



## ***A Look Back At 2007***

2007 nearly brought the agency to its knees. The year was plagued with negative media coverage involving not only Children Services cases, but also public scrutiny of the management and employees of the agency. However, these events also brought about major changes that will shape the agency for years to come.

Accepting full responsibility for the problems is always the first step in finding closure and moving forward. I am proud to say that each and every staff member has done just that and we are moving forward.

Despite the controversial headlines - day to day operations needed to continue. We were able to establish agency wide goals, completed an internal review of the agency, establishment of working teams including a customer service team dedicated to enhance customer service, better internal and external communications, and teaming up with other agencies in the community for greater effectiveness and efficiency of operations.

We also developed a continuous outreach program which included a "Family Fun Run" in Norwalk; "Harvest Festival" in Willard; numerous food drives to help the area food banks and also invited Second Harvest for Hunger to come to our agency and deliver food to the needy. Hosted many Red Cross blood drives and staff volunteered many hours to community service projects.

Huron County Department of Job & Family Services has many caring employees. Many people in our communities count on the employees and services that are provided by the agency for their basic needs, food, housing, and protection just to name a few. This responsibility takes a staff of dedicated and passionate individuals wanting to serve others. It also takes many community partners who are committed to helping.

The citizens of Huron County can count on us to bridge the gap for those struggling to work their way out of poverty. The Huron County Department of Job & Family Services also provides supportive services in the form of child care, medical coverage and other cash assistance.

Thanks to the dedication of our staff, we empower families and the community to use our agency as a stepping stone, through the delivery of social, financial, and support services to enhance the quality of life and foster independence. A goal every family has the right and ability to achieve.

Lowell Etzler  
Interim Director

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Job Store 419-633-JOBS (5627)

### ***Family Support Services/Workforce Development***

The Family Support Services and Workforce Development staff joined forces in creating a more efficient effective way of doing business at HCDJFS. Changes created better customer service and faster response to customers needs in 2007. Future changes will be taking place in order to better serve the community and the customer.

Cash Assistance in 2007 saw an increase of 8% in OWF cases and 15% in GAA cases. An average expenditure for OWF per month was \$40, 211.66 in 2007, while the average expenditure for GAA was \$6,749.00.

Breakdown of 2007 Cash Assistance per month

	ADCI	ADCR	ADCU	GAA
Jan.	1407.00	41,182.00	490.00	5980.00
Feb.	1743.00	41,133.00	581.00	6095.00
Mar.	1743.00	35,771.00	245.00	6943.00
Apr.	1743.00	34,322.00	0	7227.00
May	1589.00	33,221.00	245.00	6944.00
June	1253.00	34,662.00	0	7245.00
July	1253.00	39,748.00	0	6901.00
Aug.	917.00	35,745.00	0	6778.00
Sept.	1253.00	34,937.00	625.00	6453.00
Oct.	1253.00	38,309.00	625.00	6493.00
Nov.	1253.00	44,675.00	1055.00	6683.00
Dec.	1760.00	45,871.00	1931.00	7246.00
<b>Total</b>	<b>17,167.00</b>	<b>459,576.00</b>	<b>5797.00</b>	<b>80,988.00</b>

### ***PRC***

The PRC program gives families a chance to get back on their feet with assistance in areas of car repairs, shut-off notices for utilities, work clothing, rent and mortgage payments, and some schooling.

### ***Food Stamps***

In 2007 Family Support Services/Workforce Development Unit of HCDJFS was awarded with a certificate of recognition in appreciation for their achievement of a 94% (or greater) food stamp accuracy rate for each of the past ten years. Their commitment to the Food Stamp Program is outstanding!!



Visit the Child Support payment website: [www.setsivr.odjfs.state.oh.us](http://www.setsivr.odjfs.state.oh.us)

### *Child Support/ORU*

**The Mission of the Child Support Enforcement Agency is to work towards putting the needs of children first, through the establishment, collection, and enforcement of child support orders. With enhanced customer service and education. We will foster mutual respect between the CSEA and the community.**

Child Support and Overpayment Recovery Enforcement Unit’s mission is to work towards putting the needs of children first, through the establishment, collection and enforcement of child support orders. Child Support Enforcement unit affects more children than any other service provided by Huron County Department of Job & Family Services. Many of our responsibilities include:

- Establishing and enforcing child support orders
- Locating parents who are not paying their support
- Helping to establish paternity
- Conducting hearings to modify child support orders

Child Support Enforcement actively manages 6066 child and/or spousal support cases. Child Support continued to see positive result of the intensive enforcement action of driver license suspensions and seizing bank account funds for those delinquent, non-paying, non-custodial parents. Collections in 2007 represented a 3.42% increase over 2006.

We were successful in increasing our outcomes in the incentive areas as monitored by the State of Ohio and the Federal Office as follows:

	<b>2006</b>	<b>2007</b>	<b>2008 Goals</b>
Current support collections	71.86%	72.81%	80.00%
Collections on arrears	72.09%	73.62%	75.00%
Paternity establishments	104.52%	109.18%	112.00%
Support establishments	90.95%	91.35%	95.00%

A goal for child support collections is established at \$13,000,000.00 million dollars for the upcoming 2008 calendar year.

Child support collections in 2007 totaled \$12,701,718.09 which is an increase of \$420,057.09 over collections in 2006.

