

# 2020 ANNUAL REPORT

## Building Community and Hope



**Our Mission:** To lead our community in assuring the safety, well-being and permanency of children at risk of abuse and neglect.



## Agency 2020 Synopsis

### Services in 2020

Provided services to 1,808 alleged child victims. On average, 151 cases were worked every month by 36 caseworkers.

### Screening/Assessment Investigations

Calls into the Agency Screening department: 5,411. Screened-in and investigated a total of 1207 allegations. Of those, there were:

- 441 Neglect
- 295 Physical abuse
- 145 Sexual
- 56 Emotional maltreatment
- 85 Dependency
- 185 FINS (Family In Need of Assistance)

### Protective Ongoing Services

Average ongoing cases per quarter: 272

Number of children receiving ongoing services per quarter: 580

### Agency Visitation Center

Supervised visits at the agency: 1,564

Supervised visits at outside facilities: 219

### Kinship Care

Children in kinship care per quarter: 211

Average kinship cases per quarter: 109

### Foster Care/Institutional Care

Children in Agency custody: 105

Total days in care: 37,340

Total placement costs (residential, institutions, and foster care): \$2,122,284

At the end of 2020, the Agency had 60 licensed foster homes.

### Adoption Services

Number of children placed in adoptive homes: 28

Number of adoptions finalized: 24

Number of children waiting for an adoptive placement as of 12/31/2020: 6 (all teenagers)

### FTM's/TDM's

Held 295 Team Decision-Making meetings and 1,128 Family Team meetings in 2020.

### Independent Living Support

Children aging out of care in 2020: 5

## A PARTNER IN THE COMMUNITY

Richland County Children Services actively participates in a myriad of community events that support children each year. We believe it's a great way to give back to the residents of Richland County. But we couldn't do this work all by ourselves. We have so many community partners (JFS, Youth & Family Council, the City of Mansfield Parks and Recreation Department, United Way of Richland County, NECIC, Mansfield Art Center, Kingwood Center Gardens, the court system, various mental health agencies, and numerous private companies and religious organizations) who all help us in assisting others in various ways. We are honored and humbled to serve alongside of these entities for the betterment of our community.

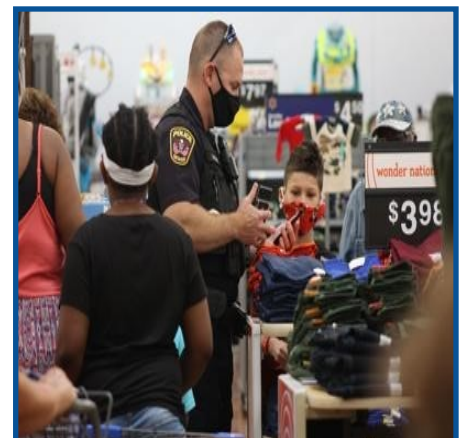
## 2020 COMMUNITY PARTNERS



Local Girl Scouts provided personal care bags to RCCS for Agency-involved youth



Wear Blue Day Support from (CACY)  
Community Action for Capable Youth



24th Annual Cops & Kids shopping  
event for Richland County students



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# From the Director's Desk

## Nikki Harless



**Nikki Harless, MSW LISW-S  
RCCS Executive Director**

2020 was the year of 'uncertainty' and 'unprecedented times.' Due to the COVID-19 pandemic, we had to very quickly figure out how to continue providing child welfare services in ways that were safe for both our staff and the families we serve. Throughout all of this our staff, kinship caregivers, foster parents, and community partners remained committed to supporting the safety of the children of Richland County. I cannot express in words how grateful I am to be able to lead and work with such dedicated individuals.

In 2020 we were able to hire 17 new employees in spite of the pandemic. Even under normal circumstances this can be a very difficult profession, so we truly appreciate the work that our employees have continued to do this past year. The same can also be said for our kinship caregivers and foster parents. Throughout 2020 we had an average of 211 children living in kinship homes and 105 children living in foster care settings. We were able to license 15 new foster homes during 2020, but unfortunately we still need more local families willing to open their homes to these vulnerable youth.

