

Ohio Job & Family Services Directors' Association



SESSION DESCRIPTIONS

Tuesday, May 12, 2026

100 SERIES OPENING KEYNOTE: 9:15 AM – 10:20 AM

100: This is Day One: Creating Cultures of Leadership (Plenary Session)

“How many of you are completely comfortable with calling yourself a leader?”

Leadership author and educator Drew Dudley has asked that question to thousands of audiences around the world, and in fewer than 1% of those audiences were the majority of people willing to call themselves leaders. That’s a problem, and this session will focus on how to solve it.

In this engaging and empowering keynote, Drew aims to demonstrate that there is a form of leadership to which we should all aspire – one that is driven by a daily commitment to acting on six key leadership values: impact, courage, growth, empowerment, class, and self-respect.

Drew will provide six simple questions that comprise “The Leadership Test,” and while the questions may be simple, the behavioral changes they generate build better careers, stronger organizations, and more fulfilling lives. A commitment to passing “The Leadership Test” turns those six values into more than just words, and changes how you treat yourself and the people around you.

Sharing stories from small town Canada to the deserts of Qatar, and insights from leaders of all types – CEOs, elite athletes, cab drivers, custodians, and everyone in between – this presentation will change the way you think about leadership in your life and workplace.

Keynote Speaker: Drew Dudley (Day One Leadership)

200 SERIES BREAKOUT SESSIONS: 10:55 AM – 12:10 PM

201: Bouncing Back from Outdated IV-D Contract Practices (Fiscal Track)

Navigating current federal funding requires perseverance and resilience. Changing IV-D contracts can affect the services your program provides and the funding your partners receive. Discussing IV-D contracts early and often can help avoid political issues later. Learn how the Office of Child Support is recovering from old IV-D contract practices, what that means for your agency, and how you can help make Ohio's IV-D program more cost effective.

Intended Audience: General Interest, Intermediate

Presented By: Jason Frisbee (Ohio Department of Job and Family Services, Office of Child Support), Beth Anne Schorr, Esq. (Ohio Department of Job and Family Services, Office of Child Support)

202: Building Resilient Operations with Technology (Public Assistance Track)

Resilience is built when systems do more of the work for you. This session highlights technology capabilities that help reduce call volume, prevent churn, and keep cases moving when demand is high.

We'll showcase how tools like outbound dialing and real-time document upload support proactive outreach, faster verifications, and fewer repeat contacts. Attendees will see how these technologies work together to stabilize workloads, improve customer response, and help system users stay effective during peak periods.

Intended Audience: General Interest, Intermediate

Presented By: Christina Rose (Ohio Department of Job and Family Services)

203: Rapid Response Emergency Assistance Funds (RREAF) Grant for Layoff Closure (Workforce Track)

This session will review the Rapid Response Emergency Assistance Funds (RREAF) Grant for layoff closure as a supplemental funding source.

We'll cover:

- The purpose of the RREAF grant
- How formula funds factor into the process
- Services are available for impacted workers
- How to determine the maximum allowable RREAF funds to request
- A "Before You Pick Up an Application" checklist
- A walkthrough of the JFS 18126 RREAF application
- Timeframes and deliverables if approved

Intended Audience: Introductory, Intermediate

Presented By: Heidi Quirion (Ohio Department of Job and Family Services), Breeyn Tarr (Ohio Department of Job and Family Services)

204: Talent: Keeping it Human in an AI World (Human Resources Track)

As automation and artificial intelligence reshape recruiting, hiring, and workforce management, the human element remains the most critical—and most vulnerable—piece of the talent equation. This session explores how organizations can leverage AI tools for efficiency and scale while protecting the relationship-building, cultural fit assessment, and personalized communication that make great hiring decisions possible.

Attendees will learn practical strategies for balancing speed with intentionality, leveraging technology to enhance—not replace—human judgment, and ensuring candidates still feel valued, heard, and understood throughout the hiring process. We'll address real-world pain points, including maintaining authentic outreach, avoiding "robotic" candidate experiences, and building teams that thrive on trust and connection in an increasingly automated landscape.

Intended Audience: General Interest, Intermediate

Presented By: Noah Berkheimer (Beneficial Talent Source)

205: Choice By Design: The Next Generation MyCare Experience (Medicaid Track)

This session will provide an overview of the Next Generation MyCare Ohio program and MyCare waiver, describe how care management works in the MyCare program, explain MyCare plan enrollment and enrollment change, and provide an overview of member empowerment programs Self-Direction, which puts the member in control of their home and community-based services (HCBS) care providers, and HOME Choice which can help members to return to live successful, quality lives in the community.

Intended Audience: Introductory

Presented By: Bob Feller (Ohio Department of Medicaid), Tracy Hayes (Ohio Department of Medicaid), Jennifer Landau (Ohio Department of Medicaid), Brandi Nicholson (Ohio Department of Medicaid), Vanessa Tucker (Ohio Department of Medicaid)

206: Resiliency by Design: Building Sensory Inclusive Locations That Thrive (Competency & Professional Development Track)

Resiliency isn't just about bouncing back, it's about building environments where everyone can participate, regulate, and thrive. This interactive session will explore how sensory inclusion strengthens individuals, organizations, and entire communities. Participants will learn practical tools, hear real world impact stories, and leave with actionable steps to create more resilient, inclusive spaces.

