



Ohio Job and Family Services Directors' Association 2018 Annual Training Conference Session Descriptions

Tuesday, May 8

100 Series: 9:00 a.m. – 10:30 a.m.

101: Medicaid Group VIII Work and Community Engagement Requirement (Medicaid Track)

In the summer of 2017, the Ohio General Assembly enacted House Bill (HB) 49, which included Ohio Revised Code (ORC) section 5166.37 requiring a new eligibility condition for the adult Medicaid expansion population. To implement this section of HB 49 and to improve Medicaid enrollee health and well-being through incentivizing work, the Ohio Department of Medicaid developed the Group VIII Work Requirement and Community Engagement 1115 Demonstration Waiver. This session will provide an overview of the 1115 Waiver and public hearing processes, as well as Ohio's proposed Medicaid Work and Community Engagement Requirement.

Presenters: Rachel Hopmoen (ODM), Meghan Hogan (ODM), Amanda Bryant (ODM)

102: The Ins and Outs Of Improper Transfers, Restricted Medicaid Coverage Periods and Reconveyances (Medicaid Track)

Please join us as we walk you through the ins and outs of improper transfers, restricted Medicaid coverage periods (RMCP's), and reconveyances. The session will start with policy as it relates to the improper transfer process as well as system considerations to help you through the entire improper transfer process. We will show you how this all relates to intake cases as well as ongoing cases. In addition to the policy piece, we will give you several examples to walk you through how to appropriately enter improper transfers, RMCP's, and reconveyances and what the system will look like.

Presenters: Angela Turner (ODM), Jill Fleming (ODM), Marvin Payne (ODM)

103: Building a Strong Fraud Program from a County Perspective (Public Assistance Track)

Learn how to expand or improve your county's fraud program by discussing strategies for working with local prosecutor's office, how to increase incentives and expand your fraud team, the power of the administrative subpoena, how to communicate the importance of a strong fraud program with community stakeholders, ways to conduct cooperative investigations with other entities, and investigative strategies and techniques.

Presenters: Laura Holton (Fairfield CDJFS), MaryJo Fox (Fairfield CDJFS)

104: Child Care Time, Attendance and Payment (TAP) System (Child Care Track)

The Office of Family Assistance has contracted with a new vendor to develop and implement a Time, Attendance and Payment (TAP) System to replace the current system, Ohio ECC. ODJFS has contracted with Controltec, Inc. as the vendor to lead the design and implementation of the new system. TAP will offer improvements in the administration of child care time, attendance and payment processes with the use of mobile technology (tablet) for parents and providers. This session will present an overview of TAP and the functions of the new system.

Presenters: Stephanie Shafer (ODJFS), Eddie Bell (Controltec, Inc.)

105: Intentional Program Violations (IPVs) and Disqualifications (Public Assistance Track)

It is the county's primary duty to ensure clients receive the services they need and are entitled to, as well as ensure program integrity. With public attention and legislative interest with fraud in JFS programs on the rise, it is important to ensure county agencies are doing all they can in fulfilling their obligations to the consumers and the programs we administer. This session will cover what constitutes an Intentional Program Violation (IPV) that ultimately leads to a disqualification in the program. Certain terms will be defined and discussed, such as SNAP Trafficking, Authorized User versus Authorized Representative, Confidentiality, and Sharing Information.

Presenter: Chris Dickens (ODJFS)

106: CFIS Client Tracking for WIOA/CCMEP (Workforce and Fiscal Tracks)

The CFIS Client Tracking system enables case managers to enter and track each client's direct service costs. This session, intended for both WIOA and CCMEP case managers, will discuss tracking clients eligible for both Youth and TANF programs in CCMEP, inputting a plan of future costs, and open discussion with county program managers.

Presenters: Siva Kakuturi (Sivic Solutions Group), Robin Rice (Sivic Solutions Group)

107: Medicaid Tips and Tricks Within the Ohio Benefits Worker Portal (Ohio Benefits/IT and Medicaid Tracks)

Review of Medicaid functionality in Ohio Benefits Worker Portal with reminders and tips and tricks to help navigate eligibility determination of Medicaid in a more efficient and effective manner.

Presenters: Deb Hogan (Portage CDJFS), Randi Hammel (DAS)

108: Reviving the Fire (Admin Track) – 3-Hour Session

Throughout our careers, it is essential we take time to revamp our way of thinking, re-assess our goals and re-tool our skill set for continued success when working with individuals who are vulnerable. This session teaches the six essential soft skills to help managers and supervisors model and coach service

behavior that always exceeds the expectations of the populations we serve. A must for supervisors and managers who wish to improve, and those who want to continue a culture of providing quality service delivery in their workforce.

