



M E S S E N G E R

SPRING 2007

Rojanne Woodward, Director

“CUSTOMER” SERVICE

By: Rojanne Woodward

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UPCOMING EVENTS

April 27, 2007

Annual Faith Based & Community Group Summit - 9 am to 12 pm Brooks-Yates Center South

May 1, 2007

Informational Session on Becoming a Foster/Adoptive Parent - Contact Laurie Noggle, Foster Care Coordinator for more information (740) 474-3105, Ext. 426

“Service is the lifeblood of any organization. Everything flows from it and is nourished by it. Customer Service is not a department...It’s an attitude.”

I sat in a meeting the other day and I admit my mind started to wander, but my eyes turned to a poster on the wall with this quote. I have seen this quote or similar ones in many agencies and organizations, but have never given it the thought it deserves.

Service is what it is that we do each day. That service we provide each day is so important to the lives we touch. I so agree that it is an attitude. It’s the attitude we have each time we talk to someone on the phone, at our desks, or in the field. It is an attitude that each of us controls and has a

responsibility to show. We have a choice in our service to do it with an attitude of genuine caring and respect for everyone we serve.

How can we show that attitude of service?

- a kind smile
- take time to listen – don’t do all the talking
- as you talk with someone give them your full attention
- answer your phone calls
- return calls promptly
- watch your tone of voice
- respond to emails promptly
- show you care
- be patient

These are just a few of many

ways to show the service attitude – you think of your own to add to the list.

And...

Remember to serve your co-workers and other service agencies with this same attitude.

Just as we are here to serve so many people with all their special needs, we must remember to take care of each other.

So...

be here to serve, serve with a caring attitude, and serve each other as well as the people who come to us in need.

FISCAL DIVISION CHANGE

By: Patty Fouch

The Administration Division of JFS looks a little different these days with the retirement of Assistant Director Patty Fouch. Rhonda Hoffman has taken on the new responsibility and role of Business Administrator, overseeing the units of Customer Service, Fiscal, Human Resources, and Network. Rhonda has 27 years of human services

experience at the county and state levels, covering public assistance, child support, and management and administrative functions. In addition, the Fiscal Unit under the Administration Division has been reorganized with the addition of Trina Davis as Fiscal Supervisor. Trina has been with Pickaway JFS for 6 1/2 years and has



Pictured from left to right: Trina Davis & Rhonda Hoffman

developed a recognized expertise in our very complicated JFS funding system.

UPDATE -- IT ONLY TAKES A SPARK --

By: Joy Ewing



The 4th Annual Faith-Based and Community Group Summit will be held on April 27, 2007 from 9:00 am to 12:00 pm at Brooks-Yates Center, 1005 S. Pickaway Street, Circleville, Ohio. Registration begins at 8:30 am.

The mission of the Summit is to meet the needs of adults, children, and families by working together and coordinating services of faith-based and community groups. Currently, there are seven focus groups working on various issues to meet the needs in Pickaway County. The groups include:

Mentoring

Focus.....Recruiting and training adult mentors for children and youth

Information, Referral, and Volunteers

Focus.....Develop a central location for sharing information on resources and services that are available....Create a database to link volunteers with service opportunities

Family Advocacy

Focus.....Provide families with "life skills" training and coaching

Youth Development

Focus.....Student representatives from all four county high schools working together on a community project

Bridges Out of Poverty

Focus.....Provide community wide "Bridges Out of Poverty" training with follow-up support for implementation

Foster Care/Adoption Recruitment

Focus.....Recruitment for Foster Care and Adoption homes in the county

Homelessness Prevention

Focus.....Homelessness prevention activities in the county

Anyone interested in attending, please RSVP by contacting Joy Ewing at (740) 474-7588, Extension 230 or via e-mail at ewingj@odjfs.state.oh.us

JOBS ONE-STOP AND PICKAWAY-ROSS TEAM UP TO OFFER CUSTOMER SERVICE TRAINING

By: Jan Shannon

How many times a year, a week, a day do you receive good customer service? Customer Service is something most of us take for granted until we have a bad experience. It is our desire to make sure that in Pickaway County your chances of encountering a bad experience in customer service has decreased.

