



# "YOUR HUMAN SERVICES CONNECTION"

May, 2007  
Volume 3, Issue 1

Ashtabula County Dept. of Job & Family Services  
Patrick J. Arcaro, Executive Director



## From the Director...

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Pericles wrote: "What you leave behind is not what is engraved on stone monuments, but what is woven into the lives of others".

As I reflect on our work in 2006, I am proud to report that through the personal commitment and hard work of many, Ashtabula County's Job & Family Services has been able to accomplish great things. We were recognized with numerous awards in 2006, awards that exemplify our staff's dedication to improving the lives of others.

As depicted in the following pages, it is a privilege to report that not only have we met our measured performance, but we have also achieved great things. We are called upon daily to strengthen the life and dignity of our citizens and to provide options for the poor and vulnerable. Participating in community service activities and advocating for workers and their rights, are also of utmost importance. While we realize our duty is endless, and often times thankless, we continue to deliver the highest quality of customer service possible.

As we embark on yet another year, I look forward to our challenges. I also look forward to the good that we will do by enriching people's lives. For those who partner with us in supporting our mission to alleviate conditions of poverty, improve health and safety and promote well-being .... I thank you on behalf of our county's most needy.

Thank you also for your continued support of Job & Family Services.

The Ashtabula County Department of Job & Family Services' Mission Statement is:

"to provide superior service, promote well-being and self-sufficiency, alleviate conditions of poverty and improve health and safety"



Ashtabula County Commissioners  
Joe Moroski, Deborah Newcomb, Dan Claypool



## ADMINISTRATIVE SERVICES HIGHLIGHTS



Greetings!



**Julie Ockman**  
Business Administrator

Spring has 'sprung' and the Administrative Services Division is reveling in sunshine and accomplishments. One of our very own was recognized on March 3, 2007 at the Ashtabula County Red Cross 2006 Community Heroes Awards presentation for saving a life. Ana Luisa Verba, an office worker in the agency, was successful in performing the Heimlich maneuver on a coworker in April 2006. Ana Luisa was recognized by the Ashtabula County Commissioners for her life saving act, and was nominated for the Red Cross 2006 Community Heroes Awards by the agency. Ana Luisa also received the 2006 ACDJFS Director's Award from Director Arcaro. We are so proud of Ana Luisa and the significant contributions she has made to our peer and our agency.

We also express our gratitude to Cindy Zaebst, training supervisor, for organizing and implementing a new, in-house training program for our staff, as well as staff from other counties, at our Job Source location. Cindy has worked closely with the Ohio Human Services Training System (OHSTS) coordinator and other training programs to bring a variety of quality trainings to our doorstep. A few examples of the programs presented over the winter and spring quarters are "Transitioning into Leadership", "Dealing with Difficult People" and "Advanced Safety Awareness". The feedback from attendees has been overwhelmingly positive and we look forward to continued growth for all our staff through education.



**Renee Waid**  
HR Officer 1

Our bilingual staff has been very busy over the past year, as our local Spanish population continues to grow and prosper throughout Ashtabula county. To improve our Limited English Proficiency (LEP) customer service, the agency is implementing a new system for providing interpreter services, including for Job Source customers. Two bilingual case workers will specialize in Spanish customer caseloads, while three other bilingual staff are available to serve walk-in and call-in customers, Job Source partners, and other staff that have an interpreter need. We look forward to improving our LEP service, and to attending this year's ODJFS Interpreter training, and the annual Civil Rights conference.

The Administrative Services Division welcomed a new supervisor in January. Lee Ann Walters-Young joined our team as the Administrative Assistant Supervisor. Some of Lee Ann's primary responsibilities include oversight of the digital imaging and telephone projects, supervision of office personnel, and Limited English Proficiency compliance. Lee Ann follows in the footsteps of Martha Gillespie, who promoted to Social Services Program Administrator. Congratulations Lee Ann and Martha!



**Lee Ann Walters-Young**  
Administrative Asst.

The unit also welcomed Renee Waid, Human Resource Officer I, back to the unit. Renee had previously been assigned to the Fiscal division and rejoined Administrative Services in December 2006. Welcome back Renee!

