

# 2013



**JOB AND FAMILY SERVICES**  
MARION COUNTY

Marion County Job & Family Services Annual Report

HELP FOR TODAY.  
HOPE FOR TOMORROW.



# DIRECTOR'S LETTER

2013 marked a year of continued and promising partnerships for Marion County Job & Family Services. We foster communication and cooperation within our organization and with other community partners to establish an effective network of resources for people in need.

Our employees have met the challenge of serving the expanding number of people who depend upon us in new and better ways.

Our partnership strategies have resulted in a number of innovative advantages for our citizenry including:

- Enhanced access to eligibility services (Collabor8 Shared Services Call Center)
- Expedited linkage to employment and work supports for families (OhioMeansJobs/Ohio Works Integration Project)
- Expanded community employment opportunities for youth (Goodwill Industries, Inc. Summer Youth Employment Project)
- Year-round work/study options for community school students (Rushmore Community School Job Program)

As the Director of Marion County Job & Family Services, I am privileged to lead and support the work of exceptional staff. I am also fortunate to serve with local elected officials and professional peers who are forward thinking, supportive and dedicated to our collective purpose of strengthening our community.

- Roxane G. Somerlot



## HELPING MAKE LIVES BETTER IN OUR COMMUNITY

### WORKFORCE DEVELOPMENT

OhioMeansJobs-Marion County partners with a number of employment and training resources to ensure that we meet our goal of linking the right person with the right job at the right time. Our services include job skills training, resume and interview assistance, access to job postings and job search resources.

We also provide employers with employee recruitment and pre-screening services to connect business leaders with a qualified workforce. Our employment specialists consult with employers to customize services and leverage resources to meet their business needs.

### Quick Facts From 2013:

- Marion employers received over \$100,000 through the OMJ-Marion County On-the-Job Training program.

- 151 local businesses received workforce development services through OMJ-Marion County in 2013.
- 2,728 hires were facilitated through OhioMeansJobs — Marion County.
- 19,044 visits to the OMJ-Marion County Center in 2013.
- 139 youth worked a total of 10,431 hours earning a combined \$86,055 during the 2013 summer youth employment project.

### CHILD SUPPORT SERVICES

Marion County Child Support (CSEA) is continuing efforts to improve the various services offered by the department. Recognizing that many of those ordered to pay child support are unemployed or underemployed, CSEA staff is now working with those individuals to "right size" the support order. This helps some individuals pay their child support at a more reasonable rate while ensuring children are receiving the support more reliably.

Additionally, staff is working with parents to assess their current employment situation and make appropriate referrals to OhioMeansJobs-Marion County to support their goal of new or enhanced employment.

