

Keeping You “In the Know...” 4/29/16

Secretary of State Jon Husted Visits CSC:

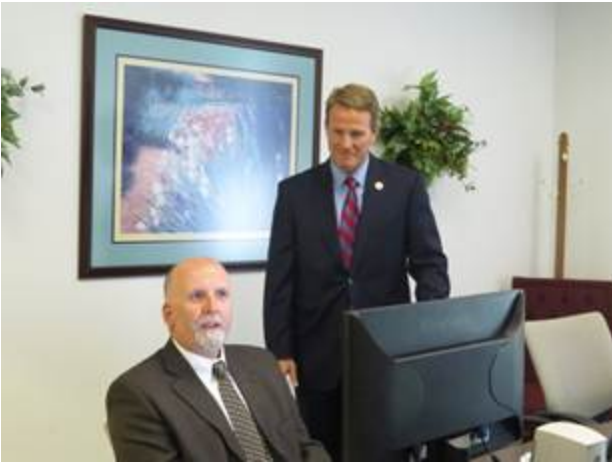
- Secretary of State Jon Husted visited CSC on Friday, April 29th to outline his office’s goal of making it easier to conduct business in the state of Ohio, highlighting the work being done by CSC’s [Call Center](#). Through a partnership with the [Call Center](#) that began on January 4th of this year, Secretary Husted’s office has seen a tremendous improvement in customer service, notably wait times reduced from over 10 minutes to 54 seconds, and customer satisfaction rates of 96%! Secretary Husted toured the agency with CSC Board Chair [Tom Furnas](#) and CSC President [Larry Benders](#) and also met with [Jassen Tawil](#), [David Magyar](#), and various [Call Center](#) agents who work on the Secretary of State campaign.



Secretary Husted listens to a call with Stanley Griffin
Secretary Husted



Larry Benders presents a framed photo to



Secretary Husted observes quality assurance with Bob Thomas
Shop



Larry Benders and Secretary Husted in the Eyedea Shop

Technology Fair a Booming Success:

- To the Cleveland Sight Center Family;
In this election year, the vote is in: The **2016 Consumer Council Technology Fair** was a huge SUCCESS!!!! The members of the **Consumer Council** would like to thank you for all of your generous support at the **Technology Fair** held on Thursday, April 28th. The support shown by all of the staff members spoke volumes to the overall mission of this wonderful agency. The overwhelming turnout was a reflection of the outstanding work that each of you do on a daily basis. A sincere THANK YOU for all that you do in keeping **Cleveland Sight Center** at the top of the charts in Vocational Rehabilitation.



A full Clyde E. Williams, Jr. Auditorium with vendors and attendees



Board Trustees Beverly Roach, Cheryl Fields, and Sheryl King Benford



CSC's information table sporting a new tabletop banner and agency collateral

CSC Receives “Business Partner of the Year” Award:

- CSC was named “Business Partner of the Year” at the Regional Transit Authority’s (RTA) annual awards banquet, “A Night with the Stars,” held at Massimo da Milano in Cleveland on Wednesday, April 27th. CSC was represented by [Anthony Easley](#) and recognized for the agency’s outstanding commitment to and support of public

transportation. A plaque recognizing this award is now displayed in the lobby of CSC's main building.



Anthony Easley proudly displays the plaque from RTA

Engaging the Community and Strengthening Partnerships:

- **Judy Post** took part as an exhibitor at the Cuyahoga County Department of Health Annual Education Conference on Thursday, April 21st. Industry Directors as well as sanitarians attended the conference at the Sysco Company Headquarters. **Judy** promoted CSC's **Employment Services** and several employment contacts were made as a result.
- Also on Thursday, April 21st, CSC's **Employment Department** hosted their biannual **Stakeholders' Committee** meeting. The theme of the meeting was collaboration and the agenda included department updates along with the presentations about the following:
 - Job Search Barriers, presented by **Nicole Kahn**, CSC Peer Mentor
 - How Ohio Means Jobs (OMJ) Can Benefit Job Seekers and Employers presented by Nancy Horn, Economic Development Liaison Business Services Consultant at OMJ
 - Clothing Drive Fundraisers with Savers presented by Cheryl Smith, Manager at Unique Thrift/ Savers
 - Employment Collaborative of Cuyahoga County (ECCC) Hiring Event Update, presented by Jared Daley, Coordinator of

Employer Engagement Services at Cuyahoga Board of Developmental Disabilities

- Target and CSC Success Story, presented by Michelle, HR Trainer at University Heights Target

In addition to the presenters, Stakeholders from Westfield Group, Medical Mutual, Services for Independent Living, and CSC Board Trustees [Cheryl Fields](#) and [Dr. Ken Koster](#) rounded out the Committee. Stakeholders found the meeting so informative that they voted to have quarterly meetings moving forward. Think you may know of an employer or community influencer who would be interested in joining the [Stakeholders' Committee](#)? Contact [Alexis Vickers](#) (216-791-8118).

