

Fairfield County Job & Family Services

STRATEGIC INITIATIVES

2018 - Present

STABLE Families

SAFE Children

STRONG Community



Fairfield County
Job & Family
Services

Strategic Theme 1

Fairfield County Job and Family Services responsibly obtains, maximizes, and allocates financial resources

- Community Services and Workforce Development will continue to implement and evaluate the Comprehensive Case Management and Employment Plan (CCMEP) targeting 16-24-year-old customers. We will integrate Ohio Works First (cash assistance) and Workforce Innovation and Opportunity Act (WIOA) services for person-centered case management to improve customers' employment and education outcomes by providing training, supportive services, employment and follow-up. **(Completed)**
 - **Update 4/22/19:**
 - **New policies and procedures implemented**
 - **Offering monetary incentives to customers for reaching established goals**
 - **Added Finance Specialist position which has increased efficiency and productivity**
 - **Provided additional training for staff and implemented a monthly case review procedure**

- Community Services will identify strategies to strengthen the fraud/benefit recovery program to recover taxpayer dollars for the Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), and Medicaid programs **(Completed)**
 - **Update 5/28/19:**
 - **New goal area developed to include the following action steps:**
 - **Develop plan to accept fraud referrals from other counties in shared services**
 - **Understand the EDMS workflow and develop process for fraud documents**
 - **Implement fraud awareness activities in May**
 - **Determine feasibility of credit card payments for overpayments**
 - **Conduct annual FTI training for staff**
 - **Develop written procedures for fraud manual such as referrals, FTI, overpayments, TOP and referrals to county prosecutor**
 - **Research and develop plan to complete IEVS alerts**

- **Host on-site support meeting for state fraud staff and state system staff**
 - **Submit tickets to fix defects or create enhancements in Ohio Benefits**

- Community Services will ensure publicly funded childcare providers are compliant and able to meet the Step Up To Quality (SUTQ) rating **(Completed)**
 - **Update 5/28/19:**
 - **New goal area developed to include the following action steps:**
 - **Attend State training on SUTQ**
 - **Quantify number of providers and number of inspections required**
 - **Identify training partnerships**
 - **Research staffing/funding needs**
 - **Develop training resources for providers**
 - **Develop process for inspections and tracking tool**
 - **Present information at a department meeting**
 - **Update 12/2019:**
 - **Fairfield County has 17 of 21 Licensed Child Care Home Providers star rated**

- Community Services will strengthen the fraud and benefit recovery programs
 - **Update 8/27/2020:**
 - **2020 activities**
 - **Create process to eliminate paper files of closed cases.**
 - **Implement enhancements in fraud log.**
 - **Develop a plan for accepting credit card payments for overpayments.**
 - **Develop a process for working Benefit Recovery alerts.**
 - **Update all documents/templates with new supervisor information.**

- Community Services will expand publicly funded childcare providers and develop written procedures for the childcare program area
 - **Update 8/27/2020:**
 - **2020 activities**
 - **Review and update childcare procedures.**
 - **Recruit additional childcare providers.**

- Workforce Development Management Team will meet with Finance Team monthly to review budget and to analyze the tracking and forecasting of all costs related to Career Training and Supportive Services **(Completed)**
 - **Update 4/22/19:**
 - **Finance Team developed a tracking and forecasting tool that allows management to make more informed decisions about the budget in a proactive manner**

- Workforce Development will utilize designated state Rapid Response funding to upgrade the Resource Room equipment and technology **(Completed)**
 - **Update 9/25/2020:**
 - **The following items were purchased to upgrade the Resource Room**
 - **2 printer/copiers**
 - **2 kiosks for orientations, local job postings, maps, local referral resources, etc.**
 - **3 staff laptops to enable virtual meetings with customers**
 - **2 customer laptops for virtual interviews, job fairs, etc.**
 - **2 touch screens for customer registration**
 - **Cell phone charging station**

- Child Support will continue to implement cost saving measures that absorb ongoing allocation cuts while maintaining the highest level of customer service **(Completed)**
 - **Update 4/22/19:**
 - **Recent restructuring included replacing a management position with a case management position as well as reducing contract costs which resulted in an overall savings of \$144k**

- Child Support Management Team will continue to meet with Finance Team monthly to monitor budget forecasts and maximize services within budget parameters **(Completed)**
 - **Update 4/22/19:**
 - **Finance Team developed a tracking and forecasting tool that allows management to make more informed decisions about the budget in a proactive manner**

- Child Support will continue to implement new initiatives aimed at increasing potential federal incentives such as:

- Accepting credit card payments
 - Utilizing the State Waiver and Compromise program
 - Early Intervention for new cases
 - Case Closure efforts
 - Modifying court order effective dates to avoid unintended default
(Ongoing)
 - **Update 5/28/19:**
 - **Payment process completely revamped at state level.**
 - **All counties now take credit card payments**
 - **State assumes all liability and pays service charges**
 - **Cash and check payments made at county level are processed in real time**
 - **New Guidelines Law effective 3/28/19**
 - **Updates cost of living expense for first time in over 25 years**
 - **Amount of parenting time impacts order amount**
 - **Lower income payors will generally have lower orders than prior**
- Protective Services will consistently initiate opportunities to bring increased state and federal funding to Fairfield County to maximize non-local funding streams and bring better services, practices, & treatment to local children, families, and elderly. Some current grants and pilots include: **(Ongoing)**
 - **Ohio START (Sobriety, Treatment, & Reducing Trauma)** – New program that pairs caseworkers with peer mentors in recovery, funded by the Ohio Attorney General’s Office via the Victims of Crime Act (VOCA), with a goal of stabilizing families harmed by parental drug use so that children and their parents can recover and move forward with abuse-free and addiction-free lives.
 - **Update 4/22/19:**
 - **All grants are on target and progressing as planned**
 - **Cohort 2 has started**
 - **Update 5/28/2020:**
 - **Currently in the process of creating and submitting the new budget for the next fiscal year.**
 - **Fairfield County is in the process of creating a local START Steering Committee which will include different**

community partners to continue to enhance services and practice to ensure model fidelity.

- **Update 9/22/2020:**
 - **PS continues to participate in START**
 - **Expectation is that activities associated with START will become evidence-based and allow agencies to draw down Prevention Services dollars in the future which will eliminate the need for GRF funds**
- **EPIC (Enhancing Permanency in Children & Families)** – Federal Regional Partnership Grant, funded by the Children’s Bureau of the Administration for Children and Families, that strengthens the Ohio START program, with not only peer recovery supporters, but also additional interventions that focus on Family Treatment Drug Court, Medication Assisted Treatment (MAT), and parenting and support for kinship caregivers.
 - **Update 4/22/19:**
 - **Management staff attending upcoming Opioid Conference**
 - **Update 5/28/2020**
 - **Continuing weekly calls with EPIC OSU team**
 - **Fairfield County continues to have 3 full time staff members and 3 peer mentors who provide services to families in our community for this project.**
 - **Update 9/22/2020:**
 - **Year 4 of the grant is currently underway**
 - **Additional funding was provided for an additional 20 hours per week to support an EPIC Case Worker**
- **Quality Improvement Center for Collaborative Community Court Teams (QIC-CCCT)** – One of three Ohio demonstration sites for a federal grant, in collaboration with Fairfield County Juvenile & Probate court, that assesses current capacity to collaboratively address the health and substance use disorder treatment needs of infants, young children and their parents or caregivers, and creates a community approach that ensures that local entities work effectively across systems to strengthen the provision of services that are in accordance with the requirements of the Comprehensive Addiction Recovery Act (CARA).
 - **Update 4/22/19:**
 - **Most of the subcommittee work has been accomplished**
 - **Representatives from the federal office are coming May 8th and 9th for a site visit**

