



## 2013 ANNUAL REPORT



*Working Today for a Better Tomorrow*

[www.hcjfs.org](http://www.hcjfs.org)

# Letter From The Director



When you look at the 2013 financial report found later in this yearly recap, please make note of the \$1.9 billion number.

That is our impact on the local economy. That is money spent at local doctors' offices, clinics, hospitals, supermarkets, drug stores, corner markets, child care centers and other local businesses.

Our reach goes far beyond the 254,000 people involved in a child support case in 2013, or the 183,000 Medicaid recipients or the 135,000 food assistance recipients. Yes, we helped 17,000 abused children last year, but that help extended beyond those children to doctors who healed their wounds, psychologists who helped them become whole and social service providers who helped meet their other needs.

It is hard to say exactly how many we serve because many of our consumers are duplicated across programs. My guess is we directly serve about 500,000 of the county's 800,000 residents. But if you consider the dollars that reach beyond those half million, it is a good bet there are very few in this community who do not benefit from the work we do.

And that impact grew even more in late 2013.

With the expansion of Medicaid, we began receiving 200 new applications a day. It made for a busy December. We ultimately expect to see another 42,000 receive Medicaid eligibility, pushing our county numbers over 200,000, or one in four county residents.

It is very likely everyone reading this letter has a family member, friend, co-worker or neighbor who received assistance from our agency in 2013. Take our food assistance program, for example. The number of food assistance consumers is about double what it was pre-recession. As many as a third of those are new recipients brought in by the recession – people who had never before sought our help.

The old stereotype of "welfare recipients" is fading. The new recipients are just as likely to be someone who had a great job, lost it, accepted a lesser job and now needs food assistance to help fill the gap. They are more likely to be your neighbors, and you might not know it because they don't want you to know it.

Our SuperJobs Center – which becomes OhioMeansJobs Cincinnati-Hamilton County in 2014 – is serving those who found themselves jobless over the past few years and having great success. More than 1,600 were enrolled in Workforce Investment Act activities, almost 500 received training and wage subsidies, more than 600 found employment and more than 300 local employers hired trained, skilled workers with our assistance.

I am just as proud of the success we had in other areas in 2013. We have truly embraced the era of efficiency as we serve additional consumers with fewer staff than we have had in decades. Hamilton County set the pace for Ohio's other metropolitan counties – leading in workforce participation rates, food assistance processing, child support collection per worker, Medicaid expansion processing and more.

How do we do it? Process improvements, new technology and hard work. Emphasis on hard work.

These aren't the kind of things that grab front-page headlines or lead the evening newscast. But they are life-changing events. Every new job, every child support or child care payment, every decision to protect a child or an elder, every time we help someone feed their children or pay for a doctor's visit or arrive at a rehab appointment – those are all life-changing events. They may not be trumpeted, but they are important to an extent we may never comprehend.

In 2013, we had a tremendous impact on this community.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Moira Weir'.

Moira Weir

# 2013 Financial Report

## 2013 FINANCIAL STATEMENT

### Expenditures

#### Income Maintenance

Financial Assistance:

Cash Assistance (TANF/OWF)	\$32,928,527.00
Food Assistance	\$222,793,603.00
Disability Assistance	\$1,147,683.00
Medicaid	\$1,380,475,746.00
Medicaid Transportation	\$10,281,412.00
Child Care	\$97,230,246.00
Program Delivery / Administration	\$24,628,700.00

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<b>Income Maintenance Subtotal</b>	<b>\$1,769,485,917.00</b>
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#### Social Services

Maintenance of Children:

Protective Services (incl. placement services)	\$80,516,554.00
Mental Health Services (Formerly Residential / Managed Care)	\$34,540,931.00
Program Delivery / Administration	\$7,950,627.00

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<b>Social Services Subtotal</b>	<b>\$123,008,112.00</b>
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#### Child Support Enforcement:

Program Delivery / Administration	\$12,495,063.00
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#### Workforce Investment Act:

Program Delivery / Administration	\$5,533,559.00
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<b>TOTAL EXPENDITURES</b>	<b>\$1,910,522,651.00</b>
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### Revenue

Federal Government	59%	\$1,133,064,236.54
State of Ohio	35%	\$661,211,554.32
Hamilton County	6%	\$116,246,860.14

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<b>TOTAL REVENUE</b>	<b>\$1,910,522,651.00</b>
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Braylin Banks celebrates his adoption with a family member.



