

Personal outcomes...

What are they, and how do they relate to our mission?

The LCBDD's mission statement is as follows: "We help people to discover, pursue and achieve what is important to them." In other words, we help people reach personal outcomes.

But just what are "outcomes?" Is it just a buzz word or catch phrase? No. **The term "outcomes" really distinguishes everyday tasks from long-term goals.**

A few years ago, The Council on Quality and Leadership in Supports for People with Disabilities published "Thinking About Outcomes: An Orientation Guide." Perhaps you've recently had a chance to read it in your component, or maybe your supervisor e-mailed it to you as suggested reading. Whatever the case may be, it contains valuable information that serves as an introduction to using a "personal outcome" approach to measure quality in services and supports for people with disabilities.

Outcomes consist of specific items that people with disabilities indicate are most important to them, including individual choice, dignity, respect, social inclusion, security, personal relationships and rights. "The outcomes people choose represent their major life goals and fundamental values," the guide insists. "Thinking about outcomes for people causes us to focus on what is most important to them. Implementing high-priority outcomes is often more confusing than initiating and doing short-term activities. This is why most people tend to focus on daily routine rather than long-term goals. Professionals disability and other human-service fields are no exception -- they tend to become preoccupied with next week's objectives rather than address strategic outcomes." Let's keep in mind these important questions when addressing outcomes:

- Why do we provide the service or support?
- What personal outcomes do we expect from the support or services?
- What outcome will this new technique or technology enhance?

"As a result, outcomes become more important than organizational process," the council says. "Quality is best measured by our responsiveness to people rather than compliance with process requirements. Linking quality to peoples' preferred

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July LICCO Team Member of the Month

Jay Hodge

Pataskala resident Jay Hodge takes great pride in his work at LICCO Inc. and is consistent in making progress to reach his goals. For that, he has been named July Team Member of the Month. "Jay likes to keep busy and has developed a good relationship with his supervisor (Workshop Specialist Chris Brooks)," explains Adult Services Facilitator Daryl Waterman. Jay works one day a week at LICCO now because he has increased responsibilities at his second job, McDonald's in Pataskala. We're proud that your hard work is paying off -- congratulations, Jay!



July Staff Member of the Month

Patti Gibson

Admin/ESW recently was short-staffed. Without hesitation, Patti Gibson stepped in to help in the reception area on her day off. Because of her dedication, she was selected by the LCBDD Staff Council as Staff Member of the Month for July. "Her dedication to this agency demonstrates caring and compassion for both the families and people we serve, but also the LCB staff," one of two nominations states. "Agreeing to work on her day off also demonstrates adaptability and respect for others' time. Patti was able to assist with phone coverage while completing her own assigned work." Her second anonymous nomination states: "Patti is definitely a team player with a positive attitude. She works well in cooperation with others for the benefit of the organization." Congratulations, Patti, and thanks so much from all of the staff at the E.S. Weiant Center/ Administration.

"If you take advantage of everything America has to offer, there's nothing you can't accomplish."

~Geraldine Ferraro, former congresswoman and vice presidential candidate



'Thumbs Up!' to **Doug Price** (Adult Services) for stepping in and helping to get someone home when the need arised. Thanks for all you do, Doug! 'Thumbs Up!' to **Arletta Hinger** (Administration) and **Jay Courson** (E.S. Weiant Center) for building a "brand-spankin' new" ramp for someone on my caseload.

He and his mother love it and can't wait until it snows to try it out with snow on it. Thank you!

- **Abby Spear** (Service Coordination)

'Thumbs Up!' to **Gary Smith** (Administration) for responding to a need for an air conditioner for someone I work with, and to **Jay Courson** (E.S. Weiant Center) for going far beyond the call to install it at this person's home, especially during some very hot weather.

- **Bill Godwin** (Service Coordination)

'Thumbs Up!' to **Bonnie Whiteman** (Administration) for opening up the E.S. Weiant Center on Saturday, June 26. She gave a tour to Katie Carter's family shortly before Katie's memorial service. There were about 30 family members here -- some came from as far away as Canada. Bonnie was the perfect hostess. It was nice she could do this for them -- it had a lot of sentimental value, and the family really appreciated it. 'Thumbs Up!' to extreme multi-taskers **Rena Williams**, **Barb Luce**, **Barb Wheeler** and **Patti Gibson** (Administration) for filling in whenever and wherever needed at ESW/Admin. Thank you all!