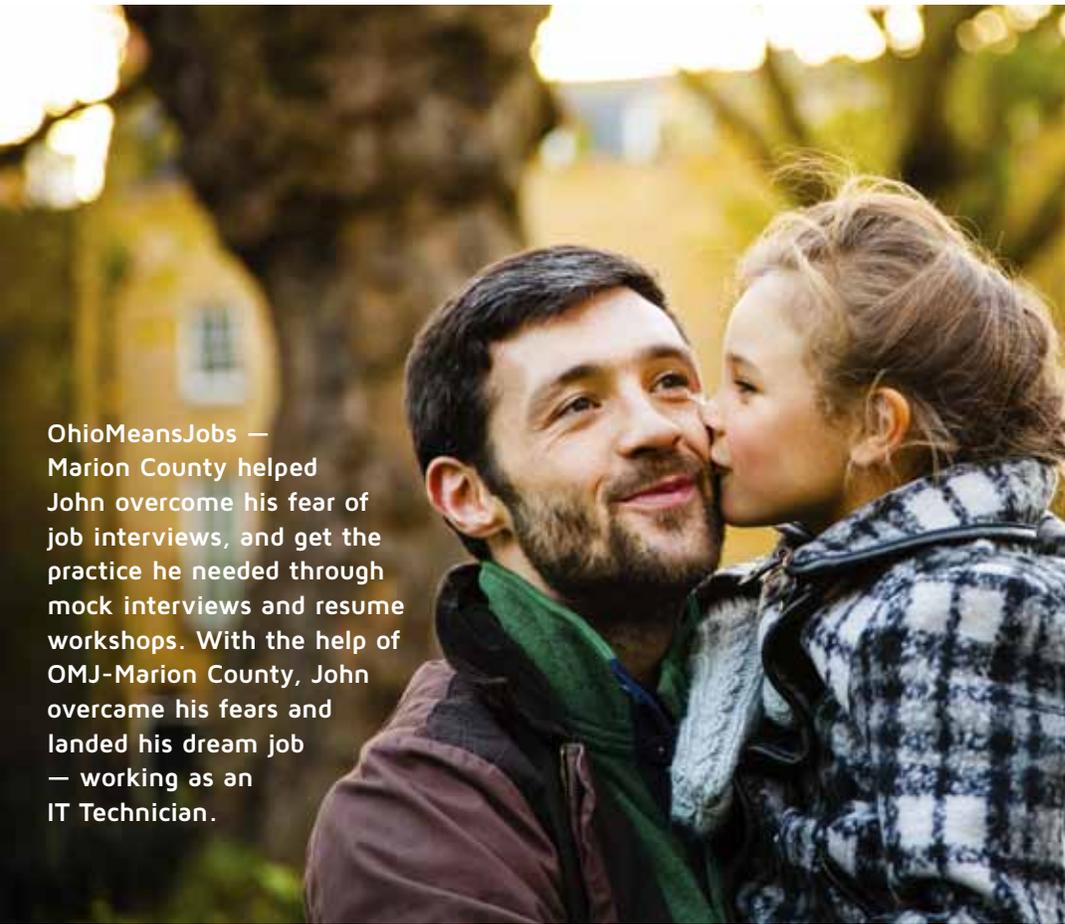
**Number of Cases** – 6,856

**Total Collections** – \$10,394,267.72

**Cost Effectiveness** – \$11.34 (for each child support program dollar expended, \$11.34 is collected)

### FAMILY ASSISTANCE

The Collabor8 Virtual Call Center is a partnership between Marion, Delaware, Knox, Morrow, Sandusky, Wood and Hancock counties and the State Department of Job & Family Services. This shared services model allows customers from any participating county to apply for benefits by calling a common toll-free number. Incoming calls are distributed via a unified call center solution among all seven counties, which combines the staff potential of multiple counties into a single entity that manages cases in real-time. This



**OhioMeansJobs — Marion County helped John overcome his fear of job interviews, and get the practice he needed through mock interviews and resume workshops. With the help of OMJ-Marion County, John overcame his fears and landed his dream job — working as an IT Technician.**

## FAMILY ASSISTANCE SUCCESS STORY

One of our customer service agents reported this call she received from a customer. This is what the customer had to say:

"I live in Marion County. I just want to tell someone that I am so happy with the changes that have taken place there. First of all I don't have to wait hours in the lobby. I don't have to wait for an appointment with a caseworker; it gets taken care of quickly. I call in and I actually get a real person. I thought I would just call and tell you that I love the changes!" —Ashley L.



partnership has resulted in easier and quicker access to benefits for those in need. In 2013, the project also proved to be invaluable to customers when some of the county offices were closed due to flooding or winter storms. The remaining agencies were able to continue to serve customers from weather-impacted locations without interruption.

### MONTHLY SNAPSHOT OF CONSUMERS

Program	Average Monthly
Medicaid.....	15,751 people
Food Assistance.....	11,807 people
Ohio Works First Cash Assistance.....	340 families
Disability Financial Assistance .....	116 people
Non-Emergency Medical Transportation.....	225 people
Work Support/Emergency Assistance (PRC).....	41 families
Collabor8 Call Center.....	11,164 calls

### SUPPORTIVE SERVICES

Supportive Services staff works with individuals to enhance their employability. Job readiness and soft skills training, work experience placements, child care and transportation are available to customers as they work toward self-sufficiency. Adult Protective Services operates as a specialized service area, which investigates and resolves reports of elder abuse and neglect.