- [Tom Sawyer](#) represented CSC on Monday at the Western Reserve Area Agency on Aging Annual Conference and conducted a road show on Tuesday at Westlake Village. [Susie Meles](#) represented the agency on Tuesday at the Lorain County Senior Fair. [Lisa Cellura](#) and other staff members interviewed and spoke of CSC's history and programs for ACB Radio during Thursday's [Technology Fair](#)...stay tuned as those programs will be scheduled to air in the near future!
- Peer Mentor [Nicole Kahn](#), [Employment Services](#) staff, and the April [Job Club](#) attendees owe a big thanks to CSC President [Larry Benders](#) for his help to arrange this month's guest speaker. On Thursday, April 28th, founder and Executive Director of the Phe'be Foundation, Mrs. Sharron Murphy-Williams, joined [Job Club](#) to discuss financial literacy and assist the group to become more familiar with strategies they may use to manage income, monitor credit, and save for the future. Many questions were answered and several group members said that this was a very fun and informative meeting.

Qualified Staff Needed!

- CSC's summer residential camp, [Highbrook Lodge](#), is still looking for qualified individuals to become a part of our summer camp team!

Recruitment is still occurring for several Role Models as Cabin Leaders, a Nature Leader, and a Kitchen Assistant. [Highbrook Lodge](#) staff members gain invaluable skills while spending the summer helping clients grow and have a blast! All staff are required to reside on property. If you know of someone who is a hard working self-starter, not afraid to get dirty, and can roll up their sleeves and provide daily-living care, sports, recreation, arts, theater and/or various other camping skills, and is able to be a role model and partner with campers/clients, please refer them to apply TODAY – and remember to take advantage of Human Resource’s new PILOT Candidate Referral Program emailed this week! All job descriptions and the online application are available here:

<https://csccamp.trackingtalent.com/opportunities>. Camp Manager [Lindsay Lowe](#) is also available to answer any questions applicants may have and can be reached via email at llowe@clevelandsightcenter.org.

Items of Note:

- The [Annual Meeting of the Board of Trustees](#) is Thursday, May 5th at Corporate College East from 5:30pm – 7:30pm. This year’s [Annual Meeting](#) will be an evening reception and will feature progress the agency has made over the year. In addition, those members of CSC’s [Foresight Society](#) will be recognized. The [Foresight Society](#) was established to honor all those who have made the commitment of an endowment gift, established a life income plan, or have made provisions in their estate plans to benefit CSC. For additional information on the [Annual Meeting](#), contact [Steve Frohwerk](#) (216-791-8118).
- Cleveland State University art students and CSC will present “Exploring Sensation,” a juried exhibition designed to bring art into the world of those who are blind or have low vision. The Opening Reception will be on Thursday, May 12th at 4:00pm in the [Clyde E. Williams, Jr. Auditorium](#). Introductory remarks about the exhibit will be made at 6:30pm. Viewing hours for the artwork are 4:00pm – 7:30pm on Thursday, May 12th and 11:00am – 4:30pm on Friday, May 13th. All

are welcome to attend this free event. For more information, contact [Desmond Kennedy](#) (216-791-8118) or [Steve Frohwerk](#) (216-791-8118).

- Register now for this year's [White Cane Walk](#), which is Saturday, June 18th at Legacy Village. The event will again feature the [White Cane Walk](#), a [5K Run](#), and NEW THIS YEAR, a [1-Mile Stroll!!!](#) [Click here to register](#) and don't forget to start your own fundraising team as well! For more information, contact [Steve Frohwerk](#) (x4562).



White Cane Walk event logo

Did You Know?

- National Arbor Day is April 29th. Arbor Day is an annual observance that celebrates the role of trees in our lives and promotes tree planting and care. As a formal holiday, it was first observed in 1872, in Nebraska, but tree planting festivals are as old as civilization. The tree has appeared throughout history and literature as the symbol of life. For more information, [click here](#).

Have a vivacious weekend!

[Steve Frohwerk, Director of Marketing, Communications and Special Events](#)

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