



2013 ANNUAL REPORT

Coming Full Circle

Helping families move from poverty to stability.

THE PROGRAMS WE WORK WITH. THE LIVES WE IMPACT.

The Franklin County Department of Job and Family Services administers assistance and supports programs that impact the lives of hundreds of thousands of individuals, families, and children residing in Franklin County. These efforts are designed to provide temporary support for people in need of life stability and assistance as they work to emerge from poverty.

OUR MISSION

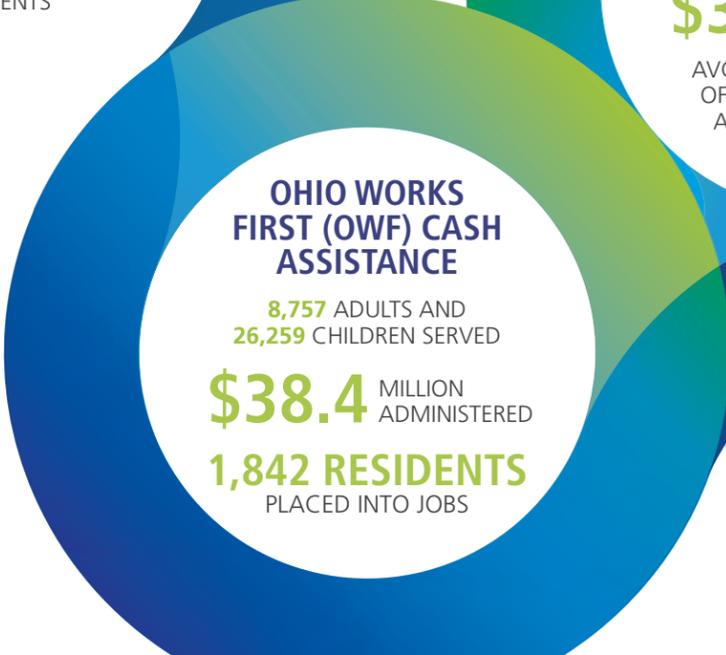
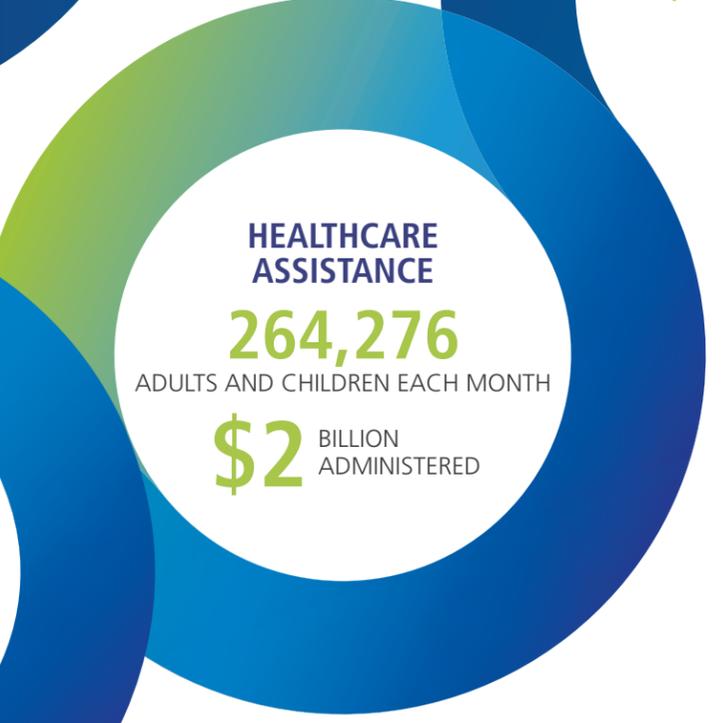
To provide workforce development and family support programs that improve the quality of life for Franklin County residents.

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

Work Ethic, Service, Excellence, Respect, Value, Empowerment



LETTER FROM THE COMMISSIONERS

To the Franklin County community,

We have been entrusted, by you, to make sound financial decisions that ensure our growing community continues to thrive. We take that charge very seriously and know that it requires not only responsible management of the county's funds, but also a commitment to the community goals of assisting residents and families with achieving financial independence, strengthening our local economy and businesses, and supporting our seniors and veterans.

