



JOB AND FAMILY MATTERS

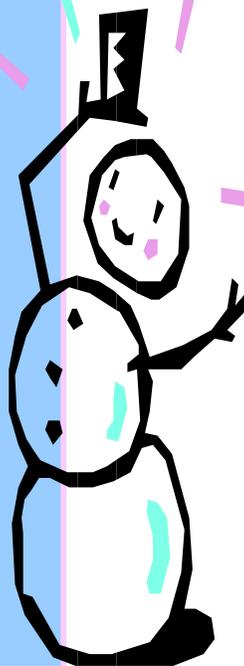
* October * November * December * 2010

FIS FACTS AND FINDINGS

Case Banks

By Jerri Carper

Effective 01-01-11, the FIS Division began utilizing a case bank system to handle our pending and active cases for all programs except Nursing Home and Waiver cases. What is a case bank? A case bank is similar to a library where all the books (cases) are kept on a shelf. Our open cases have been “put on the shelf” and are removed from the shelf to be processed as necessary and then are placed back on the shelf. There are 3 types of case workers in this system.: Intake workers, Reapplication workers and Alerts/Change processors. For new applications, the intake worker will process the case and once the case is approved, it is assigned to the case bank. When it is time for a reapplication, it is assigned to a reapplication worker. And as changes arise, the alert/change processor will handle the change. The FIS workers no longer have individual caseloads. This system is in use in other counties throughout the state. It is our hope that this system will greatly improve our accuracy and efficiency.



PARIS

By: Christie Harper

Every October the State of Ohio matches the database of public assistance recipients with databases containing information regarding federal employment, veteran’s benefits and other state public assistance systems. This program, called PARIS (Public Assistance Reporting Information System) resulted in over 15,000 matches statewide. As of 12/31/2010, Sandusky County had completed over 90% of the matches, and as of this date, 100% of the matches are now done. Statewide, the savings from overpayments and cost avoidance is over \$7.5 million. The most common matches for Sandusky County were recipients who were also receiving benefits in another state. Overpayments have been referred to Nancy Grove for collection and a concerted effort is being made to check out of state benefits prior to issuing Ohio benefits. Under previous regulations, it was acceptable to issue Medicaid to a customer who just moved to Ohio from another state, despite the fact that they still had open benefits in the other state, but that is no longer allowable. We are all trying to do our part to prevent overpayments and save money for the State of Ohio, which benefits Sandusky County as well.

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CHILD SUPPORT CHAT

By Becky Bohn

CSEA Caseload Changes

Effective **February 1, 2011**, those child support cases that have been assigned according to an alphabet split, will be *reassigned* alphabetically in a different manner. The alphabet split was previously based on the obligee's last name (person receiving child support). These cases will now be assigned according to the obligor's last name (person paying child support). We believe that this will be a more efficient way of managing these particular caseloads.

Community Involvement

On November 1, 2010, a **"Focus on Fathers Summit"** was held at this agency. Supervisor Jackie Mowry did an excellent job as part of a panel discussion regarding each partner's involvement with fathers and the local fatherhood group. Since June of 2010, Supervisors Jackie Mowry and Kerri Moyer and Administrator Becky Bohn have attended several meetings of the local fatherhood group to provide information regarding child support and give the fathers an opportunity to ask general child support questions.

Our local CSEA is also a member of the Sandusky County Reentry Collaboration Board.

Grand Jury

Cases were presented to the Grand Jury in December by Attorney Dean Ross which resulted in the indictment of nine child support obligors. These individuals owe a combined total of over \$157,000.00.

CSEA at a Glance...

The following statistics are for **2010**:

Child Support collections totaled \$12,336,869.54

Payments of \$288,243.44 were made at the CSEA Front Desk

FIDM collections reached \$39,704.29

Genetic testing was completed for 358 individuals (149 children and 209 adults)

Attorney Dean Ross represented Child Support at 718 court hearings

308 administrative hearings were held at our agency

28,899 telephone calls were received by the CSEA Switchboard

NOTES FROM THE DIRECTOR

By Cindy Bilby

In **October's newsletter**, I talked about the economic crisis, the push for *modernization* in our system, and Sandusky County's decision to join with other counties in a pilot call center project for public assistance application processing.

A lot has happened since then. We have a **new governor**, and a **new ODJFS interim director, Michael Colbert**. Only time will tell what the new administration has in store for our system. The budget shortfall is certain to prove challenging, and we do not yet know whether Mr. Colbert's appointment will be temporary or permanent.

The good news is that these major changes have not derailed the pilot initiative, now called **"Collabor8."** One of Doug Lumpkin's last acts in office consisted of approving **"Collabor8"** and calling for his staff to begin laying the groundwork for telephone lines and computer upgrades.

On the county level, much has also been done to prepare for the coming months. Sandusky County FIS has undergone a **drastic** change in its manner of doing business. Eligibility is now done by a method called **"casebanking"**, which allows workers to specialize in particular aspects of the eligibility process.

For now, there is reason for optimism. Once internet and telephone systems are in place, the counties' call center will be better prepared to accept updated information, answer questions about eligibility, initiate applications and answer questions about the pending status of an application....**all over the telephone.**

MIS Marti's Megabytes * By Marti Cummings



The Job Store now has all of their new computers and they also have Windows 7 as an operating system which was a change from Windows XP. A few adjustments had to be made but everything seems to be working well.

