

2011 ANNUAL REPORT



GUIDING PRINCIPLES

CUSTOMER FOCUSED...EMPLOYEE DRIVEN

GUIDING PRINCIPLE 1

All people will be treated
with dignity, compassion
and respect.

SCJFS encourages staff to assist our community partners. Pictured here, Patti Nist, Manager, Financial Reporting, (left) and Rob Pierson, Deputy Director, Child Support Enforcement Division (right) volunteer their personal time during the summer to serve lunch at the Project Homeless Connect's Homeless Stand Down.



ON THE ROAD TO 2012

Dear Friends:

I am proud to present our 2011 Annual Report, "Customer Focused... Employee Driven." We navigated a tough year through the diligent efforts of our employees, dedication to our customers, and the use of our guiding principles as the road map to meet our mission.

It is important to recognize that 2011 brought many changes at the state and local levels. We had a new Governor and new Director of the Ohio Department of Job and Family Services (ODJFS) resulting in significant changes in state level administration and ultimately to our rules and regulations. The state dealt with one of the most significant budget deficits in the history of Ohio. At the local level, we had two new commissioners in Stark County.

SCJFS had a few interesting and somewhat frightening incidents in 2011, including an ice storm (resulting in 2,600 applications for replacement food assistance), an earthquake evacuation, unplanned fire evacuations, and a lock down for potential chemical exposure! Fortunately, none of these incidents resulted in any serious harm, and we have learned from the experiences.

The budget crisis made for a very difficult year and we lost valuable employees through a layoff. Although we continue to operate with fewer staff, we have been fortunate to recall almost all of the employees who were personally affected in the layoff.

As we traveled through the obstacles in 2011, we continued to provide outstanding services through dedication, hard work and the genuine desire to assist and serve our customers. As always, we are proud to serve you, Stark County.

Sincerely,

Julie Barnes, M.Ed., LSW
Executive Director

Stark County Commissioners

Tom Bernabei
Dr. Peter Ferguson
Janet Weir Creighton

SCJFS Executive Team

Julie Barnes, M.Ed., L.S.W.
Executive Director

Susan Lenigar
Deputy Director,
Human Services Division

Rob Pierson
Deputy Director,
Child Support Enforcement
Division

Nedra Petro, M.P.A., L.S.W.
Deputy Director,
Children Services Division

Jane Bethel, C.P.A.
Deputy Director,
Finance

Valarie A. Nash
Deputy Director,
Human Resources &
Support Services

GUIDING PRINCIPLE 2

All people will receive consistent, timely and appropriate service.

After a massive ice storm left thousands without power in February 2011, SCJFS helped over 2,600 applicants complete the needed paperwork to receive assistance. Pictured here, Supervisors Roy Gleason (middle) and Kathy Goodnight (right) assist an individual with Food Assistance replacement.



TABLE OF CONTENTS

Children Services Division
7-9

Child Support Enforcement Division
11-13

Human Services Division
15-17

In Our Community
19

Finance
21

Contact Information
23

**Stark County Family
Services Planning
Committee**

Patricia Croskey
Chairperson

Susan M. Kunkle
Vice-Chairperson

R. Scott White
Secretary

Julie Barnes,
Executive Director

Mary Ann Abel
Tyne M. Brannan

Vicki Conley

Patrice Fetzer

Michael Flood

Roy Gleason

Pat Gramoy

Kristen Guardado

Eric Henderson

Rebecca A. Marchino

Laura C. McIntyre

Sherri McKinney-Frantz

Mary Lou Sekula

Rebecca Stallman

Daphne E. Thomson

STARK COUNTY FAMILY SERVICES PLANNING COMMITTEE

The Stark County Family Services Planning Committee provides recommendations to Stark County Job and Family Services for the most effective and efficient delivery of services.

The committee is presently comprised of 19 members who represent the agency, professionals from the community and the general public.

GUIDING PRINCIPLE 3

All people are to be safe from abuse and neglect.