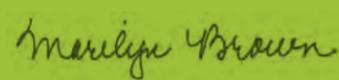
The Department of Job and Family Services is Franklin County's largest social service agency, facilitating the annual delivery of services totaling more than \$2.6 billion last year. Currently, the agency employs nearly 600 people and provides some type of service to approximately one out of every five residents of our county.

The 2013 Franklin County Job & Family Services Annual Report is a product of the ongoing collaboration between the Franklin County Board of Commissioners, Job and Family Services, our valued service providers, and the greater community. It highlights the accomplishments that FCDJFS made last year in workforce development, providing access to basic needs such as food assistance and health coverage and working to ensure that our county's children are prepared for success.

As the fastest growing county in the state of Ohio, the 30th largest county in the nation, the 7th strongest regional economy, the third best for tech jobs, and one of the top five places with good jobs and affordable housing in our nation, we are proud of Franklin County's accomplishments and look forward to working together in the year to come to meet the demands of our growing community.

Thank you for your continued partnership and commitment to improving the lives of Franklin County's residents.

Sincerely,



Marilyn Brown
2014 President



Paula Brooks



John O'Grady



DIRECTOR'S MESSAGE

Dear Friends and Partners,

The data and profiles in this annual report tell a story of hope and opportunity. In moments of need that might seem overwhelming, our agency helps families and individuals find a pathway to overcome poverty and become stable again. In 2013, our agency saw success because many of the individuals and families we serve, as the title suggests, have come full circle. Our job training programs have helped prepare youth and adults for employment. Our child care assistance has helped parents obtain high quality child care and allowed them to maintain their employment. Our Medicaid program has helped keep our clients healthy and our early childhood strategies have engaged and prepared our youngest citizens for success in school and life.

In 2013 FCDJFS helped nearly 2,000 residents find new jobs, engaged more than 6,000 children in early childhood and youth services, helped over 260,000 with healthcare needs, and ensured over 32,000 children were in safe and enriching childcare environments.

I want to thank the Franklin County Board of County Commissioners and Franklin County Administrators for their leadership, guidance and support, and the work of our dedicated partners and employees throughout the year. Fighting poverty is a difficult task and we are not naive to the continued work that will be demanded of this agency in order to amplify our stories of success. We are making strides and looking for ways to do even more good work with our existing public funds. We are ready. Our focus is clear. Our greatest success story is when clients, through our programs, leave poverty behind for themselves and generations that follow. That is what it means for our community to come full circle.

Sincerely,



Anthony S. Trotman, Director



2013 FCDJFS LEADERSHIP

BOARD OF COMMISSIONERS

Marilyn Brown
2014 Board President
Paula Brooks
John O'Grady

COUNTY ADMINISTRATION

Don L. Brown
County Administrator
Kenneth N. Wilson
Deputy County Administrator
for Resource Management

AGENCY DIRECTOR

Anthony S. Trotman

ASSISTANT DIRECTORS

Kathy Hoeffler
Carla Williams-Scott
Lisa Walsh

CHIEF FINANCIAL OFFICER

Christy Russell

COMMUNICATIONS DIRECTOR

Lance J. Porter

FINDING STABILITY

Franklin County Department of Job and Family Services connects and administers multiple programs to ensure that assistance is coordinated around the needs of the whole family. By aligning services, FCDJFS provides a supportive environment that protects the most vulnerable and helps low-income families meet their basic needs.

Connecting Families to Basic Needs

FOOD ASSISTANCE

When low-income individuals need assistance providing food and nutrition for themselves and their families, FCDJFS connects them with the Supplemental Nutrition Assistance Program (SNAP). Through this program, FCDJFS has helped over **285,000 Franklin County residents** get the nutrition they need to be healthier and better prepared to succeed in school and life.

SNAP HAS AN APPROXIMATE \$642 MILLION IMPACT ON FRANKLIN COUNTY THROUGH JOB CREATION AND INCREASED CONSUMER SPENDING*

OHIO WORKS FIRST (OWF) CASH ASSISTANCE

OWF provides time-limited cash assistance to low-income individuals and families. Federal law requires 50 percent of able-bodied adult recipients to be involved in work-related activities such as employment, education, or training. FCDJFS surpassed the federal requirement in 2013 by reaching a **55% Work Participation Rate (WPR)** and has helped thousands of adults and families gain access to temporary cash assistance.

