

JOB AND FAMILY MATTERS

JANUARY THROUGH MARCH 2009



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*"If you can imagine it,
you can achieve it;
if you can dream it,
you can become it."*

William Arthur Ward

Recognizing Child Abuse and Neglect By Judi Simon

Child abuse affects children of every **age, race,** and **income level.** It often takes place in the home and comes from a person the child knows and trusts – a parent, relative, babysitter, or friend of the family. Often abusers are ordinary people caught in **stressful situations:** young mothers and fathers unprepared for the responsibilities of raising a child; overwhelmed single parents with no support system; families placed under great stress by poverty, divorce, or sickness; parents with alcohol or drug problems. A first step in helping or getting help for an abused or neglected child is to identify the signs and symptoms of abuse. There are **four major types of child maltreatment:** neglect, physical abuse, sexual abuse, and emotional abuse.

Neglect is a failure to provide for a child's basic needs such as food, clothing, shelter, medical care, education, or proper supervision.

Possible symptoms:

- The child shows signs of malnutrition or begs, steals, or hoards food.
- The child has poor hygiene, matted hair, dirty skin, or severe body odor.
- The child has unattended physical or medical problems.
- The child states that no one is home to provide care. The child or caretaker abuses drugs or alcohol.

Physical Abuse is intentional injury inflicted upon a child. It may include severe shaking, beating, kicking, punching, or burning that results in minor marks, bruising, or even death.

Possible symptoms:

- The child has broken bones or unexplained bruises, burns, or welts in various stages of healing.
- The child is unable to explain an injury, or explanations given by the child or caretaker are inconsistent with the injury.
- The child is unusually frightened of a parent or caretaker, or is afraid to go home. The child reports intentional injury by a parent or caretaker.

Sexual Abuse refers to any sexual act with a child by an adult or older child. It includes fondling, or rubbing the child's genitals, penetration, incest, rape, sodomy, indecent exposure,

and using the child for prostitution or the production of pornographic materials.

Possible symptoms:

- The child has pain or bleeding in anal or genital area with redness or swelling.
- The child displays age-inappropriate play with toys, self, or others.
- The child has inappropriate knowledge about sex. The child reports sexual abuse.

Emotional Abuse may occur when a parent fails to provide the understanding, warmth, attention, and supervision the child needs for healthy psychological growth.

Possible symptoms:

- The parent or caretaker constantly criticizes, threatens, belittles, insults, or rejects the child with no evidence of love, support, or guidance.
- The child exhibits extremes in behavior from overly aggressive to overly passive. The child displays delayed physical, emotional, or intellectual development.

As **mandated reporters,** it is important to be familiar with the definitions, signs and symptoms of child abuse and neglect so you can accurately report **legitimate concerns** to the Children Services Unit. These are very basic guidelines, so if you ever have any questions about whether or not you should report a concern, please **contact the Children Services Intake Unit** for further guidance.

Children Services Announcements

The Children Services Unit recently went through the bi-annual state review process called Child Protection Oversight and Evaluation (CPOE). Part of this evaluation process involves the monitoring of case files in order to determine compliance with state mandates contained in the **O.A.C.**

Congrats go out to all the Children Services employees! Your hard work and dedication are what made such fantastic results possible! I am very proud of all of you!

Workforce Development Developings

By Suzy Cole

Can we just say how **fortunate** we all are to be employed? With the amount of unemployed people passing through the **Job Store** and applying for programs it is a constant reminder of how **very fortunate** each and every one of us is. Each month the unemployment rate continues to **rise** or remains unchanged from the previous month. For January and February 2009 that rate was **13.2%** in Sandusky county. Both months saw a total of **4,600** people unemployed. It is an increase from **2008** of **5.6%** and **6.3%** respectively.

We have also seen an **increase** of companies **laying off or closing** as there are two more companies in Sandusky County that are laying workers off as well as one closing. We did a Rapid Response session for **Jarden** (previously Arius Eichert) on 2-18-09 as they are closing effective 5-31-09. A Rapid Response is when we go to the employer that is laying off or closing and advise the employees of all services and benefits that may be available to them. All partners of the Job Store attend as well, such as ODJFS, WSOS, Terra, etc.

