

PROTECT PRESERVE STRENGTHEN



ANNUAL REPORT
2013

Dear Friends,

I am pleased to present our 2013 Annual Report. The statistics in this report reflect the number of individuals in this community who count on us to "Protect, Preserve and Strengthen."

The concept of "Protect, Preserve and Strengthen" derives from our mission statement and is deeply rooted in our culture. We are an agency devoted to children, families, impoverished individuals and the elderly. Last year, the agency made many strides to strengthen Stark County.

Our Child Support Enforcement Division obtained funding to create the Right Path for Fathers Partnership. This program is designed to help unemployed non-custodial parents overcome barriers to employment, obtain a job, and develop meaningful relationships with their children.

In March, we earned reaccreditation from the Council on Accreditation, ensuring that our administrative and service delivery functions are aligned with best practices across the globe.

Our Human Services Division continues to lead program efforts around the state as it prepares for Medicaid Expansion and thousands of individuals who are Medicaid-eligible.

While these achievements are noteworthy, we will continue to seek new opportunities to partner with families, communities and stakeholders in order to improve the lives of Stark County's most vulnerable citizens.

We are part of a great safety net of services and programs throughout Stark County. There are many local service providers that enhance our services and better the lives of our customers. I would like to take this opportunity to thank these organizations for making Stark County a better place.

In 2014 we will continue to add to our many initiatives and to strengthen our partnerships. We will continue to "Protect, Preserve and Strengthen" Stark County. I look forward to the rest of the year. I am excited to lead this agency as we continue to meet the needs of our customers and community partners.

Sincerely,

Deborah Forkas, M.Ed
Executive Director



STARK COUNTY COMMISSIONERS

Tom Bernabei
Janet Weir Creighton
Richard Regula

SCJFS EXECUTIVE TEAM

Deborah Forkas, M.Ed
Executive Director

Susan Lenigar
Deputy Director,
Human Services Division

Rob Pierson
Deputy Director,
Child Support
Enforcement Division

Nedra Petro
Deputy Director,
Children Services Division

Jane Bethel
Deputy Director,
Finance

Kelly Lockhart
Deputy Director,
Human Resources &
Support Services

REPORTS OF ABUSE/NEGLECT

6,345 calls to the Report Line resulted in 3,135 reports of child abuse and/or neglect.

- 44.7% or 1,572 reported suspected neglect.
- 33.7% or 856 reported suspected physical abuse.
- 18.7% or 357 reported suspected sexual abuse.
- 2.9% or 256 reported families in need of services.

Assistance to Families

391 Additional calls to the report line resulted in assistance to families.

291 were calls of families in need of services.

100 were calls about children who were determined to be dependent.

ONGOING SUPPORT SERVICES

In an average month, 338 families received case management and supportive services.

Children who could not remain safely in their own homes were provided placement services. (Average children/month):

- 184 Agency Foster Care
- 111 Kinship or Relative Home
- 108 Purchased Foster Care
- 17 Residential Placement
- 7 Group Home Care

TRANSITIONAL YOUTH SERVICES

88 youth received independent living services.

50 previously emancipated youth received services.

FOSTER CARE/ADOPTION

183 licensed foster families

53 finalized adoptions

ADULT PROTECTIVE SERVICES

SCJFS contracts Coleman Professional Services to investigate suspected elder abuse/neglect and to provide support. Last year, 328 Reports of elder abuse/neglect or exploitation were received.

CHILDREN SERVICES

Nedra Petro, Deputy Director

The Children Services Division is legally responsible for taking reports of child abuse, neglect and dependency; investigating reports; and acting to protect children at risk of harm.

The Children Services Division also recruits and trains foster and adoptive families, prepares children for adoption, arranges for post-adoption services to families, and provides training in independent living skills for older teens.

ALTERNATIVE RESPONSE

Alternative Response (AR) IS an approach that provides for a second or alternative pathway of response to reports of alleged abuse/neglect. It was initiated in April 2012. Of the 3,135 reports of child abuse/neglect screened in during 2013, 1,098 or 35% were responded to using the AR approach.



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SCJFS celebrated the graduation of 15 foster youth at the annual Rising Up...Moving On event. The event is sponsored by Project KARE. Terrell Clifford, Supervisor, pictured right with one of the graduates.

YEARLY COLLECTION

\$63,176,687

AVERAGE MONTHLY CASES

33,724

PERFORMANCE INCENTIVES

- Paternity Establishment: **97.70%** of cases needing paternity
- Support Orders Established: **86.91%** of cases needing support established
- Collections on Current Support: **71.61%** of current support owed - Ranked first among Ohio's metro counties
- Collections on Arrearages: **68.21%** of cases owed arrearages

ESTABLISHING PATERNITY

455 Paternity Cases scheduled for DNA testing
1,122 Cases referred for Support Establishment

LEGAL

3,403 Court Hearings scheduled/attended by Legal Department

CUSTOMER SERVICE

- **72,797** Phone Calls Received by Customer Service; monthly average of **6,066** calls
- **12,325** Customers served in the CSEA Lobby; Monthly average of **1,027** customers

