

**New, Easier  
to Read E-Alert!**

Larger Type, Easier to  
Read Type Faces

**Vital  
Statistics**

Page 2

The Ohio  
e-Quickpay  
MasterCard Card  
Page 4

Project Jericho ...  
FCNB in Clark  
County  
Page 5

September 2004

CCDJFS

# E-Alert

A NEWSLETTER OF THE CLARK COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES

## The Ohio e-QuickPay MasterCard

The Ohio Department of Job and Family Services (ODJFS) is offering an optional method for receiving child support payments. Custodial parents in Clark County first received this opportunity on August 31,

with "debit like" access to their child support payments. Previously, custodial parents received paper checks or direct deposits.

This new process, **eDisbursement**, will be fast, safe and conve-

nient. Custodial parents will not be required to have bank accounts, but will have electronic access to funds. The e-QuickPay Debit MasterCard will allow easy access to cash and services through MasterCard banks, ATMs and mer-

chants. No charge will be assessed for cash withdrawals from MasterCard banks; withdrawal fees from a MasterCard ATM will be \$0.75. The custodial parent will no longer incur possible check cashing fees.

See **e-QUICKPAY**, Page 4



A Clark County resident recently takes advantage of the WorkPlus Resource Room. The WorkPlus Annual Report for Fiscal Year 2004 will be released in the next few weeks.

## Dislocated Workers in WIA (Workforce Investment Act)

What is a Dislocated Worker? Congress authorizes the dislocated worker program, after which, the U.S. Department of Labor is responsible for allocating federal money to the states. Employees of companies that have closed recently, or that have had massive layoffs, or that have downsized, eliminating departments or divisions, would be eligible to be served as dislocated workers. Dislocated workers are also unlikely to return to the same industry or occupation. They have lost their jobs through no fault of their own and have acquired good work ethics, usually with many years of solid work history.

In the past four years, the WIA program has served workers from companies such as: International Truck and Engine (over 1700 layoffs), Olan Mills, O'Cedar, Active Transportation, Miller Textiles ,

SEE **DISLOCATED**  
ON PAGE 3



# Vital Statistics

for the previous



quarters

## Children under our protection who remain in their own homes

September 2003	December 2003	March 2004	June 2004
<b>292</b>	<b>225</b>	<b>288</b>	<b>288</b>

## Individuals receiving health insurance through Medicaid

September 2003	December 2003	March 2004	June 2004
<b>23,894</b>	<b>24,229</b>	<b>24,348</b>	<b>24,620</b>

## Children under our protection who are in our custody

September 2003	December 2003	March 2004	June 2004
<b>185</b>	<b>182</b>	<b>172</b>	<b>140</b>

## Individuals receiving food stamps

September 2003	December 2003	March 2004	June 2004
<b>13,829</b>	<b>14,827</b>	<b>14,618</b>	<b>14,752</b>

## Children receiving a subsidy for child care

September 2003	December 2003	March 2004	June 2004
<b>782</b>	<b>638</b>	<b>710</b>	<b>725</b>

## Individuals receiving job training assistance

September 2003	December 2003	March 2004	June 2004
<b>447</b>	<b>521</b>	<b>609</b>	<b>447</b>

## Families receiving on-going cash assistance

September 2003	December 2003	March 2004	June 2004
<b>734</b>	<b>770</b>	<b>710</b>	<b>673</b>

## Individuals paying on child support orders

September 2003	December 2003	March 2004	June 2004
<b>8,062</b>	<b>7,876</b>	<b>7,987</b>	<b>8,347</b>

## T.E.A.M. Provides Positive Work Experience

In partnership with the Clark County Department of Job and Family Services, the Opportunities Industrialization Center (OIC) of Clark County has offered the T.E.A.M. training program to Clark County residents since 1998. T.E.A.M. originated in response to welfare reform but has grown to serve the needs of other individuals seeking training and employment. T.E.A.M. (Training, Evaluation and

Mentoring) is an on-the-job training experience that provides continual evaluation and supportive services for the participant in a real work environment. T.E.A.M. provides an opportunity for those with spotty work histories or limited job retention to gain valuable work experience and a positive work evaluation with the goal of transitioning to work. T.E.A.M. also provides an opportunity for the par-

icipant to develop transferable skills. T.E.A.M. placement is based on the participant's goals and interests and training time runs approximately four to six weeks.