# Mission and Statistics

*James and Christian Agliata listen intently as Judge James Cissell pronounces them adopted by Anthony and Brook Agliata.*

**Mission:** To provide services to the community today to enhance the quality of living for a better tomorrow.

## VISION

Hamilton County Job and Family Services strives to be the center of a collaborative effort that:

- Draws together and leads social service agencies, businesses, governments, families and other community stakeholders in the fight against social issues, such as poverty and child abuse.
- Guides, supports and values those who have chosen to make a difference in the lives of Hamilton County's families and children.
- Delivers cost-effective services in a compassionate, caring and non-judgmental manner to Hamilton County's families and children.

## CORE VALUES

The team at HCJFS:

- **Cares** about Hamilton County's children, families and team members.
- **Commits** to improving the quality of life for those we serve and to value team members who provide that service.
- **Adapts** to the ever-changing needs of Hamilton County, its families and team members.




*A happy moment at the agency's mass adoption ceremony for Braylin, his adoptive mother Evette Banks and JFS Adoption Worker Christine Miller.*

Hundreds of thousands of Hamilton County residents stream through the Department's doors every year. These 2013 numbers help put the work in perspective:

- One in 3\* Hamilton County residents – at least 254,853 – was involved in a Child Support case.
- One in 4 residents – 183,645 – was covered by Medicaid.
- One in 6 residents – 135,280 – received food assistance.
- One in 11 children – 16,824 – was involved with Children's Services
- One in 11 children – 16,575 – received child care assistance.
- One in 39 residents – 20,212 – participated in a Workforce Development program.
- One in 50 residents – 15,932 – received cash assistance.
- One in 208 elderly residents – 536 – was involved with Adult Protective Services.

\*Number rounded to the nearest whole number

## Children's Services



*Foster teens who graduated high school in 2013 stand in front of a celebratory marquee at the agency's Celebration of Dreams event.*

The Children's Services Division works with families to help keep Hamilton County children safe. Children's Services operates the 241-KIDS hotline, provides services to help families and, when necessary, places children who cannot be safe in their own homes into temporary care with relatives, foster parents or a specialized setting.

In 2013, the county's 24-hour child abuse hotline – (513) 241-KIDS – received 63,000 calls, resulting in 5,902 reports of child abuse or neglect.

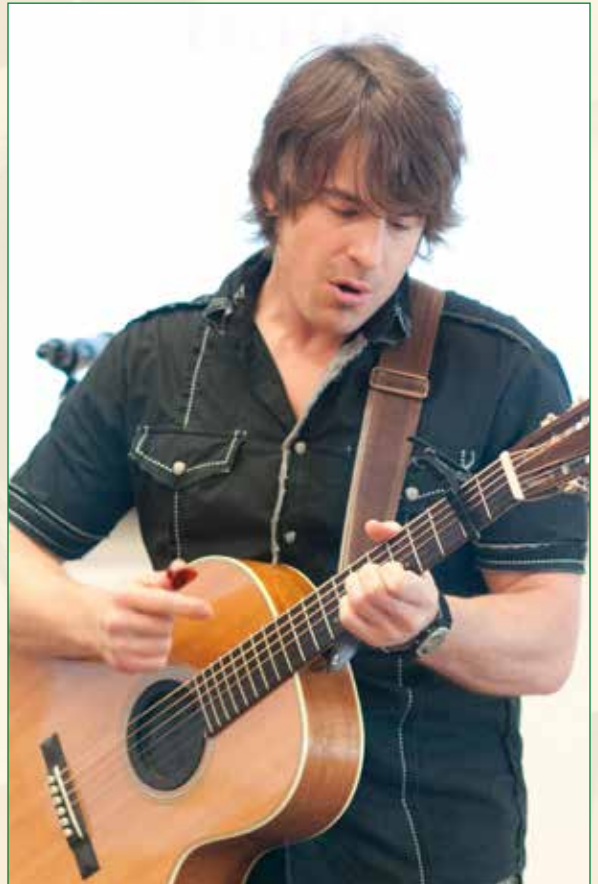
### RESPONSIBILITIES

- Investigates allegations of child abuse or neglect
- Involves families and community partners in decision-making that affects the children
- Provides services to aid the family, such as drug abuse treatment, emergency housing, mental health counseling and parent training
- Seeks protective custody for children who are not safe in their own homes
- Provides training in independent living skills for older teens
- Helps foster children find adoptive families