As we begin to enjoy the sunshine and warmer weather, we ask that you 'think safety' both on the job, and at play. Happy Spring!

## Family Division Highlights



**Virginia Walker**  
Program Administrator

October brought about many changes that really impacted the Family Division workers and the Medicaid consumers we serve. The first change was the citizenship requirement. For many years consumers were able to use self-declaration to verify U.S. citizenship and no verifications were required. As of 9/25/06, all individuals applying for or reapplying for Medicaid are subject to the new citizenship requirements. The requirement is two-fold; one part being verification of birth and the second portion is identity. All documents used to verify citizenship or identity must be originals or documents certified by the issuing agency. Additional CRIS-E screens were added to capture this information and for the first few weeks, it was very challenging for our staff in adjusting to the regulation.

The second big change for many of our families in receipt of Medicaid was the mandatory enrollment into a Managed Care program. A managed care plan is a private health insurance company that provides health care to families on Medicaid. The household must select one of three vendors: Anthem B/C B/S, Caresource, or Wellcare of Ohio, and select a primary care physician (PCP) for each family member. If you do not select a provider, one will be assigned. If assigned, there is a three month period to make a change. To assist with the enrollment process, a representative from Ohio Medicaid Managed Care Selection Services Center (SSC) is in the Donahoe lobby to meet one-on-one with interested parties. Call for dates and times to meet with the Selection Services Counselor, no appointment is necessary.



**Janet Phelps**  
Eligibility/Referral  
Supervisor 1

Again this year, ACDJFS contracted with Ashtabula Community Action Agency through our Prevention, Retention, and Contingency (PRC) program to provide assistance with the high cost of winter heating bills through the TANF High Performance Bonus Incentive issued by the state to our county. The contract was in effect from January through March. The final figures are not in yet, but as of the end of February we issued over \$20,000 to help eligible families.

The ending of 2006 brought much recognition for our staff and for their commitment to providing excellent customer service. I had the distinct honor to travel to Phoenix, Arizona, to represent the ACDJFS at the American Association of Food Stamp Directors 2006 Conference and to accept the national Food Stamp Hunger Champions Mentor Award on behalf of the agency. The Food Stamp Hunger Champions Recognition honors and supports outstanding local offices whose food stamp professionals provide exemplary service by embracing the mission of the Food Stamp Program. Representatives from every state were in attendance. We were selected as one of two mentors to receive the award. A video compact disc was produced by agency employees explaining Ashtabula County history and the work we do to promote the food stamp program which I presented during a workshop. All who attended were very impressed with the beauty of our county and the work we do to fight the plight of hunger in our community. While I was in Phoenix, Janet Phelps and Joni Esposito attended the 2006 Quality Performance Conference in Worthington, Ohio, where they accepted an award from the Office of Research, Assessment & Accountability recognizing our performance by achieving a Top Error Element Review (TEER) accuracy rate of 97.10% for FFY 2005. Finally, one of our outreach practices of contacting food stamp recipients who may not be aware they have an active balance available was published in the Food Stamp Best Practices Manual produced by Children's Hunger Alliance in 2005 supplement issue for November, 2006. Congratulations to all our staff for their dedication and accuracy in earning these awards.



**Joni Esposito**  
Eligibility/Referral  
Supervisor 1

## Fiscal Division Highlights



Ronald Smith  
Fiscal Supervisor

In reflecting on calendar year 2006, I realize it was another year of change in the Fiscal Division. However, even with the many changes, our dedicated and hard working staff continued to process a high volume of transactions, contracts, and other activities while maintaining its usual high standards.

For the year ended December 31, 2006 the fiscal unit completed 9,498 Day Care processes, 994 PRC Vouchers, 815 WIA Invoices and 359 employee expense reimbursements. A total of 3,130 vouchers were sent to the county auditor for payment. In addition, the fiscal team is also responsible for compiling and reviewing the Random Moment Sample (RMS) system for the agency with great results.

Robert Madison, ODJFS Regional Fiscal Supervisor, recently conducted our annual review of the agency's Random Moment Sample (RMS) forms. He randomly selected 228 RMS forms for the first quarter of state fiscal year 2007 (July, Aug., and Sept. '06) with no findings or recommendations. For the second straight year the agency has received a 100 percent on this RMS review. Congratulations to the fiscal staff that meticulously account for the RMS forms and a thank you to all agency staff who cooperate to complete this process.

