



**Ohio Job and Family Services Directors' Association
2022 Annual Training Conference
Session Descriptions**

Wednesday, May 18th

100 Series: 9:00 a.m. – 11:00 a.m.

100: Living Life in 3D (Keynote)



In this inspiring address, Archie Griffin will speak about "Living life in 3D". Attendees will hear about the importance of not just setting personal and professional goals, but also surrounding yourself with people who provide support and inspiration toward the attainment of those goals. Mr. Griffin will share heartwarming stories about the people who contributed to his personal and professional successes and explain how he used Desire, Dedication, and Determination (the 3D's) to overcome incredible odds and grow into the most respected and revered icon of one of the largest universities in the world.

In addition to Mr. Griffin, ODJFS Director Matt Damschroder will provide opening remarks and Mike Fazio of Workforce 180 will present "Welcome to Your Future!".

Keynote Speaker: Archie Griffin

200 Series: 11:15 a.m. – 12:30 p.m.

201: Audit Trends in Job and Family Services Programs (Fiscal Track)

This session will highlight current trends in JFS programs and best practices in the areas of internal controls and compliance.

Target Audience: Intermediate

Presented By: Teresa Hicks (Ohio Auditor of State)

202: Effective Case Management: Things to Remember for Case Processing and Maintenance (Public Assistance Track)



This session will provide tips and best practices to assist county workers with managing cases and aiding our customers. Information presented will include: best practices for TALX (The Work Number) and Electronic Document Management System (EDMS); assisting clients navigating the Self-Service Portal (SSP) for Ohio Benefits; Electronic Benefit Transfer (EBT) Online Purchasing; EBT Replacement Cards; Pandemic Electronic Benefit Transfer (PEBT); SNAP Emergency Allotments (EA); and EBT Fraud Control efforts.

Target Audience: Intermediate, Experienced

Presented By: Amber Green (Office of Family Assistance), Brandi Keaton-Spencer (Office of Family Assistance), Kim Burton (Office of Family Assistance)

 Indicates Virtual Viewing Offered

203: Documenting Employee Performance (Human Resources Track)

This session will address best practices for documenting employee performance. Topics will include the dos and don'ts of performance appraisals, the use of performance improvement plans and various types of discipline. The presentation will focus on strategies for recognizing and improving employee performance as well as proper documentation when discipline is necessary and will include discussion of collective bargaining and civil service issues.

Target Audience: Intermediate

Presented By: Jennifer George (Fishel Downey Albrecht & Riepenhoff)

204: Return of the Normal! (Medicaid Track; Session Will Repeat)

Due to the Public Health Emergency (PHE) Medicaid policy and guidance has looked very different the last 2 years! During this session we want to take you back to Medicaid basics, where it all starts and how that impacts applications and renewals going forward. Identifying the normal conditions of eligibility, entering demographic information, along with how and when its appropriate to discontinue/terminate an individual are just a few of the topics we will cover. Please note that the information presented in this session will pertain to application and renewal processing AFTER the PHE ends (that date is not yet finalized).

Target Audience: Introductory

Presented By: Jadea Smith (ODM), Jamie Main (ODM)

205: Recruiting, Hiring & Retaining! (Workforce Track)



"There's a worker shortage!" "Nobody wants to work anymore!" "People are living off unemployment!" I'm sure you've heard it all by now. The truth is, however, there are plenty of people looking for work. Many don't know where to start. Many are unaware of the many options available to them. So what do we do it about? We'll that's the theme of this workshop. My approach has always been, "if they are coming to us, then we'll go to them". That requires a strategic plan and very specific tactics to Recruit, Hire and Retain. No doubt, the world of work is different since the pandemic, but it was morphing into something else long before 2020. Let's share our experiences, successes and challenges during this workshop and create our own strategies, with tactics we can implement.

Target Audience: General Interest

Presented By: Mike Fazio (Workforce180, LLC)

206: All Stressed Up and No One To Choke (Competency & Professional Development Track)



This stress management workshop is designed to help participants recognize stressors, become aware of their own personal stress level and discover some healthy, effective methods to reduce stress. Time management and humor are discussed as methods for effective stress management. A personal stress level assignment and plan for healthy stress management will be the outcome of the training.