- **Update 5/28/2020**
 - Grant is scheduled to end September 30, 2020. Other avenues of funding are being explored to assist in maintaining the Excel Case Manager and POSC coordinator position
 - Work with this grant continues to provide education to the community, enhance partnerships and strengthen POSC within Fairfield County
 - Committee members have submitted a proposal to present in the virtual All Sites conference which is being held in August to highlight the work Fairfield County has achieved with this grant
- **Update 9/22/2020:**
 - This grant is **completed** as of 9/20/2020. Remaining funds (through Juvenile Court) will continue to support programing.
- **30 Days to Family** – A pilot program, funded by the Ohio Attorney General’s Office via the Victims of Crime Act (VOCA), that creates new staff members within the agency to complete diligent searches to locate relative and non-relative kin for children within the first 30 days they enter the foster care system, with a goal of keeping siblings together, maintaining school of origin, and preserving important relationships and supportive adults.
 - **Update 6/24/19:**
 - Casie Stanton continues to be the 30 Days to Family Specialist. The grant currently pays her salary and most expenses associated with this position. The grant runs through September 30, 2019. Funding for another cycle was approved in the governor’s most recent budget. The hope is to submit the next cycle budget based on adding a 30 Days to Family worker and allow Casie to be the supervisor of the kinship team. Final decisions for this will be made after Finance updates the 10-year levy plan and the cost of adding Casie’s salary is assessed. We will continue with 30 Days to Family Services performed by Casie and funded by the grant if we do not add the position. This position has been vital to finding kin placement for kids entering custody.
 - **Update 5/28/2020:**

- Funding for this position will end on June 30th, 2020. Final decisions will be made about this position after additional discussions take place with Director Cordle, Protective Services and Finance.
 - Update 9/22/2020:
 - This is **completed** and funding has ended as of 6/30/2020. The agency continues to perform 30 Days to Family practices
- **HOPE (Helping Ohioans Parent Effectively)** – A pilot program, with funding from the Ohio Department of Job & Family Services (ODJFS) and the Casey Family Fund, that prioritizes the planning and implementation of primary parent partners, that use their own experiences from being involved with the child protection system with their own children, to connect as advocates and mentors with parents who have open child protection cases.
 - Update 6/24/19
 - Fairfield has completed the planning phase of this grant and received all funding attached to the planning Phase. Finance is tracking expenditures and remaining balance. Cara Finney is the lead for this project. Cara is currently working through the project deliverables for the implementation phase of the project. There is an additional \$20,000 associated with this phase. Thus far we have invoice for 2 project deliverables at \$3,000 each and are awaiting the receipt of those funds.
 - Update 5/28/2020
 - Fairfield County staff were trained on the HOPE process in the Fall of 2019. Staff were provided information on the referral process and protocol of how to link families with these services. Kitty Matson is our HOPE point of contact and has provided support to several families over the past 6 months who have been referred to the program.
 - Update 9/22/2020:
 - This program continues to serve parents who request peer support on a case by case basis, however funding has ended.
- **Succeed: Providing Hope, Support, & Empowerment for Primary Parents** – A pilot program, with funding from the Ohio Department of Job & Family Services (ODJFS) and the Casey Family Fund, designed for

primary parents who have been successful in working with their Children Services agency to lead support groups for other parents who are currently involved with the child protection system, so that parents can share what has worked for them, share where to find resources and encourage each other.

- **Update 6/24/19:**
 - **This project provides primary parent support groups for families involved with CPS. We have 4 primary parents identified who are paid a \$75.00 stipend for these activities when completed. They are not agency employees. We currently hold 2 support meetings for parents monthly. We have worked with the court to have these meetings approved as a 12 step meeting for Family Court participants. Cara Finney is also the lead for this project. There is no additional funding available for Succeed at this time.**
- **Update 5/28/2020**
 - **SUCCEED meetings are not able to be held at this time due to the COVID-19 pandemic-will resume when able**
- Job & Family Services will continue to strengthen oversight of fiscal processes and contract monitoring **(Ongoing)**
 - **Update 4/22/19:**
 - **New tracking tools have been implemented to better forecast expenses and maximize allocations**
 - **Contracts training will be expanded to include Business Admin. CPS contracts training set up for 8/7/2020**
- Protective Services will continue to implement more thorough budgetary planning and levy forecasting with JFS Finance **(Completed)**
 - **Update 6/24/19:**
 - **Protective Services Director meets monthly with the Finance Director. We also meet monthly as an Admin team with JFS Finance to review budget projections and expenditures. Finance is updating the 10 year levy plan and we are meeting on 8.2.19 to make some decisions regarding reorganization planning.**
 - **10 year levy plan update provided to the Board of Commissioners on 7/21/2020**
 - **Update 5/28/2020**

- Protective Services Director and other members of leadership meet with the Finance Director on a monthly basis to review current budget, spending and projections.
 - Protective Services Director and other members of leadership meet with the Finance Director and finance team on a quarterly basis to review current Grant projects to review spending, provide updates and enhance communication.
 - Update 9/22/2020
 - This process is **complete**
 - Activities will continue on an ongoing basis
- Finance, in partnership with Information Technology, will develop integrated reporting systems aimed at maximizing agency financial resources (**Ongoing**)
 - Update 4/22/19:
 - Currently working to integrate county and state systems with an estimated completion in March 2021
- Finance will develop a comprehensive budgeting processes driven by organizational management (**Completed**)
 - Update 7/22/19:
 - Finance has completed the development and reporting for the budgeting process. The results will be shared with Management in their August budget reviews.
- Finance will develop long-term planning tools that will be used to strengthen and stabilize agency programs (**Completed**)
 - Update 7/22/19:
 - Finance is in the process of completing the ten-year levy plan for CPS. This plan is expected to be delivered and reviewed with CPS management in 8/2/2019. CSEA and WIOA plans are in work and is expected to be reviewed in the August budget reviews. PA has been completed and will be reviewed with management in the August budget review.
- Finance will develop fiscal performance measurements that will be used to monitor organizational performance (**Ongoing**)
 - Update 7/22/19:
 - Detail budgets and long-term planning tools have been completed and will be used to drive fiscal performance.
 - Update 4/27/2020:
 - Finance has completed this for PA and WIOA. CSEA and Protective Services are in progress.

