



Keeping You “In the Know...” 4/7/17

Update on the KPMG Project:

- Earlier this month CSC kicked-off a consulting project with KPMG to analyze the business needs for the agency’s electronic health record system. The consultants studied the results from their user group meetings and prepared a current state assessment (of Care Chart and Compulink) and gap analysis, which completes the first phase of their project. Thanks to involvement of many CSC staffers, KPMG was able to identify and prioritize the needs of our system into several categories: accessibility, system security, process efficiency, ability to glean information from the system, client outcomes, data validation/quality assurance, centralized scheduling/encounter processing, system training/communication, remote system capability, all clinical documentation stored in one system, audit trail function for data entry, system integration, client access to their records.

This information was reviewed during two meetings with the Directors team and program managers. A decision was reached for the next phase to draft a request for proposal (RFP) to purchase and implement a new “off-the-shelf” system, instead of developing Care Chart further. We expect the RFP release, response collection and review, and software demonstrations to take place over the next several months. In the meantime we plan to shop the concept to potential funders to pay for a new system.

Thank you again to all who provided input during this process, which aligns with the agency’s strategic plan and will keep putting the client first, improving our impact and delivery to clients. We will no doubt need additional input moving forward as we look to implement a new solution over the next 12-18 months.

Process Participants: Larry Benders, Mary Jo Chisnell, Mollie Evans, Charlotte Fornal, Steve Frohwerk, Chris Gruber, Frida Gudina, Karen Hiller, Jim Hlavaty, Marcia Houston, Desmond Kennedy, Randy Knapp, Kevin Krencisz, Andrea Marley, Lorie Marsalis, Mike McManamon, Gloria Medlen, Susie Meles, Michelle Neitzel, Debbie Ruffin, Laurie Schlickman, Sylvia Snyder, Jassen Tawil, Ali Thomas, Kanden Tolbert, Carlton Toppin, Alexis Vickers, Joel Zureick.

Educating the Community and Strengthening Partnerships:

- CSC's Braille department won a state-wide bid to transcribe Opportunities for Ohioans with Disabilities (OOD) consumer documents into Braille! A variety of documents including papers consumers must sign and important OOD and BSVI information are included. The Braille department is also finishing up a large order for Ohio State University, an even larger order for Cleveland State University and is already working on some BIG estimates for Fall 2017 classes! If you know of an organization or business needing transcribing services please have them contact Jennifer Dean (216-791-8118 or jdean@clevelandsightcenter.org).
- Susie Meles and Mary Jo Chisnell met earlier this week at the Jewish Federation of Cleveland with a student who is attending the Lehava program, a leadership development program for young volunteers in St. Petersburg, Russia. The goal is to develop a project that will positively impact the community in her home town. The student's project is to make braille menus available in Russia to those who are blind or visually impaired and she hopes to use her country's equivalent of Facebook to inform people about the braille menus. The conversation was filled with sharing relevant information, answering questions and providing general guidance on the project.
- Camp Manager and Certified Therapeutic Recreation Specialist (CTRS) Lindsay Svarovsky and Therapeutic Recreation Specialist Mollie Evans attended the annual Recreation Therapy Conference at the University of Toledo on Friday, March 31st. Topics for the 200

therapeutic recreation students and professionals in attendance included: outcomes and task analysis, recreation therapy with at-risk youth, technology-based interventions, mental health programming and drum circles as an intervention. Afterwards Lindsay, Mollie and four-year seasonal staff member Stefan Wickli then headed to St. Charles, Illinois for the 25th annual American Camp Association MidStates Camp Conference. Over 950 camp staff and professionals were in attendance for the event. The Highbrook Lodge Leadership Team attended Sunday's eight-hour pre-skills Super Staff Supervision session led by camp professional extraordinaire Michael Brandwein. On Monday, Mollie attended the ACA Camp Standards training while Lindsay became a certified Project Learning Tree facilitator and Stefan brushed up on supervising peers. Tuesday and Wednesday all three attended sessions and keynotes pertaining to no-down time activities, arts and crafts and waterfront programming, disability issues, supervisory ideas, risk management, marketing, running camps in low-income areas, smart programming, large group leadership, MESH (Mental, Emotional, Social Health), how to successfully create new programming, sex and sexuality at camp, and how to work with staff based off their True Colors personality type. The conference sessions and networking/learning opportunities provided the Highbrook Lodge team with invaluable knowledge and connections and was the perfect kick start to the busy summer season!