### 2013 HIGHLIGHTS

**Country Singer Jimmy Wayne encourages foster youth** – Each year, Hamilton County celebrates the foster children who have graduated high school in a "Celebration of Dreams" ceremony. In 2013, the Carol Ann and Ralph V. Haile, Jr./US Bank Foundation brought nationally-known country singer/songwriter Jimmy Wayne to Hamilton County to speak about his own experience in the child welfare system and the woman who ultimately took care of him. Wayne shared his experience with 48 teens who overcame similar obstacles to graduate high school.

**A new practice model is adopted** – In the past four years, Children's Services has undergone a number of reviews aimed at making children safer. Because of those reviews, changes have been made within the department to modernize both equipment and best practices. In 2013, a comprehensive "practice model" was adopted to standardize how services are delivered.



*Jimmy Wayne captured the crowd with his songs and stories of overcoming childhood adversity.*



The new model aims to reduce mistakes and lower the number of children in foster care. While the safety of the child will always remain the top priority, a new set of standards will help caseworkers try new strategies to understand each family's story and keep families together when possible. The new standards will also reinforce the need to help older youth in care transition to adulthood successfully. By changing the way caseworkers work, the new model is intended to help caseworkers perform at the highest level possible.

**First HEMI graduate earns degree** – In 2009, Hamilton County Job and Family Services worked closely with Commissioner Greg Hartmann and the University of Cincinnati to set up the Higher Education Mentoring Initiative. The program – HEMI – pairs foster students with mentors to help them with their education. Since its founding, 100 percent of the students paired with a mentor have graduated high school. In 2013, Mariah Maxwell became the first HEMI student to graduate college. Maxwell planned to continue her education and pursue a master's degree in criminal justice.



*Justin Norman holds Judge James Cissell's gavel at the agency's 2013 mass adoption ceremony.*

"To watch all that change and to see (her) blossom and bloom into the little person (she) was meant to be – that is the greatest reward ever," Connie said.

In 2013, the Friths adopted Haven, making her a permanent part of the family and a younger sibling to their eldest adopted daughter, Hannah.

They describe their home as more settled and permanent since the adoption.

Today, Haven runs, tells stories and jokes, just like any other 4-year-old. She has become an integral part of the Frith family.

"She has made it more complete," Frith said. "She's really doing great."

## A Children's Services Success Story

As an infant, doctors said Haven Frith would never walk or talk.

Like all Hamilton County foster children, Haven's previous home had been deemed unsafe. It was evident to Connie Frith that Haven was hurt and scared.

Although Haven was initially placed with another foster family, the Friths sometimes stepped in to provide respite care and quickly got to know Haven. Eventually they became Haven's foster parents.

It wasn't long before it became evident the doctor's diagnosis wouldn't limit Haven.

When she first came into care, Haven didn't want to try to even do little things like walk, talk or eat, Connie said.



*Haven Frith helps her adoptive mother fold laundry.*



# Adult Protective Services

*Adult Protective Services worker Daniel McCall talks to "Pockets," a fixture in the Northside community.*

Hamilton County Adult Protective Services operates 421-LIFE, the 24-hour hotline for reporting abuse, neglect (by self or others) and exploitation of Hamilton County adult residents.

## RESPONSIBILITIES

- Identifies risks to the safety and well-being of abuse and neglect victims
- Works to improve their situation by linking them to social service providers and other resources
- If necessary, helps identify a guardian through the courts for individuals who can no longer function on their own

## 2013 HIGHLIGHTS

**More Guardians Appointed** – As the Hamilton County population continues to age, Adult Protective Services received an increase in referrals for individuals dealing with dementia or Alzheimer's without family to help them make decisions. Investigators first make contact with the elderly residents themselves and request a psychological evaluation if needed. Through the Probate Court, residents may be appointed a guardian to help make decisions on their behalf. Although APS works to keep elderly residents in their homes when possible, a guardian can also ensure that the elderly resident is placed in a safe facility where they are protected.

