



**Ohio Job and Family Services Directors' Association  
2019 Annual Training Conference  
Session Descriptions**

**Thursday, May 9th**

**100 Series: 9:00 a.m. – 10:30 a.m.**

**101: Step Up To Quality 1- & 2-Star Ratings for Family Child Care (Child Care Track)**

The training will focus on 1- & 2-star program standards and assessment for desk reviews and onsite verification visits. County child care staff will learn how to assess family child care programs for Step Up To Quality.

Presenters: Khyra Botts (ODJFS), Kelley Harris (ODJFS), Angela Wallace (ODJFS)

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**102: OWF Work Activity Reporting (Public Assistance Track)**

This session will provide an overview of Ohio Works First work activity reports available in the Ohio Benefits Business Intelligence (BI) Portal.

Presenters: Cara Chojnowski (ODJFS), Ron Corbitt (ODJFS), Kelly McLaughlin (ODJFS)

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**103: Workforce Partnerships with Secondary Schools (Workforce Track)**

Education and economic development strategies share the common goal of developing a well-educated and skilled workforce for the future. Together through collaboration and innovative programming, workforce agencies, and high schools can improve and strengthen higher education and career readiness for students—our youngest job seekers. This session offers a panel discussion where representatives from two counties will highlight best practices, pathway options for graduation and other creative programming such as business-led work ready certificates aimed to support the workforce needs through partnerships with local high schools.

Presenters: Mandy Berardinelli (Portage CDJFS), Rick Szabrak (Fairfield County Economic Development), Corey Clark (Fairfield CDJFS)

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**104: Microsoft Teams: A Better Way to Collaborate (Technology Track)**

Are you looking for ways to collaborate with your team? How appealing is it to have one central place to find everything you need for your team? Microsoft Teams is where people can actively connect and collaborate in real time to get things done. Have a conversation right where the work is happening, whether co-authoring a document, having a meeting, or working together in other apps and services. Teams is the place to have chats (replacing some of the need for endless emails back and forth), iterate quickly on a project, work with team files, and collaborate on shared deliverables. Millions of business users are starting to use Teams, so it's worth diving into what it is, but more importantly how to use it effectively.

Presenter: Amanda Roberts (ODJFS)

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**105: FMLA and Leave Abuse (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 a HR professional to bury their head in their hands. In this training, our professionals will cover the top "ten" mistakes that employers often make with respect to FMLA, intersection with the ADA, and provide tips for best practices to help combat leave abuse.

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

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### **106: Hands-On PA Cash Analysis (Fiscal Track) – 3-Hour Session**

Understanding the makeup of your agency cash balance is very important. This training is a hands-on training that will teach the process of how to complete a cash analysis on a quarterly basis. Attendees will utilize their own agency reports to calculate a cash analysis during the meeting for Jul-Sep 2018 through Jan-Mar 2019 quarters.

(\*\*\*\*CRITICAL!\*\*\*\*) Must bring the following:

- Laptop/Tablet
- PA Cash on Hand Template (available on the conference app or can be obtained from your Fiscal Supervisor)
- CFIS Reports:
  - CR501 Over Under Reconciliation: Apr-Jun 2018, Jul-Sep 2018, Oct-Dec 2018, Jan-Mar 2019 (Run “As of Quarter Close”)
  - CR520 Quarter Financial Certification: Jul-Sep 2018, Oct-Dec 2018, Jan-Mar 2019
  - CR454A Financial Summary: Jul-Sep 2018, Oct-Dec 2018, Jan-Mar 2019
  - CR262 Draw Details: From Date-to Date 09/01/2018-09/30/2018, 12/01/2018-12/31/2018, 03/01/2019-03/31/2019

Presenters: Tiffany Knight (ODJFS)

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### **107: MITS: Simplified! (Medicaid Track)**

Tips and tricks of the Medicaid Information Technology System (MITS), including common errors we see between the Ohio Benefits Worker Portal (OBWP) and MITS.

Presenters: Bob Feller (ODM), Nate Bowers (ODM)

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### **108: Medicaid Group VIII Work and Community Engagement Requirement (Medicaid and Workforce Tracks)**

This session will explore Ohio’s proposed Medicaid Group VIII Work and Community Engagement Requirement, current system design, and a comparison of other states’ Medicaid Work and Community Engagement programs.