To promote April as Child Abuse Prevention Month, SCJFS created the Wear Blue to Work (WB2W) campaign. Businesses and organizations wore blue on April 13 and submitted photos of staff to the SCJFS Facebook page, more than 80 pictures in all. By the end of 2011, the State of Ohio adopted the campaign and will use it in 2012.



CHILDREN SERVICES DIVISION

Nedra Petro, Deputy Director

Approximately **6,550** calls to the Report Line resulted in **2,680** reports of child abuse and/or neglect.

53% were calls reporting suspected neglect.

32% were calls reporting suspected physical abuse.

12% were calls reporting suspected sexual abuse.

4% were calls reporting suspected emotional maltreatment.

369 Additional calls to the report line resulted in assistance to families.

252 were calls of families in need of services.

117 were calls about children who were determined to be dependent

Ongoing Supportive Services

In an average month, **489** families received case management and supportive services.

Children who could not remain safely in their own homes were provided placement services - average children/month:

225 Agency Foster Care

117 Purchased Foster Care

21 Group Homes

19 Residential Placement

114 Kinship or Relative Home

Transitional Youth Services

102 youth received independent living services.

25 previously emancipated youth received services.



The Children Services Division is legally responsible for taking reports of child abuse, neglect and dependency; investigating reports; and acting to protect children at risk of harm.

The Children Services Division also recruits and trains foster and adoptive families, prepares children for adoption, arranges for post-adoption services to families, and provides training in independent living skills for older teens.

GUIDING PRINCIPLE 4

All children are entitled to emotional and financial support from parents.

In May, SCJFS and the Stark County Foster Parent Fund honored foster and adoptive parents by planting sandcherry flowering trees at the Fairhope Nature Preserve in Canton. Each tree symbolizes one of the five qualities that all successful foster/adoptive families must possess:

- Advocacy for children
- Working successfully with birth parents
- Understanding the importance of permanency
- Keeping sibling groups together
- Loving and nurturing children.

Five foster/adoptive families that demonstrate these qualities helped the Agency dedicate the Garden. Special thanks to Rice's Nursery for their generous donation. Pictured here, (left-right) Nancy Jobe, Program Administrator, and Social Service Workers Monique Chaney and Ann Marie Mullen, prepare to dedicate the Garden.



CHILDREN SERVICES DIVISION

Foster Care/Adoption

205 licensed foster families

42 finalized adoptions

Adult Protective Services

SCJFS contracts with Trillium Family Solutions to provide services.

276 new cases of elder abuse/neglect or exploitation

Another way to investigate Child Abuse/Neglect reports

In spring 2011, the Children Services Division began preparation to become the 34th county in Ohio to implement Differential Response, an initiative that provides for more than one way to respond to reports of child abuse and/or neglect.

Although implementation will not occur until 2012, there was much to do to lay the groundwork for successful transition. Two units of intake/assessment workers were identified, and trained on the philosophy and practice changes to be made. Numerous community groups were educated on the concepts behind Differential Response and the anticipated outcomes.

As implemented in Stark County, Differential Response will entail two pathways of approach; the Traditional Response and an Alternative Response. The Traditional Response will continue to be used to respond to reports alleging severe physical or sexual abuse. However, in cases that do not allege serious or imminent harm, an Alternative Response that is more collaborative and less adversarial will be used.

Heart Gallery

In November, SCJFS again joined the Stark County Foster Parent Fund to present the Heart Gallery. Artists from the Canton Arts District used various mediums to create original depictions of 18 children who are waiting to find an adoptive family.

The exhibit officially opened to the community on First Friday, Nov. 4. It then traveled to RiverTree Christian Church, Westfield Belden Village, North Canton Public Library, Cultural Center for the Arts, Massillon Museum, Carnation City Mall, and the Stark County District Main Library.



Heart Gallery
Stark County

The agency will promote strong and supportive partnerships among communities, families and service providers.