WARRANT AMNESTY DAY

For the past several years, SCJFS has teamed up with Stark County Family Court, Stark County Fatherhood Coalition, and the Interdenominational Ministerial Association of Stark County to offer individuals the opportunity to resolve child support bench warrants. In 2013,

- **51** Non-Custodial Parents Participated
- **30** Warrants Canceled for **27** Non-Custodial Parents
- **21** Non-Custodial Parents had their Driver's License Reinstated

CHILD SUPPORT ENFORCEMENT

Rob Pierson, Deputy Director

The Child Support Enforcement Division is committed to providing quality child support services, including:

- Establishing paternity and support
- Issuing orders for medical support
- Modifying support orders
- Enforcing support orders
- Monitoring collections
- Disbursement of support payments.
- Termination of current support when a child emancipates.

COST EFFECTIVENESS

In FFY 2013 the Child Support Division was one of the top ten counties in Ohio (6th) for cost effectiveness. Stark County collected \$16.45 for every administrative dollar spent, and among Metro Counties was second for cost effectiveness.



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Brian Brown, Supervisor, Child Support Enforcement grills hot dogs for Community Fishing Rodeo participants. Hundreds of kids and families participated in the event sponsored by Stark Social Workers Network and the Stark County Fatherhood Coalition.

OUR CUSTOMERS

The following are monthly averages.

Food Assistance Program

60,283 individuals received food assistance.

Medicaid

A total of **75,902** individuals received Medicaid assistance. These programs include Age, Blind, & Disabled (ABD) Medicaid and family Medicaid programs such as Healthy Start/Healthy Families.

- **12,514** individuals received ABD Medicaid
- **50,739** individuals received Covered Family and Children's Medicaid
- **1,122** individuals received Medicaid through Foster Care Adoption Assistance
- **3822** received Qualified Medicare Beneficiary (QMB) or Special Low Income Medicare Beneficiary (SLMB). These programs are federal Medicare Savings Programs which help low income elders and younger Medicare beneficiaries access Medicare benefits.

Cash Assistance

4,220 individuals received Ohio Works First (OWF) cash assistance.

353 individuals received Disability Financial Assistance (DFA). DFA is a cash assistance program intended for individuals who have pending applications for SSI/SSDI, but have been determined to be disabled by the State.

Child Care

4,087 children were cared for through publicly funded child care.

JOBS

There were **17** Work Experience Program (WEP) participants hired through program assignments in 2013.

- **88** Job Club attendees employed within 30 days of Job Club.
- **30** Job Club attendees employed within 60 days of Job Club.
- **12** Job Club attendees employed within 90 days of Job Club.

A total of **130** hired out of Job Club for the year 2013.

Customer Service

- **4,766** processed e-mails
- **209,395** calls taken

HUMAN SERVICES

Susan Lenigar, Deputy Director

The Human Services Division provides Ohio Works First cash assistance, medical assistance, food assistance, and job-related services including subsidized child care to eligible individuals and families in Stark County.

MONEY INTO OUR COMMUNITY

In 2013, it is estimated that Human Services Division programs injected more than **\$700 million** into the Stark County community. Local grocers, hospitals, clinics and retailers benefit from funds distributed through these programs:

Medicaid	\$529,450,894*
Food Assistance	\$90,304,836
OWF Cash Assistance	\$8,980,176
Disability Assistance	\$539,788
Child Care Assistance	\$10,584,785

*Estimated amounts based on the average of actual amounts from Jan. to Oct. 2013.



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For the last several years, SCJFS has played a major role in Leadership Stark County's Human Services Day. Staff here are participating in TANF Town - an hour long simulation designed to help class members gain a better understanding of the culture of poverty.

TOTAL AGENCY EXPENDITURES

\$43,757,545

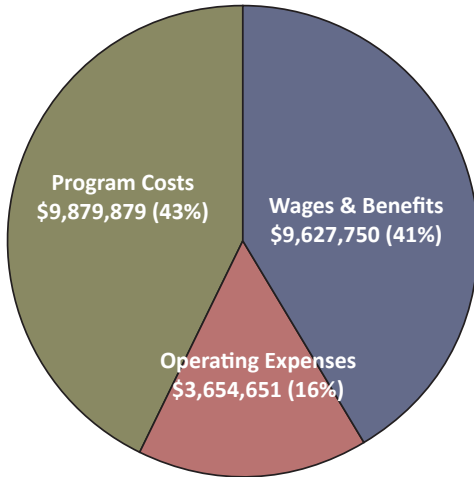
Finance

Jane Bethel, Deputy Director

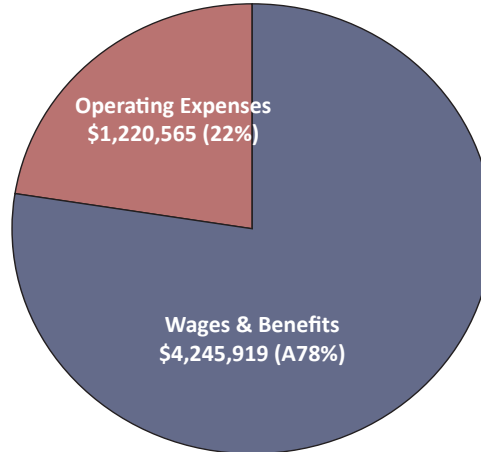
Most benefits are paid directly to our customers through federal and state funding and are not included in our financial statements. Our costs are primarily operational costs to administer the programs.

