

is an area where PCSAs have a lot of work to do in order to be in compliance. To help PCSAs meet compliance, the Bureau of Civil Rights is releasing (early 2003) language cards that consumers can use to identify their spoken language. Each PCSA should have policies in alternate languages which are represented in their community.

- The ODJFS Bureau of Civil Rights does not have jurisdiction over county equal employment opportunity complaints.
- Complaints are required to be filed with the ODJFS Bureau of Civil Rights within 180 days; unless there is good cause. Complaints are only accepted if they are within the ODJFS jurisdiction; if they are not within the ODJFS jurisdiction, the consumer is referred to the PCSA ombudsman. The Bureau of Civil Rights has 90 days to complete the investigation.
- Each PCSA should have a Civil Rights Coordinator, and this position can be the same as the PCSA IEPA/MEPA Coordinator. The ODJFS Bureau of Civil Rights will work with the PCSA Civil Rights Coordinator on all complaints.
- Each PCSA should have a Civil Rights Plan. A model Civil Rights Plan is available from the Bureau of Civil Rights.
- The Bureau of Civil Rights recommended that each PCSA train their staff on civil rights at least once a year.
- The ODJFS Bureau of Civil Rights, upon completion of an investigation, can release one of two findings: Probable cause or no findings. Probable cause findings usually lead to mediation.
- Please call the Bureau of Civil Rights at any time with questions.

Outcome:

- There needs to be a linkage between the Office for Children and Families, Technical Assistance Center, and the Bureau of Civil Rights in order to ensure that the appropriate complaints are being referred to the Bureau of Civil Rights.
- The Office for Children and Families will work with the Bureau of Civil Rights on distributing to all 88 PCSAs a copy of the model Civil Rights Plan.
- The Bureau of Civil Rights is planning to provide a Civil Rights training next late Winter/Spring. The Office for Children and Families will work with the Bureau of Civil Rights on scheduling/publicizing this training.
- The OCF ELC expressed concern with the Bureau of Civil Rights' Engagement Letter. The Bureau of Civil Rights agreed to review this letter.

Performance Center/Strategic Plan:

- The ODJFS is currently engaged in a strategic planning process. The process began in May, and is being driven by a Design Team made up of representatives from each ODJFS Office, OCSEA, and 1199. The Design Team's work is being affirmed by the Guide Team, which is made up of the Deputy Directors, the Assistant Directors and Director Hayes.
- The first phase of the planning process was to develop the mission, vision and values statements for the Department. ODJFS employees were asked to help create these statements using an on-line survey. The following "working versions" have been adopted:
 - a. Mission: To help Ohioans improve the quality of their lives.
 - b. Vision: To be the nation's leading family support and workforce development system.
 - c. Values: Accountability, Compassion, Integrity, Respect, and Teamwork.
- The second phase of the planning process was to assess the Department's internal strengths and weaknesses, and our external threats and liabilities. Three ODJFS Offices (Ohio Health Plans, Children and Families, Child Support) have recently been engaged in strategic planning efforts and the data from their analysis were compiled with data used by the Design Team. The issues identified from this process fell into four broad categories:
 - a. Our employees are concerned about reduced funding for the agency at a time when more Ohioans will need our services.
 - b. Our employees want to provide excellent customer service.

- c. Our employees want to take advantage of emergency technology to reduce costs and improve customer service.
- d. Our employees want a positive work environment and they want the training and the tools they need to do their jobs well.
- The Design Team is currently working in the third phase of the planning process to identify the agency's goals and objectives for the next 3-5 years. A scorecard will be built that will measure each goal from the perspectives identified in the Department's analysis of the agency, as outlined above.
- Once the third phase is completed, the Design Team will be asking several groups of people to review the work and provide feedback. The Department's performance toward the goals and objectives identified in the ODJFS strategic plan will be reported through the Performance Center beginning early in 2003.

Please contact Krista Sisterhen with any questions, or input into the Department's strategic planning process, at (614) 728-2445.