SCJFS partners with many service providers in Stark County to enhance services to those in need. The Stark County Fatherhood Coalition is one of those partners. In October, the group sponsored "Bridging the Gap" to encourage open discussion among more than 50 participants about issues that sometimes come between custodial and non-custodial parents. The event was held at Stark State College.



CHILD SUPPORT ENFORCEMENT DIVISION

Rob Pierson, Deputy Director

Average number of cases monthly: **34,090**

Collections for the year: **\$63,588,358**

Paternity Establishment: **96.86%** of cases needing paternity

Support Orders Established: **86.34%** of cases needing support established

Collections on Current Support: **71.32%** of current support owed

Collections on Arrearages: **67.31%** of cases owed arrearages

Paternity Cases scheduled for DNA testing: **876**

Cases referred for Support Establishment: **1,893**

Court Hearings scheduled/attended by Legal Department: **4,073**

Phone Calls Received by Customer Service: **108,938** total calls for the year; monthly average of **9,078**

Customers served in the CSEA Lobby: **11,102** for the year; monthly average of **925** customers



The Child Support Enforcement Division is committed to providing quality child support services, including:

- Establishing paternity and support
- Issuing orders for medical support
- Modifying support orders
- Enforcing support orders
- Monitoring collections
- Disbursement of support payments.

GUIDING PRINCIPLE 6

The agency will inform all customers of their rights and responsibilities.

Child Support Enforcement Division attended more than 4,000 hearings in 2011 on behalf of Stark County's children. Pictured here, Matthew Kreitzer, Staff Attorney, CSEA (left) and Stark County Family Court Judge Jim James.



CHILD SUPPORT ENFORCEMENT DIVISION

Amnesty Day

Last April, SCJFS' Child Support Enforcement Division teamed up with Stark County Family Court, Stark County Community Action Agency, Stark County Coalition to Advance Fatherhood and the Interdenominational Ministerial Association of Stark County to host a Child Support Warrant Amnesty event.

Of the **62** individuals who attended the event, **28** individuals had **32** child support warrants rescinded by the Family Court. Additionally, **24** individuals, who had previously had their driver's license suspended for non-payment of support, were able to reinstate their licenses. Nearly **\$1,500** was collected.

Project Rapid Response

With cuts in funding, especially in Child Support Enforcement, SCJFS has pursued special grant projects to better serve our customers. In 2010, SCJFS earned a special Federal Grant that allowed the agency to assist non-custodial parents who were unemployed. The Project Rapid Response initiative ended in the summer of 2011. SCJFS helped **80** non-custodial parents find employment. Also, diligent communication to recently unemployed non-custodial parents to advised them of their right to have a modification of their support order to reflect current income, resulted in **719** requests and **589** modifications completed.


Amnesty Day
Thursday, April 14th, 2011

The Stark County Family Court, in cooperation with Stark County Job & Family Services' Child Support Enforcement Division, Stark County Community Action Agency, Stark County Coalition to Advance Fatherhood and the Interdenominational Ministerial Association of Stark County is offering you this opportunity to resolve your child support bench warrant **WITHOUT** fear of being arrested.

You can avoid arrest!

Life Ministries
2631 Market Ave. N.
Canton, Ohio 44714
10:00 a.m.-6:00 p.m.

- Amnesty is **ONLY** for Child Support bench warrants from Family Court!
- You must bring your photo ID and social security number.



For more information contact: Robert Prince at (330)454-1676 ext 137

Child Support Customer Service Web Portal
Beginning in Spring 2012, customers can sign up to access their child support case. The Child Support Customer Service Web Portal online service allows users to obtain detailed payment information along with other basic information.

Anyone who pays or receives child support will be able to sign up in order to access their child support case.

The Child Support Web Portal can be accessed from the Ohio Department of Job and Family Services Home Page using the following link:
<http://jfs.ohio.gov>

The agency will respect cultural differences and support diversity.