The **second** Rapid Response was held at **Fisher and Paykel** on 3-5-09. They will be laying off some workers as well. They did manage to keep the dryer line in Clyde instead of moving it to Mexico. This will help save some of the jobs there. For the month of April and perhaps May, the **Job Store** will be **extending their hours** until **6:00 p.m.** for these employees. As they work the same hours that the Job Store is open this was done to help accommodate their needs of job search, resume assistance, interview techniques, etc. A **Carol Guice Workshop** will be held at Fisher and Paykel on April 29, 2009 for those employees, so the Job Store will close at 5:00 on that day.

We have been selected to participate in a Pilot Program for **Swipe It**, a tracking system for WIA customers and funds. **Swipe It** will track customer service, fiscal information, and case management activities. We have completed the training and will be ready to roll when it takes place effective **7-01-09**.

With Spring comes new things as well. Carol Guice, the **Workshop Specialist** from Terra, moved into the Job Store on 03-30-09. Carol does the workshops for customers on matters from money, interviewing, to resumes, and balancing home life and working. If you are interested, you can attend one of her workshops as well as advise your customers to attend one or more. Carol's direct line is (419) 355-5385. You can access the schedule of workshops at www.northcoastjobs.org for a detailed list.

The **Veteran's Office** has a vacant seat for the Veteran's Intensive Service Coordinator as Donna Smith has resigned her position. The vacancy is being temporarily filled by **Chris Tyree** who is the Richland and Crawford county VISIC. Chris will be here at the Job Store on Thursdays until the vacancy is filled.

The **ODJFS** Migrant Outreach Staff has returned as well. **Elena Glyda** and **Santos Celestino** have returned for their seasonal positions to help the migrant farm workers and farmers.

Welcome to Carol, Chris, Maria, and Santos!

FIS FACTS AND FINDINGS

By: Jerri Carper

Federal Food Assistance Quality Control Review

The state has changed the review process for this review year. They will be reviewing **130** cases statewide per **month**. Currently, the statewide error rate is **1.87%** (10-01-08 through 12-31-08) after reviewing **310** cases. We have not had a case pulled for review at this point.

Food Assistance Allotment Increase

As part of the **American Recovery and Reinvestment Act**, Food Assistance allotments were **increased** effective 04-01-09 by **13.6%**. For a single person with zero income, their allotment went from \$176 to \$200 per month. That means they have about **\$6.66** per day to spend on food.....

EPPICard

Effective 03-01-09, **Cash Assistance** benefits (OWF and Disability Cash Assistance) may now be received on an electronic **payment card** or be **direct deposited** into the customer's bank account. Currently, this is a **voluntary** program however, it becomes **mandatory** on 08-01-09.

Spring has arrived in FIS

The **first** migrant family of the year applied for assistance on **04-13-09**. This is about **6 weeks later** than when we saw our first family last year.

In February, **Northwoods** updated our Compass Forms and Compass Capture software. There were a few issues that were quickly cleared up, except for PCSA. Northwoods forgot how awesome our PCSA is at scanning. So PCSA was able to go back to the older version of Compass Capture and we are still waiting for an update.

At the end of February I attended another **OCATS** meeting. This meeting discussed the State creating a new form for CRISE and SETS users to complete whenever they are kicked out of the program. I have not heard anything else about this form to help the State troubleshoot Mainframe issues.

Some of you are now aware that there is a new **Trojan** virus out there on the internet. This virus tells you that Windows has found a virus on your computer and you should click a link to remove it. This link, however, begins installing a **Trojan** virus. Please be careful what you click on while surfing the internet. We use Symantec which scans every Friday; it will never tell us we have an infected computer through a website. If you are unsure, please call me.

Currently **RightFax** has an issue with sending faxes to certain fax machines. This sometimes takes hours to send one fax. If you notice this, please cancel the fax and use a fax machine. I have contacted Northwoods and we will be receiving a version update which is supposed to fix this issue.

We have been working with the County **Auditor** to make sure the **new** accounting **software** works properly for us. We have learned a lot in the last month or two and we will continue to learn until we get all the bugs worked out. Thank you for letting me know when you have **errors** so they can be **reported** to the **appropriate** people to get them **fixed**. It has made **troubleshooting** issues much **easier** with your **help**.

We are also currently attempting to **pilot** some new and innovative software from WIA **Area7** for the Job Store. We are currently in discussion with the State network people for changes to allow the software to work on our network.

FYI.....Listening to your favorite radio station over the internet is considered "streaming". This slows down our network considerably and is NOT approved through our State computer policy.



CSEA Chat By Becky Bohn

CSEA At a Glance...