Target Audience: General Interest

Presented By: Karen Vadino

207: Engineering Employee Performance (Management & Supervision Track)

Ensuring that you have an effective and legally defensible performance evaluation system is crucial to employee development, engagement and retention. Further, HR and supervisor errors in the evaluation process can leave public agencies open to legal exposure.

This session will review and discuss the components of a legally defensible performance evaluation system, including the top errors to avoid in the evaluation process. The session will further discuss the importance of including mentoring and coaching as part of the performance system.

Target Audience: Introductory, Intermediate

Presented By: Brad Bennett (Bricker & Eckler LLP)

208: Technology Overview with ODJFS OIS County User Experience (Technology Track)

Join members of the ODJFS OIS County User Experience (UX) team as they share several new features available in Teams including whiteboard, breakout rooms and live captioning. They will also demonstrate how Forms, Power Automate, Power BI and Lists can be utilized to solve business problems.

Target Audience: Intermediate

Presented By: Brian Gartland (ODJFS), Lisa Lawrence (ODJFS), Yanzhi Wu (ODJFS)

209: Family Child Care: Assessing the Environment (Child Care Track)

This session will target the responsibility of county agency licensing staff for Family Child Care (FCC) home providers. This training will review licensing policies, procedures and helpful practices applicable to daily job tasks including assessing the FCC home environment and forms through mock scenarios.

Target Audience: Intermediate, Experienced

Presented By: Betsey Hampton (Office of Family Assistance), Kelly Harris (Office of Family Assistance), Jennifer Hostetler (Office of Family Assistance), Wendy Farinacci (Office of Family Assistance)

300 Series: 2:00 p.m. – 3:15 p.m.

301: F.U.N.D.S.: Fiscal Understanding and Noteworthy Data Strategies (Fiscal Track; 2.5 Hour Session)

This session will walk through JFS allocations across all subsets, allowable uses and best practices for maximizing them.

Target Audience: Intermediate, Experienced

Presented By: Terri Burns (Summit CDJFS), Heidi Burns (Morgan CDJFS), John Folk (Hardin CDJFS), Dan Shook (Franklin PCSA)

302: SNAP ET/FAET Random Moment Samples and Work Activity Supportive Services (Public Assistance Track)

This workshop will explain when it is appropriate to use the code of 308 Food Assistance Employment and Training (FAET) for Random Moment Samples. Tips will be provided on how to provide supportive documentation to authenticate the usage of the 308 FAET code. This training will also discuss what allowable services can be provided

by counties for TANF and SNAP ET supportive services. This can aid counties in providing the proper supportive services to enable individuals to become self-sufficient.

Target Audience: Introductory

Presented By: Stephanie Collins (ODJFS), Patti Gorman (BCFTA/Office of Fiscal and Monitoring Services), Kina Colbert (ODJFS)

303: Creating Effective Cross-Generational Teams (Human Resources and Management & Supervision Tracks; 2.5 Hour Session)

This training is designed for those who supervise others and who are looking to recognize and address issues present within their team as it may relate to generational differences. The content will address the various characteristics of five current work generations. The two different schools of thought regarding assigning characteristics to a generation will be covered with attention being paid to the stereotyping that can occur regarding each generation and how these idealizations can make or break your team if not recognized. Discussion will center around how best to harness the qualities of the team members to form a functioning team.

Participants will also self-assess if they are making a positive impact on their team as the team lead. Activities will show participants how to work together as a functioning team, so they may in turn share these same ideals with their assigned units. Trainees will leave the training with general knowledge of the work generations, team building, self-awareness of their own characteristics and practice of a team building activity.

Target Audience: Intermediate

Presented By: Kelly Hickle-Lentz (Wood CDJFS)

304: Become an LTC Expert (Long Term Care Track)

This session is geared towards administrators, managers and supervisors that work directly with caseworkers that process LTC cases. During this session we will discuss common errors made when processing LTC applications/renewals, how to expedite the processing of applications, reports that could assist in timely processing of applications, along with many other helpful topics. We will also discuss myths and rumors surrounding LTC policy and procedures.

