



2012 Annual Report

Letter from the Commissioners

The Franklin County Board of Commissioners is pleased to present the 2012 Annual Report of the Department of Job and Family Services. The Commissioners understand that while the County continues to advance and grow, many residents find themselves in economic distress or facing other barriers to prosperity. As the local safety net for these individuals and families, FCDJFS and its dedicated staff do an exceptional job helping children and families who need a little extra help with getting on their feet.

In 2012, FCDJFS developed new, innovative and more efficient ways of delivering services in an effort to become Ohio's leading workforce development and family support organization. Agency success in doing so continues to be measured by its impact on the quality of life in Franklin County for all who call it home.

This report illustrates only a few of the agency's initiatives in greater detail and you will be impressed to learn the scope and impact of FCDJFS-administered services. Franklin County will continue to improve in 2013 and beyond.



John O'Grady
Franklin County Commissioner



Paula Brooks
Franklin County Commissioner



Marilyn Brown
Franklin County Commissioner

2013 Board President



Director's Message

Dear Friends,

The Franklin County Department of Job and Family Services (FCDJFS) is committed to improving the quality of life for Franklin County residents by administering basic financial, medical and social service programs. Against the backdrop of a recovering economy and constrained public resources, we remain committed to serving the citizens of Franklin County.

As we move forward with continued dedication to service delivery in 2013, we take a moment to reflect on our programs, the results and the impact on those we served in 2012. Under the direction of the Franklin County Board of Commissioners and with the help of dedicated staff and strong community partners, we have made significant progress and this report provides just a snapshot of the programs with the most impressive results and impact on the community in 2012.

As an agency, we facilitated service delivery and assistance valued at over \$2.1 billion through the Supplemental Nutrition Assistance Program (SNAP), Disability Financial Assistance, Temporary Assistance to Needy Families (TANF), Child Care assistance and Medicaid. We continue to examine ways to develop and apply program outcome measures that align with community goals and priorities.

We cannot yet declare victory, but we are proud of these accomplishments. There is always opportunity to be better at what we do, and FCDJFS commits to continuing our push forward. We will continue assisting individuals and families with overcoming temporary challenges, for their betterment and for the betterment of our Franklin County community.

Sincerely,



Anthony S. Trotman, Director



2012 FCDJFS Leadership

Board of Commissioners

Paula Brooks, 2012 Board President
Marilyn Brown
John O'Grady

Agency Director

Anthony S. Trotman

Assistant Directors

Kathy Hoeffler
Carla Williams-Scott

Chief Financial Officer

Christy Russell

Communications Director

Lance J. Porter

Our Mission

To provide workforce development and family support programs that improve the quality of life for Franklin County residents.

Our Vision

To become Ohio's leading workforce development and family support organization through technology, innovation, and collaboration with business and community partners.

Our Values

We Serve! – Work Ethic, Service, Excellence, Respect, Value, Empowerment

PROGRAMS

Workforce Development

The Program

Ohio Works First (OWF), the State's TANF cash assistance program, provides time-limited support to eligible families. Here in Franklin County, over 13,000 adults and 32,300 children were enrolled in the 2012 OWF program and collectively received over \$50 million in cash assistance. Federal law requires at least 50 percent of able-bodied adult recipients participate in work-related activities such as employment, education or training; the 50 percent target is known as the work participation rate (WPR).

The Results

In November 2012, FCDJFS surpassed the WPR by reaching 50.89 percent participation--a 20 percentage point improvement over 2011.

How did we do this? FCDJFS streamlined processes and engaged customers. We worked with our community partners to be more hands on with participants and create a stronger sense of personal responsibility and accountability for completing program requirements. We leveraged technology to better track participation, and we re-aligned assistance payments so they have to be earned before received.

Improvements in work participation mark the hard work of the FCDJFS workforce development team and the successful partnerships among FCDJFS and its contracted vendors. We invested over \$3.1 million in 2012 to ensure federal targets were met and our customers received job training, education, and placement services critical to obtaining sustainable employment.

The Impact

People are working! In partnerships with local organizations, FCDJFS successfully placed nearly 1,700 OWF recipients into jobs. These individuals now have a means to earn income and support themselves and their families while gaining critically important professional skills and experience.

