

Keeping you “In the Know...” 5/22/15

Strengthening Partnerships and Creating Opportunities:

CSC’s contract with the Ohio Department of Administrative Services (DAS) and the Help Me Grow Helpline has been extended through June 30, 2017! CSC began providing service in December 2013 and handles about 20,000 calls per year for programs including Help Me Grow, Women’s Infants and Children (WIC), Bureau of Children with Medical Handicaps, Save Our Sight Fund and Ohio’s Child Safety Seat Program. In 2014, agents collected 1,941 referrals for Help Me Grow services.

Over 25 agents currently work on the project and at any given time two or three agents are ready to handle calls. Customer Service Representative Tameka Kennedy has been working the Help Me Grow campaign since she began working at CSC in November 2014. She loves what she does and is proud of the impact she can make and the service CSC provides. Tameka says “I’m a people person and I really like helping people get what they need, especially providing assistance to first-time mothers.” Congratulations, Tameka and the Call Center team for the success of the Helpline. Your hard work, knowledge and professionalism are paying dividends for CSC and those we serve.



Tameka Kennedy handles an incoming call



Tameka Kennedy smiles at her work station

Alexis Vinick met with the Disability Services Department at Cleveland State University on Wednesday, May 20th to discuss how our agency and the university can partner together to benefit students through our Ticket to Work program and Call Center opportunities. The Disability Services Department is excited about the resources CSC can offer to their students. The Disability Services team plans to visit CSC in the near future to tour our facility and learn more about our agency.

The Lubrizol Corporation will be at Highbrook Lodge on Thursday, June 4th for a day of service with about 65 employees expected to attend. Mary Jane Sanders, the Community Specialist from Lubrizol who has been working with Camp Manager Lindsay Lowe and Camp Ranger Kevin Pye on project details, announced that Lubrizol will be sending CSC a donation of \$1,500 to go towards 10 new vinyl mattresses in Palda Hall!

Mary Jane learned about Highbrook Lodge from a group of Lubrizol’s summer interns who volunteered with CSC last summer and really enjoyed the experience (the intern group is returning mid-July as well). This group has been a great partner to work with so far and, along with this donation they will be providing ALL supplies needed for their upcoming day of service projects!

Engaging and Educating the Community:

Members of CSC's Grasselli Committee, a long-standing group of volunteers who host the monthly Victory Circle Club, held a lunch meeting at CSC on Tuesday, May 19th. The group enjoyed a guest speaker on beekeeping and received a tour of the building from Greg McGrath and Lisa Cellura.

Susie Meles, Debi Welsby and Ralph Johnson represented CSC at the City of Cleveland Senior Day at Public Hall on Wednesday, May 20th.

Martha Harris, granddaughter of Harold Terry Clark – one of CSC's founders – visited CSC on Wednesday, May 20th for a tour of the agency and to discuss her grandfather's legacy.

Lisa Cellura, Mary Jo Chisnell and Jen Dean attended the ribbon cutting of the new Summit Metro Parks Liberty Park Visitor Center in Twinsburg on Thursday, May 21st. The team consulted Summit Metro Parks on making the new site accessible to people who are blind or have low vision.

On Thursday evening, Lisa Cellura and volunteer Rachel Fetsko presented "What to Do When You Meet a Guide Dog" to a group of Cub Scouts at St. John Vianney Church in Mentor.

Lisa Cellura presented "Aging Eyes – What Every Senior Needs to Know" to Bay Village Senior Center on Friday, May 22nd.

From the Recreation Team:

During the May Winner's Club gathering, clients of the Recreation department welcomed new CSC President and Executive Director Larry Benders. The group enjoyed a lunch of chicken Florentine, chili, green beans and cake, played trivia and reviewed the new Highbrook Lodge clothing and gear for this summer's staff.



Desmond Kennedy and Larry Benders hold Larry's cake



Larry Benders speaks with Winner's Club members

CARF Corner:

CARF is the Commission on Accreditation of Rehabilitation Facilities and its mission is to promote the quality, value and optimal outcomes of services through a consultative accreditation process and continuous improvement services that center on enhancing the lives of persons served.

Over the next weeks, four parts of Performance Improvement will be reviewed.

Performance Improvement – Important Points and Questions (Part 4):

Your organization also has other customers and stakeholders. These include your board members, staff members, families of persons served, other caregivers, people who pay for your services and your local community. Their satisfaction is also important. To find out how you are doing, answer the following questions:

Do you ask these customers if your services are meeting their needs for today? The future? Is the information gathered responsive to their needs?

How do you share what you are learning with your stakeholders?

Items of Note:

The Call Center will host another hiring Open House on Friday, May 29th from 10:00am – 2:00pm. Contact Ali Thomas or David Magyar at 216-791-8118 for additional information.

Bright Futures Preschool Graduation is Thursday, May 28th in the Clyde E. Williams, Jr. Auditorium. The program begins at 10:00am and will be followed by cookies and punch.

CSC's preschoolers enjoyed a field trip to Cleveland Metroparks Zoo on Wednesday, May 20th.

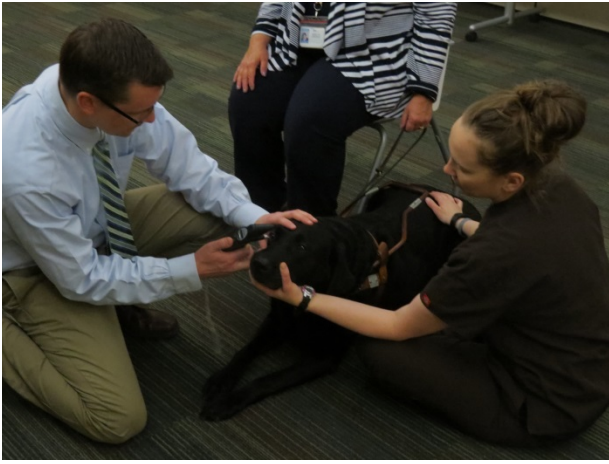


Preschoolers touch elephant display



Jasleen holds her nose while visiting the elephant exhibit

Dr. Mark Bobofchak and Betsey Hallenburg visited CSC on Wednesday, May 20th to provide eye exams for guide dogs.



Dr. Bobofchak examines Jersey



Butch has his eyes checked by Dr. Bobofchak

In technology news, a trial for the world's first Braille phone has begun in Sydney, Australia. The phone transfers spoken words onto what is called a "dynamic braille display." [Click here](#) for the full article.