

# Rising To The Challenge

2008 ANNUAL REPORT



JOB & FAMILY SERVICES  
OF CLARK COUNTY





## DIRECTOR'S LETTER

2008 was a year that tested our community as it did the nation. Job and Family Services of Clark

County was no exception. Individuals and families looked to us for help in ever increasing numbers. Compared to a year earlier, a 30 percent increase was experienced with many individuals approaching this agency for the first time – while at the same time the agency was experiencing multiple reductions in resources. As a consequence, staffing was reduced 7 percent through attrition and community and supportive resources were reduced by \$2 million.

In September, electricity and communications were taken from the agency and the community as a result of the aftermath of the high-wind event. Agency staff rose to the challenge by setting up temporary headquarters in the garage bay of the agency's maintenance facility. \$929,500 in Food Stamp benefits were replaced to 5,500 households as a result of spoiled food. \$113,000 in emergency assistance was provided to 291 other households. Teams of staff were deployed throughout the county and uncovered elderly and others who were isolated and in need of necessities.

Looking ahead to 2009, we will face additional people needing help. Most likely, even fewer resources will be available. Hopefully a natural disaster will not return.

I am extremely proud of our staff at Job and Family Services of Clark County. And I am confident that they are up to any and all challenges that lie ahead.

Director,

Robert B. Suver



## CREATING CONNECTIONS & BUILDING BRIDGES TO THE FUTURE



The WorkPlus One-Stop Employment Center staff and partner agencies continued to make strides in 2008 to increase efficiency and effectiveness in serving the Clark County community. Doing more with less has become the challenge, which has forced even greater creativity among those working in the field of workforce development.

To meet the increased demand in customer services, single series workshops were launched and facilitated by one-stop partners, Jobs & More Christian Ministries, Clark State Community College and OIC of Clark County. The workshops include:

- *Is Training Right for You?* - Informational workshop for short-term training, skills upgrade and education
- *Interviewing with Confidence* - Two-hour workshop on interview tips and techniques
- *Application/Resume Workshops* – Two-hour workshop on how to complete the application, build the resume and help customers register on state and regional job portals
- *Basic Computer Skills* – Self-paced computer lab with an on-site instructor

In addition to the workshops, a rebranding and marketing strategy was developed by the Job and Family Services of Clark County to create an identifiable brand and increase awareness of agency services including programs and training offered through the division of Workforce Development.

Approximately 11,139 new customers registered for services at the WorkPlus Center in 2008 and the number of visitors totaled 22,900 (average of two visits per customer). The number of services accessed by our customers was well over 32,000 with job search, computer access and job readiness programs among the top three.

Our accomplishments for 2008 would have not been possible without the support of our Clark County Commissioners, WorkPlus Board of Directors, community stakeholders, one-stop partners and dedicated staff who are in the trenches serving, listening and assisting individuals who have been affected by the economic crisis.





## BENEFITING THOSE IN NEED THROUGHOUT OUR COMMUNITY



After a relatively quiet beginning, the last four months of 2008 produced steep

increases in the number of people turning to Job and Family Services of Clark County (JFSCC) for assistance with basic needs. During this period, the number of people applying for help increased 30 percent over the same time period of one year ago. The Food Assistance Program (formerly Food Stamps) grew to its highest level in the history of the program. Over 19 percent of the Clark County population is receiving medical coverage through the Medicaid program.

With these demands growing daily, JFSCC staff responded heroically. Through the efforts of the BenefitsPlus team we were able to meet or exceed almost every measure of performance applied by the Ohio Department of Job and Family Services. We ranked number one in the State in the accurate and timely completion of State Data Matches. Our Food Assistance Program accuracy rate climbed to 98.45 percent, placing us among the top ranked medium-large counties in the State, while we averaged over 1,400 visitors per week. This was accomplished with virtually no negative impact on customer wait time or delivery of benefits.

## SUPPORTING THE WELLBEING OF CLARK COUNTY'S KIDS



In 2008, Child Support Services strived to meet the needs of the community by increasing awareness of Child Support Programs. Our employees visited various locations in Clark County, which included The Rocking Horse Center, Upper Valley Mall, Pediatric Associates, Clark County Library, Clark County Fair and the offices of the Clark County Combined Health District.

