



## FCJFS looks forward to 2010 with hope and optimism – *Strategic Goal Areas Identified for Development*

Fairfield County Job & Family Services (FCJFS) is looking forward to 2010 with hope and optimism following an extremely challenging 2009. Despite continued staffing and resource limitations, FCJFS leadership team officials have identified nine strategic goal areas for development in 2010 consistent with the strategic goal themes established in the FCJFS Long-term Strategic Plan (2005-2010).

### Long-term Strategic Plan (2005-2010) Goal Themes

- FCJFS will responsibly obtain, maximize, and allocate financial resources according to agency priorities.
- FCJFS will value and respect employees as our greatest asset.
- FCJFS will provide exceptional public service to the community.
- FCJFS will demonstrate, inspire, and empower leadership.
- FCJFS will continue to improve and measure performance in all areas, utilizing technology and available resources.
- FCJFS will initiate, promote, and enhance community and inter-governmental relationships to further our mission.

### Nine (9) FCJFS agency-wide **goal areas identified for development in 2010** include:

1. Re-location of WorkNet to achieve reduced facility costs.
2. Development of *revised* long-term budget priorities.
3. Recruitment and training of replacement FCJFS Budget Analyst.
4. Implementation of annual staff survey.
5. Increased integration of WIA/TANF funding.
6. Implementation of additional non-financial employee reward and motivation initiatives.
7. Evaluation of current *Performance Evaluation and Employee Development* tools and processes.
8. FCJFS Plan of Cooperation Update.
9. Revenue enhancement planning.

Goal workgroups will continue to meet to identify specific action items, timelines, and individual responsibilities associated with each of these general goal areas.

2010 strategic goals and objectives for each of the major departments and service areas under the FCJFS umbrella are detailed throughout this report.

### FCJFS employees are amazing!

Since 2007, the FCJFS workforce has been **reduced by a total of 54 employees** (through both lay off and attrition). Yes, you read that right! Devastating state budget cuts have resulted in the agency workforce being reduced from a total of 227 full-time employees in 2007 to 173 full-time employees currently.

The downturn in the local and national economy since 2007 has not only impacted agency operating revenue, it has also dramatically increased the demand for services in every area of our operations. Many of our income eligibility programs for instance (including Medicaid, Food Assistance, Child Care and Cash Assistance) have experienced a **20%+ increase in new customer intakes since 2007**.

### JFS Vision Statement

JFS, through state and local partnerships, will be Ohio's premier family support and workforce development system, contributing to skilled, safe, healthy Fairfield Countians, successful businesses and a strong community.

### JFS Mission Statement

Through a spirit of community cooperation, the mission of Fairfield County Job and Family Services is to provide services that encourage productivity, develop competencies, ensure accountability, and promote self-reliance, family stability, and child safety.





Excessive caseloads and a reduced workforce has required all of our FCJFS team members to go "above and beyond" every day to assure that the needs of the most vulnerable children, families and elderly in Fairfield County continue to be met.

We are blessed with an amazing team here at FCJFS!

### WorkNet to re-locate in March



Last Spring, FCJFS officials implemented a comprehensive **Budget Reduction Plan** in response to devastating reductions in state revenue. In addition to the reduction of 25% of the agency workforce, another major component of this plan involved a decrease in facility costs to be achieved by vacating the 1<sup>st</sup> floor of our offices at 239 West Main Street in Lancaster.

Consequently, our **WorkNet** (One-Stop Workforce Development Department) **will be relocated to the 3<sup>rd</sup> floor in March<sup>1</sup>**. While WorkNet's new location will not offer the amount of physical space that was available on the 1<sup>st</sup> floor, the exceptional services offered by WorkNet staff and our community

partners will remain unchanged. Please pardon our dust during the transitioning of several of our departments to accommodate this re-location.

### The Blessing of Community Volunteers

FCJFS is blessed with a number of community volunteers serving in vital roles throughout the agency. The volunteer initiative was expanded in 2009 to fill service gaps. Our need is growing and we are continuing efforts to recruit volunteers.

**Community Volunteer information sessions are scheduled for the 2<sup>nd</sup> and 4<sup>th</sup> Mondays each month at 10:30 am.** If you know of individuals interested in volunteering, have them hotline at 687- 6815 to be scheduled for an upcoming information session. They can also visit our web site at [www.fcjfs.org](http://www.fcjfs.org) for more information.

