*Ottawa County Department of Job & Family Services*
*8043 West State Route 163, Suite 200*
*Oak Harbor, Ohio 43449*
*Stephanie Kowal, Director*

*(Located in the Ottawa County Resource Centre)*

*(419)898-3688*
*800-665-1677*

June 12, 2012

Ohio Department of Job and Family Services
Office of Child Support
P.O. Box 182709
Columbus, OH 43218-2709

Dear Mr. Aldridge,

This letter indicates that I have granted approval for the Ottawa County Child Support Enforcement Agency to submit an application to apply for federal grant monies for the Access & Visitation program. I understand the monies are not available until ODJFS indicates they are available, pending the selection of our CSEA as a recipient.

If you have any questions about my approval, or need further information about our agency, do not hesitate to contact me at the following email address: kowals@odjfs.state.oh.us or call me at (419)898-3688, extension 249.

Sincerely,

Stephanie M. Kowal
Director

Fax Numbers: (419) 898-2048, Administration, Children & Adult Serv
(419) 898-2436, Public Assistance, Workforce Developme
(419) 898-0469, Child Support

**Ottawa County Department of Job and Family Services**
**Technical Application for Access-Visitation Grant**
**RFGA # JFS-R-1213-09-8032**

## Tab 1: Applicant Qualifications

The Ottawa County Department of Job and Family Services is a quadruple combined agency, which includes Income Maintenance, Workforce Development, Public Children Services, and Child Support Enforcement departments. This application is being submitted on behalf of the Child Support Enforcement Unit, for the provision of Neutral Drop-off/ Pick Up for children exchanges, and Supervised Visitation services.

This application includes the required number of copies (hard and soft copy), as well as the affirmative statements and certifications, signed by the director of the agency. Included in those certifications are

*Sub Tab 1A: Mandatory Qualifications*

Ottawa County Department of Job and Family Services is submitting this application to provide both Supervised Visitation and a Neutral drop-off and pick-up location for child exchanges. These services will be provided through a sub-grant agreement with Joyful Connections, a 501(c)3 organization, that provides a safe, secure and neutral location for children exchanges, as well as supervised visitations. Ottawa County Department of Job and Family Services has been involved as a Board Member to Joyful Connections, since its inception.

Joyful Connections has established a detailed safety and security protocol, for the provision of these services. A copy of the Client Safety Policies and Procedures is attached to this application. These safety protocols are monitored by the executive committee, as part of annual audits.

Other partnerships in the county, for the provision of these services include the involvement of the Ottawa County Common Pleas Court (Domestic Relations and Juvenile Divisions), Ottawa County Leadership Council, local attorneys, Domestic Violence Advocates, local Certified Public Accountants, Ottawa County Department of Job and Family Services (Public Children Services Agency), Ottawa County Family and Children First Council, Clergy, and other interested citizens, to make this project come to fruition. This project supervises visitation and exchanges that occur in Ottawa County, Ohio.

Joyful Connections will receive referrals from multiple entities in the community, including but not limited to those partnering agencies listed above. Joyful Connections will make contact with families, gather the necessary demographic, statistical and qualitative data needed to serve the participants, and provide the level of service ordered or requested. Joyful Connections will enter the relevant information into an Excel document for tracking and reporting purposes, and report that data to the Ottawa County Department of Job and Family Services, on a monthly basis.

*Sub Tab 1B: Applicant Qualifications*

Ottawa County Department of Job and Family Services (OCDJFS) will provide referrals, monitor invoice activities and local match requirements, provide follow up statistics child support collection information for exited participants from Access Visitation funded services, and submit required reports and invoice information to the Ohio Department of Job and Family Services. OCDJFS has administered the Access Visitation Grant at the local level for the last three years, and is familiar with allowable expenses, match requirements, data tracking expectations and reporting requirements.

*Sub-Tab 1C: Organizational Experience and Capabilities of the Direct Services Provider*

The OCDJFS has had a sub-recipient relationship with Joyful Connections for the last three years, for the provision of supervised visitation and neutral exchanges, through the Access Visitation Grant program. Joyful Connections began as a coordinated effort to supervise the exchange of children between parents with strained relations. These exchanges had been occurring in churches, at the Courts, Police and Sheriff Departments. The Ottawa County Leadership Program recognized the need for a more family friendly location, and worked to establish the first Joyful Connections Board of Directors. These volunteers worked to establish by-laws, raise funds, write job descriptions and protocols, secure a location, implement security systems, and hire a part-time staff person to conduct the day to day business. Joyful Connections was chartered in the State of Ohio in 2007, and opened its doors to provide services in October 2008. The agency has served all of Ottawa County, as well as clients from Sandusky, Lorain, Lucas, Erie, Wyandot, Hancock, Wood and Seneca Counties, Michigan and North Carolina. The following statistics demonstrate the Agency's provision of services relative to the Access Visitation Grant:

| Year | Supervised Visitations | Neutral Drop Off/ Pick Up | Total Hours of Family Time at Joyful Connections |
|---|---|---|---|
| **2008** | 35 | 0 | 61 |
| **2009** | 430 | 9 | 782 |
| **2010** | 676 | 35 | 1313 |
| **2011** | 733 | 193 | 1422 |

Joyful Connections is staffed by an Executive Director, Fiscal/Operations Manager, and two staff Visitation Monitors and (paid and volunteer). The position of Executive Director is currently being refilled, as the previous director retired in May of this year. Requirements for the position include a Bachelor Degree in business or related field, experience in management of social service programs or services.

The position of Fiscal/ Operations Manager is held by Sheila Powell. Ms. Powell's background includes experience in grants management, supervision of program services, and training as a CASA volunteer. A copy of her resume is included with this section of the grant application. Ms. Powell will serve as accountant, grants manager and project manager, until a new Executive Director is hired for the agency. At that time, the Executive Director will be trained and take over as project manager.

Two part time supervision monitors are also employed by Joyful Connections: Amanda Clymer and Cleah Tack. Volunteers are also used to supervise exchanges and visitation. The selection process for volunteers includes completion of an application, BCI background check, and interview. Volunteers receive an orientation to the Agency and services, training in domestic violence, interviewing, de-escalation techniques, child abuse recognition and reporting, disaster preparedness and basic first aid. Current volunteers for exchanges and supervised visits include a Domestic Violence Advocate through the Ottawa County Family and Child Abuse Prevention Center, as well as a Court Appointed Special Advocate Volunteer.

All staff have had training in Child Abuse Recognition and Reporting, Domestic Violence, Intervention and De-Escalation, Safety and Security policies, Disaster Preparedness Planning, Critical Incident Procedures, Basic First Aid, Preparation of Observation Notes and Reports.

Entry into the Joyful Connections location is granted only by consent, through a locked system. Cameras are located outside of the entry point, as well as in the parking area of the building, to ensure only those authorized to enter are granted access to the visitation/ exchange area. Additionally, the building has a separate locked entrance into the Joyful Connections offices. If a security issue is identified by the Executive Director or Fiscal/Operations Manager, local law enforcement is contracted to be present during those exchanges and/or visitations. Volunteers are always paired with paid staff during visitations and exchanges.

*Sub-Tab 1D: Key Staff Experience and Capabilities*

The Administrator for the Child Support division, Tracy Armentrout, is responsible for gathering performance data on exited participants. Ms. Armentrout has over 10 years of experience in Child Support. The Account Clerk for the agency, Susan Dobrowolski, is responsible for double checking invoices, match requirements, and submitting invoice information to the Ohio Department of Job and Family Services. Ms. Dobrowolski possesses a Bachelor Degree in Business Administration, and has managed invoicing with federal grants at the agency for over ten years.

The Grant Manager from the Ottawa County Department of Job and Family Services/ Child Support Enforcement Agency, is Tamara Gibson. Ms. Gibson has worked in county finance for over 8 years. During that time, she has managed multiple federal, state, and local grants, both in her capacity as Fiscal Officer for the Ottawa County Department of Job and Family Services, and through the Agency's role as Administrative and Fiscal Office for the Ottawa County Family and Children First Council. A summary of her qualifications is included with this section of the proposal. The Director, Stephanie Kowal, will provide oversight on the sub-grant agreement be the Project manager for this grant. Ms. Kowal possesses a Master of Arts in Industrial/ Organizational Psychology, and has been directly involved in the management of the Access Visitation Grant for the last three years.

**Ottawa County Department of Job and Family Services**
**Technical Proposal for Access-Visitation Grant**
**RFGA # JFS-R-1213-09-8032**
**Tab 2: Narrative Description of Proposed Project**

*Sub Tab 3.1: Scope of Project Work*

This proposal is to encourage parental involvement in children's lives, when the parents are no longer living together, thus increasing financial support of those children. Research has supported that through increased involvement, non-custodial parents feel a stronger connection to the children, and are more likely to financially support those children through child support orders. This proposal plans to contribute to that goal by providing:

(1) A convenient location for neutral drop-off and pick up points for child(ren) exchanges. This meets Purpose Number 2: Neutral drop-off and pick-up point for visitations that include security, from Section I:1.1 of the Request for Grant Applications (RFGA);

(2) A secure location and personnel to provide supervised visitations between relatives and children, including security. This meets Purpose Number 3: Supervised visitation which must include security, from Section I:1.1 of the RFGA.

(3) Coordination with existing parenting projects in the community that address expanded family parenting issues (i.e., step-parent, separated or never married parents, etc.).

The Ottawa County Department of Job and Family Services will work with Joyful Connections, to provide the neutral exchange site and supervised visitation services. Both organizations will coordinate with the Ottawa County Family and Children First Council to provide families with the opportunity to participate in parenting programs which encourage involvement of all relevant adults in the lives of their children.

Joyful Connections has been fully operational since October 2008, and will be able to provide Supervised Visitation and Neutral Exchanges, throughout the grant cycle. Based on the steady growth in numbers of Supervised Visits and Neutral Exchanges, Joyful Connections anticipates a 7% growth in the number of Supervised Visitation over the next three years, with an anticipated 897 supervised visits by the completion of 2015. For Neutral Exchanges, Joyful Connections anticipates a 10% growth over the next three years, with a total of 257 exchanges by the end of 2015. This equates to increased parenting time and involvement with children, and which we anticipate will lead to similar increases in child support collections.

*Target Population*

The target populations for this project are families in Ottawa County that are in need of a neutral site for exchanging children during visitation and parental bonding, in need of a neutral site to establish a parental bond with children, or are in need of supervised visitation to establish or grow a parental bond with children. These cases normally arise when children are separated

from one or more of their biological parents, or have never met one or more of their biological parents. As stated above, most exchanges and supervised visits will be initiated by either the Juvenile or Common Pleas Court.

Juvenile Court

One referral source for the target population of this grant is the Juvenile Court, who works with parents who never married that are living in Ottawa County, Ohio, or surrounding counties and their children. At times, this status presents a need for a gradual bonding relationship between a child and parent which can be met by supervised visitation.

Juvenile Court also works with children who are alleged to be abused, neglected and/or dependent and their parents or adult caretakers. Approximately 60% of these cases are filed by the Ottawa County Department of Job and Family Services (OCDJFS). The balance is filed by the Prosecutor and/or Attorney Guardians ad litem.

Grandparents who may be caught in the web of parents' conflicts are also part of the target population. These grandparents wish to maintain a relationship with their grandchildren but are not trusted to not take sides in a domestic violence situation or not attempt to coerce the children into taking sides. Supervised visitation provides a situation that can maintain the bond between a grandparent and grandchildren.

Parents may refuse visitation to grandparents for any number of reasons. These grandparents may file for visitation rights and may need a gradual bonding process with their grandchildren through supervised visitation.

Another target population involved with the Juvenile Court is parents that are separated and have never married and one parent is the victim of domestic violence. In these cases, domestic violence in the form of stalking, harassing, coercion, and violence that sometimes may become lethal may continue and even increase after the couple separates. The parent who is the victim needs a safe place to exchange the children for visitation that does not expose her/him to further domestic violence.

Parents that are separated and have never married may experience conflict such as name calling, yelling and other verbally offensive behavior when they are in each other's presence. By exposing their children to these conflicts when exchanging the children for visitation, parents are potentially causing fear, emotional distress, and potentially acting out behavior in their children. Children may be forced to choose sides which can cause increased distress. These parents and children need a neutral setting in which to exchange children for visitation.

Ottawa County Court of Common Pleas and Ottawa County Court of Domestic Relations

The Common Pleas Court would provide another dimension of referrals, namely those where the parents are victims of domestic violence, divorced parents or married parents who are separated. As stated above, in these cases, domestic violence in the form of stalking, harassing, coercion, and violence that sometimes may become lethal may continue and even increase after the couple

separates. The parent who is the victim needs a safe place to exchange the children for visitation that does not expose her/him to further domestic violence.

Exchanging children for visitation at a supervised visitation and exchange center provides each parent with the means to exchange their children without having contact with the other parent. When these parents do not have to interact with each other, negative behaviors and attitudes are reduced. This helps non-custodial parents focus on positive parenting and relationship building with their children. Non-custodial parents who maintain positive relationships with their children have increased participation with child support.

In addition to physical violence, many adults involved with Juvenile and Common Pleas Court experience conflict such as name calling, yelling and other verbally offensive behavior when they are in each other's presence. As stated above, by exposing their children to these conflicts when exchanging the children for visitation, parents are potentially causing fear, emotional distress, and potentially acting out behavior in their children. Children may be forced to choose sides which can cause increased distress. These parents and children need a neutral setting in which to exchange children for visitation.

Exchanging children for visitation at a supervised visitation and exchange center provides each parent with the means to exchange their children without having contact with the other parent. When these parents do not have to interact with each other, negative behaviors and attitudes are reduced. This helps non-custodial parents focus on positive parenting and relationship building with their children. Non-custodial parents who maintain positive relationships with their children have increased participation with child support.

Since opening in 2008, Joyful Connections has provided services to 143 cases, comprised of 227 adults and 225 children. Demographics available for adults in this population include:

| **Marital Status** | | **Highest Level of Education Completed** | |
|---|---|---|---|
| Divorced | 49 | Less than Diploma | 10 |
| Married | 64 | High School Diploma/ GED | 114 |
| Separated | 50 | Post Secondary Education | 30 |
| Single | 81 | | |
| **Income** | | **County of Residence** | |
| $0 – 10,000/ year | 103 | Cuyahoga | 1 |
| $10 - 20,000/ year | 44 | Erie | 9 |
| $20 – 30,000/ year | 28 | Hancock | 4 |
| $30 – 40,000/ year | 12 | Lorain | 4 |
| $40 – 50,000/ year | 14 | Lucas | 13 |
| $50,000+ per year | 16 | Ottawa | 198 |
| | | Sandusky | 21 |
| | | Seneca | 3 |
| | | Wood | 5 |
| | | Wyandot | 1 |

Participating adults served are by Joyful Connections are generally from Northwestern Ohio, in rural areas. Joyful Connections is located in the geographic middle of Ottawa County. It is situated within a campus of Ottawa County owned facilities, on State Route 163, which connects the Eastern and Western ends of the County. The site will be operated by paid staff and volunteers, as referenced above. Use of the services will be a combination of voluntary and court ordered utilization.

Geography of Ottawa County

Ottawa County is located in northwest Ohio, on the western end of Lake Erie. The county is adjacent to Sandusky County, Wood County, Erie County and Lucas County. There are seven Villages and one City in Ottawa County. There are three main populated islands in Ottawa County, South Bass Island (Put-in-Bay), Middle Bass Island and North Bass Island. The only access to the islands is by boat or by air. Total acreage for Ottawa County is 162,095. Ottawa County is the longest county in Ohio, 35 miles long. Ottawa County is comprised mostly of a rural population as the only city, Port Clinton, has a population of 6,391.

Joyful Connections is centrally located about 17 miles from the western edge of the county, about 3 miles outside of the Village of Oak Harbor, and 19 miles from the eastern edge of the county. Oak Harbor is the perceived center of the county by most residents.

The Ohio Department of Development (ODOD) has the following statistics for Ottawa County from the 2000 Census: total population 40, 985; By Race: white 39,541; African American 301; Native American 159; Asian 69; Pacific Islander 29; Two or More Races 282; Hispanic (may be of any race) 1, 526. Families with children under 18 are further identified as follows:
Married-couple families with own children 3, 728;
Male householder, no wife present with own children 313;
Female householder, no husband present with own children 775;
Families with no children 6, 959.

A fee schedule (see attached) has been established by Joyful Connections, and is paid by both parties on the case. However, Joyful Connections has adopted a sliding fee scale, to remove financial barriers to fostering strong connections between adult caregivers and their child(ren).

Joyful Connections recognizes the importance of security and safety for its participants, volunteers and staff. As such, Joyful Connections has established a thorough safety protocol (see attached) which includes:

- Thorough intake for all referrals, including but not limited to demographics of participants, review of history between parties, financial ability to pay for services, special needs of children, timing of visits/exchanges, determination of level of supervision needed, etc.;

- Physical security system including locked external entrance to the building, locked internal entrance to the offices of Joyful Connection, video recorded surveillance system, wireless duress button that alerts Sheriff Department of emergency need, video

surveillance system of parking area and internal access points, periodic review of safety processes and protocols by Audit Committee of Board of Directors;

- Scheduled presence of Sheriff Deputy during all exchanges and supervised visitations;
- Inspection by local and state authorities on building code, fire, and health codes;
- Written protocols for emergency situations (see below for more details);
- Policies and procedures to safeguard identify of clients, as well as case specific information in client files.
- Schedules are adopted which ensure that parent/guardian dropping off children are at least 15 minutes earlier than when visiting/ picking-up parent or guardian are scheduled to arrive. In the event that both parents/guardians are at the facility at the same time, the parent visiting/picking up will be placed in a secure room, separate from the main entry, until the other individual leaves the premises;
- All staff and volunteers will be trained on the security and emergency protocols, at a minimum, at hire and on an annual basis;
- Written safety/disaster response plan for agency, including staff training on plan and procedures.

In the event of high risk situations, the following protocols are observed:

- Files for those participants will be flagged, with relevant court documents readily accessible, so easily identified as requiring physical and visual separation for anyone assisting those parties in securing services;
- Participant files will include, in the front of the file, any relevant court documents that identify prohibitions of contact, who is authorized to pick up, visit or transport the children, and who is not authorized to do so.
- Additional security (i.e., local law enforcement or Sheriff Deputies) may be contracted for high risk exchanges and/or visitations.

**Written Protocols for Security/ Emergency Situations**

**JOYFUL CONNECTIONS Scheduling**

**THE NUMBER OF TIMES PER WEEK AND THE LENGTH OF TIME AND LEVEL OF SUPERVISION FOR EACH VISITING PARTY MUST BE DETERMINED BEFORE THE VISITATION SCHEDULE IS SET UP. HOPEFULLY THIS CAN BE ACCOMPLISHED PRIOR TO OR DURING ORIENTATION.**

In order for JC staff to schedule individual families for exchanges or visitations, the staff person must collaborate with all parties and follow any court orders. This may involve many phone calls and e-mails and perhaps face-to-face contact.

The Director of JC will keep a master calendar for all scheduling so that the above guidelines are followed. Each week a daily schedule will be prepared so that staff can prepare for each exchange/visitation prior to the arrival of the parties. The daily schedule will be kept in the director's office with the master calendar.

Supervised exchanges:

We will schedule each party from a family who is exchanging a child(ren) for visitation to arrive at JC 15 minutes apart. No party is to arrive more than 5 minutes early or 5 minutes late. This should allow enough time for one party to leave the premises before the other party arrives. It is possible for the party who is picking up the child to be scheduled to arrive first depending on the circumstances. This will be discussed later in the procedures for facilitating exchanges.

If there is more than one family utilizing supervised exchange services on any given day, families will be scheduled at least 15 minutes apart. For instance, the first party from family A is scheduled to arrive at 4:00 P.M. The second party from family A is scheduled to arrive at 4:15 P.M. The first party from family B must not be scheduled to arrive at JC any earlier than 4:15 P.M. If this becomes an issue for JC, scheduling can be revised in the future.

Supervised Visitation

At the present site for Joyful Connections, it is feasible to schedule only two families for visitation at the same time. In rare instances, it might be possible for a two-person family to visit for a short time in the small conference room. This would not be ideal, but could be managed if there are extenuating circumstances.