The Child Support Outreach program helped to increase the number of requests and completions of Review and Adjustments of child support orders by 15 percent. The Seek Work program, which provides employment service referrals to the WorkPlus Center, increased by 75 percent. Applications for child support services peaked in October at 681, which increased from the 2007 average of 542.

## MAKING LIFE BETTER FOR OUR FAMILIES & CHILDREN



Family & Children Services of Clark County had a busy year. Reports of abuse, neglect and other family concerns remained steady in 2008. Staff rose to the challenge of improving services and outcomes for children and families by participating in the State's Alternative Response pilot project, which has been tested in other states. The project resulted in services that are quickly initiated for the child and his or her family by increasing positive outcomes through family-engaged techniques.

Last September, the remains of Hurricane Ike swept through Springfield, leaving many citizens—particularly older housebound adults—with food and utilities. Job and Family Services staff teamed up with community members to canvass neighborhoods and identify citizens in need of assistance, of which many received food, basic necessities, and transportation to safe living quarters.

Numerous families in our community are experiencing unprecedented levels of stress, which has produced a significant increase in the number of children experiencing severe mental health and trauma issues. Family and Children Services (FCS) staff have been proactive in "thinking outside of the box" by utilizing services offered by community partners to help meet these needs in creative and efficient ways.

In the midst of these overwhelming challenges, the FCS division has embarked on a new recruitment campaign to garner interest in our community for foster care and adoption. The new and improved web site has attracted and generated increased inquiries about the adoption process, which will enable us to find permanent, "forever" families for Clark County children who are available for adoption.

Success of this proportion is due to the dedication and commitment of the FCS staff and the unwavering support of our community partners. We appreciate the opportunity to work on the behalf of children and families of Clark County, and we would like to thank the community for its support of our services, which wouldn't be possible without the Children Services levy.





## WELCOME RELIEF MAKES LIFE BETTER

Andrew Leffel had no trouble finding work in New Jersey. But when he and his family returned to Springfield in February 2008 to help his ailing parents, jobs were hard to come by.

His wife, Thelma, says, "I was frustrated I couldn't get work."

The tension has since eased. Through its network of services and connections, Job and Family Services of Clark County helped the Leffels get counseling, benefits to help make ends meet—and jobs.

"When we first got here, we had nothing," Andrew says. "Now we have a house, furniture and jobs, and we're not struggling to pay bills and keep food in the house."

## BUILDING A FOUNDATION FOR THE FUTURE

Like any couple, Damon Benton and Jazman Powell have problems. Now they're better prepared to work through them after completing the Parents As Partners program of Child Support Services of Clark County.

"They taught us not to argue in front of our daughters," Benton said. "And they taught us how to work at solving a lot of things, financial and relationship-wise."

The couple now has a stronger foundation for building their future as Benton progresses in WorkPlus' GED and job skills programs.



## BREAKING THE CYCLE

Robert Archbold was caught in a cycle of layoffs, the last hired and first to go when his employers' business slowed.

Then he went to WorkPlus. He wanted help finding a new job. Instead, WorkPlus helped him find a new career...and the money to train for it.

Now, as a paramedic, he's the one rescuing people.

Impressed by what they did for her husband, Cassidy Archbold turned to WorkPlus too. Graduation's over, the bills paid, state boards passed ...Cassidy is a licensed practical nurse.

## OPENING THE DOORS TO TOMORROW

Homeless, Darlene Stocks had no doors to call her own. Family & Children Services took temporary custody of her three children while she completed chemical dependency treatment. Since then, many doors have opened for Darlene and her family as she obtained stable housing, educational assistance, and other services through Job & Family Services. Most importantly, Darlene was able to reunite with her children.

By working with her social service worker, Darlene has accomplished many of her family goals. In June, another door for her family will open. Darlene will graduate from Sinclair Community College, certified as a computer technician.