Additionally, by exceeding the federal work requirement of 50 percent, Franklin County helped Ohio's 88 counties collectively meet the federal target. Failure to do so would have resulted in significant penalties for the state as a whole.

Food Assistance Program

The Program

FCDJFS administers the federal Supplemental Nutrition Assistance Program, also known as SNAP. SNAP helps low income individuals and families meet their basic needs of food and nutrition by providing monthly allotments for food purchases. FCDJFS aids individuals and families in accessing SNAP benefits by accepting applications, determining program eligibility and conducting case management activities.

The Results

In 2012, over \$371 million in food assistance has been issued to almost 97,000 individuals and families, with an average issuance of \$320/month.

The Impact

Children and their parents are healthier and prepared for school and life because they have access to food. Additionally, according to the USDA, every \$5.00 in new SNAP benefits generates \$9.00 in total community spending. Applying this to FCDJFS total program payments, SNAP had an approximate \$669 million impact on Franklin County individuals, families and businesses through job creation and increased consumer spending in our community.

Prevention, Retention, Contingency (PRC) Program

The Program

PRC is a one-time emergency cash assistance program available to individuals experiencing life events that pose a new, significant and immediate threat to their financial stability.

The Results

In 2012, PRC helped nearly 1,600 families with shelter, clothing, home repair, utilities and automobile expenses totaling over \$1.2 million.

The Impact

A house fire, a natural disaster, a car in disrepair—these things happen to everyone, but they are particularly damaging to individuals and families already experiencing financial difficulty. PRC serves as a lifeline for these individuals to overcome a specific challenge and avoid losing momentum in securing financial independence.

Child Care Certification

The Program

Providing a safe and reliable child care option for parents during work hours helps them secure and maintain employment. To ensure child care services meet county, state and federal quality standards, the FCDJFS Child Care Certification team conducts oversight and monitoring activities for 290 Type B Home Child Care Providers in Franklin County.

The Results

The FCDJFS child care certification team completed 100 percent of required compliance visits in 2012. During these visits, certification workers examine whether providers meet the state-established quality standards, and if not, develop action plans to move the provider into compliance.

The Impact

The FCDJFS certification team members are trained and well-versed in standards for quality child care in our community, and they are on the ground everyday working to ensure these standards are followed in every household where children are in-care.

Child Care Assistance

The Program

FCDJFS workers determine eligibility and conduct case management activities for families qualifying for subsidized child care. In order to receive financial assistance for child care services, families must be at or below 125 percent of the Federal Poverty Level and be either employed or enrolled in an educational or training program.

The Results

Over 15,800 Franklin County families received child care assistance in 2012, totaling over \$113 million in payments.

The Impact

With this assistance, almost 30,000 children received care while their parents, relieved of some of the financial burden of child care, could pursue work, education and training opportunities.



Medicaid

The Program

Amidst current and pending policy changes, the Medicaid program continued providing health care coverage to low-income children and their parents, as well as the aged, blind and disabled population. FCDJFS case managers helped hundreds of thousands of eligible Franklin County individuals and families navigate the various Medicaid programs and access essential health services.

The Results

The Medicaid program provides health care coverage to individuals who would not otherwise be able to obtain insurance due to cost or accessibility. In 2012, FCDJFS assisted an average of 259,000 children and adults each month in gaining Medicaid coverage. Payments totaled over \$1.7 billion for the year.

The Impact

Through the program, pregnant mothers receive pregnancy-related care, children have access to preventative screening and treatment services, and individuals who are aged, blind or disabled receive affordable health services tailored to their needs. Medicaid provides children and families with the preventative and ongoing health care services they need in order to thrive and become, or remain, healthy and successful members of society. Without access to these services, these vulnerable populations would not have access to preventative services, and may instead seek health care only when their needs are most urgent—often when most life-threatening and expensive to the individual, hospitals and the community.

Adult Protective Services (APS) & Earned Income Tax Credit (EITC) (Title XX)

The Program

FCDJFS receives federal funds under Title XX of the Social Security Act to support critical social services aimed at empowering individuals to achieve or maintain economic independence and preventing neglect, abuse or exploitation of children and adults.