Intended Audience: General Interest, Introductory

Presented By: Joy Palmer (KultureCity)

207: The Resilience Toolkit: Policy Updates & Provider Visit Power Moves (DCY/Child Care Track)

Every challenge is a chance to grow! This session arms you with the latest child care policy updates and practical tips for provider visits that reinforce integrity and resilience. Walk away ready to lead with strength and flexibility.

Intended Audience: Intermediate

Presented By: Heather Eland (Ohio Department of Children and Youth), Lisa Miller (Ohio Department of Children and Youth), Kathy Muehlbauer (Ohio Department of Children and Youth)

208: Resilient Teams: Strengthening Culture in Times of Change (Management & Supervision Track)

This interactive session explores how workplace culture and team climate influence resilience, engagement, and performance.

Participants will learn practical tools to strengthen communication, build trust, and create a more supportive environment during times of change. Through reflection and discussion, participants will identify small, actionable shifts that improve team culture and help employees navigate challenges with greater clarity and confidence.

Intended Audience: General Interest, Experienced

Presented By: Sonya Wallace (Provision Consulting LLC)

209: Resilient Futures: Collaborative Approaches to Empower OWF and CCMEP Populations (Workforce, Public Assistance Tracks)

Discover innovative, collaborative strategies to strengthen resilience and empower Ohio Works First (OWF) and Comprehensive Case Management and Employment Program (CCMEP) participants. This interactive session will highlight best practices, share real-world insights, and explore tools to help practitioners effectively support individuals on their path to self-sufficiency and success.

Intended Audience: General Interest

Presented By: Amber Jenkins (Ohio Department of Job and Family Services, Office of Workforce Development, CCMEP), Hannah Knies (Ohio Department of Job and Family Services, Office of Family Assistance), Cara Lee (Ohio Department of Job and Family Services, Office of Family Assistance), Megan Sullivan (Ohio Department of Job and Family Services, Office of Workforce Development, CCMEP)

210: Using AI Responsibly: A Decision-Making Framework for Public Sector Leaders (General Track)

Public sector leaders face competing pressures: adopting AI innovation while protecting data, security, and public trust. This session provides a practical framework for making responsible AI decisions—focusing on the leadership thinking that guides safe adoption across any tool.

You'll learn:

- How modern AI actually works in plain language
- A practical four-part framework for evaluating any AI tool safely
- Common data and security risks in public sector use
- Critical questions to ask before approving AI tools for your teams
- How to establish clear usage rules and responsible AI policies
- Real-world examples of safe adoption and common mistakes

Intended Audience: Introductory

Presented By: Brady Carter (Innovative Consulting Associates)

211: A Walk Down RMCP Lane (Long Term Care Track)

Participants will learn the ins and outs of restricted Medicaid coverage periods (RMCPs) with a focus on reconveyance, rebuttals, and hardships.

Intended Audience: Intermediate

Presented By: Ange Turner (Ohio Department of Medicaid)

300 SERIES BREAKOUT SESSIONS: 1:40 PM – 2:55 PM

301: Understanding SSBG Title XX Reporting Requirements & Case Scenarios (Fiscal Track)

This session will provide an overview and understanding of how the State of Ohio reports the Social Services Block Grant (SSBG) for Title XX.

Intended Audience: General Interest, Introductory

Presented By: Richard Johnson Jr. (Ohio Department of Job and Family Services)

302: Key Fraud Indicators and Essential Fraud Reports (Public Assistance Track)

State Fraud Control staff will provide an overview of how to utilize Key Fraud Indicators (KFI) data available in EPPIC and PowerBI (formerly CIAP) as tools in the detection and investigation of SNAP fraud.

Intended Audience: Introductory

Presented By: Marsha Horner (Ohio Department of Job and Family Services), Kylee Oyer (Ohio Department of Job and Family Services), Natasha Stewart (Ohio Department of Job and Family Services), Michelle Thompson-Myers (Ohio Department of Job and Family Services)

303: WIOA Data Entry's Impact on Performance Reporting and Data Validation (Workforce Track)

This session will highlight key WIOA data entries in ARIES that drive alignment and support positive performance outcomes. We will also review common data validation findings – often missed opportunities for accurate data entry. The session will conclude with an overview of CFIS and its key features that support local area fiscal responsibility and reporting.

Intended Audience: Intermediate, Experienced

Presented By: Mark Anderson (Ohio Department of Job and Family Services), Emily Ostrander (Ohio Department of Job and Family Services), Vonda Rowe (Ohio Department of Job and Family Services)

304: Civility in the Workplace (Human Resources Track)

Creating and maintaining a culture of civility in the workplace can improve employee morale, increase productivity, and strengthen recruitment and retention efforts. This session will explore the importance of a civil workplace environment and strategies to ensure employees actively foster and sustain it.

Intended Audience: Intermediate, Experienced

Presented By: Amanda Riess (Clemans, Nelson & Associates, Inc.)

305: Medicaid Community Engagement Activities (MCEA) and You (Medicaid, Workforce Tracks)

Learn about MCEA requirements, the current status of the implementation plan, important upcoming dates, and how these requirements may impact your work with Medicaid individuals. This presentation will include FAQs and time for attendees to ask their own questions.