Presenter: Anthony President (IHS)

109: Generational Gaps in the Workplace (Human Resources Track)

Work to live. Live to work. Hate to work. When dealing with a multigenerational workforce, these are but a few of the stereotypes that a modern employer has to overcome to achieve maximum productivity and employee retention. Generational gaps in the workplace have always existed, but do seem to be a bit more exaggerated nowadays due to technology, social media, and a different outlook on workplace etiquette. During this presentation, our speakers will address ways to help mitigate generational differences and how to help both sides of the equation work together to bridge the gaps.

Presenters: Brian Butcher (Clemans Nelson & Associates, Inc.), Andrew Esposito (Clemans Nelson & Associates, Inc.)

110: Ethics of Social Media and New Technology (Admin Track)

Use of social media and new technologies have exploded in the new millennium. More people than ever before are using the Internet to connect to one another, which poses benefits and challenges to the profession of social work. In this presentation you will learn about the ethical implications of social media and new technologies. Participants will learn the website-specific risks, benefits, and strategies to avoid ethical violations. You will also learn about social media in an organizational context and how to discuss social media use with your clients. Additionally other technology risks will be discussed including the benefits and issues associated with providing therapy and supervision through technology and how to use proper methods to ensure confidentiality and data security in your work.

Presenter: Danielle Smith (NASW Ohio Chapter)

200 Series: 10:45 a.m. – 12:15 p.m.

201: MBIWD: The Final Frontier (Medicaid Track)

These are the voyages of the County JFS workers. Their ongoing mission: to explore strange new Medicaid programs, to seek out eligibility for qualifying participants that have disabilities and are working, to boldly go where few caseworkers have gone before. This presentation will help workers explore the MBIWD program by reviewing policy for program eligibility requirements, entering information appropriately into OBWP, premium calculations and payments as well as MBIWD as it relates to SRS and LTC programs. Additionally we will provide real life examples as well as tips for problem resolution.

Presenters: Doreen Buchler (ODM), Kathleen Greene (ODM), Jennifer Hoffman (ODM)

202: MITS Simplified: A Redux (Medicaid Track)

Caseworkers rely on reviewing MITS after determining eligibility to ensure proper data has crossed from Ohio Benefits to prevent or troubleshoot billing issues. This session will cover tips on where to find Medicaid benefit plans, LTC eligibility and payment panels, waiver information, Managed Care, and Medicare/TBQ information.

Presenters: Robert Feller (ODM), Katherine Gee (ODM)

203: Best Practices for Maximizing JFS Allocations - Part 1: Public Assistance and Workforce (Fiscal Track)

County agencies administer dozens of programs utilizing multiple federal, state and local funding sources. Understanding these funding streams and exploring ways to best utilize dollars at the local agency can be challenging and rewarding. The Association Fiscal Committee has developed a two part course based on their excellent county fiscal resource document [Maximizing Allocations](#). These courses will review county allocations and discuss how these funds can be best maximized at the county level. There will be a panel of experts from various counties to share best practices. Input from attendees is strongly encouraged.

Presenters: Terri Burns (Summit CDJFS), John Folk (Hardin CDJFS), Vince Gianangeli (Belmont CDJFS), Steve Kaifas (Madison CDJFS), Julie Kastner (Wayne CDJFS)

204: Step Up To Quality for Family Child Care for 1- & 2-Star Rated Programs (Child Care Track)

This session is designed as a follow-up to the Step Up To Quality (SUTQ) in-person trainings conducted January through April 2018. This session will introduce counties to procedures regarding the implementation of SUTQ. Frequently asked questions regarding the SUTQ program will also be distributed and discussed with participants. Please note: This is not an OCLQS training, it will cover policies and procedures for completing the rating verification process.

Presenters: Angela Wallace (ODJFS), Kelley Harris (ODJFS), Jennifer Hostetler (ODJFS), Wendy Farinacci (ODJFS)

205: SNAP Application Timeliness (Public Assistance Track)

The workshop will provide an overview of application processing timeframes, including but not limited to expedited, 30-day, and delayed processing.

Presenters: Laura Graf (OFA-PPS), Rick Rothman (OFA-PPS), James Foster (OFA-PPS)

206: Registered Apprenticeship: An Employee and Employer Services System (Workforce Track)

Registered Apprenticeship programs offer a combination of paid on-the-job training and related technical instruction for skilled occupations. Graduates receive a nationally recognized certificate and

the education and training they need to build and advance their careers. Employers get qualified, motivated applicants and a low-cost way to develop a workforce with the skills needed to be successful. The programs emphasize learning by doing, and they are thriving. Come learn about apprenticeship programs and how your county can become involved.

