

OHIO  
**WASHINGTON**  
COUNTY

**CHILD SUPPORT ENFORCEMENT AGENCY**  
205 Putnam Street, 4<sup>th</sup> Floor; Marietta, Ohio 45750

Barbara J. Tergolina, Director  
Phone: 740-373-9324 Fax: 740- 373-9447

June 13, 2012

ODJFS  
Office of Contract and Acquisitions  
30 East Broad Street, 31<sup>st</sup> Floor  
Columbus, OH 43215

Re: *Access/Visitation Grant Proposal – Washington County CSEA*  
*RFGA Number: JFS-R-1213-09-8032*

Enclosed please find six (6) copies of the above referenced grant application with attachments.

Thank you for the opportunity to apply for this grant.

Sincerely,

Barbara J. Tergolina  
Director



MISSION STATEMENT:  
CHILDREN ARE FIRST ON OUR AGENDA. TO ENSURE A BRIGHTER FUTURE FOR OUR CHILDREN,  
WE ENCOURAGE BOTH PARENTS TO BE ACCOUNTABLE SO CHILDREN RECEIVE THE SUPPORT  
THEY DESERVE. THIS IS ACCOMPLISHED THROUGH AGENCY TEAMWORK, OUTSIDE  
PARTNERSHIPS AND UNDER THE LAWS OF THE STATE OF OHIO

Can your child count on you?

## **Tab 1. Applicant Qualifications**

### ***Sub-Tab 1a. Mandatory Qualifications***

This application includes three of the four program components in this solicitation: Court-ordered or voluntary mediation; Neutral drop-off and pick-up; and Supervised visitation.

Safety of program participants is a part of the initial screening process for all components of this program.

Mediation procedures require a pre-mediation interview with all participants to assess the safety risk of the participants. Normally, mediation is scheduled at a local church facility during the day when other church personnel are present. If safety issues are present, mediation can be scheduled at a court facility that has on-site law enforcement personnel and the participants can be placed in separate rooms (shuttle-mediation). If these precautions are not sufficient or if any participant is not comfortable due to a security risk, the mediators are required by mediation guidelines to cancel mediation or simply report to the Court that mediation is not appropriate prior to scheduling mediation.

Neutral drop-off and pick-up and Supervised Visitation also include an initial assessment of all the parties for safety issues. Participants are scheduled to come at staggered times to eliminate the opportunities for confrontation and a law enforcement officer is on-site at all times during exchange and visitation operations. A protocol is also in place to include referrals and response by Children Services should any issues relating to children arise. These security measures are included in the written policy for this operation as more fully detailed ***Sub-Tab 3b*** and ***Sub-Tab 3c***.

This application is being submitted by the Washington County Child Support Enforcement Agency (WCCSEA) and the WCCSEA is the lead agency.

WCCSEA will be the lead agency and administrative partner. WCCSEA will prepare all program reports and will be the fiscal agent for all components of this application. WCCSEA will be responsible for hiring mediators, contracting for space, and purchasing supplies and other incidentals for mediation component of this application. WCCSEA will enter into a partnership with Eve, Incorporated (Eve), a private, non-profit agency, to operate the Neutral drop-off and pick-up, Supervised Visitation components. Eve will hire the necessary personnel, contract for space and purchase the incidentals to operate the Neutral drop-off and pick-up and Supervised Visitation components.

WCCSEA will ensure that this application is submitted at the specified location by the deadline, the application will include all of the Vendor required affirmative statements and certifications signed by the responsible representative as described in Attachment A and the

Vendor is not excluded from entering into a contract with ODJFS due to restrictions related to the federal debarment list, unfair labor findings or R.C. §9.24.

### ***Sub-Tab 1b. Applicant Qualifications***

**Washington County Child Support Enforcement Agency (WCCSEA)** is the county agency mandated to provide the full range of child support services for Washington County, Ohio. WCCSEA will be the agency responsible for the supervision and overall operation of this project. WCCSEA has successfully maintained this project since the initial award in 1997 and one of the three mediators has been with the program since its inception. Two additional mediators were added to the program in 2005 to replace a long-time mediator who left when elected to public office. WCCSEA will continue to employ the individual mediators, handle all of the financial responsibilities of this project, ensure that required reports are made, and supervise the overall operation. In addition, the WCCSEA shall enter into a contract with Eve, Incorporated to operate the Neutral drop-off and pick-up and Supervised Visitation components. WCCSEA will participate in all meetings as appropriate concerning the projects, provide information to and make referrals of prospective consumers of this service. In addition, WCCSEA will ensure that at least one staff member is familiar with the operation of this project and is capable of providing the assistance needed to complete the initial screening instrument for forwarding to the mediation, visitation and parenting class projects. WCCSEA is the formal grantee for this project.

**Washington County Court of Common Pleas (WCCCP)** represents both the general division and juvenile division of the Court of Common Pleas. These courts have jurisdiction over all court cases filed with custody and visitation disputes and child support issues. WCCCP will participate in all meetings as appropriate, provide information to and make referrals of prospective consumers of this service. As appropriate, WCCCP may order parties to participate in the screening process and at least one mediation session. In addition, WCCCP will ensure that at least one staff member is familiar with the operation of this project and is capable of providing assistance needed to complete the initial screening instrument for forwarding to the mediation and visitation projects. WCCCP has participated in the development of this service since its inception and has made countless referrals to the program. This participation will be established by a cooperative agreement and will not involve any payment for services.

**Washington County Commissioners (WCC)** are the elected officials with responsibility for all county operations and facilities and have approved the operation of this service. This will be established by a cooperative agreement.

**Eve, Incorporated (Eve)** is a private, non-profit organization providing emergency shelter and a wide array of supportive services to survivors of domestic violence and rape. The agency was designated by the Washington County Domestic Violence Task Force to be the administrative agency for the visitation center at the time of its inception in 1997. Eve has

successfully operated the visitation center for fourteen years and partnered with WCCSEA for over five years. The program director for visitation services has been with the visitation project since its inception.

Eve administers a yearly budget, including multiple grants, in excess of \$500,000. By contract, Eve will be responsible for the operation of the Neutral drop-off and pick-up and Supervised Visitation, and make all necessary reports to WCCSEA. Eve will be responsible for contracting with the program director of the visitation center. The program director shall report directly to the executive director of Eve. The supervisors and off-duty law enforcement personnel shall be supervised by and report to the program director. The program director and the Eve's executive director or designee shall participate in meetings as appropriate. There will be payment for approved services, billed monthly in accordance with the budget presented, and these agreements shall be established by contract.

**Southeastern Ohio Legal Services (SEOLS)** is a private, non-profit organization providing legal services to low-income individuals in this area. The office assisted with the initial design and implementation of the mediation and visitation projects. SEOLS will continue to provide technical assistance as needed to implement these projects. SEOLS will also attend meetings and continue to serve on the advisory committee for the visitation center. There will be no payment for this service and it will be established by cooperative agreement.

### ***Sub-Tab 1c. Organizational Experience and Capabilities of the Direct Service Provider***

Eve has been the local direct service provider of services to survivors of domestic violence and rape for more than thirty years. Eve provides emergency shelter, legal advocates, transitional housing, children's programming and a variety of counseling and other programs for survivors. In addition, Eve maintains an emergency crisis hotline and provides outreach services throughout the community. Eve administers a yearly budget, including multiple grants, in excess of \$550,000. Eve is run by co-directors, Annelle Edwards and Janet Wells. Annelle Edwards is an MSW LISW-S and who has over 28 years experience in counseling and domestic violence. Janet Wells has over 19 years experience in the provision of family violence services. These two have served as co-directors of Eve since 2006.

Eve has been the agency responsible for operation of the visitation center, including neutral drop-off and pick-up and supervised visitation since its inception in 1997. The Washington County Domestic Violence Task Force designated Eve as the lead agency for the development and implementation of the visitation center when it first opened in 1997. Until 2011, Eve was awarded a succession of grants to operate the center. In 2011, when the primary grant funder stopped funding visitation centers, the center has been operated on a volunteer basis for only a few individuals. If funding is secured, the facility and all policies and procedures are in place to immediately resume operations.

### ***Sub-Tab 1d. Key Staff Experience and Capabilities***

Barbara J. Tergolina is the director of the Washington County Child Support Enforcement Agency. As director, she has operated a large budget and managed the mediation/visitation grant since 2007. She will contract with mediators who have provided services under this grant in the past and will insure that all providers remain qualified to provide mediation services.

Dr. Mary Barnas will be the program director for the visitation center and will conduct the parenting classes. As can be seen by the attached resume, Dr. Barnas has extensive experience in childhood development and has published a number of articles on the subject, has engaged and in research, and has been the director of the visitation center since 1997. She is also the current director of the Marietta College Center for Families and Children and is a professor at Marietta College.

Annelle Edwards and Janet Wells are co-directors of Eve and supervise program and personnel. Ms. Wells and Ms. Edwards have been co-directors since 2006. Ms. Edwards is a Licensed Independent Social Worker and has worked at Eve since 2001. Ms. Wells has an associate degree in social work and has worked at Eve since 1997. See the attached resumes.

Michelle Tornes is the Fiscal Director for Eve and will be the person responsible for the fiscal management of this grant at Eve. Ms. Tornes has been the fiscal manager at Eve since 2004 and maintains the fiscal records and prepares the fiscal reports for a number of state grants. Prior to coming to Eve, Ms. Tornes spent 5 years as the assistant to the fiscal director of Washington Morgan Community Action again maintaining fiscal records and reports including payroll. Ms. Tornes has an associates degree in accounting and is completing her work for her bachelors degree in accounting. Ms. Tornes was the fiscal manager when Eve was the recipient of federal Violence Against Women Act grant. Eve operates with a budget in excess of \$500,000 and employs more than 15 individuals. See the attached resume.

Robin A. Bozian is the managing attorney of the Marietta office of Southeastern Ohio Legal Services. She has been active in a number of community efforts including the establishment of this mediation service and the visitation center. She is currently a member of the Ohio Supreme Court Domestic Violence Advisory Committee and is also a member of the Supreme Court Dispute Resolution Advisory Committee. She keeps the project members informed about training events, assists with the grant applications and meetings with the court and bar associations. See the attached resume.

This project has successfully operated for fourteen years. All of the key staff and personnel have demonstrated their capabilities and abilities throughout the years to provide the services proposed in this application.

**Tab 2. Narrative Description of Proposed Project**

***A. Key Goals and Objectives***

This grant is designed to address each of the four project design areas. The first component addresses project area and goal 3.1.A.1., **Court-Ordered or Voluntary Mediation** centered on access/visitation disputes. The second component addresses two project design areas and goals, 3.1.A.2 and 3.1.A.3, **Neutral Drop-off and Pick-up Points for Visitation** to alleviate problems of confrontation between residential and non-residential parents, and **Supervised Visitation** to assist in establishing a relationship with the parent or relative previously unavailable to the child, or to enhance a relationship between both parents and a child.

**1. Court-Ordered or Voluntary Mediation Outcomes**

Mediators will provide 300 hours of mediation services at \$90 per hour in SFY 12 and 13, \$95 per hour in SFY 14 and \$100 per hour in SFY 15.

60% or more of the parties completing mediation will reach a mediated settlement.

There will be a 50% reduction in the number of visitation disputes as reported by the participants after completion of mediation as determined by participant surveys.

**2. Neutral Drop-off/Pick-up Points for Visitation**

2 hours of operation every other week for weekend visitation exchanges (1 hour on Fridays and 1 hour on Sundays)

3.5 hours of operation every week on Wednesday for mid-week exchanges

30% reduction in the number of visitation disputes reported by the participants using the visitation center.

Over the course of the first year, 30 families will have used the neutral drop-off/pick-up supervised exchange services.

2 or more families will no longer need the visitation center to supervise exchanges.

**3. Supervised Visitation**

8 hours of operation per week (two supervised visits per hour) available to potential participants at the visitation center

At least 30 families will use the visitation center for supervised visitations by April 1, 2013.

After one year of services, at least two families will no longer need supervised visitations.

## ***B. Technical Approach and Work Plan***

### **1. Court-Ordered or Voluntary Mediation Activities (3.1.1)**

In 1997, the Washington County Child Support Enforcement Agency was awarded a grant to design, implement and evaluate a mediation visitation project. Hence the Washington County Visitation Mediation Project was developed and two mediators were contracted with to assess, schedule and conduct the mediation. One was a lawyer and one was a family therapist. These contractors co-mediated or singularly mediated parenting conflicts regarding visitation and/or parenting disputes. The original two mediators stayed with the program until 2005. One of the original mediators, the lawyer, was elected to the State House of Representatives and left the program. The therapist remains with the program, as do the two attorneys contracted to provide additional mediation services. The mediators have all received extensive training and mediation and receive continuing education as appropriate.

Because this project is a continuation project, there is no time needed for the development of forms, procedures or court rules. All of the forms, procedures and rules have been in use for over eleven years. The services provided under this project will be provided at no charge to the participants.

The Mediation Project has been successfully mediating visitation and parenting disputes the past eleven years. Over its life, this project has provided the majority of its services to unmarried parents, establishing visitation for many where no visitation previously had been arranged. More than 75% of the cases mediated in through 2011 involved unwed parents. This represents a significant increase in juvenile court filings for visitation. Court referrals for mediation have also increased dramatically, especially in light of the elimination of the right to counsel for parents involved in juvenile court actions in 2005, and it is expected that this increase will continue well into the future.

