



Meeting The Greater Need

2009 COMMUNITY REPORT



JOB & FAMILY SERVICES
OF CLARK COUNTY



DIRECTOR'S LETTER

Job and Family Services of Clark County continues to feel the impact of a poor economy which

has become much too familiar to all of us. During calendar year 2009, it was necessary to adjust the agency budget downward by \$3,000,000. This reduction was accomplished through contract reduction, staff attrition, furloughs and layoffs.

Looking ahead to 2010, we will continue to have fewer resources to deal with ever greater needs being brought to us by our citizens and we will continue to adjust to this difficult situation. One notable example of this is the local Children Services Levy that is scheduled to be on the ballot in November, 2010. It has been 25 years since this levy has had an increase, which is the longest of any county-wide levy and notably, over this same period, costs have doubled.

Throughout the agency, the overall volume of work has increased 10 percent from a year ago and 26 percent from three years ago, while staff from a year ago decreased by 63 members from 289 to 226 – a 22 percent decline. New workflow processes were instituted as well as maximizing existing technology to enable the agency to balance less staff while experiencing more demands.

It has been sad to lose our laid-off staff this past year and to know the hardship they have experienced through no fault of their own. I am extremely proud of them and our remaining staff as they continue to meet the challenges ahead.

Director,

Robert B. Suver



CREATING CONNECTIONS & BUILDING BRIDGES TO THE FUTURE

The 2009 recession affected the nation and created an unprecedented impact on Ohio's economy. In Clark County, the unemployment rate remained in double digits from February through December, ending the year at 11.1 percent. Out of 88 Ohio counties, Clark ranked number 57 with 31 counties reporting higher unemployment rates.

Despite the 2009 economic downturn, the WorkPlus Division at Job and Family Services of Clark County had much to celebrate. Over 24,800 individuals utilized the resource room at the WorkPlus Center accessing a combined 40,000 services. WorkPlus received Ohio's 2009 Best One-Stop Practice award for the Rise Above program which is a collaboration of one-stop partners; Clark State Community College, WorkPlus One-Stop Center of Clark County, Jobs and More Christian Ministries and Arc Staffing Solutions.

WorkPlus along with Clark State Community College and the Greater Springfield Chamber of Commerce hosted two employer workshops that included Incumbent Worker Training funded through the American Recovery Reinvestment Act (ARRA) and Project Hire/Ohio Learning Accounts. Nine employers took advantage of the training.

The Workforce Investment Act (WIA) training provided 158 individual training accounts for dislocated workers and adults, while helping 75 students enroll in the alternative program at the Opportunities Industrialization Center (OIC).

ARRA funds created summer employment for 225 youth between the ages of 14-24. Job and Family Services of Clark County contracted with OIC to administer a youth summer program. Over 25 community worksites provided employment paying an average of \$7.50 per hour.

WorkPlus employer services were well utilized. WorkPlus delivered Rapid Response services to nine companies and assisted Red Roof Inn with recruitment of new hires filling 60-90 positions. They assisted 27 new and existing companies with job postings, interviews and placement while placing 77 individuals in jobs with salary ranges of \$25,000 - \$65,000. WorkPlus also held numerous onsite interviews for MRDD of Clark County, Census Bureau, ABM, Maxim Home Health and Red Roof Inn.





BENEFITING THOSE IN NEED THROUGHOUT OUR COMMUNITY



In 2009, the BenefitsPlus Division continued to see increasing numbers of people applying for public assistance benefits. The Food Assistance program saw a 14% increase from the previous year, families receiving cash assistance increased by 16% and individuals receiving medical assistance grew by 10%.

In the last quarter of 2009, BenefitsPlus partnered with the Springfield Clark County Housing Collaborative to deliver benefits to eligible individuals and families through the Homeless Prevention & Rapid Re-housing (HPRP) program. The HPRP program was funded by a federal stimulus grant with the goal of providing homelessness prevention and rapidly re-housing people who would otherwise be homeless.

Despite increasing caseloads, the BenefitsPlus Division continued to meet or exceed performance standards set by the state of Ohio. The division had a data accuracy rate of 99% and maintained a 100% accuracy rate in the Food Assistance program. These accomplishments are due to the excellent commitment by staff to deliver the best service to our customers in the most efficient way.

SUPPORTING THE WELLBEING OF CLARK COUNTY'S KIDS



The economic downturn has impacted child support collections in Clark County. January, 2010, saw a 1% drop in the amount of current child support collected while collections on cases with past due support were down 2%.