Presenter: Patrick Reardon (ODJFS)

207: Ohio Benefits: SNAP/TANF Pilot County Lessons Learned (Ohio Benefits/IT Track)

As counties prepare for the SNAP/TANF Statewide Go-Live in Ohio Benefits, come hear directly from the Pilot County Leaders who led their counties through the preparation, management and execution of the go-live. Join us to learn the best practices, lessons learned and advice directly from those who led their county through one of the largest transformations in system history. These county leaders will provide insight into what they did to prepare their counties, what went well, what didn't and what they would have done differently. As you prepare for SNAP/TANF Go-Live in your county, learn from these leaders how to best position your county for a smooth, successful transition.

Presenters: Laura Holton (Fairfield CDJFS), Tisha Brown (Licking CDJFS), Heather Yannayon (Summit CDJFS), Chelsea Harris-Oliver (Clark CDJFS), Kiley Dane (Warren CDJFS), Stephanie Dodson (Summit CDJFS)

209: Top “Ten” Mistakes Made with Respect to FMLA, and Other Issues (Human Resources Track)

One of our employees is out AGAIN; what can we do? The Family Medical Leave Act (FMLA) and the alphabet soup of potential corresponding issues and interactions (think ADA, WC) have caused many an HR professional to bury their head in their hands. In this segment, our professionals will cover the top “ten” mistakes that employers often make with respect to FMLA, intersection with the ADA, and provide you with tips for best practices to help combat leave abuse.

Presenters: Presenters: Brian Butcher (Clemans Nelson & Associates, Inc.), Andrew Esposito (Clemans Nelson & Associates, Inc.)

210: The Drug Crisis: Solving These Complex Issues Together (Admin Track)

The drug crisis has severely impacted communities all across Ohio leaving service based organizations, health care professionals, and public safety resources exhausted. As citizens look to these groups to find solutions that work at the local level it is imperative that we come together and collaborate in meaningful and substantive ways. The challenges of inter disciplinary partnerships can be daunting, but if committed and willing to explore new and progressive approaches we can make a difference. This program will discuss the drug crisis and its impact on our communities, new and innovative approaches to helping individuals and families affected by it connect with available resources to change the trajectory of their lives, and how you can effectively find common ground and establish real partnerships within your own community.

Presenter: Dennis J. Lowe (Fairfield-Hocking-Athens Major Crimes Unit)

300 Series: 1:30 – 3:00 p.m.

301: Medicaid Group VIII Work and Community Engagement Requirement (Medicaid Track/Repeated Session)

In the summer of 2017, the Ohio General Assembly enacted House Bill (HB) 49, which included Ohio Revised Code (ORC) section 5166.37 requiring a new eligibility condition for the adult Medicaid expansion population. To implement this section of HB 49 and to improve Medicaid enrollee health and well-being through incentivizing work, the Ohio Department of Medicaid developed the Group VIII Work Requirement and Community Engagement 1115 Demonstration Waiver. This session will provide an overview of the 1115 Waiver and public hearing processes, as well as Ohio's proposed Medicaid Work and Community Engagement Requirement.

Presenters: Rachel Hopmoen (ODM), Meghin Hogan (ODM), Amanda Bryant (ODM)

302: Medicaid Calculators: Adding Knowledge and Subtracting Doubt (Medicaid Track)

A peek into the toolbox of Medicaid calculators such as what they are, how to use them and why they make eligibility determinations easier. The toolbox includes the Tax Dependent Calculator, ABD Deeming Calculator, MBIWD Calculator, MPAP Calculator, and the CSRA Forms and PL Calculator.

Presenters: Terri Parks (ODM), Angela Hartman (ODM), Sabina Hosafros (ODM)

303: Best Practices for Maximizing JFS Allocations - Part 2: Children Services and Child Support (Fiscal Track)

This course is the second of a two part series based on the OJFSDA Fiscal Committee [Maximizing Allocations](#) document. This session will review of allocations and discussion regarding how these funds can be best used at the county level, focusing on the child support and children services systems. There will be a panel of experts from various counties to share best practices. Input from attendees is strongly encouraged.

Presenters: Terri Burns (Summit CDJFS), John Folk (Hardin CDJFS), Vince Gianangeli (Belmont CDJFS), Steve Kaifas (Madison CDJFS), Julie Kastner (Wayne CDJFS)

304: Child Care Enforcement: Revocation, Denial of Application, and Immediate Suspension (Child Care Track)

This session will provide an overview of child care license enforcement actions, including denial of an application, immediate suspension and revocation. We will provide an overview of these processes from recommendation to completion including needed documentation, hearings, Adjudication Orders and more.