- Finance will work to develop local, regional, and state fiscal relationships that foster finance growth and development **(Completed)**
 - **Update 7/22/19:**
 - **We continue to work with other agencies to perform intercounty transfers. We also expanded our relationship by working with counties while collecting information for our Departmental automation reporting project. Lastly, the Deputy Director has joined several State related teams aimed at training other county staff throughout the state of Ohio.**

- Human Resources will work with Finance to create cost savings initiatives and activities for staff to participate in **(Ongoing)**
 - **Update 7/22/19:**
 - **This program may be developed at a county level. We will continue to monitor progress.**
 - **Meeting scheduled for 8/11/2020**
 - **Updated 08/21/2020:**
 - **Finance will reach out to the county level to reopen conversation.**

Strategic Theme 2

Fairfield County Job and Family Services values and respects employees as our greatest asset

- Utilizing a multi-faceted approach, Community Services will provide appropriate and timely community resource information to staff such as annual community resource field trip, Bridges Out of Poverty training, and quarterly trainings **(Completed)**
 - **Update 6/24/19:**
 - **Community resources field trip and Bridges Out of Poverty training are both scheduled for this Fall**
 - **Update 12/2020:**
 - **Fifteen new staff participated in department field trip to 10 different agencies. Presentations from 211 Information and Referral and Developmental Disabilities.**

- Community Services will increase staff knowledge regarding community resources
 - **Update 8/27/2020:**

- **2020 Activities**
 - Evaluate option of field trip based on pandemic.
 - Share Family, Adult, and Children First updates with department staff.
 - Conduct staff survey on resources staff would like to learn about.
- Community Services will improve the new hire and exit processes
 - **Update 8/27/2020:**
 - **2020 Activities**
 - Review existing exit procedure
 - Review onboarding tools used by Administrative Assistant
 - Identify new tools and methods for onboarding staff
 - Revise onboarding and exit procedures
 - Implement and train necessary staff
- Community Services will implement teleworking option during the COVID 19 pandemic to ensure staff safety and health and maintain exceptional customer service **(Completed)**
 - **Update 8/27/2020:**
 - **2020 Activities**
 - Identify staff to work remotely
 - Train on VPN and install Global Protect
 - Develop teleworking and equipment agreements
 - Transition groups of staff to work remotely
 - Identify core staff to remain at agency
 - Train staff on Teams and schedule appropriate meetings
 - Monitor workload and metrics to ensure workload completion
 - **Goal completed with 90% of Community Services staff working remotely as of March 2020 and providing exceptional customer service.**
- Community Services will engage staff and strengthen teams
 - **Update 8/27/2020:**
 - **Develop a strategy to engage staff and increase teambuilding activities during remote working**
 - **Implement at least 3 teambuilding activities during 2020**
- Workforce Development will develop a structured plan for staff-driven training **(Ongoing)**
 - **Update 6/24/19:**

- **Staff have been surveyed on areas where they would like additional training**
 - **Areas identified include CCMEP, OWCMS, and performance measurement**
 - **Staff have already attended some training and have additional training scheduled**
- Workforce Development will continue to host quarterly meetings for Ohio Means Jobs (OMJ) Partners to network and receive training on partner programs **(Ongoing)**
 - **Update 7/22/19:**
 - **Quarterly meetings are scheduled for 2019 and have been well attended by onsite partners and their offsite supervisors. Each meeting features a presentation by one of the partners on the services they provide and any new initiatives they are undertaking.**
 - **Update 8/21/20:**
 - **OMJ Partners Meetings will be conducted virtually through the end of the year as most partners are teleworking**
- Workforce Development will survey staff and develop new initiatives to promote staff recognition and team building
- Workforce Development will implement a teleworking option for staff when possible during the COVID 19 pandemic. When it is not possible to telework (due to the essential nature of the OMJ Center), strict safety standards will be put in place to protect staff
 - **Update 8/21/20:**
 - **Workforce Development staff were able to telework through May and returned to the office at the beginning of June to staff the OMJ Center and provide customers who do not have internet access the ability to job search and file unemployment claims**
- Child Support will continue to provide staff-requested training on topics such as domestic violence, diversity, emotional intelligence, drug awareness, self-defense, etc. **(Ongoing)**
 - **Update 6/24/19:**
 - **Staff have been surveyed on areas where they would like additional training**
 - **Staff have received training on self-defense and drug awareness and additional training is being pursued**
- Child Support will promote employee recognition and team building through various initiatives and events, as well as shared feedback from the new CSEA Survey **(Completed)**

- **Update 9/25/2020:**
 - **CSEA restructured staff meetings to include several staff recognitions for top collections, most improved collections, etc.**
 - **Created a traveling award that is presented to staff by coworkers recognizing appreciation**
 - **Supervisors provide staff with monthly treat to show appreciation for the work they do**
 - **Supervisors recognize staff with “shout outs” at monthly staff meeting**
- **Child Support will implement a teleworking option for most staff throughout the duration of the COVID 19 pandemic (Ongoing)**
 - **Update 8/21/20:**
 - **The majority of staff continue to telework while management staff and Attorneys have returned to the office in order to effectively conduct administrative and judicial hearings**
- **Job & Family Services will continue consistent staff appreciation and recognition activities year-round (Ongoing)**
 - **Update 6/24/19:**
 - **Recent examples of activities include increased use of the GEM Awards, All-Staff Recognition Event, and Departmental Awards**
- **Job & Family Services will promote work/life balance planning and self-care to reduce burnout (Ongoing)**
 - **Update 6/24/19:**
 - **Recent examples include offering option for compressed work week, providing onsite gym equipment, and ability to convert portion of sick time to personal time**
- **Job & Family Services will continue to offer a multi-tiered, interactive, leadership development program to staff who are interested in building leadership skills (Ongoing)**
 - **Update 7/22/19:**
 - **Cohort 7 started the Leadership Development program in 2019 marking the 7th year the program has been offered. The 3-year program consists of class instruction, projects, real-world leadership experiences, topical reading and discussion, and an opportunity for additional training/certification in some cases. To date, 43 staff members have completed the program and another 26 are currently enrolled.**
- **Job & Family Services will continue increased focus on trauma-informed care (TIC) supervision (Ongoing)**

- **Update 7/22/19:**
 - **The Department continues to share TIC tips and updates on a weekly basis with staff. Structured supervision includes check in chats with staff with a TIC approach and is held a minimum of once monthly with all staff.**
- **Protective Services will continue planning for future employee peer-to-peer support and supervision (Ongoing)**
 - **Update 6/24/19:**
 - **Peer-to-Peer Supervision article recently shared with all staff**
 - **Update 5/28/2020:**
 - **Peer-to-Peer Supervision will begin in June 2020 between Supervisors within Intake and Ongoing units. The plan will be to expand to caseworker peer-to-peer in late summer 2020.**
- **Protective Services will consistently utilize group supervision processes at all levels of staff (Ongoing)**
 - **Update 6/24/19:**
 - **Group Supervision schedule developed and implemented for all teams**
 - **Cross-training taking place through attending other team's meetings as appropriate**
 - **Meeting agendas and minutes required for all meetings**
 - **Update 5/28/2020:**
 - **Group Supervision continues amongst all teams which continue to focus on cross training and enhancing services/practice**
 - **Group Supervision for newly identified Screening Decision Makers was implemented in late 2019. This group focuses on consistent screening decisions, enhanced screening practices and support amongst peers.**
 - **Update 9/22/2020:**
 - **This has been integrated into practice.**
 - **Group Supervision for newly identified Screening Decision Makers was implemented in late 2019. This group focuses on consistent screening decisions, enhanced screening practices and support amongst peers.**
- **Protective Services will continue to increase coordination for on-site training and staff development to still meet required training hour requirements, while reducing travel time and full-day out-of-office training leaves (Ongoing)**
 - **Update 7/22/19:**
 - **We have continued to partner with OCWTP to provide on site training all year. Currently all staff are participating in 4 full day CAPMIS training sessions on site in collaboration with OCWTP for a total of 24 training hours for case work**

