



## **Stark County Job and Family Services**



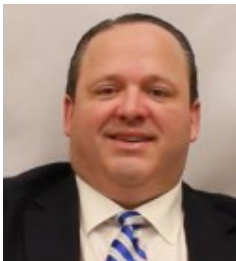
*"Stark County Job & Family Services continues to make a significant impact on our community by delivering vital programs to the individuals, families, and children of Stark County. Their efforts have aided residents in meeting their basic needs, protected our children from abuse and neglect, and helped our families thrive. This has been a strong year for the agency, and I envision even more success in 2023."*

**~ Janet Weir Creighton, Stark County Commissioner**



*"We are fortunate to have Stark County Job & Family Services serving our community and providing residents with the support and assistance they need. I would like to thank Executive Director Deb Forkas, who retired at the end of this year, for the commitment and leadership she provided to the agency over the past eight years. She was passionate about serving our community, and I wish her well in her retirement. I would also like to congratulate the Division of Child Support for being recognized by the State of Ohio for Most Improved Paternity Establishment. They reached an impressive 100% paternity establishment for the first time in agency history. Keep up the great work!"* ~ **Richard Regula, Stark County Commissioner**

*"The good work of Stark County Job & Family Services keeps our community moving forward every day. For those who may be experiencing difficult or challenging times, the services provided by SCJFS greatly improve their well-being and quality of life. Thank you to the entire team for helping our residents prosper - and doing it with compassion and kindness."* ~ **Bill Smith, Stark County Commissioner**



*"This past year has been a year of transition for our team as three key staff members retire: Executive Director Deborah Forkas, Deputy Director of Child Support Rob Pierson, and Deputy Director of Human Resources Kelly Lockhart. I wish each of them well in their retirements and thank them for their 30+ years of public service. Through this time of transition, the Agency's dedicated staff has continued to provide top-notch service and vital programming to the residents of Stark County. Here's to another great year!"*

**~ Brant Luther, Stark County Administrator**

**Our mission is to partner with our customers, community, and other service providers to protect children and vulnerable adults, stabilize and strengthen families, and encourage self-sufficiency and personal responsibility.**

# A Message from our Executive Director

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Dear Friends,

It certainly has been a unique time for our agency, as we experienced a significant shift in executive leadership. At the close of 2022, several members of our Executive Team left for retirement or announced their intention to retire in the new year. Those retirements included Executive Director Deborah Forkas, Deputy Director Kelly Lockhart (Human Resources), Deputy Director Rob Pierson (Child Support), and Deputy Director Robert Myers (Children Services). I am grateful to each for the time, dedication, and passion they have given, not only to our agency, but to our entire community. They will be missed by the SCJFS family at large, and we all wish them the very best in their retirements.

Despite this time of transition, I'm proud to say that our agency has continued to stay committed to our mission of providing essential services, programming, and support to Stark County residents. In August, the Division of Human Services completed the Emergency Rental Assistance (ERA) program, helping over 1,600 families avoid eviction. As the pandemic left us with a great need for foster families, the Division of Children Services partnered with public and private agencies to increase recruitment efforts. This included an inaugural Foster Care Expo at the Hall of Fame Village, with celebrity guest speaker and former NFL player, Shawn Crable. Crable grew up in the foster care system and was positively influenced by the role his foster parents played in his life. Breaking agency records, the Division of Child Support was recognized by the State Office of Child Support as "Most Improved Paternity Establishment in the Large Caseload Division", ending 2022 with paternity established for 100.48% of cases. This is the first time Stark County has reached 100% in this performance measure!

Our staff showed their deep commitment to our community this year, as they introduced two employee-driven initiatives spearheaded by the Division of Child Support. Joining more than 150,000 locations worldwide, SCJFS connected with the Little Free Library book exchange to host a free book-sharing box in our main lobby. The Little Free Library is a low maintenance book exchange that is easily accessible to all, without a membership or check-out process. Books distributed through the exchange were collected entirely through staff and community donations. As the cold weather set in during December, employees created the "Warming Wall" to offer free apparel, such as hats and gloves, to those in need. Warm clothing items were hung on the fence across from our main office, inviting anyone to take or donate an item. Employees collected and contributed enough donations to keep the wall stocked through the coldest winter days.