- **Heather Odendahl** (Administration)

'Thumbs Up!' to **Jay Courson** (E.S. Weiant Center) and **Barb Luce** (Administration) for taking charge of the "Move the Old Files" project. They hauled several file cabinets full of personnel, finance and board records from 565 to Admin/ESW on a 90-degree day. We sure appreciate the convenience of having the necessary records in the building where we use them

- **Louise Decker** (Administration)

A huge 'Thumbs Up!' to **Jay Courson** (E.S. Weiant Center) for moving all those personnel filing cabinets (and more boxes of stored documents than I care to count) from 565 to ESW. He is the best!

- **Barb Luce** (Administration)

'Thumbs Up!' to **Jay Courson** (E.S. Weiant Center) and **Mark Bryant** (Adult Services) for all they do for us at the Service Coordination building. You guys are awesome! 'Thumbs Up!'

to **Tammy Dusthimer** (LICCO/CES) for cleaning the 565 building while David Goslin was on vacation. She did a great job! 'Thumbs Up!' and thank you to **all my 565 coworkers** who filled in on the phones during my vacation when my new granddaughter was born. I appreciate all your support.

- **Sue Ormiston** (Service Coordination)

'Thumbs Up!' to **Abby Spear** (Service Coordination) and **Consumer Support Services** for all of their hard work and commitment to an individual during a very difficult time.

- **Kristen Morris** (Service Coordination)

A big 'Thumbs Up!' to the **staff at 565**, especially **Abby Spear**, **Louise Williams** and **Kristen Morris**, for taking the time to answer my many questions and help me out in my first months in my new position. Thanks a bunch!

- **Caley Boyden** (Service Coordination)

'Thumbs Up!' to **Bonnie Whiteman** (Administration) for being the best officemate ever, and for her upcoming retirement.

'Thumbs Up!' to **Rena Williams** (Administration) for wearing many hats while trying to be trained for Bonnie's job. Somehow she keeps her cool!

- **Teresa McCullough** (Administration)

'Thumbs Up!' to **Heidie Edmonds**, **Katie Jenkins** and **Vicki Wilkey** (Adult Services) for their hard work with the Spirit Line jewelry booth at Geller Park on July 2. 'Thumbs Up!' to **Lynn Ridenbaugh** for sharing her talent for quilt-making with her crew at LICCO (see photo on page 4). 'Thumbs Up!' to **Jackie Moore** (Adult Services) for always having a smile and being so helpful.

- **Several Members of the Adult Services Staff**

*Recognize your fellow coworkers for all the great things they do by putting a 'Thumbs Up!' in the next edition of The Loop. You can send your submissions to **Heather Odendahl** (Administration) via e-mail or interoffice mail. Questions? Call 322-6911.*

July staff anniversaries

Chanda Busse (7), **Brenda Colley** (17),
Keith Kokensparger (8), **David McManus** (27),
Denise Rose (13), **Robin Wilson** (12),
Dora Young-Ford (2).

Editor's note: These listings indicate the staff members' most recent hire dates, although some have prior years of service to the LCBDD or other public/government entities.

Healthy Habit Tracker winners chosen

The following LCBDD staff members are winners of the Wellness Committee's Healthy Habit Tracker drawing for June:

- **Abby Spear** (Service Coordination) -- bug repellent.
- **Lorrie Miller** (Service Coordination) -- lip balm.
- **Angie Watson** (Adult Services) -- sugar-free gum.
- **Nicki Forrer** (Adult Services) -- hand sanitizer.

At the start of each month, the Healthy Habit Tracker is e-mailed to all staff. Please remember to complete the July tracker and return it to **Louise Decker** (Administration) by August 6 to be eligible for the next prize drawing.

Healthy recipes of the month: Peanut Butter Pudding

Submitted by Blair Franklin (Administration/MEORC)

Our new information technology specialist offers this delicious snack idea to anyone who wants to add a protein boost to their diet while keeping fat and calories low. Just remember that protein builds muscle which, in turn, burns fat.