SCJFS' Executive Team relies on quick and effective communication of these projections in order to make decisions on how the agency delivers services to its customers, currently and in the future.

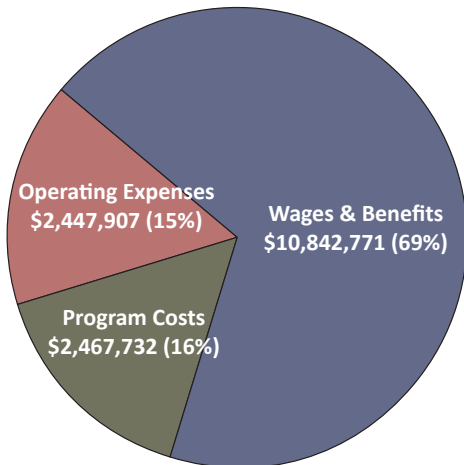
Children Services Division TOTAL EXPENDITURES \$23,162,280



Child Support Enforcement Division TOTAL EXPENDITURES \$4,836,855



Human Services Division TOTAL EXPENDITURES \$15,758,410



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The Human Services Division's lobby was closed for one day as Marathon Petroleum Corporation Employees painted the SCJFS Midtown Plaza lobby for United Way's Day of Caring.

IN OUR COMMUNITY

We take every opportunity to educate the community on our many programs and services. If you are holding a community event or need a speaker, call 330-451-8869. These are some of the events we attend in 2013:

- Canton Salvation Army
- Massillon Middle School Community Fair
- Canton Charge HEROES Night
- Plain Local Kindergarten Fair
- Stark State College Community Resource Fair (spring & fall)
- Stark County Fair (week-long)
- First Fridays (May-October)
- Madge Youtz Pre-Kindergarten Fair
- Mercy Medical Center Health Fair
- SCCAA Head Start Kickoff Fair
- Waco Community Fair
- Special Needs Expo at RG Drage
- Safe Kids Coalition's "Safe Kids Day"
- Five local YMCA's "Healthy Kids Day"
- Helping Hands, Hard Times Fair at Stark County Library
- Healthy Women's Expo at Kent State Stark Campus
- Massillon FunFest
- Malone University Health Fair
- Project Homeless Connect
- Stark County Library Preschool Fair
- Back to School Fair (Canton)
- Fall Open House at Brown Mackie College
- Health & Wellness Fair, Walsh University
- Kent State Family Fitness
- Vision Awareness Fair
- Hartville Migrant Camp
- Plain Rotary
- Canton South Rotary
- St. Barbara's (Massillon)
- Ohio Benefit Bank

SUPPORT SERVICES

Kelly Lockhart, Deputy Director

STAYING GREEN

Besides moving many of our publications, like this annual report, to a digital platform, we saved **877** trees through recycling paper in 2013 through our contract with Shred-It.



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During summer months, agency staff volunteered their lunch time to serve meals to attendees of the Salvation Army's Monday lunch. Pictured are SCJFS supervisors, Jennifer Tritt (left) and Freeda Palmer (right).

STARK COUNTY FAMILY SERVICES PLANNING COMMITTEE

The Stark County Family Services Planning Committee provides recommendations to Stark County Job and Family Services for the most effective and efficient delivery of services. The committee is presently comprised of 19 members who represent the agency, professionals from the community and the general public.

R. Scott White
Chairperson

Deborah Forkas
**SCJFS Executive
Director**

Patrice Fetzner
Michael Flood
Eric Henderson
Rebecca A. Marchino
Evelyn Moore
John Petit
Diane C. Thompson
Daphne E. Thomson
Erica Wilson-Domer

Sherri McKinney-Frantz
Vice-Chairperson

Members
Mary Ann Abel
Amanda Anderson
Patricia Croskey
Ann Durkin

Mary Lou Sekula
Secretary



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Children Services Division

300 Market Ave. North
Canton, OH 44702

Child Abuse/Neglect Report Line:

330-455-KIDS

Foster/Adopt

330-451-8789

Child Support Enforcement Division

122 Cleveland Ave. N.W.

P.O. Box 21337

Canton, OH 44701

Customer Service

330-451-8930

Human Services Division

221 3rd Street S.E.

Canton, OH 44702

Cash, Food & Medical Assistance

Customer Service Call Center

330-451-8861

Customer Service e-mail:

stark_csc@odjfs.state.oh.us

New Applications

330-451-8500

Directory Assistance

330-452-4661

JOBS/Child Care

330-452-4661



www.starkjfs.org