## Supervised Exchanges

### General

The daily case record will be kept in the locked file cabinet in the reception area. The sign in/out sheet should be removed from the daily case record and placed on the desk before the first party arrives. The rest of the record shall be kept in the locked file cabinet. The person that is at the reception desk when a person(s) arrives will have the parties sign-in and out. **Remember, each party has a separate sign-in sheet that must not be shared with or seen by the other party.**

### Residential Drop-Off

Before the parties arrive for their exchange, the staff person assigned to the reception desk will fill in the scheduled time of the exchange on each party's form. When the residential party arrives, he/she signs in. The staff at the reception desk that is handling the sign-ins/sign outs will complete "Arrival for drop-off" box (cross out the "Time in/Time out for visitation" as this is

only an exchange) with the time in and the time out. When recording the time in, the staff should circle if the residential party is on time (OT), early (E) or late (L). The staff should put his/her initials in the staff line and mark the amount paid. For exchanges, the sign-in time and the sign-out time will most likely be very close together. After the sign-in/sign-out sheet is completed for the residential party drop-off, the sheet for the residential party should be placed back in the daily file in the locked file cabinet. **AT NO TIME SHOULD THE STAFF PERSON LEAVE THE SIGN-IN/SIGN-OUT SHEET OR ANY OTHER FORMS UNATTENDED.**

The child(ren) that has been dropped off for an exchange should be escorted to the waiting area in the large room after the residential party has departed. If one of the visitation areas is unoccupied, the child(ren) can be escorted to one of those areas to wait for his/her parent to pick him/her up. If the visiting areas are occupied, the child should be escorted to the small sofa or the large desk in the area outside of the visitation rooms. A staff person should remain with the child(ren) until he/she leaves JC.

The party that dropped the child(ren) for an exchange should leave as soon as they have signed in and signed out and said good-bye to the child(ren). A JC staff person should check the security cameras to make sure that the party that dropped the child(ren) off for exchange has left the parking area of JC (in the back of the building in the vicinity of our main door). It is not possible for JC staff to make sure that the party has left the premises of the entire building. If the party does not leave the parking area immediately, JC staff should call 911 or obtain the assistance of the auxiliary sheriff deputy that is at JC.

It is imperative that JC staff keep the parties separated when they are at JC or in the parking area of JC. Our services offer protection to children from the trauma of experiencing or witnessing violence, abuse, abduction, threats, and general inappropriate behaviors of parents. We also offer neutrality, support and protection to parents that are experiencing stressful relations with a co-parent.

Non-Residential Pick-up

When the non-residential party that is picking up the child(ren) for visitation arrives, staff should follow the above sign in/sign-out procedure, using the "Arrival for pick-up" time in/time out boxes. As noted previously, each party has his or her own sign-in/sign-out sheet.

**Non-Residential Drop-Off and Residential Pick-Up**

When the visiting parent drops the child(ren) off after the visit, follow the same procedures written above for the residential party drop-off. When the residential party picks up the children, follow the same procedures written above for the non-residential pick-up.

If the entire exchange occurs on the same day, e.g., a Wednesday night exchange, the arrivals for drop-off and pick-up can be recorded on the same line because they occurred on the same date.

If an exchange occurs on a Friday night and ends on a Sunday night, each party must sign a new line that reflects the new date. In those instances, the "Arrival for pick-up" box for the residential party will be crossed off on the Friday night date and the "Arrival for drop-off" box will be crossed off for the Sunday night date. The procedure is visa versa for the non-residential party.

**Supervising the Visit**

The supervising staff person will check the Main Case Record to determine the level of supervision. This can be located on the "Supervised Visitation Schedule" in the main file. If there is more than one "Supervised Visitation Schedule" in the file, the staff person should check the dates at the top of each form for the most current schedule. If there is more than one schedule in the Main Case Record, the schedule that is not current should be filed in the Completed/Closed Case Record. Be sure a staff person, preferably the director, has signed and dated the most current schedule. If a schedule is not signed by the director or designee, it is most likely not yet in effect.

Generally the child will arrive first for the visitation, at least 15 minutes prior to the visiting/non-residential party. The staff person in charge should escort the child to the visitation area and remain with her/him until the visiting parent arrives.

If for some reason the visiting party arrives while the residential party is still on-site, the residential party should be escorted to the small room in the hallway until the visiting party is settled in the visitation area with the child.

When the visiting party arrives, the visit shall begin. The staff person in charge of the visit will note the time the visit is to begin and the time the visit is to end on the narrative sheet. He/She will also note the actual time the residential party arrived (the time the visit began.) Be sure to take in account if the visiting party is late. The number of minutes late will need to be subtracted from the total allowable visiting time. Most visits will be from one to two hours in length. It would be rare to have anything longer.

The following are the levels of supervision:

| | |
|---|---|
| Level 1 | Monitor in room with family at all times |
| Level 2 | Monitor outside of room, checking in every 10 minutes |
| Level 3 | Monitor outside of room, checking in every 30 minutes |
| Level 4 | Monitor outside of room & available if needed |

Anytime any child has to go to the bathroom, a staff person or the residential party if they are still present will escort the child to the bathroom. If the child needs assistance, the staff person will accompany the child into the bathroom.

**Emergency Situations**

When visits and exchanges are scheduled, there will always be two staff persons at the facility, either paid and/or volunteer. It is possible that a visiting or residential party could become agitated and excited about restrictions on visitation at Joyful Connections or any other matter regarding his/her situation that is distressful and upsetting.

The staff person should immediately notify the deputy sheriff at JC that a person or persons is becoming agitated and together with the sheriff, ask the person to calm down. If the person does not calm down noticeably immediately, the deputy sheriff will escort the person into the hallway outside of the visitation area. A staff person should remain with the children if they are still present and escort them to the director's office and close the door. They should remain there until they receive an all clear from the sheriff's deputy.

If a staff person is threatened and does not have the time to notify the sheriff's deputy, he/she should call 911 on their cell phone. He/she should walk quickly away from the person that made the threat, either verbal or physical, and attempt to go towards the front entrance where the sheriff deputy is located. The staff person should attempt to remain calm at all times and use whatever verbal means may seem appropriate to calm the person involved.

As stated above, the goal of this project is to increase parental involvement in children's lives, strengthen the connection between non-custodial parents and those children, thus increasing the likelihood of financial support through child support orders. Currently Ottawa County, Ohio, has one supervised visitation and supervised exchange agency, a not-for-profit agency named Joyful Connections. Joyful Connections has been operating since October 22, 2008. Joyful Connections has one visitation and drop-off/pick-up site and one part-time employee, the director. The director provides all of the current services that are offered with the help of volunteers.

*Roles and Duties of Partners*

Partners in this project include the Ottawa County Department of Job and Family Services, Joyful Connections, the Ottawa County Juvenile Court, the Ottawa County Common Pleas Court, the Ottawa County Sheriff Department, Ottawa County Commissioners, and the Ottawa County Family and Children First Council. Personnel from many of these organizations serve on the Board of Directors, or in an advisory capacity to the Board. Additionally, the Ottawa County Commissioners, Family and Child Abuse Prevention Center, WSOS-Community Action Agency, religious organizations, attorneys, accountants, and concerned citizens provide input into the operations through the Board.

While most arrangements between agencies will be informal in nature, there will be a contract for service between the Ottawa County Department of Job and Family Services and Joyful Connections, in the event that this project is successful in securing Access Visitation Grant funding. In general, the following will be spelled out in the contractual agreement:

- Joyful Connections will provide the site for supervised visitation and supervised exchanges, and the supervision necessary for exchanges and the supervision at the four levels of supervision previously discussed for visitation. Joyful Connections will collect data and supply OCDJFS with reports on a monthly basis as to the population we are serving. Joyful Connections will invoice OCDJFS for costs of supplying these services.

- The Joyful Connections director will provide written reports at every Executive Board meeting and every Board meeting. These reports will contain monthly and quarterly statistics as well as referral sources. Ottawa CDJFS is a member of the Executive Board of Joyful Connections and will receive these reports every month.

- As problems occur, OCDJFS and Joyful Connections will log the problems, report any problems, discuss options, select a strategy for solving the problem, implement the strategy and evaluate the results.

- Joyful Connections has a Referral Process and an Intake/Orientation process for each party utilizing supervised visitation and supervised exchange services. These processes gather specific information on each participant, including the referral source, personal status such as father, mother, grandparent and who is the residential party for the children, demographics such as marital status, race/ethnicity and income, and for non-custodial parents, the estimated amount of parenting time they have with their child(ren).

- Joyful Connections has a termination process for clearly identifying those families that are no longer utilizing services.

- As services for each party proceed, Joyful Connections will record the number of exchanges and the number and duration of supervised visitations, as well as any other data requested by grants received for the operation of the program. Joyful Connections can make a professional determination of increased parental bonding based on the number and duration of visitations and interactions between the visiting party and the children.

- All data collected will be tracked on an excel spreadsheet. The spreadsheet will be provided to OCDJFS on a monthly basis.

- The Ottawa County DJFS, CSEA will correlate data regarding participants in Joyful Connections services with data on child support payments due and paid three months prior to services and three months after services at Joyful Connections. The OCDJFS CSEA will record and report the information on the appropriate ODJFS form.

*Data Collection and Reporting*

Joyful Connections staff and volunteers will gather the required demographic elements; including social security number, ethnicity, age, marital status, and income, average weekly time spent with child (for non-custodial parents), at the time a family receives an orientation and intake for services. This information will be entered into a Microsoft Excel spreadsheet and sent

to the Ottawa County Department of Job and Family Services, in an electronic format, on a monthly basis. The Ottawa County Department of Job and Family Services will identify families with open child support orders, identify payment amounts in last three months, and continue to track payments received during services, and up to three months after services, or the grant, have ended. This information will be entered into the same spreadsheet, and sent to the Ohio Department of Job and Family Services, to meet monthly reporting requirements. The format of the worksheet will follow Appendix B of the RFGA, Local Service Provider Work Sheet.

*Financial Stability*

The Joyful Connections Board has established a strategic plan for the organization, which also includes a Resource Development sub-committee and individual plan. All Board members participate financially in the support of the organization, and in fundraising efforts. Numerous local grants and fundraisers are pursued throughout the year.

Attached, please find a current organizational chart for the Ottawa County Department of Job and Family Services, including the sub-grant relationship with Joyful Connections, as it relates to this RFGA.

**Ottawa County Department of Job and Family Services**
**Technical Proposal for Access-Visitation Grant**
**RFGA # JFS-R-1213-09-8032**
**Tab 3: Deliverables**

In order to meet the goal of this project, the Ottawa County Department of Job and Family Services would partner with Joyful Connections to increase the number of families served by that program. To do that, Joyful Connections would use funds from this project to:

- increase the number of staff and volunteers;
- increase the hours of operation; and
- advocate to referral sources, for an increased use of the facility and program.

(A) Increase the number of staff and volunteers: Maintain the positions of Executive Director, Fiscal/Operations Manager, and two Visitation Monitors.

1.) Hire and Train New Executive Director: October 1, 2012
   a. Advertise for position in at least one professional journal: May 2012
   b. Advertise for position with The Job Store and **www.ohiomeansjobs.com**: May 2012
   c. Utilize Human Resource Committee to review and screen the applications, and submit those to Joyful Connections Board of Directors for consideration: May/ June 2012.
   d. Executive Committee of Joyful Connections interview selected applicants, and run BCI background check of potential hires: June 2012.
   e. Presentation of selected applicants to the board for approval for hire: July 2012.
   f. Provide training on first aid, office procedures, safety protocols, etc. to staff selected: August 2012
   g. Executive Director managing site and grant: October 2012.

2.) Increase number of volunteers for Joyful Connections by 1 volunteer, for each of the following three years. Ongoing
   a. Currently, there are 9 volunteer visitation monitors. Recruitment and Retention efforts will be taken to increase that number by one additional volunteer, over the next three years. Appoint a special committee from Joyful Connections Board, for volunteer recruitment: Already in place.
   b. Arrange speaking engagements at church functions by contacting clergy and/or secretaries: ongoing.
   c. Arrange speaking engagements at Port Clinton's Women's Club, PTA meetings at all the schools, and other philanthropic and/or social clubs in Ottawa County: Ongoing.
   d. Solicit volunteer applications from churches, social service organizations, social work training programs, etc. (as above in selection of staff): Ongoing.

e. Utilize Human Resource Committee to review, screen, interview, and conduct BCI checks on applicants for volunteer positions: Ongoing.
f. Provide training on first aid, office procedures, safety protocols, etc. to all volunteers selected: Ongoing.

(C.) Increase number of Neutral Exchanges and Supervised Visitations: Annual Goal
1. Increase hours of operation to 40 hours a week: September 2013

(D.) Advocate for referral to Joyful Connections as a family friendly location for exchanges and supervised visitations: Ongoing and already in progress.
1. Director and Board Members will attend speaking engagements throughout County to speak of the services and benefits of Joyful Connections as a means to encourage parental involvement in children's lives, without the negative element of antagonistic attitudes between adult relations.

Through an expanded schedule for exchanges and supervised visits, as well as expanded number of locations, Ottawa County Department of Job and Family Services and Joyful Connections expect to be able to deliver the following with this grant:

- Increase the number of families utilizing Joyful Connections for Supervised Visitation with children by 7% each fiscal year, through June 2015;
- Increase the number of families utilizing Joyful Connections for safe and neutral exchanges of children by 10% each fiscal year, through June 2015;
- Increase parenting time by 20% by providing safe location for supervised visits and neutral exchanges, through June 2015;
- Increase compliance with child support orders for those families utilizing services of Joyful Connections for exchanges or supervised visitations, by 10% each fiscal year, through June 2015.

**Ottawa County Department of Job and Family Services**
**Technical Proposal for Access-Visitation Grant**
**RFGA # JFS-R-1213-09-8032**
**Tab 4: Budget**

Access/Visitation Project Budget Summary

Name of Grantee Ottawa County Department of Job and Family Services/ Sub-grantee: Joyful Connections

| | SFY12 | SFY13 | SFY14 | SFY15 | |
|---|---|---|---|---|---|
| | October 1-June 12 | July 12-June 13 | July 13-June 14 | July 14-December 14 | Total |
| Personnel | 28,169.30 | 36,642.40 | 36,642.40 | 18,746.20 | 120,200.30 |
| Fringe Benefits | 2,100.00 | 2,800.00 | 2,800.00 | 1,400.00 | 9,100.00 |
| Travel | | | | | |
| Equipment | | | | | |
| Supplies | | | | | |
| Contractual | | | | | |
| Other(Define)** | 7,230.70 | 10,557.60 | 10,557.60 | 4,853.80 | 33,199.70 |
| 10% Cash or In-Kind Contribution | 3,750.00 | 5,000.00 | 5,000.00 | 2,500.00 | 16,250.00 |
| TOTAL | 37,500.00 | 50,000.00 | 50,000.00 | 25,000.00 | 162,500.00 |
| Grant Amount Requested | 33,750.00 | 45,000.00 | 45,000.00 | 22,500.00 | 146,250.00 |
| ** Other | | | | | |
| Rent | 3,305.70 | 4,407.60 | 4,407.60 | 2,203.80 | 14,324.70 |
| Insurance | 3,925.00 | 6,150.00 | 6,150.00 | 2,650.00 | 18,875.00 |

The above summary represents requests across four state fiscal years: SFY12, SFY13, SFY14 and SFY15, to span the three calendar years described in the RFGA. The total amount requested from the Ohio Department of Job and Family Services is $45,000 for each of the 2012, 2013 and 2014 calendar years. Joyful Connections will be securing local grants, donations and in-kind contributions (i.e., discounted rent from property value, volunteer hours, furnishings, equipment, etc.) to make the 10% match requirement.

**Ottawa County Department of Job and Family Services**
**Technical Proposal for Access-Visitation Grant**
**RFGA # JFS-R-1213-09-8032**
**Tab 5: Other Voluntary Submitted Attachments**

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Organizational Chart for RFGA

Staff Qualifications: Resumes for key staff involved in RFGA, and Position Description for Executive Director position for Joyful Connections (provider)

Joyful Connections 2011 Annual Report

Joyful Connections Strategic Plan 2012

Joyful Connections Orientation Policy

Joyful Connections Termination Policy

Joyful Connections Client Records Policy

Joyful Connections Confidentiality Policy

Joyful Connections Fee Policy

Joyful Connections Client Safety and Security Policy

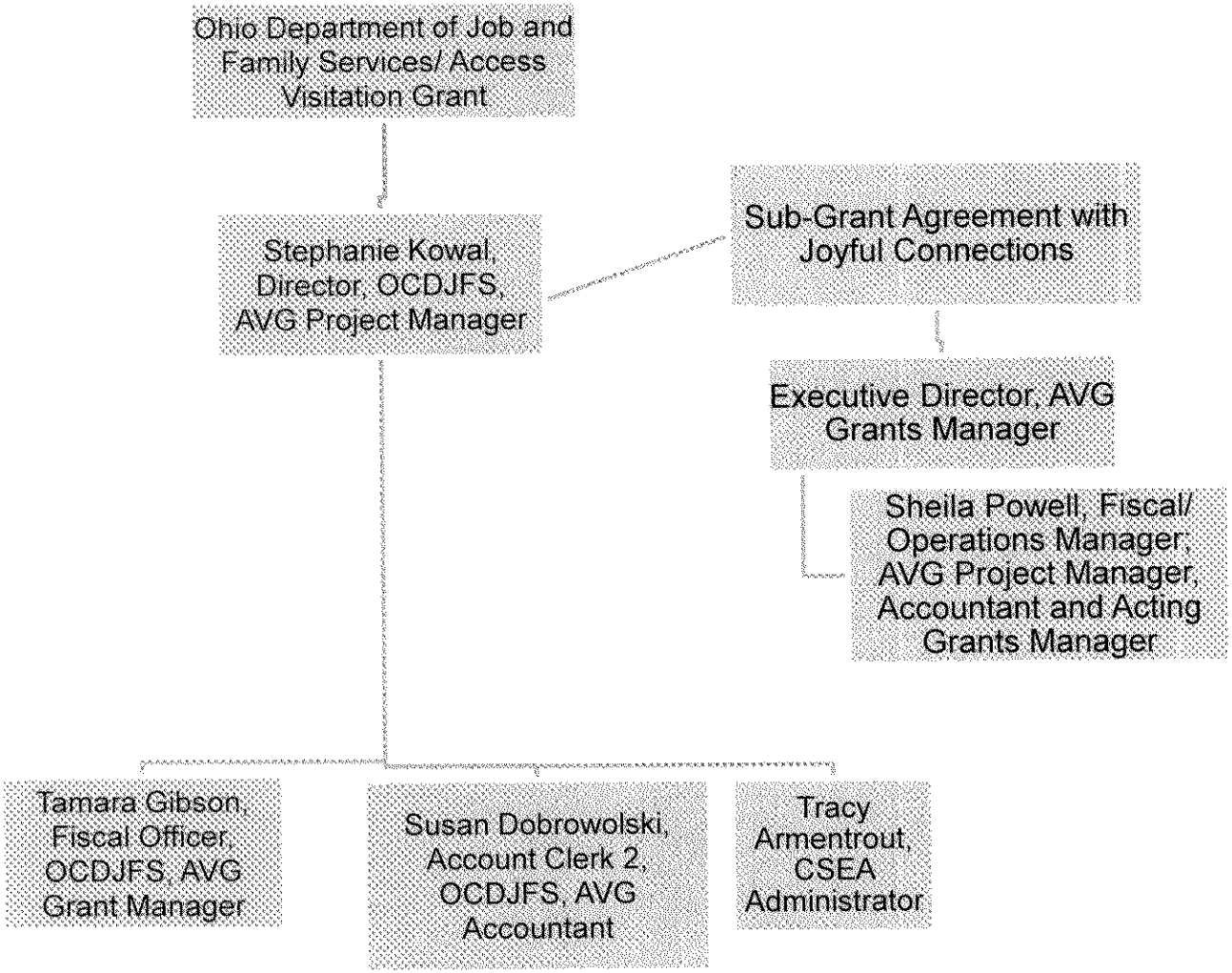
Joyful Connections Critical Incident Procedures

Joyful Connections Disaster Preparedness Plan

Required Sub-grantee Information from County CSEA

Certification of In-Kind Requirement

**Ottawa County Department of Job and Family Services**
**Technical Application for Access-Visitation Grant/ Organizational Chart**
**RFGA # JFS-R-1213-09-8032**



**Job Title:** Executive Director
**Supervised By:** Board of Directors
**Pay Status:** Salaried, at 30 to 40 hours weekly

**Summary:** The Executive Director will manage the daily operations of Joyful Connections, maintain funding for continuing operations, and build partnerships with families and with the community.

