



Ohio Job and Family Services Directors' Association
2025 Annual Training Conference
Session Descriptions
THURSDAY, MAY 8

100 SERIES: 9:15 AM – 10:30 AM

100: Rules for AMAZEMENT (Keynote)

Step into a world of wonder and discover the secrets to creating extraordinary value in every interaction during this one-of-a-kind signature keynote experience. "Rules for Amazement" is led by Jon Petz, the Hall of Fame Keynote Speaker, best-selling author, and world's only "Amazement Artist."

In this signature experience, Jon Petz peels back the curtain to reveal the secret methods along with the art and psychology of true amazement. As wonder is discovered, engagement intensifies to create powerful and impactful moments! Apply these same principles in your daily culture to create more value than ever before. Who wouldn't want to harness that Moment Of Amazement to get increased engagement, attention, and retention in your organization?

Jon invites you to unlock the amazement effect within yourself today! With three essential rules for amazement, you'll witness real-time engagement on stage and learn how to apply these rules off the stage. After you walk out, you'll carry these rules with you, ready to create more value in every facet of your life and work.

Keynote Speaker: Jon Petz (Bore No More)

200 SERIES: 11:00 AM – 12:15 PM

201: 2024 Revisions to the Uniform Guidance (Fiscal Track)

Details the changes that were adopted in the 2024 revisions to the Uniform Guidance.

Target Audience: Intermediate

Presented By: Teresa Hicks (Ohio Auditor of State)

202: ODJFS TANF Pilot (Public Assistance Track)

This session will focus on the status of Ohio's TANF program, including pilot updates and strategies for success in working with OWF families.

Target Audience: Intermediate, Experienced

Presented By: Hannah Knies (Office of Family Assistance), Mindy Kowalski (ODJFS - Health & Human Services), Betsy West Suver (Office of Family Assistance)

203: WIOA 101 (Workforce Track)

This session will provide a basic overview of Ohio's workforce programs, key information on WIOA Adult and Dislocated Worker Services, and the laws and policies governing them.

Target Audience: Introductory, General Interest

Presented By: Beverly Grabovich (ODJFS)

204: AI in the Workplace (Human Resources Track)

Artificial Intelligence (AI) is exploding! AI products for human resources are being released regularly and your employees, with or without your knowledge, are likely using some form of AI. As a result, this new frontier has the world of human resources and employment law playing catch-up. The EEOC has released regulatory guidance on the intersection of AI in the workplace and discrimination law while legal cases are also starting to define the legal landscape.

This session will serve as an introduction to AI, how it is being used, and will also discuss legal issues and potential liability that may arise from using AI tools in employment decisions, specifically in the selection process, under existing laws and the EEOC's regulatory guidelines, and discuss best practices for reducing risk.

Target Audience: Introductory, Intermediate

Presented By: Brad Bennett (Bricker Graydon LLP), Art Schoulties (Bricker Graydon LLP)

205: SSI Deemed and Grandfathered Groups: Untangling the Terms (Medicaid Track)

What are the SSI deemed and grandfathered groups? How does this impact Medicaid eligibility? Where would a worker go to verify this status? How do they indicate this in Ohio Benefits? How do these statuses impact LTC determinations?

This session will answer these questions and more so that attendees can confidently identify, verify, and process Medicaid eligibility for these populations. This training is geared toward all Medicaid eligibility determiners – only a portion will be LTC-specific.

Target Audience: Intermediate, Experienced

Presented By: Zach Kimmett (ODM - TA), Courtlandt Roberts (ODM - TA)

206: Leading Mindfully (Competency & Professional Development Track)

Are you present? Life is meant to be experienced, not just lived, but the job, life, and the world can be stressful and hard to manage. So much can happen within our nervous system amid trauma and stress. Are your coping mechanisms harming you or serving you? We will take inventory of the stressors in our lives, coping mechanisms, and triggers to discover what is serving us and what isn't.

Target Audience: General Interest

Presented By: Amber Miskovich (The Wonder Within)

207: Housing: It Takes a Village (Adult Protective Services Track)

As the nation's and Ohio's population of older adults increases, so too, does demand for housing that is both affordable and able to accommodate older adults' changing needs. While many older adults own their homes, nationally more than one in five older households – over seven million – rent.

With the number of older adults rising, increased housing needs, and the rise in older residents in shelters, the Franklin County Office on Aging collaborates with multiple partners to offer a multi-tier approach to service delivery.

This session will provide an overview of how housing situations are triaged when they come to the Office on Aging, community partners we work with, and some of the innovative options available to residents. It will also highlight One Door, an innovative approach that brings county health and human services agencies together to help residents access services from multiple agencies at once.