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

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### **109: Facebook, Googling and Tweeting: Cyber Ethics in the Social Media Age (Workforce and Human Resources Tracks)**

Social networking has become a way of life for many Americans. We may social network daily for fact finding, fun, or fitting in with a social networking community. When it comes to the human services profession, is there an ethical line that is not to be crossed? Should workers “friend”, “fan”, “follow”, or “like” their clients and their families on social media? Should workers “Google” clients to view information on their self-published social media pages? Should workers “troll” clients, even if on their own time and personal device? Do workers have the right to “post” their ideas as freely as anyone else? These and other questions will be explored in this look at cyber ethics and human services work with vulnerable population clients.

Presenter: Anthony President (Presidential Consultants, LLC)

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### **110: Real Heroes Don't Wear Spandex (Admin Track)**

In this thoroughly inspiring and uplifting program, Charles Marshall discusses what it takes to become a hero and make an impact in your business community. Attendees will learn there are four characteristics every hero possesses and it is up to every individual to harness, develop, and apply these traits. Participants will learn that what they do matters, especially when they show up with a heroic attitude.

Presenter: Charles Marshall (M Power Resources)

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## **200 Series: 10:45 a.m. – 12:15 p.m.**

### **201: Navigating the Ohio Child Licensing and Quality System (Child Care Track)**

County licensing and/or Step Up to Quality (SUTQ) staff will experience an overview of the various screens and functions available within the Ohio Child Licensing and Quality System (OCLQS), how to use them, and which best supports their work responsibilities.

Presenters: Melissa Meyers (ODJFS), Emily Hawley (ODJFS)

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### **202: Understanding EPPIC (Public Assistance Track)**

This presentation will provide an overview of the following systems:

#### EPPIC

The Electronic Payment Processing Information Control System (EPPIC), is the Administrative Application used by the Ohio Department of Job and Family Services to access Electronic Benefit Transfer (EBT) information for food assistance recipients. The system also provides many helpful reports counties can use to administer the food assistance program and manage caseloads. Access is limited and security is maintained by the state.

#### The Ohio EPPICard™

Ohio Electronic Payment Card (EPC) is the electronic distribution of cash assistance benefits. Benefits are accessed with the Ohio EPPICard™. The Ohio EPPICard™ can be used to buy goods or service and receive cash back at retailers wherever the debit MasterCard® acceptance mark is displayed.

Presenter: Paul J. Scanlan (ODJFS)

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### **203: CCMEP Performance Measures and Reports (Workforce Track)**

This session will explain the primary CCMEP performance measures, including definitions and how each is calculated. Other performance topics such as the timing of participant cohorts and performance standards will also be discussed. Additionally, quarterly CCMEP performance reports will be reviewed to show how they can be utilized.

Presenters: Roxanne Clark (ODJFS), Theresa Groth-Joynt (ODJFS)

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### **204: State Hearing Preparation and the Benefits of Prehearing Resolution (Public Assistance Track)**

As the number of state hearing requests increase, counties need to be more proactive in identifying issues that can be resolved prior to hearings and preparing for appeals that require a state hearing. In this session, you will learn about the Bureau of State Hearings' initiatives to streamline the state hearing process and the ways agencies can reduce appeals that go to hearing and be better prepared for appeals that require hearing.

Presenters: Margaret Adams (ODJFS), Mariella Perrotta (ODJFS), James Foster (ODJFS)

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### **205: Drug Testing and Medical Marijuana (Human Resources Track)**

The legalization of medical marijuana has left employers to wonder about what can and cannot be included in a drug free workplace policy and how to address it in the workplace. What constitutes “reasonable suspicion”? What is a “safety-sensitive” position? Are there any special provisions for JFS employees? In this session, we will address your concerns and provide real-life examples and practice tips to help your agency navigate these interesting waters.

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

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### **207: MAGI: You've Asked, We've Answered (Medicaid Track)**

This session will address frequently asked MAGI questions with a review of MAGI policy and processing. Topics will include but are not limited to: the new 7200, income inclusions vs. exclusions, self-employment, household composition, and renewals.

Presenters: Mary Gross (ODM), Christina Lobberecht (ODM), Melissa Cunningham (ODM)

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### **208: The Intersection of Adult Protective Services and Criminal Investigations (APS Track)**

The elder abuse field has supported the belief that effective response to elder abuse requires a collaborative multidisciplinary response. However, law enforcement and Adult Protective Services (APS) often conduct separate investigations that have significant ethical and investigative differences that require investigators to learn how to integrate for better results. In this session, we will address the criminal justice system, strategies for case building, burdens of proof, and challenges that come with the offenders often being known to the victims and examine the complexities of “elder victimization” and criminal investigations.