Areas of continual growth and improvement include Paternity Establishment, up 5% and Support Order Establishment which is up slightly from last year at this time.

The "right sizing" of child support orders is setting the amount owed to be realistic with the actual income of the individuals involved. There has been an increase of 15.5% in the number of review and adjustments conducted as individuals have lost jobs or found jobs that do not pay as well as they once did. There has been a 2% reduction in the total amount of current child support owed compared to last year at this time.

MAKING LIFE BETTER FOR OUR FAMILIES & CHILDREN



While 2009 was a challenging year for Family and Children Services (FCS), it was even more so for the families and children that we serve. Many families found themselves in unfamiliar territory as mounting financial pressures forced them into crisis mode, while other families who had been able to manage with family support services found it even more difficult to maintain stability due to the economic downturn.

In August of 2009, FCS promoted adoption and foster care through a family fun festival appropriately named "Summer Sky." Participants enjoyed a variety of activities from educational exhibits to pony rides which were free of charge to the community. The event was made possible by funding specially allocated to promote permanency for children as well as help from a collaboration of community partners including: The Heritage Center, Avetec, Center City, Clark County Public Library, The Springfield Foundation, The Springfield Paper, The Springfield News-Sun, WYSO, WKSU-FM, The City of Springfield Fire Department and Target.



Despite the economy, FCS continued to maximize creative opportunities for child and older adult safety, well-being, and permanency through community partnerships and collaborations. Our collaboration with Project Jericho is just one example of a non-traditional family strengthening program available to our community. Through Kinship and Alternative Response programs we used non-traditional approaches to reach families in all areas of the community by serving needs in ways that truly respond to the root of issues, not just the symptoms.

In 2010, Family and Children Services will continue to seek out effective and efficient ways that promote safety, well-being, and permanency for children. Our local Children Services Levy will be on the November ballot. We are especially proud that at 25 years it is the longest running county-wide property tax levy without having asked for or receiving an increase. The outcome this November will be critical to preserving services for our families and our community.





WELCOME RELIEF MAKES LIFE BETTER

With her bubbly personality and good work ethic, Tabitha wanted a career to support herself and her young son. She turned to the BenefitsPlus Division to supplement her income and provide medical coverage while she attended Clark State Community College to study Nursing. She received school funding through the Workforce Investment Act (WIA) program at the WorkPlus Center. BenefitsPlus helped with daycare expenses and a security deposit for housing. She secured additional income with the help of Child Support Services while she and her child's father worked toward becoming a family. A grateful Tabitha stated, "Being a single mother, the help we received from BenefitsPlus helped me to provide for my son. I never could have done it without you guys."

BUILDING A FOUNDATION FOR THE FUTURE

Often, Child Support cases involve more than the collection of money. One gentleman was trying hard to meet his obligation to his children, but as the economy worsened, his job opportunities became scarce. While he completed Job Readiness classes, he voiced concerns about his children's living situation. His Child Support case manager connected him with the Family and Children Services Division; he now has custody of his children. The Child Support case manager worked diligently with him to do what was best for his family.



BREAKING THE CYCLE

David applied for over 40 positions during May of 2009 after being laid off from LM Berry in Dayton. He had applied for Workforce Investment Act (WIA) funds in another county, but was denied. The WorkPlus Center of Job and Family Services in Clark County helped him get the funding he needed as well as a security clearance to begin an intensive 10-week training program. He has since obtained training at The Advanced Technical Intelligence Center and was offered a position at Northrop Grumman. "Thanks to WorkPlus, I can now stay in the Miami Valley area and continue to support my family and community."

OPENING THE DOORS TO TOMORROW

Pam didn't want to be involved with Family and Children Services. After her two daughters were placed in foster care, she found herself involved with the agency. When she recognized she needed assistance, she worked diligently with her social worker and the team of service providers who met regularly to discuss her progress. She became involved with McKinley Hall, took parenting classes and worked with Project Woman about previous domestic violence. She and the girls also spent time with Project Jericho, a collaboration of Job and Family Services and The Clark State Performing Arts Center. Just before Christmas, the girls and Pam were reunified.