Target Audience: Introductory

Presented By: Shianne Howard (Franklin County JFS), Cindy Paige (Oasis), Caroline Rankin (Franklin County Office on Aging), Brian Winston (Franklin County Treasurer's Office)

208: The Power of Positive Teams (Management & Supervision Track)

Based on the proven principles from Jon Gordon's bestselling book, *The Power of a Positive Team*, we will share proven strategies and best practices to help you build a stronger, more united, and connected team.

Target Audience: General Interest

Presented By: Adam Copeland (Jon Gordon Companies)

209: Suspicious Circumstances at Application (Public Assistance Track)

This session will help eligibility workers recognize suspicious circumstances at application and during the interview for public assistance benefits. We will identify questions and techniques for soliciting truthful information and when it is appropriate to refer the matter for further investigation.

Session Objectives:

- Recognize suspicious circumstances at application and during the interview
- Identify questions and techniques to solicit truthful information
- Know when to expand your line of questioning for clarification
- Know when to make a referral for investigation

Target Audience: Introductory, Intermediate

Presented By: Christina Burt (Office of Family Assistance), Chris Dickens (Office of Family Assistance)

210: The Operations of Operations (Fiscal Track)

BCFTA Operations will discuss what needs to happen to make CFIS work. We will cover budgets, grant speed charts, statistics, draws, and how CFIS interfaces with OAKS.

Target Audience: Intermediate, General Interest

Presented By: Dennis Drew (BCFTA), Julie Harless (BCFTA), Gary James (BCFTA)

211: Aligning Youth Career Pathways With a Meaningful Work Experience (CCMEP Track)

In 2024 Summit County successfully aligned over 450 youth with their chosen career pathways through meaningful work experiences. This session will explore the critical connection between career pathway development and the provision of meaningful work experience for young people.

Course Objectives:

- Examine best practices in designing and implementing programs that effectively bridge the gap between education and employment, empowering youth to make informed career decisions and successfully transition in the workforce.
- Discuss strategies for engaging employers and community partners in creating work-based learning opportunities.
- Review the economic and social benefits of investing in youth career pathways and work experience initiatives.
- Discuss the important role and benefits of a third-party payroll provider.
- Hear from youth and employers on our work-based learning initiative (pre-recorded interviews).

Target Audience: Intermediate, Experienced

Presented By: Chris Canova (Jobs for Ohio's Graduates), Carolyn French (Jobs for Ohio's Graduates), Lindsay Schabitzer (Summit County JFS), Heather Yannayon (Summit County JFS)

300 SERIES: 1:45 PM – 3:00 PM

301: Overview of the Projection Module and Its Application in Analyzing the Impact of Wage Increases (Fiscal Track)

Technical fiscal staff are invited to join us for an insightful session exploring the Projection Module from BCFTA and Coshocton County. We will begin with an overview of how the module works, followed by a guided walkthrough of how Coshocton County uses it to evaluate wage increases. We will also look at specific examples from wage increase considerations in a quad-combined agency, showing how the Projection Module helps determine which funds will be most impacted and which may face potential challenges.

Target Audience: Introductory

Presented By: Tasia Blackwell (Bureau of County Finance and Technical Assistance), John Piper (Coshocton County JFS)

302: Bring Your EDMS Questions: EDMS Working Session (Public Assistance Track)

This will be an open working session where county EDMS users can bring issues, questions, review system functionality, and provide in-person feedback to the EDMS Help Desk team. Members of the EDMS Help Desk will be available to assist county users with daily questions, feedback, and troubleshooting of common EDMS problems. Throughout the session, you will be encouraged to share insights and troubleshoot common issues with the EDMS Help Desk team.

Target Audience: Introductory, Intermediate

Presented By: Aaron Caldwell (Northwoods), Steve Koenig (Northwoods), Cole Krumpak (Northwoods)

303: AAA: A Workforce Roadmap (Workforce Track)

The workforce landscape is evolving rapidly, and workforce professionals must master adaptation to the new direction of government, take action to ensure success, and be fully accountable for results to remain effective and indispensable. Whether you are a case manager, business service representative, or job developer, your role in helping individuals overcome employment barriers and engaging employers is more critical than ever. But in a time of shifting funding and increasing expectations, how can you and your organization demonstrate measurable impact?

This interactive session will provide proven strategies for enhancing accountability, embracing change, and taking purposeful action to strengthen workforce programs. Through real-world case studies, data-driven insights, and practical tools, attendees will learn how to improve service delivery, track success metrics, and build stronger partnerships. By focusing on accountability, adaptation, and action, workforce professionals can future-proof their roles, drive meaningful outcomes, and become irreplaceable assets in their communities.