The new year brought a new look to the Fiscal Division. Two fiscal clerks were reassigned to the contract unit to allow that unit to be "self contained". The contract unit is now responsible for approving provider invoices and cost reports along with processing and writing contracts. In addition, Elizabeth Savage will now be monitoring provider contracts for the agency.

In SFY '07 the Fiscal Division is maintaining the following contracts:

33 Day Care Centers	\$ 2,648,000
34 Senior Levy Providers	1,426,759
13 Prevention, Retention, & Contingency	1,144,900
10 Transportation	735,216
5 Title XX	75,562
2 Child Support IV-D	218,261
2 Temporary Assistance for needy families	<u>427,703</u>
	\$ 6,676,401

A new and innovative contract that started in January at the Job Source is Key Opportunities. The Key Opportunities Program provides assessments, training, and employment placement for eligible participants as assigned by ACDJFS. The program consists of three components: Key Assessment, Key Training, and Key Placement. Each component consists of computer-based systems for identifying and evaluating skills required in the everyday workplace. Services are delivered to participants based on a personalized learning plan and designed to address specific requirements for successful performance in the workplace. In coordination with employer-supported criteria, participants are given opportunities to earn Career Readiness Certificates based on matching their individual skills to goal-appropriate job openings.

## *Adult and Social Services* Division Highlights

Martha Gillespie  
Program Administrator



Sandy Fletcher, former Program Administrator for the division, retired December 1, 2006 after over 30 years of service with the agency and Dorothy Schlick retired from her position as a Nursing Home Unit Service Representative on December 31, 2006. Martha Gillespie accepted the position of Program Administrator for the Social Services Division on December 10, 2006.

Social Services Division staff members remain committed to moving hard copy documents to the new Digital Imaging System. This system enables the agency to move closer to the goal of having a paper-less record retention process. Less paper means lower storage costs and less staff time committed to moving and storing files. Since October 2006, staff members tagged 71,764 documents and scanned over 62,286 of those documents which contained 340,327 pages. In March, the Adult Medicaid Case Aides began scanning all incoming mail directly into the system and front desk staff are scanning documents dropped off by customers in person. All documents will be immediately entered into the system and original documents will be returned to the customer along with a printed receipt. Digital Imaging is a tremendous time-saving tool for caseworkers who gain quick access to the information they need to better serve our customers.

Every two years, the state requires counties to conduct a public hearing on the Title XX funding and allocation process. On January 24, 2007, Ashtabula County conducted the required hearing to inform the community and allow for an opportunity to comment on the Title XX funding distribution. Ashtabula County expects to receive \$1,538,062 in Title XX funds for the fiscal year that spans 2008 and 2009. Funding from Title XX must be used to provide specific services outlined in the Ohio Administrative Code.

In October 2006, the state of Ohio initiated several changes to the Medicaid Program in response to the Deficit Reduction Act. The act impacts rules regarding Resources, the Restricted Medicaid Coverage Period, Partial Month Restricted Coverage, and Pro-rated Patient Liability as they relate to both Nursing Home and Waiver participants. The Nursing Home Medicaid Unit staff members are busy learning and processing the changes since the new rules have a significant effect on applicant eligibility.

Martha Gillespie, Arlena Allgood and Cheryl Imrie are representing Ashtabula County on a state committee that will make recommendations for changes to the CRISE system that are needed to comply with the Deficit Reduction Act. The DRACO Team will help the state determine how to write the instructions transmitted through "View Flash Bulletins" on CRISE and give advice on the content of video conferences and written desk aids. Committee members traveled to Columbus in May, 2007 to test the changes to the CRISE system and give feedback to technical staff. This will be a wonderful opportunity to observe the workings of the system from "behind the scenes".

Karen Alves, an Adult Service Representative was residing in Mississippi when Hurricane Katrina struck. Karen recently shared her experience with the News Herald. Here is Karen's story.....