I would like to take a moment and thank Brian Kandel, who stepped in and served as our interim Executive Director. Brian guided our agency through this period of transition with skill and passionate leadership. Although the recent retirements have left big shoes to fill, I am confident that the Executive Team will continue to keep our agency strong. Here's to 2023!

Sincerely,

Jerry Coleman  
Executive Director

# Human Services



## Outreach

Through a partnership with the Akron-Canton Regional Foodbank, employees from the Division of Human Services hosted a community outreach table at the foodbank's Stark County Campus. Residents were encouraged to drop by and ask questions about SNAP, TANF, and Medicaid. The outreach is part of an ongoing effort to educate the public and help with the application process. Outreach will continue to take place every second and fourth Wednesday of the month, through 2023.



## Milestones

Susan Lenigar, Deputy Director of Human Services, presented Lillian Shaffer with a service award during the Employee Enhancement Committee's (EEC) annual Employee Recognition Breakfast, commemorating Lillian's thirty-five years of service at Stark County Job & Family Services.



# Division of Human Services

**Susan Lenigar, MBA**

Deputy Director

Staff: 176

The Division of Human Services provides:

- Food Assistance (FA) Program, which is issued to the Ohio Direction Card for food purchasing assistance
- Ohio Works First (OWF) cash assistance
- Medicaid for the aged, blind, and disabled
- Nursing Home Medicaid and Home & Community Based Services (HCBS) waivers
- Medicare Premium Assistance programs
- Non-Emergency Transportation (NET)
- At-Risk Pregnancy Services
- HealthChek
- Breast & Cervical Cancer Project
- Job Opportunities and Basic Skills (JOBS)
- Child Care programs

*The following data reflects the highest recipient count from 2022 data.*

## Supplemental Nutrition Assistance Program (SNAP)

50,764 individuals received food assistance. Based on the 2021 U.S. Census estimate of 373,834, this is about 1 of every 7 people in Stark County.

## Medicaid

According to the Ohio Department of Medicaid:

111,045 individuals received Medicaid assistance. Assistance programs included Medicaid for the aged, blind, and disabled, and the Modified Adjusted Gross Income (MAGI) programs, which cover families, children, pregnant women, and adults with Medicaid expansion.

21,285 individuals received Medicaid for the aged, blind, and disabled. This number includes approximately 4,358 individuals eligible only for Medicare Premium Assistance.

89,760 individuals received MAGI Medicaid.

## Ohio Works First Cash Assistance

3,019 individuals received Ohio Works First (OWF) cash assistance.

425 work-required OWF recipients were referred into the Comprehensive Case Management and Employment Program (CCMEP) between January 1 and December 31, 2022. CCMEP is meant to provide more intensive service and support to young adults, ages 16-24, as they work to become employable and/or self-sufficient. SCJFS partners with OhioMeansJobs in facilitating the program.

3,240 children cared for by publicly funded child care.

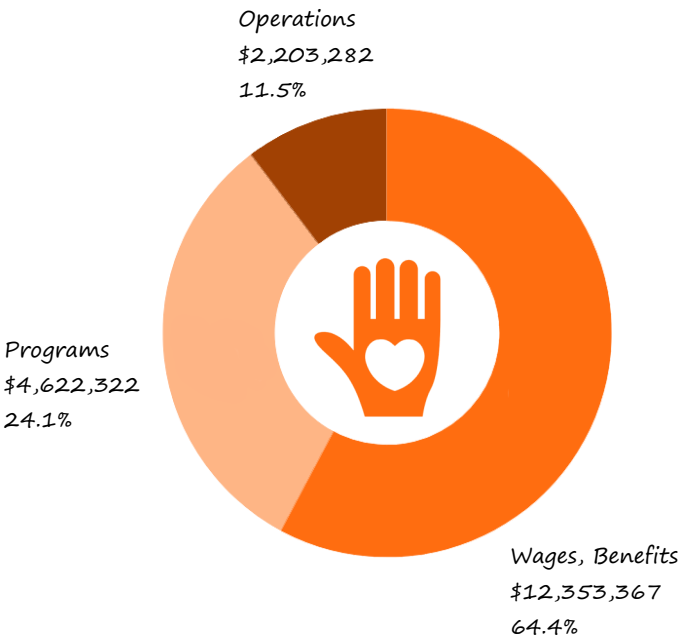
It is estimated that in 2022, the four major programs of the Division of Human Services contributed over \$1 billion to the Stark County community. Local grocers, clinics, hospitals, and retailers benefited from these services.