- staff. Leadership previously participated in this training on-site as well in 2019.
- Update 5/28/2020:
 - Protective Services staff are currently participating in a 6 week training course, Motivational Interviewing, which consist of online Modules as well as virtual learning and coaching sessions. These trainings will assist in the preparation of the state's shift towards the Family First Prevention Act and the services we can provide our families.
 - OCWTP has started offering mandated CORE trainings, as well as other mandated and recommended trainings, online which are available to Casework & Supervisor staff to meet state training requirements. Several on site trainings opportunities have been canceled due to COVID 19.
 - Update 9/22/2020:
 - Whenever possible, PS staff are scheduling training to be held at the agency.
 - Finance will continue to build bridges and communication between departments for strong relationships within the organization **(Completed)**
 - Update 6/24/19:
 - Finance has implemented monthly budget review meetings that continues to improve communication and transfer of knowledge between our customers and Finance.
 - Detailed financial reports are being generated to increase knowledge and understanding of financial performance.
 - Weekly RMS reports
 - Budget detail reports
 - Temporary service detail reports
 - Allocations Reporting
 - Finance has been working with IT to develop and implement an Agency Contracts Database.
 - This database is increasing the capabilities of the contracts process, improved process flow, collects key contract information for historical purposes, improves contract reporting, and increases communication with customers.
 - Finance Request Tracker is being implemented to centralize request information, increased visibility and performance for the Finance department, tracking customer request, and providing a response to customers when a request has been completed.
 - Finance redeveloped the budget process to include budget details that will allow organizational leadership to make financial decisions on their programs and improve budget understanding.

- Finance will develop financial tools used to develop long term planning for staff and programs **(Completed)**
 - **Update 7/22/19:**
 - **Finance is reviewing all budget items aimed at reducing areas that impacting agency staff in a negative way. Examples are furniture budgets, Agency vehicles, and technology needs.**

- Finance will maintain a welcoming workplace environment while professionally responding to employee and Agency needs **(Completed)**
 - **Update 7/22/19:**
 - **Finance is focusing on financial areas that create stress and conflict for our customers. We will be focusing on issues such as RMS and employee travel that at times create issues for customers.**

- Human Resources will collect information about training needs from staff to coordinate and add to the agency wide training plan **(Ongoing)**
 - **Update 6/24/19:**
 - **Customer Service and Soft Skills trainings added to New Hire training**
 - **Update 08/21/2020:**
 - **Customer Service/Service Skills Training have been implemented for the year 2020. Staff have completed 21 different courses related to listening skills, customer service, how to handle irate customers, essential telephone skills, creating a respectful workplace, and being a team player.**

- Human Resources will offer opportunities for staff development through existing Staff Development and Succession Plan and developing more opportunities and tools for internal training **(Ongoing)**
 - **Update 11/18/19:**
 - **Quarterly reminders of the current opportunities for staff development will be sent out via email. This will serve as a reminder to new and existing staff of what we offer internally. Also, it will serve as a reminder to supervisors and managers to remember to offer employees who they seem fit to take advantage of these opportunities.**
 - **Update 08/21/2020:**
 - **Currently staff development opportunities are being shared during supervisions, as needs arise, as opportunities present themselves and annually concerning our Leadership program.**

- Human Resources will coordinate and provide peer nominated awards to recognize employees **(Ongoing)**
 - **Update 11/18/19:**
 - **Awards to recognize employees from peer nominations will be given at the all staff meeting in December 2019.**
 - **Update 07/15/2020:**
 - **Survey was sent to determine recipients for many peer nominated award categories. Recipients were awarded during an Afternoons with Aunie live Teams meeting with staff.**

- Human Resources will recognize service and employment anniversaries with new ideas and initiatives **(Ongoing)**
 - **Update 7/22/19:**
 - **Global emails and certificates are sent monthly to recognize employee anniversaries**
 - **Update 08/21/2020:**
 - **This practice continues to take place. While many staff are working remotely, HR is emailing staff of their anniversary and placing hard copy certificate on their desk.**

- Human Resources will continue to work with County partners to identify and secure additional benefits for employees, such as additional wellness incentives **(Ongoing)**
 - **Update 7/22/19:**
 - **Recruitment and Retention committee will continue to meet at the county level. Below is a list of ideas that were implemented to assist in recruitment and retention:**
 - **Add at least six new public meeting dates in 2018-2020 to engage employees at multiple county buildings or locations, beginning with the all-staff meeting in December 2018 at Job and Family Services.**
 - **Advertise opportunities for employees to be involved in work groups, such as the environmental stewardship work group. This should be done twice a year.**
 - **Ask employees what they want.**
 - **Implement a centralized onboarding program to communicate benefits to new employees.**
 - **Increase opportunities for merit-based financial rewards.**
 - **Implement a vacation leave conversion program.**

- Implement new performance assessment tools. Conduct training in 2019 so that the tools can be used for the budget period beginning January 1, 2020.
- Increase opportunities for merit-based rewards, such as an additional personal day, knowing financial rewards in the public sector are restricted.
- In 2019, provide an array of tools for supervisors and managers to review, such as written documents to help with implementing job shadowing programs, leadership development programs, mentoring programs, supervisory training and various training modules (soft skills and technical skills).
- Adjust the travel and expense reimbursement limits for professional conferences or events held in metropolitan areas if expenditure levels are approved by the appointing authority and documented prior to the attendance at the professional conference or event.
- Place in the policy manual multiple options for departments to institute for employee recognition programs.
- Continue the tuition reimbursement program.
- Update the vacation accrual schedule to allow employees to use and accrue vacation earlier in their career.
- Adjust the sick leave conversion policy to allow employees using up to 56 hours of sick leave to convert sick leave to personal hours on a scaled program.
- Add a holiday to the county approved holiday schedule for the Friday of the Fairfield County Fair, to encourage attendance at the fair, improve business opportunities, honor agricultural values and promote social and family activities.
- Encourage elected officials and department heads to examine flexible work schedules and the concept of working at home.
- Continue to improve health and well-being through exercise equipment offerings. Communicate locations of the equipment to all employees in 2019 and annually.
- Pilot the use of filtered water machines as part of the wellness program.
- Introduce a new Health Advocate program to help members and their families understand available benefits.