After she finished serving her five-year stint with the U.S. Navy, Karen Alves had planned to return to her family in Boston and obtain a degree in tourism and hotel management. That changed dramatically, however, when after serving a three-year tour of duty in Iraq following the 9/11 terrorist attacks, she was stationed at the Naval Mobile Construction Battalion Center in Gulfport, Mississippi. "My apartment was actually 8 feet under water," said Alves, 26, describing the devastation left behind by Hurricane Katrina in August, 2005.

When her term with the Navy ended six months later, she moved to Northeast Ohio along with her boyfriend, a native of Geneva, and her 3-year-old son. Living in a camping trailer at Kenisee's Grand River Camp in Harpersfield Township, Alves hoped to restart her life. "I knew as a veteran that I had some kind of entitlements, but I didn't know where to begin," Alves said. While looking for jobs in the classifieds, she saw a listing for the Job Source in Ashtabula. After meeting with Michele Stowe-Caya, veterans-intensive service coordinator for the Ohio Department of Job and Family Services, Alves enrolled in a three day workshop called the Ohio Transition Assistance Program. The program is designed to help veterans move from the military life they are leaving behind to the civilian life that awaits them. OTAP is designed to help veterans translate the skills and education they have acquired while in the military to a new job or career. "We help veterans overcome any barriers to get employment", said Stowe-Caya. And it seems to be working. In Alves' case, she now works as a service representative for the Ashtabula County Department of Job and Family Services.

Nationwide, due to OTAP and similar assistance, transition programs across the country, the unemployment rate among veterans ages 20-24 fell to 10.4% in 2006, down from 15.6% in 2005, according to statistics released in January by the U.S. Department of Labor's Bureau of Labor Statistics.

One of the difficulties veterans face with their resume is translating what they have done while in the military into how they can meet the needs of prospective employers. In Alves' case, she served as a cook in the military and felt that was all she was qualified to do. As part of her military training, she also became qualified to drive large vehicles, learned search and seizure tactics, basic rescue and first aid, underwent sexual harassment training, kept records and worked regularly with computers. She is also bilingual and served as a translator for the Spanish army in Iraq. "You don't know how to actually pinpoint what your skills are," Alves said. "You just have no idea you've done so much."

Dave Fish, One Stop manager in Ashtabula County where that county's OTAP classes are held, said that "One of the things employers are looking for-and one of the things they say is the toughest to find-is a strong work ethic," said Fish. "And anyone who's been in the military for any period of time definitely learned to follow rules, how to own up to being responsible, and they know how to be on time every day."

Alves, who with her infant son was forced to live on a complete stranger's back porch for a week and a half in the wake of Hurricane Katrina, no longer lives in the camping trailer at Kenisee's. Last September, she and her boyfriend bought a new home in Geneva. She benefited from the direction and support she received through OTAP after moving to Ohio. "I didn't know I was entitled to unemployment. I didn't know that I could get assistance for food stamps, assistance for my son for day care," Alves said. "This is where I found all of those things. "What I liked about coming here was the encouragement. They give you that encouragement to get on your feet and keep going. It really was hard for me going from the top and just completely being knocked down to the bottom."

For more information on OTAP in Ashtabula County, call Michele Stowe-Caya at (440) 994-2518.

## Child Support Enforcement Agency



**Maxine Bush**  
Program  
Administrator

As the CSEA continues to move forward in 2007, the Ashtabula County CSEA will face many challenges as we continue to strive to provide our customers with the services needed in order to establish, enforce and collect child support as mandated by the State. As a result of the Deficit Reduction Act of 2006, Ashtabula County stands to lose approximately \$ 74,000.00 in earned incentive funds. This loss in funding will ultimately translate into a reduction in the services the CSEA will be able to continue to provide to our customers.

The CSEA had collections of \$ 16,478,104.44 in 2006 which resulted in an increase in collections of \$ 217,317.36 over 2005 collections. There were 9530 open active child support cases involving 12,072 children at the end of 2006. Only 19.05% of these active cases were current and or former public assistance cases. However this number may increase should the agency lose any of its current funding. With the loss of these funds, many of the services the CSEA rely upon (court proceedings) to enforce and collect child support, may no longer be available. The resulting consequence for some families when they no longer receive the child support they are entitled to receive, is to seek other alternatives to make up for this loss in income. Often, this means getting help from other state assistance programs such as child care and food stamps.