**Duties and Responsibilities:**

Program Operations

- Create, review and update all policies, procedures and documents for the program.
- Manage day-to-day operations including: client contact; scheduling; supervision of staff and volunteers; and, compliance with policy, regulations and court orders.
- Prepare and maintain client records.
- Write reports for court and other referral sources as needed.
- Provide court testimony when required.
- Develop and maintain relationships with the Department of Job and Family Services and the courts.

Resource Development

- Lead and coordinate day-to-day fund raising efforts, as planned with the Board.
- Ensure effective communications with current and potential donors; manage the coordination of staff and Board efforts.
- Inform Ottawa County residents of Joyful Connections' successes and request their support:
  - Participate in meetings and discussions with community organizations, businesses and individuals.
  - Seek public speaking engagements for yourself and Board Members.
  - Utilize newsletters, local media and Joyful Connections' website.
- Ensure personal attention to all donors and make sure they are adequately thanked.
- Research possible funding sources.
- Write grant applications and follow through with potential grantors to maximize favorable consideration.
- Manage budgets of grants and contracts (coordinated with the Treasurer and the Fiscal Operations Manager) to ensure all resources are used fully and costs are charged for authorized activities.

Finance

- Manage staff and coordinate with the Board to ensure that financial resources are used efficiently and in accordance with applicable laws, grants or contracts.
- Manage policy compliance, and substitute for the Fiscal Operations Manager as needed.

- Manage purchasing and invoice approval in accordance with policies/procedures.
- Review monthly financial reports against budget.
- Participate actively in preparation of the annual budget.
- Act as the Petty Cash Custodian.
- Manage the incoming mail in accordance with policies/procedures.

Supervision

- Recruit, hire, and train employees.
- Recruit and train volunteers.
- Plan, assign and direct work of all staff and volunteers.
- Create and maintain personnel files for all employees and volunteers.
- Develop, maintain and implement training plans for staff and volunteers.
- Conduct employee performance evaluations as prescribed in policy.
- Discipline employees.
- Address employee concerns and resolve issues.

Board of Directors Relationship

- Participate in all Board meetings and all Board committee meetings.
- Support and comply with all Board decisions and policies.
- Facilitate the implementation of the Board's Strategic Plan and goals, and make monthly progress reports to the board.
- Prepare organizational reports and updates as needed.
- Report all incidents of suspected fraud to the Board.

Miscellaneous

- Record program statistics.
- Keep the facility clean and organized.
- Serve on appropriate boards and attend relevant meetings.
- Other duties as assigned.

**Qualifications:**

- Pass State and Federal criminal background checks.
- Possess the ability to perform each essential duty satisfactorily.
- Possess the ability to de-escalate interpersonal situations and resolve conflict.
- Maintain reliable and predictable attendance.
- Have good verbal and written communications skills.
- Have the ability to prioritize and work with minimal supervision.
- Experience with office equipment and proficiency with Microsoft Word and Excel.

**Education/Experience:**

- Bachelor's degree in Social Work or Social Services.
- Three to five years of successful experience working with children and families.
- Knowledge and experience with grant writing.

**Days and Hours:**

- Variable as needed including evenings, Saturdays, Sundays and some holidays.

Sheila Powell
2009-
present



Job Title: Fiscal Operations Manager
Supervisor: Executive Director
Pay Status: Part Time: Maximum of 30 hours per week

**Summary:** The Fiscal Operations Manager will manage fiscal operations for the organization as assigned, monitor visitations and exchanges as assigned at the level that is prescribed by the court/referring agent and supervise staff and volunteers in the absence of the executive director.

**Duties and Responsibilities:**

Financial

- Record cash and checks received from the Executive Director in the accounting software. Endorse checks "For Deposit Only Joyful Connections" and prepare deposit slip. Make deposit and attach receipt to duplicate deposit slip.
- Record approved invoices in accounting software. Prepare checks for payments in a timely manner and obtain approved signatures.
- Record petty cash vouchers and receipts in accounting software and issue check to replenish petty cash fund. Cancel petty cash fund vouchers and receipts.
- Invoices sources for payments of program fees.
- Process payroll using timesheets approved by the Executive Director. Forward payroll reports, timesheets and checks to an appropriate Board member for review and signing. Disburse checks to employees and file timesheets
- Process tax deposits on a monthly basis.
- Prepare quarterly and annual tax returns and appropriate payroll tax forms with the assistance of the Treasurer.
- Assist the Treasurer and the accountant in preparing the organization's IRS tax return.
- Record restricted fund activity properly in the accounting software.
- Prepare monthly financial reports and forward to the Treasurer for review and circulation to the Board of Directors.
- Maintain documentation of fees paid and services provided.
- Act as Administrator of the accounting software. Assign passwords to restrict access to accounting software as designated by the Board of Directors. Maintain accounting software to insure proper reporting of the organization's financial records. Back-up accounting software after each payroll. Maintain monthly back-up off-site.
- Assist the Treasurer and Executive Director in preparing annual budget.
- Research funding sources.
- Maintain a list of all grant applications and their status.
- Assist in grant writing, required grant invoicing and reporting.
- Comply with all federal, state and local reporting requirements.

Board

- Maintain database of all donors and donations.
- Assist with donor relations.

- Assist Secretary of the Board of Directors by recording minutes of Board meetings and Executive Committee meetings.
- Maintain electronic and hard copy files of organizational and financial documents according to the Board of Directors Record Retention guide.
- Assist Internal Audit Committee by providing necessary documents.
- Serve on all committees.
- Assist all committees as needed.
- Facilitate the organization's Annual Appeal.

Miscellaneous

- Maintain organization's website and FaceBook page.
- Design and distribute the quarterly newsletter and annual report.
- Design marketing materials.
- Assist in writing press releases for events.
- Back-up Executive Director as needed.
- Perform duties of a Visitation Monitor as needed.
- Place orders for goods and services as directed by the Executive Director.
- Answer phones and take messages.
- Maintain statistics for visits, exchanges, fees, volunteer hours, in-kind donation, and speaking engagements.
- File documents.
- Maintain office equipment.
- Clean the facility.
- Other duties as assigned.

**Qualifications:**

- Must submit to and pass State and Federal criminal background checks.
- Possess the ability to perform each essential duty satisfactorily.
- Possess the ability to de-escalate situations and resolve conflict.
- Maintain reliable and predictable attendance.
- Be proficient in Microsoft Word and in Excel.
- Have excellent verbal and written communications skills.
- Have the ability to prioritize and work with minimal supervision.
- Experience working with office equipment.

**Education/Experience:**

- High School diploma or equivalent.
- Must have knowledge of bookkeeping and be able to operate financial software.
- One year successful experience (paid or volunteer) working with adults and children in a social service capacity.

**Days and Hours:**

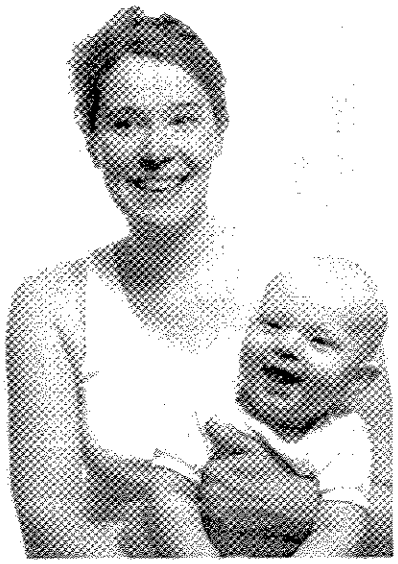
- Variable as assigned, including evening, weekends and various holidays.

joyfulconnections

Serving Ottawa
and the surrounding counties

# 2011 Annual Report

*Our Mission* is to provide
a healthy, safe, and home-like environment
where children can interact with family members
in a non-judgmental setting.



## *Our Values*

- We value opportunities for positive interaction between children and family members
- We value the need for safety of all parties
- We value the parents' right to be treated in a non-judgmental manner
- We value a comfortable, home-like atmosphere
- We value our friendly and caring monitors

# Our Story

Joyful Connections began as a community project of the Leadership Ottawa County Class of 2007. Community leaders expressed a need for a safe haven where children could be kept free from conflict while estranged or divorced parents exchanged children for visitations. The LOC Class understood the need and responded by educating the public and finding a core group of individuals who would take up the cause and follow through with opening a supervised visitation and supervised exchange center.

The result was Joyful Connections, an organization dedicated to providing a safe, secure, and home-like environment where children can be exchanged for visitation in a supervised setting without witnessing conflict and physical abuse between their parents. A safe haven where a child's visits with a non-custodial parent can be supervised and children can visit without fear or threat of violence.

## Our focus

is on the children and their right to have a positive relationship with their parents. We recognize that children develop in a healthier manner when they are able to maintain a relationship with both of their parents.

Children and adults may need supervised visitation or exchange services for a variety of reasons: issues related to divorce or separation, domestic violence, protection orders, threats of child abuse, or safety concerns. In these circumstances, a neutral setting with state of the art security equipment and trained staff assistance increases a family's level of comfort and safety.

Every year, children in Ottawa County enter the court system (through no fault of their own) and, as a result, can become separated from one or both parents. Supervised parent-child visitations are critical to the process of bringing parents and their children back together. Joyful Connections has been here since 2008 to meet this need.

## Our Message

*Dear Friends,*

*During the year 2011, Joyful Connections began their fourth year of service to the families and children of Ottawa and surrounding counties. Built on the premise that the children who come to Joyful Connections are at the center of our services, we work to make Joyful Connections a place for the whole family, where parents can maintain and build their relationships with their children while working on the issues in their lives that cause their separation from their children.*

*We completed our first Program Evaluation in 2011, with confidential surveys from our families and some from the children, too. The overall results of the survey were positive, indicating that families felt that Joyful Connections had made a positive difference in the lives of their families.*

*We welcomed several new Board members in 2011. The Board of Directors committed themselves to increased involvement in fundraising and marketing efforts and because of those efforts, our agency has seen an increase in donations from all segments of our community.*

*As we move into 2012, the staff and Board of Directors look forward to working together to maintain the quality of the services we provide. We will strive to enhance our marketing efforts so that all segments of Ottawa County are aware of Joyful Connections and are able to take advantage of our services.*

*We are grateful for your commitment to our mission and your understanding that your support directly touches the lives of the many children and families we serve. Joyful Connections is the only supervised visitation agency in Ottawa County. We believe that children's lives are enhanced if they are able to maintain a relationship with both of their parents, even if that can only be done safely during supervised visitation. We are thankful that so many of the residents of Ottawa County share our belief.*

*With sincere gratitude,*

*Corrine Creeden, Board Chair* *Karen Demangos, Executive Director*

## Our Board of Directors

Corrine Creeden, Chair
Diane Schimming, Vice Chair
Gary Macko, Treasurer
Wayne Biggert
Patty Cable
Jeff Chio
John Gibson
Stephanie Kowal
Conrad Marsili
Wade O'Brian
Paul Zeiler

## Our Ex-Officio Members:

Judge Bruce Winters
Judge Kathleen Geisler
Commissioner James Sass

joyfulconnections

**8200 West State Route 163**
**Oak Harbor, OH 43449**
**Phone: 567-262-3181**
**Fax: 567-262-3182**
**joyfulconnections@cros.net**
**www.joyfulconnections.com**

Serving Ottawa and surrounding counties since 2008

# Our Services

**Supervised Visitation** where children can visit with one or both of their parents in a safe and secure setting.

**Supervised Exchanges** where parents can exchange children in a safe and neutral setting to prevent children from being caught in the middle of family/parental disputes.

## Our Comments from Clients

"I've respected every one of the women I have met there. They are great. They have a love for children and a respect for families. That's what makes it successful."

"The thing I like best about Joyful Connections is the safety of my children."

"They set up a home environment where we can have a nice visit with our child. It's not home but like that."

"They treat my granddaughter like they would one of their own. I can't say enough about them. They treat everyone so well."

"I like the fact that I don't have to have an argument every time I pick up my daughter."

"The thing I like best about Joyful Connections is that my son gets to build a relationship with his father, while still not alone with him."

"It's a great family oriented play atmosphere."

# Our Accomplishments in 2011

**~Supervised 733 Visits allowing children to have positive interaction with family members**

**~Provided 1423 hours of family time to help children maintain family relationships that are important to their emotional well-being**

**~Supervised 193 Exchanges keeping children free from family conflict**

**~Provided a safe and secure location free from physical, emotional and psychological harm for 100 children and their families**

**~Eleven volunteers provided 442 hours of service as visitation monitors and eighteen donors provided in-kind donations of games, toys, crafts, office supplies and cleaning supplies, all helping Joyful Connections to keep costs to a minimum**

**Jennifer's Story:**

There is a little girl who visits her Dad at Joyful Connections. Her name is Jennifer. We don't know the whole story about Jennifer and her family and why's she's coming here to visit her dad and not visiting at his home. But we do know that she loves her dad very much.

When her mom is around, Jennifer calls her dad "John." When her mom leaves Joyful Connections and her dad arrives, she runs to him and says "Daddy, Daddy!" They talk and laugh and play for the two hours they are here at Joyful Connections. When it is time for dad to leave, they give hugs and kisses and Jennifer tells him not to leave. Sometimes she cries when he walks out the door.

There are reasons that the court has ordered John to have his visits with his daughter supervised. We hope that John is working on whatever issues have caused his visitation to be limited to Joyful Connections.

Time will tell if Jennifer is allowed to visit her dad at his home again or if she will continue to visit him at Joyful Connections. What we do know now is that Jennifer has been able to hold on to her dad even during some rough family times. She may have become shy and distant from him and even have started to forget her dad if they had been separated for many months. Joyful Connections has prevented this from happening. Every week Jennifer can say, "Daddy, Daddy!" and give her dad hugs and kisses.

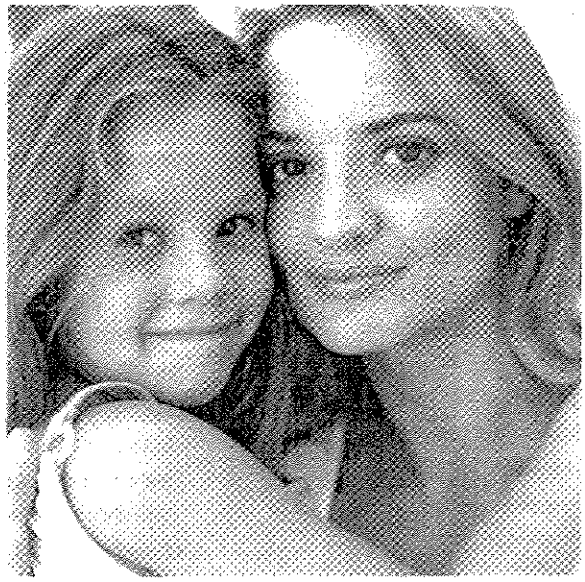
Kids need to have a relationship with both of their parents if at all possible. Jennifer can be safe while expressing her love for her dad and receiving his love back. She can know that her dad cares about her very much and know that she is important to him. Kids are what matter to us at Joyful Connections.

Unfortunately, some parents may be victims of domestic violence. While the children are almost always witnesses to these events, they may or may not be physically abused themselves. Once the couple has separated and the legal system has become involved, the perpetrator may continue harassing the other parent. Unless and until someone is found guilty by the court, some level of parental right remains intact.

Parents who wish to continue to have a relationship with their children may do so under supervision, while the parent who is the victim needs a safe place to exchange the children for visitation that does not expose her/him to further domestic violence.

Before Joyful Connections, victims and their children in Ottawa County were often in danger when exchanges took place in their own homes, at a relative's home, or in a public place. Verbal or physical altercations were likely and safety could not be insured. Exchanges that took place at the Sheriff's Department were often frightening to children.

At Joyful Connections, non-custodial parents can visit with or pick up children without ever having to see or talk to the custodial parent. All parties are safe from physical and emotional abuse. And most importantly, the children are not witnesses to the adult conflict.



# Our Gratitude

Joyful Connections extends our deepest thank to every individual, business, organization, and church that made donations in fiscal year 2011. No matter how large or small, every gift that you send directly benefits our work to allow children to maintain family relationships in a setting that is safe and free from conflict. (Our deepest apologies if we have forgotten anyone in error.)

## Gold

Gallon, Takacs, Boissoneault & Schaffer Co, LPA
St. Boniface Church in Oak Harbor
St. John's Lutheran Church Endowment Fund
Oak Harbor Rotary
Ottawa County Bar Association
Ottawa County Juvenile Court

## Silver

David & Melissa Powell
Ottawa County Safety Council

## Bronze

Alice Cisneros
Firelands Presbyterian Church
John Gibson
Magruder Hospital
Ottawa County Community Foundation
Robert Apling & Assoc
St. Joseph's Catholic Church in Marblehead
St. Paul United Church of Christ in Oak Harbor

## Patron

BBQ Traveler
Marty & Michelle Beier
Behlke Trailer Park
Russ & Marty Brown
Jeff & Ann Chio
Connie Cornett
Karen Demangos
John & Connie Drummond
Sharon Farrow
Brad & Jamie Grant
Guardian Millbury Corp
Gypsum Community Church
Emerson & Patti Howell
Dr. Heather Jill Kantola
Carl & Mary Ann Koebel
National Bank of Ohio
Rev James Peiffer
Commissioner Jim Sass
Martha Schaffer
Kellen & Corinne Smith
TDH Enterprises
Trish McCartney Insurance Agency
Dave & Dorothy Waterhouse

## Friend

A Cut Apart
Pat & Paula Adkins
Cindy Amerine
David & Cheryl Christie
Coffee Express
Corrine Creeden
Country Gentlemen
Druckenmiller Agency
Edgewood Manor
Kathy Elchert
Family and Child Abuse Prevention Center
Connie Focht
Gene & Bernie Hammer
Happy Hour Inn
Bob & Nancy Hartung
Jane Held
Terry & Brenda Hetrick
Mike & Kathy Johnson
Tim & Stacy Kuhn
John Madison
Matthew Montkowski Insurance
Michael Sandwisch, Attorney at Law
Oak Harbor Knights of Columbus
Ottawa County CASA
Ottawa County Prosecutor's Office
Ottawa County Thrivent
Perfect Color Hair & Tan
Ron & Sheila Powell
Pro Medica Bay Park Womens Services
RVI, Inc
Schellin Ground Maintenance
Slater's Madison Street Pub
Anna Lou Spino
The Natural Wave
Transitional Housing/Ruthann's House
United Way
St. John's WELC
Jerry & Marie Wittman

## Supporter

Attorney Bree Brown
Christine Burr
Patty Cable
Marlene Gulas
Steve & Nancy Keller
Mary Lou Krasnewski
Dennis & Ann Lochotzki
Robin Lombardo
Patricia Luebcke
Kay McIntosh
Morgan Realty Group
Ron & Jan Overmyer
Dr. & Mrs. Stephen Pero
Ken & Kami Sayre

## Others

Kim Bright
Ronald & Karen Bucholz
Fred Conley
Thomas E. Durbin
Pat Kleinhans
Stephanie Kowal
Frank & Donna Krupka
Dennis & Chris Laub
Kenny & Julie Leist
Jackie Michael
Marie Mulinski
Eric & Tracey Nycz
Jennifer Simpson
Stephen & Debbie Spencer
Sandy Spillman
Staci Stimmel
Janice Zipfel

Arthur Ashe once wrote, "from what we get, we can make a living; what we give, however, makes a life."

