



**Ohio Job and Family Services Directors' Association
2023 Annual Training Conference
Session Descriptions**

Wednesday, May 17th

100 Series: 9:10 AM – 10:30 AM

100: Technically I'm Ok! (Opening Keynote)

This motivational keynote will explore the emotional and mental wellbeing of employees and the benefits of wholeness in the workplace. Through candid dialogue and engaging activities, this talk will bring components of emotional intelligence, self-care and resilience into a cohesive mandate.

Audience takeaways:

- Learn how all stakeholders create a culture of wellbeing in the workplace.
- The essentials of implementing Peer Supporter best practices to improve wellbeing.
- Implementing work/life balance tools and principles to reduce stress.

Keynote Speaker: Tamekia MizLadi Smith

200 Series: 11:00 AM – 12:15 PM

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

This session will walk participants through Random Moment Sample (RMS) beginning with the employee selecting the program and activity codes, through the cost allocation process, showcasing how employee pay is funded.

Target Audience: Intermediate

Presented By: Terri Burns (Summit CDJFS), Josh Parker (Allen CDJFS), John Folk (Champaign CDJFS), Steve Kaifas (Seneca CDJFS), Matt Kurtz (Lorain CDJFS)

202: Ohio Benefits is Sending in the BOTS! (Public Assistance Track)

The Ohio Benefits Program is a national leader in using Artificial Intelligence (AI) and process automation (BOTS) to support the state and county workforce. The state has deployed a variety of BOTS to alleviate redundant and burdensome tasks for the counties, and to allow county caseworkers to focus on their critical role of serving their clients. Join this session to learn about the existing Ohio Benefits Program Family of Automations, the roadmap for future BOTS, as well as share any ideas that you may have for future automations.

Target Audience: Introductory, Intermediate

Presented By: Kristina Hagberg (DAS), Simon Tam (DAS), David Doyle (DAS), Jason Carbaugh (DAS)

203: What is Estate Recovery? (Medicaid Track)

Are you often asked questions about estate recovery and not sure what to say? If so, this training is for you. During this presentation, Assistant Attorney General Robert Byrne will explain what estate recovery is and how it applies to Ohioans who receive Medicaid. The Ohio Department of Medicaid will also provide guidance and answer questions regarding county responsibilities related to estate recovery.

Target Audience: Intermediate

Presented By: Robert Byrne (Assistant Attorney General Collections Enforcement Section), Karima Akbary (ODM)

204: What Can We Do About the Off-Duty Conduct/Remote Work Issue? (Human Resources Track)

This session will address two topics that can create difficulties for employers. The first segment will focus on employee off-duty conduct. We will look at circumstances when discipline may be appropriate based on an employee's conduct away from work. This discussion will include First Amendment issues and problems presented by social media.

The second portion will address the human resources challenges presented by remote work. This will include a discussion of best practices and the needs of balancing employees coming to the office with the desire to work from home.

Target Audience: Intermediate, Experienced

Presented By: Marc Fishel (Fishel Downey Albrecht Riepenhoff, LLP)

205: Marketing and Recruitment: Thinking Outside the Box (Workforce Track)

Attendees will explore some of the innovative ways counties are marketing their services and recruiting individuals, businesses, and community partners. You'll hear from experts on topics like utilizing virtual reality headsets as a tool in career exploration, strategic social media use, apps for employers, and leveraging existing partnerships across the community.

Target Audience: Introductory, Intermediate

Presented By: Joe Patton (Allen CDJFS), Jessie Doyle (Allen CDJFS), Brandy Booth (Knox CDJFS), Janell Comstock (Ohio WDB Area 15), Josh Luke (OMJ Allen County), Natasha Lancaster (OMJ Allen County)

206: Gratitude Strategies: To Boost Your Business and Lift Your Life (Competency & Professional Development Track)

Unlock the hidden opportunities and discover the "gifts" amidst the challenges of the pandemic with this exciting and interactive session. Led by expert speaker Lisa Ryan, you'll learn how to harness the power of gratitude and create a culture of appreciation in your workplace.