FCJFS recognizes the following members of the Fairfield County community in-volunteer service to children and families in need:

- Janet Alboszta
- Tyne Fox
- Harry Reid
- Jenene Bope
- Brandon Henestofel
- Darian Rowles
- Barbara Crosby
- Mary Mandeville

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Contact our volunteer hotline at 740-687-6815.

### JFS Strategic Goal Areas:

1. FCJFS will responsibly obtain, maximize, and allocate financial resources according to agency priorities.
2. FCJFS will value and respect employees as our greatest asset.
3. FCJFS will provide exceptional public service to the community.
4. FCJFS will demonstrate, inspire, and empower leadership.
5. FCJFS will continue to improve and measure performance in all areas, utilizing technology and available resources.
6. FCJFS will initiate, promote, and enhance community and inter-governmental relationships to further our mission.



Community Services caseload for December is 11,163 open cases including Healthy Start/Healthy Families, Food Stamps, Aged, Blind, and Disabled Medicaid, Ohio Works First and Nursing Home cases.

In December, there were 505 scheduled intakes; 461 customers attended intake appointments, (families who do not currently have an open case requesting assistance). 91% attended their appointment.

Help Desk staff answered 702 requests from families during the month of December. Of these requests 695 were face-to-face questions.

Food Stamp cases totaled 6,742 open cases with 27% of those families in receipt of earned income.

Families receiving Medicaid benefits such as Healthy Start, Healthy Families, or Transitional Medicaid, Aged, Blind, and Disabled Medicaid total 2,682 open cases in December.

The average caseload for Eligibility Referrals Specialists during December was 507 cases.

In December, 723 families are receiving Ohio Works First (ongoing cash assistance).

In December, the Transportation Team provided 2,818 one-way trips through the Non-Emergency Medicaid Transportation program and through TANF funding.

In December, the Childcare Team's caseload is 770 cases. They received 51 new applications for child care during December.

## Staff Work Hard to Maintain Exceptional Customer Service

Customer Satisfaction Surveys are distributed to customers who access services through the department. The department receives an average of 100 completed surveys each month. The following table summarizes the responses from customers from October through December

Survey Question	% of Satisfied Customers
Is this your first visit?	36.6% first visit
Treated with respect by staff	99.3%
Caseworker listened	99.3%
Satisfied with how questions were answered	99.3%
Staff was knowledgeable and provided helpful information	98.6%
Phone calls returned in one business day	93.3%
Greeted in a timely manner	99.6%

The surveys are available in the lobby areas and also provided by caseworkers and receptionists. Customers can complete the survey anonymously. However, many customers include their name and additional comments complementing the work of the Community Services staff. Typically more than half of the surveys include written comments. A few examples of the comments are:

- "They were all very nice, kind, and most of all treated me with respect. 5 stars!"
- "This was a good experience for someone going through a rough time."
- "It was perfect and tell everyone to keep up the good work."
- "You guys really helped direct me in the right and helpful direction."
- "I felt comfortable. I never felt I was being looked down on for asking for help. My caseworker was nice and I felt like she cared. Thank you."
- "Talking with my caseworker was a joy and she made me comfortable. She was very understanding to my situation. I was really impressed with the respect she showed me."
- "I was very impressed, everyone was great that I had contact with. The areas were very clean and organized. Everyone should feel and be as blessed as I was that day."
- "Respectful and pleasant receptionist."
- "They were very kind and walked me through this process due to it being my first time. They let me know that it is not shameful to ask for help in troubled times. Thank you!!"


Even with the significant reduction in staff in the Community Services Department during 2009, the customer satisfaction surveys are overwhelmingly positive. Kudos to the staff of Community Services for their continued dedication and hard work.

## Changes in Prescription Coverage for Medicaid Consumers

Beginning on February 1, 2010, prescription drug coverage for members of Medicaid Managed Care Plans will transfer to the Medicaid Fee for Service program. This change means all Medicaid consumers will have the same list of covered drugs and same prior authorization policy. Medicaid MCP's such as Care Source and Molina are no longer responsible for prescription drug coverage.