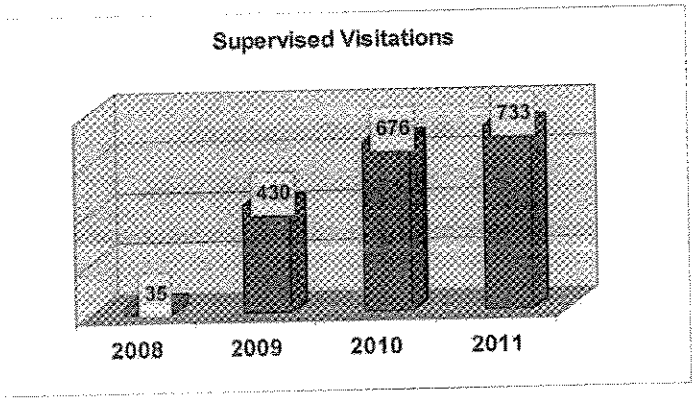
# Our Statement of Activities for 2011

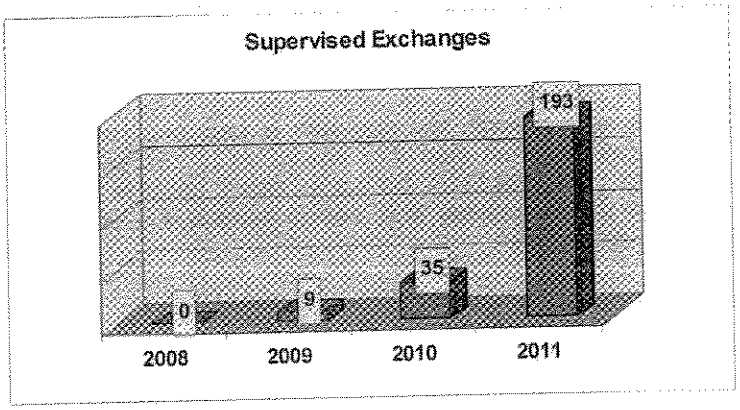
**Revenues**

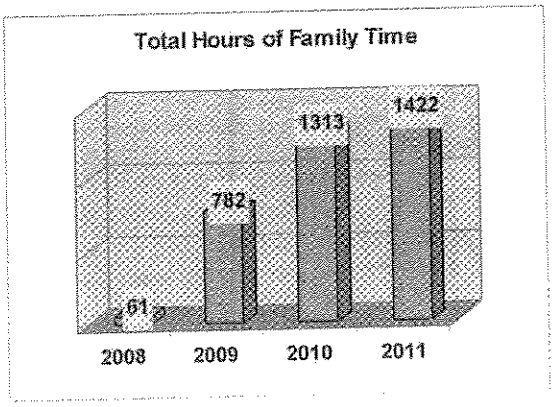
| | |
|---|---|
| Community Support | $13,788 |
| Program Fees | $7,626 |
| Grants | $48,105 |
| Fundraising | $8,672 |
| Other | $94 |
| **Total Revenue** | **$78,285** |

**Expenses**

| | |
|---|---|
| Facility | $4,760 |
| Visitation Personnel | $39,121 |
| Security | $5,714 |
| Insurance | $4,561 |
| Supplies | $1,645 |
| Miscellaneous | $1,002 |
| Management | $12,663 |
| Fundraising | $5,763 |
| **Total Expenses** | **$75,229** |



## Jeffrey's Story:

Davis met his son Jeffrey for the first time at Joyful Connections. He knew Jeffrey went into foster care right after he was born, but because he lived in another city quite a distance away and because things were chaotic in his own life when Jeffrey was born, Davis was unable to visit Jeffrey when he was a baby.

Then when Jeffrey was a little over a year old, father and son met each other for the first time right here at Joyful Connections! Davis was overjoyed; however, Jeffrey was not.

Jeffrey had never been away from his foster family and was very attached to his foster mother. As you can imagine if you've ever seen a budding toddler taken from his mother, we had many tears and not so many smiles here at Joyful Connections!

At first, Jeffrey was frightened of everyone and everything at our place, including the staff, his father and even the toys. The first visit and many visits after were very hard, with lots of crying and little play time.

The foster mother stayed to help, our staff helped and we did everything any of us could think of to make Jeffery more comfortable while he got to know his dad.

Davis was very patient with his son at every visit, letting Jeffrey get used to being with him by talking to him softly and quietly, just enjoying knowing he was with his son and getting to know him little by little. He never gave up and drove many miles for each visit, until he could move closer to our visitation center.

At last, after many weeks, the quiet, playing times began to increase to five minutes, then 10 minutes and then the little toddler only cried for a few seconds when his foster mother said good-bye and handed him to his smiling father.

Jeffrey would laugh and play with is dad, and they ate lunch together. And then they moved on to unsupervised visitations. We miss them, but are so happy, because this is truly one of our greatest joys, seeing parents and children growing into families.

## Our Need

**To continue its good work in 2012, Joyful Connections needs your help.**

**Please consider making a donation to support a child's visits.**

**Your donation allows children to maintain important relationships that are vital to their emotional health and well-being.**

Giving is easy!
Use the

Button on
Joyful Connections'
Website

www.joyfulconnections.com

Joyful Connections is a 501(c)3 not-for-profit organization.

Your donation is tax deductible.

Thank you for caring about me!

# Joyful Connections
# Strategic Plan
# 2012

Goals Adopted January __, 2012
Action Steps Adopted January__, 2012

## Mission Statement

Joyful Connections provides a healthy, safe, and home-like environment where children can interact with family members in a non-judgmental setting.

## Vision Statement

Joyful Connections will enrich the lives of children in our community by:

- Being available to any child in Ottawa and surrounding counties who needs a safe and neutral place to visit with a family member(s), regardless of the family's financial resources,
- Ensuring that families feel respected and safe while at our facility, ensuring that they receive the services they need, and helping to see that children have hope for the future
- Being staffed by knowledgeable, fully-trained, and friendly people whose focus is on the children and by being governed by a board of directors whose focus is on the long-term financial sustainability of the organization.
- Being a regional and statewide leader, working on partnership across the community to ensure the highest quality services.



Adopted _____

## Strategic Goal #1

Joyful Connections will increase the public's awareness of its purpose and services through outreach activities, e.g. speaking engagements, marketing efforts, e.g. general advertising and public relations activities, e.g. press releases.

| Action Item | Champion | Assistant | Timeline |
|---|---|---|---|
| Create and Maintain a calendar of community speaking engagements so that Board and Staff Members can plan ahead for their participation | Marketing Committee | Staff | June, On-Going |
| Create a "Standard Presentation" for use by Board and Staff Members in community speaking engagements | Marketing Committee | Staff | April |
| Revise the Marketing Plan for 2012 to include the items identified in the Strategic Planning Retreat | Marketing Committee | Staff | May |
| Implement the Marketing Plan | Marketing Committee | Staff | On-going |



Adopted _____

Strategic Goal #2

Joyful Connections Board of Directors will increase its membership and focus its efforts on implementing the policies and plans that have been established through its organizational development efforts. Roles and expectations of both the Board and Staff will be defined and persons will be held accountable for completion of assumed responsibilities.

| Action Item | Champion | Assistant | Timeline |
|---|---|---|---|
| Recruit 1-3 additional Board Members to fill skill sets and represent geographic locations | Board Chair | Executive Committee | June |
| Complete 2012 Individual Board Member Plans. | Board Chair | Board Vice Chair | February |
| Hold Board Members accountable for completing Individual Board Member Plans. | Board Chair | Executive Committee | On-going |
| Review Annual Fund Plan and Marketing Plan to clarify and define Board vs Staff roles. | Executive Committee | Staff | March |
| Create position descriptions for staff and volunteers | HR Committee | Staff | March |
| Conduct Staff performance evaluations | HR Chair, Director | Board Chair | May |



Adopted _____

Strategic Goal #3

Joyful Connections will prepare for a long future of financial stability through fund development and careful stewardship of resources. We will keep our doors open.

| Action Item | Champion | Assistant | Timeline |
|---|---|---|---|
| Create a list of needs identified by the 2012 plans, including the (1) Strategic Plan (2) Marketing Plan (3) Annual Fund Plan and also facility needs. | RDC<br>Marketing<br>HR<br>Stewardship<br>Committees | Staff | March |
| Ask each Board Member to volunteer to work on one of the following Marketing Subcommittees:<br>- Stewardship<br>- Grant Research and Application<br>- Community-Wide Business and Government Relationships<br>- Community-Wide Church and Service Organization Relationships. | Board Chair | Executive Committee | February |
| Work to familiarize the community (Government and Business leaders, Clergy, and individuals) with Joyful Connections' services and needs. | Board Members | Staff | On-going |



Adopted _____

Strategic Goal #4

Joyful Connections will increase its group of active visitation program volunteers and volunteers to work on committees. Joyful Connections values the time and commitment of its volunteers and will ensure that they feel appreciated for their efforts.

| Action Item | Champion | Assistant | Timeline |
|---|---|---|---|
| Create a volunteer recruitment plan. | HR Committee | Staff | August |
| Implement the volunteer recruitment plan. | HR Committee | Staff | On-going |
| Create annual volunteer appreciation and recognition events. | HR Committee | Staff | April, November |
| Meet one-on-one to update and discuss Board direction and Board Member's profile and involvement. | Board Chair | Board Members | On-going |



Adopted _____

# ORIENTATION/INTAKE PROCEDURES

Orientation/intake will occur as soon as possible after a referral is accepted. Joyful Connections (JC) Executive Director or Designee will call each party to set up an appointment separately and instruct them to bring copies of current court orders, divorce decrees, protection orders, their driver's license or picture ID, proof of income and any other information that they deem would be helpful to JC involving their case.

No staff will review referrals, contact referents, make acceptance or denial decisions regarding referrals or contact residential and/or visiting/exchanging parties for orientation/intake appointments unless specifically designated by the Executive Director.

In the event of the Executive's Director unplanned emergency absence that lasts more than one week, the Fiscal Operations Manager will assume responsibility for new referrals received by Joyful Connections.

Each party will meet separately with JC Executive Director or Designee and complete the orientation/intake process with a separate intake packet. **It is of utmost importance that no party be given the opportunity to see, read, or in any other way obtain confidential information regarding the other party.**

When the party arrives for the orientation/intake, he/she should be greeted with respect and made to feel welcome. Introduce the party to any other staff/volunteers present in the facility. The formal orientation/intake process includes the following steps. The JC Executive Director or Designee should use the *Orientation/Intake Outline* as a guide to ensure that all areas of the orientation have been thoroughly addressed. The JC Executive Director Designee should keep the original of all signed documents.

**Step 1: Request ID and proof of income**

Before the orientation/intake begins, make the party comfortable and ask him/her to complete the *Application Form*. Request his/her driver's license or picture ID and their proof of income. Make a copy of both while he/she completes the Application Form and return them to the client. When the party is finished with the application, check to make sure that the application is complete.

**Step 2: Review the mission and purpose of JC.**

*"Joyful Connections provides a healthy, safe, and home-like environment where children can interact with family members in a non-judgmental setting."*

Our purpose is to keep the children safe and free from conflict while they are given the opportunity to maintain a relationship with parents or family members.

Tell the client that he/she is not allowed to discuss with the child why he/she is visiting/exchanging at JC or mention anything about his/her situation. And **most importantly**, stress to the client that the main rule of JC is to NEVER, EVER TALK BAD ABOUT THE OTHER PARENT IN FRONT OF YOUR CHILDREN! (while at JC or anytime either parent is with the child)

**Step 3: Complete the *Orientation/Intake Form* thoroughly with the client.** This is the opportunity that the JC Executive Director or Designee will have to gather the most information from each party about his/her situation. The form is fairly self-explanatory, but if there are any questions or concerns, the Designee gathering the information should consult with the Executive Director. It is very important to gather the information in a non-threatening, non-judgmental way. If the person providing the information feels that he/she is being judged, inadequate or inaccurate information may be given. Document the party's answers to each question thoroughly. The information gathered on the *Orientation/Intake Form* will be used to determine the level of risk involved in serving the client.

**Step 4: Review the *General Policies and Procedures for Clients* with each party.** Make sure that each party understands all of the general policies and procedures. Be sure to ask if there are any questions as each topic is discussed. Make sure that each party understands that he/she will receive a copy of the general policies and procedures and should keep the copy in a place where the copy can be readily accessed.

**Review the *Supervised Visitation Guidelines or the Supervised Exchange Guidelines* depending on which type of service JC will be providing.** Again, make sure that each party understands each item discussed in the specific guidelines. Be sure to ask if there are any questions as each topic is discussed. Make sure the client signs the guidelines. Stress to the client that his/her signature indicates that he/she has agreed to abide by the guidelines and has received a copy. Advise him/her that his/her copy of the specific guidelines should be kept in a place where it can be readily accessed.

**Step 5: Discuss fees with each party.** Our fees are $15 per adult party taking part in a supervised visit and $7 from each adult party per exchange. An exchange includes the residential party drop off and pick up. Fees are charged to the responsible party named in the court order, or in a self-referral, fees are determined by the referral form, and are adjusted according to the party's income and JC's *Fee Policy*. If the responsible party is not named in the court order, then the visiting party or the non-residential will be responsible for the entire fee and adjusted according to the sliding fee scale. Determine what the fee will be and advise the responsible party that the fee will be charged for each visitation and each exchange. *Advise the party that at no time will a visitation or exchange be cancelled because of lack of payment.*

**Step 6: Discuss scheduling with the client.** If the schedule has not yet been determined, gather information regarding each party's understanding of what the schedule will be. Let the client know that the Executive Director or Designee will try to accommodate his/her schedule as much as possible. If the schedule has been determined, remind the client the date and time he/she is

expected. Tell the client that he/she will be signing in each time he/she arrives, and we will be documenting the time of his/her arrival.

**Step 7: Discuss canceling a visit/exchange and the *Termination Policy*.**
Advise the client that a cancellation occurs when either the residential or non-residential party, or both, cancel a visit/exchange for any reason. JC understands that emergency situations do occur (such as illnesses) and require the need to cancel a visit. However, the client's scheduled visitation/exchange should be a priority. This is extremely important to the party's relationship with the child(ren). As soon as a client knows that he/she will not be able to be present for a visit or exchange, he/she should call JC to cancel the visit. Advise the client that the voice mail system is always on and the client should leave a message. Let the client know that JC staff periodically retrieves the messages.

After the third cancellation, within a 60 day period, the Executive Director will discuss the cancellations with the party responsible.

If there are two additional cancellations, within the subsequent 30 day period, the Executive Director will make a determination whether or not to terminate his/her visits/exchanges.

**Discuss the No Call/No Show Policy.** A no call/no show policy violation occurs when either the residential or non-residential party or both do not come to JC for his/her scheduled visit or exchange and do not call JC to cancel.

If a visit or exchange is missed by the non-residential party without notifying JC, the party must call to re-establish the visit/exchange before another visit/exchange can occur. If a visit or exchange is missed by the residential party without notifying JC, the Executive Director will call the party to discuss the issue. This may result in a report to the court or other referral source. The parties will be advised that a no call/no show in the future for visits/exchanges may result in the termination of services.

If there are two no call/no show visits/exchanges, the Executive Director will make a determination of whether or not to terminate their visit/exchange.

All terminations will be at the discretion of the Executive Director of JC. After reviewing these policies, the Executive Director or Designee should have the client sign the policy. The Executive Director or Designee should sign the policy also and give a copy to the client.

**Step 8: JC Records and *Authorization for Release of Information***
Explain to each party that JC keeps records of every exchange and every visitation as well as the forms they have completed during the orientation/intake process. Reports of exchanges and visitations may be provided to the court as ordered, GALs and CASAs. Explain to the client that JC receives funding that requires us to report certain information to OCDJFS. Complete the *Authorization for Release of Information* with the client. Advise the client, that upon request,

he/she has a right to obtain a copy of any JC document that he/she has signed. Advise the client that JC will not release information to any other parties without a subpoena.

**Step 9: Forms to be completed and/or signed by each party.** The forms are all in the intake packet:

- *Authorization for Emergency Medical Treatment* - this form authorizes JC to seek Emergency Medical Treatment for the child(ren) while present at JC. **Complete this form with the residential party only.**
- *Authorization for Other Persons to Pick-Up Children from JC*- this form indicates who is authorized to transport the child(ren) other than the residential party and **the form should be completed only with the residential party in the case of visitations. Both parties will complete this form if they are participating in exchanges.** Advise the parties that anyone who is transporting the child(ren) will be required to submit a copy of their driver's license before transporting the child(ren). If for some reason the residential party cannot pick up the child(ren) and has not given anyone else the authority to pick up the child(ren), the Ottawa County Sheriff's Department will be contacted and we will follow their directives.

The forms must be signed by JC Executive Director or Designee and/or by the parties. As stated previously, each party completes a separate intake packet. Forms that the other party has already completed should not be seen by or provided to the party who is currently completing the orientation/intake.

**Step 10: Additional Information**

- *Need to Know ED* - the purpose is to give the client a vehicle to write down comments or concerns that he/she wishes to share with JC and perhaps talk about at a time other than his/her scheduled exchange or scheduled visit. The form should be given to the client. Any completed forms received will be kept in their file.

- *Complaint Form* - the purpose is to give the client a vehicle to write down complaints or on-going issues that he/she wishes to have resolved. All complaints must be received in writing and should be written on the Complaint Form. The form should be given to the client. Complaints may be submitted to the Executive Director of Joyful Connections or the Chair of the Board of Directors. A response will be given within 48 hours.

- *Need to Know Form* - this form is used to request/share information involving the children from one party to the other party. This form may NOT be used to share/request any information that is not applicable to the children. If the client has a request for information or would like to share information about the children, they complete this form and give it to JC Staff. This form is used in exchanges to provide information to the non-residential party about homework, extracurricular activities, schedules and appointments, and any medications that the child needs to take during the extended or overnight visit. Staff will review the form. **JC Staff reserves the right to deny forwarding the form to the other party if it contains any information not involving the children.** JC Staff will

make a copy of the form and give the original to the other party at the next available opportunity.

- *Inventory Form* – this form is used for exchanges where there is a conflict between residential and non-residential parties regarding provision of and return of belongings of the child. JC Staff has the right to inspect and document all items in the child's possession upon arriving at JC. This includes items contained in a suitcase, bookbag, etc.

- *Severe Weather and Emergency Procedures* – Explain the procedures for severe weather and emergencies and give a copy to the client.

**Step 11: Tour of the Facility**
Give each party a tour of the facility while protecting the privacy of anyone using the facility for visitation or an exchange. Be sure to discuss fire exits and point out the fire escape plan posted in the facility to each party. Be sure they know how to access the exits in the safest way. Be sure to point out where the restrooms are located.

Explain to the visiting party that child(ren) must stay in their visit area, but have access to books, games, puzzles, and crafts. Explain to the visiting party that children are allowed one game at a time and that games should be returned to the shelf as soon as they have finished playing so pieces are not lost and so other families can have access to the game. Books, puzzles and craft items must also be returned to the shelves as soon as child(ren) are finished with them.

If food is consumed during the visit, child(ren) must sit at the table and eat. They are not to be walking around with food in their hands. Adults are responsible for cleaning up after any food has been consumed.

**Step 12: *Orientation/Intake Outline***
Record any additional information provided or shared with the parties on an additional sheet if necessary.

**Step 13: Client Copies**
The client should be given a copy of the following:

- *General Policies and Procedures*
- *Signed Supervised Visitation or Supervised Exchange Guidelines (whichever is applicable)*
- *Sliding Fee Policy*
- *Signed Termination Policy*
- *Need to Know ED Form*
- *Need to Know Form*
- *Complaint Form*
- *Severe Weather and Emergency Procedures*
- *Agency Rules*
- Any other copies they request

These forms should be included in a folder along with the Executive Director's business card and given to the client. Tell the client you look forward to working with him/her and hope his/her experience with JC is a pleasant one.

# Joyful Connections
# Client Termination Policy

Joyful Connections (JC) offers intake/orientation services to clients in a timely manner as well as visitation /exchange services as often as clients are allowed by court orders and/or other referral source parameters. We attempt to accommodate all client schedules, recognizing that families have work, school, childcare and other issues that impact their schedules on a daily basis.

Joyful Connections' policy is to staff the agency with at least two people, one of which must be a paid staff person, whenever a visit occurs at the agency. Many times volunteers work with staff as visitation monitors. Using volunteers helps JC conserve financial resources.

