CHILD SUPPORT  

By: Krista Hovis

Where to begin this lovely article? Many of you have come over to CSEA looking for a particular worker and haven’t known where to find them. So, let’s start there, Little Bo Peeps! We have two brand new people at the Child Support/Children’s Services front desk—Ashley Bermudez and Melissa Cruz. Where did Megan and Brittiny go? Megan Sweeney is now with Children’s Services and Brittiny Reed has been promoted to a Child Support Investigator I. In addition to Brittiny, we welcome Brenda Mulcahy to the agency as an Investigator I. She is replacing Rachelle Rhoad, who has decided to stay home with her awesome little boy. Please join us in welcoming our newbies!

As mentioned in our last article, Kerri Moyer will be taking over for Judi Simon who is getting ready to start the next wonderful phase of her life known as retirement. Beth Pfeiffer has already started that phase and I have started in her position and am in her office. Cassandra Walter has been promoted to Administrative Hearing Officer and is in Kerri’s old office. Sue Ewing is now the Investigator IV, handling the modifications, IV-E and confidential cases, and diversion. She can be found in Cassandra’s old office. Charmin Hetrick was appointed to the new Trainer position and is currently training Brittiny and Brenda in our training room near the front desk. Got all that? If not, just come over and one of us will point you in the right direction.

For those of you who are counting, that means we promoted six people to new positions within the agency and hired three new people. Why do so many people want to stay or work for the Child Support Enforcement Agency? Because we’re amazing, of course! Need proof? As of the end of September 2019, we have taken $300,434.80 in payments at our local office, with $74,627.59 in September alone! Included in that September payment was one payment in the amount of $23,187.58 to pay off a case and another credit card payment for $13,214.52. Those are some big numbers and the news gets better.

The end of September also means the end of our fiscal year. We recently received our statistics from the State and Sandusky County Child Support Enforcement Agency increased its numbers in support establishment, collection of current support and collection of past due support! Our amount of IV-D arrears due went down (that’s a good thing) and cases with arrears due also went down. For the month of September 2019, a total of $8,106,290.00 in current support was paid for Sandusky County cases. That equals payments on 73.01% of our current support cases. The State would like our percentage to be at least 70% so we are exceeding expectations! In a recent visit from our liaison at the State we were commended for our performance. I’m just going to say it—we rock!

Are we happy with these numbers? Sure, but we know we can improve. We have implemented some new enforcement techniques and processes that we believe will help us boost those numbers further. We are doing some things with new orders that are proving to get payments in faster and preventing those cases from going into default. A new Seek Work program has provided some promising results. We’ve also recently implemented some new ways of getting assigned arrears payments. It seems to be working but we will monitor the progress on those cases.

As we strive to increase our collections, we are continuing to work on improving our public image. Let’s face it—the Child Support Enforcement Agency isn’t exactly popular with the public. We deal with two things that are guaranteed to anger people: their money and their kids. We’re just doing our jobs, but some people still don’t like us. It’s unfortunate because we’re nice people (for the most part). One outreach program we will be participating in is Spooktacular at Terra State Community College. Two of our workers will be there handing out candy and information to families. Last year around 500 children participated in this event.

To fund these types of activities our Child Support Awareness Committee holds various fund raisers. Many of you have supported these in the past and we thank you. One upcoming fund raiser is a gift basket to be raffled off later in October. There will be lots of awesome prizes in the basket so be sure to buy a ticket the week of October 21st. While it only takes one ticket to win, why risk it? Buy several tickets!
CHILDREN SERVICES

The Sandusky County Domestic Violence Task Force Team held the sixth annual Silent Witness Event at the Clyde High School Auditorium on October 16, 2019 at 6:00pm. This event is a silent witness unveiling ceremony for murdered Domestic Violence victims from and around Sandusky County. Former Child Welfare workers Kelsey Kirchenbauer and Cassidy Guzman sang at the event and a performance was done by Brookelynn Felter, Class Act Dance Studio. Remember My Story, Remember My Name…..

