


2003 annual report



Count On Us.



Through leadership and partnering with our community, we assist and encourage the people of Pickaway County to become safe, stable, healthy and self-sufficient individuals and families with opportunities for growth. We do this by exploring their strengths and needs to provide quality services.

OUR VISION FOR THE FUTURE OF PICKAWAY COUNTY...

ALL CHILDREN...

- > Live in a safe, stable and supportive environment
- > Receive quality education and affordable child and health care
- > Achieve physical, emotional and spiritual well-being
- > Respect themselves and the diversity of others
- > Become responsible children and self-sufficient and productive adults

ALL ADULTS...

- > Are motivated and empowered to achieve their greatest level of self-sufficiency
- > Have the education, skills and work ethic necessary to be successful at work and in life
- > Have quality health care that responds to their physical, mental and emotional needs

ALL FAMILIES...

- > Build strong relationships through love, support, guidance and encouragement
- > Are self-supporting, happy and live in a safe and nurturing environment

THE COMMUNITY...

- > Creates a safe, stable and healthy environment for all
- > Creates a more efficient and comprehensive network of social services and community resources
- > Provides stable economic conditions that result in employment and career opportunities

EXECUTIVE DIRECTOR'S LETTER

One of the first school memories most of us have, besides fat pencils, little cartons of milk, and being told to walk, not run, was learning how to count. There was the first hurdle of getting all the way to 10. It was tough, but fingers helped. Then, if that wasn't bad enough, you were expected push on to 100. Sure, there was a system, but it didn't always make much sense (if 22 is twenty-two and 32 is thirty-two, how come 12 isn't tenty-two?).

To a six year old, though, just grasping the idea of 100 was daunting. It was a huge number, almost beyond our imagination. Could there really be that many of anything? It was impossibly large. How in the world could we ever count that far?

Amazingly, we could. And it was because we didn't have to do it all by ourselves. Our teachers were there, patiently listening as we made yet another attempt. Our parents put up with us (heck, they even helped) as we counted pennies out of the jar, putting them into piles all over the kitchen table. Even our older, more sophisticated second and third grade siblings tried to help (mostly), though their hints about even bigger numbers ahead sometimes made us worry more than we needed to do.

And then, one day, we stood up in front of the class, took a deep breath, and tried again. Our knees knocked, and we stumbled a bit as we got started. But, as we pushed on, we felt a growing confidence. We knew this stuff, and we could do it. And we did. We marched all the way from one to 100, hitting each stop on the way. They may not give out many medals for counting, but we felt like we had earned a victory lap or two. Maybe even 100.

We knew we had accomplished something important. We learned a skill that turned out to be critical to so much of what came later, something we still use every day. What we didn't realize, though, was that we had learned something even more important.

We learned there are people who will stick by us and help us overcome the seemingly impossible challenges when things get tough. People who cared about us, who wanted to see us succeed, and who would do all that they could to make that happen. They helped us become someone better than we were, investing their heart and energy to give us the extra push we needed to get to that goal. We had learned there were people we could count on.

The people of the Pickaway County Job & Family Services are a lot like those folks we counted on as kids. Every day, families facing challenges that threaten their happiness turn to the professionals at Job & Family Services looking for answers, looking for someone to be on their side. And hundreds of times every day, Job & Family Services is there.

People count on us to make sure that families struggling to work their way out of poverty have access to food and medical services for their children. They count on us to make sure that kids grow up in safety, and never have to face child abuse or neglect. Our elderly citizens know they can count on us, too, protecting them and finding health care when they're most in need.

Pickaway County knows that it can count on Job & Family Services to provide excellent service to parents paying or receiving child support, and to work diligently to make sure that all obligations are met. While they work, low-income moms and dads know that we've been able to connect them to quality child care, care they can count on while putting in a hard day's work.

Hundreds of hard-working people have counted on us in recent years, as long established employers have left our county and new ones, needing new skills, have arrived. Pickaway County workers know they can turn to Job & Family Services for help in mapping out the road to new careers in a new economy; good careers that will support families and grow our community.