**Increased Efforts to Battle Scams** – In recent years, Adult Protective Services has been receiving more and more reports about scams targeting the elderly, either through large organizations or through family members. Investigators work with elderly residents who have lost money to battle financial exploitation, or when necessary, appoint a guardian.

## An Adult Protective Services Success Story

Known for his habit of picking up trash and putting it in his pockets, Carl – "Pockets" – was a well-known figure in the Northside community.

Making friends wherever he went, Carl spent his days frequenting local businesses and picking up trash.

"He was a quirky little guy, but everybody liked him," APS Investigator Daniel McCall said. "The bank kept an eye on him."

For a long time, it seemed Carl was keeping his head above water. But in April, his Representative Payee began to question his mental status and Adult Protective Services got involved with the case. With the help of food assistance, Medicaid and home-delivered meals from the Council on Aging, Carl was able to stay in his home for some time.

But in September, when he refused to make repairs to his home ordered by his land contract and the City of Cincinnati, it became clear that more help was needed.

Shortly after an eviction notice was issued, APS arranged for a mental status evaluation to assign Carl a guardian. APS also managed to delay the eviction while they worked to find Carl a more permanent home.

"He was just demonstrating that he did not have any idea what was happening," McCall said.

In November, a former JFS employee was assigned as his guardian, and Carl checked into a local hospital. He was eventually discharged to Horizon Nursing Care, where his guardian visits him frequently. He received new clothes and a TV and said he was so happy, he felt like crying.



# Child Support



*Sheila Fairbanks and Phil Foote demonstrate the swabbing procedure for genetic testing.*

Child Support is money required by law to be paid by one parent to another to help cover the costs of raising their children. In 2013, Child Support collected \$130,049,031 in support, established paternity on 47,326 cases and created 58,811 support orders.

## RESPONSIBILITIES

- Enforces child support orders set by a court or administrative hearing
- Participates in a variety of enforcement programs, including searching databases to find parents not making payment, “freeze and seizing” bank account funds, participating in federal and state tax offset programs to intercept tax refunds, and suspending driver’s licenses or professional licenses of nonpaying parents
- Administers paternity tests to establish paternity
- Modifies child support orders

MOTHER	
MOTHER'S NAME _____	The swabs contained herein were obtained from me.
MOTHER'S SIGNATURE _____	DATE: _____
COLLECTOR'S INITIALS _____	

CHILD	
CHILD'S NAME _____	The swabs contained herein were obtained from the above named child.
MOTHER'S (GUARDIAN'S) SIGNATURE _____	DATE: _____
COLLECTOR'S INITIALS _____	

ALLEGED FATHER	
ALLEGED FATHER'S NAME _____	The swabs contained herein were obtained from me.
ALLEGED FATHER'S SIGNATURE _____	DATE: _____

*A packet for genetic testing in child support cases.*





*Sandi Wolf and Debbie German were tough adversaries for a local boxer who wouldn't pay his child support.*

## 2013 HIGHLIGHTS

### **Highest Number of Collections per Employee for the Third Year**

– For the third year in a row, the state of Ohio recognized Hamilton County as the metropolitan county collecting the most child support per full-time employee. Total collections in 2013 added up to more than \$130 million. Although parents pay regularly in about one-third of cases, the Child Support unit continues to use a variety of enforcement tools to encourage the other two-thirds of parents to pay the money owed.

**Access Visitation Grant** – A parent who is able to spend time with his or her children is more likely to care about their well-being and make child support payments. In 2013, Child Support served 27 families through an Access Visitation Grant which allows Child Support to offer supervised visitations to parents referred through Hamilton County Juvenile or Domestic Relations Courts. Non-custodial parents are able to visit their children in a safe, relaxed and fun environment. A monitored exchange also allows a safe environment for kids to be dropped off and picked up for unsupervised visits.