If anyone is interested in serving our community, either as a caseworker or a foster parent, please give us a call at (419) 774-4100.

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### Agency 2020 Leadership Team

**Nikki Harless**, MSW LISW-S, Executive Director

**Nicole Foulks**, MSW LSW, Assistant Director

**Marsha Coleman**, MSW LISW-S, Clinical Director

**Kevin Goshe**, MBA, Finance/Building & Grounds Director

**Tara Lautzenhiser**, MSCJ, Program Manager

**Chris Zuercher**, JD, Legal Services Manager

**Sarah Soliday**, MBA, Human Resource Manager

**Angie Poth**, MBA, Records/Program Support Manager

**Pam Hinton-Groves**, MIS, MIS Manager

**Amy Hackedorn**, MBA, Sup. Of Administrative Services



**From left to right:** Kevin Goshe, Chris Zuercher, Pam Hinton-Groves, Nicole Foulks, Amy Hackedorn, Angie Poth, Sarah Soliday, Tara Lautzenhiser, and Marsha Coleman

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# Our Heroes



RCCS was and is truly grateful to all of its employees for continuing the difficult work of child welfare in the midst of a pandemic. As a small gesture of that gratitude, a privately-donated sign was placed at the entrance to the Agency in July of 2020.

The Agency would also like to extend a huge thank you to all of our community partners, medical facilities, local law enforcement entities, and Board members for continuing to operate alongside us during such a difficult time.



# Our Heroes

## Special acknowledgement goes out to our dedicated team of 2020 heroes:

Lisa Baker	Phil Farley	Brianne Kindinger	Dennis Rickett
Melodie Baldwin	Haley Felty	Teresa Lambert	Tiffany Rouse
Jeraca Barnett	Kim Ford	Tara Lautzenhiser	Angie Sams
Brandi Berry	Nicole Foulks	Breeann Lee	Autumn Scodova
Tiffany Bird	Nikki Gibbons	Amy Logan-Amelung	Sara Sharp
Renee Blankenship	Candace Giess	Alex Long	Aleesia Shaw
Christie Bowie	Carla Glover	Rhonda Marsh	Amy Shenberger
Amanda Campbell	Kevin Goshe	Drew Miller	Brooke Smollen
Diana Campbell*	Vickie Graves	Joycelynn Moree	Sarah Soliday
Darlene Chinn	Amy Hackedorn	Brychelle Mullins*	Andrew Starr
Marsha Coleman	Dave Hackedorn	Cindy Myers	Shelly Starrett
Jennifer Cole	Charity Hamler	Casey Neff	Mary Stephan
Brigitte Coles	Nikki Harless	Gina Nennig	Michele Stiggle
Teresa Coll	Chelsey Healy	Don Newton	Shawn Strong
Jennifer Conley	Shane Hedrick	Arlillian Nixon	Heather Swanson
Catherine Cook	Heather Higgins	Sarah Owen	Elizabeth Swiger
Jenny Cotto	Pam Hinton-Groves	Morgan Peay	Shannon Thompson
Katie Craig	Jennifer Hissom	Terrie Perdue	Danielle Timmons
Athena Crider	Christy Jackson	Paul Pfeifer	Evadyne Troyer
Kayla Crowl	Jacki Johnson	Angie Poth	Carla Wilkinson
Susan Curatti	Paula Johnson	Carol Ramey	Jolene Zehner
Erica Denham	Mark Keck	La'Shaun Reuer	Chris Zuercher

\* Denotes Family Life Counseling contract employees

# Community Partnerships



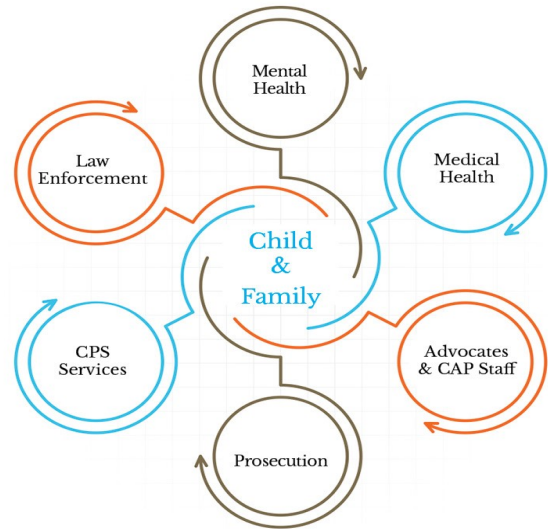
## Mansfield Metropolitan Housing Authority