Note: This session is not systems-related and will not include information or guidance on Ohio Benefits.

Intended Audience: General Interest

Presented By: Mary Burns (Ohio Department of Medicaid)

306: Building Resilience Through Emotional Intelligence: Developing Your EI Superpower (Competency & Professional Development Track)

In today's high-demand human services environment, resilience is not just a personal trait—it's a learnable capability. Emotional Intelligence (EI) is the superpower that allows leaders and frontline professionals alike to navigate stress, manage emotions, and remain effective in the face of constant change and complexity.

This interactive session explores how EI functions as a practical workplace superpower, strengthening resilience at both the individual and team levels. Participants will learn how to recognize emotional triggers, regulate responses under pressure, and intentionally choose behaviors that support well-being, sound decision-making, and positive relationships.

Through real-world examples drawn from job and family services work, brief self-reflection activities, and actionable tools, attendees will begin developing their EI superpower—one that helps them stay grounded, adaptable, and engaged while continuing to serve their communities with purpose and professionalism.

Participants will leave with:

- A clear understanding of how EI fuels resilience
- Practical strategies to activate their EI superpower during stressful moments
- Simple techniques they can apply immediately with staff, colleagues, and clients

Intended Audience: General Interest, Introductory

Presented By: James A. White Sr. (Performance Consulting Services)

307: Early Care & Education Services: Bridging the Gap between Ohio Benefits and TAP (DCY/Child Care Track)

This session will explore eligibility and authorization best practices in the Ohio Benefits platform for the Ohio Department of Children and Youth's (DCY) Early Care and Education Services (EC&ES). Attendees will learn how Ohio Benefits communicates with the Time Attendance and Payment (TAP) system, how their actions can enhance service delivery, and how to approach EC&ES authorizations from a multisystem perspective.

Intended Audience: Introductory, Intermediate

Presented By: April Crawford (Ohio Department of Children and Youth), Lindsey Harris (Ohio Department of Children and Youth), Jordan Kochert (Ohio Department of Children and Youth), Morgan Neal (Ohio Department of Children and Youth)

308: More Than Words: Defining the Things that Define Leaders (Competency & Professional Development Track)

CLOSED SESSION for Executive Directors of Member Agencies Only

“Integrity”, “Honesty”, “Respect”, “Accountability” – how would you explain what these words mean to someone who had never heard them before?

Building on Drew's keynote presentation, this highly interactive session will ask you to engage in a deeper, collective examination of the values we use to evaluate leaders, both ourselves and others. After all, there's little doubt we judge others swiftly (and often harshly) if they don't live up to the values we generally associate with leaders. But when was the last time you really examined what the various “desirable leadership values” actually mean? This workshop will challenge you to do just that, and in the process, define the things we want to define us.

You'll have the opportunity to:

- Engage in a deeper, collective examination of the values you use to guide decision-making.
- Translate those values into everyday behaviors.
- Create action-driving questions to motivate the use of those behaviors.
- Strategize for some of the daily challenges that could stand in the way of behaving impactfully.

Note: *Following receipt of their conference registration, Executive Directors of member agencies will be automatically enrolled in this facilitated, director-only session by association staff.*

Presented By: Drew Dudley (Day One Leadership)

309: Keeping Kids Connected: Making Kinship Placements – and Their Support – a Critical Priority (DCY/Child Care Track)

Turns out that apple can fall far from the tree – research proves it! When children cannot safely remain at home, placing them with relatives or family friends helps minimize trauma, increase their sense of security, and maintain connections with the people they know and love. This session will explain why kinship care should be prioritized and highlight the supports available in Ohio to help kin caregivers succeed.

Intended Audience: General Interest, Intermediate

Presented By: Tara Shook (Ohio Department of Children and Youth)

310: Work Smarter with OneNote: From Setup to Everyday Use (General Track)

Learn how to set up and use Microsoft OneNote as your go-to tool for organizing information and managing tasks. In this instructor-led session, we'll walk through OneNote's core structure, essential features, and practical techniques for capturing ideas, organizing notes, and collaborating effectively.

Whether you're new to OneNote or want to use it more efficiently, this session will give you the skills and confidence to make OneNote your central hub for notes, planning, and productivity.

Intended Audience: General Interest, Introductory

Presented By: Brenden Kelly (Ohio Department of Job and Family Services OIS County Operations UX Team), Yanzhi Wu (Ohio Department of Job and Family Services OIS County Operations UX Team)

311: Reconnect with Waivers (Long Term Care Track)

2.5-HOUR, DUAL BLOCK SESSION

Join the Ohio Department of Medicaid Technical Assistance and County Engagement teams to dive into LTC Medicaid waivers in this fast-paced, speed-dating-style session. Attendees will gain a better understanding of processing Medicaid waiver eligibility determinations, learn about each type of HCBS Medicaid waiver, leave with a binder of helpful desk aids, and even take home a prize!