- **Annually, communicate full compensation and benefits to employees in an employee specific manner.**
- **Update 08/21/2020:**
 - **The Recruitment and Retention committee continues to meet quarterly.**

Strategic Theme 3

Fairfield County Job and Family Services measures performance in all areas and supports continuous quality improvement

- **Community Services will implement a shared services model for Medicaid applications and renewals. Working with 10 other counties, customers can call 1-844-640-OHIO to apply for or renew Medicaid benefits over the phone. An audio signature is obtained, and approval/denial decision is often provided during the call. (Completed)**
 - **Update 8/26/19:**
 - **Community Services implemented Medicaid applications and renewals in October of 2016. Fairfield was one of five counties to pilot this process.**

- **Community Services will pilot the proposed statewide Electronic Data Management System (EDMS) system for Medicaid, SNAP, and Ohio Works First (cash assistance). We will provide feedback identifying defects and enhancements. We will conduct testing prior to statewide implementation. (Completed)**
 - **Update 8/26/19:**
 - **From June to September of 2017, Community Services began testing the Ohio Benefits system for both SNAP and TANF. Information obtained by testers identified defects and changes in business processes that would need updated. In July of 2018, all 88 counties went live into the statewide EDMS system for Medicaid, SNAP, and TANF. In October of 2018, Community Services was one of five pilot counties for the Child Care program area.**

- **Community Services will maintain an average rate of 55% All Family and 60% Two Parent participation rate for families receiving Ohio Works First or cash assistance (Completed)**

- **Update 8/26/19:**
 - **In 2017, the All Family average participation rate was 52% and the Two Parent was 45%. Once converted into Ohio Benefits there were issues with the system and the reporting. In July of 2019, the All Family average is 49% and the Two Parent is 30%.**
- Community Services will pilot the new eligibility system for the statewide release of SNAP/TANF benefits. By March 2018 applications and redeterminations for SNAP/TANF benefits will be determined in Ohio Benefits in Fairfield County. We will complete testing on the system and identify defects and enhancements for the Ohio Benefits Worker Portal. In August, Ohio Benefits will be implemented statewide. **(Completed)**
 - **Update 8/26/19:**
 - **Community Services completed intakes for SNAP and TANF in Ohio Benefits in December of 2017. In March of 2018, redetermination of SNAP and TANF was implemented through our 10 county shared services model.**
- Community Services will meet or exceed the state mandated timeliness rate for SNAP applications
 - **Update 8/27/2020:**
 - **2020 goal of 95% timely rate on all SNAP applications and 97% for expedited applications**
 - **Identify contributing factors**
 - **Monitor weekly SNAP pending report**
 - **Train ERS staff regarding expedited processing**
- Community Services will maintain an average rate of 55% All Family and 60% Two Parent participation rate
 - **Update 8/27/2020:**
 - **2020 activities**
 - **Enter verified and failed hours timely**
 - **Review monthly caseloads and Success Coach participation rates**
 - **Identify additional work activity opportunities**
 - **Conduct random case reviews**
- Community Services will increase case accuracy by ensuring appropriate alerts are worked for all program areas
 - **Update 8/27/2020:**

- **2020 Activities**
 - **Test alert distribution**
 - **Prioritize alerts to be worked**
 - **Monitor completion of alerts**
- Community Services will increase the use of technology to increase efficiency for training and staff communication
 - **Update 8/27/2020:**
 - **2020 activities Completed**
 - **Staff trained and utilizing VPN for remote access to eligibility systems**
 - **Training materials converted into One Note**
 - **Staff trained in utilizing Teams for supervision, training, team meetings and department meetings (Live event)**
- Workforce Development will continue to track and monitor federal performance measures through state-provided and internal reporting systems and use that data to initiate measures aimed at maximizing outcomes **(Ongoing)**
 - **Update 8/26/19:**
 - **Workforce Development staff proactively monitor performance and request case lists for any measure that could fall below standards. All cases are reviewed to ensure that information is accurately captured in the OWCMS system and adjustments are made as necessary.**
- Workforce Development will develop an improved onboarding plan for new staff to increase efficiency
 - **Update 9/22/2020:**
 - **A new staff training plan has been developed that includes additional training videos and webinars offered by the Office of Workforce Development in addition to job shadowing and training manuals**
- Workforce Development will implement a new case file procedure to improve organization and overall case history and documentation
 - **Update 9/22/2020:**
 - **Adult and Dislocated Worker case files have been reorganized to match the layout of the CCMEP case files which provides both consistency and better access to case information**
 - **Conversion to this new file system is 75% complete**

- Job & Family Services will continue to provide consultation and feedback to Northwoods Consulting Partners on the implementation of the statewide Electronic Data Management System **(Completed)**
 - **Update 8/26/19:**
 - **Occasionally the managers of the EDMS project will request feedback and/or offer a platform to provide feedback. Fairfield JFS takes these opportunities to offer the perspective from our County.**

- Child Support will continue monthly tracking and reporting of federal performance measures, special collections efforts, court hearings and jail time imposition **(Ongoing)**
 - **Update 8/26/19:**
 - **Child Support management team monitors collections by caseload and recognizes top performers at staff meetings. The management and legal teams also monitor the number of court hearings that are scheduled and conducted and make adjustments to ensure maximum efficiency and cost effectiveness. Attorneys conduct an average of 200 court hearings per month.**

- Child Support will continue to utilize an automated case management tracking system to ensure the timely and efficient enforcement of court orders **(Completed)**
 - **Update 9/23/19:**
 - **Case Managers continue to utilize the case management tracking system to maximize collection efforts. Supervisors have implemented a matrix that allows them to randomly select cases to monitor and ensure that all appropriate enforcement actions are being performed.**

- Child Support will streamline onboarding to enhance new staff training and maximize resources to increase efficiency and effectiveness of all staff

- Fairfield County Child Protective Services (CPS) is one of 15 Ohio counties chosen by the Office of Families & Children (OFC) with Ohio Department of Job & Family Services (ODJFS) to participate with the federal Child & Family Services Review (CFSR) to evaluate, improve, and monitor Ohio's performance against national standards **(Ongoing)**
 - **Update 8/26/19:**

- The CFSR process is ongoing for a period of approximately 5 years. On June 2nd the state submitted a Performance Improvement Plan which was approved. Dates have been selected for the next round of on-site reviews and periods under review. (PUR). Fairfield's PUR begins November 1, 2019 and on-site reviews will commence in November 2020.
 - Update 9/22/2020:
 - PS continues to participate in all CFSR activities. Second round reviews have been scheduled to begin in January 2021.
- Job & Family Services is a State leader with the utilization of more advanced technology solutions to better meet the needs of staff and clients **(Ongoing)**
 - Update 8/26/19:
 - Fairfield County JFS has committed to making use of the technology offered through state initiatives most recently including Surface Pro devices for our caseworkers, a no cost Mobile Device Management solution for all of our agency assigned mobile devices, the cloud storage offering utilizing Microsoft Sharepoint Online and the statewide Enterprise Document Management Solution for all three program areas offered.
 - Update 7/27/2020:
 - In the midst of COVID-19 impact, Fairfield Co. JFS has adopted the use of Teams Live Events to stay connected as an agency while also making use of other Office 365 technologies
 - Update 9/27/2020:
 - Through available funding, JFS is putting mobile computers in the hands of all the staff to be more efficient under the current pandemic
- Job & Family Services is a State leader in data collection and monitoring of current trends utilizing internally created systems **(Ongoing)**
 - Update 8/26/19:
 - Across departments in our combined agency we regularly pull report data and also enter data into custom solutions to help prioritize efforts and more clearly state our County perspective to our state partners.
- Protective Services will continue ongoing involvement and leadership with the Public Children Services Association of Ohio (PCSAO) and their core team of county/state leaders who work to provide input into PCSAO's health and Medicaid-related advocacy and policy initiatives, including those relating to Medicaid Managed Care **(Ongoing)**
 - Update 8/26/19:
 - Protective Services participates in PCSAO Executive Meetings, in addition to Behavioral Health Managed Care work groups at