The Agency's Cultural Diversity Committee engages and educates staff to be culturally sensitive to customers and one another. Committee members organize informative brown bag lunches, initiate agency-wide diversity training and host an annual Diversity Luncheon. Pictured here (left-right), Eligibility Referral Specialist Leanne Phillips and Mary Hilaneh, Program Administrator, Children Services, serve lunch during the Cultural Diversity Committee sponsored Salvation Army Summer Initiative.



HUMAN SERVICES DIVISION

Susan Lenigar, Deputy Director

The following are monthly averages.

Food Assistance Program

60,778 individuals received Food assistance at some point in 2011. This is about **1 out of 6 people** in Stark County.

Medicaid

A total of **67,886** individuals received Medicaid assistance in 2011. These programs include Age, Blind, & Disabled (ABD) Medicaid and family Medicaid programs such as Healthy Start/Healthy Families.

12,321 individuals received ABD Medicaid

50,370 individuals received Covered Family and Children's Medicaid

1,205 individuals received Medicaid through Foster Care Adoption Assistance

3,310 received Qualified Medicare Beneficiary (QMB) or Special Low Income Medicare Beneficiary (SLMB). These programs are federal Medicare Savings Programs which help low income elders and younger Medicare beneficiaries access Medicare benefits.

Ohio Works First Cash Assistance

7,138 individuals received Ohio Works First (OWF) cash assistance.

440 individuals received Disability Financial Assistance (DFA). DFA is a cash assistance program intended for individuals who have pending applications for SSI/SSDI, but have been determined to be disabled by the State.

49 individuals gained employment in 2011 through the Work Employment Program (WEP) and JOBS program.

4,160 children were cared for in 2011 through publicly funded child care.



The Human Services Division provides Ohio Works First cash assistance; medical assistance; food assistance; and job-related services including subsidized child care to eligible individuals and families in Stark County.

The agency will help customers develop and achieve goals.

SCJFS' Human Services Division Staff Development department facilitated more than 50 Community Workshops in 2011. Workshop topics covered Medicaid Spend Down and On-Line Applications. Staff also coordinated SARTA Travel Trainings, a nutrition course through the Ohio State Extension Office, United Way's 2-1-1 and couponing courses. Pictured here, Human Services Training Specialists Ellen Rowe and Deb Hogan, Roy Gleason, Supervisor, Human Services Staff Development, and Clerical Specialist Jan Hill.



HUMAN SERVICES DIVISION

In 2011, it is estimated that Human Services Division programs injected more than \$700 million into the Stark County community. Local grocers, hospitals, clinics and retailers benefit from these services.

Medicaid Disbursements	\$581,421,577*
Total Food Assistance Disbursement	\$ 97,813,313
OWF Cash Assistance Disbursement	\$ 13,503,747
Disability Assistance Disbursement	\$ 757,481
Child Care Assistance	\$ 12,379,184

Percentage of Stark County Population Participating in Selected Public Assistance Programs *(based on an estimated population of 375,586**)*

<i>Families Below Poverty Level</i>	6.80%
<i>Food Assistance Program</i>	15.45%
<i>OWF Cash Assistance</i>	0.82%
<i>Disability Assistance</i>	0.11%

**2010 amount. 2011 information not yet available.*

***2009 Ohio County Population Estimates, Ohio Dept. of Development.*

Work Participation Rates

Work Participation rates are the number one priority for the Ohio Department of Job and Family Services (ODJFS). Individuals who receive cash assistance are required to participate in a work activity and/or training component in exchange for the benefit. Ohio has failed to meet the required participation rates of 50% for single-parent households and 90% for two-parent households for three consecutive years. In order to avoid approximately \$250 million in penalties, Ohio counties must collectively meet these rates between October 1, 2011 and September 30, 2012.

SCJFS has consistently ranked among the highest performing metropolitan counties for work participation rates. In order to meet Federal requirements, however, continuous improvements must be made. In 2011, SCJFS initiated Job Club classes aimed at assisting participants in obtaining employment-related soft skills. Course curriculum includes electronic job search methodology, interviewing skills, proper application completion, employment retention, and several other topics. The courses have become an effective part of the Work Participation program for Stark County. Through this initiative and the additional efforts of staff, SCJFS continues to make positive strides in assisting cash recipients move towards self-sufficiency.