Since its inception, the T.E.A.M. program has expanded to serve anyone interested in training who meets eligibility criteria, not only for those receiving public assistance. T.E.A.M. has gained the support of lo-

cal employers who see the benefits of its service to their companies and the communities. Employers must commit to attending a *train the trainer* session to understand the goals and vision of the program. Employers also must offer mentors to train and evaluate TEAM participants throughout their training. In exchange for this, companies receive

# Dislocated Workers

CONTINUED FROM PAGE 1

Holophane, Big Bear Stores, Vernay Laboratories, Honeywell, Valco Truck and Trim, Cooper Energy, International Steel Wool and several others in the Dayton-Springfield metro area. So far the Clark County WIA program has served over 1,035 former employees. Typically, a dislocated worker program serves about a third of the total laid off from a business.

How can a dislocated worker be helped? Most dislocated workers have worked for many years at these companies and may not have updated resumes or even know how to search for new jobs. Because of recent technology changes, many workers have fallen behind in acquiring skills for today's jobs. Being dislocated allows opportunities for them to retrain in occupational fields that are more in demand.

There have been numerous *success stories* from trainings for dislocated workers. Many have taken opportunities to train in the medical field. Two former International Truck and Engine (Navistar) workers have recently completed education in new occupations. A 55-year-old African-American male who graduated from Miami Valley Career Technology Center in Dayton in the

Licensed Practical Nurse program received an award of excellence for outstanding clinical performance and a free one-year membership in the Licensed Practical Nursing Association of Ohio, Inc. A 24-year-old female graduated as the president of her class at Community Hospital School of Nursing in the Registered Nursing program. After completing her state testing, she began working at The Ohio State University Hospitals on August 9<sup>th</sup>. In addition to nursing, some have trained as physical therapy assistants, radiologists, respiratory therapists, medical laboratory technicians, medical office administration and dental hygienists.

Former Navistar workers have received training in:

- ✓ Business administration, insurance, real estate, accounting
- ✓ Technical fields, such as water environment technician, heating and air conditioning technician, electrical maintenance, CNC machinist, automotive technology, machining and tooling, and industrial electronics
- ✓ Engineering, including electrical, mechanical, and manufacturing

- ✓ Eco-tourism
- ✓ Social services
- ✓ Heavy equipment operation and truck driving with Haz-Mat
- ✓ Computer fields, including Microsoft Certified Systems Engineer, Networking Program Certifications, computer information technology and computer graphic arts design
- ✓ Legal assistant, criminal justice and peace officer training

Of the 80 people (of 144 eligible) from Olan Mills Photography who received some job search and training assistance from the dislocated worker program at the WorkPlus Center, numerous graduated. One dislocated worker received high-level computer instruction at New Horizons Computer Center, and is now an instructor at that school. She actually more

than doubled her former wages. An Olan Mills supervisor who also received some web design and related software training from New Horizons formed his own business. He was featured on the front page of the business section of the Springfield-News Sun as an entrepreneur at his graphics and website design enterprise. Others are in training or have completed training as medical office assistants, registered nursing, licensed practical nursing, accounting, administrative assistants and computer graphics design.

Displaced homemakers could be served in the dislocated worker program. They have not worked for several years, but now need to seek employment because of death or divorce within their families. A self-employed person who has had a business failure could also potentially be considered as a dislocated worker. ▀



**C**ustodial parents will have faster access to their child support funds. Typical paper check issuances can take up to five days before a parent receives payment. If a

rollment will be available in December.

The benefits to Ohio and ODJFS encompass:

1. **Cost savings associated with check printing and mailing. Postage sav-**

## *The Ohio e-QuickPay MasterCard*

check is lost, four more days are added for re-issuance. With electronic disbursement, the payment is processed on day #1 and funds are added to the card on day #2 for immediate use of funds.

Balance and activity information is available 24-hours-a-day, 7-days-a-week (24/7). Information is available at:

[www.e-QuickPay.com](http://www.e-QuickPay.com)

or, by calling the toll free number 1-800-503-1283.

Six counties participated in the first phase, which rolled out on July 7. They are: Clarmont, Fairfield, Franklin, Greene, Holmes and Richland. Phase 2 began enrollment on August 31. The four counties participating in this phase are Butler, **Clark**, Hamilton and Montgomery. Cuyahoga County is scheduled to begin in October; statewide en-

**ings are expected to be about \$2.4 million.**

2. **Elimination of work from return checks; reduction of undistributed collections.**
3. **Elimination of check fraud.**
4. **Elimination of disbursement-related reconciliation activities.**

According to the Electronic Disbursement Advisory Council, "eDisbursement provides an effective complement to direct deposits and a strong alternative to check disbursements."