Presenter: Gregory Krannitz (ODJFS-OFA)

305: SNAP Deductions (Public Assistance Track)

This session will provide a review of SNAP policy with regard to how to properly allow for deductions in the budget. We will cover which deductions are allowable, including 20% earned income, standard, excess medical, dependent care, child support payment, excess shelter, and homeless shelter deductions, as well as general guidelines for applying the appropriate deductions and verification requirements.

Presenters: Rick Rothman (ODJFS-PPS), Melissa Fleming (ODJFS-PPS)

306: CCMEP: Best Practices from the Local Perspective (Workforce Track)

Join us for a panel discussion between a variety of lead agencies (Clark, Greene and Stark) on implementing CCMEP so they can share their successes, challenges and solutions on operationalizing the program. The county panel discussion will be moderated by Gerrie Cotter, ODJFS State CCMEP Project Manager. Attendees will learn specific practices that work for procurement, outreach, engagement, and case management.

Presenters: Jennifer Meek Eells (Stark Tuscarawas Workforce Development Board), Lehan Peters (Clark CDJFS), Amy McKinney (Greene CDJFS)

307: County Initiatives - The Evolution: Present and Future (Ohio Benefits/IT Track)

Come learn about the future of Enterprise Document Management Solution (EDMS), Shared Services and Interactive Voice Recognition (IVR) and how it will further streamline and transform county operations. Most counties already benefit from participation in these services, but come to obtain a greater understanding for how these three county initiatives can be utilized together to create a more efficient and effective operation as well as a better client experience. The session will include a brief presentation on the future state and upcoming enhancements of these initiatives as well as an interactive Q&A session hosted by a panel of county and state leaders.

Presenters: Deven Mehta (DAS), Jeanne Carroll (OJFSDA), Nitin Garg (DAS), Ashley Bauerschmidt (DAS)

308: Adventures in Attitude: Quality Conversations (Admin Track) – 3-Hour Session

Being able to have “quality conversations” is important for successful communication. In this session participants will be introduced to strategies that include: why quality conversations are so important for professional and personal success, how one’s attitude can influence the communication process, what our communication styles are and various other techniques. Knowledge learned in this session will help participants increase success in how to communicate effectively with colleagues and clients served.

Presenter: Kelly Mettler (IHS)

309: Sexual Harassment in the Workplace: How Do I Respond? (Human Resources Track)

This session will focus on legal and practical aspects of sexual harassment issues in the workplace. The presentation will include a review of legal standards as well as day-to-day issues relating to workplace sexual harassment. Topics will include a review of general dos and don'ts when confronted with allegations of sexual harassment and procedural aspects of conducting an investigation.

Presenter: Marc A. Fishel (Fishel Hass Kim Albrecht Downey, LLP)

310: Operation Street Smart: Adult Drug Education (Admin Track)

Operation Street Smart is an adult drug education awareness program that focuses on street terminology, paraphernalia, the common path of drug abuse to addiction, and signs and symptoms of drug abuse. The program was created in 2002 and has received national awards. Whenever we suspect a loved one of abusing a drug, whether it be legal or illegal, we often times look for the drug itself and miss other key signs and signals, such as paraphernalia or artifacts of drug abuse that are discarded or left behind. However, Operation Street Smart will point out that by the time you find the drug, it may be too late into that loved one's path to drug abuse.

Presenters: Shawn Bain (Franklin County Sheriff's Office), Michael N. Powell (Franklin County Sheriff's Office)

400 Series: 3:15 – 4:45 p.m.

401: Medicaid: Healthcare Fraud 101 (Medicaid Track)

All government programs are subject to fraud and abuse. Healthcare fraud can be the most costly form of fraud, and also the most confusing. Learn more about healthcare fraud, what it means, and what it costs all of us.

Presenter: John Maynard (ODM)

402: Managed Care Overview and New Initiatives (Medicaid Track)

This session will provide a broad overview of Ohio's Medicaid Managed Care program, including the MyCare Ohio demonstration project. The presentation will cover basic managed care program information, including eligible populations, benefits and applicable authorities, as well as new policy initiatives (e.g. "managed care day one").

Presenters: Tracy Hayes (ODM)

403: Effective Contract Management Strategies: From RFP Development to Contract Monitoring (Fiscal Track)

A quality contract management strategy includes: Request for Proposal (RFP) Development, Proposal Evaluation, Contract Development, Contract Implementation, and Deliverable/Outcome Measurement,

and Evaluation. This session will provide participants with practical, real-life information and helpful tips to develop quality RFPs, successfully select qualified vendors, write outcome-based, enforceable contracts, and evaluate vendor performance.

Presenters: David S. Dombrosky (Delaware CDJFS), Virginia Martycz (Clark CDJFS)

404: Suspicious Circumstances at Application (Public Assistance Track)

Detecting fraud and catching reporting errors can be tricky and challenging to eligibility workers. This session will cover how to overcome suspicious circumstances detected at application and during the interview for public assistance benefits. Several fraud indicators will be discussed and ideas about how to help applicants avoid reporting erroneously.