The agency's most valuable asset is its employees.

Each year, SCJFS celebrates employee milestones. Pictured here, celebrating 25 years of service are (left-right) Penny Cook (Eligibility/Referral Specialist 2), Joan Galant (Executive Administrative Assistant), Freeda Palmer (Supervisor, Child Support Enforcement), Jim Conversino (Supervisor, Human Services) and Audrey Adorisio (Supervisor, Human Services). Not pictured are Sue Smith (Unit Support Worker 1) and Karen Pressler (since retired) who celebrated 30 years.



IN OUR COMMUNITY

Community Education/Speaking Engagements

- Canton Salvation Army
- Massillon Middle School Community Fair
- Carnation Mall Safety Day
- Stark County Fair
- St. Paul's (N. Canton) Family Health Fair
- Mercy Medical Center Health Fair
- Family Economic Success Day
- Safe Kids Coalition's "Safe Kids Day"
- Four local YMCA's "Healthy Kids Day"
- Massillon FunFest
- Malone University Health Fair
- Hartford Middle School Harvest Fair
- Project Homeless Connect
- Back to School Fair (Canton)
- Imagine School Grand Opening
- Hartville Migrant Camp
- Plain Rotary
- Canton South Rotary
- St. Barbara's (Massillon)
- Ohio Benefit Bank

Employee Engagement

- Employees participated in Safety Week.
- Staff donated 94 pints of blood to Aultman's Blood Donation Program.
- SCJFS' Walk to Cure Juvenile Diabetes Team, "The DiaBeaters" raised over \$2,000.
- United Way's Annual Campaign - Employees contributed a total of \$6,707.40.
- Back-to-School Drive benefitting Supporting Partnerships to Assure Ready Kids™ (SPARK).

Community Partnerships

- Leadership Stark County's "TANF Town Simulation"
- Point-in-Time Homeless Count
- Participated in 7 local job fairs
- Project KARE's 2011 Rising Up...Moving On
- Foster Parent Recognition Banquet
- Wear Blue to Work
- Foster Family Tree Garden
- Senior Citizens Forum
- Project Homeless Connect
- Quality Funds* provided to Early Childhood Resource Center (purchased materials for lending library), Step Up to Quality and "Type A" Child Care Providers (basketball hoops and tricycles), Sisters of Charity (Mentoring Program, books and backpacks) and J.R. Coleman Child Care Center (Computers for children).

Employee Diversity Initiatives

- Employee Brown Bag Luncheon Series:
 - World Religions
 - Domestic Violence Project
 - How to Handle Trauma
 - Refuge of Hope
- 90 employees donated personal time to serve lunch at Canton Salvation Army during summer months.
- 7th Annual SCJFS Cultural Diversity Employee Luncheon – "Dishing Up Diversity"

**Quality Funds are federal/TANF fund provided to SCJFS to assist local child care centers that meet certain criteria.*

SCJFS has four agency-wide committees:

- Employee Enhancement
- Cultural Diversity
- Safety
- Public Relations

Committee members plan many seasonal events including "Take Our Daughters and Sons To Work Day," the Cultural Diversity Luncheon, Brown Bag Diversity Lunches, Safety Week and the Employee Parking Lot Party, which last year raised funds for the Juvenile Diabetes Research Foundation.

GUIDING PRINCIPLE 10

All employees will be dedicated, well-informed, well-equipped and take pride in their work.

SCJFS staff are encouraged to continue learning. Pictured here, Angi Duck, Supervisor, Children Services Training, and Social Services Worker Melissa Dungan prepare for a Safety Week training session, "Facebook: Who Is Using It and Why."