It's a long way from first grade to the challenges we face today, and it's not always easy. But like those teachers and parents who helped us achieve something amazing, Job & Family Services is here to assist families to do things they never thought possible. We're dedicated to being the people Pickaway County call on when they need someone to work with them to eliminate barriers to productive, happy lives. And that's something you can count on.



Heath MacAlpine
Executive Director

PICKAWAY COUNTY COMMISSIONERS

Robert Huffer
President



Ula Jean Metzler
Vice President



John A. Stevenson



PCJFS LEADERSHIP TEAM

Patricia J. Fouch
Assistant Director



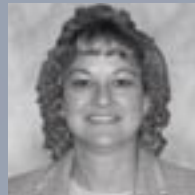
Natalie Blue
Administrator Child Support &
Customer Service



JoEllen Deal
Administrator Children Services



Janice Shannon
Administrator Workforce
Investment Network



Rojanne Woodward
Administrator Family Support



CHILDREN SERVICES

Count On Us For Child Safety ...

It's the job of Children Services to make sure children live in safe and stable homes, free from abuse and neglect. We investigate all allegations of child abuse or neglect to see if a child is at risk and what action is needed. Most of the time, services are provided to the family with the child in the home. However, if necessary, a recommendation may be made to the Court for the child to be removed from the home for their protection, at which time the child is placed with a relative or a licensed foster parent. Our first and foremost concern is for the well being of the child.

2003 NOTEWORTHY

- > Pickaway County Commissioners designated March as Child Abuse Prevention Awareness Month, with an awareness luncheon and flag raising.
- > Licensed foster homes established in all Pickaway County school districts to reduce the trauma of out of home placement by keeping a child in their own school district.
- > Two girls, ages 7 and 8, were adopted into permanent families.
- > A holiday party was celebrated for children in foster care, which included gifts provided by the generosity of our community.

STATISTICS

| | 2002 | 2003 |
|------------------------------|------|------|
| Children Served | 742 | 737 |
| Children in Foster Care | 52 | 46 |
| Children Adopted | 2 | 2 |
| Pickaway County Foster Homes | 10 | 13 |

CHILDREN SERVICES PROGRAMS

Child Protective Services — Intake and investigation of child abuse and neglect complaints. Protective supervision of children in their own homes and services to support children and families.

Foster Care — Recruitment, orientation and licensing of foster family homes to provide temporary care for abused, neglected and dependent children in the custody of the agency.

Adoption — Recruitment, orientation and completion of home studies for families seeking to adopt children. Services provided to support and subsidize adoptions.

Kinship Support — Information and referral services to assist relatives caring for children of another family member to help provide a stable, alternative home.

Family Stability Services — Short term in-home intensive services assisting child-welfare families with parenting, budgeting, homemaking and environmental services to promote self sufficiency.

WE NEED YOU

How Do I Report Child Abuse or Neglect? Anyone can report suspected child abuse or neglect. Child abuse may be physical, emotional, or sexual. Child neglect involves the omission of basic necessities of life, such as food, clothing, proper shelter, medical care and supervision. To report child abuse or neglect in Pickaway County, call the Children Services Intake Unit at (740) 474-3105 Ext. 437. If there is an emergency after hours, an on-call worker can be contacted through the Pickaway County Sheriff's Department.

Interested in Being a Foster Parent or Adopting? For Information about foster parenting or adoption, call (740) 474-3105, Ext 426.



A Foster Family's Tale

We have been doing foster care for 11 years. Getting started was the hardest part. It was scary thinking about strangers living in our house. We got over that, and helping children has been the most rewarding thing we have done. We've learned to take nothing for granted. A small thing like packing a picnic basket for a day at the zoo is a big event to a 17-year-old who's never been there, or even seen a picnic basket!

We've made the decision to go the distance with adoption. We've had children who have no extended family to return to. When the court decided they could never return to their birth families, the obvious solution was to have them stay with us. It is a very rewarding experience that we have never regretted. There have been days of pure joy and contentment. There have also been days of sheer exhaustion and tears. Will we keep doing it? I say yes, oh yes. The moments spent watching these children accomplish a task they didn't think they could far out weigh the bad moments. It makes life meaningful. - L.B.D.