Presenter: Chris Dickens (ODJFS)

405: Assistance Group Formation: SNAP and TANF (Public Assistance Track)

This session will provide information to assist in forming various SNAP and OWF assistance groups by reinforcing the basic policy behind forming an assistance group. JFS staff who determine eligibility for SNAP and/or OWF Cash Assistance will gain a solid understanding of AG formation in anticipation of converting to the Ohio Benefits eligibility system.

Presenters: Chasity Parks (ODJFS), Rick Rothman (ODJFS)

406: Engaging Youth and TANF Participants for CCMEP (Workforce Track)

Keeping clients engaged over the long haul is crucial to any program's success. Sometimes it seems nearly impossible to motivate "hard to serve" participants and to prevent them from dropping out of a program. Some feel coerced, their spirits may be low. Other participants enter the program with low self-esteem. While these are clearly not ideal conditions for a positive learning environment, there are strategies programs can use to bolster a participant's enthusiasm fairly quickly. This session will cover the major factors influencing engagement, motivation and participation from entry through post-placement services. Learn from Jodie Sue Kelly's experience with more than 70 technical assistance projects that helped national, state and local programs enhance performance in areas such as improving participants' job placement and retention, increasing outcomes of youth employment programs, and improving work activity participation rates in TANF welfare-to-work programs.

Presenter: Jodie Sue Kelly (Cygnet Associates)

407: Ohio Benefits: Streamlining Business through Process Automation (Ohio Benefits/IT Track)

Caseworkers are driven by their passion to help and assist those in need. However, too often they find themselves spending the majority of their time on paperwork and documentation. Some of this is unavoidable, but in many instances the paperwork is a result of outdated processes. At times the paperwork can be so overwhelming that case workers feel that they cannot accomplish everything they

need to in a 40-hour work-week creating backlog and delays. To help solve the challenges around productivity and backlog, emerging technologies such as process automation can be used. Come learn how Ohio Benefits is using process automation to transform how counties are doing business, and in particular, how Hamilton County is using process automation to drive efficiency into their processes.

Presenters: Deven Mehta (DAS), Mia Pareek (DAS), Simon Tam (DAS)

409: Updates on ADA, FMLA, Title VII Accommodation and Issues with Leave (Human Resources Track)

There continues to be significant confusion among employers in dealing with employees who are unable to work for health reasons. There are multiple legal issues under both federal and state law that, at times, can impose seemingly contradictory requirements. This presentation will focus on some of the most significant of these issues, including how to handle situations that implicate several of these laws at the same time.

Presenter: Melanie Williamson (Fishel Hass Kim Albrecht Downey, LLP)

410: Social Security 101 (Admin Track)

Learn about all things Social Security! This session will discuss Retirement, Disability, Survivors and Medicare benefits administered by the Social Security Administration. This would be a great resource session for individuals currently receiving Social Security Benefits as well as those that expect to receive benefits upon retirement and a great opportunity to learn about the system. This session will also provide an opportunity to ask an expert your questions regarding this important program.

Presenter: Daniel Damceski (Social Security Administration)



Ohio Job and Family Services Directors' Association 2018 Annual Training Conference Session Descriptions

Wednesday, May 9

500 Series: 9:00 a.m. – 10:30 a.m.

501: The Seven Wonders of Medicaid (Medicaid Track)

This session will explore rarely seen Medicaid groups: RSS, SRS, BCCP, Deemed Eligibility, 1619(b) of the Social Security Act, Grandfathered Medicaid groups (including Disabled Adult Children), and AEMA. Both policy and system considerations will be covered.

Presenters: Aimee Knouff (ODM), Patrice Fitzpatrick (ODM), Amanda Jenkins (ODM)

502: Hands-On PA Adjusted Cash Calculation (Fiscal Track)

The Bureau of County Finance and Technical Assistance will train on the why, how, and when of completing an adjusted cash spreadsheet. This is a hands-on presentation and participants should bring: 1) a laptop or tablet 2) CFIS reports CR501, CR520, and CR454 for the Apr - Jun2017, Jul-Sept 2017, Oct-Dec 2017, and Jan-Mar 2018 quarters 3) Participants should contact their regional fiscal supervisor for the adjusted cash spreadsheet prior to the conference to save on their device.

