

Report to the
COMMUNITY

November 2025

CHILD & ADULT
Protective Services

WORKFORCE
Development

CHILD SUPPORT
Enforcement

COMMUNITY
Services



Safe Children • Stable Families • Strong Community

A Word of

Welcome



Corey Clark

Director, Fairfield County Job and Family Services

It is my distinct pleasure to present our Annual Job and Family Services Report to the Community. Each year, this report offers a snapshot of the vital work our staff performs every day, along with some of the most meaningful statistics and success stories from the past year. It reflects the dynamic efforts of our dedicated team and the strong partnerships we share with community organizations, all working together on the frontlines to serve the families of Fairfield County. I am sincerely grateful for their tireless commitment and passion.

Over the past year, we've launched several new programs aimed at delivering exceptional customer service and pursuing innovative solutions to help individuals overcome barriers and move toward self-sufficiency. You'll find highlights of these initiatives throughout this report. Fairfield County continues to be recognized as one of the most creative, collaborative, and effective counties in the state. We are proud of that reputation and credit our success to the agency's unwavering commitment to our vision: safe children, stable families, and a strong community.

Thank you for taking the time to review our report and for supporting the work we do each day.

Sincerely,

Corey B. Clark
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, contact us at (740) 652-7606.

Our Mission Statement

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

Administration

COREY CLARK
Director

HEATHER O'KEEFE
Assistant Director

SARAH FORTNER
Deputy Director of Protective Services

LEVI GEORGE
Deputy Director of Information Technology

KRISTA HUMPHRIES
Deputy Director of Community Services

JODI SMITH
OhioMeansJobs Manager

PATRICK WELSH
Deputy Director of CSEA

CHILD SUPPORT Enforcement

Meet Troy

Between Troy's job and coaching his son's soccer team, his schedule was packed. Child support paperwork was the last thing on his mind, and the due date for his support modification review was quickly approaching. The last time he had to submit a modification request the process was fairly time consuming as he found himself making a series of phone calls and printing and mailing numerous documents. This time, things were different. A few days prior to the review date, he received a notification from the Fairfield County Child Support's new text messaging system, reminding him to submit his required paperwork for his upcoming modification review. Not only did this reminder prevent him from potentially missing an important deadline, but it also enabled him to submit the necessary paperwork via a simple photo and text. He even received a text confirmation on his phone as soon as the documents were received. This simple reminder saved him time, stress, and a potential delay in his case. Offering the opportunity to communicate with our office in a modern and convenient way, the Fairfield County Child Enforcement Agency's new text messaging system is a win for our customers.

Text Messaging

The Fairfield County CSEA can now communicate via text message. This technology has enhanced our overall level of service by providing our customers an additional way to reach us with their questions and concerns. Further conveniences include the ability to send and receive documents via text as well.



72.38% Current Support Collection

-exceeds last year's performance by 1.06%
-exceeds the State average by .50%

64.98% Arrearage Payment Collection Rate

-exceeds the State average by 3.47%

1.5 Billion in support collected annually in the State of Ohio

20 MILLION in support collected annually in Fairfield County

1 in 4 Fairfield County children are involved in our County's Child Support Program

Ohio serves **44,080** Custodial Parent Fathers

Ohio serves **59,370** Caretaker Third Party Custodians



CHILD PROTECTIVE Services

The average daily cost per child in paid placement for 2025 is **\$188**, reflecting a **35%** increase compared to 2019 rates.

16 children found forever families in 2024.



On average in 2025, Protective Services was involved with **196** children per month needing agency protection.

In 2025, the agency has an average of **168** children per month in custody:

- **25** in Residential/Group Home
- **66** in Foster Care
- **72** in Kinship

In 2024, Protective Services received **4,644** referrals with concerns for children:

- **54%** included concerns for physical abuse
- **28%** included concerns for neglect
- **13%** included concerns for sexual abuse

Visit **fcjfs.org** to contribute to the **Holiday Donation Drive**, supporting children and older adults in our community.

In 2024, **163** family members were assessed as potential placement options for kin.



Meet Shawna

Fairfield County Protective Services became involved with Shawna and her family following incidents of physical violence and coercive control by her partner, Zach, witnessed by their two children, Jillian and Jack. Concerns regarding Shawna's substance use and mental health led to the agency obtaining temporary custody and placing the children in foster care. Zach was later criminally charged and served 18 months in incarceration.

Initially, Shawna was distrustful and struggled to make progress on her case plan. Despite connection to community resources and support from her caseworker, concerns persisted. As custody approached one year, a permanency meeting with Shawna, her attorney, and the guardian ad litem prompted renewed engagement. With continued support, Shawna became fully invested in services, maintained sobriety, addressed her mental health, and developed greater awareness of her children's trauma.

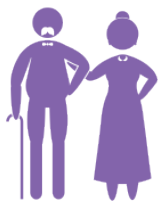
Following Zach's release, he declined services, while Shawna established healthy boundaries and a strong support system. She successfully reunified with Jillian and Jack, and the case closed with a positive outcome for the family.

ADULT PROTECTIVE Services

There were **777** calls reporting concerns of abuse, neglect, or exploitation for the elderly population in 2024.

Fairfield County APS has initiated a new pilot program in 2025 in partnership with **local banks** to prevent scams from happening to the elderly.

