



December 2004

CCDJFS

E-Alert

A Newsletter of the Clark County Department of Job and Family Services

Good News on CSEA's Performance Incentive Earnings

The CSEA's Performance Incentive report card has arrived! Performance scores will determine the county's allocation amount of federal incentive dollars for 2005.

The federal government has established an 80% performance target in order to receive 100% of potential earned incentives. The CSEA program performance is evaluated in five areas: establishment of paternity, establishment of support orders, collection on current support, collections on current arrearages and the cost effectiveness of the collection program.

Paternity establishment has exceeded the state's 80% target; Clark County's paternity establishment rate was 93.00%. As of September 30, Clark County's caseload was 15,508; the number of paternities established was 8,361. Clark County ranked above counties with similar caseload numbers. For example, Trumbull County's 17,883 caseload established 7,670 paternities for a 81.04% rate. Allen County lists 11,352 active cases with 6,567 paternity establishments for a 91.90% rate.

The establishment of support orders also exceeded the state's 80% target goal. Clark County's establishment measure was 88.23%. This represents a 1.10% increase from 2003. Again, Clark exceeded both Trumbull County's 72.01% establishment rate and Allen County's 85.98% support establishment rate.

Unfortunately, Clark did not perform to the 80% target in the areas of collection of current support (61.04%) and arrearage collections

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National Adoption Month

Fifty two children in Clark County are available for adoption from foster care.

This November, Clark County Family and Children Services joined thousands of individuals, government agencies and child advocacy organizations across the nation in promoting the National Adoption Month 2004 campaign. The goal of this year's campaign, "You Don't Have To Be Perfect To Be a Perfect Parent," is to spread awareness to recruit and retain foster and adoptive parents for our nation's waiting children.

Since 1990, the nation has proclaimed November as National Adoption Month to focus attention on the children

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Human Services Statistics

*for
Clark
County*

Children under our protection who remain in their own homes

December 2003	March 2004	June 2004	September 2004
600	789	640	682

Children under our protection who are in our custody

December 2003	March 2004	June 2004	September 2004
182	172	140	154

Children receiving a subsidy for child care

December 2003	March 2004	June 2004	September 2004
638	710	725	734

Families receiving on-going cash assistance

December 2003	March 2004	June 2004	September 2004
770	710	673	640

Individuals receiving health insurance through Medicaid

December 2003	March 2004	June 2004	September 2004
24,229	24,348	24,620	24,892

Individuals receiving food stamps

December 2003	March 2004	June 2004	September 2004
14,827	14,618	14,752	14,867

Individuals receiving job training assistance

December 2003	March 2004	June 2004	September 2004
521	609	447	591

Individuals paying on child support orders

December 2003	March 2004	June 2004	September 2004
7,876	7,987	8,347	7,943

Last January, about 50 community members met at the Heritage Center to hear author Philip DeVol speak about his work, *Bridges Out of Poverty*. This book addresses the culture of poverty and the mindsets of economic class. It is based on the work of Ruby K. Payne, Ph.D. Dr. Payne has written and co-authored many

Mr. DeVol came back to Clark County twice last March – once to hold a full-day training on *Bridges*, and again to lead a workshop on “how to” assess and implement *Bridges* principles. At the beginning of November, O.I.C. of Clark County launched a pilot project to work with 10 local families in poverty on the workbook,

County, are being developed for dissemination to the community

- *In November, a parttime coordinator was hired to assist with the initiative*

Even though the Poverty Initiative is off to a good start, **it has a long way to go!** Every day poverty affects our school

Clark County Poverty Initiative



books on the culture of survival and strives to help educators and other professionals work more effectively with children and adults from that culture. This was the second time Mr. DeVol spoke in Clark County on this topic.

