Help Wherever You Turn: No Wrong Door

Many Wood County residents may not know where to turn when they need help. Wood County’s No Wrong Door program provides information about services and resources with one call to any of the member agencies. No Wrong Door can help with real life challenges that touch Wood County residents and provide guidance for issues like home repair, employment, food, clothing, shelter, financial assistance and more.

“No Wrong Door” means that you can go to any of the member agencies to find the information and referral you need.

When searching for help, there’s nothing more frustrating than being told “that’s not my department”.

As County employees, our role as public servants is to help those we serve. As Commissioner Carter says in new employee orientation, “we don’t make widgets, we sell service”. To ensure the public receives the best service, employees should strive to make sure there is No Wrong Door within County government.

Instead of leaving a resident even more frustrated, try offering a little piece of mind. Forward that individual to another department that might have an answer. Always leave them a name and contact number to call back in the event that the other department was not able to help. Chances are the individual will not call back, but having that call back number provides reassurance to the individual that someone was listening to their concern and was compassionate enough to offer assistance.

To help in this endeavor, a Guide to Wood County Government is available that includes phone numbers and a section on frequently used governmental services and providers. This information is helpful in making sure the No Wrong Door philosophy is applied within Wood County Government. The listing of frequently used services provides a list of those departments/offices that work with that particular issue.

If your office keeps receiving questions on a particular topic that is not addressed in the information, contact the Commissioners’ Office to request an addition to the printed information.

No Wrong Door trainings are scheduled throughout 2013. If you are interested in attending a No Wrong Door training, contact your Department Head for more details.

No Wrong Door is a program of the Family and Children First Council of Wood County, a partnership of Wood County human and social service agencies, schools, law enforcement agencies, government and the courts, dedicated to assisting Wood County residents in need.

Ethics Training: April 30

County employees are reminded that Ethics Training is being offered on April 30 at 10 a.m. at the First United Methodist Church in Bowling Green.

The Ohio Ethics Commission has issued several bulletins over the past few months related to gifts and outside employment.

Ohio’s Ethics Law prohibits all public officials and all public employees from soliciting or accepting a gift of a substantial value, including entertainment, from a prohibited source. A public official or employee cannot accept compensation for the performance of his or her public job duties from any source other than their public employer.

Any official or employee who is considering seeking employment with another public agency, or with a private organization or company, should be aware of the Ethics Laws as well.

To register for this session, contact your supervisor or Department Head.
BIRTHS

Mahmoud and Jessica Ali (Clerk of Courts) welcomed baby boy Ibrahim M. on February 21, 2013. He weighed 8 lbs., 7 oz., and was 20 ¼ inches long.

Breon and Matt Dickson (Sheriff’s Office) welcomed a baby girl on March 29, 2013. Kaylee was 6 lbs., 14 oz. and 20 inches long.

WEDDINGS

Cory Trares and Michelle Hainen (Juvenile Court) were married on August 18, 2012.

Justin Brown and Brittany Heflin (Justice Center) were married on October 13, 2012.

Eric Long and Kristyne Trader (Juvenile Court) were married on January 5, 2013.

Adriana Wallister and Travis Farabee (Northwestern Water and Sewer District) were married on March 13, 2013.

RETIREMENTS

Health District

Gloria Lause, Home Health Aide, retired following 25 years with Wood County Health District, and 5 years with Board of DD.

ANNIVERSARIES

Kelly and Beth Fausnaugh (Clerk of Courts) celebrated their 30th wedding anniversary on October 16, 2012.

Denny and Lou Ann Guyer (CSEA) were married 25 years on March 12, 2013.

Merritt and Joyce Metzger (Court Administration) celebrated their 40th wedding anniversary on March 25, 2013.

NEWS NOTES

• The next blood drive is scheduled for May 9 in the Courthouse Complex Atrium from 9 a.m. to 2 p.m. To register to donate, visit www.redcrossblood.org and enter Sponsor Code: woodcoemployees.

• Are you on Facebook? Be sure to “like” the Wood County Employee Health Benefits Wellness Programs page. This can keep you and your family members informed when you are at home or on the go. After all, wellness follows you wherever you go!