With engaging anecdotes, research, and personal stories, you'll gain practical tools and strategies to boost employee retention, improve overall well-being, and lead with a positive and resilient mindset. Get ready to experience the difference a "Grategy" can make in your leadership journey, and give yourself the gift of self-care for a brighter future. Take advantage of this opportunity to elevate your leadership skills and find the good in even the toughest circumstances.

Target Audience: Intermediate, General Interest

Presented By: Lisa Ryan (Grategy)

207: A Smooth Transition from Worker to Supervisor (Management & Supervision, Adult Protective Services Tracks)

This workshop is designed for newer supervisors who are making the transition from agency worker to supervisor and is appropriate for supervisors in any area of JFS. The topics covered include:

- Engaging with the unit as a new supervisor
- Developing a safe environment to challenge workers to do their best using personal influence
- Setting goals and planning
- Assisting workers in the unit develop through skill building and accountability as a supervisor

Target Audience: Introductory

Presented By: Diana Hoover (Partners for Leadership Growth LLC)

208: What's New with IEVS? (Public Assistance Track)

Fraud Control will cover tips including helping your county reach your timeliness goals, how IEVS are reviewed in the TRIAD process, and enhancements in Ohio Benefits for streamlining IEVS processing.

Target Audience: Intermediate, Experienced

Presented By: Trisha Hale (ODJFS), Natasha Stewart (ODJFS), Amy Kane (ODJFS)

209: Defining Qualifying Activities and Activity Gap, While Exploring the Relationship Between the Two (Child Care Track)

This session is designed to show the relationship between qualifying activities and activity gap. This course will define qualifying activities, and examine examples applicants may have. It will also explore scenarios in which activity gap is applied. The training will include processing guidance on qualifying activities and activity gap in the Ohio Benefits Worker Portal.

Target Audience: Intermediate, Experienced

Presented By: Stacey Brown (OFA - Program Training and Reporting), Glenda Martin (OFA - Program Training and Reporting), Kimberly Bridges (OFA - Program Training and Reporting)

300 Series: 1:45 PM – 3:00 PM

301: 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)

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

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. The 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: Intermediate, Experienced

Presented By: Stephanie Collins (OFA - Outcomes and Analysis), Patti Gorman (ODJFS- OFMS/BCFTA)

303: In It to Win It for Your Ohio EDMS (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? Ever wish you had some tips and tricks from the creators of the solution to make your workday a little bit smoother? This session is for you!

Join Northwoods for an EDMS refresher so you can be in it to win it for Ohio families. After a brief overview of Ohio's EDMS, you'll 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'll also share best practices and tips and tricks to help you use the system more efficiently. Finally, we'll review improvements made to the EDMS since its rollout in 2018, such as reporting or automated Medicaid renewals. The "Unwinding" could make this year especially busy, so we want to help you be as prepared as possible.

Target Audience: Intermediate

Presented By: Jonathan Eakins (Northwoods), Steve Koenig (Northwoods)

304: Teaming Up with Higher Ed: Ohio's CPS Fellowship Pilot (Human Resources Track)

This session will describe the ongoing Ohio CPS Fellowship Pilot, which is active in over a dozen counties in northwest Ohio. This project seeks to engage college juniors and seniors as Fellowship Workers in a PCSA while putting them through extensive training, including CORE.

The session will cover:

- History
- Collaboration
- Funding
- Recruiting
- Interview Process
- Competencies/Training
- CORE
- Field Training

At the end of the session participants will have an understanding of the model and its goals. Training guides and competency lists will also be provided.

Target Audience: Intermediate

305: We Are All Leaders! (Workforce Track)

A leader is someone who can inspire passion and motivation in followers. Words such as influence, wisdom, inspiration, drive, power, knowledge, credibility, foresight, charisma, and perseverance are a few more terms that are generally used to define leadership. A leader can be someone with a vision and the path to realizing it. Perhaps, a leader is someone who ensures their team has support and tools to achieve their goals. Whew, so many choices...and all are good!