Target Audience: General Interest

Presented By: Michael Fazio (Workforce180/Metrix Learning)

304: Self Advocacy, Stress Awareness, and Supportive Care for Employees (Human Resources Track)

Focus Overview: Managing Workplace Stress and Emotions

This training session is designed to equip employees with the knowledge and tools to effectively manage stress in the workplace. We will explore common triggers, internalized emotions, and practical coping strategies to enhance emotional resilience. By understanding these factors, employees can develop healthier responses to day-to-day stressors, improving overall well-being and productivity. Attendees will leave with actionable techniques to navigate challenges, maintain a positive mindset, and foster a supportive work environment.

Target Audience: Experienced, General Interest

Presented By: Raya White (Raya's Rays of Light Foundation)

305: TMA Conditioning (Medicaid Track)

Attendees will put all of their Transitional Medical Assistance (TMA) 'muscles' to work in this session which will review TMA eligibility and report processing, and test the knowledge of attendees with an interactive activity designed to exercise their TMA expertise.

Target Audience: Intermediate, Experienced

Presented By: Mary Burns (ODM - TA), Zach Kimmett (ODM - TA)

306: It's SHOWTIME: Uncover the Mystery to the Mastery of Your AMAZING PERFORMANCE CLOSED SESSION for Executive Directors of Member Agencies Only

It is not enough to 'just' show up, be 'just' a manager, leader, or to stick to the status quo. Merely meeting expectations is OUT. Today's organizations need every team member and leaders at all levels to own up, show up, and perform strong every day. However, we struggle with the mindset that "peak performance" is only for the elite, with the unknown, and the fact we are so busy that we do just enough to get by.

With humor, heart, and enduring tools, Hall of Fame Speaker Jon Petz shares the strategies and mindsets necessary to understand that performing to be remembered is not only obtainable by everyone, but purposeful as well as possible.

What you will learn:

- Performing at your best is not a magical secret.
- Simple actions create exponential results.
- Meeting expectations can be like doing nothing at all.
- "Unlearn" your perspective and seek others.
- You are not "JUST" anything - impact is created in the simplest of moments.

Target Audience: Experienced

Presented By: Jon Petz (Bore No More)

307: Ohio Senior Health Insurance Information Program (OSHIIP) Overview (Adult Protective Services Track)

Learn about the Ohio Senior Health Insurance Information Program (OSHIIP) and how OSHIIP works to provide unbiased, objective Medicare information to beneficiaries, professionals, and caregivers. The session will also provide a brief Medicare overview with plenty of time for questions.

Target Audience: Introductory, General Interest

Presented By: Sarah Florimonte (Ohio Senior Health Insurance Information Program)

308: Leading with Empathy in Times of Change (Management & Supervision Track)

Empathy is the action of understanding, being aware of, being sensitive to, and vicariously experiencing the feelings, thoughts, and experiences of another. In this session, you will learn about empathy and how to apply empathetic behaviors with your team, especially during times of change.

Target Audience: Intermediate, Experienced

Presented By: Randi Hammiel (Ohio Benefits), Cara Lee (ODJFS), Olivia Taylor (Ohio Benefits)

309: Identifying and Calculating Overpayments (Public Assistance Track)

This session will provide a basic overview of Benefit Recovery including the role both Benefit Recovery and Eligibility workers have in identifying possible claims, referral best practices, determining claim types, and calculating the claim amount.

Target Audience: Introductory, Intermediate

Presented By: Nicholas Liberator (Office of Family Assistance), KyLee Oyer (Office of Family Assistance), Natasha Stewart (Office of Family Assistance)

310: Speed Networking (Competency & Professional Development Track)

If you are like me, you go to conferences and talk to the same people about same things every time. This time, join us for a fun session to meet new people in a low stress environment!

What is speed networking? Speed networking is a time-efficient, fast-paced way for attendees to meet multiple people in a short period. Inspired by the concept of speed dating, speed networking involves brief one-on-one interactions that last a few minutes, after which participants rotate to meet someone new. This continues until participants have met a significant number of people.

Target Audience: General Interest

Presented By: Dawnielle Pierce (ODJFS)

311: Unlocking Participant Progress: The CCMEP Coaching Model (CCMEP Track)

This session will provide a primer on the CCMEP Coaching Model (Goal4 It!) and include an interactive demonstration of the coaching approach. Whether brand new or deeply experienced in CCMEP, attendees will have the chance to reflect on how motivation is showing up in their work and opportunities for strengthening the use of the coaching model, especially in challenging situations. Attendees will walk away with at least one concrete strategy they can use to enhance the motivation-driven nature of their work.

Target Audience: General Interest

Presented By: Jonathan McCay (Mathematica)

312: National Voter Registration Act (NVRA) Training (Admin Track)

This presentation will provide:

- An overview of the NVRA program
- Requirements for registering to vote
- How to assist voters
- Handling of voter registration forms
- Important deadlines and resources

Target Audience: Experienced

Presented By: Anika Boudreaux (Ohio Secretary of State/Safe at Home Address Confidentiality Program), Alande Orelie (Ohio Secretary of State Office)

400 SERIES: 3:25 PM – 4:40 PM

401: CFIS Reports Training (Fiscal Track)

In this session, BCFTA will review CFIS Main (non-WIOA) reports focusing on the areas of cost allocation, budgets, draws, 4281 statistics used for IV-E cost allocation, and reports commonly used at quarter close

for PA, CSEA, and PCSA. We will also explore specific scenarios and how to use the CFIS reports to research financial transactions.