- the state level. The department Deputy Director and JFS Director continue to regularly participate in ongoing meetings with Ohio Department of Medicaid, Managed care entities, PCSAO staff, ODJFS and other county leaders as they continue to develop practice solutions and policy surrounding the behavioral health needs of children in agency care.
- Update 5/28/2020:
 - Protective Services continues to participate with PCSAO activities as listed above.
 - Update 9/22/2020:
 - Agency leadership continues to participate in these initiatives.
- Protective Services, in response to the growing national trend for the implementation of local Elderly Fatality Review Teams that examine unexpected elder deaths and near deaths, Fairfield County APS is currently exploring and planning for the development of a local team in our county (**Ongoing; Completed MOU for review**)
 - Update 8/26/19:
 - Presently we have established membership through our local APS I-Team of those who will participate in Elder Fatality Review. The APS supervisor is working on a draft MOU for review and submission to establish the board. Participants have held “draft” review meetings, following I-team, to establish processes and protocols necessary for success. The department has identified the members of the Elder Fatality Review Team and have utilized the local APS Interdisciplinary team to complete trial reviews. APS supervisor is currently working on an MOU to be reviewed and signed by all necessary parties in order to implement the Elder Fatality Review Team in Fairfield County.
 - Update 5/28/2020
 - MOU –completed in draft, ready for review, feedback and clearance process.
 - Update 9/22/2020:
 - There has been little progress on implementation in 2020 due to COVID 19. Agency leadership will continue to evaluate this moving forward for implementation.
 - Finance will continue to build bridges and communication between departments for strong relationships within the organization (**Complete**)
 - Update 8/26/19:

- HR will meet 8/26/2020 to begin developing a survey that can be utilized for new hires.
- Human Resources will conduct exit interviews to collect and analyze data regarding employee departures and turnover **(Ongoing)**
 - Update 10/28/19:
 - Human Resources has reviewed and modified the previous survey and have begun sending the new survey to staff who depart JFS. An analysis of the turnover rate is planned for the end of the year.
 - Update 08/21/2020
 - Human Resources continue to utilize exit interview surveys as well as annual analysis place to capture this data.
- Information Technology has been and will continue to participate in new statewide technology initiatives that impact all program areas **(Ongoing)**
 - Update 10/28/19:
 - There are often opportunities to take part in UAT sessions for a new release of technology or participate in the pilot program. Fairfield JFS has been involved in several of these as recent as this month with a Single-Sign-On (SSO) project.
- Information Technology quickly made use of video conference technology to keep staff more connected during the COVID-19 Pandemic
 - Update 7/27/2020:
 - In the midst of COVID-19 impact, Fairfield Co. JFS has adopted the use of Teams Live Events to stay connected as an agency while also making use of other Office 365 technologies

Strategic Theme 4

Fairfield County Job and Family Services provides exceptional customer service

- Community Services will implement a call-in intake process for SNAP applications. Customers will call the agency to conduct their SNAP interview rather than waiting for staff to call them at their appointment time. **(Completed)**
 - Update 10/28/19:
 - In March of 2018, Community Services began determining eligibility for SNAP, TANF, and Medicaid intakes and

redeterminations through the shared services model. Customers call the statewide number of 1-844-640-6446 (OHIO) for intakes and redeterminations. The application is actually taken over the phone and the eligibility determined.

- Customers will be able to access information regarding their Medicaid, Supplemental Nutrition Assistance Program (food assistance) and Ohio Works First (cash assistance), with Interactive Voice Response technology Consumers can call 1-844-640-6446 to hear their benefit summary status, which includes if the benefit is pending, closed, or active and the amount of the food assistance available **(Completed)**
 - **Update 11/18/19:**
 - **In 2019, Interactive Voice Response became available throughout the state for Medicaid, SNAP, and Ohio Works First (cash assistance) benefits. Customers can call the statewide number and receive case updates that include benefit status and amount. Customers will also receive outbound notification calls to encourage completion of interviews or submission of documents to renew their benefits. Customers can also opt into text messaging and will receive alerts regarding the status of their case whether pending, approved, or denied, recently submitted documents, and the amount of monthly benefits approved. Customers will also receive alerts when it is time to renew their benefits for Medicaid, SNAP, or Ohio Works First.**

- Community Services will utilize the shared services model to complete applications and redeterminations over the phone for SNAP and Ohio Works First. Working with 10 other counties, customers can call 1-844-640-OHIO to apply for or renew SNAP or cash assistance benefits over the phone. An audio signature is obtained during the call for the application or renewal. **(Completed)**
 - **Update 11/18/19:**
 - **Community Services completed intakes for SNAP and TANF in Ohio Benefits in December of 2017. In March of 2018, redetermination of SNAP and TANF was implemented throughout our 10-county shared services model.**

- Community Services will improve the utilization of the EDMS system functionality
 - **Update 8/27/2020:**
 - **2020 activities Completed**
 - **Staff trained and utilizing VPN for remote access to eligibility systems**
 - **Training materials converted into One Note**
 - **Staff trained in utilizing Teams for supervision, training, team meetings and department meetings (Live event)**

- Community Services will provide appropriate services to eligible families through the PRC program
 - **Update 8/27/2020:**
 - **Activities 2020**
 - Identify PRC budget and services
 - Draft revised PRC plan
 - Approval by Family, Adult, and Children First Council
 - Approval by Board of Commissioners
 - Update website
 - School clothes vouchers were issued to 558 children totaling \$203,513

- Community Services will provide COVID-19 disaster services to eligible families through the PRC program during the pandemic
 - **Update 8/27/2020:**
 - **Activities 2020**
 - Identify COVID PRC services
 - Establish budget
 - Develop application form and application process
 - Revise PRC plan for COVID services
 - Identify staffing for interviewing, voucher issuance, mailing and batching of COVID vouchers
 - Communicate services to community

- Community Services will continue to provide an option for Fairfield County families to ask questions or report changes about their public assistance case during the COVID-19 pandemic **(Completed)**
 - **Update 8/27/2020:**
 - **Activities 2020 – Goal completed**
 - Discuss option of remote customer service queue with state shared services staff
 - Communicate with shared services counties to determine their participation
 - Develop written procedures for remote access
 - Order VPN for customer service staff
 - Train staff on Finesse, VPN, and customer service operations
 - Move customer service staff to work remotely
 - As of March 2020, the customer service queue was operational in 10 county East Central Ohio District. Fairfield County customer service staff are all working remotely.