The Results

In 2012, FCDJFS allocated over \$3 million in Title XX funds to community organizations and programs addressing the areas of need identified by Title XX. Almost \$2 million was allocated through contracts with the Franklin County Office on Aging and the Franklin County Probate Court to provide Adult Protective Services (APS).

FCDJFS also contracted with the Franklin County Earned Income Tax Credit (EITC) Coalition, leveraging Title XX funds to support the Coalition's 2012 tax season activities.

The Coalition, which includes Franklin County, FCDJFS, the United Way of Central Ohio and HandsOn Central Ohio, served over 4,300 households in 2012, a 19% increase over 2011.

The Impact

APS encompasses referrals and investigations of child and adult neglect and abuse, as well as the assignment of guardianships where appropriate. These services ensure the most vulnerable, and often voiceless, citizens in our community have a system of support and protection.

Under the EITC Program, Franklin County families saved approximately \$1,086,750 in tax preparation and refund anticipation loan fees as a result of utilizing the Coalition's services, and they collectively received over \$5.4 million in refunds.

These savings and refunds are especially important to low-income families living paycheck to paycheck.

Refugee Resettlement and Social Services Programs

The Program

The US Department of Health and Human Services, reported 2,246 refugees arrived in Ohio in 2012 and many of them have resettled in Franklin County. The nation's Refugee Resettlement Program, supported by ODJFS through FCDJFS and other county departments of job and family services, was established decades ago to assist refugees with the transition to independence and self-sufficiency in their new communities.

The Results

This year, FCDJFS administered \$1.78 million in assistance to adult and child refugees.

The Impact

These programs provide refugees services and time-limited cash and Medicaid assistance to help them resettle, achieve stability, and secure employment in the shortest time possible following their arrival to the United States. This safety net ensures children and families displaced from war torn countries have an opportunity to prosper in their new communities. In the coming years, FCDJFS is committed to developing ways to measure the impact of this program on, not only refugees, but also the communities in which they settle.

Disability Financial Assistance

The Program

For individuals with disabilities who do not qualify for assistance under Social Security or OWF, the State's Disability Financial Assistance (DFA) program provides an alternative safety net. FCDJFS case managers determine eligibility for this program based on an individual's income and resources.

The Results

In 2012, over \$2.3 million in DFA support was issued in Franklin County, assisting approximately 1,440 vulnerable individuals with maintaining health and meeting basic needs.

The Impact

Disability Financial Assistance recipients are individuals whose physical or mental health prevents them from working and earning enough income to cover basic needs like shelter and food. The support provided through the DFA program helps vulnerable individuals with maintaining health and meeting basic needs.



Family Stability Programs

The Program

FCDJFS also invests in a category of services known as Family Stability. These include residential treatment services for alcohol and drug addiction, community resource referral networks, and free or reduced-cost legal aid.

Providers funded through FCDJFS Family Stability investments include Maryhaven, HandsOn, the Legal Aid Society of Columbus, and House of Hope for Alcoholics, Inc.

The Results

Investment in these programs totaled over \$900,000 in 2012. Approximately 120 individuals were served through Maryhaven and House of Hope residential treatment services; over 52,000 individuals utilized the HandsOn information and referral network, and approximately 50 individuals received free legal help from the Legal Aid Society of Columbus.

The Impact

Initiatives supported through FCDJFS family stability contracts ensure individuals can and do connect with supportive services available in our community.

Whether it is a question about social programs in Central Ohio, an inquiry concerning legal challenges, or a family emergency rooted in addiction, these stabilizing services often serve as a lifeline for families during their most troubled times.

Early Childhood Initiatives

The Program

FCDJFS supports several key early childhood initiatives in our community, including Start Smart, Columbus Kids and Action for Children's child care provider training program.

- o Start Smart is a program administered by the United Way of Central Ohio and designed to support children ages 0-5 in preparing for kindergarten.
- o Columbus Kids - Ready, Set, Learn is a groundbreaking initiative by the Franklin County Commissioners and United Way that offers preschool-age children free learning checkups.
- o Action for Children's child care provider training program ensures Franklin County Type B Home Child Care providers receive at least 18 hours of mandated training on child safety and quality programming standards.