|                                     |               |
|-------------------------------------|---------------|
| Medicaid Disbursements              | \$915,539,771 |
| Total Food Assistance Disbursements | \$141,495,772 |
| OWF Cash Assistance Disbursements   | \$7,067,352   |
| Child Care Assistance (approx.)     | \$14,658,663  |

Percentage of Stark County population participating in selected public assistance programs based on an estimated population of 373,834

|                              |                          |
|------------------------------|--------------------------|
| Families below poverty level | 12.8% (1 in 7.8 people)* |
| Food Assistance Program      | 13.6% (1 in 7.4 people)  |
| OWF Cash Assistance          | 0.08% (1 in 125 people)  |

\*From the [www.census.gov](http://www.census.gov), July 2021 data.



# Children Services

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## *Recruitment*

During National Adoption Month in February, Children Services teamed up with the Early Childhood Resource Center and First Christian Church of Canton to participate in a discussion about foster care in Stark County and develop foster parent recruitment strategies.



## Independent Living

Judge Rosemarie Hall met with Children Services' Independent Living (IL) group to educate and empower them about their rights, their voice in the courtroom, and the importance of advocating for themselves. IL group activities help prepare foster youth, ages 14 and older, for future self-sufficiency.



# Division of Children Services

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**Robert Myers, LISW-S**

Deputy Director

Staff: 178

The Children Services Division serves the county's children at risk of abuse or neglect, and their families. Children Services is legally responsible for taking, and investigating, reports of child abuse, neglect and dependency; and acting to protect children at risk of harm.

The Division also takes reports of suspected abuse, neglect and/or exploitation of adults age 60 and older. In 2022, SCJFS contracted with Coleman Professional Services to provide these services.

Children Services recruits and trains foster and adoptive families, prepares children for adoption, arranges for post-adoption services to families, and provides independent living skills for older teens.

## Report Line

7,706 calls to the Report Line resulted in 2,684 cases requiring assistance or intervention

## Assistance

424 of the 2,684 cases resulted in basic assistance to families

Of these:

287 were calls of families in need of services

137 were calls about children who were determined to be dependent

## Intervention

2,260 of the 2,684 cases required intervention, using one of the following approaches:

### Traditional Response

434 (19.2%) of the 2,260 were responded to using the traditional response.

Of these calls:

18.9% calls reporting suspected neglect

18.2% calls reporting suspected physical abuse

61.5% calls reporting suspected sexual abuse

1.3% calls reporting suspected emotional maltreatment

### Alternative Response

Alternative response (AR), an approach that provides for a second, or alternative, pathway of response to reports of alleged abuse/neglect, was initiated in April 2012. In 2022, 1,826 cases (80.8% of the 2,260 cases) were responded to using the AR approach.

### Ongoing Supportive Services

In an average month, 247 families received case management and supportive services. Children who could not remain safely in their own homes were provided placement services.