Medicaid consumers may be required to make co-payments. The amounts are a \$2 co-payment for most trade name prescriptions and a \$3 co-payment for drugs requiring prior authorization. There is no co-payment for:

- Generic drugs not requiring prior authorization
- Consumers under the age of 21
- Pregnant or in the post-partum period
- Nursing home or intermediate care facility for the mentally retarded
- Hospice care
- Prescription is for family planning



Consumers who are unable to pay their co-payment may indicate at the time their medication is dispensed their inability to pay. However, the consumer remains liable for the co-payment and the pharmacy may bill the consumer or request payment for a prior uncollected co-payment.

The Managed Care Plans will be sending out new ID cards in mid-January. Medicaid consumers can contact the **Medicaid Consumer Hotline at 1-800-324-8680** with questions. Providers who have questions can contact the Ohio Department of Job and Family Services at [pharmacy@jfs.ohio.gov](mailto:pharmacy@jfs.ohio.gov).

### Community Services Staff Achieve Perfect Attendance

Each quarter, Community Services staff who have not utilized sick time during that quarter attend a Perfect Attendance Breakfast. The Community Services management team donates and prepares all of the items for the breakfast. Director Holton prepares her special pancakes and waffles. During 2009, 79 Community Services staff participated in the perfect attendance breakfasts.

The following Community Services staff have also achieved perfect attendance for the entire year. Many of the individuals listed below have achieved perfect attendance for more than one year.

- Barb Abram, Eligibility Referral Specialist/Team Lead
- Jenny Collins, Eligibility Referral Specialist
- Janet Dupler, Unit Support Worker II
- Joann Fields, Unit Support Worker II
- MaryJo Fox, Eligibility Referral Specialist/Team Lead
- Jan Picklesimer, Transportation Supervisor
- Anna Prickett, Unit Support Worker II
- Christine Sulick, Eligibility Referral Specialist


### Voter Registration Plan Submitted

Each county job and family services is required to submit a plan to the Secretary of State Office detailing their process to ensure that public assistance consumers are offered the opportunity to register to vote. Voter registration must be offered at initial intake, redetermination, and to customers who report change of address or request for emergency assistance (PRC).

Sabina Hosafros, Supportive Services Supervisor is the National Voter Registration Act Coordinator and is responsible for training staff, tracking voter registration forms and communicating with the Board of Elections. Voter registration forms are submitted to the Board of Elections on a weekly basis. In December, 110 voter registration forms were submitted to the Board of Elections.

### Perfect Sanction Review Completed by ODJFS

The Office of Families and Children are required to perform a review of the county sanction process. Families in receipt of Ohio Works First are required to participate in work activities geared toward the achievement of self-sufficiency. In exchange for a monthly check, the family must complete a specific numbers in work activities such as; GED classes, S.T.A.R.S (work readiness classes), Work Experience Program (WEP), or education and training. If a family does not complete the required number of hours, without documenting good cause, they will be sanctioned. A sanction means the family will lose all eligibility for OWF and they will not receive their monthly check until the sanction lifted.

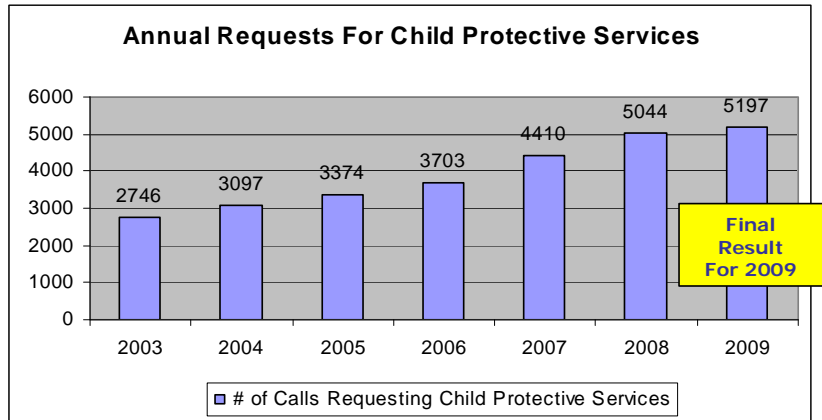


The reviewer found all sanctions to be appropriate and no compliance is required. In addition, the ODJFS reviewer states, "I wanted to point out reviewing your cases was a seamless and hassle-free project. The Sanction Proposal Form, Self-Sufficiency Contract were easy to follow and clearly documented what is expected of the OWF participant. I never questioned the assignment, dates, or why the individual was being sanctioned." Congratulations to the Success Coaches and the Work Activity Supervisor, Krista Humphries.

