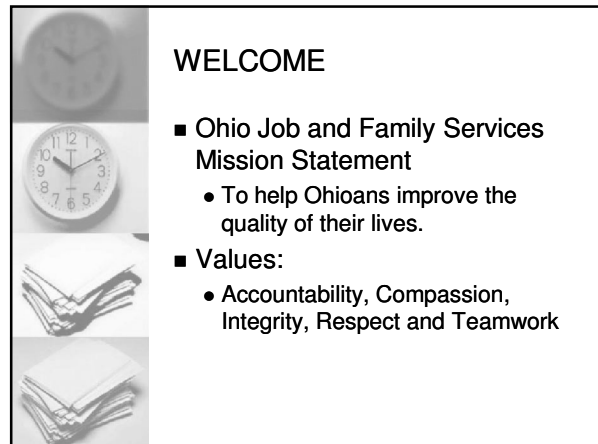


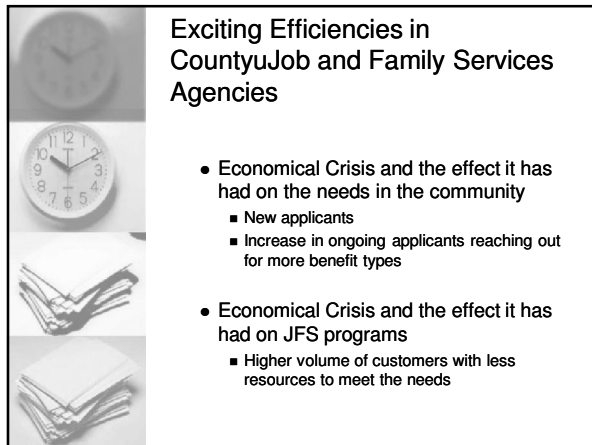
Franklin County Job and Family Services
South Opportunity Center
Covering Kids and Families

Exciting Efficiencies in County JFS Systems



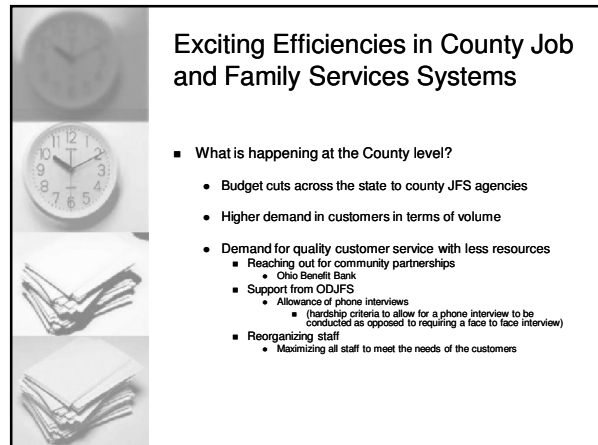
WELCOME

- Ohio Job and Family Services Mission Statement
 - To help Ohioans improve the quality of their lives.
- Values:
 - Accountability, Compassion, Integrity, Respect and Teamwork



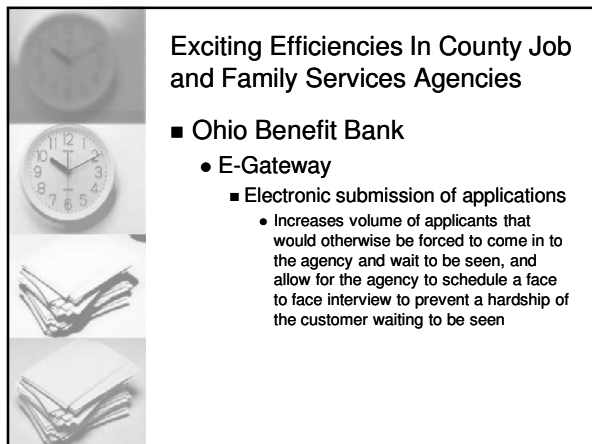
Exciting Efficiencies in County Job and Family Services Agencies

- Economical Crisis and the effect it has had on the needs in the community
 - New applicants
 - Increase in ongoing applicants reaching out for more benefit types
- Economical Crisis and the effect it has had on JFS programs
 - Higher volume of customers with less resources to meet the needs



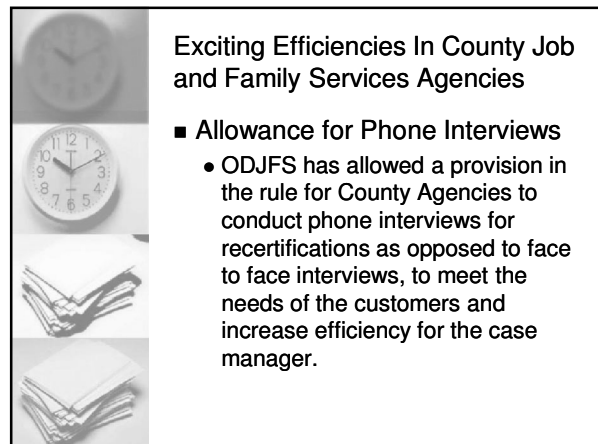
Exciting Efficiencies in County Job and Family Services Systems

- What is happening at the County level?
 - Budget cuts across the state to county JFS agencies
 - Higher demand in customers in terms of volume
 - Demand for quality customer service with less resources
 - Reaching out for community partnerships
 - Ohio Benefit Bank
 - Support from ODJFS
 - Allowance of phone interviews
 - (hardship criteria to allow for a phone interview to be conducted as opposed to requiring a face to face interview)
 - Reorganizing staff
 - Maximizing all staff to meet the needs of the customers




Exciting Efficiencies In County Job and Family Services Agencies

- Ohio Benefit Bank
 - E-Gateway
 - Electronic submission of applications
 - Increases volume of applicants that would otherwise be forced to come in to the agency and wait to be seen, and allow for the agency to schedule a face to face interview to prevent a hardship of the customer waiting to be seen




Exciting Efficiencies In County Job and Family Services Agencies

- Allowance for Phone Interviews
 - ODJFS has allowed a provision in the rule for County Agencies to conduct phone interviews for recertifications as opposed to face to face interviews, to meet the needs of the customers and increase efficiency for the case manager.




Things you need to know...

- PERCEPTION vs. REALITY
- Job and Family Services Agencies are a *resource* to assist customers in overcoming their barriers.




Things you should know...

- JFS agencies are available to help assist customers in obtaining verifications when customers are unable to obtain themselves.
 - I.e., Birth Certificates, Verification of income



Desk Guides to assist you...

- Verifications Checklist
- Assistance Payment Chart
- Application and Reapplication Verification Request Form (JFS 7104)
- ODJFS Strategic Plan and Measurements
- Emergency Financial Assistance in Franklin County



Value in Building Partnerships

- Nobody can do everything, but together we can make a difference!
 - JFS and Benefit Bank partners have come together to serve the families in need within the community to promote the health, safety and quality of life of families and children.