Target Audience: Introductory, Intermediate

Presented By: Tiffany Knight (Bureau of County Finance and Technical Assistance), Tatiana Robinson (Bureau of County Finance and Technical Assistance)

402: Claims Management (Public Assistance Track)

This session will cover creating and establishing the Recovery Account, basic claim collections, and reports available to county workers. We will also discuss managing ongoing collections, including Treasury Offset.

Target Audience: Intermediate, Experienced

Presented By: Marsha Horner (Office of Family Assistance), Chasity Parks (Office of Family Assistance), Michelle Thompson-Myers (Office of Family Assistance)

403: RESEA Funding, Staffing, Best Practices, What the Future Holds (Workforce, Fiscal Tracks)

This session will provide a better understanding of how RESEA funds can be utilized within local workforce areas and enhance RESEA delivery models. This will include a breakdown of allowable costs for both program and administrative funds, as well as staffing strategies to maximize RESEA delivery opportunities. Attendees will learn about what the future holds for RESEA funding, how it can be leveraged to enhance the local workforce system, and statewide best practices culminating in a Q&A with the RESEA Program Administrator.

Target Audience: Introductory, General Interest

Presented By: Matt Owens (ODJFS - OWD)

404: Employment Law Roundup: Developments in 2024 and The Road Ahead (Human Resources Track)

2024 is in the books, and it was another banner year in the ever-shifting landscape of employment law. In this session, we will cover the year's most significant developments in the area of employment law and how public employers can and must adapt their HR practices to maintain compliance and minimize legal risk. Additionally, with the advent of a new presidential administration in Washington D.C., we will explore how the HR landscape has begun to shift and other changes anticipated in the remainder of 2025 and beyond.

Topics to be covered include: the rollback of DEI and affirmative action programming, wage and hour compliance, restrictive covenants, discrimination law and enforcement priorities of the EEOC/OCRC, workplace protections for pregnant workers, and more.

Target Audience: Introductory, General Interest

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

405: Training the Trainer (Medicaid Track)

This session is directed toward county trainers and others that train county workers in Medicaid eligibility policy and processing (supervisors, administrators, etc.). Attendees will be provided with information about available Medicaid training resources as well as tips and tricks to enhance their trainings and make them more effective, interactive, and fun!

Target Audience: Experienced

Presented By: Cortlandt Roberts (ODM - TA)

406: Helping the Helpers: Understanding Bias and Building Empathy (Competency & Professional Development Track)

This session explores the tools and practices needed to thrive as a helping professional in today's challenging environments. Participants will gain an understanding of implicit bias and its impact on client interactions, as well as strategies to foster empathy within workplace relationships. The session also introduces critical self-reflection as a tool for personal growth and professional effectiveness. Attendees will learn to recognize the effects of burnout, compassion fatigue, and vicarious trauma on their capacity for empathy and will leave equipped with practical, mindful self-care techniques to cultivate resilience and well-being.

Target Audience: Intermediate

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

407: Making Ohio the Best Place to Age: Advancing Nutrition and Healthy Aging Statewide (Adult Protective Services Track)

This session highlights the Elder Connections Division's efforts to make Ohio the best place to age by promoting nutrition and healthy aging statewide. We will explore key initiatives, partnerships, and strategies that support older adults in maintaining their well-being and independence.

Target Audience: Introductory, General Interest

Presented By: Leach Bunck (Life Care Alliance), Molly Haroz (Life Care Alliance), Stephon Ingram (Office of Family Assistance), Julie Paulus (Office of Family Assistance), Autumn Trombetta (Ohio Department of Aging)

408: The Lasso Way (Management & Supervision Track)

Management lessons can come from many places, including TV. This session will delve into how leadership can inspire and motivate. Let's dive into the valuable lessons on leadership that we can learn from this endearing character!

Target Audience: Intermediate, General Interest

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

409: Building a Sustainable SNAP E&T Program (Public Assistance Track)

We will discuss building valuable components using labor market analysis, employers' needs, and working closely with providers to forge long-lasting partnerships. This session will also include how to maximize the funding for these programs using the appropriate RMS code selections.

Target Audience: Intermediate, Experienced

Presented By: Jennifer Brown (Office of Family Assistance), Hannah Knies (Office of Family Assistance), Cara Lee (Office of Family Assistance), Bonnie VanGorden (Clark County JFS)

410: Microsoft 365 App Tips & Tricks (Admin Track)

Learn valuable tips and tricks to elevate your use of Microsoft 365 applications, including how to use online applications like Lists and built-in features like Dictation in Word more efficiently. No matter your level of experience, this session will teach you something new!

