



Ohio Job and Family Services Directors' Association
2024 Annual Training Conference
Session Descriptions
THURSDAY, MAY 9

100 SERIES: 9:15 AM – 10:30 AM

100: Modern to Post-Modern Leadership: Discovering the Difference (Keynote)

How we lead people has changed dramatically in the last two decades. Today, organizations - and the people within them - are opportunities to be harnessed rather than problems to solve.

In this keynote, Matt Selker, MPA will discuss these different styles of leadership, sharing the results of his lived experiences and observations working with supervisors, managers, and leaders across Ohio's county JFS organizations. His practical tips will help us discover that we can all be effective leaders.

Keynote Speaker: Matt Selker

200 SERIES: 11:00 AM – 12:15 PM

201: Taking the Sting Out of Contract Monitoring (Fiscal Track)

How strong is your contract monitoring? In this interactive session you will hear from Athens, Belmont, and Greene counties about why we monitor, who we monitor, how we monitor, and when we monitor. This session will also cover what actions you might take post monitoring of a provider.

We also want to hear from you! Come prepared to share your ideas and processes and bring your questions. Templates of monitoring tools will be provided.

Target Audience: General Interest

Presented By: Melissa Ervin (Athens CDJFS), Rich Owens (Wayne CDJFS), Jack Regis (Belmont CDJFS), Beth Rubin (Greene CDJFS)

202: The Future of Ohio's SNAP Employment & Training Program (Public Assistance Track)

Learn about the redesigned SNAP Employment and Training program and how it will meet employer needs. The training will review what prompted the redesign, how the redesign occurred, and an overview of how the SNAP E&T program will look beginning in October 2024, including a panel discussion with counties who participated in the redesign workgroup.

Target Audience: Introductory, Intermediate, Experienced, General Interest

Presented By: Deana Basinger (Allen CDJFS), Angela Carnahan (Licking CDJFS), Mindy Kowalski (Assistant Director, ODJFS), Zoe Leonard (ODJFS), Amy McKinney (Greene CDJFS), Betsy West Suver (Deputy Director, Office of Family Assistance), Heather Yannayon (Summit CDJFS)

203: AI and Workforce: What a Conundrum! (Workforce Track)

In an era where artificial intelligence (AI) is rapidly integrating into our professional and personal lives, its potential within the workforce development sector is immense. With AI's market projected to reach nearly \$2 trillion by 2030, it is crucial for workforce professionals to understand and harness this technology.

This workshop aims to demystify AI, showcasing its utility in streamlining tasks such as resume building, website optimization, and the creation of grants and proposals. Attendees will learn practical ways to incorporate AI into their operations, transforming apprehension into confidence. Through interactive discussions and real-world examples, this session will explore AI's current impact and its future role in job creation and workforce services.

Whether you are a novice curious about AI's relevance or a seasoned professional seeking to stay ahead of the technological curve, this workshop promises a comprehensive overview of AI's role in the present and future of workforce development.

Target Audience: General Interest

Presented By: Michael Fazio (Workforce180)

204: Hello, Sunshine! Demystifying Public Records Law (Human Resources Track)

This presentation covers the essentials of Ohio Public Records Law, with a special focus on practical guidance for areas of concern to human services agencies. Topics will include what is a public record under Ohio's Public Records Act, responding to public records requests, redactions and objections to requests, exceptions to the Public Records Act, record retention issues, and court decisions regarding human services agencies' public records obligations.

Target Audience: General Interest

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

205: Report Rundown: Locating, Extracting, and Utilizing Key Data (Medicaid Track)

Participants will be equipped with the knowledge and skills to effectively navigate and utilize pending Medicaid application and renewal reports. The session will cover an in-depth walkthrough of these reports, including their location, how to retrieve them, and how to interpret and use the data they contain. The session will also provide clear guidance on the areas counties should focus on post-unwinding, allowing for more efficient and targeted action. Participants will leave with a strong understanding of ODM reports and their practical application in their respective roles.

Target Audience: Intermediate

Presented By: Jennifer Neal (ODM), Melissa Rainsberg (ODM)

206: Strategic Thinking, Planning, Forming, and Implementing (Competency & Professional Development Track)

Due to the amount of change happening in local government today, leaders need to manage very flexible short- and long-term strategies that balance competing priorities while aligning constrained resources of people, time, and money. Facilitated by Dr. Tim Rahschulte, this session will provide best practices in strategy planning and strategy implementation.