Ingredients:

- 1 packet sugar-free pudding (vanilla or butterscotch is recommended)
- 1/4 cup non-fat instant dry milk powder
- 1/4 cup peanut butter
- 2 cups (16 oz.) skim milk

Directions:

Whisk all ingredients together until combined and mixture is smooth. Refrigerate for about 15 minutes or until set. Makes four servings.

Nutritional information (approximate): Per serving: 180 calories; 8.2 g fat; 1 g fiber; 9 g protein. (WW POINTS - 4).

Homemade salsa, chips and guac

Submitted by Heather Odendahl (Administration)

With home-grown tomatoes plentiful, here's a great way to snack healthy while using the freshest ingredients.

HOMEMADE FRESH SALSA (makes 16 servings)

Ingredients:

- 4 large tomatoes, seeded and diced
- 1/2 large sweet onion, minced
- 1 large clove garlic, chopped (or 3 tsp. bottled, minced) garlic)
- 2/3 cup chopped fresh cilantro
- 1 jalapeno pepper, seeded and minced (optional)
- 2 tablespoons fresh lime juice
- Salt and fresh ground black pepper to taste (optional)

Directions:

In a small mixing bowl, combine tomatoes, onion, garlic, cilantro and lime juice. Add jalapenos (if using) a little at a

time while taste-testing for the desired heat. Add salt and pepper, if desired. Other variations -- add minced green pepper and/or red onion, or substitute a 4 oz. can of green chiles for the jalapeno pepper. Serve with homemade tortilla chips (see recipe below).

Nutritional information (approximate): Per serving: 9 calories; 0 g fat; 0.4 g fiber. (WW POINTS - 0).

HOMEMADE TORTILLA CHIPS (makes 6 servings)

Ingredients:

- 1 (12 oz. pkg.) corn tortillas
- Nonstick cooking spray
- 1 tsp. ground cumin
- 1 tsp. chili powder
- 1 tsp. salt

Directions:

Preheat oven to 350 degrees. Cut each tortilla into 9 chip-sized wedges and arrange in a single layer on a cookie sheet. Spray lightly with nonstick cooking spray. Combine the cumin, chili powder and salt in a small bowl and sprinkle on the chips. Bake for about 5 minutes. Rotate the pan and bake for another 5 minutes or until the chips are crisp, but not too brown. Serve with fresh salsa and homemade guacamole (recipe follows).

Nutritional information (approximate): Per serving: 65 calories; 1.7 g fat; 3.7 g fiber. (WW POINTS - 1).

HEALTHY GUACAMOLE (serves 12)

Ingredients:

- 1 can(s) (15-19 oz.) white kidney beans (cannellini), drained and rinsed
- 1 Tbsp. (or to taste) lime juice
- 1 jalapeño, seeded (optional)
- 1/2 cup chopped fresh cilantro leaves
- 1/4 cup finely-chopped sweet onion
- Salt and pepper to taste (optional)
- 1 ripe avocado, halved and pitted
- 2 plum tomatoes

Directions:

In a food processor or blender, puree beans and 1 Tbsp. lime juice until smooth. Transfer to a medium bowl. In the same processor or blender, place jalapeño, cilantro, onion, salt and pepper (if using); pulse until juicy and thick. With a spoon, scoop avocado from peel into bowl with beans; mash with a fork until mixture is blended, with some chunks remaining. Cut each tomato crosswise in half.

Squeeze halves to remove seeds and juice. Coarsely chop tomatoes. Stir tomato-and-onion mixture into avocado mixture until blended. It is best served immediately, or cover and refrigerate for up to an hour. Serve with homemade chips and salsa. Yields about 3 cups. Serving size: 1/3 cup.

Nutritional information (approximate): Per serving: 65 calories; 3 g fat; 3 g fiber. (WW POINTS - 1).



Outcomes, (continued from page 1)

outcomes transfers power from the professional and the bureaucracy to the people they serve." The council stresses we need to be reminded that people with disabilities share similar priorities and life values as those who do not have disabilities. We all want similar things out of life, don't we? We all value good health, our families, friends, economic security, freedom, a sense of accomplishment, privacy, etc.

Supports and services are different from outcomes.