During the initial stages of operation, services were provided only to parents or custodians who were parties to a monitored child support order. The project was then expanded to include access to mediation services for families that do not have monitored child support orders for a variety of reasons including, but not limited to disability of the obligor; lack of employment; motions for grandparent visitation; post-decree disputes in shared-parenting cases; and that no child support order was ever established. As a result of individual referrals to the mediation program by both the Washington County Court of Common Pleas and the Washington County Child Support Enforcement Agency, referrals have continued. The program lost funding

in 2011 and for approximately 11 months, services were provided on a pro bono basis. In March, local short-term funding was secured and the program has resumed normal operations. However, funding after September 30, 2012 is needed to continue this program.

The mediation project receives referrals in a variety of ways. Information and referral forms are available throughout the community. Any agency or entity or individual can make a referral to the project, including a self-referral for voluntary participation. The mediation project has brochures available at the Clerk of Courts, WCCSEA, the public library, the schools, and the laws of various lawyers and therapists in the community.

The mediators, the clerks of court for both the general and juvenile divisions, and the Washington County Law Library have *pro se* forms available to the public to request court-ordered visitation or modifications and to request mediation. These forms are also available at the public library. Although voluntary mediation is allowed, the mediators encourage the parties to file *pro se* pleadings through the court and request an order so that attendance is not an issue and any agreement may be ultimately formalized through a court order. If one party wishes to mediate and the other party refuses, forms are available to obtain a court order to require participation at mediation. Information about the project is also provided by WCCSEA to all non-residential obligors who contact that office.

If visitation issues arise during administrative child support proceedings, individuals are referred to the mediation project for information on accessing court-ordered mediation. If visitation issues arise during the course of a case pending in WCCCP, information and referral is available for court-ordered mediation. On its own motion or that of one of the parties, the court may order the parties to participate in the screening process and at least one mediation session to determine if mediation would be helpful. This project is not restricted to referrals from any one particular source.

Upon receipt of a mediation request, the mediators contact the participants and schedule an initial mediation session. The mediators have flexible hours and schedule sessions for times that are convenient to participants. One of the contract mediators will meet face to face with the parents at the time of the initial session after screening. During the course of the first session, the mediator often will assist participants in reaching a temporary agreement, then schedule a later mediation to give the participants time to work under the new agreement, and then work through any difficulties encountered by the participants in later sessions. This approach has resulted in an approximately 70% success rate in mediations. Although not often, the mediators have conducted long-distance mediation through the use of telephones and are capable of providing shuttle mediation (participants in separate rooms) if safety issues are a concern.

Once a mediation has been successfully completed, each of the mediators have the ability to draft an agreement in a form suitable for adoption by the court. The parties sign the

agreement and the agreement is filed with the court. If the participants are unable to reach an agreement, the mediators report to the court that no agreement was reached.

The mediators send surveys to participants for purposes of evaluation, meet with WCCSEA as needed, prepare quarterly reports, design and distribute brochures, and arrange for outreach and publicity.

Evaluation is a key component of this service. Continuous evaluation provides information on changes that may be needed to improve the quality and success of the project. The evaluation process attempts to receive input from the participants on ways to improve the service procedurally and qualitatively. First and foremost, the participants will be asked to complete pre-mediation surveys in order to establish the difficulty or dispute which prompted the need for the service. Within three months following the conclusion of mediation, a post-mediation survey form is sent to each participant with instructions to return the completed form to WCCSEA. To the extent practical, each of the instruments will collect information concerning the nature of the dispute; family composition of each of the participants; whether or not child support is being paid; the effectiveness of mediation from each consumer's point of view; whether a reduction in visitation disputes has occurred; whether there has been a change in the payment of child support; whether the dispute was submitted to the court by way of a contested hearing; suggestions for improvement of the service; and any other comments the participants may find appropriate. Annually the mediator will survey the local bar association members about the service provided in order to seek feedback on the quality of the project's services and procedures.

The mediator also prepares quarterly reports for WCCSEA. The quarterly reports include information on the number of referrals received, what agency made the referrals, the number of mediations conducted, the number of mediations concluded successfully, and a summary of the evaluations received. The mediators will also report on the meetings attended and any other information relating to the objectives of the project. This report will be available for distribution to all the partners. A separate report will be prepared providing WCCSEA with the names of participants and their individual information so that the WCCSEA may gather child support collection data and maintain confidentiality as well as complete the reports.

Upon given the name of participants, WCCSEA will collect the child support payment history six months prior to participation and track payments throughout the mediation process, up to and including six months after the completion of mediation.

At least two advisory meetings will be scheduled each year. Each of the partners will be invited to attend through a designated representative. The meetings will review the progress of the project as reflected in the quarterly reports, will consider what changes should be made to the program or services, if any, and will provide feedback on the operation of the service. These

meetings will also be a forum for resolving any anticipated problems that might arise. It is also expected that additional meetings may be called if problems arise between scheduled meetings.

WCCSEA understands that the access and visitation services are non-critical funding. WCCSEA recently was able to obtain start-up funding from a local county agency. In the past, this mediation program has received local charitable funding and funding from other agencies. WCCSEA will continue to explore the possibility of additional funding through other channels.

## **2. Neutral Drop-off/Pick-up Points for Visitation**

A visitation center for Washington County was established in 1997 with a federally funded Violence Against Women Act grant. The center was part of a county-wide collaborative effort, the Domestic Violence Task Force, and a needed service in the county. For fourteen years of operation, other funding was secured and the visitation center continued to operate and grow. In 2011, funding was lost and the center was forced to cease operations. This created a tremendous hole in the provision of services to families experiencing a variety of stresses. Funds are being requested to reopen the visitation center for both neutral drop-off/pick-up supervised services as well as supervised visitation (see below). The visitation center's services are provided at no charge to the participants.

The visitation center would be administered by Eve and directed by Dr. Mary Barnas, a psychology professor specializing in child development at Marietta College, who would work under contract with Eve. Dr. Barnas would train all of the persons who staff the center. The supervisors would be tasked to take extensive notes and make observations, are trained to intervene when necessary, and have an established protocol to deal with emergencies, including an established relationship with Washington County Children's Services Board. In addition to the paid staff, to assist in reducing cost, Marietta College interns would be utilized when appropriate. Dr. Barnas teaches a companion course at Marietta College so that all student interns are fully capable of providing assistance.

The center would be physically located at St. Luke's Lutheran Church. The church has a recently renovated educational wing that is set up for children and offers a child-friendly environment for visitation. The church facility meets all applicable building codes for this kind of activity.

For neutral drop-off/pick-up supervised exchanges, the visitation center will be open on Wednesday evenings from 6:00 p.m. until 9:30 p.m., and on alternate weekends, Friday and Sunday evenings from 6:00 p.m. until 7:00 p.m. Dr. Barnas would perform the initial screening of clients to insure that participants are appropriate for the service.

Security would be provided at the visitation center by an off-duty current law enforcement officer who would be present at all times. At least two other supervisors would also

be present. The visitation center has a written policy and procedural manual and a number of forms designed to gather the needed information for evaluation of appropriateness for services as well as what safety issues might be present, see attached handbook and forms. As can be seen by the handbook, the parents are kept physically and visually separate by scheduling staggered drop-off and pick-up times and limiting notes and other communications. Relevant court documents are collected during the initial intake process and client confidentiality is maintained. Because security is provided by an off-duty current law enforcement officer, an immediate law enforcement response is available should there be any problems. There is currently no security equipment being utilized. Emergencies relating to the participants are addressed in the policy and procedure manual. The layout of the premises and method of evacuation in the event of a fire or other emergency is posted throughout the facility in accordance with the City of Marietta fire codes.

Participants utilizing the visitation center services are required to follow the guidelines and rules. Participants who violate the guidelines or rules risk having the visit immediately terminated. (See Policies and Procedures Handbook attached) If a participant is repeatedly late or cancels three times, the staff may require proof of the reason for the cancellations. If the participant misses two visitation sessions without notification to the staff, the visitation services will be terminated (see Guidelines and Agreement form signed by all participants attached).

The visitation center director, Dr. Barnas, would prepare quarterly reports. The reports would identify the number of referrals received; the sources of the referrals; the number of families receiving supervised visitation exchange services; the number of families who have successfully transitioned to unsupervised visitation exchanges; a summary of evaluations received from participants; and any other information needed to report on the objectives of the grant. These reports will assist the administering agency and partners to monitor the usage of the center, to determine what agencies are making referrals, pinpoint areas where additional outreach efforts might be needed, and finally, to review feedback from participants and others to see if adjustments to procedures or operations are needed. Dr. Barnas will also provide the WCCSEA a separate list of participant names and other statistical information to allow the WCCSEA to monitor child support collection activities and maintain confidentiality.

Upon receipt of the names of participants, WCCSEA will collect child support payment history six months prior to participation and track payments throughout the visitation center process up to and including six months after use of the visitation center.

In addition, there shall be a minimum of three advisory meetings each year. Each of the partners will be invited to attend through a designated representative. The meetings will review the progress of the project as reflected in the quarterly reports, consider what changes should be made to the program or services, if any, and provide feedback on the operation of the service. These meetings will also be a forum for resolving any unanticipated problems that might arise.

It is also anticipated that additional meetings may be called if problems arise between scheduled meetings.

Access to the supervised visitation exchange services would be made available in a variety of ways. Information and referral forms would be available throughout the community. The Marietta Municipal Court would provide information about the visitation center to victims and defendants who appear in court on domestic violence related issues through its victim advocate. Referrals from the WCCCP are expected once operation is resumed. Brochures and referral forms will be made available at a variety of social service agencies, including Washington County Children's Services Board and the offices of private attorneys. Although it is anticipated that most cases would be referred to the visitation center by court order, individuals may voluntarily agree to use the center's services. There is no charge for utilization of this service.

The functioning and performance of the supervised visitation exchange service will also be evaluated by the families participating and using the center. The evaluations are distributed at regular intervals. All adult family members will be given a survey prior to using the visitation center. A follow-up survey will be sent to participants at six month intervals, including a final survey approximately three to six months after the use of the visitation center to measure long-term effectiveness. In addition to questions about the nature of the conflict and whether the visitation center reduced conflict, all participants will be asked for comments on the visitation center and for input regarding its effectiveness. These evaluations are a necessary component of the project and will be a part of the ongoing operation.

Quarterly program reports will be made to the WCCSEA and provided to partners and the courts.

Eve understands that the access and visitation services are considered non-critical funding. Applications have been made for additional grant funding from another source and Eve anticipates submitting applications to other sources in the future. These services have been grant funded in the past by the US Department of Justice, the Ohio Office of Criminal Justice Services and local charities. In addition, Eve has been in discussion with local agencies about the inclusion of these services in their respective budgets. There is every reason to believe that more grant money will be made available.

### **3. Supervised Visitation**

As stated above, the visitation center for Washington County was established in 1997 with a federally funded Violence Against Women Act grant. In 2011, funding was lost and the center was forced to cease operations. This created a tremendous hole in the provision of services to families experiencing a variety of stresses. For some families, the loss of a supervised visitation service meant that some non-residential parents have had virtually no

visitation with their children for over a year. Funds are being requested to reopen the visitation center for supervised visitation as well as neutral drop-off/pick-up supervised services (see above). The visitation center's services are provided at no charge to the participants.

The visitation center would be administered by Eve and directed by Dr. Mary Barnas, a psychology professor specializing in child development at Marietta College, who would work under contract with Eve. Dr. Barnas would train all of the persons who staff the center. The supervisors would be tasked to take extensive notes and make observations, are trained to intervene when necessary, and have an established protocol to deal with emergencies, including an established relationship with Washington County Children's Services Board. In addition to the paid staff, to assist in reducing cost, Marietta College interns would be utilized when appropriate. Dr. Barnas teaches a companion course at Marietta College so that all student interns are fully capable of providing assistance.

The center would be physically located at St. Luke's Lutheran Church. The church has a recently renovated educational wing that is set up for children and offers a child-friendly environment for visitation. The church facility meets all applicable building codes for this kind of activity.

For supervised visitation, the visitation center will be open on Wednesday evenings from 6:30 p.m. until 8:30 p.m., and six hours on Saturdays. Dr. Barnas would perform the initial screening of clients to insure that participants are appropriate for the service.

Security would be provided at the visitation center by an off-duty current law enforcement officer who would be present at all times. At least two other supervisors would also be present. The visitation center has a written policy and procedural manual and a number of forms designed to gather the needed information for evaluation of appropriateness for services as well as what safety issues might be present, see attached handbook and forms. As can be seen by the handbook, the parents are kept physically and visually separate by scheduling staggered drop-off and pick-up times and limiting notes and other communications. Relevant court documents are collected during the initial intake process and client confidentiality is maintained. Because security is provided by an off-duty current law enforcement officer, an immediate law enforcement response is available should there be any problems. There is currently no security equipment being utilized. Emergencies relating to the participants are addressed in the policy and procedure manual. The layout of the premises and method of evacuation in the event of a fire or other emergency is posted throughout the facility in accordance with the City of Marietta fire codes.

Participants utilizing the visitation center services are required to follow the guidelines and rules. Participants who violate the guidelines or rules risk having the visit immediately terminated. (See Policies and Procedures Handbook attached) If a participant is repeatedly late or cancels three times, the staff may require proof of the reason for the cancellations. If the

participant misses two visitation sessions without notification to the staff, the visitation services will be terminated (see Guidelines and Agreement form signed by all participants attached).

