know it's going to work, that's fantastic."

Tony Barrett, Social Worker
Family and Children Services
16 years of service

"I see more people and encounter more humanity in one week than a lot of other people do in a year. I live in this community too. I wouldn't have it any other way."

Karla Bray-Townsend, Case Manager
Child Support Enforcement Division
13 years of service



Protecting and Nurturing Children

Maybe the most solemn responsibility of the Clark County DJFS is the protection of the most vulnerable members of our community, specifically abused and neglected children. That responsibility extends to nurturing children already in care, which includes providing for their emotional and financial stability.

- The adoptions of 38 children were finalized in 2001.
- In 2001, Family and Children Services assessed 2,523 children. Of that number, 175 children were assessed for physical abuse, 172 for sexual abuse and the remainder were general social service assessments.
- When combined with other telephone and written referrals seeking information, Clark County Children Services handled 4,942 referrals in 2001.
- Child support collections INCREASED 144% in Clark County between 1997 to 2001 – from \$12.6 million to \$30.6 million. Paternities established for non-marital births increased 22%, from 745 in 1997 to 907 in 2001.

"... they come to work every day because they want to help others — every day! It's more than a job or a profession for them. It's about who they are."

Robert B. Suver, Director
Clark County Department of Job and Family Services

... on the dedication of his staff

The Clark County Department of **Job and Family** SERVICES

Robert B. Suver, Director

A major step forward on behalf of Clark County employers and job seekers has been the establishment of WORKPLUS, and the WORKPLUS Center, at 1345 Lagonda Avenue in Springfield. WORKPLUS is a One-Stop Labor Resource for employers seeking qualified employees, and for men and women seeking good jobs, job training and supports that help them stay employed.

Community organizations that provide job training, housing, transportation and other services have become partners with WORKPLUS and are located at the WORKPLUS Center.



CHISELS

WORKPLUS has taken a leadership role in the \$166 million Springfield City Schools school building initiative. School construction will produce severe shortages for many jobs, such as carpenter, construction equipment operator and concrete mason. WORKPLUS is helping provide short-term, highly-focused job training so that even inexperienced Clark County residents can qualify for these construction-related jobs.

Working with Springfield City Schools, Clark State University, Springfield-Clark County JVS, Springfield/Clark County Chamber of Commerce, Ruscilli-Kapp Construction and the Building Industry Association of Clark County, WORKPLUS is channeling as many Clark County residents as possible into these job opportunities. WORKPLUS also is helping local vendors, contractors and suppliers of all sizes bid on future construction-related subcontracts.

"There's nothing better, for instance, than being there when a mother learns that her child care problems are solved, or that she can count on transportation to and from work. It's their eyes. You can see it in their eyes."

Deb Wilson, Eligibility and Referral Specialist
Employment and Benefits Division
12 years of service



Clark County Department of Job and Family Services

Total Revenue	\$39,524,980.12
Total Expenditures	\$39,219,128.41

DIVISIONAL BUDGETS

Employment & Benefits

Total Revenues	\$24,391,813.40
Total Expenditures	\$23,880,058.81

Child Support Enforcement

Total Revenues	\$4,574,900.09
Total Expenditures	\$4,814,215.27

Family & Children Services

Total Revenues	\$10,558,266.63
Total Expenditures	\$10,524,854.33

State and Federal Funds Paid to County Residents Through Clark County DJFS

Medicaid	\$144,102,090
Food Stamps	\$10,112,028
Disability Assistance	\$237,812
OWF Cash Assistance	\$4,261,766
TOTAL	\$158,713,696

Stabilizing and Strengthening Families

Medical coverage, transportation and supportive services such as rent assistance, continuing education and emergency assistance are just a few ways that Clark County DJFS helps families. Many times, the lack of these services is the difference between living independently or relying on public assistance.

- The number of families in the county receiving cash assistance decreased 44% from 1997 to 2001 – a drop from 2,242 to 1,005.
- A 30% DECREASE in the rate of births to teenagers age 19 and younger took place in Clark County from 1997 to 2000.
- Since 1999, WORKPLUS... A Transportation Solution has provided rides to work and other important locations to adults with transportation problems. Every month, an average of 90 people used WORKPLUS transportation to get to work at more than 60 different places of employment in Clark and surrounding counties.
- In 2001, Clark County DJFS began a "pay-to-ride" component for long-term users of WORKPLUS... A Transportation Solution. Pay-to-ride is expected to encourage riders to move themselves toward self sufficiency without cutting off this critical transportation support.
- In 2001, Clark County DJFS was presented with an international award for Team Synergy and Impact by the Franklin Covey Co. This award was for the work that is done in our community to strengthen and empower families and children. During the last year, more than 2,500 middle and high school students were trained in the Student Achievement Workshop. In addition, many families attended workshops on improving communication and working together.

Excelling in Our Service to Clark County Residents

Timely data collection and the effective use of that information is the measurement of a successful and efficient human services organization in the 21st century. Such was the case for the Clark County DJFS in 2001. Consider:

- The data collection and entry policies of the department's Adoption and Foster Care reporting system will be featured by the federal government in an upcoming "Best Practices" report spotlighting such accomplishments nationwide. This is a result of the department's 99.5% compliance rate with the federal reporting system for adoption and foster care, or AFCARS.
- Clark County DJFS achieved a 94% accuracy rate in the highly complex food stamp program. This standard, part of Ohio's TEER Review Program, is one of the statewide measures of county performance in this area.
- The Employment and Benefits Division staff responded to 1,508 telephone referrals from people seeking many kinds of information and assistance. A total of 518 written referrals also were answered.

Putting Technology to Work for Taxpayers

Technology was put to work for county residents and taxpayers more than ever in 2001. The result was the establishment of a Management Information Systems (MIS) Unit.

While a complex task, the objective for the Department is simple. Years worth of paper files and records began to be converted to electronic digital storage. This MIS Unit also is allowing Department staff to better deal with state and local computer systems.

Bottom line for residents and taxpayers? Efficiency and faster service.