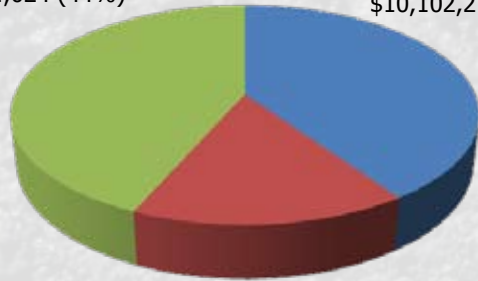


FINANCE

Children Services Division

Program Costs
\$10,854,024 (44%)

Wages & Benefits
\$10,102,218 (40%)



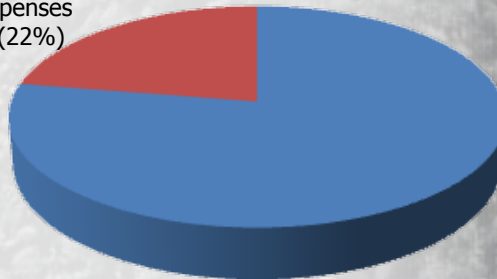
Operating Expenses
\$4,017,325 (16%)

Most benefits are paid to our customers at the state level and are not included in our financial statements. Our costs are primarily operational costs to administer the programs.

Child Support Enforcement Division

Operating Expenses
\$1,220,565 (22%)

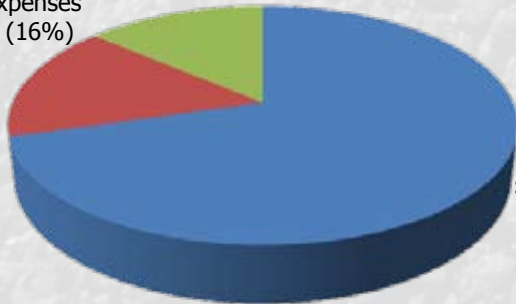
Wages & Benefits
\$4,245,919 (78%)



Human Services Division

Program Costs
\$2,233,126 (14%)

Operating Expenses
\$2,579,250 (16%)



Wages & Benefits
\$11,482,747 (70%)

2011 Agency Total
\$46,735,174

State and federal governments are re-evaluating priorities and trying to balance their budgets.

Local government funding is changing rapidly based on the changes made by the state and federal governments. The Finance department is responsible for projecting how changes will impact the agency's budget.

SCJFS' Executive Team relies on quick and effective communication of these projections in order to make decisions on how the agency delivers services to its customers, currently and in the future.

All employees will act and speak as one agency.

Each year, SCJFS' Employee Enhancement Committee chooses a philanthropic project. In 2011 it was the Juvenile Diabetes Research Foundation (JDRF). More than 40 employees joined SCJFS' team, the "Diabeaters," and raised nearly \$2,500 for the Walk to Cure Juvenile Diabetes.



STARK COUNTY JOB & FAMILY SERVICES

Children Services Division

300 Market Ave. North
Canton, OH 44702

Child Abuse/Neglect Report Line:

(330)455-KIDS

Foster/Adopt

(330)451-8789

www.StarkAdoptFoster.com

Child Support Division

122 Cleveland Ave. N.W.

P.O. Box 21337

Canton, OH 44701

Customer Service

(330)451-8930

Human Services Division

221 3rd Street S.E.

Canton, OH 44702

Cash, Food & Medical Assistance

Customer Service Call Center

(330)451-8861

Customer Service e-mail:

stark_csc@odjfs.state.oh.us

New Applications

(330)451-8500

Directory Assistance

(330)452-4661

JOBS/Child Care

(330)452-4661

Mission

To partner with our customers, community and other service providers to protect children and vulnerable adults, stabilize and strengthen families, and encourage self sufficiency and personal responsibility.

Executive Director
Julie Barnes, M.Ed.,
LSW

SCJFS 2011 Annual report is a publication of Stark County Job & Family Services. If you have questions or comments, contact Bill Burgess at (330)451-8869 or e-mail burgew@odjfs.state.oh.us.



www.StarkDJFS.org

