

The Ohio Department of Job and Family Services (ODJFS) is responsible for developing and supervising the state's public assistance, workforce development, unemployment compensation, child and adult protective services, adoption, child care and child support programs. ODJFS also is the single state agency responsible for the administration of Ohio's Medicaid program.\* In order to better manage all of these programs, ODJFS has developed a comprehensive strategic plan. This plan is unique in that it links the agency's measurement system directly to its goals and objectives. This ensures alignment throughout the agency, better use of limited resources and agency-wide accountability.

## STRATEGIC PLAN

### MISSION

To improve the well-being of Ohio's workforce and families by promoting economic self-sufficiency and ensuring the safety of Ohio's most vulnerable citizens.

### VISION

To be the nation's leading workforce development and family and health support system.

### VALUES

- Accountability
- Innovation
- Teamwork
- Integrity
- Compassion

## GOALS AND OBJECTIVES



### GOAL 1

Individuals and business will realize their greatest degree of economic success, with a workforce equipped with the skills employers need.

#### OBJECTIVES

- Enhance the skill sets of our workforce to meet the needs of high-growth and emerging industries.
- Improve efficiencies for employers who use our services.
- Decrease the need to rely on temporary financial support.
- Increase the percentage of youth prepared to pursue a career.



### GOAL 2

Children will grow up safe and healthy.

#### OBJECTIVES

- Increase the percentage of safe and healthy children.
- Decrease the percentage of children living in poverty.
- Increase the percentage of children ready for school.
- Increase the access and availability of services contributing to the well-being of children.



### GOAL 3

ODJFS will strengthen Ohio families through the delivery of integrated solutions to temporary challenges.

#### OBJECTIVES

- Maximize the value of services delivered to low-income, working families.
- Improve service delivery outcomes through modernization and innovation.
- Improve customer service through the elimination of silos and bureaucracy.
- Improve the productivity and accountability of our organization.

\* The goals for Ohio's Medicaid program are included in the appendix to this plan.