OnBase received an upgrade and that went well except that our county needed dot net framework 3.5 instead of 2.0 like some counties. *Northwood's* fixed us fast and all is well. We lost many of our document icons, so I made some new ones and imported them into OnBase.

Office 2007 is still coming. The State should notify us soon when they will roll it out.



CHILDREN SERVICES

By Tami Ward

Well the weather outside is *frightful* and my teen is not *delightful*. For those of you with teenagers you know exactly what this means. You say to yourself, “*whatever happened to the sweet little kid I used to have a few years ago?*” Teens are difficult as they go through many changes so parents need to bring their “A” game and learn how to relate, cope and understand. Here are a few tips on helping with teen bonding issues:

Learn What Your Teen Enjoys: When your child was younger it was easier to find things to do together. You will have to work extra hard to find your teens likes and dislikes but it is a key part to building your relationship.

Being Strict Is Not A Bad Thing: Teens feel they are old enough to care for themselves, while this may be true they still need restrictions. Make sure they understand they will be given freedom but with freedom comes responsibility and accountability. Make sure you help your teen learn to plan ahead. You do not have to plan for them, just help guide them so they make good decisions.

Communicate Daily: Daily communication will show your teen you care. It will help you better understand your teens world and help gain your teens trust.

There are no magical answers to being the parent of a teen. Sometimes it’s just helpful to hear advice from others.

Workforce Development Developings



By Janet Quaintance

This has been a busy quarter for the Workforce Development Division.

In October we participated in *The Ohio Paper Plate Campaign*. This was a new initiative to let local legislators and the media understand the hardships faced by millions of Ohioans who are faced with making some of life’s toughest choices. Customers wrote their story on a paper plate that described their current situation or circumstance including: what choices have you or your family been forced to make because of lack of employment, lack of money or lack of assistance; what does food mean to you; what does shelter mean to you and what would happen if you did not have access to a food bank or food pantry? Paper plates were collected and sent in on December 14.

The Northcoast System, comprised of Erie, Huron, Ottawa, Seneca and Sandusky counties, received an increase from **22.8 to 27.3** points in the Gold Standard Continuous Improvement score, which is at the *Bronze level*. Gold is 40 points so we remain at the Bronze level.

However, we have the Gold in our sights! The Job Store also initiated an on-line customer service satisfaction survey instead of a manual card system. Survey results will be maintained by the Area 7 Workforce Investment Board and can be accessed when requested. So far we have only had 18 respondents. The Job Store staff is working to increase the number of responses.

Our division was also awarded *System Enhancement funds* allowing for the purchase of equipment for the Job Store. We were able to purchase cubicles that allow for privacy of our customers, new computers, chairs, etc. One of the purchases we are really excited about is a television that loops information about the services of the Job Store and its partner staff. The television is placed in the common area of the Job Store so it can be viewed by customers. This is an excellent way to market our services to our customers. Some of the information on the television includes the dates and times of Job Store workshops, reemployment sessions, com-

munity events, etc. If you have anything you would like us to market for you, let us know! Of course, it is free!

Eagle 99 did its *Coats for Kids* collection again this year. Coats were donated at Wal-Mart and taken to a local dry cleaner. The coats were then delivered to the Job Store and made available to customers.

Last but not least, the Area 7 Workforce Investment Board recently set 15 goals for its 43 member counties to achieve. Counties were given an *OHIO STATE BUCKEYE football helmet* and as goals were achieved, counties received a “buckeye” for the helmet. **Sandusky County was the FIRST county out of the 43 counties in Area 7 to achieve all 15 goals!!!!** This has been a great conversation piece. So if you want to see the Buckeye Helmet- come to Janet’s office! (It is an authentic OSU BUCKEYE helmet- thank God I am an OSU BUCKEYE fan.)

Do I hear an O- H -



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**PERFECT ATTENDANCE FOR THE
 FOURTH QUARTER 2010**

The following 6 employees used no sick leave
 during the Fourth Quarter of 2010

Elaine Dickman	Michael Fuller
Nancy Grove	Jason Pollick
Laura Warren	Bethany Wilburn

**2010 FOURTH QUARTER
 ANNIVERSARIES**

October		
Rikki Brown	4 years	
Mandi Miller	4 years	
Mary Lou Hodges	4 years	
Jodi Weltin	4 years	
Crystal Vail	9 years	
Lisa Mullholand	10 years	
Deborah McGrath	10 years	
November		
Jason Pollick	6 years	
Lori Hampshire	12 years	
Randy Company	13 years	
Lori Green	15 years	
Nancy Grove	17 years	
Mary Zimmerman	19 years	
Luci Bowlus	21 years	
Judi Simon	22 years	
December		
Davi Anderson	5 years	
Rachel Gundy	8 years	



Quote of the Quarter

**There are no speed limits on
 the road to excellence.**

~ Unknown

By the Numbers.....

\$120,632.54
 The dollar amount obligated for
 Dislocated Worker training through 6-30-11.

3,832
 The number of job seekers in the Job Store
 from 10-10 through 12-10.

29
 The number of trouble tickets opened with the State in
 2010.

1667
 2010's daily average of hits on our website.

\$858,550
 The amount issued in OWF benefits in 2010 to Sandusky
 County residents which is an increase from the \$819,294
 issued in 2009.

417
 The number of Children Ser-
 vice cases investigated in 2010
 –involving 914 children.

183
 The number of unduplicated
 children in our ongoing cases
 for 2010