The visitation center director, Dr. Barnas, would prepare quarterly reports. The reports would identify the number of referrals received; the sources of the referrals; the number of families receiving supervised visitation exchange services; the number of families who have successfully transitioned to unsupervised visitation exchanges; a summary of evaluations received from participants; and any other information needed to report on the objectives of the grant. These reports will assist the administering agency and partners to monitor the usage of the center, to determine what agencies are making referrals, pinpoint areas where additional outreach efforts might be needed, and finally, to review feedback from participants and others to see if adjustments to procedures or operations are needed. Dr. Barnas will also provide the WCCSEA a separate list of participant names and other statistical information to allow the WCCSEA to monitor child support collection activities and maintain confidentiality.

Upon receipt of the names of participants, WCCSEA will collect child support payment history six months prior to participation and track payments throughout the visitation center process up to and including six months after use of the visitation center.

In addition, there shall be a minimum of three advisory meetings each year. Each of the partners will be invited to attend through a designated representative. The meetings will review the progress of the project as reflected in the quarterly reports, consider what changes should be made to the program or services, if any, and provide feedback on the operation of the service. These meetings will also be a forum for resolving any unanticipated problems that might arise. It is also anticipated that additional meetings may be called if problems arise between scheduled meetings.

Access to the supervised visitation services would be made available in a variety of ways. Information and referral forms would be available throughout the community. The Marietta Municipal Court would provide information about the visitation center to victims and defendants who appear in court on domestic violence related issues through its victim advocate. Referrals from the WCCCP are expected once operation is resumed. Brochures and referral forms will be made available at a variety of social service agencies, including Washington County Children's Services Board and the offices of private attorneys. Although it is anticipated that most cases would be referred to the visitation center by court order, individuals may voluntarily agree to use the center's services. There is no charge for utilization of this service.

The functioning and performance of the supervised visitation service will also be evaluated by the families participating and using the center. The evaluations are distributed at regular intervals. All adult family members will be given a survey prior to using the visitation center. A follow-up survey will be sent to participants at six month intervals, including a final survey approximately three to six months after the use of the visitation center to measure long-

term effectiveness. In addition to questions about the nature of the conflict and whether the visitation center reduced conflict, all participants will be asked for comments on the visitation center and for input regarding its effectiveness. These evaluations are a necessary component of the project and will be a part of the ongoing operation.

Quarterly program reports will be made to the WCCSEA and provided to partners and the courts.

Eve understands that the access and visitation services are considered non-critical funding. Applications have been made for additional grant funding from another source and Eve anticipates submitting applications to other sources in the future. These services have been grant funded in the past by the US Department of Justice, the Ohio Office of Criminal Justice Services and local charities. In addition, Eve has been in discussion with local agencies about the inclusion of these services in their respective budgets. There is every reason to believe that more grant money will be made available.

#### **4. Parenting Program**

In conjunction with the mediation project, WCCSEA and the partners wish to develop and implement a parenting program designed specifically for unmarried parents. The purposes of this program are to educate unmarried parents – who typically do not qualify for court-referral as part of a divorce or custody action – in their roles as co-parents and to encourage unmarried parents to each take active roles in the lives of their children.

In its initial planning stages, it is proposed that as parents become part of the mediation project, they be referred to the parenting program in conjunction with attempting to reach a mediated settlement. This means that the mediator would refer parents directly to the parenting program, regardless of the manner in which the parents were initially linked to the mediation project.

Long-range goals for the parenting program over the life of the grant are as follows:

- i. Develop and initiate a community-based parenting program
  - a. Develop parenting program curricula
    - i. Establish relationship with parenting educator to teach courses, either alone or in conjunction with mediators and implement program
    - ii. Evaluate and purchase educational materials (facilitator kits, workbooks, hand-outs, brochures, posters, etc.) to use as part of parenting program
  - b. Develop public awareness of the parenting program
    - i. Offer parenting program participation to mediation project clients
    - ii. Promote parenting program to various court and social service agencies in order to foster referrals and raise community awareness
- ii. Refer unmarried parents to the parenting program through the mediation project, on a voluntary or court-mandated participation basis
- iii. Within two years of implementation of the parenting program, at least 25% of unmarried parents involved in mediation would participate in parenting classes on a voluntary basis
- iv. Following development and initiation of the parenting program, and during the life of the grant, investigate the need and/or interest for development of a parenting program for unmarried teenage parents through the local school systems and social service agencies

Inasmuch as it is proposed that the parenting program be engrossed in the mediation project, the provisions for the mediation project, see Tab 3.2 A with regard to the specific reporting requirements and activities to which the parenting program would be subject.

#### **Target Population to be Served (all components)**

Washington County is located in Southeastern Ohio and is an Appalachian county. Washington County is primarily rural and according to the Ohio Department of Development, based on the US Census data, the total population for the county is 62,066. A significant portion of Washington County's population lives in poverty, 10.8%. Of those in poverty, 52.8% were single parent households.

In 2008, WCCSEA established 377 paternities with corresponding child support orders. The WCCSEA monitored nearly 4,400 child support orders. The WCCCP Juvenile Division statistics reflect that 69 child custody and/or visitation cases were filed in 2007. During that time period, 113 child support cases and 10 paternity actions were also filed.

The geographic location of the individuals and families involved in the various filings is not available as a statistic. However, over the life of the mediation project, approximately 99%

of all cases mediated involved at least one party who resides in Washington County, Ohio. The visitation project has had the same experience. For this reason, the project shall be available to anyone who has a child support case, a pending custody or visitation dispute, or could bring a case within the jurisdiction of Washington County, Ohio concerning a visitation or custody dispute.

In 2008, the mediation project provided services to 13 divorced or separated families and 47 unmarried families. Participants can be married, separated, divorced, or never married. Based on past experience, more than 50% of the participants have an established child support order.

Because the overwhelming majority of families receiving mediation project services – 78% in 2008 – involve unmarried parents, referral to the proposed parenting program will prove vital to the emotional well-being of children throughout Washington County. The purposes of the parenting program would be to educate unmarried parents as to their roles as co-parents and to foster each parent’s desire to have individual roles in the lives of their children. Although this program is purely in developmental stage, it is expected that the partners would retain services of a parenting educator who would work in conjunction with the mediators. As cases are screened for mediation, and incident to the mediation process, the mediators will make referrals to the parenting program. Initially, parents will participate in the parenting program on a voluntary basis, although as court and public awareness of the program grows, it is anticipated that the court and various social services agencies will make referrals to the parenting program.

### **Project Timelines**

#### **Court-ordered or Voluntary Mediation (3.1.1)**

<i>Time Periods</i>	<i>Activities</i>
SFY12 – 15	Three mediators will contract to offer mediation services through the Washington County Visitation Mediation Project
SFY12 – 15	Current procedure and forms for mediation will continue to be used
SFY12 – 15	Educational and promotional materials will be distributed
SFY12 – 15	The public will continue to be informed about the project with special emphasis on notifying the public that a broad group of individuals are eligible to use the service
SFY12 – 15	Referrals will continue to be accepted
SFY12 – 15	Evaluations of the project will be completed
SFY12 – 15	The mediators will prepare quarterly reports which will include information on the number of referrals received, the source of the referrals, the number of mediations conducted, the number of mediations concluded successfully, and a summary of the evaluations received. A separate report will be prepared with the

<i>Time Periods</i>	<i>Activities</i>
SFY12 – 15	information on the names of participants so that WCCSEA can gather information and maintain confidentiality. Upon being given the names of participants, WCCSEA will collect the child support payment history six months prior to participation and track payments throughout the mediation process up to and including six months after the completion of mediation
SFY12 – 15	There will be at least two advisory committee meetings each calendar year. These meetings will review the progress of the project as reflected in the quarterly reports, consider what changes should be made to the program or services, if any, and provide feedback on the operation of the service. These meetings will also be a forum for resolving any unanticipated problems that might arise. It is also anticipated that additional meetings may be called if problems arise between scheduled meetings.
SFY12 – 15	60% or more of the parties completing mediation will reach a mediated settlement
SFY12 – 15	50% reduction in the number of visitation disputes as reported by the participants after completion of mediation as determined by participant surveys.
SFY12 – 15	3 or more referrals from any of the local schools, Head Start, YMCA or children's clubs

#### **Neutral Drop-off/Pick-up Points for Visitation and Supervised Visitation Activities**

<i>Time Periods</i>	<i>Activities</i>
SFY12 – first month	The visitation center director and Eve will hire and train supervisors
SFY12 - first month	The procedures and forms for utilizing the visitation center will be updated
SFY12-second month	Educational and promotional materials will be updated
SFY12-second month	The public will be informed about the project. The center will continue to make brochures and promotional materials available to the public.
SFY12-second month	Referrals will be accepted
SFY12-third month on	Evaluations of the project will be completed. In April of each year, the rate of evaluation returns will reach 25% of the participants.
SFY12 - 15	Quarterly reports will be provided to WCCSEA and the partners in each of the years.
SFY12 - 15	Upon being given the names of participants, WCCSEA will collect the child support payment history six months prior to participation

<i>Time Periods</i>	<i>Activities</i>
SFY12 - 15	and track payments throughout the mediation process up to and including six months after completion of mediation
SFY12 - 15	At least three yearly advisory meetings shall be scheduled and a representative from each of the partners will be invited to attend
SFY12 - 15	30% reduction in the number of visitation disputes reported by the participants using the visitation center
SFY12 - 15 after second month	8 hours per week (at the rate of two supervised visits per hour) in hours of operation available to potential participants at the visitation center
SFY13 - 15	2 or more families will no longer need the visitation center to supervise exchanges or visitations after one year of services
SFY12 - 15	75% of the participants who respond to the evaluation survey will report satisfaction with the operation of the center in each of the years
SFY12 - 15	50% of the noncustodial participants will report an improved relationship with the minor child(ren) after utilizing the supervised visitation service

### **Parenting Program**

<i>Time Periods</i>	<i>Activities</i>
09 - 12	Develop and initiate a community-based parenting program by establishing a relationship with a parenting educator to teach courses, either alone or in conjunction with mediators and by evaluating and purchasing educational materials necessary to implement the program
09 - 12	Develop public awareness of the parenting program by making the program available to mediation project clients as part of the mediation process and by promoting the parenting program to various court and social services agencies, through a variety of advertisement techniques, in order to foster referrals and raise community awareness
09 - 12	Refer unmarried parents to the parenting program through the mediation project, on a voluntary or court-mandated participation basis
11 - 12	25% of unmarried parents involved in mediation project will participate in parenting classes
11 - 12	Following development and initiation of the parenting program, and during the life of the grant, investigate the need and/or interest for development of a parenting program for unmarried teenage parents through the local schools and social service agencies.

### **Roles and Duties of Partners**

As director of the WCCSEA, Barbara Tergolina will be the grant manager for this project. Ms. Tergolina will be responsible for the establishment and/or maintenance of contracts with the mediators and the payment of utilities and other bills associated with the provision of mediation services. Ms. Tergolina will also be responsible for all reports and billings submitted to the State of Ohio. This relationship will be established by contract with the State of Ohio.

The mediators will perform services and submit billings and reports as required by Barbara Tergolina. The mediator roles shall be established by contract with WCCSEA, and WCCSEA shall pay the mediators monthly upon receipt of billings.

As program director of the Visitation Center of Eve, Dr. Barnas shall be responsible for supervising and maintaining the employment of supervisors and security staff. Dr. Barnas and Eve shall also submit billings and reports as required by Barbara Tergolina. Eve's role with WCCSEA shall be established by contract. WCCSEA shall pay Eve monthly upon receipt of billings.

SEOLS, WCCCP and WCC shall provide advice and assistance whenever needed. Their involvement shall be established through cooperative agreements as needed.

### **Description of Data Collection**

Each of the partners of this project has agreed to maintain statistics on the program components. The mediators and Eve shall report to the WCCSEA quarterly the number of participants in each program component as well as participant information (marital status, race/ethnicity, income, family relationships, etc.). The mediators and Eve also shall design and use an expanded report form that allows for a quarterly report on the progress of each and every program outcome as well as documenting the increase, if any, in the amount of non-custodial parenting time after the provision of services. Each of the partners will collect and submit the data on the Local Service Provider Work Sheet, Appendix B.

The mediation project will record the number of participants that reached a mediated settlement and compare the number to the total number participating to determine whether 60% or more of the parties completing mediation have reached a mediated settlement. The mediation project will survey participants before and after mediation. The mediation project will keep track of the number of visitation disputes reported by the participants to determine if there has been a reduction by 50% in the number of visitation disputes after completion of the mediation as determined by participant surveys. The mediation project will keep track of the number of meetings attended and the participants at meetings to determine if the meetings have been held and/or attended.

Eve will request information from the participants, by survey, as to the reduction in the number of visitation disputes to determine if there has been a reduction by 30% in the number of visitation disputes reported by the participants using the visitation center. Eve will maintain records of numbers of participants and report the numbers to WCCSEA. Eve will track and report on the number of families transitioning away from the visitation center to unsupervised visitation to determine if at least two families will no longer need the visitation center to supervise exchanges or visitations.

Eve and the mediators will be required by contract to maintain the records pertaining to these reports should additional information be needed. Eve and the mediators will be required by contract to maintain records pertaining to the reports and outcomes.