**Terri Eaton**  
Administrative Hearing  
Officer

In December 2006, Goodwill Industries was awarded a contract to run the *For Children's Sake Program*, formerly known as the "seek work program". This program was developed and designed to aid and help those obligors, who for whatever reason have been unable to find and or maintain employment. The participants/obligors are provided with the necessary training and job skills needed to assist them in obtaining and keeping employment. Once they have gained employment, then they are able to fulfill their child support obligations by making regular, consistent payments. To date, three out of the five obligors who have attended the program have been able to obtain employment.

At the end of February 2007, 6,928 child support cases had been converted to the new Digital Imaging System. The system upon completion will enable the CSEA to provide faster, more efficient service to our customers. All child support cases which can now be accessed through our current SETS system will also be available on the Digital Imaging System including all documents pertaining to these cases. These documents can be easily accessed and viewed via the computer work stations located on the workers desk. All Service Representatives as well as other staff have been working diligently to clean an average of five cases per week to reach our completion goal date of November 2007.

The CSEA experienced a devastating loss in October 2006 as a result of the tragic death of one of our staff attorneys, Nick Thomas. CSEA Supervisors, Garri McGuinness and Terri Stillman conducted Administrative Hearings until the CSEA was able to replace Nicks' position as Hearing Officer. Terri Eaton was promoted to the Hearing Officer position and Holly Drew took on Terri's former job duties of conducting *Modification Reviews and Adjustments*. Other staff changes included Diane Jarvis taking on a caseload after being on the call center for two years and all of the other service representatives taking turns being on the call center.

## Ashtabula County's One-Stop Shop for Employment Services



**Dave Fish**  
Program Administrator



The Job Source, a member of Geauga Ashtabula Portage Partnership (GAPP), is an employment and training connection that has definitely impacted the citizens of Ashtabula County during 2006. The year saw 22,700 universal customers enter the Job Source for one or more of the various services offered by partner agencies. The Resource Room recorded the most usage with 6900 customers taking advantage of the many free job search services offered. A variety of informational seminars attracted 1,382 customers and orientation classes netted 655 participants for the year. Ohio Department of Job and Family Services (ODJFS) provided reemployment and job matching services to 1,118 customers.

The Ashtabula County Department of Job and Family Services has been very successful in helping customers obtain the proper training and become self-sufficient. The first half of Program Year 2006 (7/1/06 to 12/31/06) showed 158 participants enrolled in a training program. During the same six month period 34 exited the program with 124 still enrolled in a training activity. Twenty-three were placed at an average wage of \$12.82 per hour.

The Job Source also houses numerous partners providing a wide array of customer services:

- youth Opportunities (yO)-Youth Opportunities, an Ashtabula County Joint Vocational School Youth Program, served 260 youth ages 14-21 in 2006.
- Adult Basic Literacy and Education (ABLE)-assisted 1259 people with remediation training and preparation for the GED.
- Ashtabula County Community Action Agency (ACCAA)-assisted 715 applicants with requests for emergency assistance with the high costs of heating bills.
- Ashtabula County Department of Job and Family Services (ACDJFS)-served 4402 customers with a variety of programs, food stamps, cash assistance, transportation, child care and medical assistance.
- Ohio Rehabilitation Services Commission (ORSC)-helped 669 individuals with disabilities to overcome barriers and achieve their respective goals.

### **7<sup>th</sup> Annual "Bridges to Employment" Job Fair**

On Wednesday, April 25th, the Job Source One-Stop Partners hosted the 7th Annual "Bridges to Employment" Job Fair. Over 5,000 job seekers attended previous job fairs. Over 600 job seekers attend this year's event.

Something new: An Entrepreneur Center was located in the Blue & Gold Room of Kent State- Ashtabula Campus for businesses promoting self-employment or franchise opportunities. More information on this year's successful Job Fair will appear in our next agency newsletter.