Think about it. Doesn't each and every one of us do some or all of those things every day? Some people have an official leadership title, while others simply lead by example. Many people have asked me over the years; what is the secret to being an effective, respected leader? That's exactly what we'll discuss in this workshop session, plus the traits of a leader and whether leaders are born or developed over time with proper training. Session will also include breakout groups and active participation.

Let's work together and discover the leader within us!

Target Audience: General Interest

Presented By: Michael Fazio (Workforce180, LLC)

306: Building Resilience and an Attitude of Gratitude (Competency & Professional Development Track)

This session is designed to help you develop the skills and strategies to be resilient and foster a positive attitude of gratitude in your life and work.

The workshop will begin with an overview of resilience and its importance in everyday life. We will look at the strategies of resilient people, the 5-pillars of resilience, and ways to connect resilience to the practice of gratitude. This will include breakout discussions on self-care strategies for developing resilience, mindfulness, and techniques for managing stress and difficult emotions.

We will also explore techniques for cultivating gratitude and discuss the importance of self-awareness and self-compassion in developing resilience. We will round out the session with a discussion on how to maintain and deepen an attitude of gratitude in your daily life.

At the end of the program, you will be energized with the knowledge that resilience and an attitude of gratitude can be achieved in your life and work.

Target Audience: Introductory, Intermediate, Experienced, General Interest

Presented By: Judy Bodenhamer (University of Akron)

307: Introduction to Social Security (Admin Track)

America's largest domestic benefit program is here to protect the American public. Join us as Social Security Public Affairs Specialists Kelly Draggoo and Theresa Busher and Staff Assistant Dan Damceski share Social Security essentials and updated information everyone needs to know, including:

- Online retirement planning tools, such as the mySocialSecurity account and online calculator tools
- Essentials of early vs. late retirement options
- How work can affect benefits

- Spouse/Survivor Benefits
- Medicare A/B Enrollment
- And more!

Target Audience: Introductory, General Interest

Presented By: Theresa Busher (Social Security Administration), Kelly Draggoo (Social Security Administration), Dan Damceski (Social Security Administration)

308: Keeping EBT Benefits Safe: Know Your Role (Public Assistance Track)

Learn tips for identifying EBT theft as it relates to emerging trends in skimming, cloning, and scamming EBT recipients. And what role does the county agency have in helping customers understand how to protect their benefits?

Target Audience: Introductory, Intermediate, Experienced

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

309: Family Child Care Licensing: How to Assess the Family Child Care Home (Child Care Track | 2.5-Hour Session)

Part One: The first part of the session will focus on the responsibilities of county agency licensing staff for Family Child Care (FCC) home providers. This session will be interactive with mock scenarios to allow county child care licensing staff the opportunity to apply FCC licensing policies into practical inspection procedures for assessing FCC homes.

Part Two (part one attendance prerequisite): The second part of the session will be a continuation of part one, focusing on FCC licensing staff responsibilities. We will review part one activity results, discuss practical inspection procedures, and provide an opportunity for inter-county collaboration.

Target Audience: Introductory, Intermediate, Experienced

Presented By: Jennifer Brown (OFA - Child Care Licensing and Monitoring), Angie Wallace (OFA - Child Care Licensing and Monitoring), Dan Lantz (OFA - Child Care Policy & Technical Assistance), Melissa Louria (OFA - Child Care Policy & Technical Assistance)

310: Let's Have Fun with It! A Return to Routine Operations Game Show (Medicaid Track)

If you think you have what it takes to answer Medicaid-related trivia correctly, then this is the session for you! We will discuss all topics relating to Medicaid, policy, procedures, systems...you name it we will test your knowledge! The goal of this session is for you to walk out confident and ready to Return to Routine Operations.