**HOUSING FAMILIES | SUSTAINING COMMUNITIES | CHANGING LIVES**

RCCS partnered with the Mansfield Metropolitan Housing Authority in 2020 in order to provide housing vouchers to youth who emancipate from Agency custody.

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Multidisciplinary teams (MDT) represent a variety of disciplines (entities within the community) that interact and coordinate their efforts to make a plan for children and families receiving child welfare services. The goal is to work collaboratively with other professions to assist with high-risk cases. RCCS meets on a monthly basis with local law enforcement agencies, the Prosecutor's Office, representatives from local medical facilities, and other individuals as necessary in order to strategize a coordinated effort in assisting children and families involved with RCCS.



RCCS partnered with Family Life Counseling to obtain IHBT services for Agency-involved youth. Intensive Home-based Treatment (IHBT) is a mental health service designed to meet the needs of youth with serious emotional disturbances who are at risk of out-of-home placement or who are returning home from placement. The goal of IHBT is to provide the necessary mental health services and supports to enable youth to live in their homes in the least restrictive, most normal setting possible. IHBT services are provided in the home, school and community where kids live. These services focus on the mental health issues that put the youth at risk, while promoting positive development and health family functioning.



# Excellence in Programs

## OhioKAN Navigator Program



Richland County Children Services is a partner with OhioKAN, a new statewide flexible and responsive kinship and adoption navigator program designed to assist children, caregivers, and families.

With the support of dedicated Richland County staff, OhioKAN's 100% free services will help kinship and adoptive families in Ashland, Crawford, Delaware, Holmes, Knox, Marion, Morrow, Union and Wayne counties navigate and connect with all of the resources available locally and statewide.

Building on the premise that families are inherently capable of finding solutions to the circumstances and challenges they face, the OhioKAN program will take an inclusive, engaging, and genuine approach to strengthening families and their networks.

Richland County Children Services has seen success with a program designed to reduce the number of child abuse deaths: the Ohio Accelerated Safety Analysis Protocol (ASAP). ASAP identifies high risk cases and implements a protocol for staff to follow. The model uses predictive analytics to determine child welfare risk scores. The program identifies the population of children who are at the highest risk of suffering a fatality or near fatality (serious injury) and implementing a case review process that will improve outcomes for these youth. It then tracks the entire case to ensure best practices are followed.

The Clinical Director follows the action plans and case reviews as well as looks at Richland County's statistics to report to the Ohio ASAP program participants quarterly. Since the inception in November 2019, 100 cases have been identified for Ohio ASAP and the subsequent case review process, which has involved 185 local children ages birth to five.

## Ohio Accelerated Safety Analysis Protocol (ASAP)



# Excellence in Programs

## Father Within Parenting Workshop

Richland County Children Services (RCCS) partnered with The Starts Within Re-Entry Program to present the Father Within Parenting Workshop in 2020.

Starts Within founder Carlos Christian facilitates the free workshop, which is designed to engage fathers who need support as well as fathers who are seeking to improve their parental skill set. Fathers do not have to be involved with Richland County Children Services to participate, and the workshop is also open to mothers and expectant mothers.

The course includes: Legalities of Fatherhood, Building Parental Influence through Powerful Interactions, and The Art of Listening. Attendees learn about shared parenting plans, time orders, how to navigate child support, co-parenting, how to interact with their child and encourage positive behavior.

The Father Within Parenting Workshop is funded by the Ohio Commission on Fatherhood. The Ohio Commission on Fatherhood is a state-wide commission whose mission is to enhance the well-being of Ohio's children by providing opportunities for fathers to become better parents, partners and providers.



**Carlos Christian, Starts Within Founder, facilitates the Father Within Parenting Workshop.**





# Excellence in Programs



## Racial Equity Training

RCCS is committed to addressing racial inequalities in the child welfare system.