The Results

The FCDJFS investment in these early childhood initiatives supported 20 children through Start Smart, 1,500 children through Columbus Kids – Ready, Set, Learn, and over 250 child care providers through Action for Children's training program.

Additionally, with the FCDJFS investment of \$250,000 in the Columbus Kids program, United Way was able to expand its service offerings in 2012 to children and families living in the Hilltop and west side neighborhoods of Columbus.

The Impact

Studies show that a child's early experiences greatly influence and impact the likelihood they will achieve in school, continue their education after graduating from high school, and become productive employees. This is the rationale behind Franklin County's continued investment in the area of early childhood education and care.

2012 Summer Youth Employment & Youth Summer Camp

The Program

With the support of the Franklin County Board of Commissioners, the City of Columbus, COWIC, community based organizations, educational institutions, and private sector businesses, FCDJFS again invested in Franklin County's youth during their summer months away from school. These investments were targeted at programs designed to provide youth opportunities for academic and life skill development and to reduce non-academic barriers to becoming well-educated, productive and successful adults.

The Youth Summer Camp Program supports community-based programs offering youth ages 5-13 daily physical activity and math and/or reading enrichment activities to mitigate summer learning loss. For youth ages 14-24, the Summer Youth Employment Program provides a range of summer employment opportunities.

The Results

The 2012 Youth Summer Camp Program served over 1,300 children, and, through the Summer Youth Employment Program, over 1,900 youth and young adults received paid internships with local government agencies and through partnership with Huntington Bank, PNC Bank, and Kemba Financial Credit Union.

The Impact

The summer camps are designed to combat summer learning loss while the Summer Youth Employment Program provides participants access to services including work readiness training, career exploration, financial literacy training and job match events with private sector employers.

FCDJFS recognizes an opportunity within these programs to develop real measures to assess whether they are effective in improving children's life trajectories—both short and long term. With the agency's renewed commitment to managing with data, we will continue to work internally and with our community partners to develop ways to measure program outcomes and ensure the highest return on investment for our children.

2012 Youth After-School Programs

The Program

FCDJFS awards TANF funds to selected afterschool programs serving economically disadvantaged, at-risk youth who are engaged in a school system in Franklin County.

The Results

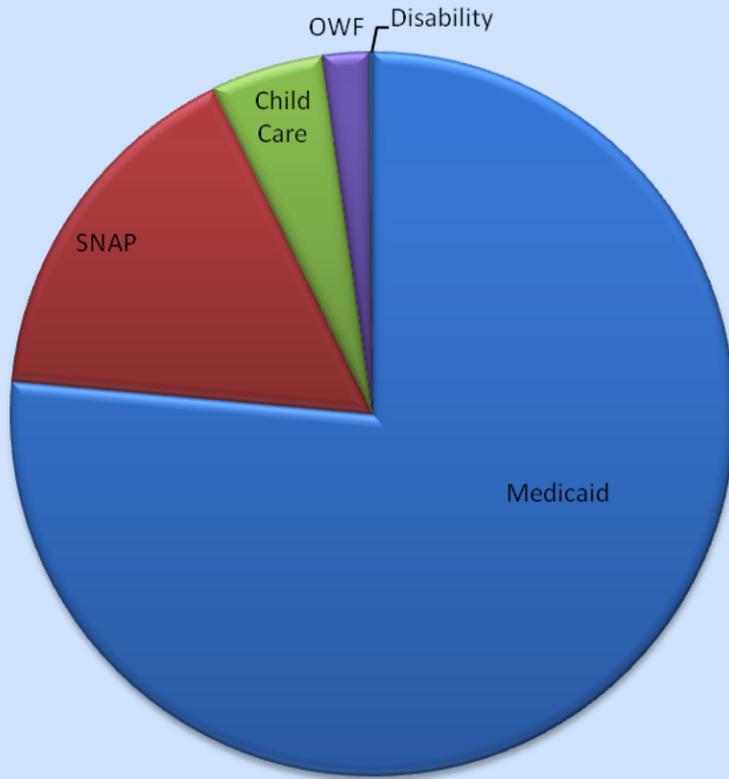
In 2012, FCDJFS invested almost \$1 million in TANF funding for after-school programs in our community. We are proud to report 448 youth ages 5-18 were served through these programs.