The WCCSEA has agreed to compile data on child support payments for each of the program participants for six months before, during, and six months after program participation and to complete whatever reports are required by ODJFS.

### ***C. Status-reporting Procedure and Resolution of Problems***

#### **Reporting Procedure**

##### **1. Court-Ordered or Voluntary Mediation Reporting Procedure**

The mediator also prepares quarterly reports for WCCSEA and the partners. The quarterly reports include information on the number of referrals received, what agency made the referrals, the number of mediations conducted, the number of mediations concluded successfully, and a summary of the evaluations received. Mediators will document the amount of non-custodial parenting time prior to utilizing the services and will document the amount of non-custodial parenting time established after utilizing the services. The mediators will also report on the meetings attended and any other information relating to the objectives of the project. This report will be available for distribution to all the partners. A separate report will be prepared providing WCCSEA with the names of participants so that the WCCSEA may gather child support collection data and maintain confidentiality. The mediators will use the Local Service Provider Work Sheet form listed as Appendix B.

##### **2. Neutral Drop-off/Pick-up Points for Visitation and Supervised Visitation Center Reporting Procedure**

Eve and Dr. Barnas will submit quarterly program reports to the WCCSEA and these reports will also be provided to the partners and the courts. The reports identify the number of referrals received; the sources of the referrals; the number of families using the center for supervised visitation and supervised visitation exchanges; the number of families who have successfully transitioned to unsupervised visitation; a summary of evaluations received from

participants; and any other information needed to report on the objectives of the grant. These reports will assist the administering agency and partners to monitor the usage of the center, to determine what agencies are making referrals, pinpoint areas where additional outreach efforts might be needed, and finally, to review feedback from participants and others to see if adjustments to procedures or operations are needed. The center will provide the WCCSEA a separate list of participant names to allow the WCCSEA to monitor child support collection activities and maintain confidentiality. Eve and Dr. Barnas will use the Local Service Provider Work Sheet form listed as Appendix B for reporting of the data to WCCSEA.

### **Parenting Program Reporting Procedure**

Inasmuch as the parenting program will be directly related to the mediation project, reporting for the parenting program shall be the same as for the mediation project and shall be considered part of the mediation project's data as outlined herein.

### **Resolution Process for Unanticipated Problems**

There shall be a minimum of two advisory meetings per year for the mediation services. There shall be a minimum of three advisory meetings each year for the Neutral Drop-Off/Pick-up supervised exchanges and the Supervised Visitation services. Each of the partners will be invited to attend through a designated representative. The meetings will review the progress of the project as reflected in the quarterly reports, consider what changes should be made to the program or services, if any, and provide feedback on the operation of the service. These meetings will also be a forum for resolving any unanticipated problems that might arise. It is also anticipated that additional meetings may be called if problems arise between scheduled meetings.

### ***D. Organizational Chart***

Barbara J. Tergolina is the director of the Washington County Child Support Enforcement Agency. She is the person who is responsible for this grant and all partners and providers under this grant will report to her. Ms. Tergolina will prepare billing and program reports for submission to the state. In addition, Ms. Tergolina is directly responsible for hiring the contract mediators and paying for all expenses relating to the mediation service under this grant.

Janet Wells and Annelle Edwards are co-directors of Eve and will employ Dr. Mary Barnas as the director for the Neutral Drop-off/Pick-Up Supervised Exchange and the Supervised Visitation services. Ms. Wells and Ms. Edwards will contract with the law enforcement officers who will provide security. In consultation with Dr. Barnas, Ms. Wells and Ms. Edwards will employ or contract with the additional supervisors needed for the visitation services. Michelle

Tornes will prepare the necessary fiscal reports and billings. Dr. Barnas will prepare the programmatic reports for submission to Ms. Tergolina.

**Tab 3 Scope of Work and Deliverables.**

**Sub-Tab 3a. Court-ordered or Voluntary Mediation**

All activities and deliverables for this portion of the project are directly related to the implementation and maintenance of court-ordered or voluntary mediation (3.1.1)

1. Three mediators will continue under contract to run the Washington County Visitation Mediation Project
2. Current procedure and forms for mediation will continue to be used
3. Educational and promotional materials will be distributed
4. The public will continue to be informed about the project with special emphasis on notifying the public that a broad group of individuals are eligible to use the service
5. Referrals will continue to be accepted
6. Evaluations of the project will be completed
7. The mediators will prepare quarterly reports which will include information on the number of referrals received, the source of the referrals, the number of mediations conducted, the number of mediations concluded successfully, increase (if any) of non-custodial parenting time, and a summary of the evaluations received. A separate report will be prepared with the information on the names of participants so that WCCSEA can gather information and maintain confidentiality.
8. Upon being given the names of participants, WCCSEA will collect the child support payment history six months prior to participation and track payments throughout the mediation process up to and including six months after the completion of mediation
9. There will be at least two advisory committee meetings each year. These meetings will review the progress of the project as reflected in the quarterly reports, consider what changes should be made to the program or services, if any, and provide feedback on the operation of the service. These meetings will also be a forum for resolving any unanticipated problems that might arise. It is also anticipated that additional meetings may be called if problems arise between scheduled meetings.
10. 60% or more of the parties completing mediation will reach a mediated settlement
11. 50% reduction in the number of visitation disputes as reported by the participants after completion of mediation as determined by participant surveys
12. 3 or more referrals from any of the local schools, Head Start, YMCA or children's clubs

The mediation project receives referrals in a variety of ways. Information and referral forms are available throughout the community. Any agency or entity or individual can make a referral to the project, including a self-referral for voluntary participation. The mediation project has brochures available at the Clerk of Courts, WCCSEA, the public library, the schools, and the laws of various lawyers and therapists in the community.

The mediators, the clerks of court for both the general and juvenile divisions, and the Washington County Law Library have *pro se* forms available to the public to request court-ordered visitation or modifications and to request mediation. These forms are also available at the public library. Although voluntary mediation is allowed, the mediators encourage the parties to file *pro se* pleadings through the court and request an order so that attendance is not an issue on any agreement may be ultimately formalized through a court order. Information about the project is also provided by WCCSEA to all non-residential obligors who contact that office.

If visitation issues arise during administrative child support proceedings, individuals are referred to the mediation project for information on accessing court-ordered mediation. If visitation issues arise during the course of a case pending in WCCCP, information and referral is available for court-ordered mediation. On its own motion or that of one of the parties, the court may order the parties to participate in the screening process and at least one mediation session to determine if mediation would be helpful. This project is not restricted to referrals from any one particular source.

Upon receipt of a mediation request, the mediators contact the participants and schedule an initial mediation session. The mediators have flexible hours and schedule sessions for times that are convenient to participants. The mediators often will assist participants in reaching a temporary agreement, then schedule a later mediation to give the participants time to work under the new agreement, and then work through any difficulties encountered by the participants in later sessions. This approach has resulted in an approximately 70% success rate in mediations.

Once a mediation has been successfully completed, the mediators have the ability to draft an agreement in a form suitable for adoption by the court. The parties sign the agreement and the agreement is filed with the court. If the participants are unable to reach an agreement, the mediators report to the court that no agreement was reached.

In addition to the collecting the intake information needed to begin services, including assessing safety risks, the mediators will document at the time of intake the amount of non-custodial parenting time being provided and will document at the conclusion of services, the amount of non-custodial parenting time established to determine if there has been an increase in non-custodial parenting time.

The mediators send surveys to participants for purposes of evaluation, meet with WCCSEA as needed, prepare quarterly reports, design and distribute brochures, and arrange for outreach and publicity.

Evaluation is a key component of this service. Continuous evaluation provides information on changes that may be needed to improve the quality and success of the project. The evaluation process attempts to receive input from the participants on ways to improve the service procedurally and qualitatively. First and foremost, the participants will be asked to

complete pre-mediation surveys in order to establish the difficulty or dispute which prompted the need for the service and establish the amount of non-custodial parenting time before services. Within three months following the conclusion of mediation, a post-mediation survey form is sent to each participant with instructions to return the completed form to WCCSEA. To the extent practical, each of the instruments will collect information concerning the nature of the dispute; family composition of each of the participants; whether or not child support is being paid; the effectiveness of mediation from each consumer's point of view; whether a reduction in visitation disputes has occurred; whether there has been a change in the payment of child support; whether the dispute was submitted to the court by way of a contested hearing; suggestions for improvement of the service; and any other comments the participants may find appropriate. Annually the mediator will survey the local bar association members about the service provided in order to seek feedback on the quality of the project's services and procedures.

The mediator also prepares quarterly reports for WCCSEA. The quarterly reports include information on the number of referrals received, what agency made the referrals, the number of mediations conducted, the number of mediations concluded successfully, and a summary of the evaluations received. The mediators will also report on the meetings attended and any other information relating to the objectives of the project. This report will be available for distribution to all the partners. A separate report will be prepared providing WCCSEA with the names of participants so that the WCCSEA may gather child support collection data and maintain confidentiality.

Upon given the name of participants, WCCSEA will collect the child support payment history six months prior to participation and track payments throughout the mediation process, up to and including six months after the completion of mediation.

### **Sub-Tab 3 b and 3c. Neutral Drop-off/Pick-up Points for Visitation and Supervised Visitation**

All activities and deliverables for this portion of the project are directly related to the implementation and maintenance of the visitation and supervised visitation exchange programs.

1. The visitation center director and Eve will operate this service under contract and in the first month will hire and train supervisors.
2. The procedures and forms for utilizing the visitation center have been developed and will be updated in the first month.
3. Educational and promotional materials will be updated
4. The public will be informed about the project. The center will continue to make brochures and promotional materials available to the public.
5. Referrals will be accepted beginning in the second month and continuing throughout the life of this grant.
6. Evaluations of the project will be completed. In April of each year, the rate of

- evaluation returns will reach 25% of the participants.
7. Quarterly reports will be provided to WCCSEA and the partners in each of the years.
  8. Upon being given the names of participants, WCCSEA will collect the child support payment history six months prior to participation and track payments throughout the mediation process up to and including six months after completion of mediation
  9. At least three yearly advisory meetings shall be scheduled and a representative from each of the partners will be invited to attend
  10. 30% reduction in the number of visitation disputes reported by the participants using the visitation center
  11. 8 hours per week (at the rate of two supervised visits per hour) will be available to potential participants at the visitation center
  12. 2 or more families will no longer need the visitation center to supervise exchanges or visitations
  13. 75% of the participants who respond to the evaluation survey will report satisfaction with the operation of the center in each of the years
  14. 50% of the noncustodial participants will report an improved relationship with the minor child(ren) after utilizing the supervised visitation service
  15. At least 50 more participants shall have used the visitation center during the preceding year

The visitation center is administered by Eve and is directed by Dr. Mary Barnas, a psychology professor specializing in child development at Marietta College, who works under contract with Eve. Eve has obtained funding from several sources, local and federal, to maintain the operation of the visitation center. Dr. Barnas trains all of the persons who staff the center. The supervisors take extensive notes and make observations, are trained to intervene when necessary, and have an established protocol to deal with emergencies, including an established relationship with Washington County Children's Services Board. In addition to the paid staff, to assist in reducing cost, Marietta College interns are utilized when appropriate. Dr. Barnas teaches a companion course at Marietta College so that all student interns are fully capable of providing assistance.

The center is physically located at St. Luke's Lutheran Church. The church has a recently renovated educational wing that is set up for children and offers a child-friendly environment for visitation.

The visitation center is open on Wednesday evenings from 6:00 p.m. until 9:30 p.m., on alternate weekends on Friday and Sunday evenings from 6:00 p.m. until 7:00 p.m., and on Saturdays from 9:00 a.m. until 4:00 p.m. Dr. Barnas performs the initial screening of clients to insure that participants are appropriate for the service.

Security is provided at the visitation center by an off-duty law enforcement officer who is present at all times. At least two to four other supervisors are also present depending on the number of supervised visits scheduled.

The visitation center director, Dr. Barnas, prepares quarterly reports and would continue to do so. The reports identify the number of referrals received; the sources of the referrals; the number of families using the center for supervised visitation and supervised visitation exchanges; the number of families who have successfully transitioned to unsupervised visitation; a summary of evaluations received from participants; and any other information needed to report on the objectives of the grant. These reports will assist the administering agency and partners to monitor the usage of the center, to determine what agencies are making referrals, pinpoint areas where additional outreach efforts might be needed, and finally, to review feedback from participants and others to see if adjustments to procedures or operations are needed. The center will provide the WCCSEA a separate list of participant names to allow the WCCSEA to monitor child support collection activities and maintain confidentiality.

Upon receipt of the names of participants, WCCSEA will collect child support payment history six months prior to participation and track payments throughout the visitation center process up to and including six months after use of the visitation center.

In addition, there shall be a minimum of three advisory meetings each year. Each of the partners will be invited to attend through a designated representative. The meetings will review the progress of the project as reflected in the quarterly reports, consider what changes should be made to the program or services, if any, and provide feedback on the operation of the service. These meetings will also be a forum for resolving any unanticipated problems that might arise. It is also anticipated that additional meetings may be called if problems arise between scheduled meetings.

Access to the visitation center is available in a variety of ways. Information and referral forms are available throughout the community. The Marietta Municipal Court routinely provides information about the visitation center to victims and defendants who appear in court on domestic violence related issues. Referrals from the WCCCP are made regularly. Brochures and referral forms are available at a variety of social service agencies, including Washington County Children's Services Board and the offices of private attorneys. Although most cases are referred to the visitation center by court order, individuals may voluntarily agree to use the center's services. There is no charge for utilization of this service.