## 2008 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

## 2008 Job and Family Services Planning Council

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

## 2008 Clark County WorkPlus Policy Board

Ms. Teresa Hoyt, Chair  
Mr. Plato Pavlatos, Vice Chair  
Mr. Dale Briggs  
Mr. Charlie Bush  
Mr. Mike Calabrese  
Ms. Pearl Cline  
Hon. Warren Copeland  
Mr. Bill Hart  
Mr. Rodney Hickman  
Ms. Cheryl Lamborn  
Mr. Tom Nash  
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

Children under our protection who are in our custody

December 2005 .....	163
December 2006 .....	141
December 2007 .....	165
December 2008 .....	166

Children receiving subsidy for child care

December 2005 .....	906
December 2006 .....	980
December 2007 .....	1,098
December 2008 .....	1,329

Families receiving on-going cash assistance

December 2005 .....	684
December 2006 .....	657
December 2007 .....	659
December 2008 .....	840

Individuals receiving health coverage through Medicaid

December 2005 .....	26,040
December 2006 .....	25,223
December 2007 .....	26,247
December 2008 .....	27,441

Individuals receiving food stamps

December 2005 .....	15,942
December 2006 .....	16,002
December 2007 .....	17,511
December 2008 .....	20,184

Individuals receiving job training

December 2005 .....	536
December 2006 .....	450
December 2007 .....	518
December 2008 .....	595

Individuals paying on child support orders

December 2005 .....	7,874
December 2006 .....	7,987
December 2007 .....	8,146
December 2008 .....	8,082

## 2008 Expenditures for Job and Family Services of Clark County

### Administration and Operations

\$5,167,356 1.9%

### Case Management

(all divisions)

\$12,437,471 4.5%

### Contracted Services

\$7,782,891 2.9%

### Disability Assistance Program

\$1,100,302 0.4%

### Food Stamp Benefits

\$26,266,043 9.7%

### Juvenile Court Placement

#### Agreement

\$1,683,199 0.6%

### Medicaid Benefits

\$199,815,058 73.5%

### Ongoing Cash Assistance

#### to Families

\$5,679,807 2.1%

### One-time Emergency

#### Assistance to Families

\$578,909 0.2%

### Out-of-Home Placement Costs

\$4,803,603 1.8%

### Subsidized Child Care Benefits

#### to Families

\$4,131,918 1.5%

### Workforce Development

\$1,303,088 0.5%

### RidesPlus Transportation

\$1,211,061 0.4%

### **TOTAL**

**\$271,960,706 100%**



### Mission Statement

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

Robert B. Suver, Director

### Revenue, Expenditures & Benefits

2008 Total Department Expenditures.....\$271,960,706

#### Revenue for 2008 Expenditures came from the following sources:

Federal .....67.3%

State .....30.2%

Local Children Services Levy.....1.1%

Local Government Funding.....0.4%

Miscellaneous & Third Party.....1.0%

**Total ..... 100%**

### Milestone Employee Recognition

#### 35 Years

Carla Allender • Robert Suver

#### 30 Years

Martha Light • Jeanne Morris

#### 25 Years

Stefania Falke • Karen Mullins

#### 20 Years

Kim Green • Viola Beemer • Judy Blair

- Virginia Brown • Billie Smith • Dixie White
- Joina Higgins • Linda Whitt • Lisa Capper
- Leitha Embry • Donna Phipps • Teresa Watford
- Sharon Williams

#### 15 Years

Karena Clay • Dolly Lemmons • Sue Evilsizer

- Malea Miller • Patty Urbanija • Angelia Beedy
- Barbara Knisley • John Forhan
- Tammy Moore • Beth Patton • Sabrina Whitt

#### 10 Years

Tracy Perks • Patricia Moseley • Geoffrey Steele

- Susan McDonough • Barbara Otto
- Mary Ellen West • Nancy Blair • Angela Baker
- Kerry Pedraza • Deborah Estep • Emil Leach
- Valerie Adkins

#### 5 Years

Patricia Parks • Adam Whaley • Sandra Newman

- Shawn Kessel



**JOB & FAMILY SERVICES**  
OF CLARK COUNTY

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