Presenters: Cheryl Bowles (ODJFS), Robert Salkowitz (ODJFS), Sean Miller (ODJFS)

504: Coming Together to Fight Hunger (Admin Track)

Childhood hunger has been linked to many negative life outcomes, including lower education levels, increased anti-social behavior, obesity, diabetes, and addiction. There are many resources available to help combat childhood hunger and mitigate these outcomes. This session will bring together the Children's Hunger Alliance, the Ohio Association of Food Banks, the State Library of Ohio, and a newly founded organization, Team Vittles, for a round table discussion. Learn about the resources currently available in our state network and help brainstorm how we can all work together towards the common goal of alleviating childhood hunger in Ohio.

Presenters: Shane Hoffman (Team Vittles), Janet Ingraham Dwyer (State Library of Ohio), Lisa Hamler-Fugitt (Ohio Association of Foodbanks), Heather Loughley (Children's Hunger Alliance)

505: Preparing for State Hearings (Public Assistance Track)

This presentation will address the state hearing process from request to compliance and to further appeal. Specific emphasis will be given to preparing and presenting at a state hearing and using the pre-

hearing resolution process to resolve issues prior to the state hearing. We will also address recent changes in state hearing rules.

Presenters: Margaret Adams (ODJFS-BSH), Sandy Richendollar (ODJFS-BSH), Lisa Martinez (ODJFS-BSH)

506: Interviewing Without a Driver in Ohio Benefits (Ohio Benefits/IT and Public Assistance Tracks)

This session will provide information to assist in completing an interactive interview for SNAP and/or cash assistance programs in the Ohio Benefits Worker Portal (OBWP). JFS staff who determine eligibility for SNAP and/or OWF Cash assistance will gain an understanding of conducting an interactive interview in the work-driven system of Ohio Benefits, including tips on comprehensive data collection and system navigation.

Presenters: Chasity Parks (ODJFS), Heather Rush (ODJFS)

507: CCMEP: Best Practices for Managing Client Level Tracking for Financial Reporting and Planning (Workforce Track)

We will discuss best practices in the County Finance Information System – Client Level Tracking (CLT) to properly track direct expenditures and pooled activities by client and manage client services. CLT can be a strong tool to track client activity and compare actual services to the CCMEP plan if managed properly. Having complete and up to date data in CCMEP can help leadership teams make informed decisions about successful client programs, as incomplete or inaccurate data can often paint a completely different picture. Knowing the difference can make a big difference in the lives of our clients.

Presenter: Mark Anderson (ODJFS/OFMS/BCFTA)

508: Engineering Employee Performance: Effective (and lawful) Evaluation Systems (Human Resources Track)

Performance evaluation systems are crucial HR tools for documenting and improving employee performance issues. However, when there are errors in the evaluation system, what was designed as a shield for management decisions will become a sword during an arbitration or litigation. This session will go through all of the components of an effective evaluation system, including the use of coaching and performance improvement plans, and will discuss the common evaluation errors to avoid.

Presenter: Brad E. Bennett (Zashin & Rich)

509: County Monitoring: Updates, Issues and What You Need to Know (Fiscal Track)

The ODJFS monitoring program provides important insight to the county fiscal structure and may be a helpful tool in local fiscal operations, as well as preparing for future state audits. This session will discuss the monitoring process and what to expect during a monitoring review, the differences between audits and monitoring and some issues to counties should be aware of with a focus on what Technical Assistance services are available to county personnel.

Presenters: Alan E. Thompson (ODJFS), Levi Hill (ODJFS), Leighann Cook (ODJFS), Lisa White (ODJFS)

510: Chair Yoga (Admin Track)

Yoga is an effective exercise for improving balance, strength, and flexibility. Clinical research has also shown its effectiveness in alleviating and number of health issues. During this one hour session, we will review the health related benefits of yoga practice and have a 45-minute chair yoga session. No prior experience is necessary. We will also practice "8 minutes of Daily Desk Wellness", a set of exercises that participants can do at their desk or at home.

Presenter: Joseph Gauntner (Vision Yoga and Wellness)

600 Series: 10:45 a.m. – 12:15 p.m.

601: Medicaid Population Health Outcomes (Medicaid Track)

Medicaid covers 3.0 million low-income Ohioans, including half of all children and more than half of all births. Ohio spends \$27 billion annually across all state agencies and accounts for 6.0 percent of Ohio's total economy. However, Ohio as a whole ranks 46th out of 50 states on health value. This means that Ohioans are living less health lives and spending more on health care than people in most other states. In 2015, Ohio Medicaid launched a transformational quality strategy based on a population health management approach. In this session, the Ohio Department of Medicaid staff will review the latest health outcomes and quality improvement initiatives underway.

Presenters: Alisha Brown (ODM), Cindy Wohlford-Lotas (ODM), Windy Richland (ODM), Stephen Albanese (ODM), Michael Hampton-Simpkins (ODM)

602: Medicaid Program Integrity and Eligibility (Medicaid Track)

Program Integrity (PI) covers a spectrum of activities including eligibility. This session will discuss Medicaid PI at a broad level, and also focus on the important role the eligibility worker and eligibility process plays in program integrity.