Below are the average number of children per month in each type of placement setting:

- 112 Agency Foster Care
- 93 Purchased Foster Care
- 8 Group Home Care
- 9 Residential Placements
- 166 Kinship or Relative Home

### Transitional Youth Services

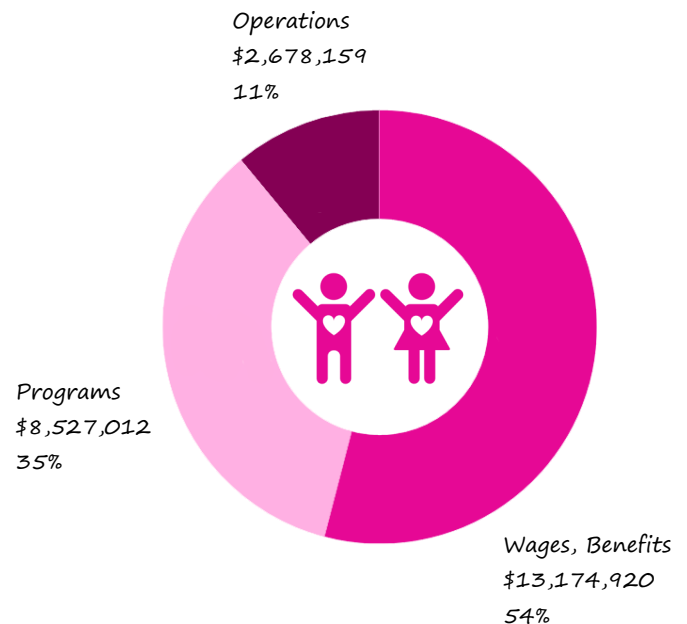
- 101 youth received independent living services

### Foster Care/Adoption

- 115 licensed foster families (average per month)
- 36 finalized adoptions

### Adult Protective Services

SCJFS contracted with Coleman Professional Services to provide services. In 2022, there were 615 new cases of elder abuse/neglect or exploitation.



# Child Support

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## *Working together*

In December, employees from the Division of Child Support introduced the “Warming Wall”, located across from our main office. Hats, gloves, scarves, and other warm clothing were hung on the fence for those in need to take and use during the cold winter months. Items were donated by SCJFS employees and members of the public.

## Stark County Fathers

The Stark County Fatherhood Coalition encourages fathers to take an active and positive role in their child's life. Through a partnership with the Canton Museum of Art's "Art for Health and Healing" program, Stark County fathers and their children had the opportunity to experience a guided tour of the museum's exhibit "Thinking With Animals" and





# Division of Child Support

**Ann Durkin, MBA**

Deputy Director

Staff: 67

Child Support provides services which include:

- Establishing paternity and support
- Issuing medical support orders
- Modifying/enforcing support orders
- Monitoring support payment collection/ disbursement
- Helping non-custodial parents comply with support orders and overcome employment barriers

Community Outreach activities include:

- Community Health Workers for parents to reduce infant mortality thru the THRIVE Program
- Community Baby Shower for new parents in THRIVE
- Father's Day weekend "Fishing Rodeo"
- Walk Your Child to School Day
- Parenting Time Orders
- Expungement/CQE Program
- "Day at the Akron Zoo" event

## Number of Child Support Cases

24,717

## Collections

\$52,522,495 and of this, \$1,230,950.78 was collected at payment window

## Incentive Performance Categories FFY 2022

|                                |         |
|--------------------------------|---------|
| Paternity Establishment        | 100.48% |
| Support Order Establishment    | 94.75%  |
| Collections on Current Support | 73.51%  |
| Collections on Arrears         | 72.90%  |

## Cost Effectiveness

\$9.73 collected for each operations dollar spent (state average: \$7.70)

## Significant Statistics

418 paternity cases scheduled for DNA testing  
995 cases referred for Support Establishment  
2,847 judicial and 793 administrative hearings by Legal Dept.  
45,179 phone calls received in Customer Service  
6,473 customers seen in the CSEA Lobby  
10,255 emails received through the web portal

## Stark County Child Support Receives State Award

The State Office of Child Support recognized our agency as "Most Improved Paternity Establishment FFY 2022 for Large Caseload Division" for finishing the year with 100.48% of cases establishing paternity—the first time SCJFS reached 100%.