The JOBS One-Stop has partnered with Pickaway Ross Career and Technology Center to present a Customer Service Training. This training is open to the public and is being required to all the OWF clients as part of their work activities.

The idea for this class came over two years ago when in our youth programs a need for improved customer service was recognized. PRCTC staff pulled together local business leaders, educators and community agencies and a group was formed to discuss what the training needs were for customer service in our area. After much discussion PRCTC staff began researching what it would take to bring this type of training to our county. During their research they discovered that there was a nationally recognized credential available for Customer Service. This credential is offered through the National Retail

Federation (NRF) and is available to anyone who has completed the 11th grade, has taken a customer service training and passes the NRF accreditation test. Upon completion of the test the student will receive a certificate indicating they are a recipient of this credential, a wallet card identifying their credential number and a pin.

The Customer Service class is a five day class and is held one week per month at the One-Stop. The focus is around many aspects of customer service including who is your customer, representing your employer, communicating with the customer, taking messages, dealing with irate customer, telephone skills, exceeding expectations, follow up with customer and many other aspects of good customer service.

In order to insure that JFS is providing the best possible customer service to our clients the JOBS One-Stop staff and Customer Service Departments will be sitting through this training over the course of the next few months.

**CRITICAL FUNDING ALERT
IN CHILD SUPPORT DIVISION**

By: Debi Hoffhines

On February 1, 2006, Congress finalized deliberations and passed the Deficit Reduction Act of 2005. (DRA) Although there were cuts to many programs that benefit children, families and individuals, Child Support received one of the largest cuts. Congress removed the ability for states to utilize our earned incentives as local match for the program. The net impact of this action to Ohio is to create a funding gap of \$20 million dollars. Ninety-nine percent of this funding goes to the County Child Support Enforcement Agencies to provide services at a local level. If this funding gap is not filled, Ohio's county agencies will have to cut spending by over \$60 million dollars.

In Ohio, over one million families rely on the services

provided by the child support program. Collections have totaled over \$2 billion for the past two years. This is nearly 10% of the national collections. The 2006 federal budget cited the child support enforcement program as "one of the highest rated block/formula grants of all reviewed programs government wide". This high rating is due to our continued improvements in performance results and in our strong mission of promoting parental responsibility for children.

In 2006, Pickaway County CSEA had an average caseload size of 3698 cases with a total collections of \$8,800,579. Administratively, the agency established 172 paternities and 178 child support orders.

In 2007, Pickaway County incentive dollars from the Federal government are expected to be approximately \$155,000. Beginning in October 2007, the Pickaway County Child Support Enforcement Agency cannot use these incentive monies to draw down Federal dollars; this means a loss of approximately \$2 dollars for every \$1 incentive earned.

At this time, the Ohio Child Support Directors Association and the National Child Support Enforcement Association are actively working with both State and Federal representatives in efforts to restore the lost funding. In addition, Pickaway County JFS/CSEA Management Staff have met with our legislators to discuss the impact of this reduction act. If the funding

gap is not filled, counties will be forced to reduce their expenditures which will have a direct impact on the services available to the children and families we serve.



FAMILY SUPPORT DIVISION RESTRUCTURED

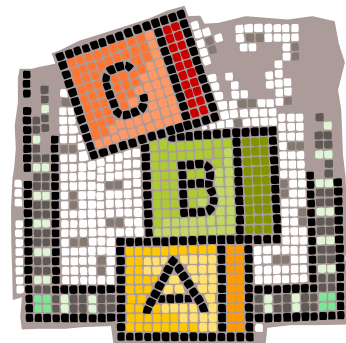
By: Joy Ewing

Many people we help face barriers with transportation and time constraints. With this in mind, the Program Managers and Lead Workers in the Adult/Disabled and Family Units of the Family Support Division began to work together to develop a restructure plan. One of the main goals was to build a structure that would allow same day service for people applying for food stamps, Medicaid, and cash assistance. After several meetings, presentations to the Division, and multiply changes; a restructure plan was implemented on

