



Keeping You “In the Know...” 3/18/16

Call Center is Super on “Super Tuesday Two”:

- The [Call Center](#) thrived this past Tuesday, “Super Tuesday Two”, as the state of Ohio held primary elections. A typical day in the [Call Center](#) for the Secretary of State program is 500 calls. On Super Tuesday Two, agents successfully handled 1,105 calls. Citizens calling in with voter questions waited only 17 seconds (3 rings) for our assistance! Across the board, everyone in the [Call Center](#) department pitched in to make it a success. Many associates arrived early, adjusted their shifts, worked extra hours, or stayed late. The teamwork was fantastic. Thank you and congrats, [Call Center](#) Team!

Engaging the Community and Strengthening Partnerships:

- Ohio Public Images, in association with the Ohio Superintendents of County Boards of Developmental Disabilities, hosted their annual Awareness Awards on Thursday, March 10th in Columbus. Ohio Public Images promotes positive perceptions and understanding of people with development disabilities. CSC’s [Employment Department](#) was honored as part of the Employment Collaborative of Cuyahoga County (ECCC), which beat out 12 other organizations to receive the Excellence Award in the Outstanding Collaborative Efforts category. [Alexis Vickers](#) represented the agency during the presentation ceremony. Judges for the Outstanding Collaborative Efforts category included Monty Kerr, Deputy Director for the Division of Policy and Strategic Direction at the Ohio Department of Developmental Disabilities and Jen Odenweller, Director of Community Partnerships at Kenyon College.



Alexis Vickers with other members of the ECCC and their award

- Board Trustee [Fred Jones](#) hosted a group of friends to tour the facility and learn more about the agency on Wednesday, March 16th. The group was joined by [Alicia Howerton](#) and [Bill Spiker](#).
- CSC's [Adult Literacy Program](#), in partnership with Cuyahoga Community College (Tri-C), will be featured at the 2016 Growing Stronger Together conference April 18th – 20th in Dublin, OH. CSC and the Tri-C ABLE program joined together to offer classroom instruction to students who are blind or visually impaired. The variety of accessible accommodations and resources make this a successful program. The creative instructional techniques used can be adapted for learners of all levels. [Marjorie Pyles-Hearst](#) and [Dr. Anthony Easley](#) will be presenters at this event.
- CSC partners again this year with the Cleveland International Film Festival. This year's sponsored film is titled "Notes on Blindness," a documentary about a man's journey into the profound impact this sensory loss would have on his work, his family, and his new relationship to the existence that had so abruptly been altered. Showings are scheduled for April 6th (4:00 PM) and April 7th (2:15 PM) at Tower City Cinemas. For more information, [click here](#).

CIFF

CLEVELAND INTERNATIONAL FILM FESTIVAL
Cleveland International Film Festival logo

Group Training Sessions are Now Underway:

- Group trainings using the [Senior Independence Fund](#) are now underway. [Debi Welsby](#), [Michelle Neitzel](#), [Bryan Manthey](#), and [Susie Meles](#) have been busy visiting many apartment buildings and independent living facilities sharing information and completing intakes with consumers ready to participate in this six-week-long training program. The groups cover skills in [Activities of Daily Living](#), [Communications](#), [Sighted Guide](#), and [Protective Techniques](#).

Those facilities signed up to receive these educational group trainings include Franciscan Village, Judson Park and Knickerbocker (all led by [Bryan Manthey](#)), Brookdale in Westlake (led by [Erin St. Denis](#)), and Myers Apartments (led by [Mary Jo Chisnell](#)). For more information on the group training or Senior Independence Fund, contact [Susie Meles](#) (x8747).

Job Club's Monthly Meeting:

- The March meeting of the [Job Club](#) was held at CSC on Thursday, March 17th. Peer Mentor [Nicole Kahn](#) and [Employment](#) staff members led an inspiring session in which three currently employed consumers returned to share their success stories and offer advice to current job seekers. The group enjoyed St. Patrick's Day refreshments while the speakers recounted their individual paths to successful employment and provided support and encouragement to everyone.



Job Club participant shares his work story



Job Club members share their experiences

Volunteers are Golden!

- National Volunteer Week is April 10th – 16th! CSC will honor and recognize our invaluable volunteers with events and activities all week, with the [Volunteer Appreciation Dinner](#) slated for Thursday, April 14th at CSC. The event will be from 5:30pm – 7:30pm with doors opening at 5:00pm. Staff that work directly with volunteers are encouraged to attend as we say thank you to our volunteers for their service. Staff wishing to work the [Volunteer Appreciation Dinner](#) should obtain permission from your supervisor. Any questions about Volunteer Week can be directed to [Megan Koeth](#) (216-791-8118).