### PJAC/New Directions in Child Support Grant

The final year of this \$2.29 million five-year Procedural Justice Informed Alternative to Contempt (PJAC) federal grant ended in September of 2021. We received approval to operate the program for an additional sixth year, which concluded in 2022. The project is an alternative to civil contempt for non-custodial parents not making payments. Since October 2016, 70.68% of the participants have made support payments totaling \$4,769,982.

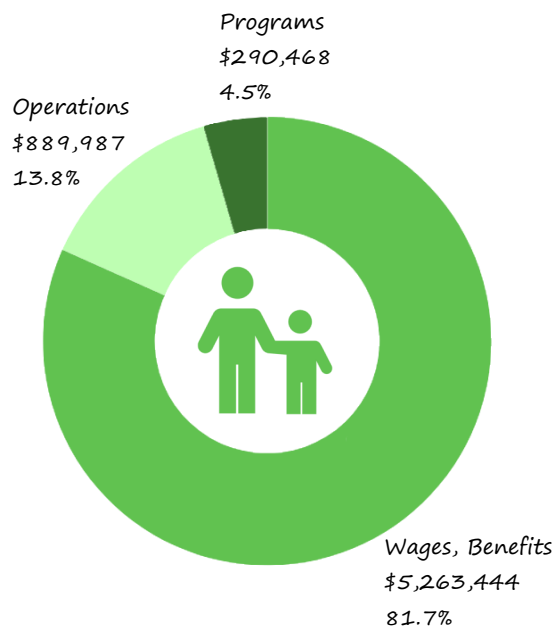
**Expungement/Certificate for Qualification of Employment (CQE)** Program The CSEA, Community Legal Aid, and the Stark County Fatherhood Coalition collaborate on an Expungement/CQE program for parents with felony convictions who seek employment. Since services began, 178 expungements and 38 CQEs have been completed.

### Parenting Time Order Program

The CSEA continued its Parenting Time Order program in partnership with Community Legal Aid. Services are free for qualifying parents. This is the only CSEA program in Ohio that helps non-custodial parents establish and enforce parenting time orders in court.

### Stark County Fatherhood Coalition Community Outreach

The CSEA is a key member of the Stark County Fatherhood Coalition, which encourages responsible fatherhood. Members recognize a parent's emotional support of their child is equally important as their financial support. A number of in-person events took place in 2022, including the "Fishing Rodeo", "Day at the Akron Zoo", "Community Baby Shower" with THRIVE Initiative, and "Fathers Walk Your Child to School Day". Additionally, Facebook and Zoom were used to conduct virtual events, such as cooking and exercise classes for fathers and their children.



# Agency Expenditures

## Division of Human Services

|                                |                     |
|--------------------------------|---------------------|
| Wages                          | \$8,361,115         |
| Benefits                       | \$3,992,252         |
| Contracts                      | \$281,739           |
| Countywide Indirect            | \$197,847           |
| Data Processing                | \$2,618             |
| FAET Participant Allowance     | \$7,093             |
| TANF SY                        | \$199,558           |
| Benefit Bridge                 | \$116,607           |
| Fraud Awareness                | \$2,039             |
| PRC/Auto Repair                | \$111,710           |
| PRC/Job Related                | \$52,487            |
| PRC/Parenting Skills           | \$208,622           |
| PRC/SEC                        | \$83,000            |
| PRC/Work Allowance             | \$101,093           |
| Reimbursement/Special Projects | \$23,040            |
| Rent/Utilities                 | \$309,170           |
| Shared Costs                   | \$1,414,236         |
| Supplies                       | \$17,201            |
| TANF/CSEA Expungement          | \$4,985             |
| Transportation                 |                     |
| Medical/Healthcheck/PRS/SSI    | \$3,631,642         |
| Travel/Mileage/Education       | \$60,917            |
| <b>TOTALS</b>                  | <b>\$19,178,971</b> |