Intended Audience: Intermediate

Presented By: Karima Akbary (Ohio Department of Medicaid), Brandie Black (Ohio Department of Medicaid), Amanda Curtis (Ohio Department of Medicaid), Shelly Evilsizor (Ohio Department of Medicaid), Heather Jackson (Ohio Department of Medicaid), Tamika Johnson (Ohio Department of Medicaid), Eddie Miller (Ohio Department of Medicaid)

400 SERIES BREAKOUT SESSIONS: 3:30 PM – 4:45 PM

401: Introduction to RMS: The Big Picture (Fiscal Track)

This session will explain what RMS is, how it originated, and why it's used. It will also provide a high-level overview of:

- The flow of agency funding
- Types of costs and how they are tracked
- How the RMS system tracks costs
- Requirements for the use and data results of RMS

Intended Audience: Introductory

Presented By: Karen Murnane (Bureau of County Finance & Technical Assistance)

402: Smarter Self-Service and Seamless Document Flow (Public Assistance Track)

This session highlights recent updates to the Self-Service Portal (SSP), including a refreshed look and improved usability. Attendees will learn about the OB-to-EDMS document integration and how system users can access submitted documents directly from Ohio Benefits using the View Documents button on Case Summary. The session will focus on how these updates reduce manual work, streamline document review, and support resilient operations during high-volume periods.

Intended Audience: Introductory, Intermediate

Presented By: Christina Rose (Ohio Department of Job and Family Services)

403: WIOA 201 (Workforce Track)

Following the foundational WIOA Fundamentals training – a cornerstone of the WIOA Training Library – WIOA 201 offers the next level of essential WIOA information, expanding the library series.

Topics include:

- WIOA formula fund basics
- Differences between the WIOA Adult and Dislocated Worker programs when determining eligibility
- Review of the WIOA Service Matrix to highlight the importance of both Reportable Individual and Enrolling Services
- Key WIOA performance measures and where they are collected in ARIES

Intended Audience: Introductory, Intermediate

Presented By: Shelia Cunningham (Ohio Department of Job and Family Services), Terry Muff (Ohio Department of Job and Family Services)

404: Performance Management Toolkit (Human Resources Track)

Effective employee evaluations and check-ins are critical for improving performance and engagement. They also provide an opportunity to coach employees involved in the disciplinary process. However, errors in evaluations can render them ineffective and have serious consequences for your agency.

This session will cover:

- Conducting effective performance evaluations and check-ins
- Best practices for avoiding common evaluation errors
- The importance of setting SMART goals
- Strategies for engaging different types of employees

Intended Audience: Introductory, Intermediate

Presented By: Brad Bennett (Bricker Graydon Wyatt LLP)

405: Incapacitated Individual Processing: A Deep Dive (Medicaid Track)

SESSION WILL REPEAT

Learn more about this “hot topic,” including answers to frequently asked questions and a walkthrough of common “sticky situations” related to Medicaid eligibility processing for individuals with impairments and limited access to verifications.

Intended Audience: Intermediate

Presented By: Zach Kimmitt (Ohio Department of Medicaid)

406: Everyday Influence (Competency & Professional Development Track)

This session explores how our influence shapes behavior, relationships, and culture within workplace teams. Participants will examine common challenges – such as negativity, differing perspectives, and conflict – while learning how gratitude and self-awareness can build trust and enhance collaboration. The course is designed to help individuals recognize their influence and use it intentionally to create healthier, more effective team dynamics.

Intended Audience: General Interest, Intermediate

Presented By: Justin King (Delaware County)

407: Turning Policy into Practice: Your Guide to Early Care Eligibility (DCY/Child Care Track)

Designed to help you confidently navigate application processing for early care and education eligibility. With Release 5.5 launching this summer, this session ensures your procedures align with policies and support timely, accurate outcomes for families.

Intended Audience: General Interest

Presented By: Aliceson Downey (Ohio Department of Children and Youth), Meagan Walker (Ohio Department of Children and Youth), Shelene Williams (Ohio Department of Children and Youth)

408: From Onboarding to Offboarding: The Employee Experience Revolution (Management & Supervision Track)

In today's evolving workplace, employee expectations are higher than ever – and companies that fail to meet them risk losing top talent. Enter the Employee Experience team: a strategic partner responsible for shaping every stage of the employee journey.

In this session, go behind the scenes of this growing area to explore how employee experience influences culture, connection, and outcomes. Attendees will gain actionable strategies to elevate the everyday work experience.

Objectives:

- Understand the role of Employee Experience
- Define the difference between employee experience vs. engagement vs. culture
- Explore tools for influencing a meaningful employee journey

Intended Audience: Intermediate, Experienced

Presented By: Barb Utrup (Columbus State Community College / Barbara Utrup Consulting)

409: Stronger Together: SNAP & TANF Partnering for Holistic Client Care (Public Assistance Track)

Join us to explore how SNAP and TANF agencies partner with community providers to deliver holistic, client-centered services. Discover innovative strategies that break down silos, strengthen collaboration, and empower families to thrive.

Intended Audience: Introductory, Intermediate

Presented By: Jennifer Brown (Goodwill Easterseals Miami Valley), Melinda Kowalski (Ohio Department of Job and Family Services), Kam McKenzie (Freestore Foodbank), Betsy Suver (Ohio Department of Job and Family Services), Nikki Williams (Cincinnati-Hamilton County Community Action Agency), Dr. Molly Wilson (Ohio Health)

410: ODJFS AI Landscape: Practical Use Cases and Policy Overview (General Track)

This session explores AI and Microsoft Copilot in M365 apps, including Ohio's responsible AI policy and practical use in Word, Excel, PowerPoint, and Outlook. It also covers best practices for boosting productivity through education, exploration, and implementation. Learn how to leverage AI for smarter workflows and better outcomes.