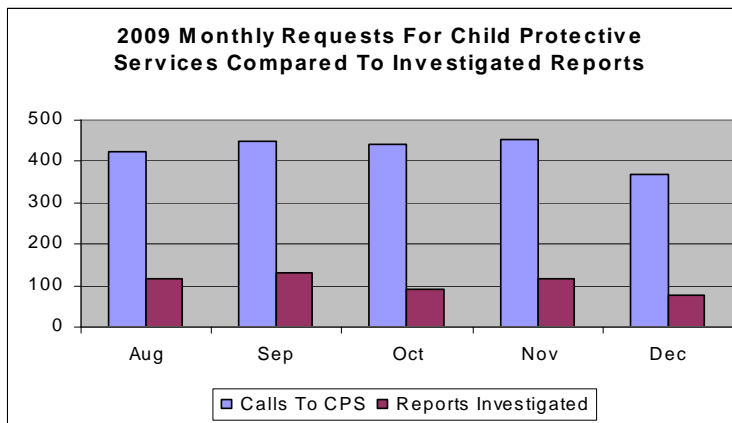
## Community Demand For Child Safety Hits Record High

As reported to the community and county leadership officials throughout 2009, the trend of increased demand for Child Protective Services neared the 5200 mark. The good news is that 2010 is finally here as well as long awaited assistance associated with levy dollars as passed by voters in 2008. Despite deep state budget cuts to the child welfare system,

Fairfield County CPS will finally be able to replace a few direct casework staff lost as a result of significant layoffs in 2009 and begin responding to the increased needs of our community.



## Responding To Public Safety Of Children



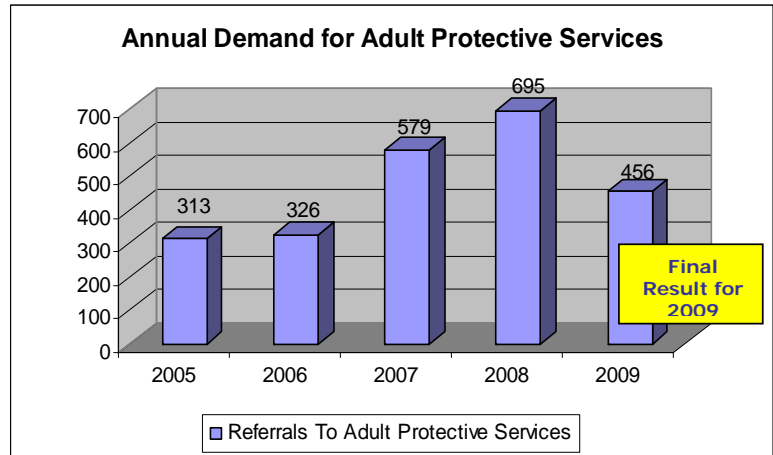
On a daily basis, Fairfield County CPS is faced with the challenge of scrutinizing each and every call received regarding children at risk of abuse and neglect. Low staffing levels and insufficient financial resources play a significant role in determining how to effectively and efficiently maximize existing resources to investigate, assess and serve those facing imminent harm and immediate danger. In 2009, this decision-making process forced the agency to often ask, "Which child is hurt

worse?" In 2010 the department hopes to begin closing this gap and reinforce the message that, "It shouldn't hurt to be a child in Fairfield County."

Month (2009)	Calls To CPS	Reports Investigated	% of Concerns Receiving Response
August	425	118	27.8%
September	450	132	29.3%
October	441	92	20.9%
November	451	118	26.2%
December	369	77	20.9%

## Demand For Protective Services To The Elderly On The Rise

When the Adult Protective Services Department was forced to layoff three (3) of their five (5) staff, the agency made the difficult decision to no longer take on cases involving disabled individuals between the ages of 50 and 60. While the final count for 2009 appears lower, the difference is found in the more than 200 cases the department would have provided service to if fully staffed. 2010 does bring hope with the assistance of Protective Services Levy dollars that the agency will be able to modestly serve this very needy and vulnerable population.