Presenters: April Wehrle (Ohio Attorney General), Sylvia Pla-Raith (Ohio Attorney General), Monica Walker (Ohio Attorney General)

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### **209: Everyday Ethics in Human Services (Workforce and Human Resources Tracks)**

As workforce development and human services programs become more closely integrated in programs like CCMEP, many workers are finding themselves doing a lot of social work. This session will provide an overview of ethics and boundaries for caseworkers. Our workforce is responsible for what they do, fail to do, and what they influence others to do. It is essential that sound ethics guide everyday behavior and performance in daily work duties. Learn the social work values that can help in making ethical decisions throughout the workday; the four common unethical behaviors that even well-intentioned workers do and useful strategies to test our decisions before we take action to ensure ethical outcomes.

Presenter: Anthony President (Presidential Consultants, LLC)

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### **210: Employee Recruitment and Retention: It's All About Relationships (Human Resources Track)**

In this very favorable jobseeker market, employers are struggling to find and keep employees. Fairfield County JFS has been evaluating their processes and has implemented a number of new approaches aimed at improving recruitment, onboarding, and overall agency culture. In this session, we will take a real world look at what your agency can do to improve its recruitment and retention efforts and find out if any of these new initiatives may be a good fit for your agency.

Presenter: Aundrea Cordle (Fairfield CDJFS)

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## **300 Series: 1:30 p.m. – 3:00 p.m.**

### **301: Handle With Care Initiative (Child Care Track)**

Warren County has developed a program based on a successful model launch in West Virginia called Handle With Care (HWC) tailored to reflect the needs and issues affecting children in Southwest Ohio. The no cost initiative, a result of a collaborative effort of key stakeholders and partners, builds upon the success of proven programs throughout the country. The goal of the initiative is to prevent children’s exposure to trauma and violence, mitigate negative affects experienced by children’s exposure to trauma, and increase knowledge and awareness of the issue. HWC promotes school-community partnerships aimed at ensuring that children who are exposed to trauma in their home, school, or community receive appropriate interventions to help them achieve academically at their highest levels and succeed in school despite whatever traumatic circumstances they may have endured. Regardless of the

source of trauma, the common thread for effective intervention is school. Research now shows that trauma can undermine children's ability to learn, form relationships, and function appropriately in the classroom.

Presenter: Lauren Cavanaugh (Warren CDJFS)

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### **302: SNAP Application Timeliness (Public Assistance Track)**

This session will provide an overview of SNAP policy regarding application timeliness including but not limited to: expedited processing, normal 30-day application processing, early denials, and delayed application processing. It will also include an overview of applicable reports that can be accessed to aid counties in monitoring application timeliness.

Presenters: Melissa Fleming (ODJFS), Lynn Evans (ODJFS), David Stewart (ODJFS), Stephanie Collins (ODJFS)

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### **303: Data Management in Ohio's Workforce Case Management System for Compliance, Reporting and Performance (Workforce Track)**

In order to have accurate reports for service and performance data, it is essential that frontline case managers and their supervisors understand which information should be entered into OWCMS and at what point in a customer's experience. This session will provide a walkthrough of OWCMS showing key data elements throughout managing a case, from opening through follow-up, for accurate reporting and performance.

Presenters: Sarah Wilson (ODJFS), Tara Burkhalter (ODJFS), Roxanne Clark (ODJFS)

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### **304: CDJFS Coordinator Duties for IEVS, PARIS & FTI (Public Assistance Track)**

Due to recent changes in rule and conversion to a new eligibility system, particular attention is being paid to federal compliance regarding JFS operations in the processing of IEVS Alerts, PARIS Alerts, and the Safeguarding of Federal Tax Information (FTI). In an effort to maintain compliance in each of these areas, it is strongly recommended that each CDJFS designate a person(s) to serve as the Coordinator for each area. This session will discuss the duties of the coordinators in each area and their responsibilities during a state or federal review.

Presenter: Chris Dickens (ODJFS)

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### **305: Documenting Employee Performance (Human Resources Track)**

This presentation will focus on the various aspects of documenting activities and performance of employees, including strategies and practices used to maximize employee success and, if necessary, to correct behavior and discipline. Discussion will cover aspects of civil service law and collective bargaining and address matters such as probationary evaluations, documenting discipline, performance evaluations, and performance improvement plans.