Intended Audience: General Interest, Introductory

Presented By: Brian Gartland (Ohio Department of Job and Family Services OIS County Operations UX Team)

SESSION DESCRIPTIONS

Wednesday, May 13, 2026

500 SERIES BREAKOUT SESSIONS: 8:30 AM – 9:45 AM

501: Fiscal Medley (Fiscal Track)

This presentation covers a wide range of fiscal concepts, including:

- The Bureau of County Finance & Technical Assistance resources
- A variety of “Did You Know” topics, such as:
 - Prior service month
 - Parameters for running CFIS reports
 - SARP Tool
 - WIOA Fiscal Agent quarter-close processes
- The PAA Batch Process – 2025 CFIS enhancement
- Suggested uses of the CR505 Open Grants Projection Report
- How the CR454 report displays the use of CSEA incentives
- PA & PCSA incentives and ceiling excess

Intended Audience: Intermediate

Presented By: Tasia Blackwell (Bureau of County Finance & Technical Assistance), Kyle Erwin (Bureau of County Finance & Technical Assistance), Sean Miller (Bureau of County Finance & Technical Assistance)

502: Get Ready for What’s Next in Ohio Works First! (Public Assistance Track)

Join us for an in-depth look at the recent Ohio Works First (OWF) rule changes implemented in April 2026, and learn how Ohio’s participation in the federal TANF pilot will shape the next phase. This session will prepare you for upcoming requirements, highlight key impacts, and ensure you are ready to support families holistically.

Intended Audience: Introductory, Intermediate

Presented By: Daniel Bolton (Ohio Department of Job and Family Services), Brandi Keaton-Spencer (Ohio Department of Job and Family Services), Melinda Kowalski (Ohio Department of Job and Family Services), Betsy Suver (Ohio Department of Job and Family Services)

503: Expanding Registered Apprenticeship and Pre-Apprenticeship (Workforce Track)

During this presentation, we will explore recent developments across Ohio’s Registered Apprenticeship and Pre-Apprenticeship systems, including upcoming updates and changes. Key discussion areas will focus on program expansion, strengthening career pathways from Pre-Apprenticeship to registered apprenticeship, compliance and programmatic oversight, and technical assistance efforts, and will conclude with a Q&A session.

Intended Audience: General Interest

Presented By: Holly Endicott (Ohio Department of Job and Family Services, Office of Workforce Development), Linda Penix (Ohio Department of Job and Family Services, Office of Workforce Development)

504: Navigating Workplace Investigations (Human Resources Track)

This session will address both the legal and practical considerations involved in workplace investigations. It will focus on constitutional and collective bargaining issues, as well as relevant state and federal law. We will also review the options available to employers for gathering information and taking corrective action.

Intended Audience: Intermediate

Presented By: Marc Fishel (Fishel Downey Albrecht & Riepenhoff LLC)

505: What's Wrong with My Case? (Medicaid Track)

This systems-focused session will challenge participants to troubleshoot common case errors and issues, empowering them to be able to identify 'what went wrong' so that they can make appropriate corrections or be more specific in their ticket submissions to the helpdesk, when appropriate.

Intended Audience: Intermediate

Presented By: Cortlandt Roberts (Ohio Department of Medicaid), Simon Welker (Ohio Department of Medicaid)

506: Human Trafficking: The Reality (Competency & Professional Development Track)

Human trafficking is happening all around us – often in ways we don't recognize. This introductory training will separate truth from myth, explore the vulnerabilities that increase someone's risk of being trafficked, and examine the role social media plays in grooming. We will also review possible signals that may warrant additional questions and discuss how to respond in a trauma-informed way. Finally, we will highlight the services needed to support empowerment, resilience, and healing.

Intended Audience: Introductory

Presented By: Christi Bartman (Eyes Up Appalachia)

507: Forging Futures: Connecting CCMEP Talent with Ohio's Manufacturing Opportunities (Workforce Track)

Explore how CCMEP and the Ohio Manufacturing Association are partnering to connect young talent with high-demand manufacturing careers. This session will showcase innovative strategies, collaborative approaches, and practical tools that bridge workforce gaps, empower participants, and strengthen Ohio's manufacturing sector.

Intended Audience: General Interest

Presented By: Beth Hahn (Ohio Manufactures Association), Heidi Rowland (Ohio Department of Job and Family Services, Office of Workforce Development, CCMEP), Megan Sullivan (Ohio Department of Job and Family Services, Office of Workforce Development, CCMEP)

508: Developing Team Members (Management & Supervision Track)

Personal development can lead to a more fulfilling work life. How people feel directly affects how they work, their productivity, and how they relate to others. Therefore, investing in your team's growth is crucial for county success. This session will cover personal development for your team, effective feedback, positive motivation, difficult conversations, and conflict resolution.

Intended Audience: Intermediate

Presented By: Randi Hammel (Ohio Benefits), Olivia Taylor (Ohio Benefits)

509: Trauma-Responsive Care: The Path to Recovery, Healing, Resilience, and Safety (Adult Protective Services Track)

Resilience starts here – and with you. Join us for a spirited, hands-on session where we dive into trauma-responsive skills that work. You will learn how to better support those you are responsible for keeping safe, while discovering how these same fundamentals can enhance your own well-being, family life, and workplace. This session moves beyond high-level concepts to provide practical, evidence-based tools that work in any environment, including your personal life. Expect a judgment-free space. Come prepared to engage, explore, and perhaps even experience a little magic along the way.