The functioning and performance of the visitation center is also evaluated by the families participating and using the center. The evaluations are distributed at regular intervals. All adult family members will be given a survey prior to using the visitation center. A follow-up survey will be sent to participants at six month intervals, including a final survey approximately three to six months after the use of the visitation center to measure long-term effectiveness. In addition

to questions about the nature of the conflict and whether the visitation center reduced conflict, all participants will be asked for comments on the visitation center and for input regarding its effectiveness. These evaluations are a necessary component of the project and will be a part of the ongoing operation.

### **Parenting Program**

All activities and deliverables for this portion of the project are directly related to the development and implementation of the proposed parenting program for unmarried parents (3.1.4).

1. Develop and initiate a community-based parenting program by establishing a relationship with a parenting educator to teach courses, either alone or in conjunction with mediators and by evaluating and purchasing educational materials necessary to implement the program
2. Develop public awareness of the parenting program by making the program available to mediation project clients as part of the mediation process and by promoting the parenting program to various court and social services agencies, through a variety of advertisement techniques, in order to foster referrals and raise community awareness
3. Refer unmarried parents to the parenting program through the mediation project, on a voluntary or court-mandated participation basis
4. 25% of unmarried parents involved in mediation project will participate in parenting classes by 11-12
5. Following development and initiation of the parenting program (target 11-12), and during the life of the grant, investigate the need and/or interest for development of a parenting program for unmarried teenage parents through the local school systems and social service agencies

Since the proposed parenting program is intended to function as part of the mediation project, its activities, including reporting requirements and peripherals, shall be included as part of the mediation project's duties as part of this grant.

### **Project Reports to be Submitted**

Quarterly reports will be submitted for both projects.

### **Court-Ordered or Voluntary Mediation Reports and Parenting Program Reports**

Quarterly reports of mediators will be due as follows:

<i>Due Date</i>	<i>Information Due</i>
January 1, 2013	The quarterly reports include information on the number of referrals received, what agency made the referrals, the number of mediations conducted, the number of mediations concluded successfully, and a summary of the evaluations received. The mediators will also report on the meetings attended and any other information relating to the objectives of the project.
April 1, 2013	
July 1, 2013	
October 1, 2013	
January 1, 2014	
April 1, 2014	
July 1, 2014	
October 1, 2014	This report will summarize the final activities of the project, including any efforts made to obtain additional funding, the activities of the project, the number of referrals received, what agency made the referrals, the number of mediations conducted, the number of mediations concluded successfully, and a summary of the evaluations received. A separate report will be prepared providing WCCSEA with the names of participants so that WCCSEA may gather child support collection data and maintain confidentiality.
January 1, 2015	
January 1, 2013	Upon being given the names of participants, WCCSEA will collect the child support payment history six months prior to participation and track payments throughout the mediation process up to and including six months after use of the mediation service.
April 1, 2013	
July 1, 2013	
October 1, 2013	
January 1, 2014	
April 1, 2014	
July 1, 2014	
October 1, 2014	



*Due Date*

*Information Due*

January 1, 2013  
April 1, 2013  
July 1, 2013  
October 1, 2013  
January 1, 2014  
April 1, 2014  
July 1, 2014  
October 1, 2014  
January 1, 2015

Upon being given the names of participants, WCCSEA will collect the child support payment history six months prior to participation and track payments throughout the visitation center process up to and including six months after use of the visitation center.

**Tab 4. Budget**

**ATTACHMENT D  
 JFS-R-1213-09-8037**

**Access/Visitation Project Budget Summary**

**Name of Grantee: Washington County CSEA**

<b>Budget Categories</b>						
	SFY 12	SFY 13	SFY 14	SFY 15		Total (\$)
	October 1- June 12	July 12 – June 13	July 13 – June 14	July 14 – December 14		
Personnel	24,143.00	33,524.00	33,524.00	16,762.00		107,953.00
Fringe Benefits	5,936.09	7,914.79	7,914.79	3,957.40		25,723.07
Travel	0.00	0.00	0.00	0.00		0.00
Equipment	0.00	0.00	0.00	0.00		0.00
Supplies	900.00	1200.00	1325.00	650.00		4,075.00
Contractual	30,487.50	40,650.00	42,150.00	21,825.00		135,112.50
Other - postage, rent, telephone	4,425.00	5,900.00	5,900.00	2,950.00		19,175.00
10% Cash or In-Kind Contribution	6,589.16	8,918.88	9,081.38	4,614.44		29,203.86
<b>TOTAL</b>	<b>65,891.59</b>	<b>89,188.79</b>	<b>90,813.79</b>	<b>46,144.40</b>		<b>292,038.57</b>
Grant Amount Requested	\$59,302.43	\$80,269.91	\$81,732.41	\$41,529.96		\$262,834.71

**COURT-ORDERED OR VOLUNTARY MEDIATION/PARENTING PROGRAM  
BUDGET (CONTINUED)**

**Narrative**

Mediation portion of the budget:

It is anticipated that in SFY 12, the mediators will render approximately 225 hours of service at the rate of \$90 per hour. For SFY 13, the mediators will render approximately 300 hours of service at the rate of \$90 per hour. For SFY 14, the mediators will render approximately 300 hours of service at the rate of \$95 per hour. For SFY 15 (one half year), the mediators will render approximately 150 hours of service at the rate of \$100 per hour. In order to keep the program's rates competitive with the average attorney/mediator pay rate in Washington County, the partners propose to increase the mediators' rate over the course of a three-year period rather than all at once.

Supplies (paper, envelopes, pens, etc.) are budgeted at \$450 for SFY 12 as that is only  $\frac{3}{4}$  of a year, \$600 for SFY 13, \$750 for SFY 14, and \$350 for SFY 15 as that is only  $\frac{1}{2}$  a year .

No money is budgeted for equipment for the this grant period as the mediation project recently received money to purchase new equipment and no equipment is anticipated during the life of this grant.

Postage for mailing surveys, scheduling packets and requested documents to various persons and agencies is estimated at \$500 per year, proportionally reduced for SFY 12 and SFY 15.

Telephone expense at the rate of \$50 per month is budgeted at the annual rate of \$600 over the life of the grant, proportionally reduced for SFY 12 and SFY 15.

Rental of the mediation conference room is \$150 per month at the annual rate of \$1,800 over the life of the grant.

For the mediation component, before the 10% match, the total proposed is: SFY 12 \$22,875.00, SFY 13 \$30,500.00, SFY 14 \$32,125.00 and SFY 15 \$16,800.00.

**Neutral Drop-Off/Pick-Up and Supervised Visitation**

The visitation center is a more labor-intensive project and requires more personnel than the mediation project.

Annelle Edwards, the co-director, is expected to spend 5% of her time in supervision on this project. Her annual salary is \$40,896.00 and the percentage cost to the project equals \$2,044.80. Michelle Tornes is expected to devote 5% of her time to the fiscal management of this project. Her annual salary is \$31,024.00 and the percentage cost to the project equals \$1,551.20. Dr. Mary Barnas will devote 624 hours to this project at a cost of \$22 per hour. This allows time for Dr. Barnas to do the initial screening, attend many of the scheduled visitation hours and cover the occasional court appearances. It is anticipated that two supervisors will be hired, one at \$14 per hour and one at \$12 per hour. The \$12 per hour supervisor will spend 650 hours on this project for a total of \$7,800. The \$14 per hour supervisor will spend 600 hours on this project for a total of \$8,400. The two supervisors are expected to spend more than the 546 hours of operation in filling out observation notes, attending period staff meetings and assisting in scheduling. All employees receive fringe benefits of FICA, Medicaid, Workers Compensation, Unemployment, Retirement and Paid Time off. Ms. Edwards and Ms. Tornes also receive health insurance valued at \$6,736 each times 5% for a total of \$673.60. All calculations have been reduced to 75% for SFY 12 and 50% for SFY 15.

Total fringe benefits for these employees are:

FICA 6.2%,	\$2,078.49
Medicaid 1.45%	\$ 486.10
Workers Comp 3.7%	\$1,240.39
Unemployment 3.9%	\$1,307.44
Retirement 2%	\$ 670.48
Vacation/Sick 4.35%	\$1,458.29
Health (for 2)	\$ 673.60
TOTAL FRINGE	\$7,914.79

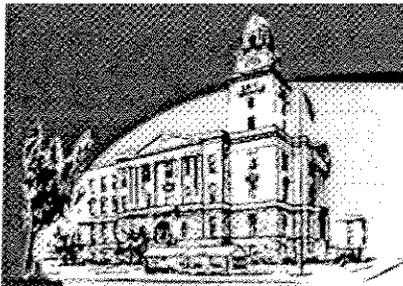
To cover the cost of security, 546 hours of law enforcement service is required per calendar year. The cost of law enforcement is \$25 per hour (based on the rate when services were provided last year), and the total for this project for law enforcement would be \$13,650 for twelve months, pro-rated at 75% for SFY12 and 50% for SFY 15.

Miscellaneous supplies are required to replace tissues, diapers, paper towels and other minor cleaning items. Craft supplies, such as crayons and paper, are also required. It is estimated that \$600 per year will be required supplies.

Rent for the use of the church facility is \$100 per month and two cell phones will be needed averaging \$50 per month per telephone. Postage and printing is anticipated to run \$50 per month. Total for these miscellaneous expenses are \$3,000 per year, pro-rated to 75% for SFY 12 and 50% for SFY 15.

For the Neutral Drop-Off/Pick-Up and Supervised visitation components, before the 10% match, the total proposed is: SFY 12 \$43,016.59, SFY 13 \$58,688.79, SFY 14 \$58,688.79 and SFY 15 \$29,344.40.

Access/Visitation Grant Application  
RFGA Number: JFS-R-1213-09-8032



OHIO

# WASHINGTON COUNTY

**CHILD SUPPORT ENFORCEMENT AGENCY**  
205 Putnam Street, 4<sup>th</sup> Floor; Marietta, Ohio 45750

Barbara J. Tergolina, Director  
Phone: 740-373-9324 Fax: 740-373-9447

June 13, 2012

ODJFS  
Office of Contract and Acquisitions  
30 East Broad Street, 31<sup>st</sup> Floor  
Columbus, OH 43215

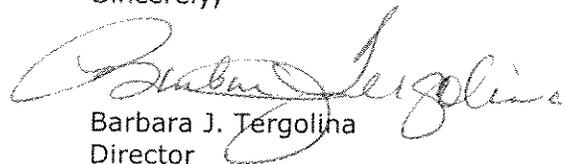
Re: *Access/Visitation Grant Proposal – Washington County CSEA*  
*RFGA Number: JFS-R-1213-09-8032*

To Whom It May Concern:

This letter indicates that I have granted approval for the Washington County Child Support Enforcement Agency to submit a proposal in order to apply for federal grant monies for access/visitation. 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, [tergob@odjfs.state.oh.us](mailto:tergob@odjfs.state.oh.us), or call me at 740-373-9153.

Sincerely,



Barbara J. Tergolina  
Director



**MISSION STATEMENT:**  
CHILDREN ARE FIRST ON OUR AGENDA. TO ENSURE A BRIGHTER FUTURE FOR OUR CHILDREN,  
WE ENCOURAGE BOTH PARENTS TO BE ACCOUNTABLE SO CHILDREN RECEIVE THE SUPPORT  
THEY DESERVE. THIS IS ACCOMPLISHED THROUGH AGENCY TEAMWORK, OUTSIDE  
PARTNERSHIPS AND UNDER THE LAWS OF THE STATE OF OHIO

Can your child count on you?

**APPENDIX C**  
**JFS-R-1213-09-8032**  
**Certification of In-Kind Requirement**

Date: June 13, 2012

Submitted By: Barbara J. Tergolina



CSEA: Washington County, Ohio

The Washington 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 \$29,203.86. A description of the in-kind contribution is: Cash funding will be sought from various local sources.