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

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### **306: Monitoring Hot Topics and Common Pitfalls (Fiscal and Workforce Tracks)**

This session will focus on both WIOA/CCMEP fiscal monitoring and county monitoring groups. It will cover a wide range of noteworthy issues, common pitfalls, and hot topics as well as what local areas and county agency need in monitoring their subrecipients.

Presenters: Alan E. Thompson (ODJFS), Leighann Cook (ODJFS), Joe Culler (ODJFS)

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### **307: What You Didn't Know You Needed to Know: Authorized Representatives, Power of Attorney and Guardians (Medicaid Track)**

In this session, we will discuss authorized representatives, powers of attorney and guardians as they relate to Medicaid. We will also cover what documents are required, how to enter authorized representatives in Ohio

Benefits, what information can be shared, and how to handle individuals that have a mental or physical impairment who apply for Medicaid.

Presenters: Doreen Buchler (ODM), Aimee Knouff (ODM)

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### **308: Elder Fatality Review: Establishing Practices and Protocols (APS Track)**

This presentation will provide an overview of the need, methods, and issues for incorporating an Elder Fatality Review process into an APS I-Team. Presenters will also discuss the logistics of establishing the Elder Fatality Review Team's membership, operational guidelines, and procedures for data collection and reporting conclusions.

Presenters: Tamara Miller (ODJFS), Robin Miller (ODJFS), Brianne Perry (ODJFS), Heidi Turner-Stone (ODJFS)

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### **309: Utilizing SharePoint for Ancillary Functions (Technology Track)**

As county agencies migrate their local document imaging to the new Enterprise Document Management System (EDMS) solution at the state, a business challenge surfaced regarding what to do with documents (HR, Fiscal, etc.) that remain on the county agency's legacy system. Please join us in examining SharePoint Online (SPO) as a viable alternative for hosting these residual documents. We will also review our Proof of Concept that addresses this business problem leveraging SPO at Athens County Children Services.

Presenter: Lisa Lawrence (ODJFS), Otis Crockron (Athens County Children Services)

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### **310: Human Trafficking for Professionals: Everything You Need to Know (Admin Track)**

Human trafficking is a grave human rights abuse and public safety issue. It promotes breakdown of families and communities, fuels organized crime, undermines public health and imposes large economic costs. The presentation will cover the dynamics of both labor and sex trafficking, the criminal organizational structure, business model, trauma, recognizing red flags, example cases, and professional response once identified.

Presenter: Tonya Folks (Montgomery County Sheriff's Office)

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## **400 Series: 3:15 p.m. – 4:45 p.m.**

### **401: Moderate and Serious Risk Non-Compliance Citations for Family Child Care Providers (Child Care Track)**

This session will cover the most frequently cited moderate and serious risk non-compliances observed in the Family Child Care (FCC) setting. It will detail the citation process, appropriate technical assistance to provide at the close of the inspection, reporting steps, and point calculations for ongoing monitoring of FCC providers for county licensing staff.

Presenters: Daniel Lantz (ODJFS), Monique Hall (ODJFS), Wendy Farinacci (ODJFS)

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### **402: Policy-Making for SNAP and TANF (Public Assistance Track)**

This session will provide a high-level overview of how policies related to SNAP and TANF are developed at the state level, including a review of how Ohio Administrative Code rules are developed and made effective.

Presenter: Ben Anderson (ODJFS)

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### **403: OhioMeansJobs Centers Customer Flow (Workforce Track)**

An interactive experience on how partners can better coordinate the hand-off of customers in the OhioMeansJobs centers, use technology to bridge any gaps, and identify core partners in the centers. Live demos will be used to show how technology can be used and audience participation is welcome.

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

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**405: Conducting Workplace Investigations (Human Resources Track)**

Workplace investigations have many legal components and can be intimidating and time consuming. Often, these investigations become necessary due to allegations of misconduct. This session will provide participants with the legal and practical aspects of conducting workplace investigations in both union and non-union settings. Discussion will focus on the who, what, where, why, and how of investigations and participants will be given tools to assist them in conducting investigations.

Presenter: Melanie Williamson (Fishel Downey Albrecht Riepenhoff, LLP)

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**406: Laying the Fiscal Foundation 100: Condensed (Fiscal Track)**

This session offers a scaled down version of LTFF 100. The condensed version will provide a base overview on the topics of county functions/responsibilities, costs, and cost allocation. Session highlights will include: county fiscal responsibilities and important contacts, determining allowability of cost check list, assignment of costs – cost pools, project code structure/naming conventions, and basic cost allocation methodologies.