Supports and services are individual and organizational activities that enable and assist people to achieve outcomes. The council offers this as an example: "We employ assistive technology to enable people to communicate so that they can interact with other members of the community, or to enable them to indicate that they want to be left alone, or to enable them to find employment. We design behavior interventions to reduce self-abusive behavior, so that people maintain health and demonstrate socially-normative behavior, interact with other members of the community, play different social roles, and decide how to use their free time. Quality in supports and services is related to the performance that becomes possible because of the organizational process. Providing assistive technology and eliminating self-abusive behavior are not outcomes. These service and support activities make outcomes possible." You can often resolve the confusion between behaviors and performance by asking the question, "Why?" Why does the organization provide assistive technology? Why do we want to eliminate the disruptive behavior? So that people are no longer disruptive? No, we want to eliminate disruptive behavior so that people can behave in a normative manner and thus achieve a range of outcomes," for example, have close relationships with family, make friendships, be productive at work, and go places they want to go.

The council says to remember this important statement: "When outcomes seem unclear, keep asking why services and supports are provided, until the response is an outcome."

In the August edition of *The Loop*, we'll discuss this topic a bit further by examining the importance and challenges of personal outcomes -- essentially putting the "one-size-fits-all" mentality to rest. Stay tuned!

Computer upgrades coming

In the next couple of weeks, Blair Franklin (Administration/MEORC) will visit each component to upgrade all of the computers to Microsoft Office 2010. He also will conduct one-hour training sessions in each component to familiarize staff with the changes. Please watch your e-mail and component bulletin boards for more information.



Staff inservice, picnic update

On August 27 we will gather at the E.S. Weiant Center for our 2010 All-Staff Inservice. We have a morning full of presentations. Then we'll enjoy a picnic lunch, followed by some group-dynamic activities. Please see your LCBDD Staff Council representative if you have any questions about the day.

Bonnie says goodbye

You are cordially invited to Bonnie Whiteman's retirement get-together. It will take place from 1 to 4 p.m. on Thursday, July 22, at the E.S. Weiant Center.

Bonnie has spent the last 10 years as a fiscal specialist, keeping track of the hundreds and hundreds of purchase orders that are run through this agency. We hope you'll join us to wish Bonnie the best.

Musical chairs

WHO'S NEW?

Shelley Hummel recently joined the LCBDD as a secretary in Administration. She replaces Rena Williams who is preparing to take over fiscal specialist duties for the retiring Bonnie Whiteman. Shelley previously worked for Genesis Healthcare. Her first day on the job with LCBDD was July 19. Welcome aboard!

WHO MOVED?

Perhaps a change in job status more appropriately describes this next announcement: **Melissa Gordon** (Adult Services), who has worked for almost two years as a Workshop Specialist Substitute, recently accepted the full-time position of Workshop Specialist. She will join the LICCO production-support area in the spot previously held by **Bev Ramsey**. You may remember that Melissa once served as an instructor's assistant in the Early Childhood department at the E.S. Weiant Center, and she was a bus assistant in Transportation. Melissa has been with the LCBDD for more than 5 years. Congratulations!

Making memories at LICCO

For the last several weeks, **Lynn Ridenbaugh** (Adult Services) has been working with her crew at LICCO to make a lovely quilt.

She is nearing completion of the beautiful keepsake (right). Thanks, Lynn, for sharing your quilt-making talents with the people we serve so that they can make memories while learning new skills.





'The Staff SCOOP' puts four LCBDD staff members in the spotlight each month. Those featured are randomly selected, given questionnaires, and instructed to answer any of the questions they preferred. Almost all answers appear in their entirety but may be slightly edited, particularly for brevity. In this month's edition, you will notice that no member of the Transportation staff is featured -- this is due to the fact that we have completed all SCOOPs on that particular component. The others are winding down, as well. If you have a great idea about how we can replace The Staff SCOOP with another fun feature in the coming months, please call Heather Odendahl, ext. 6911, or send her an e-mail.



Chris Brooks

- **Component:** Adult Services
- **Title:** Workshop Specialist
- **How long have you worked for the LCBDD?** 12.5 years.
- **What do you like best about your job?** The people I provide services to, and knowing I do make a difference.
- **Where did you grow up?** Right here in good ole Nerik.
- **First job:** Babysitting and mowing grass (on a rider, of course).