*Supervised Visitation & Child Exchange Center  
Saint Luke's Lutheran Church  
Fourth & Scammel Sts.  
Marietta, Ohio 45750*

*Policies & Procedures Handbook  
Written by:*

*Mary V Barnas, Ph.D., Coordinator*

### **Program Description**

*The Visitation Center provides a safe, child-centered environment for supervised visits and child exchanges. Our goal is to allow every child an opportunity to continue seeing his or her parents on a regular basis in a conflict free atmosphere. We also seek to ensure the safety and privacy of the parents who use our services.*

### **Program Directors**

*Mary V Barnas, Ph.D.: Coordinator of client evaluation, staff training and supervision, and development of policies and procedures (first contact in emergency situation).*

*Vanessa Kremer: On site supervisor and coordinator of weekly scheduling.*

### **Hours of Operation**

*The visitation center is open during the following hours:*

<i>Wednesdays</i>	<i>6:00 - 9:30 p.m.</i>
<i>Fridays</i>	<i>6:00 - 7:00 p.m.</i>
<i>Saturdays</i>	<i>9:00 - 5:00 p.m.</i>
<i>Sundays</i>	<i>6:00 - 7:00 p.m.</i>

### **Target Population**

*There are no age or geographic limitations for potential clients of the visitation center. Any family experiencing problems surrounding visitation may be appropriate for our services. For families using the exchange service, both parents can see the child unsupervised but cannot see one another without violence or hostility. The supervised visitation service is for families where one parent cannot provide a reliably safe and positive environment during visits.*

*The following situations may be reasons for referral: domestic violence or very hostile parental interactions, child abuse, parental substance abuse or other mental health issues.*

### **Referral Procedures**

*Families who use our services may be referred through the court or a written agreement between both parties. Attorneys, therapists, the Washington County Visitation Mediation Project and Eve, Inc regularly refer families to the visitation center. However, a referral from an agency is not required. Families can simply refer themselves if they think they would benefit from our services.*

*Referring parties can mail a referral form to Mary Barnas, Department of Psychology, Marietta College, Marietta, Ohio 45750 or call 740-376-4960. An appointment will be*

*scheduled for each parent to meet with Mary Barnas, or another supervisors, to gather information and to complete the necessary forms. No family can begin visits or exchanges until they have completed this process. In some cases, it may be necessary to obtain additional information before accepting a family for our services. If this is the case, a release will be obtained from the proper individuals before gathering information.*

*No family may begin visits or exchanges until the necessary paperwork has been completed. If either party refuses to adhere to our policies, the case will be sent back to the referral source with an explanation. **The visitation center reserves the right to refuse a family if we believe we cannot provide the services being requested, or if there are security risks which we cannot manage.***

### **Staffing**

*The visitation center will be staffed at all times by at least one supervisor and one law enforcement officer. All supervisors will be trained in the specific policies and practices of the visitation center. In addition, they will have completed training in the recognition of child abuse, CPR, and have completed a complete background check. Student interns will also assist with visits and exchanges, however, they may not do so without another trained supervisor being present at the center.*

### **Staff Professionalism and Conflict of Interest**

*All staff of the visitation center are expected to maintain a professional demeanor while at the center. Conversations with clients or other workers should be limited to professional issues or casual conversation. Staff should not discuss the issues regarding each case unless the discussion helps to further our knowledge of how to help a family. Eating and smoking should be limited to breaks, however, supervisors may have snacks or drinks during supervised visits.*

*If a staff member has a relationship with a client outside of the visitation center, she should inform the coordinator immediately. The coordinator may then remove that staff member from supervising the visits of the family in question. Staff should not initiate or respond to attempts to socialize with our clients outside of the visitation center. This includes babysitting, dating, or other relationships unrelated to our work at the center.*

### **Safety Measures**

*No one except approved visitors will be admitted to the visitation center during hours of operation. Individuals dropping off a child for a visit or exchange must leave immediately. Visiting parties may not arrive early. No individual is allowed to wait in area before or after a visit.*

*No one will be allowed to visit with a child if their behavior suggests they cannot provide a safe environment. Any behavior you feel would compromise the well being of the child or children in question should be dealt with immediately. Failure to have a proper car seat (all children under 4 and 40 pounds should be in a car seat and all front seat passengers over 4 years need to have an individual seat belt), carrying weapons, intoxication and/or threatening behavior are grounds for immediate termination of the visit or exchange.*

***It is the responsibility of the officer on duty to monitor these situations. The officer should continuously monitor the parking lot and the area immediately surrounding the visitation center. They should also come to the assistance of supervisors if anyone engages in threatening behavior or appears to be intoxicated. Supervisors should never attempt to handle a threatening parent alone. Call for the officer immediately in these situations. We reserve the right to cancel all visits and exchanges if an officer cannot be present.***

### **Privacy Measures**

*No information will be given to anyone about the other party involved in the visits or exchanges. Addresses, phone numbers and the whereabouts of all of our clients are completely confidential. Supervisors should never give this information to anyone. If someone requests this information please tell him or her you cannot give out this information and refer them to the coordinator of the center. In addition, we will not answer questions about who accompanies parents when they pick up or drop off children at the center. Questions about activities during visits (supervised or unsupervised) should be answered only in very general terms (e.g., "they had a nice visit").*

*Please take special precautions to ensure the privacy of our parents. Our client list should be kept in the inner office during hours of operation. If you need to call a parent, please go to one of the inner offices to make the call. Never dial a number in front of another client. Also, do not discuss your work at the visitation center in specific terms with anyone outside of the center. You should never refer to clients by name or other identifying information. If you see a client outside of the center, please acknowledge them only if they greet you first (they may not want to explain to others how they know you).*

### **Communication Between Clients**

*Our clients can communicate with one another through a brief note only if the information pertains to the immediate welfare of the child or children involved in the visits. Information about scheduled activities (e.g., ball practice), illnesses, schoolwork and scheduled vacations fall into this category. Information which attempts to relay information about custody issues, parental disputes or feelings, or other information unrelated to the immediate needs of the child should not be passed on. No note which contains obscene language or threats should be given to another parent.*

*When a parent has a note, please read it first. If it is appropriate to pass on, make a copy for our records and attach it to the documentation for that visit or exchange. Give the original to the parent.*

*Parents may pass goods on to one another only if they are for the child or related to the parent's role with that child (school photos). We are not responsible for passing on parents' mail, clothing, or other items.*

***\* If there is a No Contact Order in place, the parents may not pass notes to one another.***

### **Reporting Requirements**

*Visitation and exchange reports are based on observable behavior during the visit and scheduling/cancellation issues. The visitation center does not make recommendations to the court regarding custody of future visitation. However, observation reports may be utilized as part of the court's assessment when determining future visitation.*

*All documentation is open for review to both parties upon request. It is also available to their attorneys, therapists, children services and other individuals working with this family with a subpoena or release to obtain information by the parent. If the information being released involves the child, only the residential parent may sign the release. All requests for documentation should be referred to the coordinator. Never copy a report at the center for someone or allow he or she to read a report that has just been completed.*

### **Child Drop off and Pick up Procedure**

*Each child that is dropped off at the visitation center must be signed into our log. This includes recording the date and time of the drop off and the name of the person bringing the child. During supervised visits, the visiting parent does not need to sign this log.*

*When a child is pick up from the center, he or she must be signed out on the same form. Again, the date and time are recorded. Only authorized individuals may pick up a child. This includes the custodial parent or legal guardian and any other people listed on the signed transportation release form for that child. If you do not know the person picking up the child, please ask for his or her name and identification and check your transportation release form. If they are not on the form, call the custodial parent to obtain his or her permission to release the child. **If you cannot contact the parent, and the person attempting to pick up the child is not on the list, the child cannot be released.***

*Exchanges. When dropped off by the custodial parent, if a child has not been picked up within 15 minutes of the scheduled time, please call the non-custodial parent. If you cannot reach them, wait 15 more minutes and call again. If you are unsuccessful in reaching the parent, or they indicate that they will not be there to pick up the child, call the custodial parent to pick up the child. If the custodial parent cannot be reached within*

a reasonable time period, call one of the people on the emergency contact or transportation release form to pick up the child.

If the child is not picked up after a visit by the custodial parent within fifteen minutes of the scheduled time, call that parent. If they cannot be reached within a half-hour, call back the non-custodial parent or one of the people on the transportation release form.

**Supervised Visits.** If the visiting parent does not show up for the visit within one half hour of the scheduled time, call the custodial parent to pick the child up. If the custodial parent cannot be reached within a reasonable amount of time, you may call one of the people listed on the transportation release form or the emergency contact form.

All children at the visitation center are our responsibility until an authorized person picks them up. At least one supervisor must stay until all children have been picked up from the center. If you are having trouble locating anyone to pick up the child, please contact the coordinator for further instructions. If there is no authorized person that can pick up a child (we will wait as long as possible), we will need to call the Children Services Board to take the child into temporary custody (373-3485). **You should never take a child with you off the center grounds. We will wait a minimum of three hours beyond closing time before calling Children Services.**

**\*\*** For new exchanges or visits, or in situations where you suspect that the visiting party may not come, please be sure to get a phone number where the custodial parent can be reached within the next hour, or ask he or she to call back to see if the child has been picked up.

### **Handing Child Problems**

**Behavioral.** Whether during an exchange or visit, all children must play in a safe and non-violent manner while at the center. No child may hit or otherwise physically assault another child or adult. Swearing or violent language is also not allowed. No toys encouraging violent play are allowed. If a child brings such a toy, a supervisor should tell the parent (if they are still on the grounds) to take it with them and explain our rules. If the parent is gone when the toy is discovered, a supervisor should explain the policy to the child and tell he or she that we will keep the toy safe with us until it is time for them to leave.

Unsafe play on the playground equipment or in other situations is not allowed. Also, children must show respect for the building, toys and other equipment (e.g., computer).

If a child is violating any of the above rules, explain what they are doing and why that is not allowed. Make it clear to the child that if they do it again, they will need to take a time out. If children need a time out, removed them from the area where they were playing. The child should stay near a supervisor or officer during this time.

*If a child does not comply with the time out, or is physically and emotionally agitated, you may need to physically remove them from the situation. This should be a last resort and used only if the child is in danger of hurting himself or someone else. If you need to restrain and remove a child from a dangerous situation, call a witness first. This can be another supervisor or the officer. Follow the procedures described by the coordinator for child restraint and document the incident carefully. The witness should sign the documentation of this incident. Remember, never grab a child by the limbs and always attempt to remove the child from areas where he or she could be hurt if highly agitated (hard surfaces, large objects nearby). Community action employees should take first responsibility if a child needs to be restrained.*

- *The physical discipline of children is never allowed by supervisors or parents at the visitation center.*
- *No parent (residential or non-residential) or supervisor may yell (significantly raised or screaming voice) at or threaten a child while at the visitation center.*
- *If the above situations occur during supervised visits, intervene only if the visiting parent makes no attempt, or is unsuccessful at stopping the behavior.*

***Medical.*** *Supervisors should complete an accident report for all minor child injuries. This includes cuts, scrapes, bumps and bruises. Accident reports need to be signed by another supervisor and the custodial parent. Outside of Band-Aids, ice, and emergency procedures (e.g., CPR), supervisors should not administer any medicines or other treatments to the child. Also, we cannot administer natural or dietary supplements before or during a visit. All of the above applies to visiting parents as well (they may not administer medicine, vitamins etc). **Please inform parents of this if they ask that you administer a medication to a child during a visit or exchange.** Advise the parent to give the medication before bringing the child or after the visit.*

*Supervisors should be aware of any ongoing medical issues for children at the center, and emergency instructions for handling these conditions. If there is a medical emergency, contact the local emergency response number and the custodial parent immediately. All clients must sign a form indicating their agreement for us to transport the child for emergency treatment.*

*Please note if a child is brought to the center with an obvious communicable disease. The parent may inform you of this or you may notice the illness may be very apparent upon seeing the child. Check the communicable disease chart at the Norwood facility if you are unsure if a certain illness is contagious. Conjunctivitis, Chicken Pox, rashes such as Scabies, and many other conditions pose a risk to the other children and families at the center. A child with these conditions may not stay at the center even briefly. Inform the parent of this policy immediately. If the child is there for an exchange, they may wait in the car with the parent until the other parent arrives. The officer can assist with the exchange.*

### Child Abuse Recognition

All staff of the visitation center have an obligation to report cases of child abuse or suspected abuse. This includes incidents of suspected physical, sexual, psychological abuse and neglect.

If a child comes to the center with an obvious injury, please record this. You may ask children what happened to them in these situations but do not badger the child if he or she does not respond, or provide a complete answer. Do not make suggestions regarding what might have happened (e.g., did daddy ...). Record whatever the child says. If the parent dropping the child off provides you with information about the injury record this.

If a child reveals to you that something hurts or is bothering them (e.g., my back hurts), you may check for an injury. Record what the child says and what you see. If it is something requiring attention (e.g., rash or cut needing treatment), bring this to the parent's attention. Please contact Mary Barnas (center coordinator) immediately with any concerns. If you believe there is an immediate threat to the child's safety and cannot reach the center coordinator, call Children Services immediately (373-3485).

If a parent raises suspicions about an injury or condition you can record what the parent says but do not check the child. **We do not check the child for injuries or suspected abuse at the parent's request nor will we allow the parent to check the child while at the center.** Please tell the parent that he or she should call Children Services and report the incident.

### Policies and Procedures for Specific Services

#### Supervised Visitation

**Purpose.** Supervised visitation is offered for families where one parent cannot currently ensure a safe or appropriate environment for his or her child. The visitation center serves as a neutral, child-appropriate site where that parent can visit with his or her child under our supervision.

**Supervisor's Role.** A supervisor will be assigned to each supervised visit. It is the responsibility of that supervisor to monitor all activities during the visit. The supervisor must be able to see and hear the visiting parent and child at all times unless specific instructions are given to allow greater freedom during the visit. The following activities are included in **the supervisor's role** during each visit:

1. Greet the child and the custodial parent. A brief period is left in between the arrival of the child and the visiting parent. It is the supervisor's responsibility to stay with the child during this time. Try to make the child feel at ease. Suggest things they might want to do and play with them if they want you to. Remember, we are here to make this a positive experience for the child. We want them to have fun and feel safe while they are waiting for the visiting parent. You may also have to help the child if they are having

trouble separating from the parent. It is your responsibility to be sure the parent leaves in a timely manner.

2. Observe and document the entire visit. This includes the drop off and pick up, activities during the visit and any verbal or physical behavior which is indicative of the nature of the interaction between the parents and child or children. Supervisors should always complete the standard observation form for supervised visits. Include the date, child, visiting parent, and your name on this form.

