



## Keeping You “In the Know...” 5/26/17

### CSC's Partnership with the Office of the Secretary of State Jon Husted Receives IACA Merit Award:

- The International Association of Commercial Administrators (IACA) recently honored Ohio Secretary of State Jon Husted's Office with the 2017 IACA Merit Award. Ohio was one of only three jurisdictions worldwide chosen for the prestigious award and was recognized for the significant improvements to the Business Services Division Call Center and customer service by partnering with Cleveland Sight Center in January of 2016. Since working with CSC's Call Center, the number of calls handled per month has gone from 8,000 to more than 12,500 with a 95 percent customer satisfaction rate. Extended weeknight and weekend business hours offered, as well as a guaranteed wait time of 30 seconds or less before their call is answered compared to the 50 minutes some customers had to wait before the partnership are some of the highlights of improved customer service. “We needed to improve our customer service and the partnership with Cleveland Sight Center has proven to be a winning combination,” Secretary Husted said. “This is a story of how innovation can save tax dollars and enable the disabled to improve their lives and make Ohio an even better place to start a business. We are all honored to receive this award.”  
Congratulations, Call Center team!

### Local High School Student Raises \$11,200 for CSC!

- Jonah Cummings, a sophomore at Kirtland High School who hosted the Jonah's Vision fundraiser to benefit CSC on Sunday, April 30<sup>th</sup>, stopped by the agency this week with his parents. Jonah met with

Sylvia Snyder, Karen Hiller, Lisa Cellura and Kevin Krencisz to talk about the event and presented CSC with a check for \$11,200! Jonah and his family have started a White Cane Walk team and are excited to walk with CSC on June 3<sup>rd</sup>. Thank you, Jonah, for your tremendous efforts and support of CSC!



Jonah Cummings presents a check to Kevin Krencisz

Jonah Cummings and his parents speak with Karen Hiller, Kevin Krencisz and Sylvia Snyder

## Congratulations, Bright Futures Preschool!

- Bright Futures Preschool celebrated the end of the school year with a ceremony on Thursday, May 25<sup>th</sup>. The class featured a “Year in Review” presentation showing many of the things they learned. Each student was given an award and certificate for completing the school year. Family and friends enjoyed refreshments, pictures and plenty of hugs and smiles to conclude the morning. Thanks to Board Trustees Tom Furnas, Fred Jones, Caroline Oberndorf and Andy Sikorovsky who stopped by to congratulate the students.



Preschoolers enjoy a classroom picnic



Preschoolers sing their year-end song



A preschooler receives her diploma and a crown on her head

## Only 8 Days Until White Cane Walk!

- There is still time to register to walk in CSC's White Cane Walk, which will be held right here at 1909 East 101<sup>st</sup> Street on Saturday, June 3<sup>rd</sup>! Can't make it to the walk? Please consider a donation to support one of the fundraising teams. All proceeds from White Cane Walk support many programs and services available to clients, many of which are not covered by medical insurance, including white canes. This event is also a great way to show family, friends and colleagues the fantastic agency we call our work "home". Contact Steve Frohwerk (216-791-8118) for any assistance or with any questions.

Register to walk (adults \$15 includes event t-shirt; children 10 and under are free) at [www.whitecanewalk.org](http://www.whitecanewalk.org) or set up a fundraising team to share with family and friends ([www.whitecanewalk.org](http://www.whitecanewalk.org)). Consider

helping as a volunteer by contacting Melissa Bresnahan (216-791-8118). Volunteer opportunities are listed via [Sign Up Genius here](#).

The White Cane Walk Committee, chaired by Board Trustee Sara Parish, looks forward to seeing you at CSC on Saturday, June 3<sup>rd</sup>!

### Educating the Community and Strengthening Partnerships:

- Barbara Piascik and Tom Sawyer attended an all-day Medical Mutual event in Middleburg Heights on Monday, May 15<sup>th</sup>. According to the Medical Mutual representative, the Medicare members who came and visited CSC's booth really appreciated the materials and information the agency was able to provide.



Tom Sawyer displays and explains a CCTV to a table visitor

- The second of three classes from Hawken School visited CSC on Monday, May 22<sup>nd</sup> to learn more about vision, perception and vision loss, hosted by Lisa Cellura and Alicia Howerton. A third class from Hawken School will participate in the same program at CSC next week.
- A group of 55 8<sup>th</sup>-graders from St. Ambrose School in Brunswick visited CSC on Tuesday, May 23<sup>rd</sup>. They received a brief overview of the agency from Lisa Cellura then participated in some activities under blindfold and concluded with a presentation by Cathy Javorsky and



Avenue. Thanks to Steve Frohwerk, Alicia Howerton and volunteer Mike Musgrave for their support during the group break-out sessions.

