Report to the
COMMUNITY
September 2020
Child & Adult
Protective Services
Child Support
Enforcement
COMMUNITY Services
WORKFORCE Development

Safe Children • Stable Families • Strong Community
Through a constant emphasis on our core culture values of customer service and maximizing financial resources, Fairfield County Job and Family Services (FCJFS) continued to protect children and elderly, encourage family stability, and promote self-reliance for a stronger community during 2019.

The children, individuals, and families that we serve, come to us during a time of crisis or need. It is our collective and individual responsibility to meet these needs in a professional, respectful, and helpful manner. We are focused on successful outcomes for all of our customers and recognize that this is something that we cannot do alone. With this in mind, we are grateful for the power and strength of our community partnerships that we are able to leverage to truly support those in need.

The team at FCJFS seeks out opportunities to meet the need in Fairfield County. We are extremely appreciative of our local, state, and federal funding that enables us to provide outstanding service to our community. We don’t stop here though. We look to participate in pilot programs, grant opportunities and new approaches that result in better practice and service.

The team at FCJFS is strong in experience, caring in nature, and committed to positive outcomes for those they serve. We are honored to serve our community.

The following Report to the Community highlights a few program statistics and some very powerful customer success stories. Hopefully this helps to bring to life the programs and services of our agency.

Sincerely,

Andrea N. Cordle, MBA, SPHR, SHRM-SCP
Fairfield County Job and Family Services Director

Customer Service Ambassador

Fairfield County Job and Family Services offers a Customer Service Ambassador to any customer who has questions, comments and or complaints about the services which we provide. If you need this specialized service, please feel free to contact us at either of the following numbers: (740) 652-7617 or (740) 808-3239.

Fairfield County Job and Family Services Mission Statement

To protect children and elderly, encourage family stability, and promote self-reliance for a stronger community.

Administration

Aundrea Cordle,
Director

Corey Clark,
Chief Deputy Director of Child Support Enforcement Agency, Workforce Development, and Strategic Initiatives

Laura Holton,
Chief Deputy Director of Community Services and Performance Initiatives

Bart Hampson,
Deputy Director of Finance

Dan Neeley,
Deputy Director of Information Technology

Heather O’Keefe,
Deputy Director of Protective Services
Teresa worked with our Community Services department for many years. She dropped out of high school after her junior year. Teresa had worked on obtaining her GED sporadically over the years, but was never able to finish. She was temporarily living with a family friend, but was not able to stay there permanently. She was looking for employment, but knew that without having her high school diploma it would be hard to secure a job to support her growing family.

Teresa was approved for cash assistance and as part of her work activity, she decided to focus on obtaining her high school diploma. She was able to enroll into the Pickaway Ross Adult Diploma Program in March 2019. This program allows customers to obtain their high school diploma while earning a certificate in an area of their choice. She decided she wanted to obtain a certification of STNA. She faced many challenges while completing this program. She had an ill child that was hospitalized, there were snow days and she was pregnant with her fourth child. However, she didn’t let anything stop her. By April 2019 she passed her STNA certification and had earned her high school diploma. She quickly obtained employment working as an STNA.

Community Services also assisted her with SNAP (food assistance) and Medicaid. We assisted with her utility bills so she was able to move into her new home. We also assisted with school clothes for her two oldest children. She used agency transportation to get to and from her classes at Pickaway Ross since her current vehicle was not very reliable.

Shortly after achieving all of this, she was approved for the Dragonfly Dreams program through Metropolitan Housing and she was finally able to have her own home to share with her children. A year later this customer is still living at the same home and is now working 40 hours a week at $14.00 an hour.
Taylor’s Story

Taylor came to the OhioMeansJobs Center in Fairfield County searching for a change. She was in her mid-20’s, a single mom, and working part-time at a local phone store. She desired to have more than a job, she wanted a career where she could grow and learn new skills. After meeting with a WIOA Career Advisor and discussing her options, Taylor decided she wanted to pursue a career as a Dental Assistant. She completed the training in just 10 short weeks and successfully obtained a Certificate as a Dental Assistant Radiographer. She started working upon completion of the training at a local dental office. She was trained as a Patient Service Representative, greeting customers, scheduling appointments, and assisting with various other operations of the office while picking up Dental Assistant activities when needed. After working just a few months in this position, she was promoted to full-time Dental Assistant.

Taylor stated, “I am extremely grateful for the opportunity I’ve been given. WIOA has helped me get the career of my dreams. I am learning so much every single day. Every day is different and now I can provide a future for my son.”
Parenting Time is Important because children are better off when both parents are involved in their lives. They are:

- Five times less likely to live in poverty
- Two times less likely to be abused or neglected
- Two times less likely to abuse drugs
- Three times less likely to fail in school
- Two times less likely to develop emotional or behavioral problems

The agency spent $1 for every $10.11 in support collected in 2019.