## A Child Support Success Story

A Cincinnati boxer met his match when it came to two child support technicians.

Set to participate in a 10-bout fight card on Sept. 7 at Cincinnati's Horseshoe Casino, the boxer ran into two of his toughest adversaries to date: Child Support Enforcement Technicians Sandi Wolf and Debbie German.

Wolf handles the boxer's child support cases and had suspended his boxing license in the past. When the mother of the boxer's child called the Friday before his big fight wondering why he was fighting when he was not current on his support payments, Wolf and German jumped into action.

"Debbie checked and saw that he was fighting right here at the casino on that Saturday," Wolf said. "I suspended him that day, but I did not mail the paperwork."

She knew it would never reach the Ohio Athletic Commission in time to stop the bout the next day. So she called and spoke directly with Commission Executive Director Bernie Profato.

Under orders from Profato, the boxer's trainer quickly called Wolf and wanted to know how to pay the nearly \$5,000 that was owed.

"He asked if I would take a check and I said no," she said. "He said it was going to take him time to get the money together. We told him he had two hours. We go home at 4:30."

Shortly before 4 p.m. he showed up with the money.

"I wish they were all that easy," German said.

# Family and Adult Assistance

*A new self-service kiosk made life easier for consumers and allowed JFS workers to process paperwork more quickly.*

Family and Adult Assistance (FAA) is a combination of federal and state programs – food assistance, Medicaid and cash assistance – that provide basic support for children and families. All of the programs are designed to temporarily help families while they work toward financial stability.

## RESPONSIBILITIES

- Determines eligibility of applicants and recertifies consumers for cash assistance (Ohio Works First), food assistance, Medicaid and other services
- Refers cash assistance applicants to Community Link for employment and self-sufficiency services
- Helps food assistance applicants meet work requirements
- Provides transportation to and from medical appointments for Medicaid-eligible consumers
- Investigates allegations of fraud

## 2013 HIGHLIGHTS

**Kiosk Installed in the Lobby** – In 2012, HCJFS implemented a document imaging system to scan, organize and file consumers' documents as soon as they are received. This year, the FAA unit took it one step further by installing a kiosk that guides consumers through the task of scanning in their own verification documents required to complete their case. Consumers leave the same day with a receipt and staff have immediate access to the documents – improving customer service and allowing cases to be processed quicker.

**Work Requirements Reinstated** – After several years of taking advantage of a federal waiver exempting food stamp recipients from meeting work requirements, Ohio reinstated the requirements at the beginning of 2014. That meant by the end of 2013 every able-bodied adult without dependents had to be working, participating in a job search program or volunteering to keep receiving benefits. HCJFS made the program as flexible as possible for consumers – allowing them to even pick their own work program as long as it met requirements.

**Hamilton County Continues to Lead the State in Timeliness** – In March of 2012, Hamilton County became the first metropolitan county to reach a 90 percent

timeliness rate – meaning 90 percent of consumers who applied or reapplied for food assistance received a determination within 30 days. That focus remained in 2013, and since reaching the 90 percent timeliness rate, the county has never dipped below it. Hamilton County has since worked with other counties to teach best practices.

## A Family and Adult Assistance Success Story

At 40, Goodnes Chandler Sr. is happy with his life.

That wasn't always the case. Recently out of prison and on parole, he couldn't find work. So he relied on food stamps as well as other help. He was homeless at times and had no reliable transportation.

The SuperJobs Center helped Mr. Chandler with tuition for truck-driving school and with transportation to get there. He graduated and is proud to say he "was fortunate enough to be able to pass the test the first time." He quickly got hired as a truck driver for Ray Hamilton Co. and eventually moved on to an iron worker job.

He isn't sure how he would have made it without help from the SuperJobs Center and Hamilton County Job and Family Services.

He is now off public assistance and current again on child support for his 14-year-old son and 12-year-old daughter. He is happy to be spending time with them again. He acknowledges that he made bad decisions as a younger man and says those days are definitely behind him.

He is grateful to Ray Hamilton for hiring an ex-felon. But he's happy to say he's also back with the union to which he belonged before prison, Cincinnati Iron Workers Union Local 44. He liked driving a truck, but he also likes the \$25-plus an hour he can earn as a union ironworker.