Target Audience: Experienced

Presented By: Sabina Hosafros (ODM), Vicki Bayer (ODM), Amanda Curtis (ODM), Katherine Thomas (ODM)

305: Building Business Relationships (Workforce Track)



So, now after all this time we finally have the attention of employers! And guess what? We are struggling to assist their hiring needs! For nearly 15 years I have been working with Business Services Reps and all kinds of employer outreach personnel overcome the stigma that "we are the best kept secret in town". We've always had to deal with the frustration of "selling" our features and benefits to employers--big and small. We've had to overcome the stigma that all our clients have too many barriers and are strictly low wage, low skill workers. In this time of the pandemic and endemic, our employer partners will rely on us more than ever IF we can build a mutually beneficial relationship. In this work we'll cover the four stages of relationships and how to achieve every level.

Target Audience: General Interest

Presented By: Mike Fazio (Workforce180, LLC)

306: Compassion Fatigue: Healing for Helpers Session I: Administrators, Directors and Supervisors (Competency & Professional Development Track)

Administrators at social service agencies across the nation are experiencing high levels of stress and Compassion Fatigue while managing staff who work with clients in challenging situations. As a result of COVID, the demands have become even more arduous. Many are also caregivers during their off hours, further adding to their emotional overload. Unfortunately, this often results in a decrease in productivity, lower job satisfaction and physical exhaustion.

Participants will be given the chance to discuss challenges unique to those who oversee teams which are in daily service to others. They will learn to recognize the symptoms of Compassion Fatigue in themselves and their workforce, while learning skills that people in similar situations employ to minimize the emotional strain inherent to their jobs. Attendees will be able to experience several relaxation techniques resulting in a sense of emotional relief and a renewed sense of purpose as they leave the training.

Target Audience: General Interest

Presented By: Lisa Stromeier (Creating Choices for Health)

307: Leading Through Change (Management & Supervision Track; 2.5 Hour Session)



Change is vital to the success of any organization. For human services, however, the stakes are even higher. Our ability to manage change directly impacts the safety, well-being and self sufficiency of our most vulnerable populations.

Over the past two years, Ohio's human services agencies have continued to serve at the highest levels, through compounding issues requiring great change to the way we work and interact. Though battle-worn, our staff have responded in excellence, with heart and resilience. Even still, new changes that threaten their resolve are just around the corner.

The Leading Through Change workshop is designed specifically for leaders in Ohio's human services agencies. Participants are empowered and inspired to lead their teams through change – whether the change is planned or unplanned. They'll learn an easy-to-follow change management system to support them becoming better leaders, encouraging the best from their teams while providing optimal outcomes for consumers.

Target Audience: Intermediate, Experienced

Presented By: Anthony President (Presidential Consultants, Inc.)

308: Laughing Just for the Health of It (Competency & Professional Development Track)



Laughter is not only a response to jokes or funny situations, but a kind of appreciation of living, a sense of balance, a reflection of the joy of life itself. Humor and laughter are essential ingredients for healthy selves and healthy relationships. Every time we laugh we release our endorphins, and humor is becoming increasingly recognized as a vital part of problem-solving, conflict resolution, creativity, breaking down barriers and reducing stress as well as a protective factor that builds resilience. By allowing us to get perspective and understanding and accept ourselves, humor can provide a bridge to connecting with others. This session will explore that impact and provide opportunities for us to examine our own sense of humor. Participants will also determine strategies for adding more humor into their lives.

Target Audience: General Interest

Presented By: Karen Vadino

309: Step Up to Quality (SUTQ) Changes (Child Care Track)

This session will be a one-stop shop for Family Child Care SUTQ changes for one and two-star ratings. In this training we will go over the policy changes, explain and discuss what this mean for procedural changes, and lastly explore updates to the Ohio Child Licensing and Quality System (OCLQS) implemented due to the SUTQ changes.

Target Audience: Intermediate, Experienced

Presented By: Kelly Harris (Office of Family Assistance), Betsey Hampton (Office of Family Assistance), Angela Wallace (Office of Family Assistance), Whitney Scarberry (Office of Family Assistance), Shannon Gardiner (Office of Family Assistance), Jennifer Brown (Office of Family Assistance)

400 Series: 3:30 p.m. – 4:45 p.m.

402: Guiding Customers Toward Self-Sufficiency: What More Can We Do? (Public Assistance Track)



This session will contain a selected panel of counties describing unique programs that have worked for their communities, to assist our customers with moving toward self-sufficiency. This will be an open panel discussion facilitated by Office of Family Assistance staff, to inspire counties to collaborate with their county partners and neighboring agencies to achieve our common goal.