The session will start with an overview of the importance of strategy, strategic thinking, and the management of strategy implementation relative to the dynamic of government business. Particular attention will be provided to how strategy is used to drive innovation, leverage technology, and accommodate the needs of customers and employees. The interactive discussion will then dive into the critical process of strategy planning and implementing. By the end of the session, participants will have a clear understanding of how to develop and implement effective strategic plans and be better equipped to create positive outcomes in their agency.

Target Audience: Intermediate, Experienced

Presented By: Tim Rahschulte (Professional Development Academy)

207: Financial Scams and Older Adults (Adult Protective Services Track)

This session will offer an overview of many financial scams impacting older adults across the state, with an additional focus on cryptocurrency scams.

Target Audience: General Interest

Presented By: Andrea Estok (FBI)

208: Discover Ways to Create a Culture of Accountability (Management & Supervision Track)

In this engaging workshop, attendees will discover how the Wizard of Oz can teach us about accountability.

Accountable cultures happen when leaders look at their own accountability first and hold others accountable second. Participants will leave with a practical understanding of accountability and actionable tools for driving results through others.

Target Audience: Introductory, Intermediate, General Interest

Presented By: Barb Utrup (PRADCO)

209: Benefit Recovery: How Do You Measure Up? (Public Assistance Track)

Ever wonder how much your agency collects in overpayments, what incentives you earn, or how many overpayment claims your agency establishes? If so, this session is for you. ODJFS State Fraud Control will share statistics on how much incentive money your county has earned along with the number and types of overpayment claims being established for your county compared to counties of similar size. Also covered will be how to track this information, including accessing and understanding reports in the BI portal.

This session is for workers and county leadership who want to know more benefit recovery performance in your agency and how you measure up with counties across the state.

Target Audience: Introductory, Intermediate, Experienced

Presented By: Christopher Dickens (ODJFS), Amy Kane (ODJFS), Elizabeth Storp (ODJFS), Natasha Stewart (ODJFS), Michelle Thompson-Myers (ODJFS)

210: Ohio’s Approach to Strengthening Relationships Between Primary and Resource Families (Department of Children & Youth Track)

This session will provide an exciting overview of Ohio’s approach to strengthening relationships between primary and resource families. The training will provide guidance on how to build stronger ties between the two families, introduce new tools developed to assist agencies and their partners in those efforts, and educate on how using this approach can help provide better outcomes for families and help agencies with their workforce needs.

The information presented will be driven by one of the 37 recommendations of the Children Services Transformation Advisory Council entitled “Strengthen Relationships Between Birth Families and Foster Parents.” This approach stems from a national initiative showing how collaborative relationships promote family engagement, sibling connections, and family preservation for children and teens placed in out-of-home care.

Target Audience: Introductory

Presented By: Chelsey Billman (DCY), Tara Shook (DCY)

300 SERIES: 1:45 PM – 3:00 PM

301: F.U.N.D.S.: Fiscal Understanding and Noteworthy Data Strategies Part I (Fiscal Track)

This session will review public assistance and workforce funding sources, identify allowable uses, and analyze best practices for maximizing allocations.

Target Audience: Intermediate

Presented By: Heidi Burns (Morgan CDJFS), Terri Burns (Summit CDJFS), John Folk (Champaign CDJFS), Steve Kaifas (Seneca CDJFS), Josh Parker (Allen CDJFS)

302: Discover Efficiency: Ohio EDMS Tips & Tricks (Public Assistance Track)

Are you a caseworker using Ohio’s Electronic Document Management System (EDMS) to manage case files and documents in Medicaid, SNAP, TANF, child care, or child support? Looking for some tips and tricks from the solution’s creators to make your workday a little bit smoother? Join Northwoods for an EDMS refresher to discover efficiencies as you work to help Ohio families.

After a brief overview of Ohio’s EDMS, you will hear highlights of key components. For example: how Workflow fits into your daily work, and how the file structure (also called the taxonomy) is named to help you scan and find documents quickly. We will also share best practices and tips and tricks to help you use the system more efficiently. Finally, we will review improvements made to the EDMS since its rollout in 2018, such as updated EDMS hardware and improvements to the system’s speed.

Target Audience: Intermediate

Presented By: Darrell Wilson (Northwoods)

303: From Shadows to Spotlight: The Power of Social Media in Brand Growth (Workforce Track)

Come hear how one county OMJ transformed its social media presence under the mentorship of another.

Sponsored through GOWBI, five OMJ centers were provided access to Allen County's training and mentorship in the area of digital design and social media marketing. As one of those, Marion County was able to combine the tactical knowledge and skills acquired from Allen County with the creative drive of their staff to produce measurable results. See the impact of before and after and how investing in your social media will grow your overall brand awareness in your communities.

