



Keeping You “In the Know...” 11/30/18

CSC Hosts CARF Survey Team:

- Cleveland Sight Center welcomed the CARF survey team to the agency this week. The surveyors included Sherri L. Turner, PHR, (Administrative Surveyor), Marcia L. Echavarria, MPH, MS Ed., CVRT, CLVT, (Program Surveyor) and Sharon Duke, MS, CRC, (Program Surveyor). CARF International is an independent, nonprofit accreditor of health and human services. Through accreditation, CARF assists service providers in improving the quality of their services, demonstrating value and meeting internationally recognized organizational and program standards. The accreditation process applies sets of standards to service areas and business practices during an on-site survey. Accreditation, however, is an ongoing process, signaling to the public that a service provider is committed to continuously improving services, encouraging feedback and serving the community. Accreditation also demonstrates a provider's commitment to enhance its performance, manage its risk and distinguish its service delivery. Survey results of this visit will be available to CSC in the coming months.

CSC Raises \$21,100 on #GivingTuesday!

- Cleveland Sight Center participated in #GivingTuesday on November 27th, an international day where charities, families, individuals, businesses, communities and more around the world come together for a common purpose: to celebrate generosity and to give. Gifts received for this year's campaign totaled **\$21,100...the highest in CSC's five years of participation!** Total amounts in years past were \$15,790 in 2017, \$10,076 in 2016, \$2,540 in 2015 and \$850 in 2014. CSC is grateful for a \$5,000 donation from The Rite Aid Foundation as

part of the KidCents Thanks For Giving Holiday program. Thank you to those who made a gift or passed along CSC's message to help make this year's #GivingTuesday the best yet. The number of staff members who donated increased by 60% from last year's campaign! Congratulations to Regina Dorfmeier and Dorota Tomaszewska who were the winners of the #GivingTuesday Staff Challenge raffle!

Strengthening Partnerships:

- CSC hosted staff members from the Office of TourismOhio this week for a tour of the agency and Call Center and to discuss the partnership. The Call Center handles phone inquiries to the State's 1-800-BUCKEYE phone line in addition to other inquiries for information into the department. In attendance were Matt MacLaren, Esq. – Director of TourismOhio, Tammy Brown – Public Relations Manager, Meg Schultz – Public Relations Coordinator and Amy Summers – Office Manager. The TourismOhio staff also participated in a side-by-side listening session with Dana Olesen to observe assistive technology in action. Staff also brainstormed ideas to improve customer service and support the “Find It Here” marketing campaign. Tourism is extremely important to Ohio's economy – it supports 428,000 jobs and visitors spend \$44 billion. The visit was a hit...said the guests “We really enjoyed seeing your facilities and meeting everyone. Thank you for a great day!”



TourismOhio logo which states “Ohio” inside the state's outline and “find it here.” below the state outline



Visitors from TourismOhio get their pictures taken in front of the lobby welcome monitor

- Leadership from InfoCision visited CSC on Thursday for a meeting, site visit and tour of the Call Center. The group included Mike Langenfeld – Chief Operating Officer, Nate Drushell – Senior Vice President of Marketing, Jeffrey LeBlanc – Vice President Client Services and Brian Lockhart – Account Executive.



InfoCision logo

- The following was part of an email from a staff member at the Office of Secretary of State Jon Husted about her recent presentation on the Business Services Division, which CSC's Call Center handles. "...I wanted to let you know I did a presentation yesterday for the Small Business Development Center annual conference and got wonderful feedback on the call center. Many expressed how the wait time is unbelievable, but another person said we have the best call center of any state agency he has dealt with in Ohio or any other state when helping clients set up business entities! Thanks for all you and your team do to make us look good!"

What's Happening at CSC:

- Cleveland Sight Center's Board of Trustees will be meeting on Monday, December 3rd at Noon in the Clyde E. Williams, Jr. Auditorium. CSC staff members are reminded to please be prepared to

park as directed by the Facilities Department in order to accommodate the guests.

- CSC welcomed three new volunteers in recent orientations sessions. Welcome to Hannah Kim (Independent Living Survey Volunteer), Josh Kremer (CSC Visionary) and Zac Stanley (CSC Visionary).