### **Additional CSEA Payment Information**

Child support payment information is now available on line to both the Obligee and Obligor:

<http://jfs.ohio.gov/ocs>

The information is fast, secure, and it provides:

#### **Payment information**

**Amount of last payment**

**Date payment was processed**

### **ExpertPay for employers**

**ExpertPay**, a web-based system, enables employers to collect and electronically submit employee child support payments quickly and easily. Electronic child support payments arrive at the

#### **Total balance**

This is a secure website. Customers will need a personal identification number (PIN).

First time users: Temporary PIN is the last 4 digits of their Social Security number followed by KIDS (1234KIDS). The system will prompt creation of personalized PIN for future use.

state collection center within three days of the effective date of the employer debit, specified by the employer. There is no mail time and no potential for missing checks.

For information:

**On line:**

[www.expertpay.com](http://www.expertpay.com)

**Email:**

[customerservice@expertpay.com](mailto:customerservice@expertpay.com)

**Toll free:**

1-800-403-0879

## **T.E.A.M.**

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trainees at no cost and have the opportunity to evaluate their work performances before making job offers.

T.E.A.M. has been a great success because of the support of its sponsors and employers. The success of T.E.A.M. is also due to the mentoring that takes place throughout the training. T.E.A.M. participants often lack resources and support systems that T.E.A.M. can provide for natural supports to be built. In 2002, The Ohio State University's John Glenn Institute recognized the T.E.A.M. program as a *best practice* in the state for demonstrating innovation and documenting results in helping low-income people. ▀

# Family-Centered, Neighborhood-Based Practice in Clark County

**H**ow often do we hear of an initiative and think, “oh, no, not another new program!” Family-centered neighborhood-based services is becoming a way of doing business in Clark County, not just an “initiative” or “program.” Many of the things that our agency has been doing over the past few years exemplifies the family-centered neighborhood-based philosophy of working with children and families and the community.

Clark County has a strong history of collaboration with other child and family serving agencies and actively seeks out grant opportunities to develop and expand services that strengthen families. One such opportunity came about through a grant from the Ohio Arts Council. In collaboration with the Clark State Community College’s Performing Arts Center, **Project Jericho** was established. Initially, the focus of Project Jericho was prevention and reduction of delinquency behaviors among youth through participation in the arts. The project has expanded to offer structured arts activities during supervised visitation times. Parents

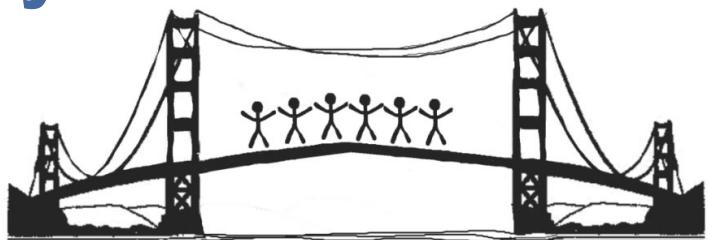
with children in substitute care, as well as in-home protective service families, are given the opportunity to attend professional artists’ productions and participate in quality arts and crafts activities as a family.

The current expected outcomes for Project Jericho participants are:

**To complete family artwork and to develop skills to continue family projects outside of Project Jericho;**

**To exhibit increased self-confidence, the ability to work cooperatively with one another towards a common goal, and an understanding of family interaction (based on 7 Habits of Highly Effective Families)**

Youth who participate in Project Jericho are learning appropriate social skills, how to work together as a team, developing their “hidden talents”, and becoming a part of the community through volunteer experiences. Parents are also learning appropriate social skills, how to access community resources, and developing a repertoire of constructive activities to engage in with their children. Parents with



## Family-Centered, Neighborhood-Based Services

children in care also get the chance to interact with parents whose children have been reunified, giving them hope that they can get their family back together.