• Employee Health and Fitness Day is May 8. Join fellow employees for a one-mile walk at BG City Park between 11 a.m. and 1 p.m. Help Wood County Government retain the traveling trophy for the highest participation in the large employer category. Rain location at the Bowling Green Community Center.

JFS Staff Raises Awareness of Child Abuse and Neglect

On April 10, staff from the Children’s Services Unit at Job and Family Services sponsored Blue Day to raise awareness of Child Abuse and Neglect Awareness Month.

In the morning, 782 pinwheels were planted at the First United Methodist Church on East Wooster Street. Each pinwheel represented one reported case of child neglect and abuse in Wood County during 2012.

A fundraiser was held over the lunch periods in the Courthouse Complex Atrium. Raffles and a silent auction were held. The event, in combination with the Agency’s dress down donations, raised $4,300 to help make the annual Foster Children’s Holiday Party possible as well as provide for other needs such as camp, senior pictures, prom dresses, sports, and extra curricular activities.

‘ROUND THE COURTHOUSE SQUARE

published quarterly for employees of Wood County Government

NEWSLETTER COMMITTEE MEMBERS

Jodi Cotterman, Child Support
Linda Cubberley, CPC 4
Collette Dickey, Auditors
Ronald Dicus, Court Security
Janese Diem, Commissioners
Mary Garner, NWCCC
Karen Hannah, Adult Probation
Chrissy Manley, Juvenile Court
Kathleen Murray, Wood Lane
Sue Peery, Probate Court
Jennifer Phillips, Wood Lane

Comments and suggestions are always welcome.
Email: newsletter@co.wood.oh.us

The next newsletter meeting is scheduled for May 15 at 3:00 p.m. in the Commissioners’ Office. The committee will be finalizing plans for the upcoming Employee Picnic and Safety Fair.
Meritain Health Appeals Process for Denied Claims

If you receive an Explanation of Benefits (EOB) denying payment on a claim and you need to do an appeal you can follow the steps outlined below. Meritain’s Appeals Department address is listed on the EOB.

Write a detailed letter to Meritain outlining why you believe the claim should be covered.

Obtain and include any physician notes, physician letters of medical necessity, emergency room notes and therapy notes that could affect the claim processing. Information needed would be based on the services rendered. Information can be obtained from multiple physicians who would have the necessary information that could impact the appeal.

Provide any medical testing results that could also assist in the review. This would include lab or diagnostic tests or x-ray results.

Make a copy of everything for your file and send the information to Meritain to the appeals address on the EOB.

Follow-up in one week to be sure the information has been received. Then follow-up in approximately three weeks if you have not received a new EOB, to see if a decision has been made. Each time you call, write down the date, who you spoke with and a brief explanation of the information you were given.

If a second denial is received, you can do a second level of appeal. In order to do the second level of appeal, Meritain Health would need any additional information that was not previously sent with the first appeal in order to re-consider the claim.

How does your plate “measure up”?  

We all know that portion sizes have gone wild. What was once considered a small is no longer small. For example, at Wendy’s you have to say “value-size” or you get the what used-to-be medium and is now called small.

That’s why the Wellness Subcommittee developed the Measure Up Challenge that starts July 1. This eight week challenge encourages participants to take a look at the size of their plates and portion sizes.

The Wellness Subcommittee will be promoting the Challenge at the Employee Picnic and Safety Fair on June 11. The American Cancer Society will also be presenting a Your Health! Lunch Series on MyPlate on June 25 and 26, which if you didn’t know, has replaced the familiar food pyramid.

Want to get a head start on the Challenge? The U.S. Department of Agriculture’s website, www.choosemyplate.gov, has tools to assist with weight management, physical activity, healthy eating tips and much more. One of the free resources available from this website is SuperTracker. This tool allows you to get a personalized nutrition and physical activity plan; provides a tracking tool for your foods and physical activities to see how they stack up; and provides tips and support to help you make healthier choices and plan ahead. The site also permits you to generate reports to show if you are meeting your goals and also shows trends over time.