Target Audience: General Interest

Presented By: Laney Bates (Marion CDJFS), Zach Ellsworth (Allen CDJFS), Tessa Laing (Allen CDJFS), Cherokee Phillips (Marion CDJFS)

304: Navigating a Multigenerational Workplace (Human Resources Track)

Learn to recognize generational differences at work and develop strategies that improve generational workplace leadership, communication, and mentoring.

Target Audience: General Interest

Presented By: Tayo Switzer (John Glenn College of Public Affairs)

305: MITS Mischief: Processing LTC Cases for Optimal Results (Medicaid, Long Term Care Tracks)

Participants will gain the necessary skills and knowledge to handle common MITS issues related to LTC cases such as LTC transfers, MyCare waiver reinstatements, and SRS to Waiver transfers, ensuring seamless crossover in MITS. The session will delve into the specifics of these processes, focusing on the correct procedures to follow for smooth integration. For the not-so-smooth instances, we will also cover troubleshooting techniques, identification of common errors, and the appropriate corrective actions to resolve them.

Target Audience: Intermediate

Presented By: Megan Cowden (ODM), Melissa Cunningham (ODM)

306: Diversity, Equity, and Inclusion: Fostering Inclusivity (Competency & Professional Development Track)

Unconscious bias and microaggressions are a major contributor to inequality in the workplace, and often the offenders are well-intentioned and completely unaware.

During this interactive session we will discuss how unconscious bias can lead to microaggressions, and how both can impact those around you. We will introduce tactics to avoid microaggressions, frameworks for responding when you witness a microaggression, and ways you can implement these with your team from the top down. We encourage participants to come with an open mind to fully engage and self-reflect.

Target Audience: Introductory

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

307: Discussing Dementia: What Everyone Should Know (Adult Protective Services Track)

This workshop is designed to provide a foundation of knowledge about cognitive changes experienced by someone from a variety of causes, and to develop strategies and practices to enhance communication, support, and understanding.

Target Audience: General Interest

Presented By: Lynn Ritter (Dementia Trainer)

308: Are We Communicating Like Leaders? (Management & Supervision Track)

Open dialogue between leaders and their teams is vital to build trust and employee engagement. When it comes to influencing and engaging those around us, how we communicate is often more important than the what. Join us for a discussion on communication in the workplace, including why those around us seem to miss the fine details or simply not listen at all.

We will also be sharing steps Delaware County JFS is taking to ensure our employees are heard and how we set that environment and relationship between leaders and employees on day one.

Target Audience: General Interest

Presented By: Justin King (Delaware County)

309: Benefit Recovery: Claims and Collections (Public Assistance Track)

ODJFS State Fraud Control will discuss managing Benefit Recovery claims for ongoing collections, cover policy for collection methods, and share proper Recovery Account Establishment and techniques with an emphasis on managing claims for ongoing collections.

Target Audience: Introductory, Intermediate, Experienced

Presented By: Christopher Dickens (ODJFS), Marsha Horner (ODJFS), Amy Kane (ODJFS), Chasity Parks (ODJFS), Michelle Thompson-Myers (ODJFS)

310: DCY & Me (Department of Children & Youth Track)

Leadership of the new Department of Children and Youth (DCY) will discuss the department's scope and how it may impact children and programs administered by counties. This session will offer an opportunity to hear firsthand about the initiatives DCY is undertaking and have your questions answered.

Target Audience: General Interest

Presented By: Joel Potts (DCY)

400 SERIES: 3:25 PM – 4:40 PM

401: ODJFS Audit Trends (Fiscal Track)

Current trends and reoccurring issues auditors are seeing come up at county JFS departments.

Target Audience: Intermediate

Presented By: Teresa Hicks (Ohio Auditor of State's Office)

402: Tell Me More About BOTs! (Public Assistance Track)

Since 2018, the Ohio Benefits Program has leveraged AI and Automation BOTS to assist county workers in their delivery of public assistance programs across the state. Today, the family of BOTs continues to grow and expand its impact across our portfolio of programs. Additionally, new AI capabilities have been incorporated to further enhance our ability to streamline work and deliver services. Join us in this discussion to learn more about the family of BOTs, the technology that powers the solutions, and ways to brainstorm BOT ideas relevant to your daily work!