Remember that the documentation should be based on observable behavior only. Supervisors should not enter their opinion about the nature of the parent's or child's behavior. Phrases like "Dad really loves his daughter" are inappropriate. Instead, document any behaviors which support a positive emotional relationship between the parent and child (e.g., "Dad and daughter hug and say I love you often"). General statements such as "great visit" should be avoided. The documentation should speak for itself in terms of how positive or negative the visit was.

Also, remember that these documents may be called into court or read by other parties including the parents. Try to write clearly and in a grammatically correct manner. Please check words later if you were unsure how to spell something.

3. Answer questions about our facility. Supervisors should be prepared to answer questions about the facility. Make the custodial parent aware of what activities are available to the child and visiting parent and of our safety measures if they have questions. The visiting parent (particularly in new referrals) should be made aware of available activities also.

4. Monitor activities during visits. Families can go outside when the weather permits (use your judgment). Families can shift rooms if another room is available but make every attempt to keep visiting families separate during visits. Parents are allowed to bring food or order food during a visit. If you feel that the parent is making very poor choices about snacks for the child you can make suggestions regarding healthier alternatives. Parents can also bring games and toys for the child. Remember toys which encourage violence are not allowed and any toy you think might be dangerous for the child (e.g., small parts with an infant) should be put away. Explain your reasons to the visiting parent. Videotapes are also allowed. If you feel a video is inappropriate for that child, or you do not want to watch the video for important reasons, you may ask the parent to put it away.

5. Ending the visit and pick up. The supervisor is responsible for ending the visit in a timely manner. Tell the visiting parent when they have 10 minutes remaining. This should give them time to clean up and say goodbye. Give them a warning a few minutes later if they are not attempting to gather their things and say goodbye. The supervisor should remain with the child and play with them until they are picked up. You should help the child if they are having any trouble separating from the visiting parent and assure

them that the other parent will be here soon. You may ask the child general questions about the visit (e.g., "did you have fun today").

**Parent's Role.** The following list indicates what is expected of the parents during supervised visitation. In other words, this is what the supervisor is not expected to do:

1. Direct activities and Play with the Child. It is the visiting parent's responsibility to direct all activities with that child once they arrive. You should stay as far removed from the activities as possible (remain within view and hearing distance). If the child attempts to play with you or engage you in his or her activities with the parent, politely refuse or say "its time for you to play with daddy now" and walk away. Do not engage in long conversations with the visiting parent. If they attempt to talk with you about there situation (custody issues etc.) please remind them that we do not discuss these issues near the child and encourage them to play with they child. If they simply keep talking to you (even if it is not about custody issues) politely redirect them to the child. Remember to document this.

2. Provide care for the child. It is the parent's responsibility to feed, clean, help the child with activities etc. You should not offer or assist in these basic caregiving activities. Visiting parents can change diapers or help the child with toileting (parent and child should remain within your view). However, in cases of sexual abuse, the parent should not change clothes, change diapers or take the child to the toilet at any time.

3. Clean up after the Visiting parent. The parent is responsible for cleaning up any immediate mess that they make with the child.

**Intervention.** Supervisors should intervene during the visit only if something unsafe or inappropriate is occurring. The following are examples of situations which would require intervention:

1. Parent makes derogatory comments about the other parent or someone else close to the child.
2. Parent raises issues about allegations, custody or ongoing legal charges.
3. Parent uses obscene language.
4. Parent attempts to physically discipline, yell at or threaten the child
5. Parent is engaging in play or activities which you believe to be unsafe or inappropriate.
6. Parent is ignoring the child to an extent that poses danger to the child (e.g., infant playing on his or her own).
7. Parent is whispering to the child.

If you need to intervene, make every attempt to do so in a calm and quiet way so as not to make the situation more apparent to the child. Clear your throat, redirect the conversation by saying "lets talk about something else now". If the parent refuses to stop the behavior resulting in your intervention, warn the parent once that we will end the visit if this occurs again. If it does, ask the parent to step into the hall, or away from the child if you are outside, explain that you will need to end the visit. They may say goodbye

to the child briefly and then leave. Be sure the officer is near you when you have this conversation. If the parent refuses to leave, ask for the officer's assistance immediately.

If a child raises issues about custody, allegations etc. allow the visiting parent to give a brief and appropriate response. If the conversation continues, redirect the child to another activity or to talk about something else.

**Special Notes Regarding Supervised Visitation.** Remember that some families referred for supervised visitation will have experienced traumatic circumstances. Make every attempt to monitor the child's comfort level during the visits. If at any time that child seems highly agitated, fearful, or anxious, you may remove the child from the visit to assess the situation. You may talk to the child if they are old enough in order to assess what is happening. If they are not old enough to communicate verbally, assess their behavior when removed. Do they calm away from the parent? Do they repeatedly resist the parent? We reserve the right to end a visit if the child is simply too upset to see the parent.

In cases of sexual abuse, the parent is never allowed to take the child to the bathroom or to assist them in changing clothes. The parent should not initiate physical contact but only respond to the child. Even if the child initiates contact, watch for signs of sexualized behavior between the parent and child. Intervene immediately if this occurs.

In cases where a child has been abducted, or the parent has threatened abduction, take special caution in going outside. Be sure that the officer is with you and that you walk with the parent and child to the playground.

### Child Exchange

**Purpose.** The child exchange service is offered to families where both parents can see the child unsupervised. The parents simply cannot see one another without violence or highly conflictual interactions. The center is there to serve as a neutral site where children can wait to see the non-custodial parent. We should do everything possible to ensure that the child is safe and having fun during this time. The main emphasis should be on making the exchange a positive, rather than traumatic experience.

**Supervisors Role.** The supervisors perform two main functions during child exchanges:

1. Monitor the child in between drop off and pick up. At least one supervisor will be assigned to monitor the children during exchanges. The supervisor assigned to this role should direct the children to appropriate play activities and play with them if they want you to. The children may play together during this period. No child under 12 should be left alone in a room during this time. The supervisor assigned to this role should be sure that all exchange children are within view and playing safely. Generally, we will have one supervisor for every six children during exchanges. If there are children under

two, or more than six children, we will have two supervisors assisting with supervision during exchanges. Supervisors need to be sure that the children are playing safely and following the center rules for play during this time.

2. Document and monitor the exchange. A second supervisor is assigned to the front desk during exchanges. This supervisor will greet the parents and document the exchange. Documentation should be completed on the appropriate forms and include the following information: date, time, person dropping off and picking up child, anything of note that is said or observed. The supervisor should also screen and copy notes at this time and record any instructions a parent has for the visiting parent.

If a parent tries to engage the supervisor in dialogue about custody, allegations of abuse, etc. please listen **briefly** and then refer them to the appropriate source for help (police, coordinator, children services). **Do not let a parent continue long discussions about problems or allegations while at the center. Do not let a parent make these claims in front of the child!** It is the responsibility of the supervisor assigned to this role to be sure all parties dropping off or picking up a child leave in a timely manner.

It is the responsibility of the supervisor at the front desk to monitor the people picking up the child. If the parent seems intoxicated, or is acting in a violent or threatening manner, please call in the officer for assistance right away. It is also the responsibility of the supervisor at the front desk to be sure the children are picked up by an approved person (see child pickup/ drop off procedures). Never let a child leave with a person who you believe cannot provide a safe environment for that child due to drug use, violent behavior, failure to secure the child in a car seat etc.

**\*\* Children under the age of 18 do not have a right to refuse to visit with a parent when it has been ordered by the court. If a child is refusing to go with a parent for a scheduled unsupervised visit, please encourage the parent to talk with the child first before forcing them to leave. You may also talk with the child about his or her concerns. Carefully document all of these interactions. We do not have the authority to tell a child, or another parent, that they do not have to complete a court ordered visit unless you the parent has violated our conditions for participation in the program (e.g., they are intoxicated, threatening etc).**

## Supervised Visitation & Child Exchange Center

### Requirements for On Site Supervisor Position

1. The on site supervisor must be available for all our hours of operation (5:30-9:30 Wednesday, 5:30-6:30 Friday & Sunday, 9:00-5:00 Saturday) at least every other week.
2. They must be available to attend meetings during the week with the center coordinator.
3. They must be willing to attend supplemental training sessions when needed/offered.

### Responsibilities for On Site Supervisor

1. Delegating tasks/responsibilities at center.

Examples include:

- a. Assigning supervisors to watch children/document etc
- b. Reassigning visits if there is a cancellation
- c. Assigning clean up or paperwork duties

2. Handling client problems.

Examples include:

- a. Speaking with clients when they are upset
- b. Making decisions about client requests (e.g., additional visitors)
- c. Deciding to end a visit

3. Monitoring supervisors:

Examples include:

- a. Giving feedback to supervisors if they are having a problem with a visit
- b. Documenting/giving feedback regarding situations handled particularly well by supervisors (strengths)
- c. Documenting/giving feedback regarding problems with the way a supervisor handled a particular situation or other weaknesses in supervisors' skills/activities

4. Monitoring Building Cleanliness/Security (make sure building is clean/locked before leaving).



## Client Referral Form

### Client Information

Mother: Phone:

Father: Phone:

Children: Age

Service:

Referral Source:

Special Precautions/Concerns During Visitation:

## Supervised Visitation and Child Exchange Center

### Instructions for Intake Interviews

#### Supervised Exchanges

- a. Both Parents:
    1. Intake Interview
    2. Guidelines and Agreement Form (sign during interview, give them copy)
    3. Reporting Form (sign during interview, give them copy)
    4. Rights & Responsibilities Form (sign during interview, give them copy)
    5. Transportation Release Form (may take with them & bring to first exchange)
  
  - b. Residential Parent only:
    1. Health Form for each child (may take with them & bring to first exchange)
  
  4. They need to sign permission to transport for each child but fill in only one form for doctor and emergency contacts if they are the same for each child.
- 

#### Supervised Visits

- a. Both Parents:
    1. Intake Interview
    2. Guidelines & Agreement Form (sign during interview, give them a copy)
    3. Reporting Form (sign during interview, give them a copy)
    4. Rights & Responsibilities Form (sign during interview, give them a copy)
  
  - b. Residential Parent Only
    1. Health Form (same instructions as above)
    2. Transportation Release form (they can take with them & bring to first visit)
- 
5. If you think we need more information from a client (e.g., they are resident at EVE, there is an open case with Children's Services, child is in therapy etc.), have them fill out form for permission to obtain information. A separate form must be filled out for each agency/person we wish to obtain information from.
  6. Transportation Release forms and Health forms go in sign-in book at center. All other information is kept in client file in office of center coordinator.

**Supervised Visitation and Child Exchange Center  
Intake Form**

**1. Demographic Information**

**Father**

Name: \_\_\_\_\_

Age: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Employer: \_\_\_\_\_

Work Schedule: \_\_\_\_\_

Attorney: \_\_\_\_\_

Special Needs (include any physical or mental/emotional health needs of the parent):

---

**Mother**

Name: \_\_\_\_\_

Age: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Employer: \_\_\_\_\_

Work Schedule: \_\_\_\_\_

Attorney: \_\_\_\_\_

Special Needs (include any physical or mental/emotional health needs of the parent):

---

**Children**

Name: \_\_\_\_\_

Age: \_\_\_\_\_

Name: \_\_\_\_\_

Age: \_\_\_\_\_

Name: \_\_\_\_\_

Age: \_\_\_\_\_

Name: \_\_\_\_\_

Age: \_\_\_\_\_

School Attending/Child Care Arrangements:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Special Needs: (include any physical or mental/emotional health needs of the children including age appropriate information regarding toileting/diet etc:

2. Family History

Dates of Marriage/Relationship between Parents:

Custody History (include information regarding duration of contact/relationship between children and both parents):

Current Visitation Schedule (last 6 months):

3. Referral

Referral Source: \_\_\_\_\_

Contact Person/Number: \_\_\_\_\_

Date Referred: \_\_\_\_\_

Recommended for: SV \_\_\_\_\_ Child Exchanges \_\_\_\_\_

Reasons for Referral (according to referring party):

4. Non-Residential Parent (Date Completed: \_\_\_\_\_)

Reasons for Referral (include specific information regarding charges, allegations/ongoing court proceedings or investigations):

---

Is there a history of involvement with Children's Services with either parent? \_\_\_\_\_ (Y/N)

If yes, is the investigation ongoing? \_\_\_\_\_ (Y/N)

Case Workers Name: \_\_\_\_\_

Explanation:

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Is there a history of Domestic Violence or stalking with either parent? \_\_\_\_\_ (Y/N)

Is there currently a CPO/TPO or No Contact Order? \_\_\_\_\_ (Y/N)

Explanation:

---

Is there a history of substance abuse with either parent? \_\_\_\_\_ (Y/N)

Explanation:

---

Do have any specific requests or concerns regarding the visitation/exchange for your child (include information regarding other people that might transport or visit with the child, specific concerns regarding parent's behavior/history etc.):

Do you have any specific concerns for your child(ren)?