**"MY EMPLOYMENT SPECIALIST AT OMJ-MARION COUNTY HELPED ME REACH MY GOAL OF BECOMING AN LPN. IT FEELS WONDERFUL TO HAVE A FULL-TIME JOB THAT I LOVE AND TO BE ABLE TO TAKE CARE OF MY FAMILY."**

— FELISHA M.

### 2013 APS FACTS:

- 265 Home Calls
- 99 New APS Cases

When a local senior woman, Ms. B, lost her husband and her daughter, she found herself alone. Over the years she struggled to manage day-to-day activities, like paying her bills or taking care of her home. Our agency was contacted, and APS case manager Angie responded the same day. Angie and a friend of Ms. B convinced her to move into assisted living, where she could get the medical care she needed. Ms. B shared with us that the help she received during this difficult time meant the world to her.

### OUR MISSION STATEMENT

In partnership with the community, we provide services that support and uplift families and contribute to skilled and healthy individuals, successful businesses and a stronger community.

# BOARD MEMBERS

## 2013 Board of Marion County Commissioners

Andy Appelfeller • President

Dan Russell

Ken Stiverson

### Marion County Workforce Policy Advisory Board

Vidya Iyengar • Chair, Marion Community Credit Union

Sharon Baldinger • Marion Industrial Center

Molly Baldosser • Goodwill Industries, Inc.

Cliff Brannon • Poet Biorefining

Tami Galloway • Marion Technical College

Richard George • Tri-Rivers Career Center

Don Harper • Sims Brothers Inc.

Mike Huffman • Labor Representative

Scott Schertzer • Mayor, City of Marion

Ken Stiverson • Marion County Commissioner

### Community Planning Committee

Reverend David Lippert • Chair

Anna Bomas, Marion General Hospital • Ohio Health

Jody Demo-Hodges • ADAMH Crawford/Marion Counties

Cliff Edwards • Center Street Community Clinic

Kelly Garrett • United Way of Marion County

Richard George • Tri-Rivers Career Center

Mary Longo • OSU Extension Service

Karen McVay • Legal Aid Society

Anne Muladore • Ohio Department of Job &

Family Services

Tracy Rector • Ohio Heartland Community Action

Jacqueline Ringer • Marion County Children Services

Dan Russell • Marion County Commissioner

Roxane Somerlot • Director

# 2013 EXPENDITURES BY CATEGORY/PROGRAM

Administration/Operations .....	\$1,111,994
Case Management (all divisions) .....	\$3,307,104
Partner Agreements .....	\$1,010,662
Work Supports/Emergency Assistance to Families (PRC) .....	\$190,709
Medicaid Provider Payments .....	\$106,400,648
Food Assistance Benefits .....	\$18,849,136
Cash Assistance to Families .....	\$1,541,513
Disability Financial Assistance .....	\$195,064
Child Care Benefits .....	\$1,240,396
Workforce Development Benefits .....	\$353,149

**TOTAL**

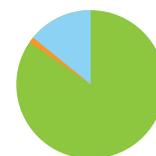
**\$134,200,325**

## SUMMARY OF REVENUE SOURCES

[ EXPRESSED AS PERCENT ]

[ REVENUE SOURCES ]

Federal .....	85.84%
State .....	13.78%
Local .....	00.38%



■ Federal  
■ State  
■ Local

### OUR AGENCY PRINCIPLES

- We foster cooperation within our agency and with community partners to establish a network of resources for people in need.
- We recognize and accept change as essential to ensure services are efficient and effective.
- We hold ourselves personally and organizationally responsible for achieving outcomes that support our mission and provide public value.



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