Target Audience: Experienced

Presented By: Melissa Fleming (Office of Family Assistance), Jenny Couch (Office of Family Assistance), Glenda Martin (Office of Family Assistance), Danelle Lightner (Stark CDJFS), Theresa Lavender (Meigs CDJFS), Robert Smith (Hamilton CDJFS), Tim Dingler (Hamilton CDJFS)

404: OhioRISE: Resilience Through Integrated Systems and Excellence (Medicaid Track)

OhioRISE is a specialized managed care program for youth with complex behavioral health and multi-system needs. Hosted by representatives from the Ohio Department of Medicaid and Aetna Better Health of Ohio, attendees will learn how the program is developing in-home and community-based services that keep youth and families together. OhioRISE is available for children and youth ages 0 thru 20 that meet a functional needs threshold for behavioral health care, as identified by the Child and Adolescent Needs and Strengths (CANS) tool. New and enhanced services available through OhioRISE include: Care Coordination; Mobile Response and Stabilization Service (MRSS); Intensive Home-Based Treatment (IHBT); Psychiatric Residential Treatment Facility (PRTF); Behavioral Health Respite; and Primary Flex Funds. Session participants will learn about the OhioRISE program, get details on how to make appropriate referrals for a CANS Assessment, and about the providers working with OhioRISE members to coordinate care with community partners. In addition, attendees will learn about the implementation and readiness phases of work to prepare communities for the program's launch on July 1, 2022.

Target Audience: General Interest

Presented By: Matt Price (Aetna), Frank Drago (Aetna), Laura Mann (Aetna), Kelly Smith (ODM), Shaun Bracely (ODM)

405: CCMEP Refresher and Franklin County Best Practices and Outreach Strategies (Workforce Track)

This session will start off with a brief overview of the CCMEP program along with recent policy changes that will appeal to both new and experienced CCMEP career coaches and leaders. Franklin County leaders will share their CCMEP best practices along with their recently expanded outreach strategy efforts.

Target Audience: General Interest

406: Compassion Fatigue: Healing for Helpers Session II: Caseworkers and Support Staff (Competency & Professional Development Track)



Caseworkers and support staff at social service agencies across the nation are experiencing high levels of stress and compassion fatigue as a result of their jobs working with clients in challenging situations. These jobs have become even more difficult in the past two years with COVID creating numerous obstacles to overcome before they can proceed with their daily tasks. Many are also caregivers during their off hours, further adding to their emotional overload. Unfortunately, this often results in a decrease in productivity, lower job satisfaction, and physical exhaustion.

Participants will be given the chance to discuss challenges unique to their specialized fields in daily service to others. They will learn to recognize the symptoms of compassion fatigue while learning skills that people in similar situations employ to minimize the emotional strain inherent to their jobs. Attendees will be able to experience several relaxation techniques resulting in a sense of emotional relief and a renewed sense of purpose as they leave the training.

Target Audience: General Interest

Presented By: Lisa Stromeier (Creating Choices for Health)

408: AVenueS: Using Tech to Tackle Implicit Bias in Service Delivery (Technology and Public Assistance Tracks)

How can we take on implicit bias without putting families and children at greater risk? The answer could be using virtual reality technology to replicate experiences caseworkers have in the field. Seven jurisdictions are already using the Accenture Virtual Experience Solution (AVenueS) to support recruitment and retention and bolster caseworker confidence. Now Accenture has a new scenario devoted specifically to the issue of race equity. Learn how this scenario helps users reflect on how their own bias affects decision making. Hear what cumulative user data can teach us about moments when decision making falls along a color line. In short, discover how AVenueS uses tech to shift the way an entire field of work impacts black and brown children across the country.

Target Audience: General Interest

Presented By: Molly Tierney (Accenture Health & Public Service), Nancy Kay Blackwell (Accenture Health & Public Service) , Jeffery Van Deusen (Office of Families and Children)

409: Child Care Systems Updates (Child Care Track)

This session will cover updates that have been implemented during this past year for the following child care automated systems, Time Attendance and Payment (TAP), Ohio Child Licensing and Quality System (OCLQS) and an overview of the Employee Record Chart (ERC). Overviews for each automated system will be shared.