- Workforce Development will continue to take a customer-centered approach to career advising and develop individual plans for customers to reach their career goals **(Ongoing)**
 - **Update 10/28/19:**
 - **Workforce Development Career Advisors spend the majority of initial appointments discussing the customer's interests and career goals in order to develop a customized, individual career plan that details the necessary steps to reach those goals**

- Workforce Development will continue to provide majority of services to customers during COVID-19 Pandemic utilizing phone, email and other virtual resources **(Ongoing)**
 - **Update 8/21/20:**
 - **Workforce Development staff returned to the office on June 1st when the OMJ Center was reopened for customers who are job searching or filing unemployment and do not have computer or internet access. All other services continue to be provided via phone, email and virtual options.**

- Workforce Development will redesign the Resource Room in order to provide customers with needed resources while following all *Safe Work Practice Guidance* during the COVID-19 Pandemic **(Completed)**
 - **Update 8/21/20:**
 - **The Resource Room was reopened on 6/1/20 with maximum capacity reduced by more than 50%. In addition, plexiglass barriers were installed, workstations are spaced at least 6 feet, hand sanitizer is available throughout the room and all customers and staff must wear masks at all times.**

- Child Support will continue to provide customer satisfaction surveys with all customer correspondence. Any requested follow up will occur within 24 hours and other results will be evaluated monthly by management. **(Ongoing)**
 - **Update 10/28/19:**
 - **Customer Service Ambassador cards are accessible at CSEA Reception. In addition, CSEA Staff use the following with their electronic signature via email correspondence:
Your feedback is important to us! Please take our one minute survey to let us know how we are doing:
[Customer Satisfaction Survey](#)**

- Child Support Case Managers will continue to attend court hearings and meet individually with customers to develop a plan to achieve mutually agreeable compliance **(Completed)**

- **Update 10/28/19:**
 - **Case Managers attend CNS hearings each Friday. They are providing customers with applications for modifications, contact information, current job listings and information on Ohio Means Jobs. They will also call to confirm employment if newly reported.**
- Child Support Attorneys will provide current job postings and information on upcoming hiring events to customers at court hearings **(Completed)**
 - **Update 11/18/19:**
 - **OMJ Center provides regular updates on job openings and upcoming hiring events which are compiled by CSEA staff and distributed by CSEA Attorneys at court hearings. In addition, seek work orders have been updated to specifically order non-paying customers to visit OMJ Center and attend hiring events.**
- Child Support will promote registration on the statewide web portal as a means for customers to receive real-time case information at their convenience **(Completed)**
 - **Update 11/18/19:**
 - **All customers who visit the CSEA are asked by the Receptionist if they have registered for the web portal. For the ones who have not, the Receptionist offers to assist them in registering utilizing the kiosk available in the CSEA Lobby.**
- Child Support will relocate a staff member to the Drive-Thru Payment Center in order to continue accepting in-person payments during the COVID-19 Pandemic **(Completed)**
 - **Update 8/21/20:**
 - **Child Support relocated the Cashier position to the Drive-Thru Payment Center in March of 2020 so that there was no break in service to those customers making in-person payments**
- Child Support will develop a new process and procedure to provide genetic testing utilizing a drive-thru approach during the COVID-19 Pandemic **(Completed)**
 - **Update 8/21/20:**
 - **Child Support began conducting genetic testing at the Drive-Thru Payment Center in May of 2020**
- Child Support will develop new policies and procedures to conduct court hearings while following all *Safe Work Practice Guidance* during the COVID-19 Pandemic **(Completed)**
 - **Update 8/21/20:**

organization that is being reviewed at All Staff meetings to help inform and educate staff.

- Information Technology quickly and efficiently provided equipment and training to staff that allowed them to telework during COVID-19 Pandemic
- Human Resources will integrate customer service training and best practices into the new hire onboarding/orientation process **(Ongoing)**
 - **Update 11/18/19:**
 - **This will roll out Jan 1, 2020. It will include all staff and new hires as they are onboarded. This “Service Skills Training” will soon be available to JFS Human Resources. County HR is still working on getting each employee a log in. JFS HR will be able to assign and pull reports to see who has completed and keep all on track throughout the year.**
 - **Update 08/21/2020:**
 - **Service Skills has been implemented. Due to the nature of this year with Covid-19 all courses were assigned in one lump verse quarterly.**
- Human Resources/Public Relations will share necessary and helpful information via social media and other media outlets to inform customers of changes and new initiatives to programs and services **(Ongoing)**
 - **Update 11/18/19:**
 - **HR and PR will be meeting in November to go over how to improve upon what is currently put out in media and social outlets as well as discuss new ideas for 2020.**
 - **Update 08/21/2020:**
 - **PR shares all alerts of changes and new initiatives to programs and services daily as updates are made available.**

Strategic Theme 5

Fairfield County Job and Family Services promotes community collaboration and partnerships

- Community Services will provide leadership to implement 3 community-wide projects such as Circus Night, Veteran’s StandDown, and Lutheran Social Services holiday support **(Completed)**
 - **Update 12/23/19:**
 - **The 2019 Circus Night was a success. Team Leads Sarah Garren and Heather Shields were co-chairs for the event.**

- The Basics Closet candy sale held immediately after Circus Night generated over \$100 to purchase items for the Basics Closet, which provides hygiene items to homeless individuals or families in need.
 - Hunger Games 2.0 yielded a new record of collecting 2,169 food items to donate to local food pantries for Hunger Action Month.
 - Elf your Boss generated \$653.00 donated to Lutheran Social Services and \$90.00 for basics closet items. Staff purchase tickets to have a Community Services Supervisor dress up as an elf.
- Community Services will work in partnership with Information and Referral to provide school clothes and school supply kits to eligible families **(Completed)**
 - Update 12/23/19:
 - 624 vouchers were issued for school clothes/school supplies for kinship and Ohio Works First families. School supply kits were primarily distributed to Information and Referral in 2018. Approximately 30 kits were provided in 2019, which were left over from 2018.
- Community Services will provide leadership to implement 3 community-wide projects
 - Update 8/27/2020:
 - Circus Night was planned for April 23, 2020. It was canceled due to COVID pandemic.
 - Hunger Games is planned for September and will be an agency-wide event to gather food donations for local food pantries.
 - Elf Your Boss is planned for December 2020
- Workforce Development will continue to play a leadership role in the *Career Readiness Initiative* that is developing career pathways for non-collegebound students **(Ongoing)**
 - Update 12/23/19:
 - The graduating Class of 2019 included 49 students who successfully completed the Career Readiness Endorsement
 - The Class of 2020 has 287 students participating in the program
 - The first ever Career Signing Day was held in the Summer of 2019

- Workforce Development will continue to partner with Ohio University-Lancaster to host an annual Job Fair to facilitate connections between local employers and job seekers **(Ongoing)**
 - **Update 10/28/19:**
 - **The 2019 Job Fair was on September 30th at OU-L. It was attended by 72 employers and 291 job seekers. Of the job seekers, 155 were high school seniors from at least 4 different local school districts.**
 - **Update 9/25/2020:**
 - **Workforce Development and Area 20 are partnering in planning a virtual job fair for November and again in Spring 2021**

- Workforce Development will partner with 33 Alliance, Magna Seating Columbus, Ohio-University-Lancaster and Hocking College to design and implement an employer-specific training for Magna Seating Columbus employees conducted at the Workforce Training Center

- Workforce Development will serve on the Workforce Center Programming Committee to develop industry-specific training for in-demand jobs to be provided at the Workforce Training Center