CONNECTED OVER 8,000 ADULTS & 26,000 CHILDREN TO OWF ASSISTANCE

* This is based on the USDA's assertion that every \$5 in SNAP benefits creates an economic impact of \$9.

HEALTHCARE ASSISTANCE

FCDJFS connects low-income, disabled, blind, and aged individuals and families to healthcare services. Through Medicaid, pregnant women receive pregnancy-related care, children have access to preventive and treatment services, and adults can improve their health as they work to become self-sufficient. Transportation for non-emergency medical appointments is also available for qualified individuals.

CONNECTED AN AVERAGE OF 264,000 CHILDREN & ADULTS EACH MONTH TO MEDICAID

CHILD CARE ASSISTANCE

Low-income parents working to secure and maintain employment, job training or their education need access to quality child care. FCDJFS helps connect qualified individuals to Publicly Funded Child Care providers that are rated on a continuum of quality improvement and achievement. In addition, the FCDJFS Child Care Certification team ensures that the child care options in our community are safe and reliable by monitoring Type B Home child care providers in Franklin County.

In order to improve early learning and development, many of our providers are transitioning to the state's Step Up To Quality (SUTQ) program. One of the many ways the program demonstrates commitment to quality is by recognizing providers that hire teachers with higher education qualifications and experience.

CONNECTED OVER 32,

PROTECTING THE MOST VULNERABLE – ADDITIONAL SUPPORT PROGRAMS

ADULT PROTECTIVE SERVICES

helps prevent neglect, abuse and exploitation of residents ages 60 and over.

EMERGENCY CASH ASSISTANCE

for rent, utilities and other basic needs is available to low income families whose progress in securing financial independence has been disrupted by unforeseen difficulties or events.

REFUGEE RESETTLEMENT AND SOCIAL SERVICES PROGRAM

connects individuals displaced from war torn countries to assistance that helps them transition and prosper in their new communities.

DISABILITY FINANCIAL ASSISTANCE

provides support to residents whose physical or mental health prevents them from working and earning enough income to cover basic needs like shelter and food.

FAMILY STABILITY PROGRAMS

connect families to residential treatment services for alcohol and drug addiction, community resource referral networks, and free or reduced-cost legal services.

MEDICAID

\$2 BILLION
264,276
RESIDENTS
EACH MONTH

MEET AUDRA

Audra worked hard all her life to save and plan for her long-term care. But when she moved into a nursing home, the cost of care was more than she could afford. Because of her complex financial situation, Audra had trouble receiving the assistance she needed. Fortunately, Audra's intake case manager helped her find the resources available to her, and she was able to secure Medicaid benefits that allowed Audra to stay at her nursing home. She is now receiving the assistance she needs to live comfortably, and she's surrounded by a group of dedicated, caring people.

Note: This is a real story, however to protect privacy, a different name and photo are used.



FOUNDATIONS FOR A BETTER FUTURE

Growing up in poverty can have a devastating impact on the future success of children. To provide youth with opportunities for successful lives, Franklin County Department of Job and Family Services brings together programs and resources to provide assistance to children, parents, and schools. Below are some of the programs that FCDJFS funds to decrease the cycle of poverty and improve the quality of life for everyone in our community.

2013 SUMMER YOUTH EMPLOYMENT & YOUTH SUMMER CAMPS

The Summer Youth Camp Program combats summer learning loss by providing youth ages 5 – 13 with daily physical activity and math and/or reading enrichment. The Summer Youth Employment Program offers young adults ages 14 – 24 with summer employment opportunities as well as access to work readiness training, career exploration, financial literacy training, and job match events with private sector employers.

YOUTH SUMMER CAMPS SERVED OVER 1,400 CHILDREN

SUMMER EMPLOYMENT PROGRAMS PROVIDED OVER 1,300 YOUNG ADULTS WITH PAID INTERNSHIPS

2013 YOUTH AFTER-SCHOOL PROGRAMS

FCDJFS provides funding for after-school programs that serve economically disadvantaged, at-risk youth in our community. After-school activities support out-of-school learning, enhance academic performance and develop skills to help prepare youth for successful transitions to adulthood.