Outcomes of the Performance Center Demonstration:

- All of the Child and Family Services Review indicators will be used as the Office for Children and Families' outcome measures.
- In response to PCSA concerns about access to "point-in-time" data, the Data Analysis Reporting Tool (DART) was discussed. DART stems from COGNOS and is accessible at each PCSA; however, each PCSA must be trained and complete access forms.
- The PCSAs without access to the Wide Area Network have availability to DART through the ODJFS innerweb; the Bureau of Automated Systems will send letters regarding access.
- The OCF ELC recommended that the Department provide Executive training on DART and host "user group" meetings monthly or bi monthly. The "user group" meetings will be used for training purposes as well as data analysis sessions.
- CPOE is in the process of being revised to better fit with DART and the Performance Center.
- The OCF ELC agreed that not only should the Department be collecting/analyzing the CFPSR outcome measures, the Department should be collecting/analyzing data that affects the health and safety of our children.

Budget Update:

- OBM hearings were held last week.
- OCF supplemental requests included moving TANF funded child welfare programs to GRF; maintain transfer to Title XX; and COA incentive funding.
- SFY 2003 child care funding is looking better due to the transfer of some TANF funds to child care. However, this does not address the projected SFY 04/05 budget shortfall.
- Child Care cost containment measures (to be implemented late winter/early Spring) include: reduction in eligibility to 150% FPL; increase co-payments (focusing on easy administrative methods); freeze provider market rates; and decrease PPI to 60% instead of 75%.
- The OCF ELC raised several concerns regarding PPI: increase of PPI in census days and current research on the safety of children in PPI homes.

Adoption Update:

- Invitations were sent to PCSAs asking them to join a workgroup to review various adoption issues: Adoption assistance, PASSS, special needs definition, etc. Several PCSAs, and two adoptive parents, have responded. A response is still needed from Franklin County CSB, Hamilton County DJFS, and Lucas County CSB.
- The first meeting is scheduled for December 2002.

Date: January 15, 2003
Location: Room 1914, Riffe Center

Time: 9:00 a.m. to 10:30 a.m. (ELC With Advocates)

Facilitator: Barbara Riley
Meeting Purpose: Information Sharing and Planning

Scribe: Candace Novak

***Meeting Agenda
(ELC with advocates)***

TIME	TOPIC	PERSON	METHOD	OUTCOME
5	Welcome - Review Agenda, Add Topics	Barbara/China	Discuss	Information Sharing
10	Child Care Funding	Terrie Hare	Present	Information Sharing
10	SFY 04/05 Budget	BER	Present	Information Sharing
10	PA 01-02	Dennis Blazey	Discuss	Information Sharing
10	Strategic Planning	Lyn Bissonnette	Discuss	Information Sharing
30	PIP	Joan Van Hull	Discuss	Planning
15	Next Steps	Barbara	Discuss	Planning

Date: January 15, 2003
Location: Room 1914, Riffe Center

Time: 10:45 a.m. to 12:45 p.m. (ELC)

Facilitator: Barbara Riley
Meeting Purpose: Information Sharing and Planning

Scribe: Candace Novak

***Meeting Agenda
(Primary ELC)***

TIME	TOPIC	PERSON	METHOD	OUTCOME
5	Welcome	Barbara/China	Discuss	Present/Start Meeting
20	Adoption - Workgroup Update	Ron Browder	Present	Information Sharing and Planning
60	DART Presentation of Placement Data and Analysis	Nancy DeRoberts and Joan Van Hull	Present	Information Sharing and Planning
30	Child Welfare System Reform/Confidentiality, etc.	Barbara and Michael Ring	Discuss	Planning
10	Next Steps	Barbara	Discuss	Planning

2003 Meetings

All meetings will be from 1:00 p.m. to 3:00 p.m. and held at 255 East Main Street, 3rd Floor video conference room (unless otherwise noted).

February 19, 2003

March 19, 2003

April 17, 2003 (*with Advocates*) @ Highbanks Metro Park

May 21, 2003

June 18, 2003

July 9, 2003 (*with Advocates*) @ Highbanks Metro Park

August 20, 2003

September 18, 2003

October 15, 2003 (*with Advocates*) @ Highbanks Metro Park

November 20, 2003

December 17, 2003