It is the hope of JC that clients will be present on a timely basis for their visitations and exchanges. However, some clients do not show up for visitations and do not call to cancel (No Call/No Show) or cancel repeatedly, sometimes at the last minute. Staff and volunteers are often scheduled and onsite unnecessarily when the visit or exchange does not take place.

Even more disconcerting is the emotional impact a No Call/No Show or last minute cancellation has on the children that are looking forward to a visitation with a parent or other person at Joyful Connections. It can be heartbreaking for a child to learn at the last minute that his or her visitation will not take place because a parent or other close relative simply did not show up or cancelled at the last minute.

The Board of Directors of JC understands the financial burden, the emotional impact on the children and the potential loss of volunteers that excessive No Calls/No Shows and cancellations may have if clients are allowed to continue either of these practices to excess. Therefore, the Board recognizes that there are times when it is prudent to terminate a case involuntarily and gives the Executive Director the authority to terminate cases in accordance with the agency's Orientation/Intake "Termination Policy."

# Joyful Connections
# Client Records Policy

Joyful Connections keeps and maintains a number of important records, both on paper and electronically. This policy outlines the various types of records kept and their proper storage and destruction.

Client Files

A file must be created for each family and kept according to the confidentiality policy above. The client file may include:

- Names of each parent and child
- Dates of birth
- Address
- Telephone number
- Emergency contact and phone number
- Referral Date
- Source of referral
- Reason for referral
- Agreement with client for use of service
- Other persons authorized to visit
- Relevant court orders or signed agreements
- Consents for release of information (if any)
- Observation notes, reports, and records of the visit.

Records of Parent/Child Contact

Joyful Connections will maintain a record of each parent/child contact. The record will be factual and contain at a minimum, but not limited to:

- Client identifier
- Who brought the child to the parent/child contact
- Who supervised the parent/child contact
- Any additional authorized observers
- Date, time, and duration of parent/child contact
- Who participated in the parent/child contact
- An account of critical incidents, if any; and
- An account of ending or temporary suspension of the parent/child contact, including the reasons for ending or suspending the visit.

Protection of Client Information

No part of any case files will be released except as provided for by the confidentiality policy.

# Joyful Connections Confidentiality Policy

Privacy is a critical part of safe, secure and neutral services and it is therefore the policy of Joyful Connections that the privacy of children and adults using our services be protected to the highest degree possible by maintaining a high standard of confidentiality. All staff, volunteers, board members, and contractors who are required to sign the Code of Conduct must abide by this policy.

Definition of "Interested Party"
For purposes of this policy, an "interested party" to a case includes both parents, if such parent has an enforceable parental right and/or right to visitation, and/or a non-parent legal custodian, including a social services agency.

Requests for Records
Joyful Connections will not provide case-specific information without written permission from all interested parties, subject to the exceptions provided below. Such written permission will be given on a consent form and will designate to whom Joyful Connections may release information and what information will be released. All information releases will be handled by the Executive Director personally. All staff and volunteers will direct all requests for information to the Executive Director. Records include paper files, electronic files, and any digitally recorded audio or video material.

Exceptions to Confidentiality
It is important to note that clients of Joyful Connections do not have a privilege of confidentiality, which protects against having client records subpoenaed by the court or by another party as part of a court proceeding. Joyful Connections will release client information without specific client permission in the following situations:

- In response to a subpoena or court order,
- In response to a legal custodian such as county children's service board or the child protective services of the Department of Job and Family Services,
- In reports of suspected child abuse and neglect to the appropriate authority as required by laws, and
- In reporting dangerousness or threats of harm to self or others as required by law.
- In response to a Critical Incident as defined in the Critical Incident Procedures

For further information see policy on "Responding to Court Requests for Information" below.

Parent's Right to Review Records

Whenever all interested parties provide written consent, Joyful Connections will allow one or all interested parties to review the information in the case file. When necessary for safety reasons, Joyful Connections will redact personal information about one parent from the file before providing the information to the other parent. This can include, but is not limited to address, phone number, email address, information related to employer, Social Security Number and Case Number.

Requests to Observe or Participate in Supervised Visitation

Whenever interested parties provide written consent, Joyful Connections may allow associated professionals or family members to observe a visit. Joyful Connections will not permit outside professional or family members to participate in a visit unless they have legal authority to do so or are so-designated on the referral form.

Responding to Court Requests for Information

Joyful Connections will comply with any subpoena or court order requesting information and will supply documents from the case file as required. If subpoenaed to testify or give a deposition, the Executive Director or visitation monitor will review the case file and refer to it during testimony. Joyful Connections staff and volunteers will answer all questions, and speak to their observations, as truthfully and as completely as possible while endeavoring to maintain neutrality.

# Fee Policy

**Fees per Service**
As of May 1, 2011, the fees for Joyful Connections' services will be as follows:

$7 per adult or $14 total for each exchange (one exchange includes pick up by non-residential party and return to residential party.)
$15 per adult for each visitation session

**Sliding Fee Scale** ***Income figures used are from the 2010 Federal Guidelines***
Fees are calculated based on the party's income and the following sliding fee scale:

| Family Size | Income | Income | Income | Income (200% of Poverty Level) |
|---|---|---|---|---|
| 1 | $14,440 and below | $14,441 to $18,050 | $18,051 to $21,559 | $21,660 and over |
| 2 | $19,426 and below | $19,427 to $24,282 | $24,283 to $29,139 | $29,140 and over |
| 3 | $24,413 and below | $24,414 to $30,516 | $30,517 to $36,619 | $36,620 and over |
| 4 | $29,400 and below | $29,401 to $36,750 | $36,751 to $44,099 | $44,100 and over |
| 5 | $34,386 and below | $34,387 to $42,982 | $42,983 to $51,579 | $51,580 and over |
| 6 | $39,373 and below | $39,374 to $49,216 | $49,217 to $59,059 | $59,060 and over |
| 7 | $44,360 and below | $44,361 to $55,450 | $55,451 to $66,539 | $66,540 and over |
| 8 | $37,010 and below | $49,347 to $61,682 | $61,683 to $74,019 | $74,020 and over |
| 9 | $49,346 and below | $54,334 to $67,916 | $67,917 to $81,499 | $81,500 and over |
| 10 | $54,333 and below | $58,974 to $73,716 | $73,717 to $88,459 | $88,460 and over |
| ****FEE** | **25%** | **50% of fee** | **75% of fee** | **100% of fee** |

**The percentages will be used to determine the exact fee in the Fee Chart below.

**Income Calculations**
Both the residential party and the non-residential party will be asked to provide income data during the orientation/intake. Each party's income is considered separately. When calculating each party's household income, his/her gross income and the gross income of his/her spouse (if they are married) will both be considered. Income shall include: wages, child support being received, SSDI, Social Security, pension payments or any other retirement income and TANF payments if they are on-going and not a one time payment for a specific purpose. If a party or his/her spouse pays child support, the gross income minus the child support will be used in calculating income. If the visiting party is under the age of 18, then the party's parent/custodian will be responsible for the fee.

**Family Size**
To determine family size, the individual party, his/her spouse (if applicable), and his/ her children under the age of 18 living with him/her will be used to determine the family size.

**Court Ordered Fees**
For visits, if the court does not specify which party is to pay the JC fee, then the visiting party will be responsible for the entire fee. For exchanges, if the court or referring party does not specify who is responsible for the JC fee, then the fee will be split between the parties.

**Fees for Visits/Exchanges for Children in Foster Care**
If a child is in foster care, the Ottawa County Department of Job & Family Services (OCDJFS) will be responsible for paying the fees for Visits/Exchanges. The fees and payment of the fees will be outlined in the Contract for Services with OCDJFS.

****Fee Chart**

| | Visits | | | Exchanges | |
|---|---|---|---|---|---|
| **%** | **Total fee $7.50** | **Total fee $15.00** | | **Total fee $7.00** | **Total fee $14.00** |
| 25% | $2.00 | $3.75 | | $1.75 | $3.50 |
| 50% | $3.75 | $7.50 | | $3.50 | $7.00 |
| 75% | $5.75 | $11.25 | | $5.25 | $10.50 |

**Returned Checks**
If a client's check is returned for any reason (e.g. insufficient funds, account closed), Joyful Connections will charge the client a $20 fee. The client must make restitution for the check and pay the fee before Joyful Connections will accept another check from the client. If a second check is returned for any reason, Joyful Connections will no longer accept checks from the client. Fees must then be paid in cash, by money order or cashier's check.

**It is Joyful Connections' policy that no family involved in court-ordered or court-referred visitation or exchanges will ever be turned away because of inability to pay.**

# Client Safety and Security Policy

**Approved by Board of Directors 10-15-10**
**Amended 3-7-11**
**Amended and approved 4.27.12**

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Joyful Connections exists to ensure the safety and security of the children involved in supervised visitations and exchanges. Responsible adults understand that minors are vulnerable to abuse from adults and other children; and that all adults, not just parents and guardians, must make a concerted effort to create and maintain child-safe environments. We, therefore, take every precaution to secure the site and the people in it. Joyful Connections cannot, however, guarantee safety; adult clients remain responsible and accountable for their own actions.

**Staff Requirements**
Before being hired, all Joyful Connections staff must be screened through a background check from the Bureau of Criminal Identification and Investigation and have received a satisfactory rating. The same applies to all volunteers.

Joyful Connections will have a minimum of two staff members or volunteers on site whenever client families are present. At least one staff member will always be present. Volunteers will not be left alone with clients.

**Mandatory Reporting**
As a provider of services to children, Joyful Connections Staff is required to immediately report any reasonable suspicion of physical, emotional, or sexual abuse of a child, to the Ottawa County Sheriff's Office and the Ottawa County Department of Job and Family Services' Children Services Unit.

Joyful Connections may or may not be able to prevent a child from going home with a party who is suspected of abuse. Once reported, the matter is in the hands of law enforcement and Children's Services.

**Reporting Domestic Violence**
Joyful Connections is not mandated to report incidences of domestic violence or abuse against adult parties.

If an adult should indicate that she/he is experiencing domestic violence or abuse, Joyful Connections will refer the adult to appropriate services to provide assistance. However, if domestic violence or abuse of an adult is reported by a child, Joyful Connections will notify the Ottawa County Sheriff's Office and the Ottawa County Department of Job and Family Services, Children Services Unit.

**Emergency Situations**
There are several emergency situations that are not within Joyful Connections' ability to control, but that staff members and volunteers must be able to respond to in a moment's notice. These situations include both natural and man-made disasters such as: tornado, fire, weapons threat, flood and bomb threats. The safety of the children and clients that we serve is the top priority. Therefore, all staff members and volunteers are trained in Emergency Preparedness Procedures on an annual basis.

**On-Site Security**

*Cameras.* There are 4 security cameras outside Joyful Connections' space. In addition to cameras viewing both parking lots and the driveway, a security camera has been placed outside the locked entry door to Joyful Connections' space. Only people who have been identified and have business at Joyful Connections will be admitted. Unknown visitors, or those not listed in the court order, will not be permitted entry to the site.

*Duress Button.* The Joyful Connections site has been equipped with technology that allows staff and volunteers to press a duress button worn on their person. Whenever an incident occurs requiring Joyful Connections to call 911, staff members/volunteers will first use their duress button and then call 911 as soon as possible to relay more details to law enforcement. An alarm is sent to the security company (ADT) who notifies the Sheriff's Office of the alarm. Joyful Connections has three duress buttons that will be worn by Staff/Volunteers whenever visits or exchanges are taking place at the site.

*Guards.* Any time a visit or exchange is scheduled that, in the opinion of the Executive Director, represents a potentially volatile situation, Joyful Connections will hire security guards to be present or reschedule the visit.

*Weapons.* No one, except law enforcement personnel on official business, is allowed to bring weapons into the Joyful Connections space. CCW (carrying concealed weapons) permit holders are prohibited from bringing weapons onto the property where Joyful Connections is located.

*Ending visits.* All staff and volunteers have the right to terminate a visit whenever they believe it is unsafe to continue the visit.

**Collaboration with Local Law Enforcement**

Joyful Connections views its relationship with the Ottawa County Sheriff's Office as an invaluable resource. Our relationship with the Sheriff's Office ensures their familiarity with Joyful Connections and the need to protect our clients. The Sheriff's Office has been made aware of our duress button system, our entrance and exits, and our Safety and Security Policy, thereby enhancing officer response time.

**Case Screening**

Joyful Connections' safety policies and security measures are not a substitute for screening for potential risks or harm. Joyful Connections may refuse to accept any case where the safety needs and risks presented by the family cannot be managed.

During the Orientation/Intake Process, and over the life of the case, the Executive Director will assess the safety needs and risks associated with serving a potential client family. If the Executive Director believes that client safety needs cannot be met, or that the level of risk cannot be managed, the Executive Director will refuse/terminate the case and document the reasons in the case file.

**Scheduling**
Joyful Connections strives to ensure the safety and comfort of all members of a client family by preventing the adults from encountering each other at our site. Adult parties are scheduled to arrive at 15 minute intervals. During the Orientation/Intake, parties are instructed that they are to leave the grounds as quickly as possible when departing Joyful Connections and not to loiter in any driveway or parking lot near Joyful Connections.

**Physical Interventions**
Joyful Connections' staff and volunteers should never intervene physically in an altercation with adults or older youth. Staff will attempt to verbally de-escalate the situation after making every effort to remove the children safely from the presence of the adults.

Any adult who participates in a physical altercation or who knowingly causes or attempts to cause physical harm to another person associated with Joyful Connections will be prohibited from further visits, or exchanges, at the Joyful Connections site.

**Critical Incidents**
A critical incident is an occurrence involving an adult client or child that:
- threatens the safety, or results in the injury, of a participant, and /or
- requires the intervention of a third party such as child protective services or law enforcement.

Critical incidents may also be directed toward staff in the form of:
- Direct threats where a staff member might receive a verbal threat or physical threat from a client.
- Indirect threats where a staff member might be stalked by a client.
- Third Party threats where someone close to the staff member is threatened by a client.

In the event of a critical incident directed toward staff or a volunteer, Joyful Connections will file a report with the Ottawa County Sheriff's Office and the client's services at Joyful Connections will be immediately terminated.

All critical incidents will be reported to the Executive Director using the Critical Incident Form. Specific procedures for handling and reporting critical incidents are contained in the Critical Incidents Manual.

Unless child protective services instructs Joyful Connections not to do so, the Executive Director will inform the custodial party whenever there has been:
- an injury to a child,
- a critical incident,
- or an incident that presents a risk to the custodial party's safety.

**Injury or Illness on Premises**
All Joyful Connections staff members are trained in basic first aid. If staff cannot effectively handle the situation using basic first aid techniques, staff will call 911 for assistance.

**Releasing Children Post-Visit (authorization for pick up).** Joyful Connections will not release a child into the custody of an adult unless that adult has been authorized in writing by the custodial party and has provided adequate identification, including a valid Ohio Drivers License or state-issued ID card. Such authorization will be established during the intake process and copies of the identification information will be made and placed in the case file. Except for youth who have been approved for using public transportation, Joyful Connections will release a child only after confirming the identity of the person doing the pickup.

Joyful Connections will not release a child into the custody of an adult who appears to be intoxicated or to have impaired ability to drive or exercise sound judgment.

If an emergency occurs and the custodial party is not able to pick up the child and has not designated additional authorized parties or the designated authorized parties cannot be reached, Joyful Connections staff will contact child protective services

**Training**
All staff and volunteers will be trained annually on the Client Safety and Security Policy, the Emergency Preparedness Procedures, and the Critical Incident Procedures. Emergency drills will also be conducted on an annual basis.

**Annual Review**
This policy will be reviewed on an annual basis and revised as needed.

# CRITICAL INCIDENT PROCEDURES

**February 2012**

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**Critical Incident Definition**
A critical incident as defined in the Joyful Connections "Safety and Security Policy" is an occurrence involving an adult client or child that threatens the safety or results in the injury of a participant and/or that requires the intervention of a third party such as child protective services or law enforcement.

A critical incident is also defined as:

- A direct threat to a staff member in the form of a verbal threat or physical threat from a client.
- An indirect threat to a staff member in the form of stalking by a client.
- A third party threat when someone close to a staff member is threatened by a client.

All references to staff in this manual refer to paid and volunteer staff of Joyful Connections, including Visitation Monitors, Board of Directors and Committee Members.

**Documentation of Critical Incidents**
All critical incidents will be reported to the Executive Director (ED) using the Critical Incident Form. Critical Incident Forms are located in the file cabinet in the ED's office. Critical incident reports will be filed in the appropriate client file by the ED after processing and in the Critical Incident Master File.

If a critical incident involves a staff person, Joyful Connections will file a report with the Ottawa County Sheriff's Department, *and all services to the client responsible for the threat to the staff person will be immediately terminated.* Documentation of these reports will be kept in the Critical Incident Master File in the ED's office.

**Critical Incidents That Require Interventions During Visits**

A. Adults

Joyful Connections staff must intervene in a visitation whenever a visitor's behavior compromises child and/or staff safety or the parent is a danger to him or herself. *Staff must never physically intervene in an altercation with any adult.* The following are examples of critical situations that could occur during visitation and action steps to take to handle the situations:

1) A visiting party is under the influence of a mood altering substance whether it is legal or illegal, and the staff person can define the visitor's behavior that is causing the safety issue. For example: The visitor is exhibiting one or more of the following: stumbling, slurring most of his or her words, unable to speak coherently, has fallen down, is extremely excitable to the point of yelling or laughing hysterically, has fallen asleep, etc.

a. Politely ask the visitor to walk with you into the hallway. Take another staff person with you if possible without leaving other visits or children alone and unsupervised.

b. Tell the visitor you are terminating the visit and will have the ED call him/her as soon as possible. It is usually impossible to reason with a person under the influence of a mood altering substance.

c. If possible, after the above step, determine if the visitor is driving a vehicle and notify the Ottawa County Sheriff's Department immediately that the person is about to leave our facility in a vehicle that he/she is driving and may be under the influence of a mood altering substance.

2) Physical Abuse of a Child (punching, beating, kicking, biting, shaking, throwing, stabbing, choking, hitting with a hand, stick, strap, or other object) and/or Threatening the Psychological Health and Safety of a Child (e.g. calling names such as stupid, ugly; blaming the child for the situation, screaming at a child, continual threatening of physical abuse, threatening to withhold visits, threatening to kill the other parent, threatening to harm other relatives, telling a child he/she can't come home. **The preceding actions/comments by a visiting or residential party constitute a critical incident if the party refuses to stop when directed by a staff person.)**

a. Immediately try to remove the child and any other children visiting with that party from the visitation area without engaging in a physical struggle with the offending party. If the party has hold of the child, tell/ask him/her in a calm voice to let you take the child for a drink of water.

b. Another staff person should take the child(ren) to a safe place in our facility while the first staff person determines if law enforcement needs to be called for immediate help. This determination should be made if the party is angry, appears to be escalating and not able to calm him or herself down.

c. If the party is calm and rational, the staff person should tell the visitor that the visit for today is being terminated and the ED will call him/her to discuss the situation.

d. The party should be escorted out of the visiting area to the hallway, the staff person should return immediately to the reception area, and the door closed securely so it is locked.

e. Staff should watch for the party to leave the hallway and lock the outside door and make sure the end door to the hallway is shut and locked.

f. Staff should watch to make sure the offending party leaves the JC parking area that is visible on the camera before unlocking the outside door.

g. As a provider of services to children, Joyful Connections is required to immediately report any reasonable suspicion of physical, emotional, or sexual abuse of a child, to the Ottawa County Sheriff's Department on the non-emergency line, 419-734-4404. Further, the Ottawa County Department of Job and Family Services' Children's Services Unit (419-898-3688) will be notified during office hours per the Safety Plan, to report the Child Abuse.

3) Shouting or Throwing Objects or Exhibiting Strange Behavior That Compromises Safety

a. Immediately try to remove the children from the visitation area without engaging in a physical struggle with the party. If the party has hold of any of the children, tell/ask him/her in a calm voice to let you take the child(ren) for a drink of water.

b. Another staff person should take the child(ren) to a safe place in our facility while the first staff person determines if law enforcement needs to be called for immediate help. This determination should be made is the party is angry, appears to be escalating and not able to calm him or herself down.

c. If the party is calm and rational, the staff person should tell him/her that the visit for today is being terminated and the ED will call him/her to discuss the situation.

d. The party should be escorted out of the visiting area to the hallway, the staff person should return immediately to the reception area and the door closed securely so it is locked.

e. Staff should watch for the party to leave the hallway and lock the outside door and make sure the end door to the hallway is shut and locked.

f. Staff should watch to make sure the offending party leaves the JC parking area that is visible on the camera before unlocking the outside door.

