



Keeping you “In the Know...” 12/4/15

Call Center Begins New Contract with Ohio Secretary of State Office:

- The [Call Center](#) began a new contract with the Ohio Secretary of State, Jon Husted’s Office on Tuesday, December 1st. Agents are preparing for the new campaign and will start fielding calls January 4th to assist with the filing of various forms needed for any new businesses starting in the state. This two-year contract will keep the phones busy as the team is expected to handle on average 500 calls per day. Allison DeSantis, Director of Business Services for Ohio Secretary of State, Jon Husted’s Office, visited CSC on Thursday, December 3rd for a tour of the agency and to meet the team handling the calls.

Telling Our Story and Educating the Community:

- Tune in to WEWS Channel 5’s “Kaleidoscope” program with Leon Bibb on Sunday, December 6th at 12:30pm. [Larry Benders](#) and [Steve Frohwerk](#) recently visited with Leon Bibb to talk about CSC. Thanks to Board Trustee [Christine Somosi](#) for facilitating the opportunity to help spread our message and tell CSC’s story! [Click here](#) for a link to the program listing and video once the program airs.
- On Monday, November 30th [Lisa Cellura](#) and [Alicia Howerton](#) hosted the English Nanny and Governess School at CSC to learn about vision development in children. On Tuesday, [Lisa](#) visited Hawken School’s Gries Center for a hands-on exploration of blindness and low vision. [Lisa](#) then presented “[Blindness Basics](#)” to the staff at the Gardens at Westlake assisted living facility. Tuesday evening, [Sylvia Snyder](#) presented “Blindness Basics” to the current class of recruits at the

Cleveland Police Academy. And on Wednesday, Board Trustee [Mike Weissman](#) hosted a group of friends for an introduction and tour of the agency, led by [Lisa Cellura](#) and [Alicia Howerton](#).

An Update on House Bill 275:

- CSC is working to use the legislative process to change House Bill 275 (HB275) to expand the legal definition of a vision care provider. CSC suggested a new definition of vision care provider to include Occupational Therapists, Physical Therapists, Certified Vision Rehabilitation Therapists and Certified Low Vision Therapists.

Why? We at CSC know that many disciplines and professionals provide extremely beneficial service to people who are visually impaired and our amendment would improve access to beneficial rehabilitative services.

In the last month CSC has spoken to the Executive Director of the Ohio Optometric Association and the President of the Academy for Certification of Vision Rehabilitation & Education Professionals (ACVREP) to try to gain their support for the amendment. Our proposed language was incorporated into an amendment.

The primary purpose of HB275 is to change insurance restrictions on suppliers and providers. Our amendment is one paragraph of the 40 page bill and further hearings are scheduled for January.

If HB275 were to pass and include our amendment it would be groundbreaking for the field of rehabilitation, our staff and the clients we serve. Ohio would become the only state with law that could compel insurance companies to pay for the services that are provided by rehabilitation staff.

Eyedeas Shop's Featured Product of the Week:

- This week's featured product in the [Eyedea Shop](#): Braille Stones: Inspirational braille pocket pebbles. Keep a pebble in your pocket or in your desk at work and when you feel a little anxious, worried or sad take it out and give it a little rub! Braille Stones are only \$5.00 and come in a variety of inspirational words.
- Friend of CSC Owen McCafferty, whose paintings are featured on the cover of some of this year's [holiday cards](#), will be selling the actual paintings, which are currently on display in the [Eyedea Shop](#). Stop by the [Eyedea Shop](#) for more information if you are interested in purchasing one of the paintings.

Holiday at Highbrook is Almost Here!

- [Holiday at Highbrook](#) is Friday, December 11th...come experience all the wonderful outdoor offerings of [Highbrook Lodge](#) and surrounding areas in December! The group will depart CSC at 9:00am and head to the Marc's store in Chardon for some holiday shopping. Then it is off to [Highbrook Lodge](#) for lunch, a winter hike, holiday-themed arts and crafts, and songs around the campfire. Campers will return to CSC by 4:00pm. The cost is \$20 per participant, which includes transportation. To register, contact [Tamara Flowers](#) (216-791-8118) by Friday, December 4th.

Happenings in Children & Young Adult Services:

- **Giant Eagle – Apples for the Students – Shop. Scan. Support CSC's [Bright Futures Preschool](#).** This program is a great way for our preschool to earn funds for our school's overall educational needs. Is your Giant Eagle Advantage Card[®] registered? Now's the time to check. All you need is our school code [5788](#) to verify a card or register a new card.

1. Visit www.gianteagle.com/AFTS.

2. Enter your Giant Eagle Advantage Card[®] number (which appears

under the bar code).

3. Enter the school code 5788

4. Done! Please encourage your extended family and friends to register too.

Every time you scan your Giant Eagle Advantage Card at Giant Eagle or Get Go, our school earns points which translate into a cash donation!

Do You Shop at Rite Aid? Help Raise Money for CSC!

- CSC is a participating charity in the RiteAid Foundation's KidCents program. By registering your existing RiteAid card or signing up for their rewards program Wellness+ with Plenti, CSC will receive credit towards a grant. With a minimum of 50 sign-ups, CSC will receive a grant of \$10,000! Sign up today and help CSC achieve these funds – please pass along to family and friends! [Click here](#) for the information.

Items of Note:

- On Wednesday, December 2nd, [Call Center](#) employees had a chance to meet or become reacquainted with [Nicole Kahn](#), CSC's Peer Mentor. [Nicole](#) hosted an open house where 28 [Call Center](#) agents spoke with her in person or by conference call. The group enjoyed refreshments while they learned about the types of support that [Nicole](#) may provide and discussed various methods we may all use to relieve stress at work. Coworkers reached out to each other to set this up, and some positive thoughts and laughter were shared by all.



Nicole Kahn in front of a white board that reads "Get to Know Your Peer Mentor"

- CSC was required to re-register as a contractor to Cuyahoga County. As part of its commitment to ethical practices, it requires its contractors to be knowledgeable about dealings with county officials. Please read the below to ensure we are all aware of these regulations.

Prohibited Activities by Cuyahoga County Contractors

- Paying for or providing "Anything of Value" to any Public Official or Employee;
- Paying for or providing a Gift to any Public Official or Employee; and
- Making campaign contributions for or otherwise on behalf of any elected official/candidate for public office for the purpose of influencing any matter of County Business
- Gift is defined by any benefit or thing or act of monetary value, other than a Campaign Contribution, of a cumulative value of \$75.00 or more within a calendar year.

- [Mike McManamon](#) recently featured CSC in CIO Review Magazine's Compliance Special. The article has been posted to CSC's website and [linked here](#).