Target Audience: Introductory, Intermediate, Experienced, General Interest

Presented By: Jason Carbaugh (Ohio Benefits), David Doyle (Ohio Benefits), Simon Tam (Ohio Benefits)

403: Regional Workforce Collaboration: Meeting and Exceeding Industry Recruiting Needs (Workforce Track)

Focused on how job centers can coordinate efforts to meet regional hiring needs, this session will discuss the challenges of meeting the transformative Intel project as well as other advanced manufacturing businesses, shared funding, regional branding and advertising, coordinated business communications, tracking performance, and handling local concerns and questions.

Target Audience: Intermediate, Experienced

Presented By: Angela Carnahan (Licking County OMJ), Mary Champion (Wood County OMJ), Rocky Rockhold (Greater Ohio Workforce Board), Carolyn Stout (Delaware County OMJ)

404: "First, Do No Harm" Verbal De-Escalation and Crisis Intervention: Practical Approaches and Skills (Human Resources Track)

Given the nature of county programs, it is not unusual to encounter an individual seeking help who finds themselves in crisis. In this session participants will:

- Learn about crisis risk factors, the four primary phases of a crisis, and how to recognize the signs that a person is in or about to be in crisis.
- Understand which verbal de-escalation techniques are (and are not) effective within each phase.
- Be taught pre-crisis preparation actions that can prevent escalation, including the five high level intervention approaches.
- Learn effective verbal and non-verbal methods to discern what a person in crisis needs in order to return to baseline mood and behavior.
- Gain basic understanding of how the "crisis brain" and a person's history related to trauma and other common factors may impact self-regulation.
- Explore and better understand their own physical and emotional response to working with those in crisis.

Target Audience: Introductory, Intermediate, General Interest

Presented By: Deanna Brant (Delaware-Morrow Mental Health and Recovery Services Board)

405: Medicaid Renewal Rumble: A Jeopardy-Style Showdown (Medicaid Track)

Participants will engage in an interactive session designed to test and enhance their knowledge about Medicaid renewals covering everything from passive renewals, the correct month to update the income record, verifications, AVS, and more.

Presented in the exciting format of a Jeopardy-style game, participants will have the opportunity to learn in a fun and competitive environment. Questions will be presented in various categories, each focusing on a different aspect of Medicaid renewals. Whether you are a seasoned employee looking to refresh your knowledge or new to the field and wanting to learn, this session promises to be informative and entertaining. So, get ready to buzz in and answer - the Medicaid Renewals Rumble awaits!

Target Audience: Introductory, Intermediate

Presented By: Megan Cowden (ODM), Portia Reed (ODM)

406: Leading in a Remote Work Environment (Competency & Professional Development Track)

Discover how your contributions in online meetings can be valuable, positive, and professional, boosting the confidence of both leaders and team members.

Target Audience: General Interest

Presented By: Tayo Switzer (John Glenn College of Public Affairs)

407: Building the Team: Communicating With People With Dementia and Those Who Assist Them (Adult Protective Services Track)

This workshop will discuss how to work with a client with dementia, their families, caregivers, and community partners to develop a team approach to ensuring client safety.

Target Audience: Introductory

Presented By: Cindy Paige (OASIS Senior Advisors)

408: Developing Team Members (Management & Supervision Track)

As a leader, one of your most important jobs is to help develop the members of your team. Developing staff is critical to continued growth, productivity, and retention of valuable employees.

During this interactive session we will discuss methods to empower team members to focus on individual development, identify best practices of giving and receiving feedback, apply practical guidelines to be deliberate in managing difficult conversations, learn tactics for working through interpersonal conflicts, and evaluate motivational strategies and steps to maintain a positive attitude in the workplace.

Target Audience: Intermediate

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

409: IEVS (Public Assistance Track)

ODJFS State Fraud Control will cover ways to assist counties in reaching IEVS timeliness, how IEVS are reviewed in the TRIAD process, and enhancements in Ohio Benefits for streamlining IEVS processing.

Target Audience: Introductory, Intermediate

Presented By: Marsha Horner (ODJFS), KyLee Oyer (ODJFS), Chasity Parks (ODJFS), Natasha Stewart (ODJFS)

410: Child Care Updates (Department of Children & Youth Track)

Fewer industries were impacted more than child care during the pandemic. As the child care system resets, what are the policy and fiscal changes being discussed, designed, and implemented? What do the changes mean for families accessing and affording options, for providers needing to adjust to new expectations, a different workforce, and for our county partners with your day-to-day work? Representatives from DCY will be available to provide updates and gather your feedback on the future direction of Ohio's early care and education system.