Scheduling Preferences (include times, days of week etc):

5. Center Guidelines for this Family

**Resolutions of Concerns (include how the staff will attempt to resolve the concerns of both parties):**

**Special Precautions during Visits/Exchanges:**

Supervised Visitation and Child Exchange Center  
Mary V Barnas, Ph.D., Coordinator  
Department of Psychology  
Marietta College  
Marietta, Ohio 45750  
740-376-4766

**Authorization to Release or obtain Information**

Client's Name: \_\_\_\_\_  
Child(ren): \_\_\_\_\_

I hereby authorize the Supervised Visitation and Child Exchange Center to:

\_\_\_\_\_ **Obtain information** from the following agencies/persons  
\_\_\_\_\_ **Release information** to the following agencies/persons

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(Name)	(Address)	(Phone)
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Specific information to be disclosed: Intake/assessment information \_\_\_\_\_  
Documentation of Visits/Exchanges \_\_\_\_\_

Purpose of Release: Collaboration with community services providers \_\_\_\_\_  
Mental Health/Substance Abuse Information \_\_\_\_\_

I acknowledge that this consent is voluntary and this authorization is valid from \_\_\_\_\_ to \_\_\_\_\_, a period not to exceed 180 days. I understand that these records are confidential and cannot be released without my written consent. **Any information received or released by the Supervised Visitation and Child Exchange Center cannot be released to a third party without written permission to do so.**

\_\_\_\_\_  
(signature of client/date)

\_\_\_\_\_  
(signature of witness/date)

**Revocation of Consent:**

I may revoke this authorization to release information at any time by signing below.

\_\_\_\_\_  
(signature of client/date)

\_\_\_\_\_  
(signature of witness/date)

**Supervised Visitation and Child Exchange Center  
Staff Supervision Report**

Date: \_\_\_\_\_

Name of Staff Members: \_\_\_\_\_

Name of Supervisor: \_\_\_\_\_

Please record specific strengths and weaknesses of the staff members' performance.

## Supervised Visitation /Child Exchange Center Guidelines & Agreement Form

Your family has been recommended for **Supervised Visitation**. Use of this facility is dependent upon your agreeing to follow the guidelines of our center. You must carefully review and sign this form before visits can be scheduled. Failure to follow these guidelines will result in termination of your services.

### Center Regulations

**No parent shall be allowed access to the center if his/her behavior is unsuitable to the promotion of a safe and appropriate environment for the child. The following specific regulations apply:**

1. The parent will not use alcohol or other psychoactive substances before the exchange. No weapons (e.g., guns, knives) will be allowed on the premises. Anyone suspected of carrying a weapon will be subject to search by the officer on site.
  2. Threatening behavior of any nature constitutes a cause for immediate termination of the visit. If the visit is terminated the parent will leave the center immediately.
  3. The parent will not physically punish, yell at, or threaten his or her child at the center.
  4. The parent will not ask for information about the other parent.
  5. The parent will make every attempt to place the child at ease during the visit. No mention is allowed of marital conflicts, court involvements, or allegations of abuse.
  6. The parents/guardians will have the necessary car seat if required by law in his/her vehicle.
  7. The parent will not use profanity at the center.
- **All guidelines for appropriate behavior apply to both parents or guardians. If the residential parent does not follow these guidelines they will no longer be able to bring the child for the visits. This will not result in a termination of visits; the parent will have to find another person to bring the child.**

### Activities During Visitation

**It is the responsibility of the visiting parent to plan appropriate activities for the visit and to play with and care for the child during the visit. The following guidelines apply to the visiting parent:**

1. Games, art activities and toys are available for parents and children at the center. Parents may bring additional supplies for activities during the visit. All activities must be safe and age appropriate (e.g., DVD's). No toys or videos that encourage aggression or are age inappropriate will be allowed.
2. The visiting parent may bring snacks or meals for the child.
3. The visiting parent may not give any medication (including dietary supplements/vitamins) during visits.
4. The visiting parent may not bring anyone else to the first without receiving approval from the center coordinator in advance. Only people related to the child will be considered as additional visitors.
5. The visiting parent may not use cell phones during the visit. The visitation center number (706-1930) can be left with anyone who may need to contact you during your visit.
6. The visiting parent may not whisper to the child at any time during the visit.
7. The visiting parent may not take the child to the bathroom during visits.

### Scheduling

**The coordinator is responsible for scheduling the date and time of all visits with recommendations by the referring party. All visits will take place at St. Luke's Lutheran Church at the corner of 4<sup>th</sup> and Scammel Sts., Marietta, Ohio 45750. Parents must follow the guidelines below for each visit.**

1. The parent is responsible for finding transportation to the center.
2. The designated times for visitation must be strictly observed by both parents. Parents must leave immediately after dropping off the child and may not arrive early to pick up the child. You may not wait in the church area before or after the visit.
3. If you are running late you should call the center (706-1930). If the visiting parent is more than 15 minutes late we will call the child's other parent and have the child picked up. Any Client who is late more than three times will no longer be able to use the facility.

Cancellations

Cancellations must be made at least 24 hours in advance of the scheduled visit. Calls for schedule changes and cancellations will be answered from 9:00 a.m. – 5:00 p.m. Monday-Friday. Please call 706-1930 to cancel a visit within that time frame. Cancellations made after that time will be considered late. Clients with more than three late cancellations will be asked to produce evidence of the reason for the cancellation (e.g., medical report etc.). Repeated failure to cancel in a timely manner will result in the termination of services. Services will be terminated for clients who simply fail to show up for a scheduled visit without calling twice.

Do not bring your child to the center if they have a contagious condition or illness. This includes things like chicken pox, head lice, strep throat, stomach flu etc. Please call to cancel if this is the case. Children can come if they simply have a cold or some other mild condition.

- I have reviewed these guidelines carefully and agree to follow them while using the Supervised Visitation and Child Exchange Center. I understand that the failure to follow these guidelines will result in the termination of services.
- If I have any problems, questions or concerns I know that I may contact the center coordinator, Mary Barnas, at 376-4960 Monday-Friday from 9:00-5:00.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

**Supervised Visitation and Child Exchange Center  
Client Rights and Responsibilities**

Client Rights

1. Right to receive services without regard to race or ethnic origin, socioeconomic status, sexual preference, religion, sex, physical ability or age.
2. Right to confidentiality. No information will be given to other persons or agencies without the written consent of the individual with the exception of Children's Services, the Courts, and Law enforcement.
3. Right to be treated with consideration and respect for personal dignity.
4. Right to examine his or her own case file after submitting a written request and arranging an appointment with center coordinator Mary Barnas.
5. Right to voice concerns regarding visits or exchanges to the center coordinator Mary Barnas.

Client Responsibilities

1. Responsibility to follow the center guidelines previously agreed to.
2. Responsibility to treat the center staff with dignity and respect while at the center.
3. Responsibility to handle disputes in a calm and non-threatening manner.

Grievance Procedure

Any client of the Supervised Visitation and Child Exchange Center who believes his or her rights have been violated may file a grievance. Grievances will be handled by EVE Inc., the fiscal agent for the center. The specific complaint can be given to the Client Rights Officer (CRO) Maxine Pegues by calling 374-5820. An appointment will be schedule at that time to discuss the complaint.

Formal discussion with the CRO will then take place within three working days from the receipt of the complaint in an attempt to resolve the problem with the client. If the complaint is not resolved during this discussion, the CRO will assist the client in submitting a formal written grievance to the Executive Director. The client will receive a written response from the executive director within five working days of the receipt of the complaint.

If the client does not believe that the problem has been adequately resolved through the above procedures, he or she may request that the grievance be referred to the EVE, Inc. Board of Directors Personnel Committee Chairperson at P.O. Box 122 Marietta, Ohio 45750. The board shall review the grievance and submit a written response to the client within nine working days from the receipt of the grievance.

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Client's Signature / Date

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Witness Signature / Date

## Supervised Visitation and Child Exchange Center

### Child Orientation

After completing the intake interview with the residential parent, ask him/her what the child has been told about coming to the center. Work with the parent to develop an appropriate explanation based on the child's age and what they already know. You may have to do this separately if there are children of very different ages. The following are examples provide some guidelines.

#### Age Two and Under

Show the child around the building and let them play a little bit. Ask the parent what type of activities they like and try to offer these options to the child. If the child is verbal (at least (15-18 months), you can tell them that they are coming here to see Mom or Dad and that we will be here to play also during the visit.

#### Age 2-9

Show the child the building and let them play. Ask the parent what they like to do and offer these options to the child. With the parent's help, tell them that they are coming here to see Mom or Dad. Also, assure them that one of our supervisors will be with them the whole time and that he/she can always let us know if they are upset, don't feel well etc. Ask the child if they have any questions.

#### Age 9 & Above

Show the child the building and let them try to find activities that interest them. Ask the parent what they like to do and suggest to them that they might want to bring a few of their favorite activities if this is for a supervised visit (most of the activities at the facility are for younger children). Let them know that they are coming here to see Mom or Dad and that we will also be with them. Assure the child that they can let us know if anything is wrong. Ask the child if they have any questions.

## Supervised Visitation & Child Exchange Center

### Schedule for Supervised Exchanges

Please remember to follow the schedule below closely. Do not arrive early or wait in the parking lot or on Phillips St. Any changes in the schedule below, or cancellations need to be brought to the attention of the center coordinator 24 hours before the exchange.

Your exchanges at the Visitation Center have been scheduled for the following days and times:

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Day/Date

---

Drop off Time

Pick up Time

---

Day/Date

---

Drop off Time

Pick up Time

# Eve Inc.

## Ending Violence Effectively

June 12, 2012

To Whom It May Concern:

EVE, Incorporated, a private non-profit 501(c) 3 organization is requesting funding under this RFGA. EVE operates at 306 Sixth Street, Marietta, Ohio (an undisclosed location, not for public release) with a mailing address of PO Box 122, Marietta, Ohio 45750. EVE's Federal Tax ID is 31-0972235 and DUNS number is 17-4212399.

EVE is committed to operating a visitation center should the grant be awarded. EVE administration understands the requirements of the RFGA, the application, the nature of the work, and the grant requirements. EVE has previously operated a visitation center and manages several local, state and federal grants.

The primary contact for this grant is Janet Wells, Co-Executive Director. She can be reached at (740) 374-5820, by fax at (740) 373-5321 or by email at [evedirector@suddeninkmail.com](mailto:evedirector@suddeninkmail.com).

Thank you for the opportunity to apply.

Sincerely,



Janet Wells

P.O. Box 122 • Marietta, Ohio 45750  
Phone 740-374-5820 • FAX 740-373-5321

Member Greater Marietta United Way



**WASHINGTON COUNTY COURT OF COMMON PLEAS  
PROBATE-JUVENILE DIVISION**

Courthouse, Marietta, Ohio 45750 • Phone (740) 373-6623 • Fax (740) 376-7425

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**TIMOTHY A. WILLIAMS  
JUDGE**

June 13, 2012

Ohio Department of Job and Family Services

Re: RFGA# JFS-R-1213-09-8032

To Whom It May Concern:

I am writing in support of the Washington County Child Support Enforcement Agency's request for funding of a Visitation Mediation Program and a Supervised Visitation and Exchange Program.

Washington County was fortunate enough to have had both of these programs in the past. Unfortunately, the Supervised Visitation and Exchange Program was cut due to a lack of funding in 2010. This program was an essential part of our community and the courts since 1997 until it was closed. As a Judge, I depended on this program to provide a safe environment where children were protected from further exposure to anger and violence between their parents. The program provided court ordered supervised exchange of children and court ordered supervision of visitation. Without this service, families in crisis are now left to sort out the practical issues of visitation on their own. This service was a very important part in the handling of Family Court cases in this community.

As the Juvenile Court Judge for this county, I fully supported the Visitation and Exchange program when it was open in the past and will continue to support it in the future if it is reopened, by referring families who could benefit from their services and also by court ordering its use when appropriate.

With respect to the Mediation program, it has been a great asset to the Juvenile Court over the years. Last year the Court had 106 custody/visitation cases filed. Most of these were ordered into mediation through this program and generally the parties were able to reach a mediated agreement.

The Mediation program is important to the Court, not only in terms of reducing the caseload, but because cases in which the parties have reached a mediated agreement result in fewer future disagreements over visitation issues that end up back in Court.

Giving the parties an opportunity to reach a mutual agreement resolving their differences is a much better solution than a court issuing a ruling with which neither party is happy.

I would ask that you give favorable consideration to this grant proposal as it would have a significant positive impact on families in Washington County, Ohio. Thank you for your time.

Sincerely,

A handwritten signature in black ink, appearing to read 'T. Williams', written over a circular stamp.

Timothy A. Williams, Judge

TAW/rjd

430

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

Applicant: Washington 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 2.1, 4 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
<b>APPLICANT QUALIFICATIONS</b>							
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
<b>ORGANIZATIONAL EXPERIENCE AND CAPABILITIES</b>							
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		18		
<b>KEY STAFF EXPERIENCE AND CAPABILITIES</b>							
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		
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	
<b>OBJECTIVES OF PROJECT WORK</b>							
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		6	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			24	
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			14	

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			16	
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			16	
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			24	
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				30
<b>Column Subtotal of "Does Not Meet" points</b>							
<b>Column Subtotal of "Partially Meets" points</b>							
<b>Column Subtotal of "Meets" points</b>							
<b>Column Subtotal of "Exceeds" points</b>							
<b>GRAND TOTAL SCORE</b>							

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.

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

# Washington County

Date 7-18-12

1. meets
2. meets
3. meets
4. partially meets - no actual chart included
5. meets
6. partially meets - all resumes not included
7. meets
8. meets
9. ~~meets~~ meets
10. meets
11. meets
12. meets
13. meets
14. meets
15. meets
16. meets
17. meets
18. meets
19. meets
20. meets
21. meets
22. meets
23. meets
24. meets
25. exceeds - very detailed