Presenters: Ivin Fleenor (ODJFS), Thomas McManis (ODJFS)

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**407: Alphabet Soup: JFS/ODM Joint OB Job Aid Review (Medicaid, Public Assistance and Technology Tracks)**

JFS and ODM will review joint desk aids on topics such as AG Movement, Authorized Representatives, and Self-Employment. Participants will walk away with a better understanding of similarities and differences in policy as they process SNAP, Cash, and Medicaid cases.

Presenters: Lynn Evans (ODJFS), Kimberly Bridges (ODJFS), Tara Walsh (ODJFS), Teresa LeSaint (ODM), Katherine Gee (ODM)

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**408: Strategies for Supporting Elders in Need of Guardianship Services (APS Track)**

The workshop will provide information on developing a Guardianship Services Board (GSB), which utilizes an inter-agency collaborative to fund professional guardians who support clients, ensure appropriate treatment and continuity of care, and educate family members. Presenters will discuss how mediation services offered through an Eldercaring Coordination program can support families experiencing conflict and work with them to find alternatives to guardianship. Presenters will also discuss how elders in need of guardianship services utilize volunteer guardianship programs while living in long-term care facilities.

Presenters: Olympia Boyce-Taylor (ODJFS), Amy Welling (ODJFS), Leslie McGee (ODJFS), Tia Goodlett (ODJFS)

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**409: OneDrive for Business and SharePoint Online: The “Me” vs. “We” Question (Technology Track)**

OneDrive for Business (ODfB) and SharePoint Online (SPO) are built using the same technology by Microsoft. Both present a similar experience when storing, managing, sharing, and working on documents in the cloud. ODfB is the storage location that used to be the P: drive to most. SPO is the new storage location that replaces the R: or S: drive. When faced with the choice, how do your employees know which to use and when? In this discussion we will weigh the pros and cons of each, and how to use the right tool for the job to get the right results. For many, this will be a post migration review of system capabilities you already possess. For others, this will provide an insight to what is yet to come for your agency.

Presenter: Pete Stanford (ODJFS)

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#### **410: Benefits of an In-House Job Readiness Program (Workforce and Public Assistance Tracks)**

This session will provide an overview of a job readiness program conducted by work activity staff for OWF and/or CCMEP participants. The presenters will share benefits of utilizing internal staff and provide an overview of the three-week program called S.T.A.R.S. (Skills, Training, Attitude, and Readiness for Success). Modules include: Resume, Interviewing, Budgeting, and Understanding Poverty. *Getting Ahead In A Gettin' By World*, by Phil DeVol is a cornerstone of the program. Participants will understand the core constructs of the program such as co-investigation, group rules, language and mental models, and engage in the CEO Pay Gap and Ten Chairs Activities.

Presenters: Laura Holton (Fairfield CDJFS), Krista Humphries (Fairfield CDJFS), Katie Baum (Fairfield CDJFS)

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**Ohio Job and Family Services Directors' Association  
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**Friday, May 10th**

**500 Series: 9:00 a.m. – 10:30 a.m.**

**501: Navigating the Time, Attendance, and Payment (TAP) System (Child Care Track)**

County child care staff will experience an overview of the various screens and functions available within the TAP system. The session will demonstrate how to use TAP to support their work responsibilities and understand how caretakers and family child care programs are expected to use TAP.

Presenters: Trina Sullivan (ODJFS), Tracy Bope (ODJFS)

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**502: Eye on Accuracy Part I: Income (Public Assistance Track)**

This session will provide information to assist eligibility workers in improving accuracy as related to income when determining eligibility for SNAP benefits and information to help avoid making income processing errors.

Presenters: Melissa Fleming (ODJFS), Lynn Evans (ODJFS)

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**503: Resume Writing (Workforce Track)**

Workforce development staff helping customers find their next career path are relied upon to provide guidance and strategy on job search basics. The resume is the number one tool employers use to decide which jobseekers will make the first cut in their hiring process. It is essential that workforce development professionals constantly refresh their own resume-writing skills to help customers stay relevant. This presentation will cover resume strategies and content as well as different formats needed to conduct a proper job search campaign. Also, we'll discuss resume myths and dos and don'ts.