As a result of this presentation, a group of concerned leaders within the community formed a partnership in an attempt to increase the level of understanding of the *Bridges Out of Poverty* teachings, and ultimately make it an integral part of our community. This partnership was initiated by the Opportunities Industrialization Center of Clark County (O.I.C) and included the Clark County Department of Job and Family Services, the Turner Foundation, Springfield City Schools, and representatives from local courts and the faith-based community.

“Getting Ahead in a Just Getting-By World”, written by Mr. DeVol.

To date, many things have been accomplished with this community initiative on poverty:

- *A Steering Committee was formed in April and meets monthly*
- *An Executive Committee has been formed to assist with program goals & project sustainability*
- *Clark County has three “certified” **Bridges** trainers, two staffers from O.I.C. and one from Job and Family Services*
- *To date, over 170 Clark County residents have attended **Bridges** training*
- *Currently, publicity materials, including a video highlighting poverty in Clark*

systems, healthcare systems, workforce, employers, housing, neighborhoods and tax base. Our community must focus attention on the serious issues of poverty right here in Clark County.

Please support the efforts of this project – attend training, join a work group, and spread the news about this initiative. For more information on how you can support the project, call project coordinator Ellen Waild at (937) 323-6461, or ewaild@oicofclarkco.org.

Future **Bridges** trainings in Clark County are scheduled for:

- Friday December 10**
- Friday January 21**
- Thursday February 17**
- Thursday March 17**
- Thursday April 21**

To register please call the phone number above. #

Digital Imaging Project Phase 2 Launched

Our digital imaging system was implemented in August 2000. After the initial project encompassed the Child Support division, it was expanded to all divisions. As of November 19, over 5.6 million images reside on the system. We have fully converted the following areas: Child Support Enforcement, Adoption and Foster Care Benefits, Child Care, and Personnel. Our Employment & Benefits division is about 60 percent converted. Our Family and Children Services division is beginning the project for their files.

The next phase enhances the service to our customers. An improvement to our customer flow at the receptionist areas is one benefit of the next phase. Customers can expect less time spent in the lobby, as well as the capability for an improved interview with their case managers. We will be able to eliminate the requirement to handle documents multiple times by our staff. We can capture the documents from our customers at one time. Also, we are bringing the necessary "forms" used in our agency, into electronic formats with electronic signatures by our staff and customers.

Overall, our goal is to streamline operations and improve customer service. With this phase, we can gather statistics on our customer service and take action to respond to their needs. #

Customer Service Units to be Merged

Beginning in January, customers seeking information about child support, Medicaid, Food Stamps, or cash assistance programs should find it easier to get questions answered. In early January 2005, the merger of two customer service units will be complete, creating a new combined unit with nine workers. In 2005, it is expected that this combined unit will process as many as 150,000 calls on an array of subjects, including benefit and payment issues, requests for verification of information, or questions of general interest. To accomplish this heightened degree of service, extensive training and retraining of staff has occurred over the last few months.

Good News on CSEA's Performance Incentive Earnings

[continued]

(61.63%). The percentages represent a 0.77% decrease from 2003. The state recognizes that the county's demographics play a role in the numbers and percentages. Clark County CSEA will be required to demonstrate a 4% improvement rate during 2005. Present collection programs are being strengthened and new programs are being implemented to meet this improvement rate.

The cost effective category is based on the ratio of dollars collected per dollar spent. A ratio of \$5.00 and above earns 100% of the incentive. Clark's ratio was \$6.62.

Clark County CSEA's allocation for 2005 is estimated to be \$404,057.91. The actual distribution amount will be determined based on the final reconciliation from the federal office. #

National Adoption Month

[continued]

in the child welfare system waiting for placement with families. Nationally, there are approximately 542,000 children currently in foster care, 129,000 of whom are waiting for permanent families. Of the national children in need of adoption, 44 percent are African-American and 53 percent are over the age of 8. Locally, 73 percent of the available children are white, 23 percent are African-American, and 3 percent are bi-racial. Twenty three percent of the available children are age 1-5, 28 percent are age 6-11; and 48 percent are age 12-18. Twenty eight of Clark County's available children are members of sibling groups.