An Obligor's Tale

Ted learned a difficult lesson, and the Pickaway County Probate Court sent a strong message that paying child support is a serious responsibility. His is one of 3,250 child support cases handled by Pickaway County Job & Family Services in 2003.

The agency caught up with Ted for failing to meet the financial obligation he has to his children. Forced to answer to the court, Ted testified that he expected to inherit \$5,000 from the estate of a family friend, and offered to pay one-half of that inheritance towards the delinquent debt.

The court, however, had other plans for the inheritance. Judge Jan Michael Long signed an order for Ted to pay the entire \$5,000 for child support.

That \$5,000 is included in the \$8.6 million in child support the agency collected and distributed to families last year.

CHILD SUPPORT

Count On Us For Financial Stability ...

Child Support makes a difference in managing food, shelter, clothing and medical expenses. Research shows a correlation between consistent child support and improved school attendance, higher grade point averages, and reduced behavioral problems.

2003 NOTEWORTHY

- > Pickaway County Commissioners designate August Child Support Awareness Month.
- > Child support collections stemming from suspended driver's licenses increased to \$16,660 in 2003 compared with \$9,890 in 2002.
- > Increased Criminal Non Support referrals and subsequent indictments to 20 compared with seven in 2002.
- > Teamed with the Pickaway County Sheriff's Department in a state-wide Child Support Warrant Roundup. The effort resulted in the arrest of 28 people — one owing more than \$50,000 — placing Pickaway County in the top four of participating Ohio counties.
- > Two Pickaway County obligors featured on Ohio's Most Wanted poster.

STATISTICS

| | 2002 | 2003 |
|-----------------------------------------|-------------|-------------|
| Child Support Collected and Distributed | \$8,667,677 | \$8,602,333 |
| Paternities Established | 73 | 76 |
| Support Orders Established | 146 | 173 |
| Cases | 3,207 | 3,250 |

CHILD SUPPORT SERVICES

Locate Absent Parents — Search for address, property, and asset information.

Paternity Establishment — Determine existence or non-existence of a father-child relationship.

Establish Child and Medical Support Orders — Obtain court-ordered support.

Enforce Child and Medical Support Orders — Methods to secure payment of support, including income tax intercept, wage withholding, liens, court hearings, driver's license suspension, passport revocation, professional license suspension, seizure from bank accounts or assets, credit bureau reporting, recreational license suspension, seek work orders, wanted poster, and criminal non support.

Adjust Child and Medical Support Orders — Increase or decrease the amount of support orders in accordance with Ohio Child Support Guidelines.

FAMILY SUPPORT

Count On Us In Times Of Crisis ...

The Family Support Division assists adults, families and children with a variety of services, ranging from food, shelter and health insurance, to vehicle repair and child care. Helping people achieve self-sufficiency is our primary goal.

2003 NOTEWORTHY

- > Recognized for 97.5 percent accuracy rate in food stamp distribution.
- > Prevention, Retention and Contingency Plan redesigned to include more support services to employed families with children.
- > Due to state reduction in eligibility, 153 families assisted with child care compared with 202 in 2002.
- > Tough economic conditions in Pickaway County find more families receiving assistance with Ohio Works First, food stamps and medical insurance.
- > Recovered \$76,267 in fraudulent and erroneous issuance of benefits.

SERVICE PARTICIPATION & ELIGIBILITY STATISTICS

| | 2002 (Avg. Monthly) | 2003 (Avg. Monthly) |
|--------------------------------|-------------------------|-------------------------|
| Ohio Works First | 296 Families | 352 Families |
| Food Stamps | 1,475 Families | 1,735 Families |
| Medicaid | 3,988 Assistance Groups | 4,300 Assistance Groups |
| Disability Cash | 41 Individuals | 53 Individuals |
| Disability Medical | 74 Individuals | 82 Individuals |
| Child Care | 202 Families | 153 Families |
| Adult Protective Services | 7 New Investigations | 11 New Investigations |
| Benefit Recovery | 39 Investigations | 20 Investigations |
| Certified Child Care Providers | 25 Homes | 24 Homes |
| | 9 Centers | 12 Centers |

FAMILY SUPPORT PROGRAMS

Adult Protective Services — Investigates reported abuse, neglect and exploitation of persons aged 60 and over.