You Know Your Numbers.... Now What?

Are you one of the 258 employees who are eligible to earn a $50 deductible credit for the 2014 medical coverage? You can say yes if you completed the County’s wellness awareness screening in 2011, 2012 or 2013.

Now that you have taken the first step toward wellness, see how easy it is to meet your wellness goals while earning a $50 Deductible Credit for 2014. To earn the deductible credit, you just need to complete one program in each of the categories: exercise/fitness; diet/nutrition; stress reduction/employee well-being; other programs; and attend the 2014 Annual Insurance meeting in November.

For more details, see the 2013 Summary Plan Description or visit the employee website to view the 2013 wellness programs.

If you have questions about any of the wellness programs email wellness@co.wood.oh.us.
**Household Items**

- **Orange Vessel Sink or Yellow Vessel sink; both new in box - Asking Price: $100 each; Contact Megan at 419-308-3476**
- **Solid Oak Entertainment Center; Light color - Asking Price: $400; Contact Kamie at 419-376-7123 or John at 419-575-1730 (Photos Available)**
- **Oak End Table; 3"x 3" square with 1/2" glass top 16" high, casters on bottom - Asking Price: $20; Contact Joyce at 419-308-9280 ext. 9280 (Photos available)**
- **Antique Loveseat - Asking Price: $75; Contact Cheryl at 419-367-7306**
- **Pottery Barn Queen Bed-Oakleaf Pattern Head/footboard - Asking Price: $75; Contact Cheryl at 419-367-7306**
- **Flip/Chaise Futon - Asking Price: $50/OBO; Contact Sue at 419-352-8402 ext. 3228 or 419-601-0018 (Photos Available)**
- **Country Kitchen Table & 4 chairs - Asking Price: $150; Contact Carole at 419-345-9486**

**For the Garage and Lawn & Garden**

- **MTD 21" Snowblower. Yard Boy 22" Snowblower - Asking Price: $150 each; Contact John at 419-348-4449**
- **Yard Edger (gas) - Asking Price: $75; Contact John at 419-348-4449**
- **Bunton 36" walk behind Lawn Mower - Asking Price: $350; Contact John at 419-348-4449**
- **Ramset Powder Actuated: like new - Asking Price: $225; Contact Britni at 419-799-1339**
- **2006 Yamaha V-Star 650 - Asking Price: $3800/OBO; Contact Jason at 419-575-1471**
- **2007 Cadillac CTS; 72,000 mi./ loaded - Asking Price: $12,250; Contact Carole at 419-345-9486**
- **Chevy Aluminum Rims (6 lug) - Asking Price: $150; Contact John at 419-348-4449**
- **2009 Yamaha Raider-S, Red/Black, 1800 cc, less than 1,500 miles. COBRA pipes, backrest, and LED lights. Asking Price: $10,800; Contact Tim at 419-722-1632 (photos available)**
- **1998 Mansion Double Wide Mobile Home - Asking Price: $34,500; Contact Jessica at 419-352-7566 ext. 8259**
- **Pandigital Tablet w/silicone sleeve, carry case and charger - Asking Price: $80; Contact Karen at 419-409-0831**
- **3/4K Diamond Wedding Ring w/Band and Enhancer - Asking Price $1,000; Contact Laure at 419-409-0261**
- **Folding Massage Table; Like new, easy carry handle - Asking Price: $150; Contact Karen at 419-409-0831**
- **Transfer Shower Chair - Asking Price $35/OBO; Contact Phyllis at 419-260-3031**
- **3 HP Laser Jet Printers Model 1320. All cables included - Asking Price $25 each; Contact Joyce at 419-354-9280 ext. 9280**
- **2009 Yamaha Raider-S, Red/Black, 1800 cc, less than 1,500 miles. COBRA pipes, backrest, and LED lights. Asking Price: $10,800; Contact Tim at 419-722-1632 (photos available)**

