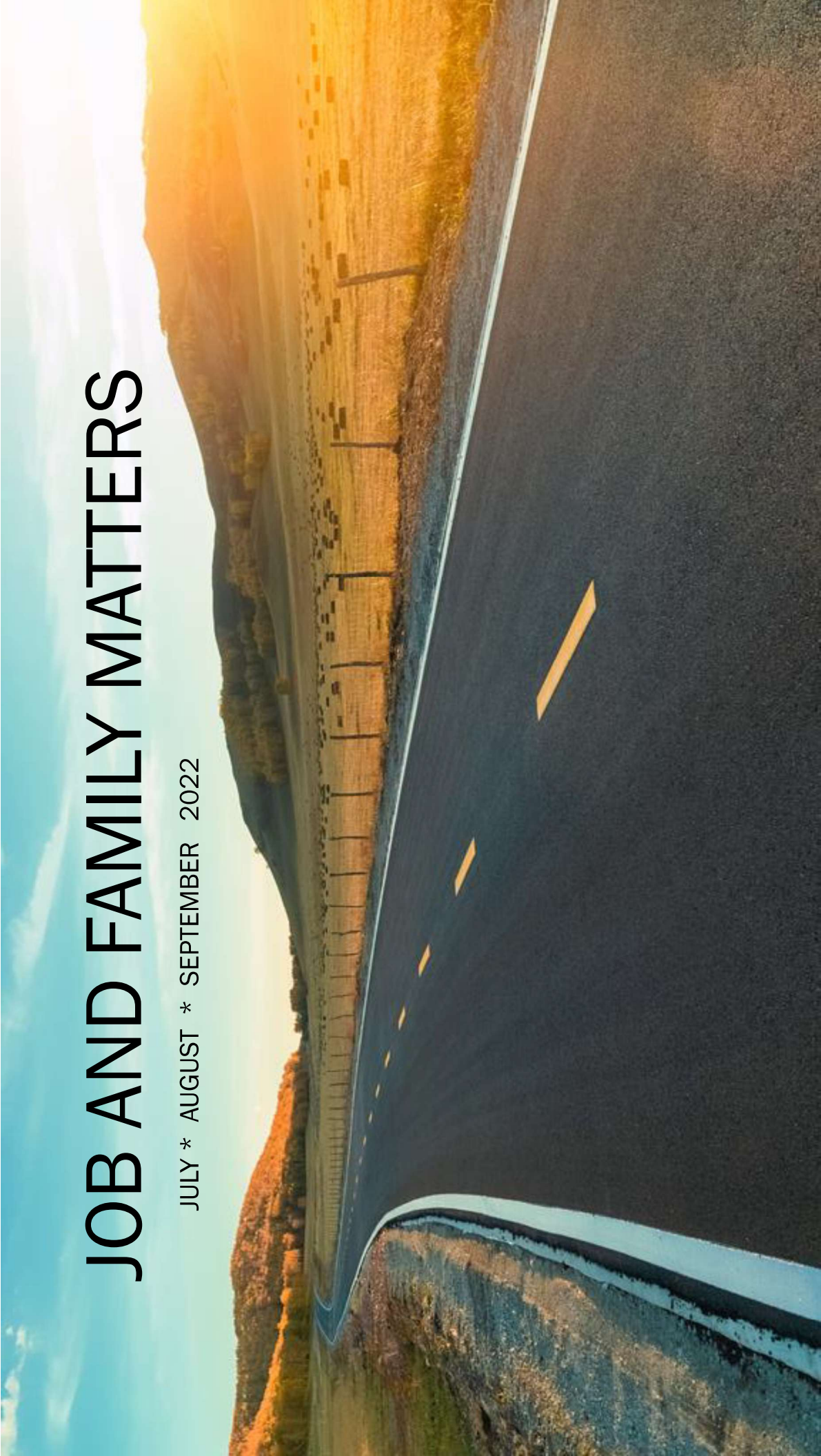


JOB AND FAMILY MATTERS

JULY * AUGUST * SEPTEMBER 2022



CSEA

By Krista Hovis

Happy Fall, ya'll! It seems like we went straight from summer to fall overnight. The end of summer isn't all bad though. It means pumpkin spice everything, getting to wear cute boots and jackets, football, and baseball playoffs (Go Guardians!). All good stuff, in my opinion! The end of summer also means the end of Child Support Awareness Month, which was in August. In addition to the license reinstatement and warrant amnesty programs for clients, Leah Doering's sister, who is a yoga instructor, came in to teach some of us breathing techniques and relaxing yoga poses to help with our mental health. Those of us who participated felt great afterward! CSEA employees also had a lunch training and team building exercise. Our lunch was catered by Roots Chicken and was delicious! We attempted to plant and grow succulents and cacti. Attempted being the key word. Most of our plants were not successful. It was clearly a problem with the kits, not our plant-growing abilities. (Ok, I'll own my lack of green thumb. It's amazing my three kids have made it to adulthood.)