SERVED 473 YOUTH AGES 5 – 18

FUNDED EARLY CHILDHOOD INITIATIVES

FCDJFS supports numerous initiatives that reach children at a young age to help give every child in our community an opportunity to have a better foundation for the future.

FRANKLIN COUNTY FAMILIES & CHILDREN FIRST COUNCIL

FCFC's work and programs assists the most vulnerable Franklin County youth and their families. One program, Help Me Grow, connects newborns, infants, and toddlers with developmental delays or those who have a qualifying medical condition with appropriate services.

FRANKLIN COUNTY/COLUMBUS KIDS initiatives led by United Way of Central Ohio help ready preschool-aged children for kindergarten by providing free learning checkups for early detection of developmental delays, socio-emotional challenges and hearing and speech problems in Columbus City and Southwestern-City Schools.

SPARK (SUPPORTING PARTNERSHIPS TO ASSURE READY KIDS) New in 2013, SPARK engages parents and children in their homes to build reading, language and social skills in preparation for a smooth transition into school.

ACTION FOR CHILDREN provides training for parents and childcare providers on child safety and quality programming standards.

SERVED OVER 2,500 CHILDREN AGES 0 – 5

MEET JULIUS

Julius was very quiet and reserved when he first came to the Directions for Youth and Families after-school program, located at the Ohio Avenue Youth Center. He had difficulty socializing with his peers, and he didn't have a place where he felt like he could be himself. Over time, he began participating in activities and opened up more to the staff. He discovered that he had a gift and passion for dancing, and he's become a beloved member of Ohio Avenue's dance company. Julius participated in cooking and music activities as well. Throughout his time at Ohio Avenue Youth Center, Julius developed better socialization skills and became more confident. His academic performance also improved. He finished eighth grade with a GPA above 3.0 and was on the honor roll. Above all, Julius found a place where he could grow into the mature young man he is now.



EARLY CHILDHOOD & YOUTH SERVICES

6,002 YOUTH SERVED



SUPPORTING SELF-SUFFICIENCY WORKFORCE DEVELOPMENT

Franklin County Department of Job and Family Services brings together an array of resources to help low-income individuals and families develop job skills, seek employment, and build stability.

MEET TYRONE AND MARCELLA

When Tyrone Jackson shut down his hot dog cart and catering business, he and his wife, Marcella, lost nearly everything, including their house. They both struggled to find work before receiving help from FCDJFS' Work Experience Program, which helps individuals on public assistance connect with local businesses to receive job training. They worked at the Four Seasons City Farm where they learned about small scale crop production and produce marketing. Through hard work and dedication, the Jacksons were able to work their way off of public assistance and used the skills they learned to implement their business plan, reopen their business and build their future. Their business, The Good Frank, now produces all natural, hot dogs that are carried in several small groceries and restaurants in Franklin County.

The Jacksons have now signed up to train others through the same Work Experience Program that helped them get back on their feet. They are also currently in the process of securing property in Linden to build a larger production space that will allow them to employ people in their neighborhood. Their goal is to employ, educate and train impoverished people in the principles of entrepreneurship so they can build better lives for themselves and their families.



WORKFORCE DEVELOPMENT SERVICES

Through the Ohio Works First (OWF) Program, FCDJFS collaborates with community and business partners to provide the necessary resources to find employment, and help participants gain the skills they need to successfully re-enter the workforce and secure careers that provide a livable wage. Individuals are placed into work or educational experience assignments that provide training and experience for future, full-time employment.

FCDJFS works closely with a diverse group of partners and in 2013 helped place over 1,840 OWF recipients into jobs that enable them to build stability for themselves and their families.

Companies who choose to participate in the Work Experience Program (WEP) by employing OWF participants benefit from reduced hiring costs, potential tax credits and by gaining employees who are trained and motivated to earn full-time positions to improve their income and emerge from poverty.

IMPACT

OVER
1,840
RESIDENTS WITH
NEW JOBS

2013 EMPLOYEES OF THE YEAR

Our work is able to impact the lives of hundreds of thousands of residents in our community because of the tremendous dedication of our employees. The staff at Franklin County Department of Job and Family Services works every day in service of our mission to improve the quality of life for residents of Franklin County. In 2013, FCDJFS recognized Jaime Brown, Derick Sorrell, and Lawrence Richey for their leadership and innovation.