- **When you were a child, what did you want to be when you "grew up?"** A mom and a teacher.
- **Who is/was an influential person in your life?** My grandmother. She raised five kids and was very wise and loving.
- **Favorite inspirational quote/word of advice:** "Tomorrow's another day," and "Don't sweat the small stuff."
- **Biggest pet peeve:** Not being organized.
- **If you could meet any person (living in the past or present), who would it be?** Elvis Presley. He is and was the sexiest man on earth!
- **Tell us about your family/pets:** I have a son (28); a daughter (24); and four grandchildren (7, 6, 5, and 3). I recently inherited a cat and two kittens.
- **Hobbies/interests:** Yardsaling, spending time with family and friends, flying, camping, boating and canoeing, and of course, my soaps.
- **Favorite book/author:** *A Child Called "It"*, by Dave Pelzer.
- **Favorite movie(s):** "From Paris with Love," and "War of the Roses."
- **Favorite TV show(s):** "Dog the Bounty Hunter," "Nancy Grace," and "Two-and-a-Half Men."
- **Favorite musical genre/artist:** Elvis, AC/DC, Kid Rock and blues.
- **Favorite food(s):** Lobster, crab legs, shrimp, pizza and Pepsi.
- **Worst food(s):** Guacamole, enchilada sauce, or anything too hot and spicy.
- **If I won the lottery, I would...** Buy a house and car, pay off all my bills, take care of my family and closest friends, travel, and build a social/leisure department for LICCO.



Vicki Wilkey

- **Component:** Adult Services
- **Title:** Workshop Specialist
- **How long have you worked for the LCBDD?** 20 years.
- **What do you like best about your job?** Working in the Spirit Line jewelry area, teaching the people we serve work skills and seeing the excitement from them as they succeed.
- **Where did you grow up?** A small town -- Derby, Ohio. Blink your eyes

- and you are past it.
- **First job:** Holiday Inn.
- **When you were a child, what did you want to be when you "grew up?"** Teaching kids.
- **Who was/is an influential person in your life?** My friend (like an adoptive mom) Diane. She stepped in as my mom and is always there for me.
- **Favorite inspirational quote/word of advice:** "Taking one day at a time," and "Let go, let God."
- **Biggest pet peeve:** Being used or being taken for granted.
- **If you could meet any person (living in the past or present), who would it be?** My dad. I was a kid when he died and I'd like to say goodbye.
- **Tell us about your family/pets:** I have nieces and nephews that I spoil and send home. I have a beautiful Greyhound dog that looks like a deer.
- **Hobbies/interests:** Remodeling my home, gardening and promoting Spirit Line.
- **Favorite book/author:** "Chicken Soup" books
- **Favorite movie(s):** "White Christmas," and "It's a Wonderful Life."
- **Favorite TV show(s):** "Ghost Whisperer"
- **Favorite musical genre/artist:** Country music, easy listening. Anything Ohio State and Christmas.
- **Favorite food(s):** Homemade chicken and noodles, pizza.
- **Worst food(s):** Potato soup, meatloaf.
- **Favorite vacation spot (where you've been or would like to go):** Pigeon Forge and England.
- **If I won the lottery, I would...** Pay off anything I owe, and buy a building to run Spirit Line jewelry in.
- **Is there anything else you'd like to add?** I am a huge Ohio State fan and I love Christmas. I love my job and I get attached to the people we serve. I get back 100 times from what I give in my job. I always keep in mind that at any given moment any of us could be in the shoes of a client we serve.



SCOOPs continued on page 6



Heather Odendahl

- **Component:** Administration
- **Title:** Public Information Manager
- **How long have you worked for the LCBDD?** Almost three years.
- **What do you like best about your job?** I enjoy telling the “stories” of the people we serve through our publications. I think my coworkers are the best!