4) A visit is already in progress and the visitation monitor becomes aware that the visiting party has a knife in his/her belt or notices some kind of weapon such as a firearm in a purse or other bag or on the visitor's person.

a. Calmly assess the situation to determine if the party is aware that he/she has the weapon in a visible place, i.e., is it possible the party is a hunter or in an other occupation and simply forgot to remove the knife from his/her person or in the case of a firearm, is he/she a police officer or security guard and forgot to remove it from his/her belongings.

b. If you cannot determine the above or you believe the person is touching or keeps glancing at the weapon, and you believe that law enforcement should be called, CALMLY notify one of the other staff persons working with you to take over your visitation and call 911 and explain the situation to the 911 operator.

c. It is of the utmost importance not to cause anyone in the facility to panic or to escalate the situation into a dangerous, out of control situation.

d. As quickly and quietly as possible, remove any other visiting parties from the facility through the door that is farthest away from the visitation area of the offending party and walk them to Riverview Healthcare Campus.

e. If the visit with the offending party is ending before law enforcement can arrive, let the visit end naturally and as quickly and CALMLY as possible. Once the offending party has exited the locked area, do not open the door to the facility until we are sure he/she has left the premises.

f. If possible, notify any parties that may be arriving for visits or pick-up before the offending party has left the premises to delay their arrival until we call them and give them an all clear for arrival.

B. Children

It is likely that Joyful Connections' staff will encounter situations where a child will become very distressed and/or display behavior that could endanger themselves or others. It is preferable for parents to take control of these situations. However, there will be parents who are unprepared or unwilling to do so. When a child's distress and/or behavior escalates, it is the JC staff responsibility to intervene.

1. Any number of situations can cause a child to become distressed and out of control. If a child is escalating and causing an unsafe environment for others, staff should remove any other children from the visit and assist the visiting party with controlling the child's behavior.

2. Sometimes ending the visit is the only way to control a situation. When a child cannot be calmed, soothed or redirected, it may be in the best interest of all parties to end the visit. If this is necessary, according to the discretion of the staff that is on-site at the time of the visit, the visiting parties should be directed to leave the visiting area and wait where directed by the staff person. A staff person will talk with them when the situation is under control and the child has left with the residential party.

3. The residential party should be called and advised to pick up the child as soon as possible.

4. It is important to remember that staff must not use physical restraint with a child unless it is a **last resort** and the child is a danger to him or herself or others.

**Preventing and/or Responding to Parental Escalation**

The following are some things to remember regarding managing critical incidents during visitations or any time. Remember, don't try to manage a dangerous situation on your own. Always ask for help of co-workers and let them know what is happening. In addition, here are some things to remember:

- Never physically engage with a client.
- Keep your distance and allow for personal space.
- Make sure there are no obstructions between you and the door.
- Leave the door open if appropriate.
- Do not try to stop someone from leaving the premises, even if they have a child with them.
- Use your panic alarm if you have one.
- Do not assume that you will be able to dial a phone or that your cell phone will always work.

**Child Kidnap**
Whenever a child is removed from the premises by an adult who does not have authority to leave with the child, the situation shall be considered a kidnapping.

1. Staff should immediately report the kidnapping by calling 911.

2. Staff should never try to stop an adult from leaving the premises with a child as all parties will be in danger of possible harm by the kidnapper.

3. Staff should assist law enforcement by trying to observe the direction of travel the party took when leaving Joyful Connections parking lot, obtaining a description of the individual and the vehicle that the kidnapper and child left in and providing any other information that may be of assistance in the recovery of the child, without concern for ordinary rules of confidentiality.

4. Staff should check our files for any information that could help law enforcement such as pictures, license plate numbers, etc. and share the information.

**Rumors of Child Kidnap**
In the event that a JC staff member hears of a suspicion or plan to kidnap a child or remove them from the premises without proper authorization, the rumor will be reported to the sheriff's department using the non-emergency line. All visits should take place as scheduled. The ED may choose to ensure security guards are at the site for visits when a threat of kidnap has been rumored.

**Child/Youth Escape**
Whenever a small child attempts to leave the JC site without adult supervision, efforts will be made to gain control of the child and return him/her to the site. One staff member or volunteer will endeavor to keep the visiting party on-site while all other staff members and volunteers personally attempt to retrieve the child.

If there are only two staff members on-site, and the other staff person is supervising another family, the visiting party should be engaged in the efforts to gain control of the child and return him/her to the site. The other staff person should continue to supervise the other family.

In the event a youth attempts to runaway from the JC site, a staff person will use their duress button for assistance and call 911 immediately. One staff member will attempt to keep the visiting party on-site while all other staff members exit the building and try to determine which direction the youth headed. Joyful Connections' staff will not create a safety problem by attempting to capture or detain the youth themselves.

**Notification of Parties**

If a Critical Incident, as defined in our Critical Incident Procedures, occurs anytime beginning with the arrival of the first party until the departure of the child from Joyful Connections, both the visiting and residential parties will receive a copy of the "Critical Incident Report."

An exception to this policy occurs if a critical incident involves a mandatory report to child protective services and child protective services instructs the Executive Director not to inform the residential party.

**Training**

All staff and volunteers will be trained annually on the Critical Incident Procedures.

# Disaster Preparedness Plan

In the case of an emergency, tear out the appropriate checklist from the Disaster Preparedness Plan binder.

Initial each step as they are completed.

# Initial Items as Completed

**Storms**
The weather radio will sound when a severe thunderstorm warning has been issued.

_____ Be alert for further updates or instructions if the severity of the storms escalates.

**Tornado Warning/Sirens**
The weather radio will sound when a tornado warning is being issued.

_____ Transfer Sign-in folders from the desk drawer to the large brown envelope and prepare to take them to the designated area in the gym.

_____ Gather the adults and children. Take a head count. # _____

_____ Take the Emergency Kit from the top of the file cabinet in the outer visitation room.

_____ Take cell phones.

_____ Take the weather radio from the top of the file cabinet in the outer visitation room.

_____ Take flashlights located behind the computer monitor on the desk in the common area, on the windowsill closest to the reception area, in the bathroom, and in the ED's office.

_____ Take control of the children.

_____ If possible, place the "Emergency Situation" sign on the entrance door.

_____ Move children and adults to the designated area in the gym. Take a head count. #_____

_____ Call custodial parties to let them know the children have been moved to the designated area and that they will be contacted when it will be possible to pick up the children.

_____ Monitor weather reports until the all clear has been given for our area.

_____ Gather items.

_____ Take control of the children.

_____ Move adults and children back to the visit areas. Take a head count. # _____

_____ Call the custodial parties to come pick up the children.

_____ Let the visiting parties leave the premises after their child(ren) have safely left.

# Initial Items as Completed

## Fire/Smoke/Alarm Sounds or Other Hazardous Conditions within the Building

_____ Call 9-1-1 if you see fire or smoke or smell gas within the building and the alarm has not sounded.

_____ Call the SAP program #3190 and RVI #3054

_____ Transfer Sign-in files from desk drawer to the large brown envelope and take envelope with you if you can safely do so.

_____ Use good judgment in determining which exit to take. Make sure that smoke is NOT visible under the door and the door handle is NOT warm before using an exit.

_____ Get control of the children. Take a head count. #_____.

_____ Take Emergency Kit located on the file cabinet in the outer visitation room.

_____ Take cell phones.

_____ Escort children and adults outside.

_____ If possible, place the "Emergency Situation" sign on the entrance door.

_____ Instruct visiting parties to leave (if possible). Do NOT let children leave with visiting parties.

_____ Escort the children to the Ottawa Co Riverview Healthcare site east of the building using the shortest and safest route possible. Take a head count at Riverview #_____.

_____ Contact the custodial parties to pick up the children at Ottawa Co Riverview Healthcare.

*****If JC has been notified of a scheduled fire drill, we will proceed with the instructions above except for calling 911, activating the fire alarm, and proceeding to Ottawa Co Riverview Healthcare and instructing the visiting parties to leave. When the drill has ended, the visiting parties will continue with their visit; however, the visit will not be extended.

# Initial Items as Completed

## Bomb Threat Called into JC

_____ Check Caller ID. Note phone number.

_____ Push your Duress Button and if possible signal someone (with the "This call is a bomb threat" sign in the Disaster Preparedness Plan binder on the ED's desk) to call 9-1-1 and then proceed with bomb threat procedures.

_____ Ask questions, take notes.

_____ Who is this?

_____ Where is the bomb?

_____ What kind of bomb is it?

_____ When is it scheduled to go off?

_____ Note voice inflection/accent.

_____ Note background noises.

_____ Hang up.

_____ Call 9-1-1 if someone has not already done so.

_____ Call the SAP program **#3190** and RVI **#3054**

_____ Transfer Sign-in files from desk drawer to the large brown envelope and take envelope with you.

_____ Get control of the children. Take a head count. #_____

_____ Take the Emergency Kit located on the file cabinet in the outer visitation room.

_____ Take cell phones.

_____ Escort children and adults outside using the east exit #6 door.

_____ If possible, place the "Emergency Situation" sign on the entrance door.

_____ Instruct visiting parties to leave (if possible). Do NOT let children leave with visiting parties.

_____ Escort the children to the Ottawa Co Riverview Healthcare site east of the building. Take a head count at Riverview #_____

_____ Contact the custodial parties to pick up the children at Ottawa Co Riverview Healthcare.

# Initial Items as Completed

## Power Outage at Night

_____ Use flashlights located behind the computer monitor on the desk in the common area, on the windowsill closest to the reception area, in the bathroom, and in the ED's office.

_____ Have everyone sit in a circle in the common area.

_____ Station a staff or volunteer in the doorways that lead to both exits.

_____ Do not let anyone use the bathroom without permission.

_____ If the power has not been restored within 15 minutes, cancel the visits.

_____ Contact the custodial parties to pick up the children.

_____ Have the visiting parties leave the building after their child(ren) have safely left.

# Initial Items as Completed

## Hazardous Conditions Outside the Building

During a nuclear emergency, the county siren will sound and also the weather radio. Tune the AM/FM radio to 101.5 for emergency instructions.

_____ Close all windows. Turn off air conditioning/heating units.

_____ The designated area is in the gym.

_____ Gather the adults and children. Take a head count. #_____

_____ Take the Emergency Kit located on the file cabinet in the outer visitation room.

_____ Take cell phones.

_____ Take the weather radio located on the file cabinet in the outer visitation room.

_____ Take flashlights located behind the computer monitor on the desk in the common area, on the windowsill closest to the reception area, in the bathroom, and in the ED's office.

_____ Take control of the children.

_____ If possible, place the "Emergency Situation" sign on the entrance door.

_____ Move children and adults to the reception area. Take a head count. #_____

_____ Put the green "WE HAVE BEEN NOTIFIED" card in the window of JC's entrance door if if no one needs assistance. If someone in JC needs assistance, do not put the card up. This card is located in the Disaster Preparedness Plan binder on the ED's desk and in the desk in the reception area.

_____ Call custodial parties to let them know the children have been moved to the designated area and that they will be contacted when it will be possible to pick up the children.

_____ Listen to local radio reports for further instructions.

_____ Once the all clear has been given, either by the radio or door-to-door emergency responders.

_____ Gather items.

_____ Take control of the children.

_____ Move adults and children back to the visit areas.

_____ Call the custodial parties to come pick up the children.

_____ Let the visiting parties leave the premises once their child(ren) have safely left.

# Initial Items as Completed

## Dangerous or Armed Individual Outside the Building

_____ Press the duress button and call 9-1-1.

_____ Call the SAP program #3190 and RVI #3054

_____ Determine the location of the individual using the outdoor cameras (if possible).

_____ Transfer Sign-in folders from the desk drawer to the large brown envelope and take them to the designated area.

_____ If the individual is determined to be in the parking lot or in the hallway, the designated area will be the Executive Director's office. If the individual is not visible in the parking lot or hallway, the designated area will be the reception area.

_____ Gather the adults and children.

_____ Take the Emergency Kit located on the file cabinet in the outer visitation room.

_____ Take cell phones.

_____ Take flashlights located behind the computer monitor on the desk in the common area, on the windowsill closest to the reception area, in the bathroom, and in the ED's office.

_____ Take control of the children.

_____ Move children and adults to the designated area.

_____ Call custodial parties to let them know that an emergency has taken place, the authorities have been notified, the children have been moved to the designated area, and they will be contacted when it will be possible to pick up the children.

_____ Stay in the designated area until the local authorities say it is safe to leave.

_____ Gather items.

_____ Take control of the children.

_____ Move adults and children back to the visit areas.

_____ Call the custodial parties to come pick up the children.

_____ Let the visiting parties leave the premises once their child(ren) have safely left.

Ottawa County Department of Job and Family Services

RFGA # JFS-R-1213-09-8032

**Required Sub-Grantee Information from County CSEA**

| | |
|---|---|
| 1. **Sub-Grantee Legal Status:**<br>501(c) 3 | 2. **Sub-grantee's (organization) name:**<br>Joyful Connections |
| 3. **Sub-grantee's Federal Tax ID Number:**<br>26-1512723 | 4. **Sub-grantee's Corporate Address:**<br>8200 W. State Route 163<br>Oak Harbor, OH 43449<br>(567)262-3181 (phone)<br>(567)-262-3182 (fax)<br>Corrine Creeden, Chair<br>Joyful Connections Board of Directors |

5. **County CSEA Information:**
Stephanie Kowal, Director
Ottawa County Department of Job and Family Services/
Child Support Enforcement Agency
8043 W. State Route 163, Suite 200
Oak Harbor, OH 43449

6. **Complete description of the work the sub-grantee will perform, financial term(s) and time frame of agreement:**

This sub-grant agreement, made and entered into on the July 1, 2012, by and between the Ottawa County Board of County Commissioners, on behalf of the Ottawa County Department of Job and Family Services(hereinafter referred to as Contractor) and Joyful Connections, a Sub-recipient of funds under the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA), for the provision of supervised exchanges and visitation between custodial parents/ guardians and non-custodial parents/ guardians, hereinafter referred to as Sub-recipient. The following are the terms of the contract.

1. **Purchase of Services:** Subject to terms and conditions set forth in this contract, and any attached exhibits (such exhibits are deemed to be part of this contract as fully as if set forth herein), Contractor agrees to purchase for, and the Sub-recipient agrees to provide consultant services to eligible individuals, those specific services detailed in this agreement.

2. **Contract Period**: This contract will be effective from July 1, 2012 through June 30, 2013. Contractor has the option to renew this contract for the period of July 1, 2013 through June 30, 2014; the period of July 1, 2014 through June 30, 2015, and July 1, 2015 through December 31, 2015. All renewals to be at the same terms, conditions, with a modified dollar amount to correspond with the length of the contract (specified in RFP, Sub-grant agreement with Ohio Department of Job and Family Services, and request for sole source contract approval). These renewals are based on performance and funding levels for the specified periods of time.

3. Payments for all services provided in accordance with the provisions of this contract are contingent upon the availability of (and will not exceed the total of) local, state, and federal matching funds. Total dollar value of this contract and subsequent renewals may not exceed **$45,000**, unless otherwise amended. Sub-recipient must provide a local match of 10%, or $4,500, as cash or in-kind.

**4. Deliverables**

A. Maintain the number of staff and increase the number of volunteers.

B. Provide the following services:

(1) A convenient location for neutral drop-off and pick up points for child(ren) exchanges.

(2) A secure location and personnel to provide supervised visitations between relatives and children, including security.

(3) Coordination with existing parenting projects in the community that address expanded family parenting issues (i.e., step-parent, separated or never married parents, etc.).

C. Increase number of Supervised Visitations and Neutral Exchanges by 10% over each of the next three fiscal years.

D. Advocate for referral to Joyful Connections as a family friendly location for exchanges and supervised visitations.

E. Document and provide 10% local match for all funds drawn under this contract. Local Match may be financial (non-Federal) or in kind.

F. Provide statistical and progress information on grant using Local Service Provider Work Sheet , as requested from Agency and State of Ohio.

G. Billing/ Support Documentation. By the 30th day after the last day of the service month, Sub-recipient will supply monthly invoice using attached invoice, with description of services provided, number of participants in services, and costs to the program. Invoice will also include documentation and description of local match for funds requested. Program income will be clearly identified and will be deducted from overall expenses prior to reimbursement through this contract.

7. **Mandatory Sub-grantee Certifications:**

**I,** Stephanie M. Koenl (signature of representative shown in Item #5 above) **hereby certify and affirm that** [illegible] (the sub-grantee shown in Item #2 above), **is committed to do the work described in Item #6.**

***AND***

**I,** Stephanie M. Koenl (signature of representative shown in Item #5 above) **hereby certify and affirm that** [illegible] (the applicant shown in Item #2 above) **has read and understands the RFA, the submitted proposal, the nature of the work, and the requirements of the RFA.**

# APPENDIX C

JFS-R-1213-09-8032

**Certification of In-Kind Requirement**

Date: 10/12/2012
Submitted By: Stephanie M. Kowal
CSEA: Ottawa County

The Ottawa County CSEA has reviewed the attached section of OMB circular A-110 (A87) that defines third party in-kind contribution. Since our agency is submitting an application in response to ODJFS' RFGA for access/ visitation, we are certifying that the in-kind contribution meets the necessary criteria as demonstrated in
A-110 (A87).

The in-kind contribution, which must be at least a 10% match is categorized as:

✓ Cash

____ Real property

✓ Equipment supplied

____ Expendable property

✓ Goods and services

The total value of the in-kind contribution during EACH YEAR of the project is $_____. A description of the in-kind contribution is

| | | |
|---|---|---|
| SFY 2012 | $ 3750 | Security furnishings for four (4) separate visitation areas, office supplies |
| SFY 2013 | $ 5000 | |
| SFY 2014 | $ 5000 | |
| SFY 2015 | $ 2500 | |

# BID ROOM RECEIPT

VENDOR/APPLICANT: Ottawa County

DATE: 6.14.12

TIME: 10:53 AM

RFP/RLB/RFGA #: R-1213-09-8032

DELIVERED BY: Stephanie Kowal

CONTENT: 7 PAPER PROPOSAL(S) 2 CD-ROM

CAVEAT: THIS RECEIPT ONLY SIGNIFIES THAT THE VENDOR OR APPLICANT HAS SUBMITTED A PROPOSAL TO ODJFS. IT DOES NOT IMPLY THAT THE PROPOSAL IS QUALIFIED FOR CONSIDERATION FOR AWARD OF THE RESULTING CONTRACT/GRANT.

WITNESSED BY: _____
(ODJFS/CONTRACTS & ACQUISITIONS)

# Client Safety and Security Policy

**Approved by Board of Directors 10-15-10**
**Amended 3-7-11**
**Amended and approved 4.27.12**

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Joyful Connections exists to ensure the safety and security of the children involved in supervised visitations and exchanges. Responsible adults understand that minors are vulnerable to abuse from adults and other children; and that all adults, not just parents and guardians, must make a concerted effort to create and maintain child-safe environments. We, therefore, take every precaution to secure the site and the people in it. Joyful Connections cannot, however, guarantee safety; adult clients remain responsible and accountable for their own actions.

**Staff Requirements**
Before being hired, all Joyful Connections staff must be screened through a background check from the Bureau of Criminal Identification and Investigation and have received a satisfactory rating. The same applies to all volunteers.

Joyful Connections will have a minimum of two staff members or volunteers on site whenever client families are present. At least one staff member will always be present. Volunteers will not be left alone with clients.

**Mandatory Reporting**
As a provider of services to children, Joyful Connections Staff is required to immediately report any reasonable suspicion of physical, emotional, or sexual abuse of a child, to the Ottawa County Sheriff's Office and the Ottawa County Department of Job and Family Services' Children Services Unit.