\$24,706.14 has been collected under the **FIDM** Procedure for the first quarter of 2009

There are **301** active driver's license **suspensions** due to non-payment of child support

Genetic testing was completed for **98** individuals for the first quarter of 2009

Collections for the first quarter of 2009 reached **\$3,072,013.30** compared to **\$3,296,172.80** for the first quarter of 2008

Emancipation

High school **graduation** is not only a busy time for parents with graduating seniors. This time of year is **extra busy** for the CSEA case managers as well. Generally, when a child support order is established, child support does not continue past a child's high school graduation or their nineteenth birthday, whichever comes first. The child is considered to have "**emancipated**"; therefore the child support order for that particular child is **terminated** by our agency. There is a **report** that **identifies children** that are turning eighteen years of age that is used as the case manager's tool. The case managers then need to **establish school attendance** status. From there, **specific paperwork** must be processed and **mathematical computations** completed to ensure that the child's **current order** for child support is **terminated** timely. Last year **404** emancipations were processed by our agency.

Due to Melissa Calvillo's **departure**, we **lost** our only **Spanish** speaking CSEA staff member...



2009 FIRST QUARTER ANNIVERSARIES



JANUARY

Gloria Graham	26 years
Sandy Martin	16 years
Cindy Bilby	11 years
Vidalia Halbisen	10 years
Marti Cummings	10 years
Taylor Steinmetz	8 years
Amy Benner	1 year

FEBRUARY

Vicky Disher	29 years
Suzanne Spriggs	28 years
Sharon Ochs	10 years
Nancy Haley	8 years
Cathy Dearth	8 years
Debbie Lonsway	6 years
Janet Quaintance	3 years
Jim Steinmetz	1 year

MARCH

Beth Pfeiffer	25 years
Kendra Sherman	12 years
Janet Ramirez	10 years
Jackie Hamann-Lenke	10 years
Lydia Messer	6 years
Kelly Donnell	5 years
Karen Riegel	4 years
Sarah Dorr	3 years
Krista Hovis	1 year
Kira Pollock	1 year



FUN Committee

We did many **FUN** things this past quarter. In February the **FUN** Committee hosted an **Iron Chef** event. This turned out to be a **BIG** hit. We had **13** contestants who made a food dish with the special ingredient of **chocolate**. **Congratulations** to **Krista Hovis** for being the winner. She received a **\$10** Gift Card to Ralph's Joy Of Living. In March we held our **Spring Fling Week**. There was a **euchre** tournament, **50/50** raffle and **lottery tickets** for every employee. Keep your eyes open for some **more FUN** events to **come!**



SCDJFS

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Fax: 419-332-2156
E-mail:
info@sanduskycountydjfs.org

Business Hours :
Monday - Friday
8 a.m. to 4:30 p.m.

FYI....A **customer drop box** has been installed by the Job Store entrance to the agency for our customers. They can use this for **after hours drop-off** of documents, verifications, etc for the agency. Any items that are received in the drop box **will be date stamped and distributed to the appropriate division** with the **daily mail**. The **FIS front desk staff** will be checking the drop box each **morning and afternoon**. This drop box was a recommendation from the last **Management Evaluation Review** of the Food Assistance Program. If you have any **questions** please see **Jerri Carper**.

AGENCY FYI.....

When **completing** your **time sheet** be sure to fill in the **sick reason**. (I **don't** need all the **lovely details**—just list **self ill** or **self appointment**, etc.)

Supervisors need to review for completeness, **sign** the time sheets and **initial** all leave times.

Time sheets are due **every other Thursday**...please have them **complete** and **ready** to turn in.

BY THE NUMBERS.....



PERFECT ATTENDANCE

The following 12 employees used **no** sick leave during the First Quarter of 2009:

Margo Bagent	Mindy Bowling
Michael Fuller	Beth Cook
Renee Livas	Nancy Grove
Paula Olds	Mary Lou Hodges
	Debbie Lonsway
	Dawn Ohms
	Paula Raney
	Bill Schenk

5481

The number of Job Store customers during the months of January—March 2009. This is a 45.5% increase compared to last year's number of 3767.

1506

Average number of hits on the DJFS website for March 2009.

9143

The number of FIS and CSEA documents in OnBase with 000-00-0000 as the SSN.

9050

The number of PCSA Investigations scanned into OnBase.

129

The number of abuse/neglect reports investigated by the Investigation unit from January -March 2009.

11

The number of indictments received for all Child Support cases at the April Grand Jury. We also received indictments for our first two Benefit Recovery cases.