Stefan Wickli, Lindsay Svarovsky and Mollie Evans in their red Highbrook Lodge sweatshirts

- Louise Miller spoke to 75 women of the Christ Child Society of Lake County this week about CSC's preschool vision screening program, Bright Futures Preschool and Highbrook Lodge. The group is donating \$1,500 towards Highbrook Lodge camperships this summer!
- Desmond Kennedy made doctor visits for this week, discussing CSC's programs and services with Dr. Karen Murray, Gale's Vision Source, and Berris Optical.

What's Happening at CSC and Highbrook Lodge:

- Cleveland Sight Center was awarded a grant to teach Beginners Braille through Opportunities for Ohioans with Disabilities (OOD) and Adult Basic and Literacy Education (ABLE). If you know of anyone interested in learning Beginner Braille and are interested in obtaining a high school equivalence and/or are ready for postsecondary education/training or employment, contact Susie Meles (216-791-8118). Class will be offered on Tuesday and Thursday mornings from 10:00 a.m. to 12:00 p.m. beginning April 17, 2017 – June 30, 2017.
- Staff members Erin St. Denis and Randy Knapp taught their first iPhone class to working-age clients earlier this week. The aim of the class was to introduce students to its features, power and Built-In Accessibility options designed to meet the needs of those users who are blind and visually impaired. The students attended four two-hour sessions where they were exposed to performing basic tasks with the phone. At the end of the last session the students received two hours of individualized training designed to address end user needs and concerns. The students learned valuable life skills while having fun with their phones and related technology. A curriculum has been designed to support class instruction and the staff is working on advanced classes using Voiceover and the screen magnifier. Since there is no funding for this age group each participant paid \$10.00 for each class. During the last class one of the clients brought in doughnuts to thank the instructors and celebrate all that they had learned.

- It is CYAS party time again as they host “Spring Fling” this Saturday at CSC for young clients and their families. Some terrific raffle baskets await! Tickets are \$1.00 each or 6 or \$5.00. Baskets are on display in CYAS; tickets are available from Lorie Marsalis or any available CYAS staff member on Thursday, April 6th and Friday, April 7th.

Spring Fling 2017 Raffle Baskets

- Yoga – to – go! Yoga mat, water bottle, towel, carrying case
- Cleveland in a box - assortment of Cleveland items (\$50 value)
- Gardening Basket - \$25 Petitti’s gift card, gnome, herb garden and seed pots
- Laurice Beauty – gift certificate (\$185 value)
- Lottery Tickets in a basket – scratch off tickets
- Hostess Easter Basket – mugs, candy, apron, hand towels, etc.
- Cleveland Sports – assorted Cavaliers, Browns & Indians clothing & items including autographed football
- Tour of Cleveland Restaurant Package – 4 terrific downtown restaurant gift cards
- Music Box Supper Club - \$100 gift certificate
- Yarn Fun – looms, yarn & crochet hooks in a beautiful tote
- Case of wine
- Home Spa basket



Cleveland sports basket



Lottery tickets basket



Case of wine



Home spa treats basket

- CSC's Job Club welcomes friend of CSC Robert Campbell, a successful private attorney and Equal Employment Opportunity Specialist for the Cleveland Veterans Administration Office of Resolution Management, to the Thursday, April 20th meeting at CSC. Robert will share his own experience of searching for employment as an individual with a vision impairment and will also provide information regarding the expungement of criminal records. Job Club will meet at 10:00 a.m. in the Clyde E. Williams, Jr. Auditorium. Contact Nicole Kahn (216-791-8118) to RSVP.
- Registration for upcoming summer 2017 camp sessions at Highbrook Lodge is now OPEN! The 2017 schedule with additional information is posted on the Highbrook Lodge pages of CSC's website, [click here](#). Any questions, contact the Camp team at 216-791-8118.