## Child Protective Services 2010 Goals

On an annual basis, CPS leadership team members assimilate data, outcome reports, audit findings and feedback collected from staff, stakeholders, customers and community members in order to set goals for the upcoming year. This process helps to assure CPS remains focused on expectations of the community, demonstrate fiscal responsibility and promote exceptional service delivery to abused children while strictly adhering to mandated responsibilities. At the end of 2009 and into the beginning of 2010, the following areas were identified as the "Top 10" priorities for Fairfield County CPS:

1. Increase staffing levels to address continued increase in demand for services.
2. Establish strategy for providing support to Kinship families.
3. Improve process, planning and use of existing legal services.
4. Maintain commitment to strengthen ancillary services associated with direct casework practices.
5. Evaluate and determine the possibility of a wage increase for staff.
6. Re-construct existing workflows to comply with organizational changes.
7. Expand independent living services for children 16 years of age and older who have an open case with CPS.
8. Reduce the impact of low per diem on foster parent satisfaction and ability for agency to recruit local foster homes.
9. Establish position, process and planning for ongoing quality assurance and oversight.
10. Formalize process for identifying, training and implementing policy and procedures associated with enhanced workflows.



To address the identified priority areas, the following goals and accompanying objectives have been established:

**Goal 1:** As a direct result of support by Fairfield County constituents through passage of the Protective Services Levy, Fairfield County JFS – CPS will utilize funding associated with the levy to enhance service delivery that promotes safety for children and addresses needs of families whose children are at risk of abuse and neglect as evidenced by:

- A. Acquisition of additional caseworkers to provide direct service.
- B. Completion of organizational restructuring process to maximize efficiencies of managerial responsibilities and focus on critical need areas associated with mandated responsibilities of CPS.
- C. Utilize monthly budget analysis to monitor placement cost and determine need for protective care of children.

**Goal 2:** Fairfield County JFS - CPS will enhance services to reduce the amount of time children in agency custody acquire permanency as evidenced by:

- A. Promote family engagement through enhanced Kinship supports.
- B. Increase the number of FCJFS – CPS licensed foster homes in Fairfield County.
- C. Establish contracts with ancillary services that promote reunification or reduce the need for out of home care.

**Goal 3:** Fairfield County JFS – CPS will exceed expectations for mandated responsibilities and rules associated with best practice as well as exhibit sound business practices as evidenced by:

- A. A formal process to evaluate and monitor all policies and procedures associated with quality oversight will be established.
- B. CPS will implement the financial portion of SACWIS.
- C. Monthly service delivery and budget reports will provide quantitative data that identifies emerging trends and demonstrates efficient use of financial resources.





## CSEA Goals for 2010

### 1. Enhanced Statistical Tracking

- Greatly increase the use of statistical tracking throughout the CSEA including Legal, Enforcement, Finance and Specialized Teams
- Develop consistent tracking strategies that will allow statistics to be shared and compared from team to team
- Explore possible trends and compare work accomplished by individual staff in mutual classifications
- Areas of focus for initial tracking include legal referrals, hearings set / held, telephone statistics, administrative enforcement techniques, etc.


### 2. Telephone System Implementation

- Optimize efficiencies of new county-wide telephone system to continuously improve customer service.
- Encourage use of direct phone numbers for case management staff and program new system to effectively route customers to their assigned case manager.
- Monitor available reports to analyze volume of calls to individual case managers and voice mail usage

### 3. File Scanning Project

- Plan and implement plan to finish scanning all open/active case files by end of this year
- Monitor scanning volume of each staff member and establish minimum expectations
- Update staff on progress of overall scanning (ie: currently 60% completed)

## 2009 Annual Stats

- Total collections for 2009 were down by **\$359,735 (or 1.64%)** compared to same time period last year
  - 2009 collections from Unemployment Compensation were **\$993,825** compared to **\$435,350** in 2008. This represents a **228%** increase!
  - The CSEA received **991** requests for Administrative Adjustment Reviews, or Modifications, of child support orders, in 2009. In 2008, we had **757** requests representing a **31%** increase in requests for 2009
  - Deputies arrested **209** individuals on child support warrants in 2009. In 2008, there were **130** arrests!
  - CSEA welcomed **3,800** walk-in customers in 2009. These customers were met within an average of **2 minutes** of their arrival. In 2008, there were **3,638** visitors and they were met within roughly the same average time.
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- CSEA received **39,078** telephone calls in 2009. In 2008, **43,798** calls were received. This decrease is believed to be a result of an increase in e-mail communication and new policy to provide direct phone numbers of case management staff, thereby cutting down on transferred calls and multiple call backs.
- In 2009, the CSEA Employment Specialist received **178** court referrals to assist customers in obtaining employment. This is a **28%** increase over 2008
- Nearly **\$285K** has been collected on cases referred to the Employment Specialist in 2009. This is a **24%** increase over 2008.