Target Audience: General Interest

Presented By: Heather Jackson (ODM), Jamie Main (ODM)

400 Series: 3:25 PM – 4:40 PM

401: 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 local service agencies. We will identify and discuss the most common findings, have interactive discussions about them as well as expectations of county agencies in response to the findings.

Target Audience: Introductory, Intermediate, Experienced, General Interest

Presented By: Patti Gorman (ODJFS - OFMS), Lynn Pierson (ODJFS - OFMS)

402: Serving Clients Where They Are: Engaging in Non-Traditional Outreach (Public Assistance Track)

Local JFS agencies are no longer tied to brick-and-mortar offices – they can serve clients wherever they are! Over the years counties have found lots of innovative ways to provide non-traditional outreach and create better access to services. This county-led panel will showcase ideas from around the state and explore their challenges and successes, with hopes that attendees will walk away inspired to try something new.

Target Audience: Introductory, General Interest

Presented By: Sarah Phillips (Athens CDJFS), Lori Sakai (Athens CDJFS), Tammy Goniea (Perry CDJFS), Gina Stotts (Muskingum CDJFS), Lynne Riehle (Hamilton CDJFS), Cheryl Boley (Perry CDJFS)

403: BOTS: What Can They Do for Me? (Medicaid Track)

We know with so many BOTS running, it can be hard to keep track of what they do and what you as a caseworker need to do once the BOT has been deployed. This session will focus on all Medicaid-related BOTS. What does each BOT do, what are the potential outcomes of each BOT, who would you reach out to with questions regarding a specific BOT, and last but not least which ones would you receive a report on? All of these questions and more will be answered during the session.

Target Audience: Intermediate

Presented By: Cortlandt Roberts (ODM), Simon Tam (DAS)

404: Conducting Effective Employment Investigations (Human Resources Track)

How your agency responds to employee complaints and conducts investigations into employment-related issues is linked to your agency's ability to effectively identify, document, and correct identified workplace issues. It also greatly impacts the legal defensibility of an employer's ultimate disciplinary decision.

In this session, attendees will gain an understanding of the importance of documenting employment investigations and will learn to identify WHEN an investigation is needed, WHO should conduct the investigation, and HOW to conduct a proper investigation in order to ensure that the investigation is effective at documenting your agency's resulting decision.

Target Audience: Intermediate

Presented By: Brad Bennett (Bricker & Eckler LLP)

405: Growing Employer Relationships with Business Services (Workforce Track)

This session will highlight best practices around on-the-job training, incumbent worker training, and paid work experiences – including strategies to streamline these business services, recruit business partners, and create opportunities for clients.

Target Audience: Intermediate, Experienced

Presented By: Paige Thomas (ODJFS), Joe Patton (OMJ Allen County), Jessie Doyle (OMJ Allen County), Leigh Samargia-Pflug (Mahoning and Columbiana Training Association), Cyndy Bresnahan (Mahoning and Columbiana Training Association)

406: Serving the Public: How to Develop a Winning Approach (Competency & Professional Development Track)

As local agencies return to pre-pandemic operations, customer service skills have never been more important. Many front line JFS staff have never experienced the challenges that unwinding will bring and will need additional support as they take on this endeavor.

This session will cover the 7 Steps to successful government customer service, so that county agencies can achieve better outcomes for clients. The presentation is appropriate for all JFS staff, from Director to front line staff, with the goal of boosting employee morale, providing better experiences for clients, and increasing overall organizational health.

Target Audience: General Interest

Presented By: Aundrea Cordle (Fairfield County Board of Commissioners)

407: Strategies and Best Practices for Improving Employee Engagement (Management & Supervision Track)

Engaged employees produce better business outcomes than other employees, in good economies and bad. But only 15% of employees worldwide and 30% in the US, fall in the “engaged” category.

We ALL want an engaged workforce but what does that mean and who does that responsibility fall on?

Studies show that 70% of employee engagement falls on the employee’s supervisor or manager. So how do YOU know if your employees are actively engaged or just simply putting in their time?