Joyful Connections may or may not be able to prevent a child from going home with a party who is suspected of abuse. Once reported, the matter is in the hands of law enforcement and Children's Services.

**Reporting Domestic Violence**
Joyful Connections is not mandated to report incidences of domestic violence or abuse against adult parties.

If an adult should indicate that she/he is experiencing domestic violence or abuse, Joyful Connections will refer the adult to appropriate services to provide assistance. However, if domestic violence or abuse of an adult is reported by a child, Joyful Connections will notify the Ottawa County Sheriff's Office and the Ottawa County Department of Job and Family Services, Children Services Unit.

**Emergency Situations**
There are several emergency situations that are not within Joyful Connections' ability to control, but that staff members and volunteers must be able to respond to in a moment's notice. These situations include both natural and man-made disasters such as: tornado, fire, weapons threat, flood and bomb threats. The safety of the children and clients that we serve is the top priority. Therefore, all staff members and volunteers are trained in Emergency Preparedness Procedures on an annual basis.

**On-Site Security**

*Cameras.* There are 4 security cameras outside Joyful Connections' space. In addition to cameras viewing both parking lots and the driveway, a security camera has been placed outside the locked entry door to Joyful Connections' space. Only people who have been identified and have business at Joyful Connections will be admitted. Unknown visitors, or those not listed in the court order, will not be permitted entry to the site.

*Duress Button.* The Joyful Connections site has been equipped with technology that allows staff and volunteers to press a duress button worn on their person. Whenever an incident occurs requiring Joyful Connections to call 911, staff members/volunteers will first use their duress button and then call 911 as soon as possible to relay more details to law enforcement. An alarm is sent to the security company (ADT) who notifies the Sheriff's Office of the alarm. Joyful Connections has three duress buttons that will be worn by Staff/Volunteers whenever visits or exchanges are taking place at the site.

*Guards.* Any time a visit or exchange is scheduled that, in the opinion of the Executive Director, represents a potentially volatile situation, Joyful Connections will hire security guards to be present or reschedule the visit.

*Weapons.* No one, except law enforcement personnel on official business, is allowed to bring weapons into the Joyful Connections space. CCW (carrying concealed weapons) permit holders are prohibited from bringing weapons onto the property where Joyful Connections is located.

*Ending visits.* All staff and volunteers have the right to terminate a visit whenever they believe it is unsafe to continue the visit.

**Collaboration with Local Law Enforcement**

Joyful Connections views its relationship with the Ottawa County Sheriff's Office as an invaluable resource. Our relationship with the Sheriff's Office ensures their familiarity with Joyful Connections and the need to protect our clients. The Sheriff's Office has been made aware of our duress button system, our entrance and exits, and our Safety and Security Policy, thereby enhancing officer response time.

**Case Screening**

Joyful Connections' safety policies and security measures are not a substitute for screening for potential risks or harm. Joyful Connections may refuse to accept any case where the safety needs and risks presented by the family cannot be managed.

During the Orientation/Intake Process, and over the life of the case, the Executive Director will assess the safety needs and risks associated with serving a potential client family. If the Executive Director believes that client safety needs cannot be met, or that the level of risk cannot be managed, the Executive Director will refuse/terminate the case and document the reasons in the case file.

**Scheduling**
Joyful Connections strives to ensure the safety and comfort of all members of a client family by preventing the adults from encountering each other at our site. Adult parties are scheduled to arrive at 15 minute intervals. During the Orientation/Intake, parties are instructed that they are to leave the grounds as quickly as possible when departing Joyful Connections and not to loiter in any driveway or parking lot near Joyful Connections.

**Physical Interventions**
Joyful Connections' staff and volunteers should never intervene physically in an altercation with adults or older youth. Staff will attempt to verbally de-escalate the situation after making every effort to remove the children safely from the presence of the adults.

Any adult who participates in a physical altercation or who knowingly causes or attempts to cause physical harm to another person associated with Joyful Connections will be prohibited from further visits, or exchanges, at the Joyful Connections site.

**Critical Incidents**
A critical incident is an occurrence involving an adult client or child that:
- threatens the safety, or results in the injury, of a participant, and /or
- requires the intervention of a third party such as child protective services or law enforcement.

Critical incidents may also be directed toward staff in the form of:
- Direct threats where a staff member might receive a verbal threat or physical threat from a client.
- Indirect threats where a staff member might be stalked by a client.
- Third Party threats where someone close to the staff member is threatened by a client.

In the event of a critical incident directed toward staff or a volunteer, Joyful Connections will file a report with the Ottawa County Sheriff's Office and the client's services at Joyful Connections will be immediately terminated.

All critical incidents will be reported to the Executive Director using the Critical Incident Form. Specific procedures for handling and reporting critical incidents are contained in the Critical Incidents Manual.

Unless child protective services instructs Joyful Connections not to do so, the Executive Director will inform the custodial party whenever there has been:
- an injury to a child,
- a critical incident,
- or an incident that presents a risk to the custodial party's safety.

**Injury or Illness on Premises**
All Joyful Connections staff members are trained in basic first aid. If staff cannot effectively handle the situation using basic first aid techniques, staff will call 911 for assistance.

**Releasing Children Post-Visit (authorization for pick up).** Joyful Connections will not release a child into the custody of an adult unless that adult has been authorized in writing by the custodial party and has provided adequate identification, including a valid Ohio Drivers License or state-issued ID card. Such authorization will be established during the intake process and copies of the identification information will be made and placed in the case file. Except for youth who have been approved for using public transportation, Joyful Connections will release a child only after confirming the identity of the person doing the pickup.

Joyful Connections will not release a child into the custody of an adult who appears to be intoxicated or to have impaired ability to drive or exercise sound judgment.

If an emergency occurs and the custodial party is not able to pick up the child and has not designated additional authorized parties or the designated authorized parties cannot be reached, Joyful Connections staff will contact child protective services

**Training**
All staff and volunteers will be trained annually on the Client Safety and Security Policy, the Emergency Preparedness Procedures, and the Critical Incident Procedures. Emergency drills will also be conducted on an annual basis.

**Annual Review**
This policy will be reviewed on an annual basis and revised as needed.

# CRITICAL INCIDENT PROCEDURES

**February 2012**

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**Critical Incident Definition**
A critical incident as defined in the Joyful Connections "Safety and Security Policy" is an occurrence involving an adult client or child that threatens the safety or results in the injury of a participant and/or that requires the intervention of a third party such as child protective services or law enforcement.

A critical incident is also defined as:

- A direct threat to a staff member in the form of a verbal threat or physical threat from a client.
- An indirect threat to a staff member in the form of stalking by a client.
- A third party threat when someone close to a staff member is threatened by a client.

All references to staff in this manual refer to paid and volunteer staff of Joyful Connections, including Visitation Monitors, Board of Directors and Committee Members.

**Documentation of Critical Incidents**
All critical incidents will be reported to the Executive Director (ED) using the Critical Incident Form. Critical Incident Forms are located in the file cabinet in the ED's office. Critical incident reports will be filed in the appropriate client file by the ED after processing and in the Critical Incident Master File.

If a critical incident involves a staff person, Joyful Connections will file a report with the Ottawa County Sheriff's Department, *and all services to the client responsible for the threat to the staff person will be immediately terminated.* Documentation of these reports will be kept in the Critical Incident Master File in the ED's office.

**Critical Incidents That Require Interventions During Visits**

A. Adults

Joyful Connections staff must intervene in a visitation whenever a visitor's behavior compromises child and/or staff safety or the parent is a danger to him or herself. *Staff must never physically intervene in an altercation with any adult.* The following are examples of critical situations that could occur during visitation and action steps to take to handle the situations:

1) A visiting party is under the influence of a mood altering substance whether it is legal or illegal, and the staff person can define the visitor's behavior that is causing the safety issue. For example: The visitor is exhibiting one or more of the following: stumbling, slurring most of his or her words, unable to speak coherently, has fallen down, is extremely excitable to the point of yelling or laughing hysterically, has fallen asleep, etc.

a. Politely ask the visitor to walk with you into the hallway. Take another staff person with you if possible without leaving other visits or children alone and unsupervised.

b. Tell the visitor you are terminating the visit and will have the ED call him/her as soon as possible. It is usually impossible to reason with a person under the influence of a mood altering substance.

c. If possible, after the above step, determine if the visitor is driving a vehicle and notify the Ottawa County Sheriff's Department immediately that the person is about to leave our facility in a vehicle that he/she is driving and may be under the influence of a mood altering substance.

2) Physical Abuse of a Child (punching, beating, kicking, biting, shaking, throwing, stabbing, choking, hitting with a hand, stick, strap, or other object) and/or Threatening the Psychological Health and Safety of a Child (e.g. calling names such as stupid, ugly; blaming the child for the situation, screaming at a child, continual threatening of physical abuse, threatening to withhold visits, threatening to kill the other parent, threatening to harm other relatives, telling a child he/she can't come home. **The preceding actions/comments by a visiting or residential party constitute a critical incident if the party refuses to stop when directed by a staff person.)**

a. Immediately try to remove the child and any other children visiting with that party from the visitation area without engaging in a physical struggle with the offending party. If the party has hold of the child, tell/ask him/her in a calm voice to let you take the child for a drink of water.

b. Another staff person should take the child(ren) to a safe place in our facility while the first staff person determines if law enforcement needs to be called for immediate help. This determination should be made if the party is angry, appears to be escalating and not able to calm him or herself down.

c. If the party is calm and rational, the staff person should tell the visitor that the visit for today is being terminated and the ED will call him/her to discuss the situation.

d. The party should be escorted out of the visiting area to the hallway, the staff person should return immediately to the reception area, and the door closed securely so it is locked.

e. Staff should watch for the party to leave the hallway and lock the outside door and make sure the end door to the hallway is shut and locked.

f. Staff should watch to make sure the offending party leaves the JC parking area that is visible on the camera before unlocking the outside door.

g. As a provider of services to children, Joyful Connections is required to immediately report any reasonable suspicion of physical, emotional, or sexual abuse of a child, to the Ottawa County Sheriff's Department on the non-emergency line, 419-734-4404. Further, the Ottawa County Department of Job and Family Services' Children's Services Unit (419-898-3688) will be notified during office hours per the Safety Plan, to report the Child Abuse.

3) Shouting or Throwing Objects or Exhibiting Strange Behavior That Compromises Safety

a. Immediately try to remove the children from the visitation area without engaging in a physical struggle with the party. If the party has hold of any of the children, tell/ask him/her in a calm voice to let you take the child(ren) for a drink of water.

b. Another staff person should take the child(ren) to a safe place in our facility while the first staff person determines if law enforcement needs to be called for immediate help. This determination should be made is the party is angry, appears to be escalating and not able to calm him or herself down.

c. If the party is calm and rational, the staff person should tell him/her that the visit for today is being terminated and the ED will call him/her to discuss the situation.

d. The party should be escorted out of the visiting area to the hallway, the staff person should return immediately to the reception area and the door closed securely so it is locked.

e. Staff should watch for the party to leave the hallway and lock the outside door and make sure the end door to the hallway is shut and locked.

f. Staff should watch to make sure the offending party leaves the JC parking area that is visible on the camera before unlocking the outside door.

4) A visit is already in progress and the visitation monitor becomes aware that the visiting party has a knife in his/her belt or notices some kind of weapon such as a firearm in a purse or other bag or on the visitor's person.

a. Calmly assess the situation to determine if the party is aware that he/she has the weapon in a visible place, i.e., is it possible the party is a hunter or in an other occupation and simply forgot to remove the knife from his/her person or in the case of a firearm, is he/she a police officer or security guard and forgot to remove it from his/her belongings.

b. If you cannot determine the above or you believe the person is touching or keeps glancing at the weapon, and you believe that law enforcement should be called, CALMLY notify one of the other staff persons working with you to take over your visitation and call 911 and explain the situation to the 911 operator.

c. It is of the utmost importance not to cause anyone in the facility to panic or to escalate the situation into a dangerous, out of control situation.

d. As quickly and quietly as possible, remove any other visiting parties from the facility through the door that is farthest away from the visitation area of the offending party and walk them to Riverview Healthcare Campus.

e. If the visit with the offending party is ending before law enforcement can arrive, let the visit end naturally and as quickly and CALMLY as possible. Once the offending party has exited the locked area, do not open the door to the facility until we are sure he/she has left the premises.

f. If possible, notify any parties that may be arriving for visits or pick-up before the offending party has left the premises to delay their arrival until we call them and give them an all clear for arrival.

B. Children

It is likely that Joyful Connections' staff will encounter situations where a child will become very distressed and/or display behavior that could endanger themselves or others. It is preferable for parents to take control of these situations. However, there will be parents who are unprepared or unwilling to do so. When a child's distress and/or behavior escalates, it is the JC staff responsibility to intervene.

1. Any number of situations can cause a child to become distressed and out of control. If a child is escalating and causing an unsafe environment for others, staff should remove any other children from the visit and assist the visiting party with controlling the child's behavior.

2. Sometimes ending the visit is the only way to control a situation. When a child cannot be calmed, soothed or redirected, it may be in the best interest of all parties to end the visit. If this is necessary, according to the discretion of the staff that is on-site at the time of the visit, the visiting parties should be directed to leave the visiting area and wait where directed by the staff person. A staff person will talk with them when the situation is under control and the child has left with the residential party.

3. The residential party should be called and advised to pick up the child as soon as possible.

4. It is important to remember that staff must not use physical restraint with a child unless it is a **last resort** and the child is a danger to him or herself or others.

**Preventing and/or Responding to Parental Escalation**

The following are some things to remember regarding managing critical incidents during visitations or any time. Remember, don't try to manage a dangerous situation on your own. Always ask for help of co-workers and let them know what is happening. In addition, here are some things to remember:

- Never physically engage with a client.
- Keep your distance and allow for personal space.
- Make sure there are no obstructions between you and the door.
- Leave the door open if appropriate.
- Do not try to stop someone from leaving the premises, even if they have a child with them.
- Use your panic alarm if you have one.
- Do not assume that you will be able to dial a phone or that your cell phone will always work.

**Child Kidnap**
Whenever a child is removed from the premises by an adult who does not have authority to leave with the child, the situation shall be considered a kidnapping.

1. Staff should immediately report the kidnapping by calling 911.

2. Staff should never try to stop an adult from leaving the premises with a child as all parties will be in danger of possible harm by the kidnapper.

3. Staff should assist law enforcement by trying to observe the direction of travel the party took when leaving Joyful Connections parking lot, obtaining a description of the individual and the vehicle that the kidnapper and child left in and providing any other information that may be of assistance in the recovery of the child, without concern for ordinary rules of confidentiality.

4. Staff should check our files for any information that could help law enforcement such as pictures, license plate numbers, etc. and share the information.

**Rumors of Child Kidnap**
In the event that a JC staff member hears of a suspicion or plan to kidnap a child or remove them from the premises without proper authorization, the rumor will be reported to the sheriff's department using the non-emergency line. All visits should take place as scheduled. The ED may choose to ensure security guards are at the site for visits when a threat of kidnap has been rumored.

**Child/Youth Escape**
Whenever a small child attempts to leave the JC site without adult supervision, efforts will be made to gain control of the child and return him/her to the site. One staff member or volunteer will endeavor to keep the visiting party on-site while all other staff members and volunteers personally attempt to retrieve the child.

If there are only two staff members on-site, and the other staff person is supervising another family, the visiting party should be engaged in the efforts to gain control of the child and return him/her to the site. The other staff person should continue to supervise the other family.

In the event a youth attempts to runaway from the JC site, a staff person will use their duress button for assistance and call 911 immediately. One staff member will attempt to keep the visiting party on-site while all other staff members exit the building and try to determine which direction the youth headed. Joyful Connections' staff will not create a safety problem by attempting to capture or detain the youth themselves.

**Notification of Parties**

If a Critical Incident, as defined in our Critical Incident Procedures, occurs anytime beginning with the arrival of the first party until the departure of the child from Joyful Connections, both the visiting and residential parties will receive a copy of the "Critical Incident Report."

An exception to this policy occurs if a critical incident involves a mandatory report to child protective services and child protective services instructs the Executive Director not to inform the residential party.

**Training**

All staff and volunteers will be trained annually on the Critical Incident Procedures.

# Disaster Preparedness Plan

In the case of an emergency, tear out the appropriate checklist from the Disaster Preparedness Plan binder.

Initial each step as they are completed.

# Initial Items as Completed

**Storms**
The weather radio will sound when a severe thunderstorm warning has been issued.

_____ Be alert for further updates or instructions if the severity of the storms escalates.

**Tornado Warning/Sirens**
The weather radio will sound when a tornado warning is being issued.

_____ Transfer Sign-in folders from the desk drawer to the large brown envelope and prepare to take them to the designated area in the gym.

_____ Gather the adults and children. Take a head count. # _____

_____ Take the Emergency Kit from the top of the file cabinet in the outer visitation room.

_____ Take cell phones.

_____ Take the weather radio from the top of the file cabinet in the outer visitation room.

_____ Take flashlights located behind the computer monitor on the desk in the common area, on the windowsill closest to the reception area, in the bathroom, and in the ED's office.

_____ Take control of the children.

_____ If possible, place the "Emergency Situation" sign on the entrance door.

_____ Move children and adults to the designated area in the gym. Take a head count. #_____

_____ Call custodial parties to let them know the children have been moved to the designated area and that they will be contacted when it will be possible to pick up the children.

_____ Monitor weather reports until the all clear has been given for our area.

_____ Gather items.

_____ Take control of the children.

_____ Move adults and children back to the visit areas. Take a head count. # _____

_____ Call the custodial parties to come pick up the children.

_____ Let the visiting parties leave the premises after their child(ren) have safely left.

# Initial Items as Completed

## Fire/Smoke/Alarm Sounds or Other Hazardous Conditions within the Building

_____ Call 9-1-1 if you see fire or smoke or smell gas within the building and the alarm has not sounded.

_____ Call the SAP program #3190 and RVI #3054

_____ Transfer Sign-in files from desk drawer to the large brown envelope and take envelope with you if you can safely do so.

_____ Use good judgment in determining which exit to take. Make sure that smoke is NOT visible under the door and the door handle is NOT warm before using an exit.

_____ Get control of the children. Take a head count. #_____.

_____ Take Emergency Kit located on the file cabinet in the outer visitation room.

_____ Take cell phones.

_____ Escort children and adults outside.

_____ If possible, place the "Emergency Situation" sign on the entrance door.

_____ Instruct visiting parties to leave (if possible). Do NOT let children leave with visiting parties.

_____ Escort the children to the Ottawa Co Riverview Healthcare site east of the building using the shortest and safest route possible. Take a head count at Riverview #_____.

_____ Contact the custodial parties to pick up the children at Ottawa Co Riverview Healthcare.

*****If JC has been notified of a scheduled fire drill, we will proceed with the instructions above except for calling 911, activating the fire alarm, and proceeding to Ottawa Co Riverview Healthcare and instructing the visiting parties to leave. When the drill has ended, the visiting parties will continue with their visit; however, the visit will not be extended.

# Initial Items as Completed

## Bomb Threat Called into JC

_____ Check Caller ID. Note phone number.

_____ Push your Duress Button and if possible signal someone (with the "This call is a bomb threat" sign in the Disaster Preparedness Plan binder on the ED's desk) to call 9-1-1 and then proceed with bomb threat procedures.

_____ Ask questions, take notes.

_____ Who is this?

_____ Where is the bomb?

_____ What kind of bomb is it?

_____ When is it scheduled to go off?

_____ Note voice inflection/accent.

_____ Note background noises.

_____ Hang up.

_____ Call 9-1-1 if someone has not already done so.

_____ Call the SAP program **#3190** and RVI **#3054**

_____ Transfer Sign-in files from desk drawer to the large brown envelope and take envelope with you.

_____ Get control of the children. Take a head count. #_____

_____ Take the Emergency Kit located on the file cabinet in the outer visitation room.

_____ Take cell phones.

_____ Escort children and adults outside using the east exit #6 door.

_____ If possible, place the "Emergency Situation" sign on the entrance door.

_____ Instruct visiting parties to leave (if possible). Do NOT let children leave with visiting parties.

_____ Escort the children to the Ottawa Co Riverview Healthcare site east of the building. Take a head count at Riverview #_____

_____ Contact the custodial parties to pick up the children at Ottawa Co Riverview Healthcare.

# Initial Items as Completed

## Power Outage at Night

_____ Use flashlights located behind the computer monitor on the desk in the common area, on the windowsill closest to the reception area, in the bathroom, and in the ED's office.