### Child Support Collections

CSEA collections have historically increased each year. In 2009, Fairfield County (and many of the other counties across Ohio and the U.S.) experienced a decrease in collections due to rising unemployment and general economic conditions. Since 2003 (when we began tracking these statistics) there has never been a decrease in total collections from one year to the next.

	2006	2007	2008	2009	\$ Diff	% Diff
<b>January</b>	1,720,232	1,736,549	1,736,902	1,710,096	-26,805	-1.54%
<b>February</b>	1,660,532	1,598,250	1,752,646	1,638,910	-113,735	-6.49%
<b>March</b>	2,066,808	1,936,927	2,037,672	1,954,076	-83,595	-4.1%
<b>April</b>	1,638,915	1,894,662	1,810,314	1,789,519	-20,794	-1.15%
<b>May</b>	1,938,947	1,979,043	1,944,264	1,908,657	-35,606	-1.83%
<b>June</b>	1,980,235	1,862,029	1,869,723	1,883,872	14,149	0.76%
<b>July</b>	1,748,439	1,713,398	1,833,759	1,853,311	19,552	1.07%
<b>August</b>	1,711,087	1,799,685	1,863,257	1,718,414	-144,842	-7.77%
<b>September</b>	1,711,172	1,608,788	1,709,790	1,695,629	14,161	-0.83%
<b>October</b>	1,746,150	1,842,090	1,826,294	1,778,485	-47,808	-2.62%
<b>November</b>	1,689,702	1,899,824	1,606,837	1,678,225	71,387	4.44%
<b>December</b>	1,773,269	1,731,562	1,895,280	1,917,802	22,523	1.19%
<b>Total</b>	<b>21,385,488</b>	<b>21,602,806</b>	<b>21,886,737</b>	<b>21,527,002</b>	<b>-359,735</b>	<b>-1.64%</b>

**Workforce Development Goals**

The Workforce Development Department is excited to have met our goals for 2009. In December, Staff were asked to share any areas for improvement and developed the following goal areas for 2010:

1. Implementation of the Gazelle financial tracking system will be live on January 1<sup>st</sup>, 2010
2. Implementation of the Swipe It System will track customers resource room usage with a goal date of June 30<sup>th</sup>, 2010
3. Staff Training focusing on contemporary job topics each quarter with a goal date of November 30<sup>th</sup>, 2010.

**Career Fair**

Fairfield County Job & Family Services WorkNet, in conjunction with Ohio University-Lancaster, will host the Spring Career Fair on Friday, March 12<sup>th</sup>, 10:00 a.m. to 1:00 p.m. The event will take place at the OU-L Gymnasium, 1570 Granville Pike, Lancaster, Ohio 43130.

**Teen Expo**

The 4<sup>th</sup> Annual Teen Opportunity Expo is scheduled to take place March 11<sup>th</sup>, from 4:30 - 7:00 p.m., at the Ohio University-Lancaster gymnasium. The Teen Expo is designed to help young people learn about the employment and volunteer options for their present and future. It's also a great way for teens to discover the resources and educational programs that can help them reach their goals. A display table registration is open to any businesses, schools or organizations that feel they have opportunities and information to share with local youth! There is no cost to participate and youth are not required to register prior to the event.

**Gazelle Update**

Workforce Development purchased the Gazelle program, which is a financial software that works in conjunction with the finance department. This will allow Workforce and the Finance Department to develop a more accurate reporting system to the State of Ohio regarding funding. WorkNet will also be implementing a Swipe-It system in the Resource Room to track One-Stop usage by customers.

**Success Stories**

Missy Sitzmann reports a customer who recently completed the Teen-Works program and now working at an IT company. This opportunity will help him to continue to build skills in his chosen career field. Although he has finished the program, he also plans to mentor another Teen-Works youth who is also interested in the IT profession.