Target Audience: General Interest

Presented By: Brian Gartland (ODJFS - Office of Information Services), Brenden Kelly (ODJFS - Office of Information Services), Lisa Lawrence (ODJFS - Office of Information Services), Yanzhi Wu (ODJFS - Office of Information Services)

411: Using AI for Resume Creation (CCMEP Track)

In today's fast-paced job market, leveraging artificial intelligence (AI) for resume creation can significantly improve job application success. This training will provide a hands-on introduction to AI-powered resume tools, exploring how they enhance formatting, optimize content for applicant tracking systems (ATS), and personalize resumes for specific roles. Participants will learn best practices for using AI effectively, common pitfalls to avoid, and how to ensure their resumes remain authentic and impactful.

By the end of this training, participants will:

- Understand how AI-powered resume tools work
- Learn how to optimize resumes for ATS and hiring managers
- Explore best practices for balancing AI-generated content with personal customization
- Identify potential drawbacks and ethical considerations
- Gain hands-on experience with AI resume-building platforms

Target Audience: General Interest

Presented By: Tanika Brockman (Franklin County JFS), Dr. Marcie Littlejohn Hill (Franklin County JFS)



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Session Descriptions**

FRIDAY, MAY 9

500 SERIES: 8:30 AM – 9:45 AM

501: The High Cost of Noncompliance: Building a Framework for Grants Compliance Success (Fiscal Track)

Noncompliance with grant requirements can lead to financial penalties, loss of funding, and long-term reputational damage. In this session, we will explore both the common grants compliance requirements that every grant manager should know and the hidden costs of noncompliance. Attendees will learn how to build a robust compliance framework that includes internal controls, risk assessments, ongoing monitoring, and clear reporting structures. We will also analyze a real-world case of noncompliance and the repercussions, offering actionable strategies for creating a proactive and sustainable compliance culture that safeguards funding and strengthens organizational integrity.

Target Audience: Introductory, General Interest

Presented By: Stacie Massey (Ohio Office of Budget and Management)

502: Mastering Quality Control: Ensuring Excellence in Every Step (Public Assistance Track)
SESSION WILL REPEAT

This training session will provide an in-depth understanding of the quality control (QC) process for Supplemental Nutrition Assistance Program (SNAP) benefits. Participants will learn how the state agency ensures the accuracy of SNAP eligibility and benefit determinations, aiming to minimize errors and enhance program integrity. Participants will be equipped with the knowledge to ensure accurate and fair benefit distribution.

Target Audience: Introductory, Intermediate

Presented By: Kyle Dorrman (Office of Family Assistance), Melissa Fleming (Office of Family Assistance), Gina Guardiola (Office of Family Assistance), Brian Harter (Office of Family Assistance)

503: Let's RAP (Workforce Track)

ApprenticeOhio is excited to present an overview of apprenticeship, focusing on our mission and goals in supporting workforce development. We are proud to share our new initiative, Let's (Learn Educate Train Share) RAP (Registered Apprenticeship Programs). This initiative will provide valuable resources and updates for the apprenticeship community, emphasizing the critical role of skill development in advancing careers. Through Let's RAP, we are committed to strengthening the workforce and creating opportunities for growth and success.

Target Audience: Introductory, General Interest

504: Cannabis Legalization: What Now and What If from the Perspective of Public Sector HR (Human Resources Track)

How should public sector employers be addressing cannabis use by employees? What if the recreational use of cannabis is legalized federally? What are HR best practices to navigate the current status of cannabis? These questions and more will be discussed to help public sector employers navigate the HR issues surrounding cannabis.

Target Audience: Intermediate, General Interest

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

505: Medicaid Signature Summit (Medicaid Track)

An in-depth discussion providing guidance on how workers can identify acceptable signatures on Medicaid applications and other forms, when signatures are required, who can sign Medicaid applications and other forms for another individual, and the necessary actions when an acceptable signature has not been provided.

Target Audience: Intermediate

Presented By: Tamika Johnson (ODM - TA), Heather Oesch (ODM), Ange Turner (ODM)

506: How to Toot Your Own Horn (Competency & Professional Development Track)

In the fast-paced world of work, it is easy to get caught up in the hustle of daily tasks and forget to celebrate our own achievements. However, taking time to recognize and acknowledge our own good work is not just a matter of vanity, it is a strategic move that can have significant benefits for our careers and professional development. During this session, we will discuss best practices to effectively toot your own horn without coming across as arrogant or boastful.