JAIME BROWN

Jaime, a Project Manager in the IT Department, has been with FCDJFS since 2001. Jaime contributed significantly to the accomplishment of FCDJFS's 2013 Key Performance Indicators. She has demonstrated outstanding leadership skills in many projects, including leading the project to consolidate the South Center and create our satellite office at the Neighborhood Health Center.

DERICK SORRELL

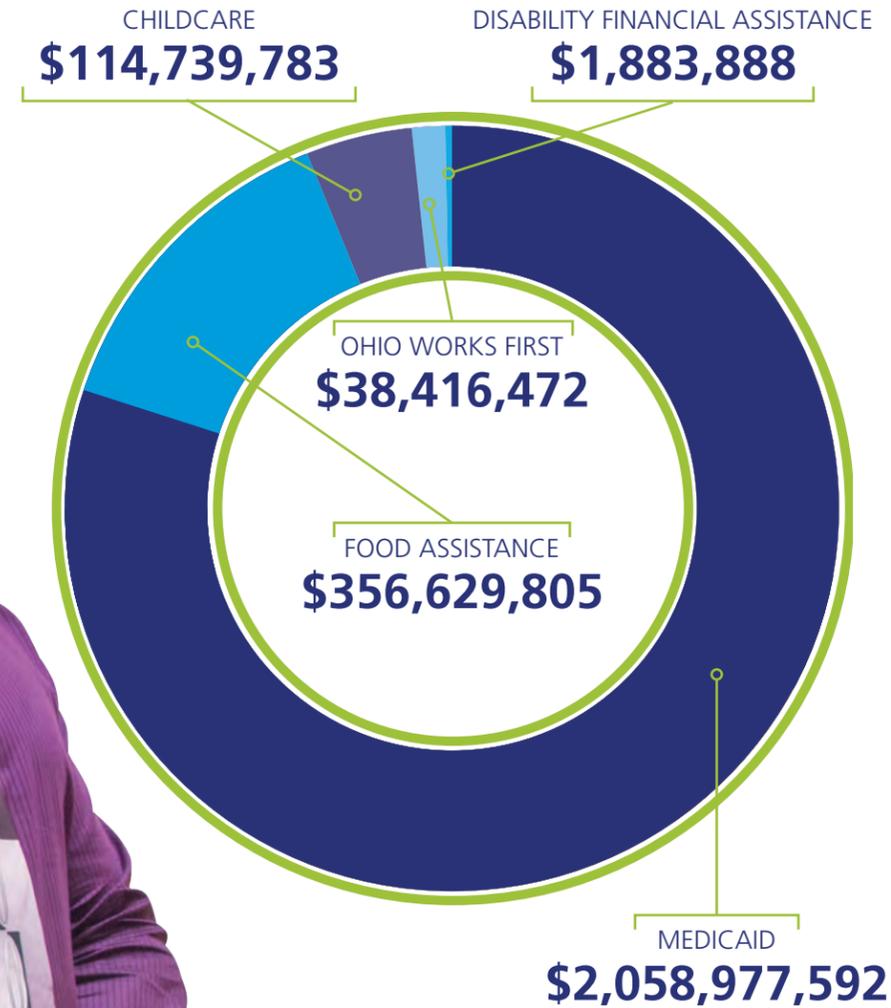
Derick, who has been with FCDJFS since 2007, created numerous data tools to better assist FCDJFS's Workforce Development team, and he helped implement these tools effectively and efficiently. He has been instrumental in helping FCDJFS work toward our work participation rate goal for Ohio Works First. Derick was recently promoted to Programmer Analyst.