"You have to work to better your life," he said. "Money ain't gonna fall out of the sky."



*Goodnes Chandler Sr. was thankful for the assistance he received from JFS during his unemployment and was happy the agency helped him get a job as an ironworker.*



A photograph of Kevin Curry, a Black man with a mustache, wearing a light-colored polo shirt. He is smiling and looking towards a large brass bell hanging from the ceiling. He is holding the white rope of the bell. The background shows a window with horizontal blinds.

# Workforce Development

*Kevin Curry of Mature Services rings the bell at the SuperJobs Center. The bell rings every time a consumer gets a job.*

Through a variety of programs, the Workforce Development unit helps Hamilton County residents find jobs and/or the training needed to obtain financial stability and move up the economic ladder.

## RESPONSIBILITIES

- Operates the SuperJobs Center, designed to help Hamilton County residents find work through free educational workshops, career coaching, job leads and other Workforce Investment Act (WIA) services.
- Organizes WIA youth services, aimed at helping 16 to 21-year-old at-risk youth stay in school or, alternatively, find a job.
- Oversees Community Link, a consortium of private agencies partnering with Job and Family Services to help public assistance recipients move toward independence.
- Administers Food Assistance Employment and Training (FAET), the work requirement program for food assistance recipients.

## 2013 HIGHLIGHTS

**Reduced Operating Costs** – In 2012, HCJFS took over operation of the SuperJobs Center (slated to become OhioMeansJobs Cincinnati-Hamilton County in 2014) from a private vendor. At the time, the center set a number of goals, namely increasing services to residents while decreasing administrative costs. One year later, the center had reduced operating costs by more than \$700,000.

**More Money Spent on Services to Residents** – By reducing operating costs, the SuperJobs Center was able to spend an additional \$900,000 on training and transportation for Hamilton County residents seeking a job. In addition, Prevention, Retention and Contingency Funds were redefined to help provide gas cards and bus passes for those who are working or have a job offer; uniform, tools and other hardware needed for individuals to obtain or keep a job; school uniforms, books, equipment and other school-related requests for both youth and adults. By providing this crucial one-time support to adults working to overcome employment-related barriers, SuperJobs was able to help more families achieve or maintain self-sufficiency.



**Improved Relationship with Local Employers** – In 2013, SuperJobs had more than 300 local employers who turned to the center regularly for help filling positions. Specifically, SuperJobs held hiring events, and posted jobs in the resource room. In some cases, SuperJobs staff helped screen candidates. Employers regularly reported the staff they hired through SuperJobs were a valuable addition to their team.

## A Workforce Development Success Story

Access to computers and a gas card was all it took for Mahogany Johnson to finally find a job.

But after eight months of being unemployed, those small tokens felt monumental, she said.

“That right there just put me on the map,” Johnson said. “I did not take that for granted. I was just so humbled and appreciative.”

Johnson had been unemployed for eight months when her sister told her about the services offered by SuperJobs.

Through SuperJobs, she was able to attend hiring events, job-search workshops and speak with a career counselor. But perhaps most importantly, access to the resource room at SuperJobs allowed Johnson to print off her resume.

And when she finally landed a job with Ohio Valley Residential after seeing a flyer on the resource room wall, SuperJobs gave her a gas card to get to her first few weeks of work.

“I can’t tell you what a relief it was finding a job. I couldn’t have done it without the support of SuperJobs. I just love (that) the people there care enough to help,” Johnson wrote in a thank-you note.



*Mahogany Johnson received employment assistance from the SuperJobs Center and Career Coach Richelle Richardson. The SuperJobs Center changed its name to Ohio Means Jobs Cincinnati-Hamilton County in 2014.*

Since then, Johnson has left Ohio Valley Residential for a job in retail at Macy’s – but this time without any gap in employment.

“It has just been a blessed journey ever since,” she said.



*Nathan McGee of Mature Services conducts a workshop for JFS consumers. Mature Services is a JFS partner in the effort to prepare local residents to meet the demands of Hamilton County’s employers.*



*Child Care Investigator Tim Petry inspects a fire extinguisher at a local child care center.*

Child Care Services partially covers the cost of child care for eligible parents who are either working or in school. Parents can choose from a list of more than 800 home providers and 350 centers in Hamilton County.