In addition to all of that, CSEA handed out goodie bags to many people here within the building and at the courthouse. We also sent thank you notes to several employers in the area who have been especially helpful in our efforts to collect child support and get medical insurance information.

Our outreach isn't ending now that August is over. CSEA will have a table during Spooktacular at Terra State Community College's Student Activities Center on October 27th. This is a free event. Stop by to see us between 5-7 pm!

In other exciting news, Celina Arter and Megan Rapier are back from maternity leave! This means we are once again fully staffed. While they may miss being with their adorable little pumpkins, we sure are happy to have them back.

Celina and Megan are getting back and settled in just in time to prepare for the new SETS! You heard that right, after 24 years the State of Ohio is getting a new and improved SETS system. What is SETS, you may be asking? It is the computer system used throughout the State of Ohio to track child support cases. It came online in 1998 and looks it. The updated system will be cloud based, as opposed to mainframe based. This means we will actually be able use the system on the first of the month, which we currently can't do. Why? The monthly updates run overnight from the last day of the month through the first day of the next month. If that falls in the middle of the week all we can do is read the system, we can't update anything or print any forms out of SETS. Its incredibly inconvenient. Monthly updates will only take about eight hours to complete in the new system, instead of 24 hours.

The new SETS is supposed to be going out to pilot counties in a few weeks. It is scheduled to be rolled out to the rest of the State in the middle of January 2023. We are cautiously optimistic as we thought we were getting the system earlier this year. Some of the new features are going to mean changes in how we see cases and navigate through them. It will be different, but also exciting. There will be a big learning curve, especially for those of us who are more "seasoned", but it is a much-needed change. Hopefully, we'll have an update on the new system in the next article.

Until then, enjoy the leaves, pumpkins and cooler temps!

"USERNAME OR PASSWORD
INCORRECT."



..WELL
AT LEAST
TELL ME
WHICH
ONE IT IS.

MIS Marti's
Megabytes

Computer Security Awareness training has begun! On Thursday, September 29th all users should have received an email from EB5_Training@ohiohealth.ohio.gov. We have until October 31st to complete the 4 modules or else our accounts can be turned off. It should take about an hour.

Finally received a new RightFax gateway to replace the one with a bad port due to a power surge over a weekend months ago. Still waiting for them to contact me about a good time to set it up.

Also had to replace 4 docking stations, 1 scanner, and numerous phones. Had to replace parts on a printer and a fax machine. Lightning is no joke; I feel it can be one of the most damaging things when it comes to electrical equipment. It's also the hardest to troubleshoot because it can travel through power cords (and wiring), phone lines and ethernet lines.

I have been fighting with DAS getting people back into the system after Leave of Absence. I think if we talk to the right person, it gets fixed. But I have also learned that every Wednesday morning around 4 am, the state runs a script to offboard users who haven't signed in for more than 30 days.

You are going to want to setup a second device for MFA/DUO **BEFORE** you forget your phone. A How-to was emailed on 01-11-2022. This is also in SPO when you search "Adding an Additional line to DUO". We all have those days...☹️

The state keeps updating our system weekly. It usually does this over night on the network, so if you work remotely on a regular basis, you may have to check your Software Center on a regular basis for any updates you might have missed. While connected to the State network, open the Software Center icon on your desktop or under Start.



You will want to check
Applications, Updates,
and Operating Systems



[Requesting a DUO re-enrollment link \(Self-service for existing DUO customers\)](#)

ohiodas.sharepoint.com

The steps to for existing DUO customers to request a re-enrollment link (for example, new device with same phone number).

Ctrl+Click the link above or find it in SPO when you search "DUO".

SHOUT OUTS FOR THE 3RD QUARTER 2022.....