Target Audience: Intermediate, Experienced

Presented By: Whitney Scarberry (Office of Family Assistance), Shannon Gardiner (Office of Family Assistance)



**Ohio Job and Family Services Directors' Association
2020 Annual Training Conference
Session Descriptions**

Thursday, May 19th

500 Series: 8:30 a.m. – 9:45 a.m.

501: Allowable TANF Expenditures and Kinship Caregiver Program (Fiscal Track)



This joint state and county expert-led session will provide guidance on allowable expenditures for TANF funds and having robust PRC program as well as an overview of the innovative ideas used to implement the Kinship Caregiver Program (KCP) in Warren County.

Target Audience: Experienced

Presented By: Lynn Evans (ODJFS), Lauren Cavanaugh (Warren CDJFS)

502: Shelter and Utility Allowance Deductions: Did I Get it Right? (Public Assistance Track)

Workers will be challenged with common mistakes that result in case and quality control errors. The session is focused on policy review and case data entry to ensure that workers have the right information, have proper documentation and have journaled the information necessary to make an accurate eligibility determination, to get it right.

Target Audience: Intermediate, Experienced

Presented By: Shawn Horner (Office of Family Assistance), Kimberly Bridges (Office of Family Assistance), Marie Dyer (Office of Family Assistance)

503: Where are the Workers?: Addressing Workforce Challenges in an Evolving Climate (Workforce and Human Resources Tracks)

Two years into the pandemic with abating unemployment rates and loosening restrictions, the labor market is not seeing the influx of returning workers as expected. This session will explore the existing barriers, influences, and shifts in behavior resulting in eligible participants not returning to the Ohio labor market. The presentation will focus on two topics: 1) the reasons Ohioans are citing for not participating in the workforce and 2) using the innovative approach of large scale social media listening as a means to gather unfiltered, unedited qualitative data from individuals.

Target Audience: General Interest

Presented By: John Trott (Greater Ohio Workforce Board), Christine Marshall (Workforce Area 2 Board)

504: Medicaid and the Public Health Emergency Unwinding (Medicaid Track)



During this session we will provide an update on the latest information and policy guidance regarding the public health emergency unwinding. We will also discuss the third party verification process, which reports will be beneficial for you to run to ensure you have the most updated information, and how to generate those reports.

Target Audience: General Interest

Presented By: Rachel Hopmoen (ODM), Aimee Knouff (ODM)

505: ARIES and SAP-BO: Question and Answer Session (Workforce Track)

This session will provide a brief demonstration of ARIES, Ohio's new case management system for workforce and SAP-BO. Participants will then have the opportunity to ask questions regarding ARIES and the supporting reporting tool, SAP-BO.

Target Audience: Introductory

Presented By: Donna Stickel (ODJFS, Office of Workforce Development), David Felty (ODJFS, Office of Workforce Development), Jodi Jecker (ODJFS, Office of Workforce Development)

506: Cultivating a Positive Work Culture (Competency & Professional Development Track)



Is your organization's culture what keeps people coming to work, or is it what deters them from coming to work? According to a new report from MIT Sloan Management Review, "a toxic corporate culture is by far the strongest predictor of industry-adjusted attrition and is 10 times more important than compensation in predicting turnover."

Join Barb for this interactive and engaging session where attendees will review the impact of company culture on hiring and retaining staff, and explore ways to cultivate a culture where employees are invested and willing to take on challenges of the job.

Objectives:

- Discuss the VUCA environment and how it affects culture
- Explore the components of trust and identify tangible ways to build trusting relationships
- Learn to leverage versatility and check your biases to collaborate with different generations, styles, experiences, and backgrounds
- Review how to be more intentional in a virtual and/or hybrid workplace environment

Target Audience: General Interest

Presented By: Barbara Utrup (PRADCO)

507: The Hard Truth About the Soft Stuff: Mastering Soft Skills Will Get You Everywhere (Management & Supervision Track)



Soft skills are hard, let's be honest. It takes thought, patience, and effort to be a trusted leader. People try us; they don't follow through; they create drama. As leaders in our workplaces, though, if we care about serving families and children - and that IS our WHY - then sharpening and practicing soft skills in order to develop stronger relationships is our job. In the people business, it's truly Job #1.