_____ Have everyone sit in a circle in the common area.

_____ Station a staff or volunteer in the doorways that lead to both exits.

_____ Do not let anyone use the bathroom without permission.

_____ If the power has not been restored within 15 minutes, cancel the visits.

_____ Contact the custodial parties to pick up the children.

_____ Have the visiting parties leave the building after their child(ren) have safely left.

# Initial Items as Completed

## Hazardous Conditions Outside the Building

During a nuclear emergency, the county siren will sound and also the weather radio. Tune the AM/FM radio to 101.5 for emergency instructions.

_____ Close all windows. Turn off air conditioning/heating units.

_____ The designated area is in the gym.

_____ Gather the adults and children. Take a head count. #_____

_____ Take the Emergency Kit located on the file cabinet in the outer visitation room.

_____ Take cell phones.

_____ Take the weather radio located on the file cabinet in the outer visitation room.

_____ Take flashlights located behind the computer monitor on the desk in the common area, on the windowsill closest to the reception area, in the bathroom, and in the ED's office.

_____ Take control of the children.

_____ If possible, place the "Emergency Situation" sign on the entrance door.

_____ Move children and adults to the reception area. Take a head count. #_____

_____ Put the green "WE HAVE BEEN NOTIFIED" card in the window of JC's entrance door if if no one needs assistance. If someone in JC needs assistance, do not put the card up. This card is located in the Disaster Preparedness Plan binder on the ED's desk and in the desk in the reception area.

_____ Call custodial parties to let them know the children have been moved to the designated area and that they will be contacted when it will be possible to pick up the children.

_____ Listen to local radio reports for further instructions.

_____ Once the all clear has been given, either by the radio or door-to-door emergency responders.

_____ Gather items.

_____ Take control of the children.

_____ Move adults and children back to the visit areas.

_____ Call the custodial parties to come pick up the children.

_____ Let the visiting parties leave the premises once their child(ren) have safely left.

# Initial Items as Completed

## Dangerous or Armed Individual Outside the Building

_____ Press the duress button and call 9-1-1.

_____ Call the SAP program #3190 and RVI #3054

_____ Determine the location of the individual using the outdoor cameras (if possible).

_____ Transfer Sign-in folders from the desk drawer to the large brown envelope and take them to the designated area.

_____ If the individual is determined to be in the parking lot or in the hallway, the designated area will be the Executive Director's office. If the individual is not visible in the parking lot or hallway, the designated area will be the reception area.

_____ Gather the adults and children.

_____ Take the Emergency Kit located on the file cabinet in the outer visitation room.

_____ Take cell phones.

_____ Take flashlights located behind the computer monitor on the desk in the common area, on the windowsill closest to the reception area, in the bathroom, and in the ED's office.

_____ Take control of the children.

_____ Move children and adults to the designated area.

_____ Call custodial parties to let them know that an emergency has taken place, the authorities have been notified, the children have been moved to the designated area, and they will be contacted when it will be possible to pick up the children.

_____ Stay in the designated area until the local authorities say it is safe to leave.

_____ Gather items.

_____ Take control of the children.

_____ Move adults and children back to the visit areas.

_____ Call the custodial parties to come pick up the children.

_____ Let the visiting parties leave the premises once their child(ren) have safely left.

Ottawa County Department of Job and Family Services

RFGA # JFS-R-1213-09-8032

**Required Sub-Grantee Information from County CSEA**

| | |
|---|---|
| 1. **Sub-Grantee Legal Status:**<br>501(c) 3 | 2. **Sub-grantee's (organization) name:**<br>Joyful Connections |
| 3. **Sub-grantee's Federal Tax ID Number:**<br>26-1512723 | 4. **Sub-grantee's Corporate Address:**<br>8200 W. State Route 163<br>Oak Harbor, OH 43449<br>(567)262-3181 (phone)<br>(567)-262-3182 (fax)<br>Corrine Creeden, Chair<br>Joyful Connections Board of Directors |

5. **County CSEA Information:**
Stephanie Kowal, Director
Ottawa County Department of Job and Family Services/
Child Support Enforcement Agency
8043 W. State Route 163, Suite 200
Oak Harbor, OH 43449

6. **Complete description of the work the sub-grantee will perform, financial term(s) and time frame of agreement:**

This sub-grant agreement, made and entered into on the July 1, 2012, by and between the Ottawa County Board of County Commissioners, on behalf of the Ottawa County Department of Job and Family Services(hereinafter referred to as Contractor) and Joyful Connections, a Sub-recipient of funds under the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA), for the provision of supervised exchanges and visitation between custodial parents/ guardians and non-custodial parents/ guardians, hereinafter referred to as Sub-recipient. The following are the terms of the contract.

1. **Purchase of Services:** Subject to terms and conditions set forth in this contract, and any attached exhibits (such exhibits are deemed to be part of this contract as fully as if set forth herein), Contractor agrees to purchase for, and the Sub-recipient agrees to provide consultant services to eligible individuals, those specific services detailed in this agreement.

2. **Contract Period**: This contract will be effective from July 1, 2012 through June 30, 2013. Contractor has the option to renew this contract for the period of July 1, 2013 through June 30, 2014; the period of July 1, 2014 through June 30, 2015, and July 1, 2015 through December 31, 2015. All renewals to be at the same terms, conditions, with a modified dollar amount to correspond with the length of the contract (specified in RFP, Sub-grant agreement with Ohio Department of Job and Family Services, and request for sole source contract approval). These renewals are based on performance and funding levels for the specified periods of time.

3. Payments for all services provided in accordance with the provisions of this contract are contingent upon the availability of (and will not exceed the total of) local, state, and federal matching funds. Total dollar value of this contract and subsequent renewals may not exceed **$45,000**, unless otherwise amended. Sub-recipient must provide a local match of 10%, or $4,500, as cash or in-kind.

**4. Deliverables**

A. Maintain the number of staff and increase the number of volunteers.

B. Provide the following services:

(1) A convenient location for neutral drop-off and pick up points for child(ren) exchanges.

(2) A secure location and personnel to provide supervised visitations between relatives and children, including security.

(3) Coordination with existing parenting projects in the community that address expanded family parenting issues (i.e., step-parent, separated or never married parents, etc.).

C. Increase number of Supervised Visitations and Neutral Exchanges by 10% over each of the next three fiscal years.

D. Advocate for referral to Joyful Connections as a family friendly location for exchanges and supervised visitations.

E. Document and provide 10% local match for all funds drawn under this contract. Local Match may be financial (non-Federal) or in kind.

F. Provide statistical and progress information on grant using Local Service Provider Work Sheet , as requested from Agency and State of Ohio.

G. Billing/ Support Documentation. By the 30th day after the last day of the service month, Sub-recipient will supply monthly invoice using attached invoice, with description of services provided, number of participants in services, and costs to the program. Invoice will also include documentation and description of local match for funds requested. Program income will be clearly identified and will be deducted from overall expenses prior to reimbursement through this contract.

7. **Mandatory Sub-grantee Certifications:**

**I,** Stephanie M. Koenl (signature of representative shown in Item #5 above) **hereby certify and affirm that** [illegible] (the sub-grantee shown in Item #2 above), **is committed to do the work described in Item #6.**

***AND***

**I,** Stephanie M. Koenl (signature of representative shown in Item #5 above) **hereby certify and affirm that** [illegible] (the applicant shown in Item #2 above) **has read and understands the RFA, the submitted proposal, the nature of the work, and the requirements of the RFA.**

# APPENDIX C

JFS-R-1213-09-8032

**Certification of In-Kind Requirement**

Date: 10/12/2012
Submitted By: Stephanie M. Kowal
CSEA: Ottawa County

The Ottawa County CSEA has reviewed the attached section of OMB circular A-110 (A87) that defines third party in-kind contribution. Since our agency is submitting an application in response to ODJFS' RFGA for access/ visitation, we are certifying that the in-kind contribution meets the necessary criteria as demonstrated in
A-110 (A87).

The in-kind contribution, which must be at least a 10% match is categorized as:

✓ Cash

____ Real property

✓ Equipment supplied

____ Expendable property

✓ Goods and services

The total value of the in-kind contribution during EACH YEAR of the project is $_____. A description of the in-kind contribution is

| | | |
|---|---|---|
| SFY 2012 | $ 3750 | Security furnishings for four (4) separate visitation areas, office supplies |
| SFY 2013 | $ 5000 | |
| SFY 2014 | $ 5000 | |
| SFY 2015 | $ 2500 | |

# BID ROOM RECEIPT

VENDOR/APPLICANT: Ottawa County

DATE: 6.14.12

TIME: 10:53 AM

RFP/RLB/RFGA #: R-1213-09-8032

DELIVERED BY: Stephanie Kowal

CONTENT: 7 PAPER PROPOSAL(S) 2 CD-ROM

CAVEAT: THIS RECEIPT ONLY SIGNIFIES THAT THE VENDOR OR APPLICANT HAS SUBMITTED A PROPOSAL TO ODJFS. IT DOES NOT IMPLY THAT THE PROPOSAL IS QUALIFIED FOR CONSIDERATION FOR AWARD OF THE RESULTING CONTRACT/GRANT.

WITNESSED BY: _____
(ODJFS/CONTRACTS & ACQUISITIONS)

434
+10
444

# ATTACHMENT C
# RFGA#: JFS-R-1213-09-8032
# Grant Application Score Sheet

**Applicant:** Ottawa County

## PHASE I: Initial Qualifying Criteria

The application must meet all of the following Phase I application acceptance criteria in order to be considered for further evaluation. Any application receiving a "no" response to any of the following qualifying criteria **shall be disqualified from consideration**.

| ITEM | APPLICATION ACCEPTANCE CRITERIA | RFGA Section Reference | YES | NO |
|---|---|---|---|---|
| 1. | The applicant included at least one of the four program components: Court-ordered or voluntary mediation; Neutral drop-off and pick-up; Supervised visitation; Parenting class. | Sec., 2.1, 1 | X | |
| 2. | The applicant clearly defined how the agency will ensure the safety of program participants while services are being provided. | 2.1, 2 | X | |
| 3 | The application was submitted to ODJFS by the local CSEA and is identified as the lead agency. | Sec., 2.1, 3 | X | |
| 4 | The applicant has included written policies and procedures for the required minimum security measures. | Sec., 3.1 | X | |
| 5 | Was the application received at the specified location by the deadline as specified in the RFP? | 1.6<br>2.1, 4<br>5.1 | X | |
| 6 | The applications must explain any existing or pending county partnerships with private or other public agencies which will be involved in any facet of the proposed program. The roles and responsibilities of the various partners in the proposed activities must be clearly described. | 2.1 | X | |

## PHASE II: Criteria for Scoring of Technical Application

Qualifying technical applications will be collectively scored by an Application Review Team (ART) appointed by ODJFS, Office of Child Support. For each of the evaluation criteria given in the following score sheet, reviewers will collectively judge whether the technical application exceeds, meets, partially meets or does not meet the requirements expressed in the RFGA, and assign the appropriate point value, as follows:

| 0 | 6 | 8 | 10 |
|---|---|---|---|
| Does Not Meet Requirement | Partially Meets Requirement | Meets Requirement | Exceeds Requirements |

A technical application total PHASE II score will be the sum of the point value for all the evaluation criteria. The review team will collectively score each individual qualifying application. Technical applications which do not meet or exceed a total score of at least **432 points** (indicating an application that demonstrates adequate ability to perform contractual duties) out of a maximum of **513 points** will be disqualified from further consideration. Only those applicants whose technical applications meet or exceed the minimum required technical points will advance for consideration for the award of the grant.

| ITEM # | EVALUATION CRITERIA | Weight | RFGA SEC. REF. | Doesn't Meet 0 | Partially Meets 6 | Meets 8 | Exceeds 10 |
|---|---|---|---|---|---|---|---|
| **APPLICANT QUALIFICATIONS** | | | | | | | |
| 1 | The applicant has described the partnerships' roles and functions (for the CSEA and each individual partner organization), which includes facts such as the project roles of each organization, which partner will provide services, whether the partner organizations have collaborated with the CSEA on this or similar projects in the past, how project implementation will be staffed, and how those staff members qualify to meet the RFGA objectives | 3 | Sec. 2.2 | | | 24 | |

| ITEM # | EVALUATION CRITERIA | Weight | RFGA SEC. REF. | Doesn't Meet 0 | Partially Meets 6 | Meets 8 | Exceeds 10 |
|---|---|---|---|---|---|---|---|
| | **ORGANIIZATIONAL EXPERIENCE AND CAPABILITIES** | | | | | | |
| 2 | The applicant has described the organizational background of the Direct Services Provider. Provide such information as the size of the agency, its history in that or other geographic areas, its charter, its length of time providing access/visitation or related services, its administrative structure, etc. | 1 | Sec. 2.2, A., 1. | | | 8 | |
| 3 | The applicant has provided a narrative description of the Direct Services Provider's history and credential in providing access/visitation services or other human services involving supervised intervention, dispute resolution, parenting instruction, or other similar project goals. | 1 | Sec. 2.2, A., 2. | | | 8 | |
| 4 | The applicant has provided a organizational chart (including any sub-grantees) and specify the key management and administrative personnel who will be assigned to this project. NOTE: Applicant must have someone with an accounting degree or accounting experience with federal grants devoted to this project. | 3 | Sec., 3.2, D | | | 24 | |
| | **KEY STAFF EXPERIENCE AND CAPABILITIES** | | | | | | |
| 5 | The applicant has identified, by position and by name, those staff they consider key to the project's success (at minimum, key staff identified must include the direct service provider's project manager and/or a project lead/ program manager at the CSEA). | 3 | Sec. 2.2, B., 1. | | | 24 | |
| 6 | The applicant has included resume(s)/CV of key staff expected to work on the project. | 1 | Sec. 2.2, B., 2. | | 6 | ~~8~~ | |
| 7 | The applicant has assigned staff to teach parenting classes must be degreed in education or a related field, and must demonstrate experience in designing and/or presenting adult educational programs such as parenting classes. Mediators must possess a related certification, license or degree. | 1 | Sec. 2.2, B., 3. | | | 8 | |
| 8 | The staff accountant must have an accounting degree or accounting experience with federal grants. | 1 | Sec. 2.2. B., 4 | | | 8 | |
| | **OBJECTIVES OF PROJECT WORK** | | | | | | |
| 9 | The applicant has provided a security plan with written policies and procedures which describe how security equipment will be used to monitor program participants. | 3 | Sec. 3.1, A, B and C | | | 24 | |
| 10 | The applicant has described the key goals and objectives of the project activity providing a comprehensive and detailed description of each outcome to be achieved within each component of the program indicating the type of change targeted. | 3 | Sec. 3.1, D | | | | 30 |
| 11 | The applicant provided a comprehensive and detailed description of each component of the activities that will be furnished to the target population(s) that is, for mediation services, a description of who will provide services, defines the partnerships, etc.: for neutral drop-off and pick-up services, a description of who will operate the site. Where the site will be located, what type of security will be provided, etc.: for supervised visitation services, a description of who will operate the program site, where it will be located, what type of security will be provided etc.: for parenting classes, a description of who will teach the class, where classes will be offered, range of topics, etc. | 3 | Sec., 3.1, E | | | 24 | |
| 12 | The applicant has described in detail the target populations that include: information about the type and number of individuals being served or potentially to be served. Are the participants married, separated, divorced, or never married? | 2 | Sec., 3.1 F | | | 16 | |
| 13 | The applicant describes the geographic location of the participants that are being served; urban or rural and does the participant have a child support order. | 2 | Sec., 3.1, F | | | | 20 |

| ITEM # | EVALUATION CRITERIA | Weight | RFGA SEC. REF. | Doesn't Meet 0 | Partially Meets 6 | Meets 8 | Exceeds 10 |
|---|---|---|---|---|---|---|---|
| 14 | The applicant provided a time line for each component of the program displayed by SFY focusing on which individual activities will be performed and/or services provided and their expected duration. | 2 | Sec., 3.1, G | | 12 | | |
| 15 | The applicant provided a comprehensive and detailed description of the roles and duties of any partners who will participate in the program, including; a description of the manner in which these partnerships will be established (by contract, cooperative agreement, etc.). | 2 | Sec., 3.1, H | | | | 20 |
| 16 | The applicant described in detail the manner of payment, if any, to the listed partners. | 2 | Sec., 3.1, H | | | 16 | |
| 17 | The applicant has established a status-reporting procedure for reporting work completed and resolution of unanticipated problems. | 2 | Sec., 3.1, I | | | 16 | |
| 18 | The applicant has provided a detailed description on how specific data on each component of the program(s) will be collected, maintained and reported quarterly to ODJFS. | 2 | Sec., 3.1, J | | | 16 | |
| 19 | The applicant has identified and described the technical approach and work plan of the proposed programs deliverables/activities that are to be implemented and discussed in detail how those deliverables will be accomplished. | 3 | Sec., 3.1, K | | | 24 | |
| 20 | The applicant has provided a narrative clearly describing when an access and visitation service is terminated and described the procedures that will be taken to terminate a participant from the program who no longer uses any of the access/visitation services. | 1 | Sec., 3.1, L | | | 8 | |
| 21 | The applicant has provided a narrative describing how they plan to measure parenting times as it relates to implementing access and visitation services that include methods and tools to be used to measure if the non-custodial parenting time has increased. | 3 | Sec., 3.1, M | | 18 | | |
| 22 | The applicant provided a narrative that describes in detail how the applicant will obtain additional financial resources, or already has obtained additional funding from the local community. | 3 | Sec., 3.1, N | | | 24 | |
| 23 | The applicant has provided a narrative detailing how child support collections will be tracked and recorded for all noncustodial parents who are ordered to pay child support, and participate in the access/visitation program. | 2 | Sec., 3.1, O | | | 16 | |
| 24 | The applicant has provided an explanation for the process that will be used to obtain the amount of child support obligation due and the amount collected three months prior to the noncustodial parent beginning the access/visitation program, and the child support obligation due and the amount collected three months after the noncustodial parent leaves the program. | 2 | Sec., 3.1, O | | | 16 | |
| 25 | The applicant has provided a budget summary for the access/visitation services proposed, which is for a minimum of $45,000 per year and clearly indicates a minimum of 10% cash or in-kind match. | 3 | Sec., 3.1, P | | | 24 | |
| **Column Subtotal of "Does Not Meet" points** | | | | | | | |
| **Column Subtotal of "Partially Meets" points** | | | | | | | |
| **Column Subtotal of "Meets" points** | | | | | | | |
| **Column Subtotal of "Exceeds" points** | | | | | | | |
| **GRAND TOTAL SCORE** | | | | | | | |

**Based upon the Grand Total Technical Score earned, does the application proceed for consideration for award of the grant? (Applicant's Grand Total Technical Score must be at least 432 points.)**

**Yes** _____ **No** _____ (If "No," the application will **not** be considered for award of the grant.)

If yes, has the applicant provided evidence of focusing on or including mediation or parenting education? If there is not this focus, the application advances for consideration but the final technical score remains unchanged. If there is a focus on mediation or parenting education, the applicant's technical score is increased by ten (10) points for consideration.

| **PHASE II B.—Additional Consideration for focusing on or including mediation or parenting education?** | Sec. 3.1 | **NO** – Phase II A technical score unchanged | **YES** - Phase II A technical score plus 10 pts. |
|---|---|---|---|
| Has the applicant provided evidence of focusing on or including mediation or parenting education? | | | 10 |
| **GRAND TOTAL SCORE [Phase II A. + Phase II B. score]:** | | | |

Ottawa County Date 7-18-12

1. meets
2. meets
3. meets
4. meets
5. meets
6. partially meets - all resumes not included (Tracy)
7. meets
8. meets
9. meets
10. exceeds - included statistics, very detailed
11. meets
12. meets
13. exceeds - great detail
14. partially meets - not broken out by Fiscal Years
15. exceeds - included specific detail
16. meets
17. meets
18. meets
19. meets
20. meets
21. partially meets - not enough detail
22. meets
23. meets
24. meets
25. meets