Target Audience: Intermediate, General Interest

Presented By: Kristen Burgess (DCY), Aliceson Downey (DCY), Alicia Leatherman (DCY)



**Ohio Job and Family Services Directors' Association
2024 Annual Training Conference
Session Descriptions**

FRIDAY, MAY 10

500 SERIES: 8:30 AM – 9:45 AM

501: Cost Allocation (Fiscal Track)

This session will offer county fiscal staff the tools to become proficient in areas of costs and cost allocation, providing a base overview of important fiscal topics necessary to build a solid foundation of understanding regarding:

- Allowability of Costs (Necessary, Reasonable & Allocable)
- Direct and Indirect Costs
- Cost Pools
- FTEs (Full-Time Equivalent)
- RMS (Random Moment Sampling)
- CFIS Reports
- Using the Projection Module

Target Audience: General Interest

Presented By: Tatiana Robinson (ODJFS), Wesley Shrider (ODJFS)

502: Benefit Bridge and Bridge Scores (Public Assistance, Workforce Tracks)

The Benefit Bridge program currently being piloted in ten counties is designed to help individuals gain support, life skills, training, work, and an experience that will help them cross over to self-sufficiency helping to end dependence on public assistance. The program also addresses the “benefit cliff” individuals face when tapering off or ending public assistance benefits due to a household or an individual’s increased earnings.

This workshop is designed to provide a brief overview of the program and look at the Empath Bridge to Self-Sufficiency® and Bridge Scores, a coaching tool that guides goal setting, a self-assessment tool for where one is and wants to be, as well as a measurement tool to assess self-sufficiency.

Target Audience: Introductory, Intermediate

Presented By: Laura Holton (Office of Family Assistance), Denise Olson (Office of Family Assistance), Debbie Smith (Office of Family Assistance), Carissa Vanover (Office of Family Assistance), Lisa Wilson (Office of Family Assistance)

503: Serving Veterans (Workforce Track)

Attend this session to learn how to help members of Ohio's military veteran community in alleviating unemployment and underemployment.

During this session you will learn valuable resources to assist military veterans and spouses, and hear information on a variety of topics including: Veteran Definitions; Priority of Service; Jobs for Veterans State Grant (JVSG); Understanding the DD Form 214; Military Culture, Rank Structure & Military Translation; Licensing & Education, Employment, Apprenticeship, Transitional, and Entrepreneur programs; Financial, Housing, Legal & Medical Resources; Ohio Veteran Employer Programs; and OWD Veteran Programs & OhioMeansJobs.com Functionalities.

Target Audience: Introductory, Intermediate, General Interest

Presented By: Zachary Ludi (ODJFS)

504: Are We-ed or Are We-ed Not? How Will Cannabis Legalization Affect Your Workforce? (Human Resources Track)

Issue 2 is currently the law in Ohio though members in both the House of Representatives and the Senate have proposed changes. The federal scheduling of marijuana and the Farm Bill are also expected to bring more upheaval in the drafting of clear and effective workplace policies.

This session will cover the most current laws, rules, and regulations on implementing Issue 2, including the use of intoxicating hemp products, public consumption, and local funding, as well as federal updates and tips for policy considerations.

Target Audience: Experienced

Presented By: Kelly Babcock (Clemans Nelson & Associates)

505: QIT Quest: Establishing, Monitoring, and Avoiding Common Errors (Medicaid Track)

Participants will gain a comprehensive understanding of Qualified Income Trusts (QITs) and be guided through the process of establishing and monitoring QITs, with a focus on the regulatory requirements and best practices. The course will also address common errors associated with QITs and provide practical solutions to avoid and rectify them. Participants will leave with the skills and tools to confidently manage QITs and ensure they meet Medicaid compliance.

Target Audience: Introductory, Intermediate

Presented By: Karima Akbary (ODM), Shelly Evilsizor (ODM)

506: Discover Your Super Six! The Six Cluster Areas of a Post-Modern Leadership Mindset (Competency & Professional Development Track)

During his keynote, Matt Selker, MPA highlighted the evolution of leadership in the past two decades, dramatically affecting how we engage and lead within our organizations.

In this workshop, Matt will dive deeper into the topic, sharing his 'Super Six' leadership mindset model and research-backed reasons why we should, and how we can, discover our own new style of effective leadership.

Target Audience: General Interest

Presented By: Matthew Selker (Matt Selker & Associates)

507: A Trauma Informed Approach for APS (Adult Protective Services Track)

Trauma can impact individuals in many ways, including socially, psychologically, academically, physiologically, and socioeconomically, and can impair physical health. The more an individual is exposed to a variety of stressful and potentially traumatic experiences, the greater the risk for chronic health conditions and health risk behaviors later in life. Vulnerable populations are at greater risk of experiencing trauma.