Join us for this interactive session to determine if your employees are engaged and the five critical pieces to help you manage your team’s engagement.

Target Audience: Introductory, Intermediate, Experienced, General Interest

Presented By: Dawnielle Pierce (ODJFS)

408: Understanding the Value of Your OPERS Retirement (Admin Track)

OPERS members can expect to learn information about where the 10% deduction from their paycheck, and the 14% OPERS contribution from the employer, goes.

This presentation will also cover topics that include determining if you qualify for benefits from the retirement system while actively working.

What is an OPERS pension, how is it calculated, and why is it valuable? What happens if I terminate employment before becoming eligible for retirement? What are my health care options in retirement vs. employer sponsored health care? And, much more!

Target Audience: Intermediate

Presented By: Karen Cacciatore (OPERS)



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Thursday, May 18th

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 the area of costs and cost allocation. This training will provide a base overview of important fiscal topics necessary for the fiscal officer to build a solid foundation of understanding regarding the following topics:

- 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: Thomas McManis (ODJFS - BCFTA)

502: Where to Begin: Cash Assistance or RCA (Public Assistance Track)

This session will assist eligibility workers in the eligibility and processing requirements when an application is received for Cash Assistance. The material and presentation will define the two separate programs, Cash Assistance (TANF) and Refugee Cash Assistance (RCA); providing the similarities and differences to improve worker understanding. This session will also include key components to create the correct program block in the Ohio Benefits Worker Portal. Participants will leave knowing where to begin in the eligibility process and have a better understanding of both Cash Assistance (TANF) and the RCA program.

Target Audience: Intermediate, Experienced

Presented By: Daniel Bolton (OFA - Program Training and Reporting), Shawn Horner (OFA - Program Training and Reporting)

503: Reporting Resources to Manage the Medicaid Workload (Medicaid Track)

Join us to learn about reporting resources that will help counties manage their Medicaid caseloads. This session will cover which reports should be used to track pending applications and renewals, as well as reports that can be utilized to maintain case integrity.

Target Audience: Introductory

504: The Do's and Don'ts of Discipline (Human Resources Track)

In today's changing work environment, effective discipline programs have never been more important. In this session you will learn about standards for discipline, the importance of policies and consistency, what situations require action, and pre-disciplinary processes and investigations. Attendees will leave with the knowledge of how to help employees correct deficiencies in their work so they can grow into valuable, contributing members of the workforce.

Target Audience: Introductory, Intermediate

Presented By: Jonathan Downes (Zashin & Rich Co., LPA)

505: Goal4 It! in CCMEP: Translating Research and Science into a Practical Coaching Approach for Ohio's Young Adults (Workforce Track)

This session will provide an overview of an ongoing initiative to integrate a research- and science-based coaching model into the Comprehensive Case Management and Employment Program (CCMEP). Known as Goal4 It!, this coaching model centers on a four-step process for effectively setting, planning, doing, and reviewing goals, anchored in the science of human behavior, motivation, and self-regulation.

More than half of Ohio's county CCMEP teams have been trained in Goal4 It!, and ODJFS has partnered with Mathematica for nearly four years to support the implementation and integration of this model across the state. This session will discuss some of the key differences between a motivation-driven and a compliance-driven approach as well as the successes, challenges, and lessons learned from implementation to-date. There will also be time for discussion and Q&A.

Target Audience: Introductory, Intermediate, General Interest

Presented By: Jonathan McCay (Mathematica), Ella Gifford-Hawkins (Mathematica), Marcie Littlejohn (Franklin CDJFS, Theresa Groth-Joynt (ODJFS)

506: Leading Without a Title & 7 Deadly Sins that Destroy Your Leadership Credibility (Competency & Professional Development Track)

You may or may not be a supervisor or a manager, but the way you conduct yourself and interact with others will determine the level of leadership you exude. Leadership is a skill, not a title, and there are many ways we can be effective leaders in our everyday lives and current roles.

