



## Keeping You “In the Know...” 1/26/18

### Engaging the Community and Strengthening Partnerships:

- Last year proved to be a record-setter for the Buckeye State, as 117,429 new business filings were registered with the Secretary of State's Office. CSC's Call Center continues to be an important part of this work. Secretary of State Jon Husted is a guest columnist on cleveland.com today, where he mentions the great work of the Call Center in his article, which has led to significantly better results for the Business Services Call Center. [Click here](#) to read more. CSC is also mentioned in the Cincinnati Business Courier about the partnership with the Secretary of State's office, which notes the significant improvement in customer service and customer satisfaction rates. [Click here](#) for the article.
- Dr. Lidija Balciunas, Barbara Piascik, Debbie Ruffin and Erin St. Denis traveled to Livonia, Michigan on Wednesday, January 24<sup>th</sup> for a collaborative meeting at the Henry Ford Center for Vision Rehabilitation & Research, which provides comprehensive rehabilitation to help people with vision loss maximize their independence in daily activities at home and in their communities, and preserve their quality of life and well-being. The CSC team met with Lylas G. Mogk, MD, Medical Director, Raman Deol, OD, Low Vision Specialist and Annie Riddering, PhD, OTR/L, CLVT, COMS and other knowledgeable staff members. The visit was both informative and enjoyable as the CSC team reviews the Model of Care, Occupational Therapy utilization process and billing and insurance practices in the Low Vision Clinic as part of the agency's Strategic Plan.
- Tom Sawyer and Alicia Howerton and the CSC Road Show visited facilities and organizations in the Stow/Munroe Falls/Cuyahoga Falls

area this week to discuss programs and services, visiting with various facility directors, program managers and activity coordinators. They also met with the Ohio Library for the Blind & Physically Handicapped to showcase assistive technology products.

- Desmond Kennedy had a second meeting with the offices of disabilities and employment services at Baldwin Wallace University this week and also visited with Dr. Pankaj Gupta at University Hospital's Landerbrook Health Center in Mayfield Heights.
- CSC's partnership with John Carroll University's Center for Service and Social Action connects students with volunteer opportunities at CSC. Recently, the Center at JCU posted the following on their Facebook page from student Antonia Piazza: "One Wednesday, I was going through my normal service routine at the Sight Center. I was surprised when I walked into the classroom and saw a cake on the table with words written in frosting thanking me and the other student from JCU. Then, I was even more surprised when everyone started singing happy birthday. My birthday was that coming Sunday, but I had only talked about birthdays once at the beginning of the semester. The man (client) that I work with every week had remembered that my birthday was coming up and had made plans with the professor to surprise me with cake and ice cream. He even got me a card and included a sweet, typed message in it. His thoughtfulness almost brought me to tears, and I'm so grateful for the relationship I built with him over the past semester!"
- Share the Vision volunteer Linda Jenkins, who was the recipient of a 2017 Most Treasured Volunteer award from the Center for Community Solutions, was recently featured on the Facebook page of 90.3 WCPN ideastream. [Click here](#) to see the segment on the Facebook page that showcases Linda's experience and commitment to the CSC program as well as Volunteer Manager Melissa Bresnahan talking about the impact Share the Vision partners have.

**What's Happening at CSC:**

- Board Trustee Howard Lichtig introduced some new friends to CSC this week, with meetings and tours of the agency on Wednesday and Thursday.
- Congratulations to the following staff members who were recognized at today's All Staff Meeting:
  - 5 years: Regina Dorfmeier, Robert Hein, Steve Jambrozy, Nicole Kahn, Scott Malone, Christine Maslar, Gloria Medlen, Louise Miller, Manny Moreno, John Naples, Phyllis Solomon, Zuly Tisch, Kanden Tolbert, Stephanie Webster and Paula Winter
  - 10 years: Brenda Lammers, Dr. Annalisa Schloss and Jassen Tawil
  - 15 years: Jim Hlavaty, Lorie Marsalis, Tim Moran and Jamelle Workman
  - 20 years: Randy Knapp
  - 25 years: Scott Williams-Riseng
- A group of 20 young professionals held a networking meeting at CSC on Thursday, January 25<sup>th</sup>. It was a great evening of conversation, fun and discovery as input was gathered to further develop this group. The group will meet again on March 21<sup>st</sup> at CSC to continue to discuss how they can impact Cleveland Sight Center. For more information on this group, contact Jessica Polack (216-791-8118).
- February's Job Club meeting will be on Thursday, February 15<sup>th</sup> from 10:00 a.m. – 11:30 a.m. in CSC's Clyde E. Williams, Jr. Auditorium and will feature guest speakers Andy Moses and Tesa Taylor, Hiring Recruiters from the Revenue Group. They will provide information about customer service positions in their call center and discuss their hiring process. Attendees should bring resumes and dress professionally. For more information, contact Nicole Kahn (216-791-8118).
- Winter Weekend at Highbrook Lodge takes place the weekend of February 23<sup>rd</sup> – 25<sup>th</sup>. Campers will arrive to Highbrook Lodge at 6:00 p.m. Friday evening and depart at noon on Sunday. Cost of the weekend is \$65/camper. Transportation to/from CSC is provided for an