- Desmond Kennedy represented CSC at City of Cleveland Senior Day at Public Hall in downtown Cleveland, one of the busiest events of the season, which brought thousands of information-seekers to the event. Desmond makes a return visit to Cleveland Eye Care and Surgery Center in Beachwood on Friday, as the center requested he come back to speak to their entire staff about CSC's programs and services.
- Board Trustee Fred Jones brought a guest to the agency on Thursday, May 25<sup>th</sup> for a tour of the agency and the Bright Futures Preschool End of Year Celebration.
- CSC will participate in ADA Day 2017 on Wednesday, July 26<sup>th</sup> as part of University Circle's Wade Oval Wednesday (WOW) from 4:00 p.m. – 9:00 p.m. ADA Fest will be held from 4:00 p.m. – 6:00 p.m. and will feature a resource fair and carnival activities. The WOW Concert will follow from 6:00 p.m. – 9:00 p.m. Come celebrate the Americans with Disabilities Act and party on Wade Oval Wednesday!
- Highbrook Lodge received a grant from Cleveland Clinic to financially assist in sending clients that live in the city of Cleveland to camp this summer. The camp team is looking to identify clients who may be interested in attending a session of camp who could benefit from this grant. Clients of all ages are eligible! If you know of someone who may be a good fit, please email Lindsay at [lhowe@clevelandsightcenter.org](mailto:lhowe@clevelandsightcenter.org) as soon as possible.

### **Eyedeas Shop's Featured Product of the Week: Flip Up Sunglasses**

- The Eyedeas Shop now carries Flip Up Sunglasses. They clip onto your eyewear glasses and can be "flipped up" out of the way when you don't need them. They are available in either amber or grey. Plus you may choose the oval or rectangular shape depending on your frames. They

are polarized and are 99-100% UV protection. The price is \$10.00. Get some today as summer approaches!



Flip Up Sunglasses

- Also being featured: Cleveland Sports Teams Lanyards. Display your fan loyalty for the home teams, keep your keys handy and/or display your CSC work ID around your neck. These sporty lanyards are only \$3.00 each. A variety of other patterns are available as well. Proceeds benefit CSC's CYAS department.



Cleveland Indians and Cleveland Cavaliers lanyards

- Can't make it to the Eyedea Shop at CSC? Then check out the product offerings online at [www.eyedeashop.com](http://www.eyedeashop.com) and purchase items from the comfort of wherever you may be!

## Items of Note:

- As the Therapeutic Recreation department continues to shift to more therapeutically-based programming, CSC staff members are invited to attend a one-hour presentation on the profession of Therapeutic Recreation presented by Recreation Therapy Intern Mallory Washburn. The presentation will include time for questions. If you are unable to attend for the entire hour please come as long as possible! Presentations will be held Wednesday, May 31<sup>st</sup> from 3:00 p.m – 4:00 p.m. and Monday, June 5<sup>th</sup> from 11:00 a.m. – 12:00 p.m. in CSC's Clyde E. Williams, Jr. Auditorium C. Both presentations will be the same so feel free to attend whichever one fits your schedule better.
- Nominate a volunteer to be recognized by the Center for Community Solutions for their leadership and impact! The Center for Community Solutions selects one volunteer per year to be recognized for the impact they make on their organizations and in the community. Please contact Melissa Bresnahan ([mbresnahan@clevelandsightcenter.org](mailto:mbresnahan@clevelandsightcenter.org) or x4581) if you have a suggestion about a volunteer you think would be a good fit to nominate for this award or if you have questions about who might qualify for this unique and exciting honor.
- 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.
- CSC provides a wide range of activities for school-age children that are key to developing confidence and independence. The following CYAS programs are scheduled for this summer. Contact Sylvia Snyder (x8777) for more information.
  - Bright Futures Summer Day Camp (preschool ages)
  - ABCs Summer Day Camp (ages 5 – 8)
  - Career Exploration program (ages 14 – 16)
  - Summer Youth Work Experience program (ages 16 – 22)

[Click here](#) for each program's details posted on CSC's website.

- Please be advised that a construction fence has been erected and is partially blocking the sidewalk on the west-side of E. 101<sup>st</sup> Street on the way to Penn Station, Innova, etc. This means you will need to walk on the driveway if heading in that direction. CSC is in contact with the construction manager to see if the fence can be moved a few feet north so it does not block the sidewalk.
- The line-up for University Circle, Inc.'s Wade Oval Wednesday has been released. [Click here for the article](#).

### Did You Know?

- Memorial Day is an American holiday, observed on the last Monday of May, honoring the men and women who died while serving in the U.S. military. Originally known as Decoration Day, it originated in the years following the Civil War and became an official federal holiday in 1971. Many Americans observe Memorial Day by visiting cemeteries or memorials, holding family gatherings and participating in parades. Each year on Memorial Day a national moment of remembrance takes place at 3:00 p.m. local time. Unofficially, it marks the beginning of the summer season.