Presenter: Jeremy Worthington (Worthington Resumes)

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**504: Medicaid Group VIII Work and Community Engagement Requirement (Medicaid and Workforce Tracks) – Repeated Session**

This session will explore Ohio's proposed Medicaid Group VIII Work and Community Engagement Requirement, current system design, and a comparison of other states' Medicaid Work and Community Engagement programs.

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

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**505: Fundamentals of Supervision (Human Resources Track)**

Personnel issues are often the most challenging and difficult in a new supervisor's life. Therefore, it is important to understand how to set yourself up for success and future opportunities. This session is designed to help in the transition from staff to supervisor by providing attendees with the tools needed to effectively manage staff.

Presenter: Valarie Nash (Summit County Children Services)

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**506: Best Practices for Managing Your Funds: RMS and Projections (Fiscal Track)**

This session will walk participants through best practices in using Microsoft Excel models and pivot tables to organize Random Moment Sample (RMS) and County Financial Information System (CFIS) data to manage, analyze, and project the use of their agency's funds.

Presenters: Phil Montgomery (Summit CDJFS), Erin Thomas (Montgomery CDJFS), Corey Wybensing (Franklin CDJFS)

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**507: Medicaid: RMCP, IPPRC, PMRC—What You Need to Know (Medicaid and Technology Tracks)**

Join us for an interactive experience as we discuss how to process a case from start to finish that has had a Restricted Medicaid Coverage Period (RMCP) imposed. We will discuss how to enter the information into the Ohio Benefits Worker Portal (OBWP), utilize the Initial Prorated Period of Restricted Coverage (IPPRC) calculator, and handle the reconveyance of improperly transferred resources and known issues in Ohio Benefits.

Presenters: Sabina Hosafros (ODM), Angela Cage (ODM), Amanda Curtis (ODM)

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**508: Avoiding ANTS (Automatic Negative Thoughts) (Admin Track) – 3-Hour Session**

ANTS are those "Automatic Negative Thoughts" that bug your mind and hinder your relationships with your clients, family, and others. In this session, you will be able to identify the nine types of negative thoughts which infiltrate our mind and the mind of the individuals you work with. Come and explore practical and creative methods of exterminating these ANTs to have healthier, happier relationships.

Presenter: John Ward (Ward Consulting and Training Services)

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**509: From Confrontation to Collaboration (Admin Track) – 3-Hour Session**

When conflict arises with clients or service providers we have two choices: dread the occurrence of conflict or welcome it with open arms. While welcoming conflict may seem strange, those who understand the benefits of resolved conflict tend to have a more positive attitude about conflict and are more productive at managing it. By the end of this session, participants will understand why most people find conflict difficult and the benefits of resolving it and learn tools and strategies for effectively resolving conflict and building collaborative relationships with clients and colleagues.

Presenter: Anthony President (Presidential Consultants, LLC)

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**510: Chair Yoga With Joe (Admin Track)**

This one-hour session will include a brief introduction to yoga and meditation and their health benefits, along with a 45-minute session of chair yoga. Chair yoga is a gentle form of exercise which promotes flexibility, balance, strength, and relaxation. The session will also include practice of Joe's Ten Minutes of Daily Wellness routine, which participants can use during their work day. The health benefits of yoga have been well researched and yoga has been shown to have a potentially positive impact on high blood pressure, diabetes, low back pain, anxiety, depression, and a host of other conditions. The practice of yoga is available, with modification, to virtually everyone including those who are confined to a bed. However, workshop participants who are pregnant, who have had joint replacements, who have glaucoma, or who have other potential, health-related limitations are advised to seek medical advice before engaging in yoga. During the chair yoga session, participants will always have the option of not engaging in individual exercises which may be contraindicated or even just uncomfortable. No prior yoga experience necessary. Participants should wear loose fitting attire. Smiling is optional.

Presenter: Joseph Gauntner (Vision Yoga and Wellness)

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## **600 Series: 10:45 a.m. – 12:15 p.m.**

### **601: Publicly Funded Child Care Eligibility Training (Child Care Track)**

An understanding of policy for new county workers as it applies to processing eligibility for Publicly Funded Child Care (PFCC) new applications, re-determinations, and changes.

Presenters: Aliceson Carver (ODJFS), Darrell Starcher (ODJFS)

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### **602: Eye on Accuracy Part II: Deductions (Public Assistance Track)**

Information presented will assist attendees in identifying deductions in eligibility determination budgets with a focus on medical, dependent care, child support, and shelter deductions to improve the processing accuracy of SNAP cases in the Ohio Benefits Worker Portal (OBWP).