- Job & Family Services staff are members of local Boards, Coalitions and Councils including: **(Ongoing)**
 - Meals on Wheels
 - Metropolitan Housing
 - Fairfield Medical Center
 - Alcohol, Drug Addiction and Mental Health (ADAMH)
 - Community Health Improvement Plan
 - Lancaster Public Transit
 - Business Advisory Council
 - Rotary Club of Lancaster
 - The Lancaster Cause supporting Tour de Cause
 - Fairfield Co. Law Library
 - 211 Information and Referral Board
 - Health Council of United Way
 - Education Council of United Way
 - Income Council of United Way
 - Fairfield County Adults and Children with Disabilities
 - CHIP, Fairfield County Health Department
 - Reentry Coalition
 - OSU Extension Advisory Committee
 - Head Start Policy Council
 - Housing Coalition

- Family, Adult, and Children First Council
 - Older Adult Network
 - Hunger Alliance
 - Suicide Prevention Committee
 - Child Fatality Review Board
 - Project F.O.R.T. (Fairfield Overdose Response Team)
 - Youth Mobile Crisis Planning Committee
 - OU Human Services Technology Board
 - Building Trauma-Informed Systems Advisory Group
 - Perinatal Leadership Team
 - Harcum House Advisory Board
 - Community Health Improvement Plan (CHIP) Stakeholder Group
 - Prevention Works Board
 - Lancaster Festival
 - Fairfield County Foundation
 - Ohio Public Employer Labor Relations Association
- Job & Family Services staff participate on many statewide committees including:
 - Ohio Child Support Directors' Association Subcommittees
 - Ohio Job and Family Services Director's Association (OJFSDA) Policy Workgroup
 - OJFSDA Fiscal Committee
 - OJFSDA Workforce Committee
 - Childcare Committee
 - Ohio Benefits Reports Task Force
 - East Central Ohio District Administrator Committee
 - Central Ohio Regional Prevention Council
 - Behavioral Health Leadership Group
 - Permanency Roundtable Advisory Council
 - Ohio Differential Response Leadership Council
 - Foster Care Advisory Group
 - Children's Continuum of Care Reform Committee
 - Ohio Coalition of Adult Protective Services (OCAPS)
 - Public Children Services Association of Ohio (PCSAO) Community Education Committee
 - Ohio Intimate Partner Violence (IPV) Collaborative
 - Ohio Department of Job & Family Services County Agency Technical Strategy

- Child Support Legal Team partners with the local Bar Association and Courts to provide annual training, staff the Pro Bono Legal Clinic and host Quarterly Attorney Networking meetings **(Ongoing)**
 - **Update 12/23/19:**
 - **CSEA Attorneys volunteered at 2 Pro-Bono Legal Clinics this year and hosted all four quarterly Attorney Networking meetings**
 - **CSEA Supervising Attorney led the effort to train local Attorneys on the guidelines changes resulting from SB366**

- Child Support will increase Ohio Means Jobs awareness and utilization among Obligor via the creation of structured Pre-Contempt, DL Reinstatement, and Inmate Outreach programs **(Ongoing)**
 - **Update 9/25/2020:**
 - **CSEA staff attended OMJ Orientation to become more familiar with process and services provided to customers**
 - **CSEA Attorneys are incorporating specific OMJ meeting dates into civil enforcement entries**

- Protective Services, as part of our current grant/pilot activities and in response to the current opioid crisis, is leading local and state coordination efforts for increased collaboration with community partners, providers, and experts to enhance the substance abuse interventions available for parents, caregivers, and impacted children to include: **(Ongoing)**
 - Expansion of peer parent & family mentors
 - Increased Medically Assisted Treatment (MAT) access & effectiveness
 - New kinship caregiver supports to assist with in-home parenting and addiction education
 - **Update 12/23/19:**
 - **Protective Services continues to be active in efforts to secure services and interventions that assist families with substance abuse interventions. Protective Services is directly involved in multiple initiatives (Ohio START, EPIC, QIC-CCCT e.g.) that are designed to provide services and supports for families with substance abuse issues. Additionally, SAFE Court should be removed from the above statement as it no longer exists.**
 - **Update 5/28/2020:**
 - **Protective Services, through partnership with OMJ, received grant funding through WIOA (Workforce Innovation and Opportunity Act) to fund a casework position to act as a case aide for families whose employment has been impacted by the opioid epidemic. Funding for the position began on April 1, 2020 and is expected to last through March 31, 2020.**

- Protective Services will continue to increase efforts with physical & mental health leaders, private foster care/treatment providers, and Managed Care

Organizations (MCO) to identify the local service gaps and needed access to care for foster children that can best meet their needs and reduce trauma, as well as keep them close to home in their own communities and schools **(Ongoing)**

- **Update 12/23/19:**
 - **Protective Services continues to be directly involved in the Managed Care Group at the state level, partnering with Medicaid and Managed Care plans to provide the best level of services to children in agency care.**
- Protective Services will continue planning for new outreach and collaborative activities with our older adult community partners to strengthen the structure and participation of our local APS I-Team **(Ongoing)**
 - **Update 12/23/19:**
 - **Protective Services is working to establish an elder fatality review team and has worked to engage the members of the community I-team in this initiative.**
 - **Update 5/28/2020:**
 - **Protective Services continues to work towards establishing an elder fatality review team**
 - **Protective Services Admn/Supervisory staff participates in the APS Advisory Council which is led by the state and focuses on community and state collaboration to enhance local practice and initiatives.**
- Protective Services will continue relationship-building and partnering with our faith-based community via our Care Portal project, which is the local ministry component of the larger Global Orphan Project, that partners the child protection system and churches to help families in crisis **(Ongoing)**
 - **Update 12/23/19:**
 - **Protective Services continues to be a leader in the use of Care Portal to assist families. One agency foster parent is now the State Coordinator for Care Portal services.**
 - **Update 9/22/2020:**
 - **Protective Services continues to utilize Care Portal on a regular basis. For 2020, due to the pandemic, service for APS customers has been included.**
- Protective Services expanded our CPS Champions Program, a Fairfield County collaboration between CPS and local school districts to better support at-risk children and families, with the provision of specialized onsite child protection training, an identified CPS liaison, and selected staff “Champions” within schools **(Ongoing)**
 - **Update 12/23/19:**
 - **Protective Services has continued to explore and expand the CPS champions program. We have previously worked with Lancaster City schools and have expanded to include Fairfield**

- Child Abuse Prevention Breakfast hosted by JFS for the community
 - Elder Abuse Event hosted at JFS
 - Circus Night held with community partners at JFS
 - Tyler's Light 5k -Toll Gate Middle School in Pickerington
 - Festival Fair Day hosted by the Festival
 - HealthFest hosted by FMC
 - Mount Pleasant Elementary Open House (Back to School Event hosted by LCS)
 - Community Care Day hosted by United Way
 - Job Fair hosted by OMJ
 - Fairfield County Fair (we have a booth where several employees volunteer each day M-F)
 - United Way Breakfast at JFS (Basket Raffle Day)
 - Afterschool Harvest Hoopla held at Conexion West
 - Gift of Time Event held at LHS

- Information Technology will continue to develop systems that ease communication and increase efficiency between our agency and the community **(Ongoing)**
 - Update 12/23/19:
 - The holiday donation drive in our Children's Services department is an example of a project where we've developed a system to assist with the communication, tracking and efficiency between the agency and the community volunteers
 - Update 7/27/20:
 - Through the use of Office 365 tools and with assistance from ODJFS, we can collaborate on documents outside of just state and county JFS staff

- Information Technology will participate and produce video updates for Fairfield Co. Family Adult Children First Council

