



Delaware County Commissioners

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June 12, 2012

FOR IMMEDIATE RELEASE

***Delaware County JFS Virtual Call Center Project Receives National Recognition
Collabor8 Call Center Winner of 2012 Achievement Award by the National Association of
Counties (NACO)***

Delaware County Commissioners, along with the county's Department of Job & Family Services, are pleased to announce that the multi-county project known as the "Collabor8 Virtual Call Center" has been judged as "Best of Category in Human Services," as well as designated to receive a National Association of Counties (NACo) Achievement Award for 2012. Partner counties sharing this award are Delaware, Hancock, Knox, Marion, Morrow, Sandusky, and Wood.

"Delaware County Department of Job and Family Services is very excited about this recognition and the opportunity to participate with the other counties in the Collabor8 project. This opportunity came at a time when we were experiencing caseload growth due to a struggling economy and population increases within Delaware County. The Call Center allows for a more efficient use of case workers and customer service staff across the seven counties and provides a more timely and cost effective service for the customers we serve," shared Shancie Jenkins, director, Delaware County Department of Job and Family Services.

Implemented in January, 2012, the project utilizes call center and digital case management technology to provide access to public assistance programs across seven counties while sharing county resources. The project gained support from Michael Colbert, Director of the Ohio Department of Job & Family Services, which transformed the county concept into an operational pilot project.

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Founded in 1935, NACo advances issues with a unified voice before the federal government, improves the public's understanding of county government, assists counties in finding and sharing innovative solutions through education and research, and provides value-added services as an expense savings. NACO's Annual Achievement Award program was instituted in 1970 to formally recognize effective and creative county programs, enhance awareness of county activities and share valuable information with other counties across the nation.

Established in 1808, Delaware County is located in the center of Ohio, is 459 square miles in size, and serves more than 174,000 residents. With 1100+ employees and a budget of \$46.5 million, Delaware County is one of the top 50 employers in central Ohio and continues to be the fastest growing county in the state.

For more information, please find us on Facebook or visit our Web site at www.co.delaware.oh.us