Richland County Children Services (RCCS) staff participated in the Demystifying Implicit Bias five-week program series presented by Unlimited Potential for Achievement (UPA) in the fall of 2020.

Unlimited Potential for Achievement (UPA) specializes in diversity, equity and inclusion (DEI) strategic planning, training and coaching. UPA was contracted by Richland County Job & Family Services (JFS) to provide implicit bias training (Demystifying Implicit Bias) to agencies within the Richland County area.

The series included an introductory video, assessments, program resources, self-reflection and an in-person workshop. Four workshops were conducted for Children Services participants at the Gerald Futtty Training and Learning Center.



# Building Community and Hope

## 2020 Highlights

RCCS staff placed over 1,200 blue pinwheels outside the Richland County Courthouse in April for Child Abuse Prevention Month to remind everyone that every child deserves a safe, happy, permanent home.



Richland Correctional Institution, RCCS, Children's Cupboard and the Mansfield Peace Coalition gave away free bikes to local youth.



# Building Community and Hope

## 2020 Highlights



RCCS teamed up with Mansfield City Schools to deliver free meals to kids out of school due to the pandemic.



RCCS popcorn added to the summer fun activities at Mansfield City Parks.



Even with events being canceled due to the COVID pandemic, RCCS was still able to hold its annual party for children in Agency foster care thanks to the congregation at Berean Baptist Church. The event was a drive-thru to follow social distancing guidelines, with presents and to-go dinners delivered to cars by Santa himself.





# Building Community and Hope

## 2020 Highlights



RCCS pitched in to help restock local food pantries as part of the 15th Annual 'Make A Difference Day' Food Drive.



RCCS gave away Self-Care Bags to expectant mothers at the Drive-Thru Community Baby Shower at Crossroads Church.



Brighten A Christmas Food and Toy Give-Away in partnership with Children's Cupboard, Kingdom Grace Fellowship Church, Universal Refrigeration, Shenandoah Ministries, Mansfield Police/Fire Department, Faith Temple and Restored Visions.





# Support from Our Community

## Shelby Women's Fund Lends a Helping Hand During COVID-19 Crisis

The Women's Fund of The Shelby Foundation steering committee members Lynn Wechter, Anita Ream and Lois Robertson presented a check for \$500 to Richland County Children Services (RCCS). The charitable donation was used to purchase protective masks to enhance safety during parent/child visitations at the Agency.



## Mask Donation for RCCS Youth

Richland County Children Services (RCCS) received a donation of 1,400 child-sized masks from Mr. Nick Patel during the COVID-19 pandemic. The masks were placed in all of the Agency visitation rooms for workers to give to RCCS-involved youth as needed.



## Crossroads - 40 Days of Gratitude

RCCS received a donation of items from Crossroads Church as part of their annual "40 Days of Gratitude" giving period. This is a time designated by the church to recognize the sources of goodness in the community (first responders, health care workers, front-line agencies, etc.) with a gesture of gratitude. Crossroads donated over 200 coloring/activity books, boxes of crayons, sudoku/crossword books, mechanical pencils, and several sizes of cloth masks for Agency-involved youth.



## Country Fabrics in Shiloh

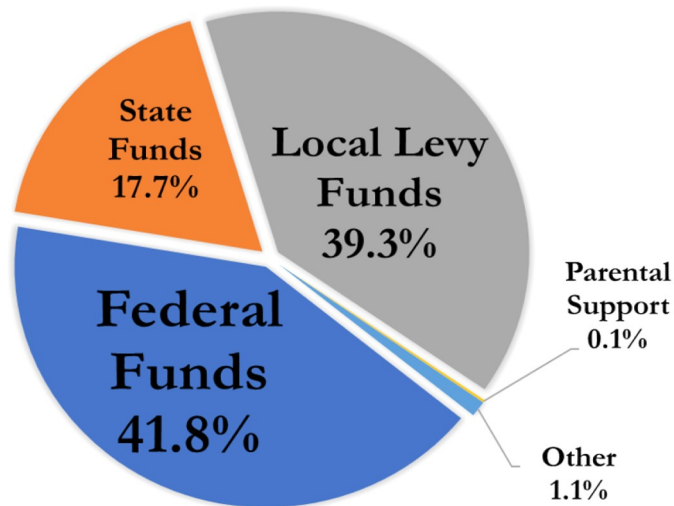
RCCS received a donation of 100 homemade cloth masks from Country Fabrics in Shiloh. This donation was especially poignant because it came at the beginning of the pandemic when masks and the resources to make them (elastic, fabric, etc.) were extremely scarce. These masks allowed children services workers to continue operating out in the community investigating allegations of child abuse and neglect.