**Recreational**

- **Razor Scooter; in box, Like new - only used a few times, never outdoors - Asking Price: $25; Contact Joyce at 419-354-9280 ext. 9280**
- **99 Arctic Cat Snowmobile ZR500 - Asking Price: $1,700; Contact John at 419-348-4449**
- **2001 Dutchman Pop-up Camper w/AC - Asking Price: $1,500; Contact Laura at 419-409-0261**
- **Girl DVDs: Princess, Little Pony, Care Bears etc. - Asking Price: $10 for all; Contact Tammie at 419-308-2288**
- **Graco Travel Lite Crib-Cabo & 2 crib sheets - Asking Price: $50; Contact Diane at 419-348-7857**
- **Folding Massage Table; Like new, easy carry handle - Asking Price: $150; Contact Karen at 419-409-0831**

**Exercise Equipment**

- **Treadmill - Asking Price: $50; Elliptical - Asking Price $100; Contact John at 419-348-4449**
- **Steelcase 60” Double Pedestal Desk & matching Steelcase 60” Credenza - Asking Price: $100 for both; Contact Joyce at 419-354-9280 ext. 9280**
- **2 HP Laser Jet Printers Model 1320. All cables included - Asking Price $25 each; Contact Joyce at 419-354-9280 ext. 9280**

**Office**

- **Steelcase 60” Double Pedestal Desk & matching Steelcase 60” Credenza - Asking Price: $100 for both; Contact Joyce at 419-354-9280 ext. 9280**
- **Pandigital Tablet w/silicone sleeve, carry case and charger - Asking Price: $80; Contact Karen at 419-409-0831**
- **3 HP Laser Jet Printers Model 1320. All cables included - Asking Price $25 each; Contact Joyce at 419-354-9280 ext. 9280**
- **2009 Yamaha Raider-S, Red/Black, 1800 cc, less than 1,500 miles. COBRA pipes, backrest, and LED lights. Asking Price: $10,800; Contact Tim at 419-722-1632 (photos available)**

**Miscellaneous**

- **1998 Mansion Double Wide Mobile Home - Asking Price: $34,500; Contact Jessica at 419-352-7566 ext. 8259**
- **Pandigital Tablet w/silicone sleeve, carry case and charger - Asking Price: $80; Contact Karen at 419-409-0831**
- **3/4K Diamond Wedding Ring w/Band and Enhancer - Asking Price $1,000; Contact Laure at 419-409-0261**
- **Folding Massage Table; Like new, easy carry handle - Asking Price: $150; Contact Karen at 419-409-0831**
- **Transfer Shower Chair - Asking Price $35/OBO; Contact Phyllis at 419-260-3031**
- **Homedics Shiatsu Chair Cushion w/heat - Asking Price $40/OBO; Contact Phyllis at 419-260-3031**
- **¾ Bed Air Mattress w/pump - Asking Price: $10/OBO; Contact Phyllis at 419-260-3031**
Overworked? Overwhelmed? The need for anti-stress practices has become increasingly urgent. Americans now work nine full weeks more per year than our peers in Western Europe. And even if we get time off, we don’t usually use it. At least 30 percent of employed adults don’t take all their vacation days, according to a 2005 Harris Interactive Poll. Each year, Americans hand back 421 million days to their employers. Constant emails and ever-increasing workloads have too many of us working through lunch and staying late, yet still feeling as though we can never catch up.

An emotionally demanding job can have stressful aspects, but if they are balanced with feelings of control and accomplishment, these elements will buffer the bad stress.

Begin by keeping a diary to track your daily stressors and how they affect your mood. Be sure to note any physical sensations you feel in your body, such as back pain or tension in your shoulders. Then write down the thoughts and feelings you had during the stressful event and what you did in response. At the end of seven days, review the diary and look for patterns, both in your job stressors and your responses to them.

Next, formulate a plan that will help you respond better to the stressors you can anticipate. Make your goals specific and achievable, and reward yourself when you’ve attained them.

When all else fails seek help. Employees can receive up to five, free confidential sessions with the Employee Assistance Program. Not ready to meet with them one-on-one. Check out their website for valuable reference materials, www.workplaceresources.info. Use member login: wcc.