This workshop will provide an overview of trauma, its impact, and promoting resilience through fostering control, connection, and meaning.

Target Audience: Introductory

Presented By: Kim Kehl (DCY)

508: Trusting the Trust: Identifying Categories and Impact on Medicaid Eligibility (Long Term Care Track | 2.5-Hour Session)

Participants will gain an in-depth understanding of how to correctly identify the category of trusts and the implications these categories have on Medicaid eligibility. The session will explore the different types of trusts, their characteristics, and the criteria used to categorize them. Participants will learn through a combination of discussions, trust examples, and hands-on exercises, enabling them to apply theoretical knowledge to practical scenarios. By the end of the session, participants will be able to confidently identify trust categories and understand their potential impacts on Medicaid eligibility.

Target Audience: Intermediate

Presented By: Amanda Curtis (ODM), Heather Oesch (ODM), Christina Preston (ODM), Katherine Thomas (ODM)

509: Resources, Toolkits and Materials: How to Find the Help You Need (Public Assistance Track)

This course will provide a basic overview of The Beacon as well as a deeper dive into locating policy information and system material. The facilitators will guide you through a tour of the Program Policy and Systems Page, the Ohio Benefits Program Portal, and show you resources available for SNAP and cash programs. Participants will gain insight on conducting various searches and accessing county statistics, training material, and job aids.

This course is designed for new and experienced personnel who want a full introduction to The Beacon and an opportunity for questions and answers.

Target Audience: Introductory, Intermediate

Presented By: Lynn Evans (Office of Family Assistance), Glenda Martin (Office of Family Assistance)

510: Improving Outcomes: Statewide Efforts to Address Maternal and Infant Vitality (Department of Children & Youth Track)

The Ohio Department of Children and Youth, Bureau of Maternal and Early Childhood Services & Supports is focused on reducing Infant Mortality and helping children thrive and reach their first birthday. In this session, participants will learn about our statewide initiatives to Eliminate Racial Disparities in Infant Mortality, and our Clinical and Community Initiatives Program efforts to reduce maternal and infant morbidity and mortality to improve outcomes for Ohio families.

Target Audience: Introductory, General Interest

Presented By: Stacy Herman (DCY), Dana Mayer (DCY), Allison Payten (DCY)

600 SERIES: 10:05 AM – 11:20 AM

601: F.U.N.D.S.: Fiscal Understanding and Noteworthy Data Strategies Part II (Fiscal Track)

This session will review children services (PCSA) funding sources, identify allowable uses, and analyze best practices for maximizing allocations.

Target Audience: Intermediate

Presented By: Heidi Burns (Morgan CDJFS), Steve Kaifas (Seneca CDJFS), Dan Shook (Franklin PCSA)

602: Expedited SNAP: A Deep Dive Into Complex Scenarios (Public Assistance Track)

This session will provide an overview of the SNAP Expedited policy with an emphasis on error-prone situations regularly encountered at the county level. Processing guidance will include key OBWP steps to ensure accuracy and assist counties in managing their Expedited Application Processing Timeliness (APT) rates.

Target Audience: Introductory, Intermediate, Experienced

Presented By: Kim Bridges (Office of Family Assistance), Stacey Brown (Office of Family Assistance), Marie Dyer (Office of Family Assistance)

603: Promising Practices in Workforce (Workforce Track)

There are tons of great initiatives happening out there! In this session, three counties join us to show off the exciting new ways they are supporting work in their communities.

Knox County is using VR headsets to connect with the community through a dedicated VR Career Lab and extending outreach county wide by loaning headsets to career navigators, employers, and schools.

Defiance and Paulding Counties have partnered with Defiance College, providing out of school young adults with a chance to overcome barriers and expand on their educational gains.

Athens County contracts with their Educational Service Center to provide career coaches in each of the county's five school districts for grades 5-12 career exploration and readiness and their aggressive employer outreach strategy enables customers to be engaged in internships, job shadowing, on-the-job training, subsidized employment, and transportation leading to full-time employment upon graduation.

Target Audience: General Interest

Presented By: Brandy Booth (Knox CDJFS), Tami Collins (Athens CDJFS), Tiffany Rockhold (Defiance/Paulding Consolidated JFS), Roxane Somerlot (Marion CDJFS)

604: Confronting Workplace Conflict (Human Resources Track)

In the swirl of information and interactions, conflicts inevitably emerge in the workplace. When people come together, they bring differing perspectives, opinions, and motives. Confronting Workplace Conflict is an interactive session designed to help you handle the inevitable conflicts that arise at work — assertively, calmly, and rationally.