Presenter: John Maynard (ODM)

603: Ohio Benefits Long-Term Services and Supports (OBLTSS), 9401 and 2399 Waiver Process Overview (Ohio Benefits/IT and Medicaid Tracks)

This session will provide an overview of OBLTSS, including process, functions and important contact information. We will also discuss the current process involving ODM 09401's for admissions and discharges from nursing facilities, the current process for ODM 2399's and the waiver referrals mailbox as well as the future of this process.

Presenters: Mitch Grove (ODM), Diane Shinn (ODM)

604: Fiscal Orientation for Agency Directors (Fiscal Track)

Understanding the nuances of the job and family service financial system can be daunting, especially for administrators without a fiscal background. The ODJFS Bureau of County Finance and Technical Assistance has developed this course to help agency leaders navigate the fiscal waters. Topics to be covered: Introduction to County Finance and Fiscal Reporting; Overview of Agency Structures and County Funding; Cost Allocation; Grants Management Reporting and Monitoring; Procurement; Combined Fiscal and Program Reporting Responsibilities; Fiscal Systems, Procedures, and Communications with BCFTA and ODJFS, OFMS.

Presenters: Patricia Gorman (ODJFS), Dawnielle Pierce (ODJFS)

605: SNAP Employment & Training Requirements and Best Practices (Public Assistance Track)

This session will provide information on how to administer a successful county SNAP Employment and Training (E&T) program, including a review of county requirements and discussion of best practices in all phases of a county SNAP E&T program.

Presenters: Laura Graf (OFA), Cara Chojnowski (OFA), James Foster (OFA)

606: Education Today for Retirement Tomorrow (Admin Track)

If you are an OPERS member in the Traditional Pension Plan with more than five years until retirement (Groups B and C), come learn about information and resources available to you so you can take an active role in preparing for your retirement and make sound retirement decisions throughout your career. Topics include: Earning and purchasing service credit, disability and survivor benefits, retirement eligibility, early retirement reduced benefits, OPERS health care-general, educational tools and resources, and Social Security.

Presenter: Ross Morgan (OPERS)

607: Performance for Case Managers (Workforce Track)

Positive outcomes for customers is the ultimate goal of any program. Meeting the needs of customers can translate to positive performance outcomes when information is entered correctly in the case management system. This course will explore how to best use OWCMS to properly report on customers and to ensure the most accurate reporting, which in turn will lead to more accurate performance results and reports.

Presenters: Kristin Maybriar (ODJFS), Yvonne McDaniel (ODJFS), Dawnyale Weber (ODJFS)

608: Conducting Effective Workplace Investigations (Human Resources Track)

How an employer responds to employee complaints and how it conducts investigations into employment issues impacts the employer's ability to effectively identify, document and correct the

workplace issue. It also greatly impacts the legal defensibility of an employer's decision. In this session, attendees will gain an understanding of the importance of documenting employment and disciplinary issues. Further, attendees will learn to identify when an investigation is needed, who should conduct the investigation and how to conduct an investigation to ensure that the investigation is effective at documenting your agency's resulting business decision.

Presenters: Brad E. Bennett (Zashin & Rich), Scott DeHart (Zashin & Rich)

609: Interdisciplinary Collaboration for Elder Abuse, Neglect and Exploitation (APS Track)

As the elderly population has increased in our country, the cases of abuse, neglect and exploitation have become more pervasive and complex. As one response, interdisciplinary teams (I-Teams) have become statutorily mandated in the state of Ohio. This session will highlight the importance of community partners working together to form effective I-Teams while also exploring jurisdictional issues. ODJFS and a panel of I-Team members from various disciplines will discuss how to recruit new members and how to share the responsibility for meeting the needs of the elderly population in a way that distributes services in a more reliable and convenient manner.

Presenters: Robin Miller (ODJFS), Olympia Boyce-Taylor (ODJFS), Amy Welling (ODJFS), Tamara Miller (ODJFS)

610: Statewide Document Management: What You Should Know (Ohio Benefits/IT Track)

Change is coming in how documents are managed and workers utilize new workflow systems. As part of the Ohio Benefits project, the state is in the process of rolling out a statewide document management solution for the TANF, SNAP and Medicaid programs in the next few months. Furthermore, plans are in the works to add the child support, child care and child protection systems by the end of the year. Team Northwoods will provide an informative session on system details, what you can expect and how this new tool may assist you to provide more comprehensive services to the clients we serve.