Over $21 Million collected in support payments in Fairfield County in 2019.

For custodial parents below the poverty line, child support is 66.7% of their income.

1 in 3 children are impacted by the child support program.

Paul’s Story

Paul is a non-custodial parent who has a history of drug use and a criminal record that made obtaining employment challenging. His CSEA Case Manager called him regularly to encourage him to keep trying and to provide job postings. Paul was eventually hired by a local landscaping company who was willing to give him a chance. His Case Manager continued to make regular contact with him as well as his employer to help provide a support system for him. The employer reports that he is doing an “amazing job” and is now working full-time and meeting his child support obligation.
When Protective Services first met Sara, a mom of a 4-year-old, she was incarcerated. Her son was living with his Aunt, and Sara was struggling with plans moving forward following her incarceration. The incarceration facility sent Sara to a short term treatment center, where she stayed for about two weeks. Protective Services staff began to work with Sara and provide information and referral to assist her in maintaining sobriety and getting her son back into her care. When she was released from the treatment center, she was determined to make changes in her life that would benefit herself and her son. Using Protective Services as support, Sara found a safe place for her to stay, and the encouragement she needed. Sara became engaged in counseling and case management services, providing her with new skills to handle everyday life. Protective Services continued to work with Sara on her case plan goals, developing coping skills, and enhancing her parenting abilities while maintaining sobriety. At the conclusion of working with Sara a year later, she had secured employment, began a new, healthy relationship, gave birth to a healthy baby boy, and had regained custody of her now 5-year-old son. Sara continues to use the skills and services she accessed when involved with Protective Services to maintain her sobriety and care for her children.
Fairfield County Adult Protective Services became involved with “Ann” for concerns of neglect. Ann was reportedly not caring for herself, was wandering around outside asking others for food, and was left alone for long periods of time caring for her son’s dogs which were difficult for her to manage. Additionally, there were concerns for financial exploitation of Ann by her son and his girlfriend. An assessment revealed Ann was responsible for all of the home’s finances, and under constant pressure from her son to provide him money. There was a lot of verbal and emotional abuse surrounding Ann’s decision to give her son money or not, leaving Ann often upset.

APS staff worked with Ann to assess her own wants and capabilities. APS was able to assist Ann in finding her own subsidized housing, local transportation, furniture, and provided rent and deposit assistance. Ann reports she is much happier being on her own, without the stress of caring for her son’s dogs and the pressure to give him money. She has been able to make friends in her new living environment, is eating healthier and seeing her doctor regularly. Family members have reported Ann is the happiest she has been since her husband passed away. APS staff have assessed no further protective need and closed her case knowing she is safe and thriving in her new environment.

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“Beyond the many valuable resources provided directly, Fairfield County Job and Family Services’ staff also supports other community initiatives such as United Way of Fairfield County. We are very appreciative of our partnership.”
–Scott Reed, Fairfield County United Way

“Fairfield County JFS treats everyone as if they’re their most important customer. They have changed the lives of individuals looking for new careers and helped companies succeed by finding great new employees. Economic Development couldn’t ask for a better partner than JFS.”
–Rick Szabrak, Fairfield County Economic Development Director

“JFS is a leader in county government. These dedicated county employees have deep connections to the people they serve, and they are trusted partners in preserving the well-being of children and families. We are so proud of their innovative and thoughtful services.”
–Carri Brown, Fairfield County Administrator

“Fairfield County JFS is LEADING the way in helping families struggling with substance use disorders.”
–Dennis Lowe, Fairfield-Athens Major Crime Unit Commander

“The Fairfield County Department of Job and Family Services is vital to the well-being of children and families in our communities; JFS supports families in need, protects children and elders, and works with many community partnerships to improve the quality of life in our county.”
–Clinton Davis, Lancaster-Fairfield Community Action Agency Director

“The amount of support we have had from Fairfield County Job and Family Services has been a huge part of what makes this possible. They are always available and help us get whatever services needed to help these kiddos flourish and succeed.”
–Heather Mason, Foster Parent

“Fairfield County Job and Family Services and the Fairfield County Sheriff’s Office enjoy an active partnership in service to our community. Whether through child support enforcement, building security and training or out in the field, managing situations with families in need, our common goals remain the same…. professional service to Fairfield County residents.”
–Alex Lape, Fairfield County Sheriff’s Office

“Aundrea Cordle and her dedicated team are innovators in addressing the needs of our community’s most vulnerable children and families. The Fairfield County Family, Adult and Children First Council is grateful to work closely with JFS collaboratively toward the mission of enabling every child to succeed.”
–Donna Fox-Moore, Fairfield County Family, Adult and Children First Council Executive Director

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