Overpayment Recovery Unit collected \$74,573.31 in total overpayments from Public Aid and \$43,634.86 in overpaid child support payments totaling \$118,208.17.

New collection cases added in 2007: 104 new public aid overpayments were identified totaling \$94,404.00. In addition, 52 new child support overpayments subject to collection were identified totaling \$32,472.59. In 2007, ORU investigators saw a 41% decrease in investigative referrals over 2006.



Child Abuse Hotline 419-668-5281

## ***Children Services***

The Children Services Unit is committed to the safety of children in the least restrictive setting possible. For many children that is within their own homes. Voluntary case plan services are offered to families to assist them in overcoming concerns that may compromise the safety of their children. If safety and risk factors are not effectively addressed through voluntary case plan services, the Agency will seek court intervention. If a child must be removed from a parent, the Agency diligently searches for relatives and significant others as a placement resource before pursuing a foster placement.

## ***Multi-systemic Therapy***

Through the use of Prevention, Retention, Contingency funds, and other local funding Children Services may access Multi-systemic Therapy for families in need of assistance in parenting a challenging youth rather than removing youth from their home and placing them outside of the county. MST is a pragmatic and goal-oriented treatment that specifically targets those factors in each youth's social network that are contributing to his or her antisocial behavior. Thus, MST interventions typically aim to improve caregiver discipline practices, enhance family affective relations, decrease youth association with deviant peers, increase youth association with prosocial peers, improve youth school or vocational performance, engage youth in prosocial recreational outlets, and develop a support network of extended family, neighbors, and friends, to help caregivers achieve and maintain such changes. MST services are delivered in the natural environment (e.g., home, school, community). The treatment plan is designed in collaboration with family members and is, therefore, family-driven rather than therapist-driven. The ultimate goal of MST is to empower families to build an environment, through the use of child, family, and community resources, that promotes health. The typical duration of home-based MST services is approximately 4 months, with multiple therapist-family contacts occurring each week.

## ***CAPMIS***

The Children Services unit implemented the Comprehensive Assessment Planning Model-Interim Solution (CAPMIS) safety and risk assessment tools in 2007. Children Services investigators must attempt to make face to face contact with the alleged child victim within 24 hours. At this first face to face contact, the investigator must assess for immediate safety of the child. This is documented in the safety assessment within four days. Theme family assessment is a re-assessment of safety factors and assessment of strengths and needs of the family.

## ***Parent Mentor Program***

The mentor works with parents in their home and assists the family in developing structure, a routine of expectations, rewards and consequences. The Parent Mentor helps with basic living skills, behavior management, and improving attachment and bonding within the family.



185 Shady Lane Drive  
 Norwalk, Ohio 44857  
 419-668-8126 or 1-800-668-5175  
 Fax: 419-668-4738  
 Website: [HuronCountyDJFS.org](http://HuronCountyDJFS.org)

***Financial***

***Administrative Expenses***

Child Care	281,164.78
Child Support Enforcement Agency	908,886.84
Children Services	766,875.87
Food Stamp Employment & Training	41,539.85
Food Stamps & Medicaid	724,049.47
Income Maintenance	685,897.85
Social Services (Children & Adults)	175,365.37
TANF/CW, OWF & PRC	1,017,306.15
TANF/Title XX	448,570.32
WIA	37,291.33
<b>TOTAL</b>	<b>5,086,947.93</b>

***Purchase of Services/Contracts***

TANF/PRC	849,823.13
Child Care Providers	1,932,626.30
Child Care Quality	16,331.98
Help Me Grow	274,941.49
WIA-Youth, Adult & Dislocated	767,271.17
Children Services/Foster Care	1,369,857.40
<b>TOTAL</b>	<b>5,210,851.47</b>



### ***Human Resources statistics***

Employees: 99  
Child Support Employees: 23  
FSS/WFD Employees: 40  
Children Services Employees: 24  
Administration Employees: 12

#### General Information:

Average Years of Service: 9.14  
Average Age of Employee: 43  
Males: 6  
Females: 93

### ***Huron County Workforce Investment Act Board***

Mike Adelman, *Huron County Commissioner*  
Gary Bauer, *Huron County Commissioner*  
Ralph Fegley, *Commissioner*  
Harry Brady, *Regional Council of Carpenters*  
John Clark, *Firelands BGSU*  
Bethany Dentler, *Norwalk Economic Development*  
Lowell Etzler, *Huron County DJFS*  
Kay Fletcher, *Huron County DJFS*  
Dirk Hiler, *RR Donnelley*  
Colene Horning, *Spherion*  
Sue Lesch, *Mayor of Norwalk*  
Kathy Nickoli, *Janotta & Herner Inc.*  
Todd Shining, *Willard Chamber of Commerce*  
Jerry Shoemaker, *Empire Credit Union*  
Donna Slack, *Norwalk City Schools*  
Kitty Smith, *EHOVE Joint Vocational School*  
Bob Talcott, *Sandusky Bay Area Goodwill*  
Shawn Tappel, *New London Village*  
Bob Utter, *Plumbers & Steamfitters Local 42*  
Charlotte Wagner, *Erie/Huron/Ottawa Ed. Services*  
Jim Wiedenheft, *Huron County Development Council*  
Duane Woods, *Fisher Titus Medical Center*