Target Audience: General Interest

Presented By: Dawnielle Pierce (ODJFS)

507: Community Collaboration to Address the Complexities of Hoarding: What It Is, Isn't, and the Barriers to Safety and Treatment (Adult Protective Services Track)

2.5-HOUR SESSION

This session will provide an overview of hoarding disorder to include: the definition, the difference between hoarding and clutter, signs and symptoms, behaviors, assessment tools, treatment, and community-based interventions.

Target Audience: Intermediate, General Interest

Presented By: Donna Barrett (Summit County Public Health), Nikki Becher (Summit County Public Health), Gabrielle Faggella (Palladium Counseling Group)

508: Data and AI in Social Benefits (Competency & Professional Development, Management & Supervision Tracks)

Artificial Intelligence is inspiring changes in social benefit programs. But what is AI, and how is it changing these programs? This session will define AI in simple terms, discuss current human services use cases, future opportunities, and the importance of ethical AI application.

Target Audience: Introductory, General Interest

Presented By: John Maynard (SAS Institute)

509: ABAWD Refresher: 3 of 36, Regaining Eligibility, and Bonus Months (Public Assistance Track)

OFA will present detailed information on able bodied adults without dependents (ABAWD) who accrue 3 failed months out of the last 36 months, the requirements for regaining eligibility after discontinuance for 3 of 36, and bonus months for failing after regaining eligibility.

Target Audience: Intermediate, Experienced

Presented By: Amber Green (Office of Family Assistance), Lisa Wilson (Office of Family Assistance)

510: DCY Upcoming Policy Changes for Early Care & Education (Child Care Track)

This will be an educational session for county staff that determine eligibility for Early Care & Education services. The Department of Children and Youth (DCY) will discuss publicly funded child care (PFCC) payment rate changes in 2025 and PFCC eligibility changes planned for 2026.

Target Audience: Intermediate, Experienced

Presented By: Kathy Muehlbauer (Department of Children and Youth), Cynthia Ricketts (Department of Children and Youth)

511: CCMEP System and Service Strategies (CCMEP Track)

Attend to learn how to use ARIES for CCMEP most effectively to ensure you are following program policy, including common misunderstandings, things to avoid, and monitoring trends. This session will also offer strategies on how to provide services to support your youth's goals most effectively, including how to know when someone is ready for exiting and how to provide them with follow up services to ensure they continue to succeed.

Target Audience: General Interest

Presented By: Kira Dawson (ODJFS), Yvonne McDaniel (ODJFS - OWD), Heidi Rowland (ODJFS - OWD)

600 SERIES: 10:05 AM – 11:20 AM

601: Certification of Funds "The Magic Certificate" (Fiscal Track)

This session will take you into the weeds of that pesky quarterly certification of funds. We will show you details of the 4281 and how it affects your COF and the best way to utilize all of your funds.

Target Audience: Experienced

Presented By: Heidi Burns (Morgan County JFS), Steve Kaifas (Seneca County JFS), Dan Shook (Franklin County CPS)

602: Managing Call Centers (Public Assistance Track)

This session will explore best practices for managing call centers, including effectively using call center data.

Target Audience: Intermediate, Experienced

Presented By: Roy Gleason (Office of Family Assistance), Samuel Loewner (DAS), Betsy West Suver (Office of Family Assistance)

603: Unemployment Insurance (UI) Program Overview (Workforce Track)

This session will provide a brief overview of the UI program and how it can help individuals bridge the gap between former and future jobs. We will review current initiatives and 'hot topics' in the UI program that would be helpful for front line staff and supervisors in county JFS/OMJ offices.

Target Audience: Introductory, Intermediate

Presented By: Alphrena Prince (ODJFS)

604: We Received a Complaint...Now What?! (Human Resources Track)

Inevitably, a crisis involving an employee will occur – usually at an inconvenient time or when you least expect it! How the JFS responds to and investigates the crisis often helps to place it in the best position to succeed in a subsequent administrative matter, arbitration or civil litigation. Because the potential legal hurdles in an internal investigation are becoming increasingly more complicated, it is imperative to understand the impact of a variety of legal responsibilities and due process protections that must be provided along the way.

This session will address how to successfully pursue an internal disciplinary case from the time the complaint is received through any subsequent disciplinary hearing. Additional concerns beyond the disciplinary process related to the internal investigation will also be reviewed.

A. What Type of Investigation Should Be Conducted?

- a. Disciplinary/Rules Violation
- b. Harassment or Discrimination
- c. Complaint from the Public
- d. Drug Use
- e. Social Media

B. Conducting the Investigation

- a. Garrity
- b. Piper
- c. Role of Union/Civil Service Law
- d. Pre-Disciplinary Conferences

C. Setting the Agency Up for Success

D. Hot Discipline Cases

Target Audience: Intermediate

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

605: Medicaid Case Maintenance Reports (Medicaid Track)

This session will cover Medicaid reports designed to help maintain accurate eligibility determinations. The reports reviewed will help counties prevent eligibility errors and fall outs from batch processes.