# Financial Highlights

## 2020 Revenues and Expenses

### 2020 AGENCY REVENUE



### 2020 REVENUE

*Revenue Sources (unaudited)*

**Federal Funds - \$4,621,936**

**State Funds - \$1,955,686**

**Local Levy Funds - \$4,340,350**

**Parental Support - \$15,186**

**Other – \$116,707**

**Total - \$11,049,865**

### 2020 EXPENSES

*Expense Categories (unaudited)*

**Personnel - \$6,555,264**

**Placement Services - \$2,782,456**

**Adoption Services - \$221,728**

**Purchased Services - \$361,001**

**Operations / Overhead - \$295,492**

**Maintenance & Equipment - \$27,712**

**Total – \$10,243,653**





# Our Impact

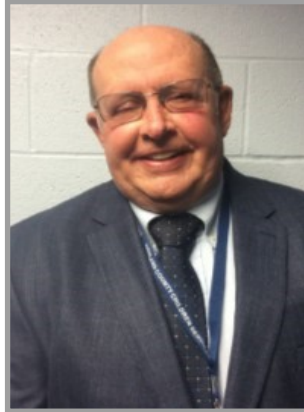
Richland County Children Services facilitated the disbursement of over \$1.7 million in 2020 for various programs to help support our clients, foster parents, adoptive parents, and kinship families in caring for the children in their homes. Two of these programs (PRC, and Kinship Childcare) were funded through contracts with the local Job & Family Services agency (for a total amount of \$228,605). An outline of our local community support programs and their associated expenditures is below:

- **KPI (Kinship Permanency Incentive) - \$294,150 - Paid directly from the State to kin families to help with the costs associated with the child (ren) living with them**
- **PRC (Prevention, Retention & Contingency) - \$168,921 - Paid to kin families to help with the costs associated with the child(ren) living with them**
- **ESAA (Emergency Services Assistance Allocation) - \$71,240 - Paid to families for things such as rent, utilities and furniture in an effort to keep children in their own homes or return them to their homes**
- **Kinship Care - \$10,139 - Paid to kin families for things such as rent, utilities and furniture in an effort to help them care for the child(ren) in their home**
- **Foster Parent Training - \$19,618 - Stipends paid to foster/adoptive parents and prospective foster/adoptive parents for attending training**
- **Adoption Subsidies - \$915,797 - Paid to parents who adopted children in Agency custody**
- **In addition, the Agency paid \$59,684 in childcare payments for children placed with kin and \$52,168 in childcare payments for children placed with foster parents who work outside the home.**
- **Foster incentives - \$29,800 - Paid to foster parents to assist with pandemic-related expenses.**
- **Kinship incentives - \$88,400 - Paid to kin families to assist with pandemic-related expenses.**

# 2020 RCCS Board Members



Jim Kulig  
Chair



Patrick A. Heydinger  
Vice Chair



Deanna West-Torrence  
Secretary



Jason Murray, Esq.  
Treasurer



Renee Bessick



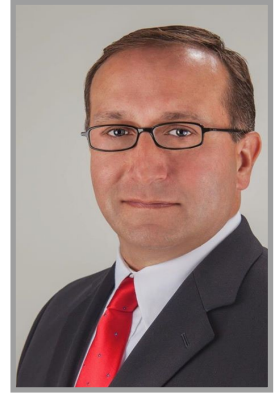
Richard J. Grega, Esq.



Nicole Blakley



Jim Nicholson



Scott Gatchall

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