Domestic Violence and child maltreatment go hand in hand. Children do not always get hurt physically during Domestic Violence altercations, but there is a chance that they do get injured often-times by mistake. Although children may not get hurt physically, children who have been exposed to Domestic Violence are more likely to experience a range of difficulties. Those include: behavioral, social, and emotional problems, cognitive and attitudinal problems, and long-term problems.

Did you know that any charged cell phone, whether it has service or not, can dial 911 in case of an emergency? In the event of an altercation in the home, some families stay safe by keeping a charged cell phone accessible to the children. Always remember, Domestic Violence has NO place in our community. Please spread the word!

WORKFORCE DEVELOPMENT DIVISION - By Suzy Cole and Trisha Foos

Since we have taken over the OMJ Center, we have tried to recognize our employees and give little gifts to let them know we appreciate their hard work and the impact they have with job seekers and employers alike. These gifts can be small such as doughnuts, buying pizza for lunch or paying for their dress down day. We also have had contests among the employees and partners of the OMJ Center. Thus far, the contests have been:

Who can get the most Customer Satisfaction Surveys completed? Cathy Snyder, an employee of Goodwill’s Senior Community Service Employment Program, was the winner of having the most surveys completed. Within one month, Cathy had more than 90 surveys completed by job seekers. The survey is about 9 questions and takes less than 2 minutes to complete. Cathy won a $25 gift card.

Who has the best Resume? Each employee and partner had a month to complete their own resume the best they could. We wanted them to feel how a job seeker feels when they come in and need to get their resume completed. Santana Valero, a Terra Work Study student, was the winner. Santana won a $25 gift card.

Revamping the White Board that lists the Employer Applications we are taking. Renee Livas won this contest. Renee took a lot of time and effort to remedy the White Board that we used to hand write the employers we take applications for. The problem with the White Board was reading the hand writing as it is a big board and having to keep adding to it when employers were added to the list. Renee’s idea was to put all employers on a list that is displayed on the television in the OMJ Center. When an employer is added or removed, it is easy to make changes and we don’t have to worry about reading anyone’s hand writing. Renee won a $25 gift card.

Congratulations to the winners!

This quarter, the contest is who can complete the most Resumes for job seekers in the OMJ Center. The resumes are being tracked and the winner will be informed November 6th. You will have to read the January 2020 issue to find out!

On September 6, a local employer, Atlas Industries, closed its doors unexpectedly and without notice to its employees. After being made aware of this unfortunate event, the OMJ Centers in Sandusky and Seneca counties and employers in our communities pulled together with a job fair that was held at our agency for those affected. The job fair on September 9 housed over 40 employers ready to hire and help the employees out! An estimated 80 employees attended the job fair and many have reported finding new employment. Several are even making a higher wage at their new employer! About ¼ of the employees who were called back to work with a different company in the Atlas facility to keep production going for contract fulfillment. There has been no official word of the company and their plans.

Our popular “Employer of the Day” hiring and recruiting event has become a “best practice” in our OMJ Center, with roughly two to three employers here each week. Many of the employers that participate are in the manufacturing/production field. However, we always get a variety of industries from medical, food service and hospitality to direct support. Since our program year started on July 1, OMJ has hosted 29 Employer of the Day events and have had 148 job seekers attend!
NEW HIRES

JACOB BERRYMAN
7/1/19
SOCIAL SERVICE WORKER 2

My name is Jacob Berryman and I am new to the Children Services Ongoing Worker unit. I graduated from Heidelberg University in 2017 with a Bachelor’s degree in pre-nursing. I am currently working as a corrections officer at the JDC. I enjoy running, anything with my dog, and going to the movies. I’m excited to be a part of the Sandusky County DMFS team.