Intended Audience: Intermediate

Presented By: Jason Bunting (Ohio Department of Developmental Disabilities), Kim Kehl

510: Turning Change Processing into Action: A 3-Part Training Series - Part 1 (Public Assistance Track)

This interactive series will give you the tools to confidently process, clarify, and act on reported changes—even when details are incomplete or unclear. Through practical examples and guided exercises, you'll learn to make informed decisions that keep cases moving smoothly. We'll also cover key policy and system updates effective April 1, 2026, ensuring you are fully equipped to apply the latest rules in your daily work.

Note: This is a repeat of the content provided in the in-person trainings held across Ohio in February and March 2026. Each session builds on the previous one; all three sessions must be taken together.

Intended Audience: Introductory, Intermediate

Presented By: Stacey Brown (Ohio Department of Job and Family Services), Kyle Dormann (Ohio Department of Job and Family Services), Corie Koslovsky (Ohio Department of Job and Family Services)

600 SERIES BREAKOUT SESSIONS: 10:10 AM – 11:25 AM

601: Medicaid NEMT: Driving Access to Care (Medicaid Track)

Transportation services play a key role in facilitating access to healthcare and supporting positive health outcomes. With the many forms of transportation assistance available, it can be challenging to identify the right type of transportation for Medicaid members based on their unique needs. This session provides an introduction to Medicaid-eligible medical transportation, including an overview of non-emergency medical transportation (NEMT). Join the Ohio Department of Medicaid as we walk through NEMT program requirements, eligible services, and key resources to help you navigate the medical transportation landscape.

Intended Audience: Introductory

Presented By: Tori Armour (Ohio Department of Medicaid), Gena Libecap (Ohio Department of Medicaid), Jovon Loveless (Ohio Department of Medicaid)

602: Who Wants to be a Millionaire: SNAP QC/ME Version (Public Assistance Track)

Unlock the secrets to accurate SNAP benefit determination in a fast-paced, game-show-inspired session. Quality Control (QC) and Management Evaluation (ME) team up to put your skills to the test in an energetic, highly interactive experience designed to challenge, educate, and entertain. Get ready to compete, learn, and level up—because in this session, your SNAP expertise is the ultimate key to victory.

Intended Audience: Introductory, Intermediate

Presented By: Marie Dyer (Ohio Department of Job and Family Services), Melissa Fleming (Ohio Department of Job and Family Services), Virginia Guardiola (Ohio Department of Job and Family Services), Brian Harter (Ohio Department of Job and Family Services), Matt Linn (Ohio Department of Job and Family Services)

603: RESEA 2026: Evolving Together (Workforce Track)

During this session, we will explore recent developments in the RESEA program, including newly implemented activities and processes, as well as upcoming updates and changes. Key discussion areas include program performance, outcome-based strategies, fiscal and programmatic monitoring, training initiatives, and a concluding Q&A session.

Intended Audience: General Interest, Introductory

Presented By: Matt Owens (Ohio Department of Job and Family Services, Office of Workforce Development)

604: FMLA Best Practices: Employer DOs for Compliance (Human Resources Track)

This session will highlight the essential employer “DOs” for effective FMLA compliance. Attendees will learn practical strategies for determining eligibility, issuing required notices, managing medical certifications, and accurately tracking leave. The program focuses on common compliance pitfalls and best practices to help employers reduce risk, maintain consistency, and confidently administer FMLA leave.

Intended Audience: Introductory, Intermediate

Presented By: Brian Butcher (Clemans, Nelson & Associates, Inc.)

605: Incapacitated Individual Processing: A Deep Dive (Medicaid Track)

REPEATED SESSION

Learn more about this “hot topic,” including answers to frequently asked questions and a walkthrough of common “sticky situations” related to Medicaid eligibility processing for individuals with impairments and limited access to verifications.

Note: This is a repeated session, not a continuation of the topic from session 405.

Intended Audience: Intermediate

Presented By: Zach Kimmitt (Ohio Department of Medicaid)

606: Navigating the Trust Headwinds (Competency & Professional Development Track)

Sometimes we can do everything right to earn others' trust, yet people still struggle to trust us as we think we've earned. Bruce Hendrick helps demystify the dynamics of trust in this fun, practical, and memorable session.

We all face trust headwinds – let's work together to overcome them.

Intended Audience: General Interest

Presented By: Bruce Hendrick (Building Trust, LLC)

607: Leading with Yes! Practical Advice for Putting HR Policy into Practice (Human Resources Track)

Human Resources professionals are often seen as the department of “no” – enforcers of policy, gatekeepers of compliance, and bearers of hard messages. But what if leading with yes could strengthen accountability, build trust, and improve outcomes without sacrificing consistency or standards?

This interactive session challenges participants to rethink how they communicate, collaborate, and apply HR policy in real-world situations. Leading with Yes is not about blind agreement or avoiding difficult conversations; it's about approaching people and problems with openness, emotional intelligence, and a commitment to responsible trust.