Brittney Jahna - Stepping up hard and good! She turned in a statement of facts on a very complicated abuse case and did not have ONE correction upon review!!

Brittney Reed - Spoke with customer thru the call center today. She advised me he would be coming in to sign some papers as he did. While he was here he could not say enough good about Brittney. He stated she is very knowledgeable, helpful, explained everything in detail and a pleasure to speak to. He said she is a blessing in disguise. He stated he thought child support hates dads but now feels differently.

CHILDREN SERVICES SHOUT OUT.....

Angela Wheeler - Last Friday (Shout Out email was from July), Angela jumped in at the last minute to facilitate a SAR meeting at court and attended 2 court hearings with workers for me. This was so helpful since there were people off that day and many other moving parts in our unit for a busy Friday. Angela showed how she is able to adapt and lead our team.

Linda Ackerman - was working remotely last Friday, not feeling well at all, yet still managed all the calls from a worker in the field implementing a safety plan. Her assistance was critical in ensuring the safety of the children.

Brittney Jahna walked into that situation unexpectedly and already had a jam packed day. Brittney handled the stress and made sure those children were safe. Leslie Adams later assisted Brittney while going out and working into the evening to ensure the safety of the children on another one of Brittney's cases. Jenny Ayers also jumped in and helped Alicia Mulligan to initiate a new case. I am sure there are many others that helped each other out last Friday so please know moments were noticed too!

Last Friday was a day, but we all survived and ensured the children of Sandusky County were safe. Our workers often sacrifice their own schedules, their own families, their own plans by working into the evenings or starting early in the mornings; we often get called nasty names, cussed at, yelled at, demeaned, but we keep showing up and dedicating our careers to child welfare 🍷 I see you, appreciate your team effort, and your hard work for this agency and your families we serve. Thank you 🙏

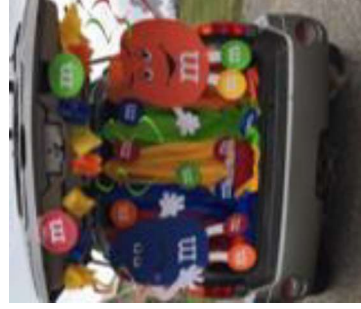
AND THE WINNER IS.....Brittney Jahna!!!!

CHILDREN SERVICES



Welcome to the hustle and bustle of the Fall Season! In the past two years our unit has worked hard to get involved in community events promoting a positive perception of our agency. Not an easy task but sharing the goal that as a community we care about children and families! On September 25, 2022, Children Services participated with other community partners at the Promedica Family Fun Fest. This event centered around the physical and mental well-being of children. Children Services chose the activity "Positive Praise" allowing children to make a bookmark and or magnet to take home. The Family Fun Fest served more than 200 children. It was definitely a rain or shine event! The rain did not stop these kiddos from participating in all the family centered events!

In October Children Services will be participating in Trunk or Treat at the Fremont Rec Center on October 22, 2022, and Spooktacular at Terra Community College on October 27, 2022. We welcome you to come out and see us!



Due to several grants, thanks to COVID, Adult Protective Services received over \$50,000.00 to promote community awareness and help improve the quality of life for seniors in Sandusky County. This funding made it possible for Adult Protection to provide extra boxed meals in partnership with Meals on Wheels. APS was able to donate K-Cups, Ice Cream Sundaes, and needed hygiene products to the senior centers. APS came out big at the Sandusky County fair donating many promotional items to the senior center tent. Gabby Henry is our primary adult protection worker and thankfully, while she continues to carry a small children services case load, she can spend time focusing on improving services in our community. Arica Rakay is our Independent Living Worker, and she also provides a great deal of support to our APS team. Recently, a Memorandum of Understanding was completed with Great Lakes Community Partnership. This will result in seniors getting needed safety changes made to their home which could include installation of a walk-in shower or safety bars amongst other things. In August our agency set up an Adult Protection Booth at the Fremont Farmer's Market. We will be back on October 15, 2022, for more fun. Finally, Gabby and Arica will be providing give aways at the Bellevue Care Center's Trunk or Treat. We are amazed how many people stop and are interested in learning more about our services. We will be giving away 2 electronic tablets at the Farmer's Market at noon this Saturday. Come join in on the fun and stay tuned for bigger and better activities and educational events in 2023.