Presenters: Team Northwoods

700 Series: 1:30 – 3:00 p.m.

701: Ask Medicaid Fiscal (Medicaid and Fiscal Tracks)

Medicaid Fiscal staff will be offering a question and answer session addressing issues related to federal financial reporting, Medicaid federal financial participation and Medicaid claims processing and payment.

Presenters: Mark Wilson (ODM), Michelle Horn (ODM), James Moore (ODM)

702: Adventure in the World of MPAP (Medicaid Track)

Everything you always wanted to know about MPAP and more! This session will explore all categories of MPAP, including Dual Eligibles, MAGI to SLMB and QMB, as well as assigning proper aid codes. We will also cover coordination of benefits, state buy-in, and effective begin dates. Tips and tricks will also be provided to assist the worker as they navigate this program.

Presenters: Laura Weeks (ODM), Mary Melissa Cunningham (ODM), Jason Paragon (ODM)

703: The Intersection of Managed Care and Long-Term Services and Supports (Medicaid Track)

This session will provide an overview of the intersection of managed care members and long-term services and supports. The presentation will review the long-term care benefits that managed care members can receive, including waiver and institutional care.

Presenter: Roxanne Richardson (ODM), Elbony McIntyre (ODM)

704: Fiscal Orientation for Agency Directors (Fiscal Track/Repeated Session)

Understanding the nuances of the job and family service financial system can be daunting, especially for administrators without a fiscal background. The ODJFS Bureau of County Finance and Technical Assistance has developed this course to help agency leaders navigate the fiscal waters. Topics to be covered: Introduction to County Finance and Fiscal Reporting; Overview of Agency Structures and County Funding; Cost Allocation; Grants Management Reporting and Monitoring; Procurement; Combined Fiscal and Program Reporting Responsibilities; Fiscal Systems, Procedures, and Communications with BCFTA and ODJFS, OFMS.

Presenters: Patricia Gorman (ODJFS), Dawnielle Pierce (ODJFS)

705: SNAP/Cash Key Terms and Concepts with Migration into OBWP (Public Assistance Track)

This session will provide a review of what SNAP/Cash key terms and concepts that are important to understand with statewide rollout of SNAP/Cash into the Ohio Benefits Worker Portal. While most basic concepts will remain the same, terminology will change. This session will provide an overview of these term changes.

Presenters: Melissa Fleming (ODJFS-PPS), Heather Rush (ODJFS-PPS)

706: Work Based Training Programs (Workforce Track)

The session will delve into the alternative to classroom training that involves actually being employed by the company and getting hands on training specifically for the job the customer was hired for. This can be a straight hands-on training with the employer or could involve a classroom component as well. The session will also explore the updated On-the-Job manual, as it is one of the few in the country that

combines the requirements of both the Workforce Innovation and Opportunity Act and the Trade Adjustment Assistance Act to give a more seamless experience for our shared customers.

Presenters: Paige Perigo (ODJFS), Tara Burkhalter (ODJFS)

707: Using BIC Cognos to Manage Program Performance (Workforce Track)

Access to program and performance data is one critical factor in successfully managing programs at the local level. Using data-driven analysis also empowers policymakers as well as those operationalizing programs to feel confident on long- and short-term direction to ensure successful performance results. This course will walk through the steps of how to run existing reports in BIC Cognos and then use those reports to manage the different aspects of performance.

Presenters: Graig Pellman (ODJFS), Sarah Wilson (ODJFS), Roxanne Clark (ODJFS)

709: APS Case Management: From Initial Phone Call to Case Closure (APS Track)

Prevention and intervention when it comes to the abuse of adults is never easy. Those who work in adult protective services (APS) are faced with many challenges, and managing cases can often be very involved. This session will provide information regarding how to manage an APS case from the time of the initial referral to the point of case closure. Attention will be paid to the rules and policies governing the life of an APS case: screening decisions, documenting investigation and assessment activities, case planning and review, and case closure decision-making. Required time frames and jurisdictional issues will also be addressed. Because case management in Ohio must be documented in the Ohio Database for Adult Protective Services (ODAPS), the workshop will also talk about how that system works, and how workers can use it for successful case management.

Presenters: Heidi Turner Stone (ODJFS), Tia Goodlett (ODJFS), Brianne Perry (ODJFS), Leslie McGee (ODJFS)

710: Statewide Document Management: What You Should Know (Ohio Benefits/IT Track/Repeated Session)

Change is coming in how documents are managed and workers utilize new workflow systems. As part of the Ohio Benefits project, the state is in the process of rolling out a statewide document management solution for the TANF, SNAP and Medicaid programs in the next few months. Furthermore, plans are in the works to add the child support, child care and child protection systems by the end of the year. Team Northwoods will provide an informative session on system details, what you can expect and how this new tool may assist you to provide more comprehensive services to the clients we serve.

Presenters: Team Northwoods