Participants will explore what “leading with yes” truly means (and what it does not), examine how personal leadership styles influence workplace culture, and practice strategies for navigating common workplace challenges – from chronic attendance issues to resistance to change – while maintaining professionalism and policy integrity.

Through guided discussion, practical scenarios, and actionable tools, attendees will leave with:

- A clearer understanding of how communication style impacts employee relations and organizational culture
- Practical techniques for balancing empathy with accountability
- Tools to move conversations from “us vs. them” to “us vs. the problem”
- Strategies to apply HR policy consistently while still leading with humanity

This session is designed for HR professionals, supervisors, and agency leaders who want to strengthen relationships, improve morale, and put policy into practice in a way that works – for employees and the organization alike.

Intended Audience: Intermediate, Experienced

Presented By: Courtney Lower (Knox County Human Resources)

608: Human Trafficking: Closer to Home (Competency & Professional Development Track)

Human trafficking exists in our community but often goes unrecognized, particularly among youth. This session builds on *Human Trafficking: The Reality* and focuses on trafficking within families, including cases where a family member facilitates exploitation, sometimes linked to substance use, housing insecurity, or other vulnerabilities. We will explore how familial trafficking differs from other forms, identify signals that may warrant further inquiry, discuss trauma-informed ways to ask these questions, and review best practices for addressing familial trafficking both professionally and within the community.

Intended Audience: Intermediate, Experienced

Presented By: Christi Bartman (Eyes Up Appalachia)

609: APS in Ohio: What's Going On? (Adult Protective Services Track)

This session will provide state and federal updates on Ohio's Adult Protective Services (APS) program. The workshop will include discussion of federal regulations, Ohio Administrative Code Rules and APS practice, changes to the Ohio Database for Adult Protective Services (ODAPS), and a presentation on the newly developed Ohio APS Quality Assurance and Technical Assistance process.

Intended Audience: General Interest, Introductory

Presented By: Tammy Keefe (Ohio Department of Job and Family Services), Heidi Turner-Stone (Ohio Department of Job and Family Services, Office of Families and Children), Amy Welling (Ohio Department of Job and Family Services)

610: Turning Change Processing into Action: A 3-Part Training Series - Part 2 (Public Assistance Track)

This interactive series will give you the tools to confidently process, clarify, and act on reported changes—even when details are incomplete or unclear. Through practical examples and guided exercises, you'll learn to make informed decisions that keep cases moving smoothly. We'll also cover key policy and system updates effective April 1, 2026, ensuring you are fully equipped to apply the latest rules in your daily work.

Note: This is a repeat of the content provided in the in-person trainings held across Ohio in February and March 2026. Each session builds on the previous one; all three sessions must be taken together.

Intended Audience: Introductory, Intermediate

Presented By: Stacey Brown (Ohio Department of Job and Family Services), Jenny Couch (Ohio Department of Job and Family Services), Shawn Horner (Ohio Department of Job and Family Services)

700 SERIES BREAKOUT SESSIONS: 11:50 AM – 1:05 PM

701: Costs, Cost Allocation, and CFIS (Fiscal Track)

Calling all new(er) county fiscal staff! Join us to discuss cost allocation and why it's a foundational fiscal concept that can boost your expertise.

If you've ever asked yourself these questions, this session is for you:

- What does cost allocation mean?
- What costs are being allocated?
- What happens after you click the Allocate button in the CFIS Cost Allocation screen?
- What information needs to be entered into CFIS to allocate costs?

Intended Audience: Introductory, Intermediate

Presented By: Tatiana Robinson (Bureau of County Finance & Technical Assistance), Wes Shrider (Bureau of County Finance & Technical Assistance)

702: Managing ABAs: From Requirements to Regaining Eligibility (Public Assistance, Workforce Tracks)

Join us for an in-depth look at federal requirements for able-bodied adults (ABAs) in the SNAP program and what they mean for day-to-day operations. We'll review the rules, clarify work requirements, and discuss their impact on eligibility. You'll also learn how individuals can regain SNAP benefits after not meeting ABA work requirements, including the role of bonus months.

Intended Audience: Introductory, Intermediate

Presented By: Julie Paulus (Ohio Department of Job and Family Services), Katie Smith (Ohio Department of Job and Family Services)

703: Unemployment Insurance Updates (Workforce Track)

This session provides a comprehensive look at both macro-level trends and micro-level challenges impacting Unemployment Insurance (UI) operations. The goal is to equip local staff with insights to enhance interactions with claimants who often need additional support.

Key discussion areas include:

- **Defining Meaningful Assistance:** What does effective claimant support look like in practice? Explore strategies to ensure interactions are helpful, empathetic, and aligned with program goals.
- **UI System Modernization:** An update on the new UI system in development—where it's headed, anticipated improvements, and how changes will affect claimant experiences.
- **Current Issues and Hot Topics:** Insights from the field, including emerging challenges, common pain points, and potential strategies for resolution.
- **Macro and Micro Perspectives:** A blend of broader policy and economic factors with day-to-day operational realities to help staff contextualize claimant needs and provide informed assistance.

By the end of this session, participants will have a clearer understanding of the evolving UI landscape and practical approaches for delivering meaningful support.