Target Audience: General Interest

Presented By: Dawnielle Pierce (ODJFS - BCFTA)

605: MITS Essentials: Navigating the Basics (Medicaid Track)

Participants will learn the fundamental features and functionalities of MITS, helping them navigate the system with ease and confidence. The session will cover user interface familiarization, basic commands, and troubleshooting common issues. Real-life scenarios will be used to enhance learning and practical application. Participants will leave with a solid foundation in MITS, enabling them to utilize the system effectively and efficiently.

Target Audience: Intermediate

Presented By: Zachary Kimmett (ODM), Cortlandt Roberts (ODM)

606: Psychological Safety: Best Practices for Talent Motivation and Mentorship (Competency & Professional Development Track)

In this session participants will learn the foundational principles of psychological safety, consider the differences between being safe and being brave, and be introduced to a practice called brave space-making. Before they leave, participants will reflect on how to transfer this knowledge into practice to foster employee motivation and improve mentorship practices.

Target Audience: Introductory, Intermediate

Presented By: Dr. Angela Hosek (Ohio University), Dr. Brittany Peterson (Ohio University)

607: Veteran Health Administration Benefits and Services: An Overview for Community Partners (Adult Protective Services Track)

This session will provide an overview of the Veterans Administration. Topics will include their purpose, programs available, who is eligible for benefits and services, and how someone can apply.

Target Audience: Introductory

Presented By: Amanda Ripke (VA Central Ohio Healthcare System), Melissa Rumer (VA Central Ohio Healthcare System)

609: Strategies To Avoid Most Common Audit & Management Letter Findings (Fiscal Track)

This session will review the Executive Audit Committee's (EAC) role in reviewing audit and management letter findings of our local service agencies. We will identify and discuss the most common findings and have interactive discussions about them and expectations of county agencies in response to the findings.

Target Audience: General Interest

Presented By: Patti Gorman (ODJFS – OFMS)

610: The Importance of Fathers and Creating a Culture of Understanding and Sensitivity Within Government Agencies (Department of Children & Youth Track)

Fathers want to be involved in their children's lives, but many human services programs have not historically focused on supporting fathers. Moreover, positive father involvement is critical for child health and well-being, and it positively affects health and well-being for mothers and fathers. Because of the important contributions fathers make to the well-being of children and families, the U.S. Department of Health and Human Services (HHS) and The Ohio Commission on Fatherhood strategize to improve father engagement in human services programs.

In our presentation you will learn about:

- The Ohio Commission on Fatherhood.
- Fatherhood programming and initiatives.
 - Core Fatherhood programming in Ohio.
 - Pilot Fatherhood Programming in Ohio.
 - Ohio County Fatherhood Mobilization (OCFM) Initiative.
- Outcomes.
 - Return on investment with child support.
- Engaging fathers in children services.
 - Engaging Fathers in Children Services Toolkit for caseworkers at the local public children services agency (PCSA).
 - Engaging Practices to Inspire Change (EPIC) Pilot Fatherhood programming, which introduces a fatherhood professional in the local PCSA.

Target Audience: Introductory, General Interest

Presented By: Presented By: Kimberly Dent (The Ohio Commission on Fatherhood), Ashiko Hudson (The Ohio Commission on Fatherhood)

700 SERIES: 11:40 AM – 12:55 PM

701: Title XX Social Services Block Grant: Summarization of Title XX Reporting Requirements (Fiscal Track)

As we learn the workings of Title XX, we start by explaining what the Social Services Block Grant (SSBG) is; a flexible funding source that allows states and territories to tailor social service programming to their population's needs. Through the SSBG, states provide essential social services that help achieve a myriad of goals that focus on reducing dependency and promoting self-sufficiency, protecting children and adults

from neglect, abuse and exploitation, and helping individuals who are unable to take care of themselves to stay in their homes or to find the best institutional arrangements that would be available to them.

This session is intended to show how the Title XX county users utilize resource information to report Title XX SSBG required activities in the Title XX Reporting System. These required reporting activities include the County Profile Plan (Pre-expenditure Report) and the SSBG Quarterly Reporting.

Target Audience: General Interest

Presented By: Richard Johnson, Jr (ODJFS)

702: Cash Assistance Income Allocation: Whose Money Counts? (Public Assistance Track)

This session will serve as a refresher training on the cash assistance income allocation policy and system processes. We will also define income allocation and provide an understanding of when it is applicable, as well as what it looks like within OBWP.