This session will give you the foundation for strong soft skills which means understanding your brain and how to leverage it for effective relationships. You'll review and practice critical coaching skills of active listening, querying, giving feedback, and growing trust. You'll also learn the characteristics of a workplace that fosters well-being and get an assessment that helps you measure your own - and your staff's - well-being.

You'll leave this active session with a selection of tools to immediately use back home, and a commitment to practice something that you've learned. Join us for practical, applicable and science-based tools guaranteed to up your leadership game.

Target Audience: General Interest

Presented By: Janine Moon (Workforce Change)

508: Fraud Control: Early Detection and Prevention (Public Assistance Track)

The State Fraud Control Section will provide an overview of the Early Detection & Prevention (EDP) program including a review of Error Prone Profiles (EPP) to assist county eligibility staff and benefit recovery staff in the detection and prevention of public assistance fraud prior to the issuance of benefits.

Target Audience: Introductory

Presented By: Chasity Parks (ODJFS), Amy Kane (ODJFS)

509: Just a Matter of Trust (Long Term Care Track)

Trusts can be a tricky topic and we recognize that! During this session we will give an overview of the most commonly seen trusts, Categories of Trusts, how to read a trust and the OAC rules applicable to trusts. This session will allow you the opportunity to ask questions regarding the various types of trusts and how they effect eligibility.

Target Audience: Intermediate

Presented By: Jennifer McWilliams (ODM)

600 Series: 10:00 a.m. – 11:15 a.m.

601: County TANF-PRC Program Concepts and Considerations (Fiscal Track)



In this County Director-led session, you'll hear from several Directors with decades of experience and their first-hand experiences in implementing modern PRC programs. Topics will include allocation strategies, community partnerships, 'soft services', and more.

Target Audience: General Interest

Presented By: Terri Burns (Summit CDJFS), Heather Yannayon (Summit CDJFS), Lauren Cavanaugh (Warren CDJFS), John Fisher (Licking CDJFS), Michelle Niedermier (Montgomery CDJFS), Vivian Turner (Franklin CDJFS)

602: Benefit Recovery Alerts (Public Assistance Track)

The State Fraud Control Section will provide an overview of alerts that are impactful to Benefit Recovery and the fraud investigation process.

Target Audience: Intermediate

Presented By: Chasity Parks (ODJFS), Trisha Hale (ODJFS), Amy Kane (ODJFS), Natasha Stewart-Hicks (ODJFS)

603: All "Onboard!": Mapping out a New Hire's First Days of the Employment Journey (Human Resources Track)

Onboarding is the process of acclimating new hires to an organization. During this session, Brian and Andrew will cover how to celebrate one's first days of employment while ensuring that an employer accomplishes its goals both organizationally and from a risk management standpoint.

Further, an experienced county panel will pose questions and present ideas on how agencies can utilize onboarding to instill culture, establish expectations, stress training and professional growth in hopes of identifying the "right" employee and reducing turnover. A can't miss session!

Target Audience: Intermediate

Presented By: Brian Butcher (Clemans, Nelson & Associates, Inc.), Andrew Esposito (Clemans, Nelson & Associates, Inc.), Valarie Nash (Summit CCS), Courtney Lower (Knox CDJFS), Rebecca Brodt (Adams CDJFS), Michelle Evans (Mahoning CDJFS)

604: Non-Citizen Eligibility: The Do's and Don'ts When Determining Medicaid Eligibility (Medicaid Track)



This session will focus on determining eligibility for Non-Citizens. We will review Medicaid policy as it pertains to Non-Citizens, what information is necessary to make an eligibility determination, and how to enter that information into OBWP and verify it. We will also discuss common MEQC errors and frequent questions sent into the Technical Assistance box regarding Non-Citizen Eligibility.

Target Audience: Introductory

Presented By: Waleed Eade (ODM), Heather Jackson (ODM)

605: Pre-Apprenticeship Hubs (Workforce Track)

This session will provide an overview of pre-apprenticeship hubs, highlight some best practices, and afford an opportunity with both state and local staff well-versed in pre-apprenticeship programs.

