



## FOR IMMEDIATE RELEASE

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### **Hamilton County Commissioners name Rick Roberts new JFS Director**

CINCINNATI, July 18, 2005 –Commissioners today named Rick Roberts the new director for Hamilton County Department of Job and Family Services. Roberts takes over for Suzanne Burke, who left the position last month.

Roberts brings more than a quarter-century of managerial experience to his new role at the nearly 1,700-employee agency. He became the fifth director in the department's 58-year history on July 18, 2005.

Prior to his selection for the agency's top post, Roberts served as an assistant director for three years. He was responsible for programs that support families moving from welfare to work, provide health insurance to the poor, and protect the elderly from abuse and neglect.

Roberts has broad experience in agency programs, many contacts at the state level, knowledge of best practices being used in other counties, and an open management style.

"My goal is to help us become the No. 1 human services agency in Ohio and one of the best in the country," Roberts said. "One of my top priorities is improving customer service. We have made great strides in assuring that the people who come to us are treated always with respect, professionalism and in a timely way. But we can always do better."

During his tenure as assistant director, program areas under Roberts instituted many customer service initiatives, including:

- Installing a waiting room pager system to protect the confidentiality of customers, and
- Centralizing transportation services for all customers in one unit to streamline the service delivery system.

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After graduating from Miami University in 1976, Roberts began his career as a caseworker at HCJFS. He later worked in Butler County, then moved to Columbus where he served at the Ohio Department of Job and Family Services for 16 years. Roberts was the main liaison between ODJFS and county human services, child support and children's services agencies.

Before that, Roberts was responsible for helping counties implement policies correctly, and for providing technical assistance and training.

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