The Impact

After-school programs present an opportunity to provide children with after-school enrichment while giving working parents a bit more flexibility knowing their children are engaged and safe. Selected programs offer activities designed to enhance academic performance and youth development, empower youth to make good choices for their futures, and prepare them for successful transitions to adulthood. As with the Summer Youth Employment and Summer Camp programs, the agency is committed to developing for the After-school program a set of robust performance measures aligned with community priorities and goals.



FCDJFS Facilitated Program Expenditures



Medicaid
\$1,736,749,000

SNAP
\$371,390,800

Child Care
\$113,592,000

OWF
\$47,704,800

Disability Financial Assistance
\$2,304,400

FCDJFS Contracted Services/Program Expenditures

Workforce Development
\$5,792,000

Youth Services
\$5,567,000

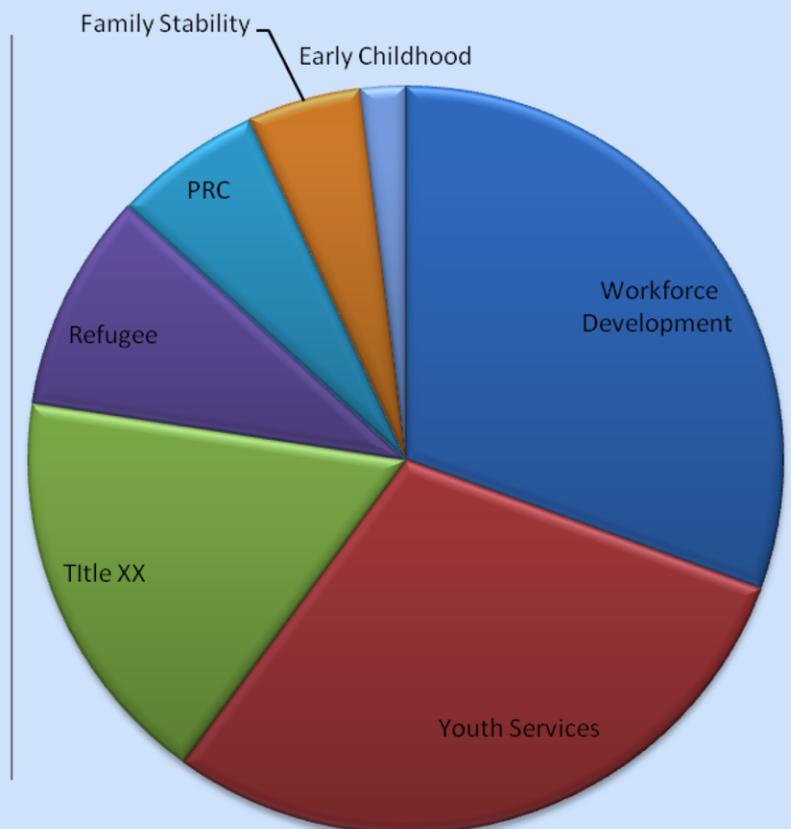
Title XX
\$3,296,000

Refugee Social Services
\$1,787,800

PRC
\$1,200,000

Family Stability
\$921,260

Early Childhood
\$363,500



Improved Customer Service Initiatives

Franklin County
Department of Job & Family Services

Community Portal

Home Programs/Services Locations Forms Useful Links FAQ's Contact Us Login

Register Now

Register now to get access to these exciting features:

- ✓ Access Your JFS Case Information
- ✓ Get Email Alerts
- ✓ Get Text Message Alerts
- ✓ View Your JFS Appointments
- ✓ View Your JFS Transportation **NEW**

Register

Quick Links

- [Apply Online \(Food Stamps, OWF, Medicaid\) **NEW**](#)
- [Rescare Participant **NEW**](#)
- [Rescare Providers](#)
- [Benefit Bank Quick Check](#)
- [Search Child Care Providers](#)
- [JFS Portal System Requirements](#)
- [Managed Care Enrollment Center](#)

Coming Soon Please check back soon for

Welcome to Franklin County Department of Job and Family Services. FCDJFS is committed to providing outstanding service. As we continue to explore opportunities to improve

Anthony S. Trotman
Director

Customer Access Center

Each FCDJFS case manager handles an average of 700-800 cases. With caseloads continuing to rise over the last several years, it became increasingly difficult for case managers to manage daily appointments and provide quality customer service to walk-in customers, call-in customers, and those sending inquiries by e-mail.