Presenters: Kimberly Bridges (ODJFS), Shawn Horner (ODJFS)

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### **603: Key CCMEP Services and Best Practices (Workforce Track)**

Moderated by ODJFS' Gerrie Cotter, local CCMEP experts will share their secrets and practical tips on providing training, incentivizing participants, and providing wraparound supportive services for success.

Presenters: Angela Carnahan (Licking CDJFS), Theresa Arnold (Clark CDJFS), Rachel Rodriguez (Harbor)

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### **604: LTC ProviderGateway: Don't Miss A Thing 24/7! (Medicaid Track)**

Long-Term Care (LTC) caseworkers are at the intersection of many interactions happening at the same time on behalf of clients. A recurring problem is how to stay on top of things, be accountable for what is going on, and be prepared to respond quickly to multiple interested parties. With so much going on, how can the caseworker possibly get the answers right, every time and on demand? ProviderGateway is a solution to one of the "distributed" caseworker's needs, supporting required collaboration in each episode of care. Casework extends beyond official state-based systems as it includes the relationships and interfaces between the cooperating entities around a client. The ProviderGateway suite is used to track client referrals, pre-registrations, and prior-authorization for provider services. This presentation addresses how to give the caseworker extra eyes, reach and confidence to stay connected, and on top of things 24/7!

Presenters: Demo Solaru (Parthenon Globalsystems, LLC), Andrew Barnard (Parthenon Globalsystems, LLC)

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### **605: Navigating Workplace Accommodations (Human Resources Track)**

In today's workplace, it is more critical than ever that supervisors and human resources professionals understand their role and obligations under the law when faced with a workplace accommodation. This session will go through the Americans with Disabilities Act (ADA) accommodation requirements and interactive process, religious accommodations in the workplace, explain how court decisions have impacted employers in the area of pregnancy accommodation, and include a discussion of case examples.

Presenter: Brad E. Bennett (Zashin & Rich)

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### **606: Random Moment Sample Across Programs: Why It Matters and How To Make It Count! (Admin and Fiscal Tracks)**

Random Moment Sample (RMS) is a critical component of each agency's Cost Allocation Plan. We must come to understand why it matters to each and every one of us, and how to make it work to its peak potential. This session will provide an overview of the financial impact of RMS and cover the two most important aspects of ensuring your RMS samples are sound and beneficial to your agency: accuracy and timeliness. We will also cover best practices as

they relate to the local administration of RMS, what works well, and what doesn't work so well. This session will be led by State RMS Administrator Karen Murnane, who has nearly 15 years of experience in several random moment sample methodologies and programs, both at the Ohio Department of Job and Family Services as well as the Ohio Department of Developmental Disabilities.

Presenter: Karen Murnane (ODJFS)

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### **607: Medicaid: Slippery Slopes (Medicaid Track)**

This session will examine things that can make a Medicaid case go downhill, share common errors, and help clarify policy and common misconceptions. It will also provide an interactive experience where new workers, experienced caseworkers, and policy experts can walk through situations and scenarios that often cause delays and errors in case processing.

Presenters: Eboni Carlton (ODM), Tiera Steward (ODM), Terri Parks (ODM)

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### **610: Why YOU Should Care About Trauma-Informed Care (Admin Track)**

The Adverse Childhood Experiences (ACE) studies, along with the related avalanche of neuroscience research, have truly informed our understanding of trauma in the last two decades. This session will use the ACE Studies to review how pervasive trauma is in our communities. We will also examine some missing ACEs: poverty, discrimination, and historical trauma. We understand that the majority of our clients have significant levels of trauma, but we also need to acknowledge that our workforce attracts people with trauma histories as well. The available information and training has tremendously increased our knowledge and can improve our effectiveness with clients, as well as with colleagues in the workplace. Human emotions are highly contagious, especially strong emotions; learn how to use your contagion factor to positively influence those around you. We'll wrap up with some concrete strategies and examples for effective, trauma-informed, organizational management.