Ramping up for Highbrook Lodge:

- Experience the magic of camp at [Highbrook Lodge](#) this summer! [Highbrook Lodge](#) utilizes the benefits of the natural environment to promote friendship, growth, independence, and self-sufficiency through traditional camp activities adapted to the needs of campers. CSC is currently accepting applications for ALL summer camp sessions! [Highbrook Lodge](#) has something for everyone – preschool, youth, and adult sessions; day trips or overnight programs! View the [camp schedule here](#) or contact [Lindsay Lowe](#) (216-791-8118) for more information!



Campers in the woods with a teepee made of branches and cloth

- Spend your summer making a difference in your community. [Highbrook Lodge](https://csccamp.trackingtalent.com/opportunities) is currently hiring for a variety of summer staff positions! Recruitment is currently underway for Cabin Leaders (counselors), Nature Leader, Lifeguards, Kitchen Assistant, Media Specialist, and a Registered Nurse. Full job descriptions and applications can be found online at <https://csccamp.trackingtalent.com/opportunities>. Share these job opportunities with family, friends, and business associates!



Four staff members standing on a fallen tree branch above the lake

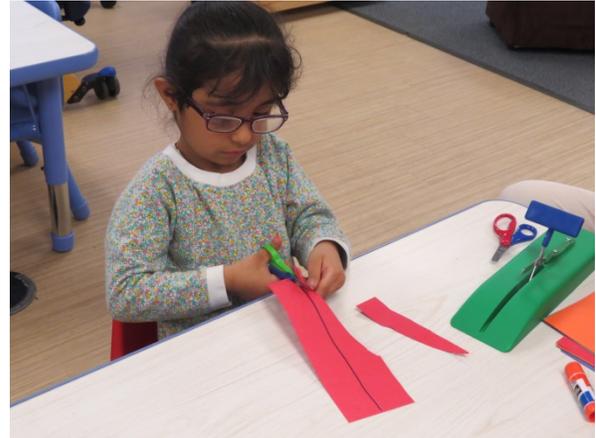
Craft Time and Green Day in CYAS:

- Students in [Bright Futures Preschool](#) on Tuesday made rainbows to recognize national children's craft day. The class continues to

participate in “Read Across America” month with special guests over the last few weeks including guest readers Mr. David from the National Education Association, CSC volunteer Mr. Mike, and CSC volunteer Ms. Pat. The guests also provided gifts including Dr. Seuss books, bookmarks, and stickers! Students also celebrated “Green Day” on Thursday.



Preschooler cuts his rainbow project



Preschooler focuses on cutting the red paper

- The annual [CYAS Spring Fling](#) event will be held in the [Clyde E. Williams, Jr. Auditorium](#) on Saturday, March 19th from 10:00am – 12:00pm. RSVPs to date are approaching 160 including clients, parents, siblings, and CSC staff.
- Remember to bring in those “Labels for Education” UPCs on select products. The labels can earn important funds and gift cards for CSC’s [Bright Futures Preschool](#).

[Eyedea Shop’s Featured Product of the Week:](#)

- This week’s featured product in the [Eyedea Shop](#): Variety of jewelry products including necklaces and earrings! Stop by the [Eyedea Shop](#) to check out the fantastic pieces of colorful jewelry directly from India made by girls who are blind or disabled at the Andh Kanya Prakash Gruh School. Sales of the jewelry help support this school in Ahmedabad, India.



Earrings and necklaces on display



Necklace and matching earring sets

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

Consumer Council to Host Technology Fair:

- The [Consumer Council](#) will host a [Technology Fair](#) at CSC on Thursday, April 28th at CSC from 11:00am – 3:00pm in the [Clyde E. Williams, Jr. Auditorium](#). CSC is proud to host this event, which will showcase a variety of vendors representing low vision and blindness-related products. Vendors will be on site here to answer questions, conduct breakout sessions to hear in-depth information about specific products, and demonstrate products up close. An informational flyer is now available to pass along to clients, friends, and business associates. For more information on the [Technology Fair](#), contact [Anthony Easley](#) (216-791-8118).

Did You Know?

- The astronomical spring (Northern Hemisphere) 2016 begins on Sunday, March 20th. HAPPY SPRING!