MELISSA CRUZ
8/12/19
CLERICAL SPECIALIST

My name is Melissa Cruz. I’m the new clerical front desk for PCSA/CSEA. I’m excited at this new opportunity and already enjoy the many new coworkers I’ve had the pleasure of meeting. I’ve been a Fremont resident all my life and a Fremont Ross alum. I’m married to my best friend Paul and our favorite thing to do is take spontaneous trips around Ohio. I also enjoy cooking and learning new recipes to share with my family and friends.

ASHLEY BERMUDEZ
8/19/19
CLERICAL SPECIALIST

Hi, My name is Ashley. I am the new clerical for Child Support/Children Service. I have lived in Fremont since I was 10. I have 1 child and his name is Ricardo. I love spending time with my family, volunteering for ACS, playing softball, and our favorite thing to do is take spontaneous trips around Ohio. I also enjoy cooking and learning new recipes to share with my family and friends.

MELANIE CRAIG
8/19/19
SOCIAL SERVICE WORKER 1

Hello, my name is Melanie Craig. I am the Visitation Coordinator in the Children’s Services Unit. I also interned from May to August in this unit. I graduated from Bowling Green State University, Firelands College, in August with my Bachelor in Social Work, Associate in Human Services, Associate in Science and a minor in Political Science. My husband Rick and I have 6 children between us, ages 8-19. I moved to the area two and a half years ago and still use my GPS to go just about everywhere in Sandusky County. I love to read fiction and binge watch shows with my husband when we are actually at home. I am excited to be part of Job and Family Services!

ALYSSA ESQUIVEL
8/26/19
IM AIDE

Hi everyone! My name is Alyssa Esquivel. I graduated from Fremont Ross High School. After graduation, I moved to Columbus, the city that I love. The hospitality was great, and who wouldn’t love seeing scarlet and gray everyday even when it’s not on game day?! O-H! After living there for three years I found my soulmate (as Rihanna would say, we fell in love in a hopeless place) and I decided to move to Huron with him after he graduated from college. I was able to stay at home with Olin until he was three. To be honest, when I wasn’t working I was probably chasing Olin around somewhere, he stays on one hundred percent. You will most likely always see me out with Jordan and Olin by my side, they are my better half. I enjoy being with my family/friends, golfing, farmers markets, live music, crafting and DIYs. I look forward to working in the Public Assistance Division. Thank you everyone for being so kind and welcoming!

BRENDA MULCAHY
8/26/19
INVESTIGATOR 1

Hello, my name is Brenda Mulcahy. I am the new clerical front desk for PCSA/CSEA. I am excited to be working in Child Support here at Sandusky County. I previously worked for Seneca County, DMFS where I was a child-care eligibility worker. I have 2 children and a dog. My daughter, Destinee is 24, and my son, CJ is 16. Still processing the fact that I will be an empty nester soon. 😊 I love to spend time with my family, volunteering for ACS, playing softball, and going to Cleveland Indians games. I am very active with the American Cancer Society and the Relay for Life. I look forward to this new adventure and excited to be a part of a wonderful team.

SUMMER REPASS
8/28/19
CHILDREN SERVICES TRAINER

My name is Summer Repass and I am the new Training Officer for Children Services. I grew up in Ft. Wright, Kentucky and moved to Holland, OH when I was 12. I was in JROTC all 4 years of high school and on the Drill Team. I have a bachelor’s degree in Criminal Justice from Lourdes University (my class was actually the last graduating class of Lourdes College before it got all involved in sports!). It took me 6 1/2 years to complete my degree, please! I have 7 years of experience in many different areas in Children Services so I came from Fulton County; including roles in investigations, ongoing, and training of new workers. I live in Toledo with my husband of 15 years, Keith and my 14-year-old daughter, Ten. As a family, we love going to the movies, having family game nights, and traveling for family vacations. I have a few close friends that also get together regularly for dinner and game nights. I love to help others, have fun, and laugh!
MIS Marti’s Megabytes

On Monday September 30th, our Shared Drive moved to SharePoint Online. This is new and different, but basically the same. Once we get used to navigating through the site, we will be allowed to use Microsoft Teams. Teams allows us to send messages thru “channels” which would be our divisions and the entire agency. So instead of emailing Health Insurance info from the county, we can post it to a Health Insurance channel. You can look at it if you want to. You can set up alerts to notify you of updates. You can also ask questions to the group or individuals. There is some really neat stuff that we will be able to do soon since we have SharePoint. There is a comments section at the bottom of each Home page or please let me know of any comments.