There are plenty of great managers and supervisors out there, but being great at managing is not the true definition of leadership. In fact, it is not uncommon for individuals in high-ranking positions to be terrible leaders, but excellent managers.

While great managers get things done and move others towards reaching an organization's goals, this is often accomplished through direct accountability and focused mainly on task completion. Leaders get others to work towards a goal, not because they have to, but because they want to.

This session will explore these ideas and discuss the 7 deadly sins that will destroy your ability to effectively lead others now and in the future.

Target Audience: Introductory, Intermediate, General Interest

507: Coach Your Team to Success with Effective Feedback (Management & Supervision Track)

No matter your experience level or title, you always have an opportunity to influence and provide feedback to others to improve. The best coaches are sometimes those that are beside us, rather than above us!

Join Senior Management Consultant Barb Utrup for an interactive and engaging session where attendees will explore ways to coach their team to success, with a primary objective of creating a culture of accountability and communication. During this session we will also look at situational awareness and versatility to promote adaptability to different situations and stakeholders.

Target Audience: General Interest

Presented By: Barb Utrup (PRADCO)

508: Calming the Chaos: Keeping Your Cool When Things Get Hot! (Adult Protective Services, Competency & Professional Development Tracks | 2.5-Hour Session)

When you are a human services worker, a routine client interaction can quickly and unexpectedly become a firestorm of negative emotions. Our worst (and often the most natural) reaction is to fire back in defense, matching their negative emotion.

In this workshop, participants will learn exactly what they can do as a client interaction gets out of hand and a situation needs to be diffused. As a participant, you will walk away armed with self-regulation strategies that allow you to remain centered while using de-escalation tactics to help clients regain calm.

Target Audience: General Interest

Presented By: Anthony President (Presidential Consultants, LLC)

509: Payment After Denial (PAD) (Child Care Track)

This session will review Payment After Denial eligibility requirements for child care. It will also demonstrate system steps for processing PAD within the Ohio Benefits Worker Portal along with troubleshooting tips for workers when they encounter an unexpected result.

Target Audience: General Interest

Presented By: Brandi Keaton-Spencer (OFA - Program Training and Reporting), Lisa Wilson (OFA - Program Training and Reporting)

600 Series: 10:05 AM – 11:20 AM

601: Public Sector Procurement and Competitive Bidding (Fiscal Track)

Attendees will gain knowledge about general public procurement practices, Ohio county code regulations, and competitive bidding thresholds and processes. The ODJFS Procurement Plan Disclosure Checklist, which focuses on federal and Ohio Administrative Code specific requirements that apply to local JFS agencies when using federal funds, will also be highlighted. Attendees will leave with clear guidance on when Ohio rules apply and when federal rules apply to procurement situations.

Target Audience: Introductory

Presented By: Megan Perry-Balonier (Franklin County), Alan Thompson (ODJFS), Leighann Cook (ODJFS)

602: 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 regarding meeting work participation rates. Questions such as “What’s required to meet the rate? Who’s included in the numerator? Who’s 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.

Target Audience: Intermediate, Experienced

Presented By: Katie Smith (OFA - Program Training and Reporting), Ron Corbitt (OFA - Program Training and Reporting), Dave Stewart (OFA - Outcomes and Analysis)

603: Save the Date! Determining Baseline Dates for Long Term Care Cases (Long Term Care Track)

Determining the Baseline Date and First Continuous Period of Institutionalization for a long-term care case can be difficult in the best of circumstances. Let us help you become a pro at it! During this session we will discuss how these concepts are applied and supported in applicable policy and how to enter information into OBWP along with stepping out scenarios all related to Baseline Dates and First Continuous Periods of Institutionalization.

Target Audience: Intermediate

Presented By: Jamie Main (ODM), Carol Sandoval (ODM)

604: The Importance of Employee Retention and Engagement (Human Resources Track)

In today's labor market, it is critical that organizations rethink how they retain and engage employees. This often includes thinking "outside the box" regarding how business is done. Leaders must figure out how to balance meeting the needs of employees while continuing to serve clients/consumers in the most effective manner. And we have to do all of this without compromising standards and the bottom line!