Benefit Recovery — Investigates alleged fraud and pursues recovery of public assistance overpayments.

Child Care — Assists low-income parents who are working or enrolled in training programs.

Disability Assistance — Provides cash assistance to low-income individuals who are disabled, or living in residential treatment centers.

Food Stamps — Assists individuals and families to purchase food.

Learning, Earning & Parenting (LEAP) — Provides support to teenage parents to complete high school or earn GED.

Medicaid — Provides health care coverage for children, families, and elderly or disabled adults.

Ohio Works First (OWF) — Time-limited cash assistance.

Prevention, Retention, and Contingency (PRC) — Benefits to families, including shelter expenses, transportation and employment-related services.



A Tale Of Resolve

As a child, Anita Edgington cut grass in her Washington Court-house neighborhood to earn extra money for her family. Working hard to support herself is all she knows; it's what she did after her husband died in 1981, leaving her alone to raise their teenage daughter.

Anita's work ethic made her a survivor and admittedly stubborn. These traits acted against her when blindness prevented her from working. With no income or health insurance, her physical and financial conditions worsened. Pride prevented her from seeking help.

That is until Kathy Lawson, a case worker with PCJFS, guided the 56-year-old Kingston resident through a maze of paperwork to get the help she needs while trying to regain her independence.

"I didn't want anyone doing for me. I've worked my whole life," Anita said.

"Kathy showed me that this program is here for people like me, people who've worked hard and sometimes need help," she said.

WORKFORCE INVESTMENT NETWORK (WIN)

Count On Us for Employment ...

The Workforce Investment Network (WIN) is a partnership of organizations and service providers in Pickaway and Ross counties working together to assist people seeking work, looking for better jobs, or in need of training. WIN also assists employers who are seeking qualified applicants for existing or future job openings.

2003 NOTEWORTHY

- > Comprehensive Re-Employment Program, consisting of career and training exploration, problem solving and decision making, resume development, job search methods, interviewing techniques, computer concepts, and job search assistance provided to area dislocated workers, including those laid off from Big Bear, General Electric and Thomson/RCA.
- > Relocated WIN One-Stop office to larger facility, better meeting the needs of our customers and partners.

STATISTICS

| | |
|-------------------------------------------------------------|-------|
| Job Seekers Visiting the Resource Center | 7,219 |
| Number of Laid off Workers Attending Informational Sessions | 520 |
| Individualized Employment Search Customers | 358 |
| Persons in Training | 51 |

WORKFORCE INVESTMENT NETWORK SERVICES

Self-Help Employment Services for Job Seekers — Provides wide variety of job search and career planning information, including current job openings, computer access (including Internet) to search for job opportunities, as well as to prepare and update cover letters and resumes, telephone access for employment inquiries, and fax machines to send resumes. Provides information on community resources and services available.

Group and Individualized Employment Assistance Programs for Job Seekers

- > Employer's View, including concepts of motivation, barrier reduction, child care choices, time management, relationships at work, and other possible referral resources.
- > Job Hunt, including identifying, presenting and marketing your skills with a professional resume, follow-up techniques, salary negotiation strategies and more.
- > Computer Concepts, a basic computer literacy class for the job seeker.
- > Advanced Job Search, which includes one-on-one or small group job search discussions with a placement specialist.
- > Job Development, including one-on-one job placement assistance.
- > Training assistance in a demand occupation.

Employment Services for Business — Specialized services available to regional businesses, including a job-posting network matching qualified applicants with employers, employee retention services, facilities to conduct employer interviews and orientations, and worker dislocation services.