Also, on September 30th, an EDMS update rolled out. EDMS is now on OnBase 18. Things are a little different, but not so bad. We are still learning with this update as well. We have to click accept every time we log in. Sometime our licensing is confused. But about 2 months ago, county TPOCS were given access to unlock users and reset their passwords. If you ever have any login issues, please let me know your EDMS username and I can fix them.

RightFax is now working again! One of our hard drives went down and had to be replaced. Then the operating system had to be reinstalled along with its 117 updates. We were finally able to install RightFax, but the configuration was corrupted. So finally after hours and hours of phone calls and web meetings, everything is setup and working again!

October is Computer Security Awareness month. Due to this, the state decided to release its latest computer training that we all need to do once a year. The training is due October 31st. There were 14 people who had it completed on the first day. Way to go! I was told the system will send out reminder emails every 5ish days until it is completed.

The state is digitizing our Computer access forms (7078). This is the form we all sign when we first start and anytime we need access to anything on the state computer system. I will attend an On-Line training next week.

In September, I was able to attend the Fall TPOC session where they taught us more about SharePoint which I shared on our Main SharePoint page, they updated us on what the state can provide us equipment and help-wise, they also gave a sneak preview of the digital 7078 which will be here before we know it.

MyOhio.gov

After you change your password, it is best to reboot your computer and sign in with your new password.

You will need to update your Office password (Outlook, Word, Excel…) and you will need to re-activate it by signing in with your SOUID@id.ohio.gov and new password.

SOUID = your 5############

Same thing for your OneDrive account
**AGENCY FYI.....**

**DAILY SWIPE TIMES ARE REQUIRED** at the **BEGINNING** of your work day and at the **END** of your work day. **ONLY EXCEPTION FOR NO SWIPE IS IF YOU ARE OUT AT A TRAINING, HOME VISIT, ETC. **

If you **FORGET YOUR SWIPE** one day you need to **NOTATE** that on your time **SHEET** so there is record of why there is no swipe time. If you **LOSE** your card you need to **NOTIFY HR** immediately so it can be deactivated.

**SAME FACES, NEW PLACES**

**CHARMIN HETRICK**—promoted to Child Support Training Officer on 8/19/19.
**KRISTA HOVIS**—promoted to Child Support Administrative Assistant Supervisor on 8/19/19.
**CASSANDRA WALTER**—promoted to Child Support Hearing Officer on 8/19/19.
**MEGAN SWEENEY**—promoted to Children Services Account Clerk 2 on 9/10/19. Megan is now located down in the Fiscal Wing!
**BRITTINY REED**—promoted to Child Support Investigator 1 on 9/10/19.
**SUE EWING**—promoted to Child Support Investigator 4 on 10/1/19.
**TAMI WARD**—promoted to Children Services Administrator on 10/21/19.
**KERRI MOYER**—promoted to Child Support Administrator 11/4/19.