Target Audience: Intermediate, Experienced

Presented By: Mary Melissa Cunningham (ODM Compliance), Jennifer Neal (ODM Compliance)

606: Competing Priorities: Managing Expectations, Tasks, and Deadlines (Competency & Professional Development Track)

The demand for productivity is more significant than ever before. Deadlines are tight, resources are limited, technology is complex, and oftentimes, employees have the added challenge of reporting to more than one manager in an ever-changing field. This session showcases how to improve performance through better goal setting, task delegation, organization, communication, and the proper use of technology.

Target Audience: Intermediate, General Interest

Presented By: Andria Williams (City of Columbus, Local Government)

608: Inspire Your Staff Through Meetings? Yes! It Is Possible! (Management & Supervision Track)

In this session, participants will explore ways to enhance the often stereotypical boring staff meeting through planning engaging meeting formats, media presentations, and interactive strategies to keep your staff engaged. In this session, participants will also explore the nuances of hybrid, remote, and in-person meeting formats as well as managing participation within all your meeting types.

Target Audience: Introductory, General Interest

Presented By: Sue Fletcher (Voinovich Academy, Ohio University)

609: Using ABAWD/SNAP E&T Data (Public Assistance Track)

This training will provide attendees with detailed information about the summary and detail versions of the JFSR 5251 ABAWD Status Report, JFSR 5201 SNAP E&T Request Disposition Report, and the JFSR 5202 SNAP E&T Enrollment Report. Each report will be explained in detail and the presenters will provide information on how counties can best use these reports to monitor their ABAWD population and SNAP E&T programs.

Target Audience: Intermediate, Experienced

Presented By: Kina Colbert (Office of Family Assistance), Stephanie Collins (Office of Family Assistance), Brandi Keaton-Spencer (Office of Family Assistance), David Stewart (Office of Family Assistance)

610: DCY Understanding Early Care & Education Eligibility Processing 101 (Child Care Track)

This session will provide county eligibility workers with the foundational knowledge of each early care and education service type. The Department of Children and Youth will explore policy for publicly funded child care, child care choice, and early childhood education eligibility guidelines and requirements.

Target Audience: Intermediate, Experienced

Presented By: Starre Cox (Department of Children and Youth), Aliceson Downey (Department of Children and Youth), Dan Lantz (Department of Children and Youth), Melissa Louri (Department of Children and Youth), Meagan Walker (Department of Children and Youth)

611: Meaningful Work Experience (CCMEP Track)

This session will explore the utilization of the work experience program in a meaningful way to engage both your participants and your community, including county and community leaders.

We will discuss the phases of work experience, and how meaningfulness can be found just about anywhere, as the participant makes important decisions about their career pathway. We have dozens of worksites and are adding more all the time. The discussion will also feature successes with the TANF Summer Youth program, where we were able to serve kids in Mary Haven Youth Rehabilitation Center. Thanks to this partnership, the courts have begun to collaborate with our agency in some instances even prior to rulings. The basis for this partnership and collaboration ties back to the successful implementation of a work experience program with robust worksite diversity, giving the county more tools in the toolbox for serving youth. This year, we are focused on creating work sites in the school districts. We will present all of this and foster a conversation about what works and what doesn't based on our experiences.

Target Audience: Introductory, Intermediate

Presented By: Josh Hisle (OhioMeansJobs Warren County), Matt Schnipke (Economic Development Warren County), Jena Short (OhioMeansJobs Warren County)

700 SERIES: 11:40 AM – 12:55 PM

701: Procurement: Contract and Subgrant Monitoring (Fiscal Track)

Contractor or Subgrantee? Your choices affect procurement options, compliance requirements, monitoring efforts, and how you manage related risks. This session will help you choose wisely, meet your program goals, and avoid compliance issues.

Target Audience: Introductory, Intermediate

Presented By: John Maynard (SAS Institute)

702: Mastering Quality Control: Ensuring Excellence in Every Step (Public Assistance Track) **REPEATED SESSION**

This training session will provide an in-depth understanding of the quality control (QC) process for Supplemental Nutrition Assistance Program (SNAP) benefits. Participants will learn how the state agency ensures the accuracy of SNAP eligibility and benefit determinations, aiming to minimize errors and enhance program integrity. Participants will be equipped with the knowledge to ensure accurate and fair benefit distribution. *(This is a repeated session, not a continuation of the topic from Session 502)*

Target Audience: Introductory, Intermediate

Presented By: Kyle Dorrman (Office of Family Assistance), Melissa Fleming (Office of Family Assistance), Gina Guardiola (Office of Family Assistance), Brian Harter (Office of Family Assistance)

703: Serving Veterans (Workforce Track)

This session will provide an overview to help you serve veterans in your OhioMeansJobs center. Attend to learn veteran community definitions, priority of service, military culture, and what resources are available to serve Ohio's military community.