## Division of Children Services

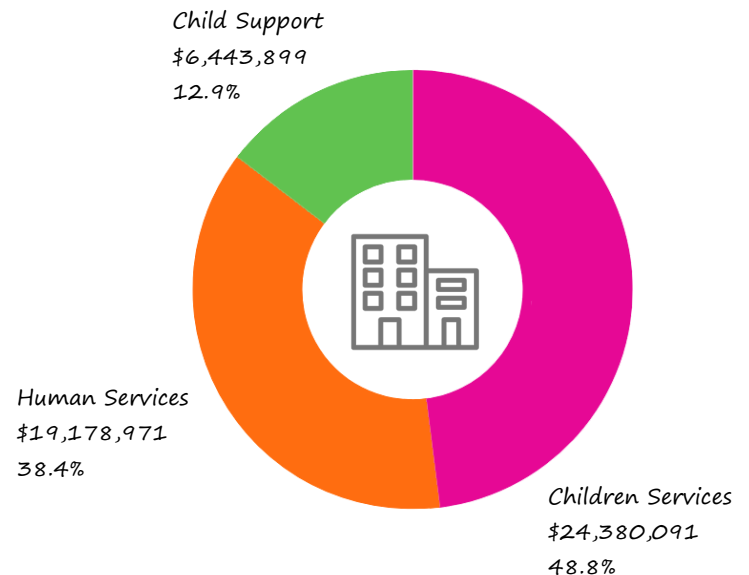
|                                   |             |
|-----------------------------------|-------------|
| Wages                             | \$9,066,973 |
| Benefits                          | \$3,874,642 |
| Wendy's Wonderful Kids            |             |
| Wages & Benefits                  | \$183,166   |
| Mental Health & Recovery Services |             |
| Wages & Benefits                  | \$50,139    |
| Wendy's Wonderful Kids Grants     | \$17,215    |
| Contracts                         | \$558,962   |
| Shared Costs                      | \$1,349,604 |
| Countywide Indirect               | \$162,377   |
| Purchased Foster Homes            | \$2,884,724 |
| Residential Treatment             | \$170,289   |
| Agency Foster Homes               | \$1,153,913 |
| Group Homes                       | \$558,002   |
| Foster Children Clothing          | \$143,123   |
| Foster Children Medical           | \$3,721     |
| Adoption Services/Home Studies    | \$55,007    |
| Advertising/Recruitment           | \$8,418     |
| Bus Passes                        | \$49,137    |
| Child Abuse Prosecution Unit      | \$328,821   |
| Communications                    | \$71,601    |
| County Share Adoption Subsidy     | \$302,807   |
| Data Processing                   | \$8,209     |
| Emergency Services                | \$535,790   |
| Foster Parent Training Stipends   | \$21,691    |
| Independent Living                | \$169,320   |
| Kinship Caregiver                 | \$211,237   |
| Multi System                      | \$882,188   |
| OHIO Start                        | \$28,337    |
| Maintenance/Utilities             | \$77,308    |
| Membership Dues                   | \$22,478    |
| Mileage                           | \$323,238   |
| Miscellaneous                     | \$100,059   |
| Non-Recurring Adoption            | \$50,750    |
| Office Supply                     | \$30,197    |
| PASS                              | \$115,655   |
| Primary Partner Program/PRT       | \$2,805     |
| Professional Liability Insurance  | \$110,001   |

|                                  |                     |
|----------------------------------|---------------------|
| Professional Liability Insurance | \$110,001           |
| Public Records                   | \$50,339            |
| Reimbursement                    | \$78,084            |
| Rent                             | \$125,704           |
| Tax Settlement Fees              | \$184,910           |
| Travel and Training              | \$18,120            |
| Work Related Daycare             | \$240,113           |
| <b>TOTALS</b>                    | <b>\$24,380,091</b> |