Creating Life Books (both Child and Family Life Books) has been an ongoing central theme with Project Jericho. Families involved with Family and Children Services (both in home and custody situations) are invited to participate. In September 2003, the “Creating a Family Album” series began. This series incorporated lessons from The 7 Habits of Highly Effective Families and focused on teaching strong parenting skills through the arts. Ten families participated in this series. Due to its success, a similar series was offered in October 2003 with nine families participating. A third Life Book series was held last March. Each series ended with a reception held in honor of the participants. The reception allowed families to showcase their albums for

friends and social workers. The families’ 100% attendance to all six sessions of the October/November series was testimony to the program’s success. Participants are asked to complete a satisfaction survey following every series. Survey questions include: I think Project Jericho helped me improve the way I communicate with my children; I feel good about myself when I am with my children; I would like to participate in Project Jericho again; I think having structured activities during visitation time is a good idea. Responses on the surveys are always very positive. Project Jericho’s Life Book Program was represented at “The Ohio Association of Child and Youth Care Professionals” Conference last February. The Life Book Program was so well received that it was featured in “The Front Line”- a statewide newsletter for Social Service Agencies.

## JERICHO

CONTINUED FROM PAGE 5

The Performing Arts Center also offers complimentary tickets to families and foster families for a variety of performances throughout the year. In situations where a visitation needs to be supervised, a Family and Children Services staff person may accompany a parent and child to one of these performances as a part of the family's visitation plan. Foster parents are also encouraged to invite birth families to accompany them to performances and workshops. One of the workshops, Make 'em Laugh (led by a nationally known Barnum and Bailey Circus Clown), was attended by 13 foster families (nearly 70 people).

While the main focus of Project Jericho is family

art activities, a week long Arts Camp (Monday through Friday from 9 to 2) is offered in the summer just for preteen/teen age youth. The decision was made that participants did not have to be officially involved with Family and Children Services to attend the camp. It was felt that it would help "agency involved" youth become more integrated into the community. Twenty-seven youth participated in the camp, mastering several African dance and acrobatic routines. They painted rain sticks, made paper mache' African masks and handmade memory albums. The week culminated with a powerful performance witnessed by nearly 100 friends, family members, social workers and court probation officers. Art

The theme of the 2004 Art

Camp was puppetry, and featured three artists from the Wood and Strings Puppet Theater from Tennessee.

Project Jericho also encourages youth to "give back to the community" through involvement with the arts. In September 2003, four Project Jericho youth did volunteer work at the Springfield Culture Fest, and one youth assisted teaching art classes on Saturday at the Springfield Museum of Art. In November 2003, Project Jericho youth attended the Tony Danza concert and got to meet with him after the performance. Six of these youth also created several collaborative water color paintings that were auctioned off on that date (the Silent Auction raised \$1,250 for Project Jericho). In the winter of 2003, 10 youth from the county Children's Home made Santa banners to be used in the Center City's Holiday in the City Parade (the banners then went on display at the Clark State Performing Arts Center for public viewing.) Three youth also assisted with Center City festivities, providing activities for children in the Bushnell Building. Several youth participated in painting a fiberglass cow, which was auctioned off at the Young's Jersey Dairy's "Metamorphosis" (raising

\$450 for Project Jericho activities).

Project Jericho is helping to build stronger families and a stronger community through the arts, which is what family-centered, neighborhood-based practice is all about. Parent responses speak volumes to the impact that Project Jericho is having in their lives.

The following are questions and responses from individuals who participated in surveys that were conducted last February:

### QUESTION

*Did you learn anything about yourself or your children during Project Jericho?*

### ANSWERS

*I learned not to be as critical about what he is doing.*

*I learned a lot about how to keep them from feeling I love one more than the other.*

*We are getting along better.*

*The talents my daughter has.*

### QUESTION

*What is your biggest challenge as a parent?*

## JERICHO

CONTINUED FROM PAGE 5

### ANSWERS

*Being structured and consistent.*

*Doing what is best even though it is not popular.*

*Knowing if I am making the right decisions where my children are concerned.*

*I am a single parent.*

### QUESTION

*When do you feel best about yourself as a parent?*

### ANSWERS

*When I am interacting with my kids and I see they are enjoying themselves.*

*When my children feel good about themselves.*

*When my children smile and tell me they love me.  
I try to be a good mom.*

*When I spend time with my kids.*

For Children Services' staff, one particular situation pointed out the power of Project Jericho. A mother was involved in the Life Book series with her son. Children Services had made the determination prior to the Life Book series that permanent custody would be pursued because the mother had not been working her case plan. During the course of the Life Book series, it became apparent to the mother that her son really had a bond to her. When the mother realized that she was of importance to her son, she began to work with Children Services and actively pursued reunification. ■



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to be put directly on this newsletter distribution list.