Intended Audience: Introductory

Presented By: Deborah Welch (Ohio Department of Job and Family Services)

704: Built to Last: Supervisory Skills That Strengthen People and Performance (Human Resources, Management & Supervision Tracks)

Resilient organizations are built through skilled, effective supervision. This session equips leaders with a practical, real-world toolkit for managing performance from the first coaching conversation to final decisions. We'll explore how training, mentoring, corrective action, performance evaluations, improvement plans, and even difficult separations can be handled with clarity, consistency, and confidence.

Participants will leave with strategies to balance accountability and support, strengthen documentation and communication, and build teams that can withstand pressure without compromising standards. Supervision isn't about avoiding hard conversations – it's about leading through them effectively.

Intended Audience: General Interest

Presented By: Scott DeHart (Zashin and Rich Co., L.P.A.)

705: MPAP and Buy-In Battle (Medicaid Track)

Back by popular demand! Join the Ohio Department of Medicaid TA for our Jeopardy-style game to test your knowledge – and maybe win a prize! Attendees will be divided into two teams to answer questions on both MPAP and Buy-In, ranging from beginner to pro-level difficulty.

Intended Audience: Intermediate

Presented By: Brandie Black (Ohio Department of Medicaid), Shelly Evilsizor (Ohio Department of Medicaid)

706: Leading in Challenging Times: Building Resilience in Ourselves and Our Teams (Competency & Professional Development Track)

This interactive session explores resilience as a leadership practice that can be strengthened in oneself and fostered in others. Grounded in developmental neuroscience and trauma-informed principles, participants will examine why staff resilience is a critical leadership concern and how leaders can model emotional regulation in everyday interactions. Attendees will engage in reflection, practical exercises, and brief mindfulness practices. The session will conclude with the development of a personal resilience plan and strategies for building these skills within teams.

Intended Audience: Intermediate

Presented By: Kristin Torres Pierce (Columbus State Community College)

707: Leveraging Digital Tools for Workforce Engagement (General, Workforce Tracks)

In today's rapidly changing labor market, resilience means adapting outreach strategies to meet job seekers where they are and using technology to strengthen employer partnerships.

This session will demonstrate how text and email campaigns with Engage By Cell, Google Business Pages, and social media improve accessibility and show rates for hiring events and appointments. We will explore building a consistent brand voice across social platforms, applying analytics to guide decisions, and implementing time-saving workflows that overcome bottlenecks.

Attendees will learn how storytelling creates emotional connections, how video production and creative variations enhance engagement, and how AI tools can streamline content creation and branding projects. We will highlight strategies for promoting career pathways, improving performance through follow-up, and posting local job opportunities to build sustainable talent pipelines and empower communities for long-term success.

Intended Audience: General Interest, Intermediate

Presented By: Zach Ellsworth (OhioMeansJobs Allen County / Greater Ohio Workforce Board (Area 7))

708: Failing Fiercely: Nurturing Resilience and Determination (Management & Supervision Track)

What if failure wasn't something to fear – but something to leverage? In this high-energy breakout, successful administrator and leader Carrie (Sanchez) Kramer challenges traditional thinking about success, reframing failure as a catalyst for growth. Drawing from real leadership experiences, student stories, and proven practices, Carrie explores how leaders can intentionally create environments where staff take risks, recover from setbacks, and persist with purpose.

Participants will examine how leadership mindsets, office culture, and everyday responses to struggle either strengthen or stifle resilience. This session is honest, practical, and motivating – designed to help leaders move beyond “grit” as a buzzword and toward actionable strategies that empower staff to fail fiercely, learn boldly, and rise stronger.

Intended Audience: Intermediate, Experienced

Presented By: Carrie (Sanchez) Kramer (North Point Educational Service Center)

709: What's New in ODAPS: Enhancing Your User Experience (Adult Protective Services Track)

The ODAPS team will provide an overview of recent system enhancements, new worker training, and tips and tricks training videos. Time will also be allotted for a Q&A.

Intended Audience: General Interest

Presented By: Lesley Biesk (Ohio Department of Job and Family Services), Brianne Perry (Ohio Department of Job and Family Services)

710: Turning Change Processing into Action: A 3-Part Training Series - Part 3 (Public Assistance Track)

This interactive series will give you the tools to confidently process, clarify, and act on reported changes—even when details are incomplete or unclear. Through practical examples and guided exercises, you’ll learn to make informed decisions that keep cases moving smoothly. We’ll also cover key policy and system updates effective April 1, 2026, ensuring you are fully equipped to apply the latest rules in your daily work.

Note: This is a repeat of the content provided in the in-person trainings held across Ohio in February and March 2026. Each session builds on the previous one; all three sessions must be taken together.

Intended Audience: Introductory, Intermediate

Presented By: Kimberly Bridges (Ohio Department of Job and Family Services), Stacey Brown (Ohio Department of Job and Family Services), Amber Green (Ohio Department of Job and Family Services)

711: SNAP Quality Control: State and County Perspectives (Public Assistance Track)

This session will provide an overview from both state leaders and county practitioners on the why, and the what, of county quality control. You’ll hear about the new methodology around county QC, and how counties are responding.

Intended Audience: General Interest

Presented By: Courtney Amendola (Columbiana County JFS), Katrina Davis (Jackson County JFS), Nicole Doede (Cuyahoga County JFS), Melinda Kowalski (Ohio Department of Job and Family Services), Betsy Suver (Ohio Department of Job and Family Services)