Target Audience: General Interest

Presented By: Georgianna Lowe (ODJFS), Holly Endicott (ODJFS), Jessica Dean (Easterseals Serving Greater Cincinnati), Laurie McKnight (Area 14 Workforce Development Board), Shelly Adams (Meigs County OMJ), Kim Hobbs (Athens CDJFS)

606: Mindset in the Face of Adversity: Barriers Our Clients Face and Ways to Support Them (Competency & Professional Development Track)

Growth Mindset is a human learning theory developed at Stanford University by Carol Dweck. How we tackle learning comes from two mindsets: Fixed or Growth. This session's highly interactive discussion group will promote the exchange of best practices, ideas, solutions, and resources for barriers our clients experience as well as hands on activities.

Target Audience: General Interest

Presented By: Amy Gudaa (South Central JFS)

607: Goal4 It!™: Using Science to Transform Programs and Lives (Workforce Track; 2.5 Hour Session)

Over the past two years, human services and workforce agencies have faced unprecedented times with the global pandemic and restructuring of America's labor market. Now, more than ever, is an opportune time for leaders to rethink existing services shifting from a transactional, compliance-oriented approach to one that draws from existing evidence on behavioral change and goal pursuit. Goal4 It!™ is a simple habit-forming, replicable, evidence-driven process that helps people set meaningful goals, break down goals into manageable steps, develop specific plans to

achieve them, and regularly review goal progress. Goal4 It! has been adopted in more than 150 communities in nearly a dozen states, including Ohio.

This session will help program leaders and staff: (1) gain a deeper understanding of the evidence and science that underlies Goal4 It!; (2) learn how to use the 4-step process to support the career development of staff and participants, and (3) explore lessons learned and implications for scaling from other implementers of Goal4 It! in human services and workforce agencies. This session will be facilitated by Dr. Michelle Derr, a nationally recognized expert on the implementation of TANF and workforce programs and leader of the development of Goal4 It!.

Target Audience: General Interest

Presented By: Dr. Michelle Derr (Adjacent Possible)

608: Ohio's Adult Protective Services System: A Baseline Assessment (Adult Protective Services Track)

Ohio's Adult Protective Services (APS) system consists of 85 programs administered by counties and supervised by the APS Section of the Ohio Department of Job and Family Services (ODJFS). In March 2020 a research team from the Ohio State University began an assessment of this system that, to date, is the most extensive assessment of this Ohio's APS ever conducted. Between March 2020 and June 2021, the research team – in partnership with APS staff at ODJFS – aimed to understand the different ways APS programs operate in Ohio, what the Ohio Database for Adult Protective Services (ODAPS) can teach stakeholders about APS, and why APS programs appear to handle cases differently. This session will provide attendees with an overview of the research, its findings, and the next steps that ODJFS proposes to take based on the recommendations made. An opportunity for discussion will be provided for attendees to offer input on how Ohio's APS system can use this type of research to improve services to one of Ohio's most vulnerable populations.

Target Audience: General Interest

Presented By: Heidi Turner-Stone (ODJFS), Amy Welling (ODJFS), Dr. Kenneth Steinman (The Ohio State University)

609: Clueless! Common Long Term Care Errors (Long Term Care Track)

Not sure if your Long Term Care knowledge is where it needs to be? Do you keep hearing different ways to process an LTC application or renewal and are not sure which way is correct? This session is for you! We will discuss common errors seen during MEQC reviews, questions we see frequently in the Technical Assistance mailbox, and other LTC myths we know are out there. It will also give you the opportunity to receive guidance on how to process an LTC case timely and accurately.

Target Audience: Intermediate

Presented By: Mary Melissa Cunningham (ODM), Karima Akbary (ODM), Sabina Hosafros (ODM)

610: SNAP Application Timeliness (Public Assistance Track)



This session will provide an overview of SNAP policy regarding application timeliness including but not limited to normal 30-day application processing, early denials, delayed application processing, and reinstatement. It will also include an overview of using Rescind and Reapply within OBWP.

Target Audience: Intermediate, Experienced

Presented By: Stacey Brown (Office of Family Assistance), Jenny Couch (Office of Family Assistance), Marie Dyer (Office of Family Assistance)

700 Series: 11:30 a.m. – 12:45 p.m.

701: How RMS Affects Your Paycheck (Fiscal, Public Assistance, and Medicaid Tracks)

This session will walk members through Random Moment Sample (RMS) from the employee selecting the program and activity codes through the cost allocation process showing how employee pay is funded.

