

# Strategies for Success

## Special points of interest:

- OCHTI Gets a New Name
- Benefit Analysis Certified
- TDH Program Spotlight
- ICI Crystal Wave Award Winners

“Coming together is the beginning. Keeping together is progress. Working together... is success.”

### WELCOME

Welcome to the revised issue of Strategies for Success, a collaborative publication of TDH Enterprises, Inc., Community Support Services, and Independent Choices, Inc.

Our goal in producing the newsletter is to keep our employees, business partners, and stakeholders informed and involved. Since we want the newsletter to be as relevant as possible, we look forward to hearing your comments on each and every issue.

You can participate by writing an article or sharing your experiences.

What would you like to see from our newsletters? Please e-mail us with your thoughts and ideas at [info@tdhenterprises.com](mailto:info@tdhenterprises.com).

## Message from the CEO

Welcome to another edition of Strategies for Success and to 2017.

It has been another rewarding year for TDH Enterprises, Inc., Community Support Services (formerly OCHTI), and Independent Choices, Inc.. Our staff's continued hard work, consumer commitment, and contributions to program initiatives have been essential to our organizations' success. While we, at times, face ongoing changes and challenges, the goal is always, and always has been, to build growth, be innovative and competitive, and establish an outstanding workplace. In the upcoming year, my hope for everyone is to continue our consumer commitment, seek out opportunities for personal growth on new tasks and initiatives, and continue addressing challenges head on. As an organization, we will continue to invest in our service delivery, provide additional training opportunities, and develop partnerships that help meet consumer and community needs. As we embark on this adventure, I encourage everyone to look for ways to increase participation in helping to make our company more effective, efficient, and competitive in the future.

Sincerely Yours,  
Cole D. Hatfield

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TDH Enterprises Inc. (TDH) oversees the business operations of Community Support Services (CSS) and Independent Choices Inc. (ICI)

### Our Mission Statements

#### TDH Enterprises Inc.

*To providing client-focused services for individuals and the community that results in self-confidence, success and independence."*

#### Community Support Services (CSS)

*"To provide housing, support services and advocacy for individuals and families in crisis."*

#### Independent Choices Inc. (ICI)

*"To provide quality services and leadership to the developmentally disabled, elderly, and children of Ohio through education and integration into their community as designed and desired by the people we serve."*

## COMMUNITY SUPPORT SERVICES

### New Year, New Name

#### Ottawa County Transitional Housing, Inc. to Change Name

Ottawa County Transitional Housing, Inc. has changed its name. We are now **Community Support Services**. We are changing the name to better reflect the services we offer with our tag line being, "Helping Individuals & Families Facilitate Choices & Services".

When we opened in 1992 we started out as a support group for women that were in domestic violence situations and a few years later we opened Ruth Ann's House to house homeless women and their children. In 2005 we began offering services through our Community Outreach Program. We do so much more than housing and our name limits our image to the public.

As the name has changed, you will hear us answering the phone differently, our cards and stationary are now printing and a web site is getting the final touches and that will be available for customer use soon. Telephone numbers and staff will remain the same.



### Congratulations On All Your Hard Work

#### Sandy Fandrich and Heather Lopez Pass Work Incentives Practitioner Course

We are proud to announce that Sandy Fandrich and Heather Lopez have completed the Work Incentives Practitioner course offered through Cornell University.

Sandy and Heather dedicated countless hours to complete this course and it took a number of months of hard work to do the independent work required to receive the certification. They both will now be able to work with consumers to determine how their benefits will be effected by gaining employment and help guide those individuals to other community offered services.

CONGRATULATIONS!

## INDEPENDENT CHOICES, INC.

### Crystal Wave Award Pearl Chapman and Billie Webb

Independent Choices would like to congratulate Pearl Chapman and Billie Webb for winning the 2016 Crystal Wave Award. The Crystal Wave Award is given annually by the Clearwater Council of Governments for exceptional service.

Clearwater Council of Governments (COG) membership consists of eight (8) County Boards of Developmental Disabilities (CBDD). Currently, Clearwater COG includes the following counties: Crawford, Erie, Huron, Marion, Morrow, Ottawa, Seneca and Wyandot CBDD. The COG is committed to collaborating with the boards to enhance people's lives one system, one community, and one person at a time. The COG likes to give credit where credit is due, and this is accomplished during the Crystal Wave Awards Ceremony. The Crystal Wave is awarded annually to recognize those who have gone above and beyond in order to make a difference. Individuals are nominated for the Crystal Award by members of the County Boards of Developmental Disabilities and individuals can be nominated for a number reasons or outcomes. Whether an individual teaches others to be self advocates, to live a life rich in their community, or went above and beyond their call of duty.