### Division of Child Support

|                                 |                    |
|---------------------------------|--------------------|
| Wages                           | \$3,359,846        |
| Benefits                        | \$1,586,245        |
| BEES Program                    |                    |
| Wages & Benefits                | \$37,600           |
| New Direction Program           |                    |
| Wages & Benefits                | \$200,806          |
| THRIVE Grant Wages & Benefits   | \$78,907           |
| BEES program Contracts          | \$11,468           |
| New Direction Program Contracts | \$29,790           |
| Community Legal Aid PTO         | \$17,979           |
| Countywide Indirect Costs       | \$79,485           |
| Data Processing                 | - \$632            |
| IV-D Contracts                  | \$215,590          |
| Miscellaneous                   | \$117,583          |
| Rent/Utilities                  | \$107,070          |
| Shared Costs                    | \$596,645          |
| Travel and Training             | \$5,478            |
| <b>TOTALS</b>                   | <b>\$6,443,899</b> |

### 2022 Agency Operating Totals by Division



**Stark County Job & Family Services**  
**2022 Total Expenditures**  
**\$50,730,527.69**

# Stark County Job & Family Services

## 2022 Event Calendar

**SNAP, TANF, & Medicaid Outreach:** The Division of Human Services hosted an outreach table at the Akron-Canton Regional Foodbank, Stark County Campus on the second and fourth Wednesday of each month.

**Foster Care & Adoption Info Meetings:** The Division of Children Services hosted foster parent recruitment meetings once a month. In-person and virtual sessions were offered.

|     |                                                                                                                |     |                                                                                                       |
|-----|----------------------------------------------------------------------------------------------------------------|-----|-------------------------------------------------------------------------------------------------------|
| Jan | FC Fitness Class                                                                                               | Jul | FC Hall of Fame Community Parade<br>FC Cooking with Dad Series                                        |
| Feb | FC Winter Retreat at the Pro Football Hall of Fame                                                             | Aug | Child Support Awareness Month                                                                         |
| Mar | National Social Work Month<br>FC National Day of Reading<br>FC Art for Healing Program at Canton Museum of Art | Sep | Community Walk for Redefining Recovery<br>Fathers Walk Your Child to School Day<br>FC Akron Zoo Event |
| Apr | Child Abuse Prevention Month<br>Wear Blue Campaign                                                             | Oct | Fall Frolic Event for Foster Parents                                                                  |
| May | Foster Parent Appreciation Month<br>Foster Parent Annual Banquet<br>FC Community Baby Shower                   | Nov | National Adoption Month                                                                               |
| Jun | RUMO Graduation<br>FC Facebook Live Cooking Event<br>FC Annual Fishing Derby                                   | Dec | Project KARE Gifts for Kids<br>FC Art for Healing Program at Canton Museum of Art                     |



## Executive Team

**Jerry Coleman**  
Executive Director

**Ann Durkin, MBA**  
Deputy Director of Child Support

**Brian Kandel, MBA**  
Deputy Director of Finance

**Susan Lenigar, MBA**  
Deputy Director of Human  
Services

**Robert Myers, LISW-S**  
Deputy Director of Children  
Services

## County Commissioners

Janet Weir Creighton  
Richard Regula  
Bill Smith

## County Administrator

Brant Luther, Esq.

## Planning Committee

The Stark County Family Services  
Planning Committee provides  
recommendations to Stark County Job &  
Family Services for the most effective  
and efficient delivery of service.

**John Petit**  
Chairperson

**Chanda Coblentz**  
Vice Chair

**Jerry Coleman**  
Executive Director

Beth Butler-Turner  
Raymont Johnson  
Dawn Miller  
Laura Moline  
Evelyn Moore  
Kay Port  
Beverly Proctor-Donald  
Gloria Sanders  
Erica Wilson-Domer

## Contact Information

**Executive Offices**  
221 3rd St. SE  
Canton, Ohio 44702

**Division of Human Services**  
221 3rd St. SE  
Canton, Ohio 44702

Customer Service  
330-451-8930

Customer Service/  
Application Line  
1-844-640-6446

JOBS/Child Care  
330-452-4661

**Division of Children Services**  
402 2nd St. SE  
Canton, Ohio 44702

Child Abuse & Neglect  
Report Line  
330-455-KIDS

Foster/Adopt  
330-451-8789

**Division of Child Support**  
221 3rd St. SE  
PO Box 21337  
Canton, Ohio 44701



*"Making a difference in our community."*