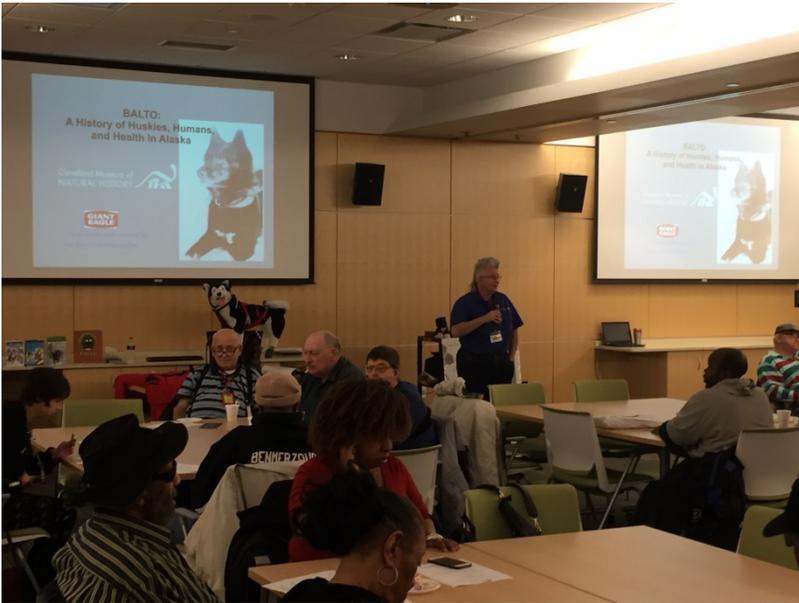
Hannah Kim



Josh Kremer

- Winners Club held a program at CSC on Thursday, November 29th. The attendees enjoyed socializing and a speaker from the Cleveland Museum of Natural History who talked about the history of Balto, a Siberian husky and sled dog who led his team on the final leg of the 1925 serum run to Nome, in which diphtheria antitoxin was transported from Anchorage, Alaska, to Nenana, Alaska, by train and

then to Nome by dog sled to combat an outbreak of the disease. The group also enjoyed lunch followed by Bingo, other games and prizes!



The speaker from the Cleveland Museum of Natural History presents the story of Balto to Winners Club attendees

- Thank you to the volunteers who helped make Winners Club possible for clients! Six volunteers gathered together to help with sighted guide, food serving and activity support to make for a wonderfully successful event. Thank you to Aron, Linda, Laura, Kim, Mo and Zach for helping to make the event a success!



Winners Club volunteers smile during salad preparation

- This year CSC hosted its first-ever #GivingTuesday volunteer event, welcoming community members to give back to the organization with their time through a Done-in-a-Day volunteer project. Volunteers helped with writing holiday cards to those who donate funds or time to make CSC's mission possible, listening to cheerful holiday tunes and sipping hot chocolate after taking some time to learn about CSC during their experience. Know a friend or family member who might enjoy this experience of spreading holiday cheer? If so, spread the word about the upcoming "Grateful Greetings" volunteer event on Friday December 7th from 2:00 p.m. – 3:45 p.m.! Encourage friends and family to [sign up here](#) or contact Melissa Mauk (216-791-8118).



Volunteers smile and hold their #GivingTuesday greeting cards

- The Book Discussion group will meet at CSC on Tuesday, December 11th from 12:00 p.m. – 3:00 p.m. and review the book Red Notice.
- Employment Services and Volunteer Services welcome Westfield Insurance Human Resources staff members to CSC's December Job Club event on Friday, December 14th from 9:15 a.m. – 12:00 p.m. Attendees will hear from Human Resources professionals that represent a 170 year old company to learn about the following:
 - the range of job opportunities available in the insurance industry
 - how your resume should feature your talents and experiences
 - how to address reasonable accommodations requests

-personalized feedback about individual interview techniques

Job Club is free but seating will be limited and registration is strongly encouraged. Contact Nicole Kahn (nkahn@clevelandsightcenter.org or 216-658-7337) for more information or to register.

- Calling all technology gurus! Do you work with a client or know a peer who excels at using and teaching assistive technology? Do technologies like JAWS, Zoomtext, VoiceOver, and TalkBack excite someone you know? Would activating the independence gained related to the use of assistive technology help someone you know feel more empowered, allowing them to retain the skills they have learned while also making a difference for others? If you answered yes to any of these questions, connect that client or friend you know to Volunteer Services to become an [Assistive Technology Volunteer](#) today! For questions or to learn more about the Assistive Technology volunteer position contact Melissa Mauk (mmauk@clevelandsightcenter.org or 216-791-8118).
- CSC's Annual Appeal continues. To view this year's piece, visit CSC's website or [click here](#).

Eyedeas Shop's Product of the Week:

- They're back! CSC's Director of Children & Young Adult Services (CYAS) Sylvia Snyder has once again provided the Eyedeas Shop with wine/gift bags. These bags will make that gift look extra special and save you the need to wrap. They are homemade with love and feature several different festive patterns and designs. The store even has something for the Cleveland Browns fan or the Cleveland Indians fan on your list. The bags are displayed in the Eyedeas Shop along the holiday cards. Please stop in and see all the beautiful choices. The gift bags are a \$3.00 each or 4 for \$10.00.



Variety of wine/gift bags



Clinic Corner:

- Did you know the muscles that move the eyes are the fastest and strongest muscles in the body; they are 100x more powerful than necessary.

Items of Note:

- With the holidays fast approaching, a reminder to all online shoppers that when you place orders on Amazon, make sure you place them through AmazonSmile and chose CSC, so CSC can benefit from the purchases at no extra cost to you! AmazonSmile is a website operated by Amazon with the same products, prices, and shopping features as Amazon.com. The difference is that when you shop on AmazonSmile, the AmazonSmile Foundation will donate 0.5% of the purchase price of eligible products to the charitable organization of your choice.

- Did you know that Walgreens joined the Aira Access Network to provide free Aira service in stores nationwide? To find out more, [click here](#).
- From an online article: Diseases of the eye may profoundly influence artists by altering their perception of the world as each brushstroke provides a clue as to their interpretation of what they see around them. Throughout history, many famous artists have been known to struggle with vision impairment. Perhaps the most notable, and perhaps aligned period for vision impaired artists, was the Impressionist era as the art style that emerged during these years allowed for softer, ethereal adaptations of landscapes, figures and still life. To read more, [click here](#).

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

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