Target Audience: Introductory, General Interest

Presented By: Zachary Ludi (ODJFS)

704: Inspiring Others to Join Your Team: Excellence in Recruitment Marketing (Human Resources Track)

Competition for the best employees is fierce. There are more opportunities and fewer perfect hires, which is why it is important to build a brand that makes your organization an Employer of Choice.

In this session, you will learn to think differently about recruitment marketing to ensure that the best employee prospects choose you. We will discuss targeted customer (prospect) messaging as well as ad creation, social media marketing, online applications, and "calls to action".

Target Audience: Experienced, General Interest

Presented By: Bryan Lefelhoc (Bryan Media Strategies LLC)

705: ABD Face-Off (Medicaid Track)

TA Ted is back with a new version of the fan-favorite Jeopardy-style game. This year we will test participants' knowledge of the Aged, Blind and Disabled categories of Medicaid with questions about topics such as countable resources, common acronyms, Medicare, and more!

Target Audience: Intermediate

Presented By: Shelly Evilsizor (ODM - TA), Heather Jackson (ODM - TA)

706: Delegating to Success (Competency & Professional Development, Management & Supervision Tracks)

Delegation is often the make it or break it of a successful supervisor or manager, but for some, it is the hardest to put into practice. Not only does delegating give you more time to focus on high-impact tasks, it also gives your team members a chance to get involved in interesting projects. But knowing what – and how – to delegate can be daunting. Have no fear though – delegating is a leadership skill you can develop over time.

During this session, we will walk through 10 tips to help you become a better delegator and enhance your teams' productivity and capacity.

Target Audience: Experienced
Presented By: Dawnielle Pierce (ODJFS)

707: Working with Older Adult Victims Affected by Sexual Abuse (Adult Protective Services Track)

According to the National Sexual Violence Resource Center, oftentimes older adult victims have experienced multiple victimizations throughout their lives, yet older adults are rarely considered potential or actual targets of sexual assault and, as a result, have been underidentified and underserved as victims.

This session will introduce participants to the complexities of elder maltreatment with an emphasis on sexual violence cases. Attendees will gain an increased knowledge of how to protect and support older victims, because together we must seek justice, restore dignity, and ensure safety for victims of elder maltreatment.

Target Audience: Intermediate, Experienced
Presented By: April Wehrle (The Ohio Attorney General's Elder Justice Unit)

708: Empowering Choice: Navigating the Future of MyCare Ohio and Self-Direction (Medicaid Track)

Attendees will learn about the next generation of the integrated managed care program, MyCare Ohio, which will transition in 2026 from 29 regionally-based demonstration counties into a statewide program. This session will also include information about home- and community-based services received through Self-Direction.

Target Audience: Intermediate
Presented By: Steven Alexander (ODM), Tracy Hayes (ODM), Sam Hutchinson (ODM), Brandi Nicholson (ODM), Jamie Watkins (ODM)

709: SNAP E&T Volunteers: Appropriateness, Referrals, and Suitability (Public Assistance Track)

This session will focus on the role of eligibility workers in determining appropriateness, and the role of SNAP E&T case managers in making suitability determinations. The session will include policy guidance and easy to follow system steps in OBWP.

Target Audience: Intermediate, Experienced
Presented By: Kimberly Bridges (Office of Family Assistance), Corie Koslovsky (Office of Family Assistance)

710: Rejuvenating Your County Resources for the Families You Serve (Child Care Track)

This session will equip county workers with resources from the Department of Children and Youth (DCY) to support families within their community. A variety of speakers from DCY will share information on programs that support children and youth, empower families, and uplift communities; the three core areas that promote DCY's mission.

Target Audience: Introductory, Intermediate

711: Strategic Communication & Innovative Outreach (CCMEP Track)

This panel discussion will explore strategic communication and innovative outreach strategies in two Ohio counties.

Panelists from Cuyahoga County will discuss a comprehensive communication and marketing strategy designed to increase awareness, engagement, and enrollment in the Comprehensive Case Management Employment Program (CCMEP). They will also address key program messaging, medium selection, and feedback mechanisms that drive marketing success.

Panelists from Warren County will highlight innovative outreach initiatives, including:

- Virtual Reality Career Exploration
- Mobile Resource Rooms
- Youth-Led Outreach
- Business & Worksite Engagement

Join us to gain actionable insights on expanding program reach and maximizing participant enrollment.

Target Audience: Intermediate

Presented By: Paul Bounds (Cuyahoga County), Tina Coleman (Cuyahoga County), Kira Dawson (ODJFS), Josh Hisle (OhioMeansJobs Warren County), Erica Hoosic (Cuyahoga County), Matt Schnipke (Economic Development Warren County), Jena Short (OhioMeansJobs Warren County)