2009 Board of Clark County Commissioners

- Mr. Roger Tackett, *President*
- Mr. John Detrick
- Mr. David Hartley
- Mr. W.D. Howard, *County Administrator*
- Mr. Nathan Kennedy, *Assistant County Administrator*

2009 Job and Family Services Planning Council

- Mr. Ted McClenen, *Chair*
- Mr. Charlie Bush, *Vice Chair*
- Ms. Marilyn Demma
- Ms. Marlo Fox
- Ms. Pamela Greene
- Mr. Charles Patterson
- Mr. Robert Suver
- Reverend Eli Williams
- Mr. Tom Wilson

2009 Clark County WorkPlus Policy Board

- Mr. Plato Pavlatos, *Chair*
- Ms. Cheryl Lamborn, *Vice Chair*
- Mr. Jason Barlow
- Mr. Dale Briggs
- Mr. Charlie Bush
- Hon. Warren Copeland
- Ms. Wendy Ford
- Mr. Rodney Hickman
- Ms. Teresa Hoyt
- Mr. Robin Opp
- Dr. Karen Rafinski
- Ms. Sheila Rice
- Mr. Randy Richardson
- Mr. Bob Schmittauer
- Mr. Robert Warren





Vital Statistics

Children under our protection who remain in their own homes
 December 2005 744
 December 2006 807
 December 2007 905
 December 2008 764
 December 2009 744

Children under our protection who are in our custody
 December 2005 163
 December 2006 141
 December 2007 165
 December 2008 166
 December 2009 154

Children receiving subsidy for child care
 December 2005 906
 December 2006 980
 December 2007 1,098
 December 2008 1,329
 December 2009 1,589

Families receiving cash assistance
 December 2005 684
 December 2006 657
 December 2007 659
 December 2008 840
 December 2009 1,005

Individuals receiving health coverage through Medicaid
 December 2005 26,040
 December 2006 25,223
 December 2007 26,247
 December 2008 27,441
 December 2009 30,195

Individuals receiving food assistance
 December 2005 15,942
 December 2006 16,002
 December 2007 17,511
 December 2008 20,184
 December 2009 23,365

Individuals receiving job training
 December 2005 536
 December 2006 450
 December 2007 518
 December 2008 595
 December 2009 715

Individuals paying on child support orders
 December 2005 7,874
 December 2006 7,987
 December 2007 8,146
 December 2008 8,082
 December 2009 7,823

2009 Expenditures for Job and Family Services of Clark County

| | | |
|--|----------------------|-------------|
| Administration and Operations | \$4,564,479 | 1.5% |
| Case Management (all divisions) | \$12,457,272 | 4.2% |
| Contracted Services | \$5,608,667 | 1.9% |
| Disability Assistance Program | \$801,682 | 0.3% |
| Food Assistance | \$37,118,800 | 12.5% |
| Juvenile Court Placement Agreement | \$1,350,488 | 0.5% |
| Medicaid Benefits | \$213,502,006 | 72.1% |
| Cash Assistance to Families | \$6,934,796 | 2.3% |
| One-time Emergency Assistance to Families | \$434,119 | 0.1% |
| Out-of-Home Placement Costs | \$4,366,192 | 1.5% |
| Subsidized Child Care Benefits to Families | \$4,777,117 | 1.6% |
| Workforce Development | \$3,572,734 | 1.2% |
| RidesPlus Transportation | \$978,074 | 0.3% |
| TOTAL | \$296,466,426 | 100% |



Mission Statement

"Job and Family Services of Clark County promotes safety, strengthens families and empowers people."

Robert B. Suver, Director

Revenue, Expenditures & Benefits

2009 Total Department Expenditures.....\$296,466,426

Sources of Revenue for 2009 Expenditures came from the following sources:

| | |
|-----------------------------------|-------------|
| Federal | 69.5% |
| State | 28.1% |
| Local Children Services Levy..... | 1.1% |
| Local Government Funding..... | 0.3% |
| Miscellaneous & Third Party..... | 1.0% |
| Total | 100% |

Milestone Employee Recognition

30 Years

Catherine Appel

25 Years

Nicia Burton • Cynthia Couser • Frank Crist • Gladys Islam • Sue Russell • Linda Turner

20 Years

Gina Berry • Karla Bray-Townsend • Angela Evans • Daniel Howard • Ann Mann • Tami Marshall • Holly Payne • Betsy Shaw • Lori Sims

15 Years

Linda Booth • Susan Crozier • William Cutlip • Wendy Fitzgerald • Sandra Penwell • Robert Severt • Lynne Smith • Brenda Wallace

10 Years

Michael Cleelan • Scott Copeland • Cheryl Estep • Leann Griggs • Barbara Kingery • Jack McKee Jr. • Rhonda Reveal • Janine Rouch • Connie Smith • Katherine Thomas

5 Years

Janise Hardacre



JOB & FAMILY SERVICES OF CLARK COUNTY

Job and Family Services of Clark County is an equal opportunity provider and employer.