It’s hard not to feel down with everyday stresses. Here are some ways to start feeling good:

1. Eat right. Empty calories, lots of sugar, too much caffeine can make you feel dull and sluggish. Have some treats, but everything in moderation will help you feel good about yourself. Eat real foods and drink lots of water.

2. Exercise. Take a brisk walk each day or do another activity. Do things you enjoy that will get your heart rate going several times a week and alternate with lifting weights.

3. Help others. Volunteer at the school. Collect canned goods for the food bank. By getting involved in something to help others you will focus the attention on them and feel good.


5. Pamper yourself. Indulge in little things you enjoy. Do it for your own sanity, your health depends on it.
Wood County
Employee Picnic and Safety Fair
Tuesday, June 11, 2013 • 10:30 a.m. to 2 p.m.
at the Wood County Historical Center
Safety Vendor Displays
Health Insurance and Benefit Information
Life Flight
Free Screenings: Bone Density, Sun Damage Screenings, and Blood Pressure

Soup, salad, breadsticks, and pizza will be available for purchase from Campus Pollyeyes (pick three for $5) from 11:30 to 1:15 p.m., along with free ice cream served by the Elected Officials. Be sure to stop by the Children’s Services bake sale for some home baked treats.

In the event of rain, the event will be held in the Courthouse Complex Atrium.

2012 United Way Campaign Highlights

United Way in Wood County has a focus on community investments such as education, income, and health – the building blocks for a good life (United Way in Wood County Website).

Each year, Wood County employees make a difference in the community by donating to the United Way Campaign.

Although participation was slightly lower for 2012 than in 2011, the County’s campaign has seen an increase in giving and hopes to continue that trend.

Regina Hartman, representative from the Child Support Enforcement Agency (CSEA), noted that CSEA has a high number of participants, 26 out of 28, in part due to the agencies drive to give back. She stated, “And it doesn’t hurt by having an incentive to dress down on Friday’s, so long as we promote our ‘I dressed down for United Way badge’. “ CSEA also has a designated employee parking spot of the month for those that donate and a yearly spot for the highest donor. “I think it helps being able to designate how one’s money is spent and to know that YOUR money is being spent how YOU want it to,” Hartman added.

Kelly Zeigler, of JFS, also reports they allow for dress down days and that her staff enjoys attending the annual Chili Cookoff. Both agencies have over 50% participation rates, along with 7 other county departments.

However, there is always room for improvement. The 2012 campaign ended with 16 county departments having no participation at all. We hope that in 2013 they can help make a difference in the lives of many in Wood County and consider donating through payroll deduction.

Frank McLaughlin, director of the CSEA, encourages administrators to have fun with it and use “bribes”, as he did many years ago by giving up his parking space for the cause.

Want to get more involved with the United Way Campaign.
The first meeting for the 2013 United Way Campaign Committee is on May 6 at 3 p.m. in the Commissioners’ Office. Let your supervisor know if you are interested in participating.

-- Jodi Cotterman, CSEA

Be sure to stop by the United Way Campaign Committee’s booth at the Employee Picnic and Safety Fair on June 11.
Anne Walston

Office/Position/Years Employed with Wood County: Child Support Enforcement Agency/Case Manager Supervisor/23 years

Date of Birth/Place of Birth: 10/20/1950 - Cleveland Heights, Ohio

Family Status: Divorced, one daughter, one grandson and a granddaughter on the way

First “real” Job: Catalog sales at Montgomery Ward’s Store in BG

Three Words That Describe Me Best: Optimistic, impulsive and caring

Favorite TV Show/Movie: Bunheads/Dr. Zhivago

My Oddest Habit: Making sure that silverware is always lined up in the drawer

Best Vacation: Soviet Union while it was still communist and still the Soviet Union - not Russia

Biggest Fear: Fire

Things I Can Do Without: People that like to instigate trouble between other people and negative people

If I Weren’t Me Who Would I Be: My mother, to see what her life was like, but I’m pretty happy being me

My Three Favorite Possessions: My mother’s wedding ring, my grandmother’s wedding ring and my books