LAWRENCE RICHEY

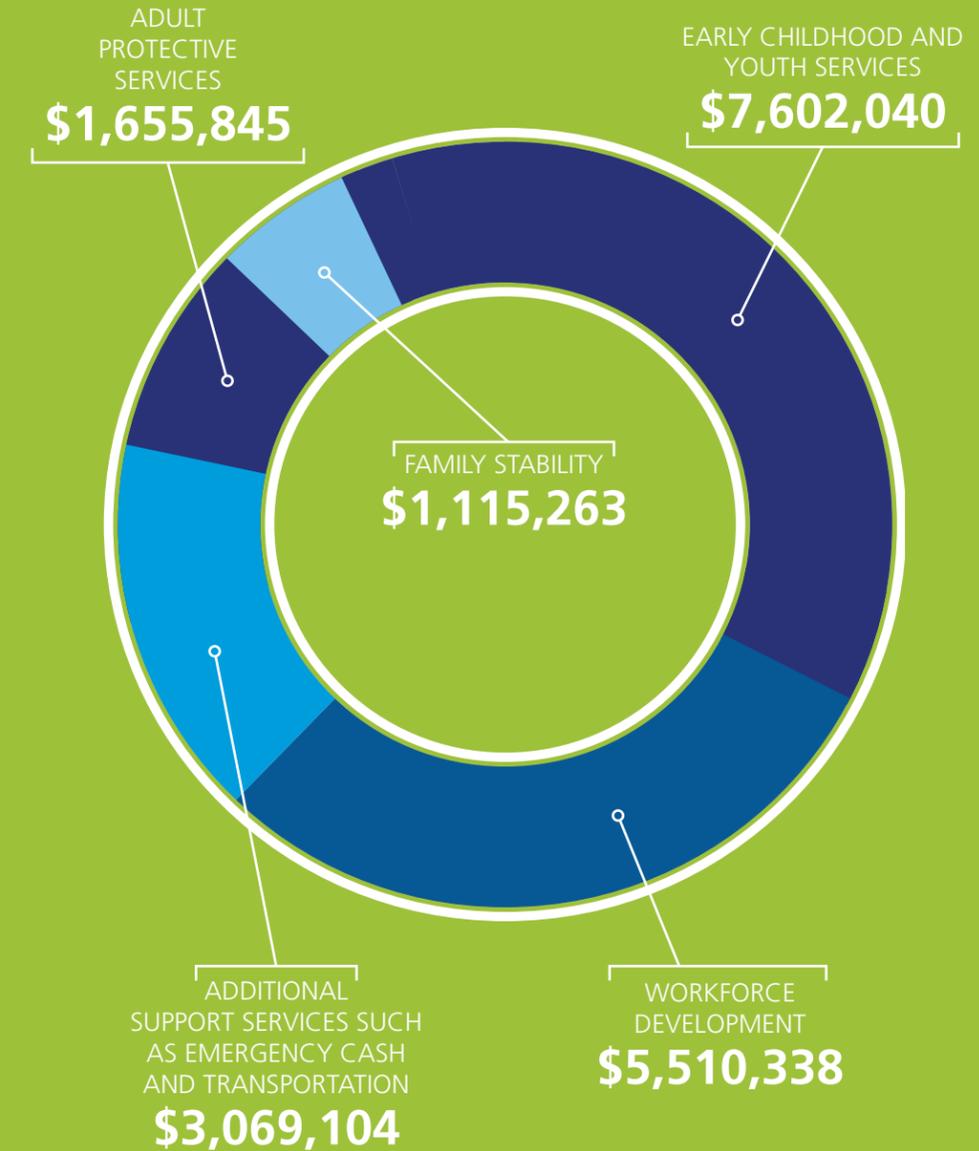
Lawrence has been with FCDJFS since 1992, when he started as an Investigator and was promoted to a supervisor position. Lawrence has been instrumental in creating customized tools and systems to better establish and track overpayment claims.



2013 ADMINISTERED PROGRAM EXPENDITURES



2013 FCDJFS FUNDED SERVICES/PROGRAMS





COMING FULL CIRCLE & BEYOND

Because helping individuals and families move out of poverty requires a comprehensive approach, Franklin County Department of Job and Family Services will continue to bring together resources to support the needs of the whole family. By improving access to benefits, leveraging technology, and implementing new programs, FCDJFS is looking forward to improving the quality of life for residents in our community.

MEDICAID

In January 2014, Ohio expanded Medicaid to include childless adults below the age of 65 with a household income at or below 138% of the federal poverty line. FCDJFS is working to implement the expansion and other provisions of the Affordable Care Act. We also have caseworkers onsite at various hospitals to assist patients with accessing Medicaid benefits.

STEP UP TO QUALITY (SUTQ) RATING FOR LICENSED LEARNING AND DEVELOPMENT PROGRAMS

Beginning in July 2014, all Franklin County providers, including Type B Home child care providers, can be voluntarily rated through Step Up To Quality. SUTQ is an initiative to provide star ratings for early learning and development programs for childcare centers and licensed home providers. One of the many ways the program demonstrates commitment to quality is by recognizing providers that hire teachers with higher education qualifications and experience. By July 2020, it will be mandatory for all Franklin County licensed providers to participate in SUTQ.