PUBLIC ASSISTANCE

Welcome fall, our most favorite time of all; especially for our Public Assistance Division! We're excited to announce the proclamation from the Commissioners recognizing the month of **October as Public Assistance Awareness Month**. Our workers deserve honor an appreciation for all their hard work through the year! In addition to the excitement, our wonderful PRC team was able to assist many families in our community. Sandusky County was awarded COVID funds allowing us to provide **110 families** with **\$750**. They were also able to provide school children with a total of **150** bookbags including lunch boxes, rulers, pens, pencils, notebooks, tissues, antibacterial wipes, and more!

In other news, the *Medicaid Unwinding* (ending of the Public Health Emergency) is still on the horizon. Our team is preparing with no end date in sight, to face this head on and serve our consumers the best way possible. Overdue Medicaid renewals are being addressed and renewal packets are being sent out, in hopes of alleviating our unforeseen future. **Stay tuned!**



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American Job Center network



JULY - SEPTEMBER 2022

The department has been exceptionally busy working with employers this quarter!

- The agency assisted Freeman with establishing an Apprenticeship program sponsored by GOWB and is pending approval with the Ohio Apprenticeship Council. This is the very first apprenticeship submitted for Sandusky County and we are working alongside them to help pay for the education of their apprentices.
- We partnered with Children Services to staff the Sandusky County Fair booth and already have big plans for next year!
- Scheduled Mizzie's Juices for a week to coincide with the Marshall's firing event. Despite Marshall's last minute canceling, Mizzie's was a HIT!
- We participated in Downtown Fremont Farmer's Market on 8/20...come see us on 10/15 if you're down there!
- Staff is partnering with Terra to offer free career services and the HYPE program to Terra students
- A wage and benefits analysis survey was conducted, receiving 44 responses from Sandusky County employers. In comparison, the agency worked with 3 counties on a 2021 project and outsourced the work to the "professionals," only receiving 34 responses for Sandusky county... results coming soon!



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OMJ CONTINUED

Two of our OMJ members are participating in Leadership Sandusky County and we are excited to see their growth and expansion of knowledge through the nine-month program!

Our brand-new supervisor and licensing inspector completed childcare monitoring and despite being a nervous wreck, we made it through while earning a lot! The state was very complimentary to Morgan about doing well for being so new!

The department helped 130 families of Sandusky county with child care assistance! April has been rocking and rolling with these applications.

The Pathway-Home grant had it's first participant receive incentive money for successfully obtaining and maintaining employment! He was beyond grateful for all the help received from this program and continues to do excellent with his sobriety and employment!



TRI-COUNTY
treatment
FOSTER CARE

HYPE is currently serving 50 Sandusky County youth with education and employment goals! There has been a recent uptick in participants interested in the program and enrollment!

Send any youth ages 14-24 our way if they need help with education/employment goals!

We are working to obtain some VR goggles for the program to assist with career exploration and testing for in-demand occupations.

TREATMENT

UPDATES

Jenni & Casey went to New Orleans, LA in July to learn more about recruitment and retention efforts! It was hot, the city smelled like garbage, but a lot was learned!

We are currently on target to license 4 treatment foster homes by the end of the year!



ANNUAL FIRE EXTINGUISHER TRAINING FOR STAFF



3rd QUARTER ANNIVERSARIES 2022



JULY	
Jackie Mowry	32 Years
Melanie Allen	25 Years
Dean Ross	15 Years
Bob Anderson	5 Years
Arcadia Thurn	4 Years
Jacob Berryman	3 Years
AUGUST	
Linda Ackerman	24 Years
Sarah Mason	15 Years
Bethany Wilburn	13 Years
Jolene Smith	5 Years
Melissa Cruz	3 Years
Melanie Craig	3 Years
Brenda Mulcahy	3 Years
Summer Repass	3 Years
Leah Doering	1 Year
Jena Willey	1 Year
SEPTEMBER	
Elaine Franks	32 Years
Tami Ward	28 Years
Jessica Murphy	21 Years
Renee Livas	24 Years
Gina Muratori	6 Years
Charmin Hetrick	11 Years
Sakeena McDonald	4 Years

3rd Quarter 2022 New Hires



Aimee Martinez
Children Services – Visitation
07/25/2022



Alex Russell
Children Services – Intake
08/29/2022

WELCOME TO THE AGENCY!