In July 2011, FCDJFS began to reform this customer service model and in 2012, we launched an agency-wide Customer Access Center (CAC). The CAC centralizes phone and online case management, allowing us to better track and gather performance data on these activities. We began collecting and analyzing data in 2012 and will use it in 2013 and beyond to monitor, manage and continuously improve our customer service.

During the CAC launch period of October through December 2012, over 186,000 calls were received, of which almost 70 percent were answered by FCDJFS call center agents. The industry average for calls answered is 80 percent, and we will meet this target in 2013 with the visibility and real-time performance measurement capabilities provided by the newly-launched CAC.



Enhancements to IT infrastructure

The FCDJFS Community Portal website was developed to provide customers with more visibility to their case status and information. Customers may register to access case information, manage their profile, and receive email and text message alerts when changes are made to their case.

Registered Community Partners are able to view/search customer benefit eligibility and send secure messages to the customer's inbox. Each Community Partner's access is tailored to the specific services they provide.

By December 2012, the Portal had over 20,000 registered users and 16 Community Partners.

Community Outreach and Engagement

Community engagement is a core value of FCDJFS and in 2012, the agency and its employees gave back to the community in many ways:

- ❖ Raised a total of \$52,394 for the 2012 Combined Charitable Campaign, the annual fundraising drive in which county employees may donate to the charities of their choice
- ❖ Contributed enough food and cash donations to provide the equivalent of 5,000 meals for families served by the Mid-Ohio FoodBank
- ❖ Served on a variety of boards and committees at the local, state and national level including:
 - o National Association of Counties – Labor and Employment Steering Committee
 - o Ohio Job and Family Services Director’s Association – Executive, Metro Directors, Policy and Fiscal Committees
 - o Learn4Life Columbus
 - o Franklin County Family and Children First Council
 - o United Way – Columbus Kids Advisory Council

FCDJFS was also recognized by the Columbus Urban League as an instrumental partner in the success of their efforts in economic development and workforce development, and the agency received a Community Empowerment Award at the organization’s 37th Annual Empowerment Day Luncheon.

Additionally, the Office of the Secretary of Defense, Employer Support of the Guard and Reserve, recognized the agency as a Patriotic Employer for “contributing to national security and protecting liberty and freedom” by supporting employee participation in the U.S. National Guard and Reserve Force.



Testimonials

“My wife and I participated in the Franklin County Work Experience Program (WEP) and through a local business and caring site coordinator were able to achieve working towards our goal of entrepreneurship. The training we received in urban agriculture and natural farming methodologies through this local business laid a foundation for us to create an all natural, locally sourced frankfurter company called The Good Frank. The experience helped us to understand the natural foods community, work with future distribution outlets, and study our target market.

Our company, The Good Frank has had an incredible first year of operations. We have managed to get our products on the shelves of Clintonville Community Market, The Hills Market, and have just been approved for Whole Foods Market. In addition to that, we are producing franks for Dirty Franks Hot Dog Palace, Ajumama, Flat Top Pizza Company, Big E's Southern BBQ, and of course for our own mobile vending carts.

We hope to build on these successes this year and share one simple truth with others: If you believe in yourself and allow that belief to spur you into sustained action, you can achieve your heart's desire. Again, thank you for believing in us.”

Tyrone, Marcella, Lilly, Jennie, and Evan Jackson

“Elaina started as a WEP with Franklin County Department of Job and Family Services in July 2012. She was placed in a unit and did a wonderful job. Elaina is bilingual in Spanish and was a huge asset to the adult unit. She also assisted us at ResCare when we had any Spanish speaking clients and needed assistance in communicating with them. Elaina has done an outstanding job so much with her work demonstrated here at the county, that when a position opened up at ResCare, she applied for the Employment Specialist Position and received the job. She is very excited to get her new Career at ResCare started!”

Shannon Donnelly, ResCare North Operations Supervisor