**Member of Geauga Ashtabula Portage Partnership (GAPP) Area 19  
One Stop Employment System and Training**



## ASHTABULA COUNTY TRANSPORTATION SYSTEM (ACTS)



Sue Stoneman  
Project Manager

ACTS's new operating budget for 2007 is \$1,281,327 of which 48% will be received from Federal funds, and 17.5% through State funding through the Ohio Department of Transportation. The balance of funds will come from local sources, fare-box and contract revenues. The local sources include the City of Ashtabula, District XI, Area Agency on Aging, Community Development Block Grant (CDBG), Title XX Block Grant, Senior Services Levy, and the Ashtabula County Department of Job and Family Services.

ACTS's ridership for 2006 was down from 2005. Ridership for 2006 was at 82,807, and for 2005, it was 113,015. ACTS operates and pays its' Service Provider by revenue hours totaling 19,396 a year. Those hours were exceeded in 2005, and therefore increased the ridership. Since additional funding was not available in 2006, ACTS had to stay within its budgeted hours.

ACTS did see an increase in ridership with one particular group. The Senior Services Levy sponsors Free Rides on the Bus Routes between the hours of 10:00 a.m. - 1:00 p.m., Monday-Saturday. This service began in 2002 and has increased each year. Anyone 60 years of age or older can ride the ACTS bus free during that time of the day. Seniors can obtain their pass for this service by calling 440-994-2032, Monday-Friday between the hours of 8:00 a.m. - 4:30 p.m.

ACTS is looking forward to another busy year. There has been a large growth in businesses along the bus route since this route was originally established in 1988. Therefore, to keep up with the demand for service in these areas, the routes will be updated soon. A public hearing will be held to obtain comments from the public with regards to the recommendations being made.

Summer will be busy with the Kids Ride Free summer program where kids 17 years old and younger can ride the bus free to anywhere the buses go; and anyone wishing to ride the shuttle to the Ashtabula County Fair can ride for that special "fare" cost.

Remember to save gasoline, and catch the Laketrans shuttle for your commutes to Lake and Cuyahoga counties. For more information about this service, passengers can call ACTS at 1-800-445-4140 or 440-992-4411; or by calling Laketrans at 1-888-LAKETRAN.

ACTS regular hours for the Fixed Service Route are Monday through Saturday 7:00 a.m. - 5:00 p.m.; and 7:00 a.m. - 7:00 p.m. for Dial-A-Ride service. Dial-A-Ride service is available to residents that do not live on the bus route, or their destinations are not on the bus route.

Fares range from \$1.00 - \$1.50 for adults, and \$.50 - \$.75 for children. Half price fares are available for the elderly and disabled. Children under the age of two are free. For ticket/pass information call 992-4411 or 800-445-4140.



## ASHTABULA COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES SALUTES THEIR EMPLOYEES OF THE MONTH

The Honorees are presented with an Ashtabula Area Chamber of Commerce gift certificate and a certificate recognizing their service to the agency.



October  
**Anola Hanna**  
Service Representative



November  
**Lois Arcaro**  
Account Clerk 2



December  
**Diane Belnap**  
Office Worker



January  
**Vicky Herpy**  
Clerical Specialist 1



February  
**Nancy Lemieux**  
CSEA Service Representative



March  
**Barbara Carraher**  
Employment Service Representative

## Agency Bloodmobile Very Successful

The Ashtabula County Department of Job and Family Services held an agency Bloodmobile for the American Red Cross on Wednesday, February 21<sup>st</sup>, at the Donahoe Drive site. The Bloodmobile ran from 9 am until 2 pm and 35 employees signed up to present, 28 pints were collected and the agency goal was 25 pints. During 2006, our agency held three blood drives with a total of 83 pints of blood being collected. This added up to 249 blood products (Red Cells, Platelets, and Plasma). The American Red Cross serves 57 local hospitals within 19 counties in northern Ohio. It is a daily challenge to collect enough blood to keep up with the demand. The Red Cross generally only has a 2-3 day supply of blood on their shelves to fill hospital orders. For some blood types, it is hard to keep even a 1 day supply. To donate blood you must be at least 17 years old, weigh at least 110 pounds, be in general good health and provide a valid photo ID upon donation. Most medications DO NOT defer you from donating blood. There is just a small list that does and if you are unsure, just stop by the Bloodmobile next time and you will find the list in the pre-donating reading material or you can ask a collections staff member. You are eligible to donate blood every 56 days. Donating blood takes less than an hour of your time, but can make a difference in 3 patient's lives. The next scheduled agency Bloodmobile will be held on Thursday, June 7<sup>th</sup>.