To help raise awareness of the need for adoptive parents, this year during National Adoption Month a new public service advertising campaign from the United States Department of Health and Human Services and the Ad Council have run on television, in print outlets, and on radio around the country. The ads encourage prospective parents to realize that they "don't have to be perfect to be a perfect parent," by addressing prospective adoptive parents' fears and convincing them that they have the ability to be adoptive parents.

Clark County has 52 children in need of adoption. They want places to call home and loving families to call their own. Throughout the upcoming year, remember that you do not have to be perfect to be a really ter-

rific parent to a child from foster care. Consider adoption and give a child something that every child deserves -- a home.

For more information about the National Adoption Month 2004 Campaign or Clark County Family

and Children Services, call Lynn House, Adoption Supervisor, at 937-317-1811 or visit: www.AdoptUSKids.org

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ADOPTION & FOSTER CARE RESOURCES ON THE WEB

The Collaboration to AdoptUSKids
www.AdoptUSKids.org

Adoption Exchange Association
www.adoptea.org

National Adoption Clearinghouse
www.naic.acf.hhs.gov

National Resource Center for Special Needs Adoption
www.nradoption.org

National Resource Center for Foster Care and Permanency Planning
www.hunter.cuny.edu/socwork/nrcfcpp

North American Council on Adoptable Children
www.nacac.org

Other AdoptUSKids publications in the Answering the Call series:

Recruitment Work Plan Guide for Adoption and Foster Care Program Managers (2003)

Practitioner's Guide: Getting More Parents for Children From Your Recruitment Efforts (2003)

Family Pocket Guide (for families entering the adoption and foster care process) (2003)

Lasting Impressions: A Guide for Photolisting Children (2204)

Finding Common Ground: A Guide for Child Welfare Agencies Working With Communities of Faith (2004)

WORKPLUS Annual Report Will Be a Tool for Future Success



WORKPLUS has a lot to show for its efforts, and that is exactly what has been done in its recently released 2003-2004 Annual Report.

Far from a stuffy document that is traditionally produced, but seldom read, the latest WORKPLUS annual report presents information in a way meant to impress, and attract, future customers -- both employers and job seekers.

For instance, 154 job placements were made from the WORKPLUS Center through the Workforce Investment Act last year. That's just one of a select group of numbers presented to readers as soon as they open the publication. Another "bottom line" statistic: 324 job placements were made by other WORKPLUS Center partners from July 1, 2003, to June 30, 2004.



FOR JOB SEEKERS

CORE Services

Core services are available in our Employment and Resource Room to anyone regardless of economic status. These services include:

- Initial assessments
- Career counseling
- Job search assistance
- Job placement assistance
- Information and designated phone lines to assist in filing Unemployment Compensation claims
- WIA orientations
- Information and referrals to supportive services
- Computer copies, fax accessibility
- Staff assistance in resume preparation
- Education and training resource materials

Intensive Services

Intensive services are available, but have qualifying requirements, including economic and employment status. Such services include:

- Care management
- Comprehensive assessments
- Development of individual employment plans
- Individual career planning
- Pre-vocational services
- Group counseling

Training Services

Training services are available to individuals who need training, and have the qualifications to participate, and are able to obtain financial assistance, but are unable to obtain employment without such training.

- Occupational skills training
- Literacy classes
- Entrepreneurial training
- Job readiness training
- Skills upgrading
- On-the-job training
- Adult education
- Employer customized training

FOR EMPLOYERS

Services available to employers include assistance in recruiting and retaining qualified employees.

- Services for employers that are downsizing
- On-site recruiting
- Labor market information
- Information on tax credit programs
- Job fairs
- Customized training
- Job profile analysis
- Posting of job vacancies
- Customized processing of applicants
- Job matching services

The staff at the WORKPLUS Center meets with employers to establish a process that meets their specific needs when they recruit at the WORKPLUS Center. Likewise, employers are encouraged to post their opportunities on the Employment Resource Room's "Job Opportunities" board and to place them in the state's job matching system, SCOTT (Sharing Career Opportunities and Training Information). Successful outcomes are achieved by working together to come up with the best possible solutions.