Target Audience: Introductory, General Interest

Presented By: Terri Burns (Summit CDJFS), Matthew Kurtz (Lorain CDJFS), Joshua Parker (Allen CDJFS), Heidi Burns (Morgan CDJFS), John Folk (Hardin CDJFS)

702: Meeting OWF Work Activities' Rate: What's Required, What's Appropriate, and What Reports Help Track (Public Assistance Track)

During this workshop, we will address many of the questions that we hear from counties in regard to meeting work participation rates. Questions such as “What’s required to meet rate? Who is included in the numerator? Who is included in the denominator? What assignments are appropriate? How do we overcome barriers to assignment completion? What reports should we focus on to track participation? How do we read the JFSR 5001, 5007 and 5013 reports quickly to zoom in on needed data?” and more! We will also have time for audience questions to address those we don’t tackle during the presentation. Handouts will be provided to take back as a great resource, including sample annotated reports and tips for success based on best practices shared from other counties/states.

Target Audience: Intermediate, Experienced

Presented By: Lynn Evans (Office of Family Assistance), Ron Corbitt (Office of Family Assistance), David Stewart (Office of Family Assistance)

703: Effective Performance Management (Human Resources Track)

During this training attendees will understand the full scope of performance management and how to use various tools to improve performance and develop the next generation of leaders.

Target Audience: Intermediate, Experienced

Presented By: Valarie Nash (Summit CCS)

704: Return of the Normal! (Medicaid Track; Repeated Session)

Due to the Public Health Emergency (PHE) Medicaid policy and guidance has looked very different the last 2 years! During this session we want to take you back to Medicaid basics, where it all starts and how that impacts applications and renewals going forward. Identifying the normal conditions of eligibility, entering demographic information, along with how and when its appropriate to discontinue/terminate an individual are just a few of the topics we will cover. Please note that the information presented in this session will pertain to application and renewal processing AFTER the PHE ends (that date is not yet finalized).

Target Audience: Introductory

Presented By: Jadea Smith (ODM), Jamie Main (ODM)

705: Workforce 101: WIOA Adult and Dislocated Worker (Workforce Track)

This session provides an overview of Ohio's public workforce development system. We will explore the key tenets of the Workforce Innovation and Opportunity Act (WIOA), examine the workforce system structure in Ohio, and discuss the eligibility criteria of and primary services available to Adult and Dislocated Worker clients.

Target Audience: Introductory, Intermediate

Presented By: Paige Perigo (ODJFS), Breeyn Handberg (ODJFS)

706: Leading Mindfully (Competency & Professional Development Track)



The Leading Mindfully presentation is geared to look at how distractions and stress keep us out of the moment. In an ever changing busy world filled with new stressors this will help each individual in the training find easy accessible tools to help them stay calm, present and find more ways to create time for self care. Amber is a firm believer if you don't take time now for your wellness you will be forced to take time for your illness. This session will offer 45 minutes of lecture with exercises of breathing and inquiry built in for an immersive attendee experience.

Target Audience: General Interest

Presented By: Amber Miskovich (The Wonder Within)

708: New Money!: Enhancements and Improvements to Ohio's APS System with Federal Grants (Adult Protective Service Track)

In 2021, Congress authorized funding to enhance and improve adult protective services (APS) provided by state and local governments in response to the COVID-19 pandemic; not long after, more monies were made available through the American Rescue Plan Act. This was the first time funding for APS has ever been provided from the federal level. This presentation will provide attendants an opportunity to learn more about these grants, how they are being used successfully at the local level by APS professionals, and how the Ohio Department of Job and Family Services plans to use the funding to make improvements in APS statewide.

Target Audience: General Interest

Presented By: Heidi Turner-Stone (ODJFS), Tia Goodlett (ODJFS), Tamara Miller-Keefe (ODJFS)

709: Managing and Monitoring Remote Work (Management & Supervision Track)

Remote and hybrid work schedules continue to impact counties across the state in a variety of ways. In this county-led panel session you will hear perspectives from small, medium, and metro counties about how to navigate our evolving work environment. Topics will include reports and metrics used to monitor telework, training, messaging, and working with your elected officials.

Target Audience: General Interest

Presented By: Robin Bruno (Madison CDJFS), Christa Schworm (Licking CDJFS), Jessica Davino (Licking CDJFS), Janelle Vance (Crawford CDJFS), Karen Spore (Crawford CDJFS), Lynne Riehle (Hamilton CDJFS)