Youth Services — Specialized youth development and employment programs for in-school and out-of-school youth.

A Tale Of Renewal And Rebirth

Mike Tuinstra is one of 422 people laid off from Thomson/RCA's Circleville plant in June 2003, ending an 11-year stint as a product inspector with the company.

The lay off — part of a plant closing that ultimately claimed 1,000 jobs — brought relief to Mike and many of his co-workers, who lived for months under the threat of job loss. The lay off spawned feelings of relief? Yes. But did it also bring peace of mind? No.

The 44-year-old father of three wondered what he would do next? How would his family survive? Could he find work, let alone begin a new career at his age? Fortunately for Mike and others, the PCJFS WIN Program was prepared and ready to provide assistance.

WIN assisted Mike in examining his career options and made sure he and his former co-workers completed the necessary paperwork to get unemployment assistance as soon as possible. WIN also guided Mike and others to tap into a federal program that extends unemployment benefits for up to two years for those pursuing job retraining.

Mike decided to pursue a career in health care. Within four months of losing his job, Mike enrolled at Pickaway-Ross Career and Technology Center, and in October 2004, expects to complete course work to become a licensed nurse practitioner. He then plans to enroll at a university to earn a degree as a registered nurse, a high-demand field. (By the way, Mike was named president of his class at Pickaway-Ross, where 16 of the 30 classmates are laid off Thomson workers. The average age of the class is 35, he said.)

It seems health care runs in the Tuinstra family nowadays. Mike's wife, Sherry, is an ultrasound stenographer at Mt. Carmel East Hospital, in Columbus and his 19-year-old daughter, Nicole, is enrolled at The Ohio State University and wants to be a pharmacist.

"It's like I got a second lease on life," he said. "WIN was incredible about stepping up to the plate really fast to help us. It opened up a lot of opportunities for us, opportunities most of us wouldn't have known existed without them," he said.



WIN PARTNERS

Chillicothe - Ross Chamber of Commerce

Chillicothe Metropolitan Housing

Pickaway County Chamber of Commerce

Experience Works

Goodwill Industries of South Central Ohio

Ohio Department of Job & Family Services

Ohio Rehabilitation Services Commission

Ohio University/Chillicothe

Pickaway County Adult Basic Literacy Education (ABLE)

Pickaway County Community Action

Pickaway County Job & Family Services

Pickaway County Literacy Council

Pickaway-Ross Career and Technology Center

Ross County Adult Basic Literacy Education (ABLE)

Ross County Community Action

Ross County Job & Family Services

Veterans Administration Vocational Rehabilitation

www.winconnection.org

We would like to thank the Workforce Investment Network Policy Board for their service to Pickaway and Ross Counties in the development of workforce opportunities. The 2003 Board included: Robert Johnson, R/P Johnson, Inc., chairman; Ty Ankrom, superintendent of Circleville City Schools; Ronda Fruehauff, Ross-Pike Educational Service Center; Gerald Ater, AKM Building Systems, Inc.; Teresa Knott, Ross County Commissioner; Mark Johnson, United Brotherhood of Carpenters; Marvin Jones, Chillicothe Ross Chamber of Commerce; Kristie Miner, National City Bank; Ula Jean Metzler, Pickaway County Commissioner; Beth Mitten, CCW Group - PaceSetters, Inc.; Norman Raybould, RHF Enterprises, Inc.; Linda Shimp, YSK Corporation; Suzanne Welker, Berger Health System; and Lonnie Hawk, IBEW.

COMMUNITY COLLABORATION AND PARTNERSHIPS

Count On A Community Of Support ...

Pickaway County Job & Family Services is committed to working with a variety of groups, organizations and agencies within our community for the betterment of Pickaway County.

STRATEGIC PLANNING

A two-year strategic plan, focusing on three specific initiatives, including Community Partnerships, Employment Services and Public Assistance Services, was developed from input gathered from agency staff, community partners and the general public. Implementation of the plan is an agency priority and progress is reviewed and reported to the community on a quarterly basis.