57% of all cases had concerns for self-neglect.



25% of cases included concerns for exploitation.

15% of cases included concerns for neglect by a caregiver.

113 cases were opened in 2024.

Meet Gladys

Fairfield County Protective Services became involved with Gladys after concerns of neglect were reported. It was alleged she wasn't receiving proper food, medication, or hygiene and was living in a home in poor condition with her niece, Sally. When the caseworker visited, she found Sally was consistently meeting Gladys' needs. Although the home was cluttered, it was safe.

Through ongoing visits, the caseworker built trust with both women and learned Gladys had dementia, with Sally providing care on her own. Sally admitted feeling overwhelmed and fearful she was failing Gladys. She worried she couldn't continue without support.

Protective Services connected them with resources to ease the burden. Gladys received home health and medical visit services, while Senior Hub/Meals on Wheels provided meals, homemaking, and an emergency alert button. Both women accepted the help and were pleased with the nurse who now makes regular visits. Though initially concerned APS might remove Gladys, Sally ultimately expressed gratitude for the support and relief the services provided.

APS hosts the **Older Adult Interdisciplinary Team** monthly as a collaborative effort to address and prevent elder abuse in Fairfield County. Participants include local law enforcement, social service organizations, local fire departments, and other service providers dedicated to serving the elderly.

COMMUNITY Services Snapshot



14,572

individuals received food assistance (SNAP) - of those, **5,780** were children.



Publicly Funded Childcare

764

Families

1,529

Children

34,140



individuals participated in the Medicaid program. **53%** were children or elderly. **1,828** individuals on Medicaid are either on waiver (in home services) or in a long-term care facility.

472

children were issued a **\$300** voucher for school clothing/supplies in 2024.

We assisted families in need by issuing **\$198,931** in vouchers for housing assistance. These funds helped prevent homelessness in Fairfield County.



485 Households

with children received cash assistance.

Of the **59** adults who received cash assistance, **53** had barriers to employment and were required to participate in a work activity.

The Fraud and Benefit Recovery Team received **730** referrals and collected more than **\$521,000**. With the assistance of the Prosecutor's Office, we have successfully prosecuted **9 cases**.



Fairfield County answered **19,299** customer service calls and completed **23,048** interviews in 2024 through Shared Services. Our agency also handled **22,204** calls on the agency phone line for county-specific needs.

Meet Becky

Becky joined the Benefit Bridge program in October 2024 after gaining employment and discontinuing from TANF cash assistance. Due to Becky's active engagement and dedication to the program, within three months she was able to move to a better position with a mental health agency. During her involvement with the Benefit Bridge program, Becky has achieved significant milestones:

- She obtained reliable transportation
- She completed the OhioMeansJobs financial literacy course
- She started a savings account
- She received a pay raise, significantly reducing her reliance on monthly SNAP benefits
- She has a brighter, more positive outlook on the future for herself and her family

Becky is now working to gain a TMS (Transcranial Magnetic Stimulation) Certification, recognizing this will improve her future earning potential. Becky's progress shows not only her resilience and determination, but the impact of supportive programs like Benefit Bridge which has provided her with resources she needed to be successful.

*Names have been changed for privacy. Photos are for illustrative purposes only.



Meet Henry

Henry's path began at OhioMeansJobs, where he inquired about the CCMEP, now known as the Next Step Program. At 18, Henry faced significant challenges, including a diagnosis of Pervasive Developmental Disorder and ADHD, and had left school after 9th grade with only a few credits.

After returning to Ohio for a fresh start, Henry enrolled in Opportunity Works and began an online high school program. He earned his diploma, completed a Career Certificate in Commercial Driving, and gained certifications in Digital Literacy, Financial Literacy, and Truth About Drugs. He is now preparing for the National Customer Service Certification and behind-the-wheel driver training.

Henry is thriving in a work placement at a local nonprofit, where he has progressed from behind-the-scenes tasks to confidently managing the cash register and answering phones. His journey reflects resilience, growth, and the power of tailored support in helping young adults succeed.



OhioMeansJobs®

Fairfield County

A proud partner of the
American Job Center network

Hosted 12
HIRING EVENTS

Hosted **2 Job Fairs** with **60** employers and more than **150** job seekers in attendance.



6,403

visitors to the
Resource Room (**492**
were new visitors).

Most
sought after
credentials
in 2024
continue to be
**COMMERCIAL
DRIVER'S
LICENSE**
and
**NURSING
LICENSES.**



Like us on
Facebook



Fairfield County
Job and Family Services
239 W. Main St.
Lancaster, OH 43130

(740) 652-7889
(800) 450-8845 • fcjfs.org

Fairfield County Job & Family Services Facebook/Twitter Page:

- Learn about PUBLIC RESOURCES and SERVICES available to you and your family.
- Follow us to keep up-to-date on PUBLIC ASSISTANCE offerings.
- View our OhioMeansJobs **LOCAL JOB OPPORTUNITY OF THE DAY** post.
- Connect with employers and apply for jobs.
- Browse our HIRING EVENTS located on the 3rd Floor of FCJFS in the Resource Room.

Operated under the direction of the Fairfield County Board of Commissioners:

Steven Davis • Jeff Fix • David Levacy