**WorkNet Statistics**

	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
<b>Hiring Events</b>	6	5	4	0	6	3	1	3
<b>Applications</b>	563	507	528	380	463	241	207	287
<b>Hiring Event Interviews</b>	101	40	13	1	90	31	1	49
<b>Hiring Event Total Hires</b>	40	2	89	81	77	18	1	14
<b>New Jobs Posted in Report Month</b>	14	27	18	12	15	17	9	19
<b>Repeat Jobs Posted in Report Month</b>	23	16	44	47	34	38	39	45
<b>Total Postings</b>	61	60	62	59	54	55	48	64
<b>Employer Contacts</b>	32	30	36	29	68	34	42	46



**Customer Counts -** Workforce Visitors: 2282      New Visitors: 168

	<b>2007</b>	<b>2008</b>	<b>2009</b>
<b>June</b>	1493	2011*	2963*
<b>July</b>	1674*	2331*	<b>3174*</b>
<b>August</b>	1695*	2058*	2931*
<b>September</b>	1376	2129*	2684*
<b>October</b>	1429	2209*	2571*
<b>November</b>	1360	1695*	2461*
<b>December</b>	1195	1874*	2282*

### One-Stop Partners

### Bureau of Vocational Rehabilitation

Starting December 14<sup>th</sup>, 2010, Rehabilitative Services Commission has implemented a State-wide waiting list based on RSA guidelines for order of selection. Monthly orientation meetings will continue as usual the first Tues. of each month.

<b>Jobs for Ohio Graduates</b>	
Employed	67%
Full-Time	44%
Part-Time	23%
Military	2%
Single parent with job	17%
Unemployed	33%
Looking for further training	37%
Looking for better employment	59%
Stay home parent	7%
Enrolled full/part time further training, college Etc.	9 Clients
College AP process at present	3 Clients

### Adult Basic Literacy

On any given day, we can serve 15-30 students. Their attendance depends upon interest, availability and requirements by their success coach, etc. ABLE/GED has had over 50 students earn their GED since July 1<sup>st</sup>, 2009. Due to a change in the law, September 1<sup>st</sup>, 2009, GED testing is no longer free. This, naturally, creates a hardship for most of our students and has lowered the number of students who are testing. We have high hopes of at least doubling this number by June 30<sup>th</sup>, 2010. Last year, July 1<sup>st</sup>, 2008 through June 30<sup>th</sup>, 2009, we had about 140 pass the GED. We know that the difference is a direct result of testing no longer being free.

We have implemented a new schedule for 2010. We are conducting classes from 8:00 a.m. – 2:00 p.m. on Monday's, Wednesday's and Thursday's. On Tuesday, we are doing orientation (by appointment, due to room size), progress testing (required by the state) and pre-GED testing. We notified success coaches, WorkNet, reception, etc., in early December of this new schedule and everyone has been very cooperative and supportive. Already we are pleased with the change and feel that it is a definite positive for the students.

### Veterans Services

Veterans Serviced	149
Veterans Placed in Intensive Services	1
Veterans Placed in Employment	0





### Success Stories

**Michal Bukky** reports 19 year old Jacob moved to Fairfield County with another family from California, May 2009. They were all receiving Food Card and other assistance. Even with many barriers, Jacob very aggressively pursued and earned his GED Diploma in July through this program. He also used WorkNet to search for employment and further his education. Jacob's goal was to return to California to attend college.

Jacob earned his driver's license, and with a friend, drove back to California. He called me along the route to let me know that they were OK, and asked again if he could use me as a job reference. The first of December the HR person from Petco in Vacaville, California called me to verify Jacob's reference. I confirmed Jacob's good communication skills, dependability, and determined attitude; Jacob was hired that day. Jacob registered with Solano Community College, located north-east of San Francisco.

### Recognition

Tonya Woodside, Customer Service Representative, was recognized as the 4th quarter award winner. For a number of years Tonya has been an exceptional contributor to Workforce Development. She has willingly shared her experience in several areas that are vital to customer service. Tonya always presents herself in a professional manner, managing clients with all levels of barriers, even those with contentious attitudes. Additionally, she arrives early and leaves late!!!

### Area 20 Update

Lynn Tramantano was re-elected to serve as president of the Workforce Investment Board representing Fairfield, Ross, and Pickaway Counties. Board members from Fairfield are:

- Brad Markwood - South Central Power
- Missy Clu - FMC
- Stacey Howard - Westerman Companies
- Tim Randel - Manpower
- Shane Farnsworth - Fairfield Economic Development Director

The next WIB Meeting is Thursday, March 18 in Ross County.