Pearl was nominated for her great community service. She ensures that the city of Port Clinton's parks stay clean. She also cleans up the her neighborhood while on her daily walks. Pearl is well known by neighbors and her community, as she always has a smile on her face and is ready to take action where her community needs her the most.

Billie was nominated for her work with her consumers. Billie has worked nearly a decade with Independent Choices and during that time she has dedicated her life to ensuring that her consumers are well taken care of and live the best life possible. Billie has been certified multiple times to give her consumers the best possible care that she can and she is a big part of the process to creating individual service plans. She has a great relationship the families of the individuals she serves. She goes above and beyond to gain their trust and shows them that she will always be there when she is needed.

We are so very proud of both these ladies and their hard work!

**2016 Individual Crystal Award Winner  
Pearl Chapman**

**2016 D.S.P. Crystal Award Winner  
Billie Webb**



## TDH Enterprises, Inc.

In 2016, TDH Community Employment Program served over 337 individuals in a variety of services. They include career exploration; community based work assessment, personal and work adjustment, summer work experience, job coaching, educational services, job seeking skills training, and benefits analysis. Over half of our clients received job development services, 179 people received job development services with 78% obtaining employment. Of those that obtained employment, 83% maintained employment for 90 days and were closed successfully with an average hourly wage of \$9.81. The employers and positions held by consumers were just as diverse as the needs of the individuals themselves, ranging from experienced managers to entry level positions.

The results of the consumer satisfaction survey were also favorable with TDH, receiving 100% consumer satisfaction with academic tutoring, career exploration, job retention, and job coaching. In job development and overall consumer satisfaction, TDH received a 98%.

TDH has also expanded the service area to include Lorain, Cuyahoga, Wood, Wyandot, and Hancock counties. This is in addition to a strong presence in Erie, Huron, Ottawa, Sandusky, and Seneca counties. A large part of our expansion has been due to the hard work and diligence of our newest staff members. Greg Klima in Lorain and Cuyahoga counties, and Bridgett Coleman in Seneca, Sandusky, and Ottawa counties.

With the extraordinary efforts of all involved, TDH is looking to expand in several service areas, including summer youth work experience programs, and transitional youth services. This all in addition to maintaining the standard we have set in all other aspects of consumer services. Looking back, 2016 was an extraordinary year for TDH Enterprises, and 2017 holds the promise of continued expansion and growth, and offering the highest quality services to individuals in the community.



National Domestic Violence Hotline

1-800-799-7233



United Way of Greater Toledo

419-248-2424

Ottawa Co.  
419-734-6645



Opportunities for Ohioans with Disabilities

419-866-5811

800-589-5811



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- TDH Enterprises Inc.
- Independent Choices



### March is Multiple Sclerosis Awareness Month

Multiple sclerosis (or MS) is a chronic, often disabling disease that attacks the central nervous system (CNS), which is made up of the brain, spinal cord, and optic nerves. Symptoms may be mild, such as numbness in the limbs, or severe, such as paralysis or loss of vision. The progress, severity, and specific symptoms of MS are unpredictable and vary from one person to another. Today, new treatments and advances in research are giving new hope to people affected by the disease.

MS is a disease that involves an immune system attack against the central nervous system (brain, spinal cord, and optic nerves). The disease is thought to be triggered in a genetically susceptible individual by a combination of one or more environmental factors. Although MS is thought by some scientists to be an autoimmune disease, others disagree strongly because the specific target of the immune attack in MS has not yet been identified. For this reason, MS is referred to as an immune-mediated disease.

Most people with MS learn to cope with the disease and continue to lead satisfying, productive lives.



#### Charting the Course to a "Good Life" for all

February 23, 2017 10am—3pm  
Xenos Christian Fellowship  
1390 Community Park Drive  
Columbus, OH 43229

Charting the Life Course helps individuals and families of all abilities at any age or stage of life, develop a vision for a good life. This interaction workshop offers the framework to set a positive life trajectory, and will provide examples and strategies that can be used to achieve positive life outcome regardless of circumstances.

Who should attend? This workshop is open to anyone interested in learning and applying the Charting the Life Course framework, family members looking for new methods to work toward a good life, and staff who work with families and are interested in new approaches to supporting families.

Admission and materials are free. For more questions, contact Kim Weimer @614-466-8359 or email Kim.Weimer@dodd.ohio.gov

## What's Our Staff Been Up To?

- Nov 4– Annual Company Training
- Nov 16– Crystal Wave Award Ceremony

“Every single day, do something that makes your heart sing.”

Marcia Weider



Next issue comes out

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