Join us for a candid evaluation of the current labor market and how to strategically shift your organization for sustained growth and impact.

Target Audience: General Interest

Presented By: Valarie Nash (Summit County Children Services)

605: Apprenticeship & Pre-Apprenticeship: Opening a Skilled Pipeline (Workforce Track)

Rapid growth and economic development have brought new industry and new occupations to Ohio. Apprenticeship programs are one of the most effective ways to reach, train, and retain our labor force and open a skilled pipeline for new and existing employers.

This session will provide an overview of Apprenticeship and Pre-Apprenticeship programs requirements, various opportunities that have been utilized, and how new sectors are being penetrated. The session will have local workforce area panelists who have successfully navigated the process with time for discussion and Q&A.

Target Audience: Introductory, Intermediate

Presented By: Rocky Rockhold (Greater Ohio Workforce Board), Carol Owen-Kern (Seneca County JFS/OMJ), Rick Szabrak (Area 20 Workforce Development Board/Fairfield County Economic and Workforce Development), Holly Endicott (OWD/ApprenticeOhio)

606: The 10 Cs of Good versus Bad Leadership Styles (Competency & Professional Development Track)

This interactive session will focus on the 10 Cs of good leadership qualities versus the 10 Cs of bad leadership qualities. The goal of this session is to discover where you fit in each category, identify your leadership strengths and weaknesses, and help maintain and improve upon your style of leadership. The session will be taught in a Jeopardy format, which will test the participants' knowledge, and give each participant a chance to walk out with "100 Grand" in their pocket.

Target Audience: Introductory

Presented By: Lauren Cavanaugh (Leadership Trainer)

607: Customer Service Standardization (CSS)/ IVR Re-Architecture Update: System Enhancements & More (Public Assistance Track)

This session will provide updates on the latest enhancements to the Finesse/IVR platform, including updates on the re-architecture rollout, viable audio signature alternatives, and general Q&A for all things CSS-related.

Target Audience: Introductory, Experienced, General Interest

Presented By: Mike McCaman (DAS Contractor)

609: Avoiding Portal Potholes: OCLQS from the Providers Perspective (Child Care Track)

This session will highlight OCLQS program transactions from a provider perspective. Information will include supporting programs when submitting a new program application and initial rates, change of locations, program updates, updating PFCC agreements and financial information, including accreditations. Program job aides will also be shared.

Target Audience: Introductory, Intermediate, Experienced

Presented By: Shannon Gardiner (OFA - Child Care Operational Support), Melissa Meyers (Child Care Operational Support), Bill Moore (Child Care Operational Support)

700 Series: 11:45 AM – 1:00 PM

701: Key Concepts for Federal Claiming (Fiscal Track)

In this session you will learn key general concepts that apply to federal claiming, including what makes costs allowable for general federal reimbursement, monitoring of sub grants and contracts, cost allocation, and intra-county payments. We will also incorporate discussion of recommendations from our county monitoring process.

Target Audience: Introductory, Intermediate, Experienced

Presented By: Alan Thompson (ODJFS - OFMS), Leighann Cook (ODJFS - County Monitoring Central and Southeast), Levi Hill (ODJFS - County Monitoring West), Lisa White (ODJFS - County Monitoring Northeast)

702: EDBC Discovery/ Date of Discovery (Public Assistance Track)

This session will provide policy guidance on leveraging EDBC Discovery Override and Date of Discovery in OBWP as well as a high-level overview of SNAP Expedited Services policy. We will also review questions received from county agencies regarding the application of EDBC Discovery Override and Date of Discovery.