## Unemployment Compensation Update

The chart below details the costs incurred for the **27 employees that remain eligible** and continue to apply for unemployment benefits. As you look across the months, some individuals have reduced to -0- due to becoming ineligible for benefits. You will also notice some individuals being added. These individuals have initiated a claim due to losing employment from another employer after leaving the County. The County remains "chargeable" due to being in the individual's line of employment for the last 5 quarters. The bill **should significantly decrease** at this point due to most **individuals exhausting their first 26 weeks** of eligibility. The bill will potentially increase in the future due to individuals becoming eligible for the federal and state extensions that are authorized.

Sept - to be paid in October 2009		Oct - to be paid in November 2009		Nov - to be paid in December 2009	
Position	Amount	Position	Amount	Position	Amount
Social Service Sup 1	\$1,396.00	Social Service Sup 1	\$1,396.00	Social Service Sup 1	\$698.00
Youth Leader	\$717.28	Youth Leader	\$717.28	Youth Leader	\$358.64
Admin Asst	\$866.12	Admin Asst	\$866.12	Admin Asst	\$433.06
Social Service Wkr 2	\$1,579.00	Social Service Wkr 2	\$1,244.00	Social Service Wkr 2	\$697.00
Social Service Wkr 2	\$1,570.00	Social Service Wkr 2	\$1,256.00	Social Service Wkr 2	\$628.00
Social Service Wkr 1	\$840.00	Social Service Wkr 1	employed	Social Service Wkr 1	employed
Social Service Wkr 1	\$1,072.00	Social Service Wkr 1	\$1,072.00	Social Service Wkr 1	\$536.00
Social Service Wkr 1	\$222.00	Social Service Wkr 1	employed	Social Service Wkr 1	employed
Unit Support Wkr 1	\$765.52	Unit Support Wkr 1	\$765.52	Unit Support Wkr 1	\$574.14
Clerical Spec 3	\$1,250.00	Clerical Spec 3	\$500.00	Clerical Spec 3	disability
Eligibility Ref Spec 2	\$1,380.00	Eligibility Ref Spec 2	\$1,104.00	Eligibility Ref Spec 2	\$552.00
Unit Support Wkr 1	-\$75.00	Unit Support Wkr 1	\$ -	Unit Support Wkr 1	\$ -
Child Support CM	\$1,108.00	Child Support CM	\$1,108.00	Child Support CM	\$ 554.00
Social Service Sup 1	\$1,484.00	Social Service Sup 1	\$1,484.00	Social Service Sup 1	\$742.00
Social Service Wkr 2	\$864.00	Social Service Wkr 2	\$864.00	Social Service Wkr 2	\$432.00
Eligibility Ref Spec 1	\$336.72	Eligibility Ref Spec 1	\$112.24	Eligibility Ref Spec 1	\$ -
Social Service Wkr 2	\$1,540.00	Social Service Wkr 2	\$616.00	Social Service Wkr 2	\$ -
Police Officer	\$1,630.00	Police Officer	\$1,648.00	Police Officer	\$860.00
Unit Support Wkr 2	\$693.72	Unit Support Wkr 2	\$520.29	Unit Support Wkr 2	employed
Social Service Wkr 2	\$28.55	Social Service Wkr 2	employed	Social Service Wkr 2	employed
Clerical Spec 3	\$1,068.00	Clerical Spec 3	\$1,068.00	Clerical Spec 3	\$1,602.00
Social Service Wkr 2	\$1,296.00	Social Service Wkr 2	\$1,296.00	Social Service Wkr 2	\$1,620.00
Child Support CM	\$867.76	Child Support CM	\$801.28	Child Support CM	\$811.05
Eligibility Ref Spec 1	\$338.55	Eligibility Ref Spec 1	employed	Eligibility Ref Spec 1	employed
Social Service Wkr 2	\$1,500.00	Social Service Wkr 2	\$1,500.00	Social Service Wkr 2	\$1,500.00
Unit Support Wkr 2	\$980.00	Unit Support Wkr 2	\$980.00	Unit Support Wkr 2	\$1,225.00
				Old Claim	\$1,126.48
<b>Total</b>	<b>\$25,318.22</b>		<b>\$ 20,918.73</b>		<b>\$ 14,949.37</b>

### HR Goals for 2010

- Replace and Train Finance Officer
- Update Performance Evaluation Tool