



Department of  
Job and Family Services

John R. Kasich, Governor  
Cynthia C. Dungey, Director

To: County Department of Job and Family Services Directors  
Workforce Investment Board Directors  
Public Children Services Agency Directors  
Child Support Enforcement Agency Directors

From: Cynthia C. Dungey, Director  
Ohio Department of Job and Family Services

Subject: Office of Human Services Innovation

Date: August 12, 2014

As you know, Governor Kasich's 2014 Mid-Biennium Review created a new office within ODJFS: the Office of Human Services Innovation. The purpose of this office will be to better coordinate services across all public assistance programs, foster person-centered case management, and better help individuals find employment, succeed at work and stay out of poverty. I am very excited about the potential this office holds to bring about significant and meaningful reform, and I also am very excited to announce the name of its deputy director: Douglas Lumpkin.

As many of you will remember, Doug served as director of ODJFS from 2009 to 2011. During this time, he was a champion of service-delivery innovation and system reform. He also has served as a county JFS director and, more recently, has worked closely with many of you as a leader of the integrated eligibility team that is designing and implementing Ohio's new eligibility system, <http://benefits.ohio.gov>.

I know of no one better experienced or qualified to fill this role, and I can't wait to work with him on this momentous effort. Please join me in welcoming Doug back to ODJFS.

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