DEVELOPING LEADERS FOR THE FUTURE

The Emerging Leaders program was created to develop future FCDJFS leaders, foster collaboration and improve critical skill sets for employees. These skill sets include managing with data, understanding public finance and ethical leadership, among other things. To date, 29 employees have completed the program, with nine graduates receiving promotional opportunities. There has been improved communication between departments and feedback about the program has been very positive.



Franklin County Department of Job and Family Services would like to recognize and thank our partners for their assistance and support in developing programs and initiatives to help Franklin County residents emerge from poverty:

EARLY CHILDHOOD AND YOUTH SERVICES

Action for Children
Asian American Community Services
Boys & Girls Clubs of Columbus
Broad Street Presbyterian Church
Center for Healthy Families
Central Community House
Clintonville Beechwood
Community Resources Center
Columbus City Schools
Columbus Housing Partnership,
dba Homeport
Columbus Recreation and Parks
Columbus Urban League
Communities In Schools
Community Arts Project,
dba King Arts Complex
Community Development for All People
Central Ohio Workforce
Investment Corporation (COWIC)
Directions for Youth and Families
Easter Seals Central and Southeast Ohio
Educational Service Center of Central Ohio
Enterprise Works, Inc.
Ethiopian Tewahedo Social Services
Franklin County Families
and Children First Council
Girl Scouts of Ohio's Heartland Council
Godman Guild Association
Henkels & McCoy, Inc.
Hilltop Christian CDC
Homeless Families Foundation

J. Ashburn Jr. Youth Center
Learn4Life Columbus
Learning Circle Education Services
MCS Touch (Metropolitan
Community Services)
Neighborhood House Inc.
Ohio Hispanic Coalition
Salvation Army
St. Stephens Community House
TECH Corps Ohio
United Way of Central Ohio
Urban Resurrection CDC
Vineyard Community Church
Whitehall City Schools
Wright Choice
YMCA of Central Ohio

ADULT PROTECTIVE SERVICES

Franklin County Office on Aging
Franklin County Probate Court

INTERPRETATION & TRANSLATION SERVICES

Access 2 Interpreters
Community Refugee
and Immigration Services

WORKFORCE SERVICES

Columbus Urban League
Community Refugee
and Immigration Services
Central Ohio Workforce
Investment Corporation (COWIC)
Dress for Success

Ethiopian Tewahedo Social Services
Franklin County Child
Support Enforcement Agency
Goodwill Columbus
HandsOn Central Ohio
Impact Community Action
Jewish Family Services
National Center for Urban Solutions
ResCare Workforce Services

FAMILY STABILITY SERVICES

Behavioral Science Specialists
Columbus Federation of Settlements
Central Community House
Clintonville Beechwood
Community Resources Center
Gladden Community House
Neighborhood House Inc
St. Stephen's Community House
Deaf Services
Hands On Central Ohio
House of Hope for Alcoholics, Inc.
Legal Aid Society of Columbus
Maryhaven
Mid-Ohio Food Bank
United Way of Central Ohio

TRANSPORTATION SERVICES

Acme Enterprise Inc. Airport Taxi
Best Choice Transportation, LLC
Bobcat Radio Service Inc.
Central Ohio Transit
Authority (COTA)

Harris Medical Transportation
Super Shuttle

OUT-STATIONED CASE MANAGEMENT SERVICES

Columbus Neighborhood
Health Center
Columbus State Community College
Franklin County Board
of Developmental Disabilities
Franklin County Children's Services
Nationwide Children's Hospital
Ohio State University
Wexner Medical Center

STATE PARTNERS

Ohio Department of Job
and Family Services (ODJFS)
Ohio Department
of Medicaid (ODM)
Ohio Department of
Administrative Services (DAS)

FEDERAL PARTNERS

Department of Health
and Human Services (HHS)
Administration for Children
and Families (ACF)
Office of Refugee
Resettlement (ORR)
Centers for Medicare and
Medicaid Services (CMS)
Department of Agriculture (USDA)
Food and Nutrition Services (FNS)