Target Audience: Intermediate, Experienced

Presented By: Jennifer Couch (OFA - Program Training and Reporting), Amber Green (OFA - Program Training and Reporting)

703: Working Together to Create the Best Long Term Care Case (Long Term Care Track)

This Medicaid eligibility 101 training will break down the basics of Medicaid with focus on long term care. All Medicaid eligibility involves basic conditions of eligibility, reviewing financial information, and can include a review of the resources available. We will discuss the county role in this process and the responsibility community partners have when determining eligibility. COAAA agencies, nursing facilities, and other outside entities, join us for discussion and clarification on how we can work together to continue to serve Ohioans.

Target Audience: Intermediate, General Interest

Presented By: Sabina Hosafros (ODM)

704: Workplace Accommodations and Use of Leave (Human Resources Track)

This session will cover the purpose of the Americans with Disabilities Act (ADA) and the employer's obligations and responsibilities. We will address how the ADA works with aspects of other leave (e.g., FMLA, voluntary disability, etc.), and will learn how to recognize reasonable accommodations and avoid discrimination based on a disability. This session will also address recent amendments to the Federal Pregnant Workers Fairness Act and PUMP for Nursing Mother's Act.

Target Audience: Intermediate

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

705: ARIES and Measurable Skill Gains: What Are They and Where Are They Documented? (Workforce Track)

This session will be presented by the ARIES and Office of Workforce Development Performance Teams to give users valuable information on Measurable Skill Gains (MSGs). Presenters will cover MSGs that demonstrate positive outcomes for customers who are enrolled in workforce programs. In addition, a demonstration of where to enter MSGs into ARIES will be provided. Participants will leave the session with a better understanding of MSGs, their relationship to ARIES and performance reporting.

Target Audience: Introductory, Intermediate

706: Conflict Resolution: A Strength-Based Approach to Addressing Issues (Competency & Professional Development Track)

In this workshop, we will explore actions and frameworks to effectively navigate and resolve conflict in a strength-based way. Participants will better understand their role in creating a safe space where positive, trust-based relationships can flourish, and present and future conflict can be minimized. Attendees will leave with practical strategies, actionable skills, and new knowledge that will aid them in resolving conflict.

Learning outcomes:

- Act to build relationships that make it safe to talk.
- Give and receive constructive feedback in a way it is valued.
- Identify and describe characteristics of the five preferred conflict management style.
- Successfully apply de-escalation techniques.

Target Audience: Introductory, Intermediate, Experienced, General Interest

Presented by: Matthew Selker (Matt Selker & Associates)

707: Essentials of Trauma-Competent Leadership (Management & Supervision Track)

Public service organizations are operating in unprecedented circumstances, including high rates of staff burnout, turnover, and decreased compassion. The impact is significant on clients and families, but also on the workforce. Trauma-competent leadership and effective supervision in such a setting is essential.

This session will define the role of a trauma-competent leader and supervisor, as well as provide universal best practices to be applied to every organizational setting. Participants will also receive digital tools to support their work.

Target Audience: Intermediate, Experienced

Presented By: Jesse Schroeder (South-Western City Schools)

708: Ramping Up to Renewals (Medicaid Track)

Renewals can be complex and time consuming to process. Is your county processing them in the most efficient way possible? There are many moving parts when it comes to processing a renewal. You may be asking yourself constantly "what verifications do I need to request, who is required to sign the renewal form, or where do I enter information in OBWP?". During this session we will answer those questions and more. We will also provide tips and tricks to help you process renewals in the most time efficient way.

Target Audience: Intermediate, General Interest

Presented By: Mary Burns (ODM), Amanda Curtis (ODM)

709: Organizing and Leveraging the Resource Databank (Public Assistance, Child Care Tracks)

This session will focus on effectively supporting the SNAP, cash, and child care programs by providing up-to-date resource information that can be used by workers to assist individuals best meet eligibility requirements for receiving

public benefits. The session will also focus on work activity assignments and related reports through a review of the resource databank functionality.

Target Audience: Introductory, Intermediate, Experienced

Presented By: Marie Dyer (OFA - Program Policy and Systems), Kina Colbert (OFA - Outcomes and Analysis)