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**Collabor8 Conference 2019**

On September 17, Public Assistance staff who work on the **Collabor8 Call Center** gathered at the Der Dutchman restaurant in Bellville for the second meeting of staff from all nine counties. After a continental breakfast, everyone had the opportunity to be introduced to the staff from each of the counties and see how many years of experience, or how long until release from county service (as shown by Holmes County) for each worker. Presentations in the morning included statistical data from Andrew Elswick, the Call Center Manager, and trainings about Navigating the Innerweb by Amanda Burns from Delaware County and Tips and Tricks in EDMS by Sarah Mason, the Sandusky County trainer. The afternoon session, which followed the traditional Der Dutchman lunch buffet and pies, was a presentation by Philip DeVol, author of **Bridges out of Poverty**, a respected book of methods for working with individuals from low income families. Sundie Brown, the Director from Morrow County, provided closing statements for the afternoon. **Feedback from those in attendance indicated that the most valuable part of the day was the opportunity to interact with staff members from the other participating counties, put names and faces together and discuss county similarities and differences.**
PERFECT ATTENDANCE

The following 14 employees used no sick leave during the Third Quarter of 2019

Leslie Adams  Jessica Murphy
Amanda Branstrator  Meagan Myers
Marti Cummings  Paula Olds
Angela Feasel  Hailie Prater
Nancy Grove  Jolene Smith
Nancy Haley  Judi Simon
Christie Harper  Laura Warren

2019 THIRD QUARTER ANNIVERSARIES

JULY
Jackie Mowry  29 YEARS
Rita Hoffman  26 YEARS
Melanie Allen  22 YEARS
Angie Alonso  20 YEARS
Dean Ross  12 YEARS
Casey Wilson  3 YEARS
Bob Anderson  2 YEARS
Emily Depinet  2 YEARS
Victoria Niceley  2 YEARS
Arcadia Dodson  1 YEAR

AUGUST
Linda Ackerman  21 YEARS
Dawn Ohms  14 YEARS
Sarah Mason  12 YEARS
Bethany Wilburn  10 YEARS
Jolene Smith  2 YEARS

SEPTEMBER
Elaine Franks  29 YEARS
Tami Ward  25 YEARS
Renee Livas  21 YEARS
Jessica Murphy  18 YEARS
Dori Dinan  17 YEARS
Charmin Hetrick  8 YEARS
Gina Muratori  3 YEARS
Sakeena McDonald  1 YEAR

Employee Spotlight.... Janet Ramirez

Did you know that our very own Janet Ramirez cares for the county cemetery??

From a recent article in the Fremont News Messenger:

“Thanks to the thoughtful volunteer efforts of Janet Ramirez and her helpers, dozens of gravestones are slowly being freed from the ever-encroaching grasses of Sandusky County Cemetery. If anyone in the area is looking for a way to help out, this could be a great project to join!”

Thank you Janet for your hard work!

SAVE THE DATES—

✦ THE NEXT ALL STAFF MEETING IS ON DECEMBER 5, 2019!

✦ COFFEE, COCOA AND REINDEER GAMES (FORMERLY CALLED THE COFFEE BREAK) WILL BE ON DECEMBER 12, 2019
From the nomination form: A gentleman was involved in an accident inside the agency. Rita displayed deep compassion for the man in his time of need. She sat with him in the waiting area and in the PA meeting room. She spoke to him in a calm, compassionate manner and asked the man several times how he was doing. She displayed an overall concern for his well-being both in the agency and in his home as well.

Rita attended Clyde High School and holds a degree in Education – Public Affairs and Community Services. In her spare time she enjoys playing with the grandchildren, traveling with her husband, reading, and gardening.

“What I like about my job, is it is never boring. The people you help and their families are appreciative of what you do for them.”
BY THE NUMBERS......

765
The Number of calls on the Child Support Call Center line in September.

$74,627.59
The amount collected at the Child Support front desk in September.

$6460.92
The amount seized from bank accounts in September for Child Support.

48
The number of hearings that the Child Support attorney had scheduled in September.

2198
The number of visitors to the county website in September.

276
The number of Employer contacts.

32
The number of OJT's.

2289
The number of visits to the OMJ center.

410
The number of customers assisted with unemployment.

220
The number of SNAP/TANF applications received in September.

12,151
The number of IEVS matches received in the last quarter.

#1
How Sandusky County (Nancy Grove) ranked in the state in processing of IEVS matches.