For additional information or to find a blood or platelet donation site near you, please call 1-800-GIVE-LIFE (1-800-448-3543) or log onto [www.northernohio.redcross.org](http://www.northernohio.redcross.org).

## AGENCY AWARDS



The Ashtabula County Department of Job and Family Services celebrated an accomplishment in August, 2006 at the annual Department of Job and Family Services "Big Ten Conference" in Grand Rapids, Michigan. The **2006 Cynthia A. Westbrook Memorial Training Award** was presented to the agency's Cynthia Zaebst, head of the training unit for the Food Stamp Electronic Benefit Transfer unit, pictured with Executive Director, Patrick Arcaro. This award is presented to an individual working with the Food Stamp Program who has demonstrated innovation and excellence in training, dedication to co-workers and the citizens that they serve.



The National Association of County Human Services Administrators presented the 2006 **Innovations in Human Services** award to the Ashtabula County Department of Job and Family Services in recognition of the Prescription Assistance for Seniors Program. Administered by the Ashtabula County Department of Job and Family Services, the free or reduced cost of drug prescriptions for senior citizens has saved over \$7 million in drug costs since its inception in 2000.



In August of 2006, the Ashtabula County Child Support Enforcement Agency, a division of the Ashtabula County Department of Job and Family Services was recognized at the 4<sup>th</sup> Annual Child Support Training Conference in Columbus, Ohio by the Office of Child Support/Ohio Department of Job and Family Services. The agency received the FFY 2004-05 "**Outstanding Performance Award**" in the **Most Improved Category** for Support Order Establishment. Ashtabula County won the award in the large county caseload division. This division encompasses counties with a caseload size between 9,001 and 19,999 cases. Ashtabula County had 9,610 open cases at the end of FFY 2005.



The 2006 **Food Stamp Hunger Champion Mentor Award** was presented at the American Public Human Services Association Directors Board Conference in Phoenix, Arizona in October, 2006. The Hunger Champions Award was presented to the Ashtabula County Department of Job and Family Services. Virginia Walker, Program Administrator accepted the award on behalf of the agency. The Ashtabula County Department of Job and Family Services was one of only two award winners nationwide, recognized for providing this important program in the fight against hunger. It demonstrated the agency's commitment to improving the lives of families and children in need, and also showcased the good work the organization is doing on behalf of its Food Stamp Program participants.

## Spotlight on Adoption

The Job Source  
 Phone: (440) 994-1234  
 Fax: (440) 992-7826

Social Services  
 Child Care  
 Phone: (440) 994-2020  
 Fax: (440) 994-2025

Financial/Medical Asst.  
 Administration/HR  
 Phone: (440) 998-1110  
 Phone: (440) 994-1235  
 Fax: (440) 998-1538

Fraud Hot-Line  
 Phone: (440) 994-2050  
 Fax: (440) 994-2059

Child Support Enforcement  
 Phone: (440) 994-1212  
 Fax: (440) 998-1538  
 Toll Free: (800) 935-0242

Meet Kristan. She is a bright, inquisitive girl who will need an experienced and committed adoptive family. She loves reading, shopping, and going out to eat. She especially loves to eat at Dairy Queen, as ice cream is her favorite food! Kristan has Reactive Attachment Disorder, which makes it hard for her to attach to others. She also has Post Traumatic Stress Disorder, ADHD, and has some aggressive and impulsive behaviors. Kristan requires close supervision and reminders to complete hygiene routines. She is currently placed in a residential treatment facility where she is making significant progress. Kristan would like a two-parent family with no younger siblings. She wants a family who can give her the right combination of structure, nurturing and a feeling of acceptance. Are you the family that Kristan needs? If so, call Bonnie at (440) 998-1811 and ask her about Kristan!



*Please share this newsletter  
 within your company by routing to:*

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Ashtabula County Dept. of Job & Family Services  
 2924 Donahoe Drive  
 Ashtabula, Ohio 44004