Presenter: Bobbi Beale (Center for Innovative Practices)

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## **700 Series: 1:30 p.m. – 3:00 p.m.**

### **701: Oh SNAP: It's An App! (Public Assistance Track)**

Learn about and see a demonstration of Oh SNAP, ODJFS' new mobile phone app for current and prospective SNAP recipients! Experience a new tool to recommend to clients! The app was developed to make comprehensive information on SNAP and other food programs readily accessible to users at all times. It explains reporting requirements for SNAP recipients and the effect of household income, expenses, and size on SNAP benefits. It emphasizes the consequences of untimely and inaccurate reporting: case closure, benefit under- or overissuance, and the requirement to repay overissuances. Why should this matter to county agency staff? It may reduce client-caused errors by reminding recipients of what they need to do, when, and may reduce county workloads by encouraging client communication and responsiveness and reducing investigations and benefit recovery work. Download the 'Oh SNAP' app from the PlayStore (Android) or AppStore (iOS) before the session and follow along with the demo.

Presenter: Lou Tomlin-King (ODJFS)

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### **702: OWF Work Activity Assignment Basics (Public Assistance Track)**

This session will review how to correctly assign Ohio Works First work activities in the Ohio Benefits Work Portal.

Presenters: Cara Chojnowski (ODJFS), Ron Corbitt (ODJFS), Shawn Horner (ODJFS), Tara Walsh (ODJFS)

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

Recent enhancements to the OWCMS reporting system, BIC Cognos, provide OMJ centers and local areas with an array of reports and tools to help manage program performance. This session will provide an overview of how to use BIC Cognos, including how to login and how to run a report, then a walk-through of the specific BIC Cognos Reports related to WIOA performance and how to utilize these reports to help manage your agency's performance.

Presenters: Roxanne Clark (ODJFS), Paige Perigo (ODJFS), Dawnyale Weber (ODJFS), David Felty (ODJFS)

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**704: Ohio Benefits Long-Term Services and Supports Overview (Medicaid Track)**

The launch of Ohio Benefits Long-Term Services and Supports (OBLTSS) in October 2017 brought changes to the way waiver referrals are processed. What is OBLTSS and where do JFS workers fit in to the system? This session will provide an overview of OBLTSS and information specific to JFS workers regarding the waiver referral (ODM02399 form) process. We'll provide information about the online portal for entering waiver requests, what happens after the request is submitted, and the importance of good lines of communication among JFS workers and OBLTSS agency staff. Join us to hear the latest updates about the program.

Presenters: Diane Shinn (ODM), Shirley Williams (ODM)

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**705: Providing a Safe Workplace: Combating Violence, Bullying, and Harassment in the Workplace (Human Resources Track)**

Supervisors must be able to spot possible violence, bullying, and harassment in the workplace. This session will provide a review of what constitutes workplace violence, bullying, and harassment then discuss the keys for combating each issue, including the importance of workplace policies and security measures.

Presenter: Brad E. Bennett (Zashin & Rich)

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**706: Cooperative Purchasing Opportunities (Fiscal Track)**

The Ohio DAS Cooperative Purchasing Program offers Ohio counties, townships, municipalities, school districts, public libraries, regional park districts, and other political subdivisions the benefits and costs savings of buying goods and services through state contracts. This presentation, targeted toward caseworkers, program managers and fiscal staff, will provide attendees with an overview of the benefits of utilizing Ohio's cooperative contracts, website navigation, and how to search for available contracts.

Presenter: TBD

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**707: Connecting the Dots in Medicaid: "We Got the Hook Up" (Medicaid Track)**

In this interactive session, we will discuss the various departments within the Ohio Department of Medicaid. Participants will be given the resources and contact information to help resolve issues they may encounter on a daily basis.

Presenters: Patrice Fitzpatrick (ODM), Kristen Judd (ODM)

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**710: Secondary Traumatic Stress and Resiliency Strategies (Admin Track)**

All social service providers are exposed to secondary traumatic stress (STS). We seem to understand that workers who engage directly with the children and families in the child welfare system are exposed to STS, but we tend not to acknowledge the workers exposed "behind the scenes"; the ones who answer the phones, complete data entry, listen to supervisee stories, or simply see folks in our waiting rooms. STS, the result of being exposed to other people's trauma, causes the same symptoms as PTSD and negatively impacts both our personal and professional lives. This session will use guidelines from the National Child Traumatic Stress Network to help define STS and other

related terms and conditions. Participants will be introduced to the PROQOL5: Compassion Satisfaction & Fatigue, a scale to measure professional quality of life. We'll identify strategies to build resiliency and address STS, first at the organizational level, then at the personal level, for both prevention and intervention. We'll wrap up with a self-care assessment, which offers participants an opportunity to identify an area to improve and increase their own resiliency. Presenter: Bobbi Beale (Center for Innovative Practices)

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