Premedico Corporate Park
Premedico is the largest of our partners and has been a valuable resource for our center. They have provided us with many opportunities for our clients to gain employment and training. Their commitment to our clients is evident in the quality of their employees and the success of our partnership.

Studebaker Nurseries
Studebaker Nurseries has been a valuable resource for our center. They have provided us with many opportunities for our clients to gain employment and training. Their commitment to our clients is evident in the quality of their employees and the success of our partnership.

Quest Tool & Machine
Quest Tool & Machine has been a valuable resource for our center. They have provided us with many opportunities for our clients to gain employment and training. Their commitment to our clients is evident in the quality of their employees and the success of our partnership.

Mercy Medical Center
Mercy Medical Center has been a valuable resource for our center. They have provided us with many opportunities for our clients to gain employment and training. Their commitment to our clients is evident in the quality of their employees and the success of our partnership.

AX-100
AX-100 has been a valuable resource for our center. They have provided us with many opportunities for our clients to gain employment and training. Their commitment to our clients is evident in the quality of their employees and the success of our partnership.

154
Number of job placements made by the WORKPLUS Center through the Workforce Investment Act last year.

89
Number of individuals assisted by the WORKPLUS Center through the Workforce Investment Act last year.

103
Number of individuals assisted by the WORKPLUS Center through the Workforce Investment Act last year.

324
Number of job placements made by other WORKPLUS Center partners from July 1, 2003, to June 30, 2004.

Employers

themselves are well represented in the document. Several readily agreed to provide testimonials about their success and happiness with WORKPLUS. These Clark County businesses include Quest Tool & Machine, Mercy Medical Center and Studebaker Nurseries.

Also presented in clear and compelling terms are testimonials from individuals who gained employment and training through WORKPLUS. Readers will see that more than one individual said that WORKPLUS changed their lives.

Two thousand annual reports were printed, and are now being distributed to business and private sector executives, as well as to public officials and community leaders in Clark County, other Ohio counties and state officials. What are the goals of this publication? Answer: to generate more interest in WORKPLUS, to bring even more employers together with job seekers, and to improve the quality of life for everyone across the county. #

Early Retirement Incentive Plan Offered to CCDJFS Employees

Last July, the Clark County Department of Job and Family Services announced that 52 employees were eligible to participate in an Early Retirement Incentive Program. This Program was offered as a cost-saving measure as we move into 2005. Twenty-eight employees took advantage of a one-year buy-out. The combined years of service for these 28 employees totaled more than 821 years.

This program will result in a total annual savings of over 1.3 million dollars.

At right is a list of employees who have retired or will be retiring between now and September 2005. #

Linda Certain	Rebecca Wilson	Mary Beth Turner
Henrietta Curry	Martha Rogers	Charles Turner
Diana Freeman	Carolyn Brown	Diana Foster
Raymond Lloyd	Terri Peter	Ruth Jenkins
Timothy Simmons	Kathy Compton	Sherry Harris
Ann Mills	Linda Mulkey	Karen Sullivan
B. Jean Wade	Michael Besecker	Janice Brewer
Karen Riley	Becky Ward	Elaine Sullivan
Constance Thomas	Peggy Hosey	Yvonne Hackley
Linda Jones		

We wish all of our new retirees much happiness and thank them for the service they have provided to our county.

The Clark County
Department of
Job and Family

S E R V I C E S

Want to mail E-Alert to a friend or co-worker?

Forward this pdf. file as an attachment,
and encourage them to contact Robin Maynard at 937/327-1859,
or at rmaynard@clarkdjfs.org
to be put directly on this newsletter distribution list.