Target Audience: Introductory, Intermediate, Experienced

Presented By: Daniel Bolton (Office of Family Assistance), Amber Green (Office of Family Assistance), Julie Paulus (Office of Family Assistance)

703: Rapid Response and Layoff Aversion Strategies (Workforce Track)

Rapid Response is a two-fold program, both proactive and reactive. Proactive Rapid Response often looks like layoff aversion, but what is layoff aversion? In this session we will explore what the Department of Labor considers successful layoff aversion, layoff aversion strategies, and the best timeframes that correlate to those strategies.

Target Audience: Introductory, Intermediate, Experienced, General Interest

Presented By: Breeyn Handberg (ODJFS – OWD - RR, WIOA ADW)

704: How to Make Difficult Conversations Less Difficult (Human Resources Track)

From time to time, tough conversations are a necessary part of effective communication and knowing how to be both direct and diplomatic is an important skill. Join us for this interactive session to discuss difficult conversations and how to positively address a range of issues and behaviors with coworkers, customers, and others in the workplace.

Target Audience: General Interest

Presented By: Dawnielle Pierce (ODJFS – BCFTA)

705: Medicaid Movements: Verification Process, Error Avoidance, and Efficient Strategies (Medicaid Track)

Participants will be equipped with essential skills and knowledge to navigate the complex process of Medicaid verifications. This session will cover common pitfalls and errors, offering practical tips and tricks to avoid them, and delve into the best practices of using various sources for verifications, helping participants understand when to use a lead and when to verify (and how to avoid over verifying).

By participating in this session, attendees will enhance their understanding and ability to effectively manage Medicaid verifications, equipping them with the tools to improve their performance and outcomes in their roles.

Target Audience: Introductory, Intermediate

Presented By: Heather Jackson (ODM), Tamika Johnson (ODM)

706: Active Listening: Fostering a Psychologically Safe Workplace (Competency & Professional Development Track)

In this session participants will learn best practices for active listening to foster psychologically safe workplaces, explore barriers to active listening, practice strategies for addressing these challenges, and be introduced to specialized communicative processes for engaging in difficult conversations at work.

Target Audience: Introductory, Intermediate

Presented By: Dr. Angela Hosek (Ohio University), Dr. Brittany Peterson (Ohio University)

707: What's New With ODAPS? (Adult Protective Services Track)

This workshop will provide an update on the Ohio Database for Adult Protective Services (ODAPS) system with facilitators reviewing recent and upcoming enhancements to the ODAPS system. Designed for new and experienced ODAPS system users, participants will gain an understanding of new system enhancements.

Target Audience: General Interest

Presented By: Brianne Perry (ODJFS), Lesley Biesk (ODJFS)

708: Cracking the CSRA Code: A Comprehensive Training on Assessments (Long Term Care Track)

Participants will gain a thorough understanding of the CSRA and its implications in Medicaid eligibility and planning. The course will cover the foundational principles of CSRA, including its purpose, calculation methods, and its role in protecting the financial resources of the community spouse when the other spouse requires long-term care. Participants will also learn about the regulatory guidelines surrounding CSRA and how they are applied in real-world scenarios. Participants will walk away with a clear understanding of CSRA, enabling them to better assist consumers in navigating the complexities of Medicaid eligibility and planning.

Target Audience: Intermediate

Presented By: Cortlandt Roberts (ODM), Carol Sandoval (ODM)

709: Shelter Costs & Utility Expenses: Getting It Right the First Time (Public Assistance Track)

This session will include actual error-prone scenarios regarding SNAP Shelter and Utility Expenses based upon recent county Quality Control reviews. We will also identify specific situations and provide solutions to prevent errors to improve payment accuracy.

Target Audience: Introductory, Intermediate, Experienced

Presented By: Jenny Couch (Office of Family Assistance), Shawn Horner (Office of Family Assistance), Brandi Keaton-Spencer (Office of Family Assistance)

710: CCMEP Best Practices (Workforce Track)

This session will highlight local best practices and strategies from areas and counties around Ohio including Allen, Delaware, and Area 1 (Adams, Brown, Pike, Scioto) along with program updates from the state. Topics will include how to track and spend both TANF and WIOA Youth effectively, how to braid and use other funding sources with CCMEP funds, how to leverage social media to increase enrollments, coordination of services for CCMEP participants enrolled in multiple programs, career coaching models, and developing remote work experiences.

Target Audience: Introductory, Intermediate, Experienced

Presented By: Gerrie Cotter (ODJFS), Crystal Keaton (Area 1 WDB), Jessie Doyle (Allen CDJFS), Carolyn Stout (Delaware CDJFS)