additional \$15/camper. To register please call the Camp Department (216-791-8118).

- Save the date for these upcoming CYAS events:
  - BLAST event on Saturday, February 24<sup>th</sup> (contact Kristen Callahan 216-791-8118 for more information)
  - Spring Fling on Saturday, March 24<sup>th</sup> at CSC (contact Lorie Marsalis 216-791-8118 for more information)
- The tracking of CSC volunteer hours has been soaring! The total number of volunteer hours for the time period 10/1/16 – 12/31/17 has risen an additional 1,689 hours since the push to encourage volunteers to record their hours in the online volunteer system! As numbers are being tracked and finalized for CSC's Annual Report, please continue to encourage volunteers you work with to record their hours for the October 2016-present day time period if they have not already and be sure to let them know to continue to record going forward. For updates or assistance regarding volunteer hours in your area please contact Melissa Bresnahan (216-791-8118 or [mbresnahan@clevelandsightcenter.org](mailto:mbresnahan@clevelandsightcenter.org)). Thank you for the continued support of the CSC volunteer team!

### **Eyedeas Shop's Featured Product of the Week: Motion Activated Lights**

- The Eyedeas Shop is very excited about the featured product of the week, a set of three motion activated lights which can be used inside or outside. The lights provide a 10-square foot area of coverage and are activated by motion, but only in the dark. These would be beneficial in dark hallways, stairways and anywhere light is needed in a darkened area. Even a shed garage or in the backyard or along the driveway. The lights run on four AA batteries and provide 20 lumens of light. Price is \$27.50.



Set of three motion activated lights

- Can't make it to the Eyedeas Shop at CSC? Then check out the product offerings online at [www.eyedeashop.com](http://www.eyedeashop.com) and purchase items from the comfort of wherever you may be!

### Wellness Squad's January Tip of the Month:

- Do you prefer to wear fancy boots or air cast boots? Which one you prefer could depend on the type of boots you wear outside in these cold, snowy and icy winter months. While some of us think we don't have the time or feel the need to be fashionable, it is certainly not fashionable to fall down and end up wearing the oh-so-not fashionable air cast boot. You know the ones...those that keep your foot and leg in a walkable cast-like boot? If you don't want to end up wearing one of those, then wear your safe winter boots with a tread at the bottom, then change into your fashion boots or work shoes inside. Then we can all admire your fancy footwear inside CSC and admire your brains for wearing safe boots to and from CSC.

## Congratulations, You're Awesome!

- Congratulations to Jeff Getts (nominated by Tina Pringpuangkeo and Ali Thomas), Charlotte Fornal, Gloria Medlen and Debbie Ruffin (nominated by Susie Meles and Barbara Piascik), winners of the Random Acts of Awesome Award! Congratulations to the following CSC associates for also being nominated for the award:
  - Bree Gates, nominated by Carla Robinson
  - Tony Becker, nominated by Susie Meles and Barbara Piascik
  - Officer Art Chenevey, nominated by Cathy Javorsky and Avenue
  - Quentin Linton, nominated by Angel Santana
  - Kristen Callahan, nominated by Jessica Carozza
  - Stephanie McLeod, nominated by Anonymous



Jeff Getts and Larry Benders



Charlotte Fornal, Gloria Medlen, Debbie Ruffin and Larry Benders

## Did You Know?

- The Library of Congress is the largest library in the world, with more than 164 million items on approximately 838 miles of bookshelves...long enough to stretch from Cleveland, OH to Jacksonville, FL. The collections include more than 38 million books and other printed materials, 3.6 million recordings, 14 million photographs, 5.5 million maps, 8.1 million pieces of sheet music and 70 million manuscripts.