## RESPONSIBILITIES

- Determines eligibility and processes applications for child care assistance
- Recommends new Type B home providers for licensure and inspects homes for ongoing compliance with licensure rules
- Works closely with Hamilton County child care providers

## 2013 HIGHLIGHTS

**A focus on safety** – In 2013, Child Care staff revoked the certification for 80 local providers as part of an increased effort to focus on safety. Investigators conducted extensive reviews of the records providers are required to keep on file, followed up on anonymous tips from the community and worked closely with law enforcement. Although Child Care has revoked certifications for many years, the increased focus resulted in twice as many revocations as past years. The result increased compliance with health and safety standards for parents using a child care provider, meaning parents can be more confident in their children's care.

**“Limited” providers now meet new standards** – Prior to 2014, Child Care providers who took care of six children or less from one family in their own home were

able to pick one of two sets of minimum standards – limited or professional. In 2014, however, the “limited” provider classification was eliminated and Child Care Services spent much of 2013 helping providers meet the higher “professional” level standards. All home providers will now be required to have a high-school diploma or GED, an identified emergency caregiver and attend annual training to receive their licensure. The change is one of several steps statewide to help home providers focus on providing quality care.

**Zero Complaints Received** – The child care unit oversaw 9,000 cases of publicly-funded child care, answered 65,000 calls and inspected roughly 1,000 home day cares in 2013. And the team did all that with no substantiated Customer Service Office complaints. Instead complaints were handled and resolved in real-time.



*A child care inspector tests the water temperature at a local child care as part of routine safety inspections.*



## A Child Care Success Story

During the day, Nichole Roper goes to school at Miami Jacobs College to become a medical assistant. At night, she works at a group home for developmentally disabled adults. With three kids, Roper said there are days at a time where she hardly sleeps.

None of it would be possible without reliable, publicly-funded day care.

“I had to work and I don’t have any family to take care of them, so my only choice was daycare,” Roper said. Roper’s older two children are now school-aged, but her youngest daughter attends VISIONS Early Learning Center during the day.

VISIONS, which started as a child care program for local teen moms and is supported by several private foundations, now accepts parents of all ages. But the focus is on helping parents finish their education and get a job.

“We not only view children as clients, but also our parents,” Director Denise Steward said.

Roper said the ability to pick a provider she is comfortable with has been crucial in allowing her to both attend school and work.

Next year, Roper will graduate from Miami Jacobs and her short-term goal will be to find a job as a medical assistant. But ultimately, she hopes to become a registered nurse.

“I have been blessed to have a daycare provider that works with you,” she said.



*Child Care staff perform a minimum of two visits to licensed child care homes each year. At least one visit is unannounced.*



*Nichole Roper relies on child care assistance from JFS so she can work and go to school.*



# Hamilton County Commissioners



Commissioner Chris Monzel



Commissioner Greg Hartmann



Commissioner Todd Portune

The Board of Hamilton County Commissioners oversees Hamilton County Job and Family Services, along with several other county departments. The 2013 Board of Commissioners included:

- Commissioner Chris Monzel
- Commissioner Greg Hartmann
- Commissioner Todd Portune

Hamilton County Job and Family Services has served Hamilton County since 1947. Today, the approximately 800 employees who work for the agency serve hundreds of thousands of Hamilton County residents.

The department is one of the few quadruple-combined public human service agencies in Ohio – providing public assistance, children's services, child support and workforce development programs to the community.

Among the department's many duties: local child protection, adult protection, child care, child support enforcement, workforce development, cash assistance, food assistance and medical assistance.

Hamilton County Job and Family Services is accredited by the Council on Accreditation, an international, independent, not-for-profit child and family service accrediting organization.



*Front cover and back cover photos are of Haven Frith and her mother, Connie. Haven was adopted last year and has thrived with her new family.*

513-946-1000

Child Abuse Hotline: 513-241-KIDS (5437)

Elder Abuse Hotline: 513-421-LIFE (5433)

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