PICKAWAY COUNTY FAMILY & CHILDREN FIRST COUNCIL

We are committed to the ongoing efforts of the Pickaway County Family & Children First Council and the Children's Trust Fund by serving as its administrative and fiscal agent. We also participate in TEAM and family meetings to assist in the community development of plans to help children with multiple needs succeed.

SEX ABUSE TEAM

Since March 2003, a Sex Abuse Team has increased the investigation and prosecution of child sexual abuse cases. The team consists of representatives from Children Services, the Pickaway County Prosecutor's Office, Victims of Crime Office and the Pickaway County Sheriff's Department. The team approach has already proven to be very successful. In all cases where criminal charges were filed, prosecution of defendants was achieved.

PARENT PROJECT

Founded in 2003, the Parent Project is a collaborative between Children Services, Pickaway County Juvenile Court, Scioto Paint Valley Mental Health Center, and local school systems to teach parents skills which are designed specifically for strong-willed or out-of-control children. The curriculum teaches concrete prevention, identification, and intervention strategies for the most destructive of adolescent behaviors, including poor school attendance and performance, alcohol and other drug use, gang participation and violence.

COMMUNITY RESOURCE WORKSHOP

As part of our strategic plan, PCJFS joined forces with other agencies to hold quarterly Community Resource Workshops to address a variety of needs for adults. The purpose of the workshops is for agencies and organizations to share information and learn more about resources and services available within our community.

RESPONSIBLE SOCIAL VALUES PROGRAM (RSVP)

Participated with the Pickaway County Educational Service Center, the Pickaway County Family & Children First Council, the Pickaway County Health Department, and county school districts (Circleville, Logan Elm, Teays Valley, and Westfall) in presenting a one-week, character-based, abstinence-centered program to all 6th, 7th and 8th graders. The program teaches values, fosters self-respect and encourages communication between parents and children.

JOB SEARCH ASSISTANCE FOR CHILD SUPPORT OBLIGORS

The WIN and Child Support Divisions, in conjunction with the Pickaway County Common Pleas and Juvenile Courts, developed a program providing job-search assistance and direction to unemployed persons failing to meet their child-support obligations.

State Fiscal Year 2003 Expenditures

ADMINISTRATION & OPERATING EXPENSES

| | |
|------------------------------------------|-----------------|
| Income Maintenance/ Public Assistance | \$ 2,330,729.00 |
| Child Support | \$ 1,234,749.00 |
| Social Services | \$ 330,012.00 |
| Child Welfare | \$ 871,755.00 |
| Workforce Investment Act | \$ 229,790.00 |

ASSISTANCE EXPENDITURES

| | |
|--------------------------------------------------|------------------|
| Ohio Works First | \$ 1,309,386.00 |
| Foster Care | \$ 256,915.00 |
| Adoption | \$ 39,227.00 |
| Disability Cash | \$ 95,142.00 |
| Disability Medical | \$ 390,962.00 |
| Food Stamps | \$ 3,495,632.00 |
| Medicaid Transportation | \$ 35,169.00 |
| Prevention, Retention & Contingency | \$ 8,840.00 |
| Child Care | \$ 757,446.00 |
| Medicaid | \$ 35,342,597.00 |
| Nursing Homes | \$ 8,567,030.00 |
| Workforce Investment Act/ Training Assistance | \$ 198,026.00 |
| Child Support for Our Children | \$ 8,602,333.00 |

PICKAWAY COUNTY JOB & FAMILY SERVICES

Adjustment of Child Support Orders
Adoption
Adult Protection
Benefit Recovery
Child Care
Child Protection
Child Support Enforcement
Disability Assistance
Employment Services for Business
Employment Services for Job Seekers
Establishment of Child and/or Medical Support Orders
Family Stability
Food Stamps
Foster Care
Kinship Support
Locating Absent Parents
Learning, Earning & Parenting
Medicaid
Medicaid Transportation
Ohio Works First
Paternity Establishment
Prevention, Retention & Contingency
Training
Youth Programs

PCJFS

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