February 1, 2007. The new concept allows for someone to apply for assistance and complete the initial interview at the same time. Previously, a person would come into the Agency and we would ask for general information about their situation and schedule him/her to return another day for the application interview. The new process allows for one of five intake workers to be available to see someone as they come in to apply and complete the interview while he/she is in the Agency. The benefits may

be not approved the same day, but the applicant would not be required to return to our Agency on another day for the initial interview. Once the case is approved, it will be transferred to a worker that specializes in Adult or Family assistance.

"The new concept allows for someone to apply for assistance and complete the initial interview at the same time."



YOUTH FEST 2007

By: Jan Shannon



The 2007 Youth Fest is a fading memory but it was a huge hit! The JOBS One-Stop staff and partners with community help from the American Red Cross and the YMCA pulled together to make the second annual Youth Fest bigger and better. This year the event was sponsored by The Reserves Network, Columbus State Community College, The Recording Workshop, Franklin University, the Pickaway County YMCA, Ohio University, DuPont, Ohio Christian University and Ponderosa.

Over 300 kids representing 12 different schools were entertained by performances of five bands: Caustic Instinct, Age of Distress, Diary of Downfalls, Vintage Itch and 3rd Law. The bands each performed for approximately 30 minutes and each had the third song they played judged by a panel of three judges. The winning band, Vintage Itch, received six hours of free recording time compliments of the Recording Workshop.

In addition to the Battle of the Bands, there were plenty of opportunities to win door prizes and free food including, 57 pizza's, 100's of hot dogs and over 200 cupcakes! Students had the opportunity to mill around to the different displays set up by employers, educational institutions and community

agencies. Each table they visited got them greater opportunities to win one of 31 door prizes. Door prizes and food were donated by local businesses.

The Youth Fest logo was created by a student at Pickaway Ross Career and Technology Center in Graphic Design class. The logo was present on bill-



boards, newspaper ads, brochures and t-shirts publicizing the Youth Fest. To promote this event staff and partners went into the 5 local schools during lunch the week before the Youth Fest and promoted the event by talking with students during their lunch hours. In addition to our local media highlighting the Youth Fest on the front page of the Herald, the event was also promoted on WBEX out of Chillicothe. Jan Shannon and Julie Bolen, guest DJ'd on the Dan and Mike Show to promote this event.

Our employers, schools and community agencies were thrilled with the turnout. One employer had accepted over 75 applications for their positions. Many of the employers, schools, and even parents of the students indicated they can't wait for next year's event!

We are on the web:
<http://www.pickawayjobs.com>

CHILDREN SERVICES SPONSORS ART CONTEST

By: JoEllen Deal

The Children Services Division sponsored a billboard art contest promoting two-parent adoption recruitment. The top three selected artworks are being displayed during the month of April on various billboards throughout Pickaway County in recognition of National Child Abuse Awareness Month and also during the month of May in recognition of National Foster/Adoption Month.

Winners are as follows: Rebekah Neal, won 1st prize and a \$50 gift card from Wal-mart.:

Elizabeth Stout won 2nd prize and a \$25 gift card from Wal-Mart; and Staci Johnson, won 3rd prize and also received a \$25 gift card from Wal-Mart. All winners are art students at Circleville High School.

The billboards can be viewed at the following locations:

- Rt. 23 South by Gold Cliff
- Rt. 23 North (west side)
- Rt. 22 West (north side)



Pictured above from left to right front row: Staci Johnson (3rd place winner), Rebekah Neal (1st place winner), Elizabeth Stout (2nd place winner). Back row, left to right: Erin Reuter, Adoption Worker; Missy Cromwell, Foster Care Worker; and JoEllen Deal, Children Services Administrator