How I Spend My Spare Time: Singing in choral groups, reading and gardening

Most Notable “On the Job” Experience: When I was babysitting for a university professor’s family, lightning went through the house from the garage, through the kitchen and out the family room window, I called him and he came right home!
**No Wrong Door Agencies and Phone Numbers**

<table>
<thead>
<tr>
<th>Behavioral Connections</th>
<th>419-352-5387 or 419-872-8419</th>
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<tbody>
<tr>
<td>Bowling Green City Schools</td>
<td>419-352-3576</td>
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<tr>
<td>Children’s Resource Center</td>
<td>419-352-7588 or 1-888-466-5437</td>
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<tr>
<td>City of Bowling Green</td>
<td>419-354-6203</td>
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<tr>
<td>Family Service Counseling Center</td>
<td>419-352-4624 or 1-877-352-4624</td>
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<tr>
<td>American Red Cross</td>
<td>419-352-4575</td>
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<tr>
<td>United Way of Greater Toledo - Wood County Office</td>
<td>419-352-2390</td>
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<tr>
<td>Alcohol, Drug Addiction and Mental Health Services Board</td>
<td>419-352-8475</td>
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<tr>
<td>Board of Developmental Disabilities</td>
<td>419-352-5115</td>
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<tr>
<td>Wood County Commissioners</td>
<td>419-354-9100</td>
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<tr>
<td>Committee on Aging</td>
<td>800-367-4935 or 419-353-5661</td>
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<tr>
<td>OSU Extension, Wood County</td>
<td>419-354-9050</td>
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<tr>
<td>Department of Job and Family Services</td>
<td>419-352-7566</td>
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<td>Educational Service Center</td>
<td>419-354-9010</td>
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<td>Health District</td>
<td>419-352-8402</td>
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<tr>
<td>Wood County Community Health and Wellness Center</td>
<td>419-354-9049 or 866-861-9338</td>
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<tr>
<td>Wood County Hospital</td>
<td>419-354-8910(ER) or 419-354-8900</td>
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<tr>
<td>Wood County Juvenile Court</td>
<td>419-352-3554 or 419-243-4223</td>
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<tr>
<td>Wood County Prosecutor</td>
<td>866-860-4140 or 419-354-9250</td>
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<tr>
<td>WSOS Community Action Commission</td>
<td>419-353-7407</td>
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**24 Hour Crisis Line - The Link of Behavioral Connections**

You can also call 2-1-1 for information and referral.

**Calendar of Events**

### May

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<tr>
<th>Date</th>
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<tr>
<td>8</td>
<td>Employee Health &amp; Fitness Day*</td>
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<td>9</td>
<td>Blood Drive in Atrium*</td>
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<tr>
<td>21</td>
<td>Employee Orientation Program</td>
</tr>
<tr>
<td>22</td>
<td>Your Health! Lunch Series @ Atrium*</td>
</tr>
<tr>
<td>27</td>
<td>Offices Closed - Memorial Day</td>
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<tr>
<td>29</td>
<td>Your Health! Lunch Series @ JFS*</td>
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<tr>
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<td>Your Health! Lunch Series @ Atrium*</td>
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<td>29</td>
<td>Employee Orientation Program</td>
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### June

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<tr>
<th>Date</th>
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<tr>
<td>8/9</td>
<td>Wood County Heritage Days</td>
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<tr>
<td>9</td>
<td>Spirit of Wood County Awards</td>
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<tr>
<td>11</td>
<td>Employee Picnic &amp; Safety Fair</td>
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<tr>
<td>16</td>
<td>Fitness Challenge Ends*</td>
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<tr>
<td>25</td>
<td>Your Health! Lunch Series @ Atrium*</td>
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<td>27</td>
<td>Your Health! Lunch Series @ JFS*</td>
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### July

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<th>Date</th>
<th>Event</th>
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<tr>
<td>4</td>
<td>Offices Closed - Independence Day</td>
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<tr>
<td>1</td>
<td>Measure Up Challenge Begins*</td>
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*Employee Health Benefits Wellness Program*