Nominate a Volunteer for Feel Good Friday!

- Do you have a volunteer who deserves some praise for all they do? Nominate that volunteer for Feel Good Friday! Feel Good Friday will take place the first Friday of every month debuting in May. All volunteers nominated for Feel Good Friday will receive a thank you call from the Volunteer Manager. One volunteer selected as the winner for each month will get free coffee/tea and some one-on-one time with CSC staff and be featured in "In The Know." Nominations for Feel Good Friday are due by the last Monday of every month; get yours in

today for the period April 7th – 24th and see if your volunteer is featured in the Friday, May 5th “In The Know”, the first Feel Good Friday! [Click here](#) to get started or contact Melissa Bresnahan (216-791-8118).

Eyedeas Shop's Featured Product of the Week: Olympus 8x21 Binoculars

- This week's item of the week is the Olympus 8x21 Binoculars. With the weather getting warmer and outdoor activities coming, a great pair of binoculars is just the item to take along for bird watching, nature walks and all those indoor and outdoor concerts. You won't miss your son's or daughter's first home run at t-ball this summer and don't forget sight-seeing on vacation. Stop by the Eyedeas Shop and try them out. The cost is \$77.00. Don't forget that employees of CSC receive a 10% discount on most items in the store, but not all of them.



Olympus binoculars and case

- Can't make it to the Eyedeas Shop at CSC? Then check out the product offerings online at www.eyedeasshop.com and purchase items from the comfort of wherever you may be!

Items of Note:

- The ride-hailing company Lyft this week joined with the National Federation of the Blind for a partnership that promises to increase awareness of blind passengers' rights, advocate for effective public policies and expand transportation options for passengers who are blind or have low vision. [Click here](#) for the full article.
- Save the Dates for these CSC events:
 - Annual Meeting: Thursday, May 4th at Corporate College East
 - White Cane Walk: Saturday, June 3rd at Cleveland Sight Center
 - Golf Classic: Monday, July 17th at Westfield Group Country Club
 - Spellbound: Friday, September 15th at Landerhaven
- Bright Futures Preschool is only 41 points away from a \$100 Visa card! Please bring in any Labels for Education UPCs you may have saved – drop off to Lorie Marsalis (216-791-8118).



LabelsForEducation.com

Labels for Education logo and website

- Tickets are now on sale for “A Night at the Races” benefiting CSC hosted by Delta Gamma Cleveland East, held at CSC on Saturday, April 29th from 6:00 p.m. – 10:00 p.m. To purchase tickets, sponsor a horse or race, place an ad or make a donation, [click here](#).
- A sophomore at Kirtland High School is hosting a fundraiser, Jonah’s Vision, with proceeds to benefit CSC on Sunday, April 30th at St. John Vianney Church in Mentor. Jonah is blind in his right eye from an accident that occurred in April 2010. Although he has never used CSC’s services, he would like to help out the kids who do. Tickets are \$20.00 per person and include pasta dinner and music entertainment. Tickets for 50/50 Raffles and Gift Baskets will also be available for purchase at the fundraiser along with Silent Auction items. If you are interested in purchasing tickets, providing a donation or donating items

for gift baskets or the silent auction, please contact Brion Cummings (216-276-0989 or bndcumplings@att.net). Tickets must be purchased prior to the event and checks can be made payable to Jonah's Vision.

Did You Know?

- Brenda Lee was only 13 when she recorded "Rockin' Around the Christmas Tree."
- In 1961, Martha Stewart was selected as one of Glamour Magazine's "Ten Best-Dressed College Girls."
- Dolly Parton once entered a Dolly Parton look-a-like contest — and lost.
- The sum of all the numbers on a roulette wheel is 666.
- There really was a Captain Morgan. He was a Welsh pirate who later became the lieutenant governor of Jamaica.