- **Where did you grow up?** In the south end of Toledo. I moved to Newark in October 1993, and have lived in the St. Louisville area (8 years), and now near Gratiot (almost 7 years).
- **First job:** Besides babysitting and clerking in my dad’s CPA office at age 14, my first job was right out of high school -- I worked in a locally-owned pizza delivery chain in the Toledo/Maumee area. The restaurant business helped put me through college.
- **What did you want to be when you “grew up?”** I contemplated being a teacher or a nurse, but I really wanted to be the next Gayle Gardner (she was a SportsCenter anchor in the early days of ESPN and was a trailblazer), which led me to journalism school.
- **Biggest pet peeve:** The people in my house who don’t change out the empty toilet paper rolls; people who don’t pay attention to current events (how can you vote if you are uninformed?); and drivers who come to a dead stop on freeway on-ramps. I have new pet peeves daily -- just ask.
- **Family/pets:** I have a wonderful husband of 11 years, Dean; two beautiful daughters, Morgan (10) and Rachel (7). We have a mixed breed, Buddy -- he is 13 or 14 and the nicest dog you could ever ask for; and two barn cats, Sammie and Belle.
- **Hobbies/interests:** I enjoy antiques, reading and gardening. Lately I’ve made more time for fitness, which I enjoy, by running almost every day. As a family, we like outdoor activities such as gardening, biking, boating and fishing.
- **Favorite book/author:** I like historical fiction and mysteries.
- **Favorite movie(s):** I generally am annoyed by Hollywood and celebrities, so I am not up on the latest movies. The all-time best are “The Wizard of Oz” and “Grease.”
- **Favorite TV show(s):** “The Office,” “Deadliest Catch,” “American Pickers” and just about anything on Fox News Channel.
- **Favorite musical genre and/or artist:** I like 80s music, but mostly listen to country when I’m not glued to talk radio.
- **Favorite food(s):** It changes. Right now my favorite is Chipotle guacamole -- I haven’t had it in months! I love fast food but have learned to live without it because of healthier habits adopted through Weight Watchers (and my own willpower!). I love most vegetables -- especially lima beans and fresh pea pods.
- **Worst food(s):** Eggs, cooked mushrooms and most seafood.
- **Favorite vacation spot:** I love the Smoky Mountains and Yellowstone National Park -- I’ve been to both places. Someday we’d like to take the girls there.
- **If I won the lottery, I would...**load up the girls’ college fund, pay off the house, finish our basement, and maybe let my husband retire early. We’d definitely make those trips to the Smokies and Yellowstone. There’s only one problem -- I don’t buy lottery tickets.



Aleesa Womer

- **Component:** Service Coordination
- **Title:** Service Coordinator
- **How long have you worked for the LCBDD?** My one-year anniversary is July 20 (full-time).
- **Have you worked in other positions besides your current one?** I was a substitute Service Coordinator for the “baby boom” at 565 last fall.

- **What do you like best about your job?** My coworkers and the people we serve.
- **Where did you grow up?** West Lafayette, Ohio. It is a “suburb” of Coshocton and the closes thing to Mayberry that I have ever seen.
- **First job?** I was a green-bean picker at my aunt and uncle’s farm market.
- **When you were a child, what did you want to be when you “grew up?”** A teacher.
- **Who is/was an influential person in your life?** My parents. They taught me to work hard and play harder.
- **What is your favorite inspirational quote/word of advice?** I try to aspire to the Golden Rule.
- **Pet peeve:** People who do not return their carts to the cart corral at stores.
- **If you could meet any person (living in the past or present), who would it be?** The late Princess Diana. She epitomized kindness and grace. I also admired her philanthropic works.
- **Tell us about your family/pets:** I have been married for 12 years to Kevin, a 7th grade teacher at Licking Heights. We have two children: Grayson (10) and Bryn (5). The closest thing we had to a pet was a goldfish named Dorothy who is buried in the backyard.
- **Hobbies/interests:** I follow my kids’ activities closely but when I have the time, I like Pilates and reading a good magazine.
- **Favorite book/author:** I love all of Judy Blume’s books. They defined my adolescence!
- **Favorite movie(s):** “Terms of Endearment,” and “Grease.”
- **Favorite TV show(s):** My best purchase recently was my DVR. I love “Friday Night Lights” at the moment.
- **Favorite musical genre/artist:** I love the 80s!
- **Favorite food(s):** Thanksgiving dinner
- **Worst food(s):** Fruit pizza.
- **Favorite vacation spot:** Nantucket Island and Boston. I love to travel.
- **Is there anything else you’d like to add?** 1. I have no interest in OSU football. I usually go shopping on game days, especially the big ones. 2. I always root for the underdog. 3. I used to tag deer during gun season when I was in college. I loved it. 4. I secretly like to have my kids cartoons (Noggin/Nick Jr.) on the television when they are not home.