

Personal outcomes...

Part II: One size does not fit all

Personal outcomes are so powerful because they focus on what is most important to individuals, not just groups of people. It's time to put the "one-size-fits-all" mentality to rest.

People with disabilities have the same or similar priorities and want to achieve the same or similar outcomes in their lives as other people.

As we continue the second part of a summary of "Thinking About Outcomes: An Orientation Guide," published by The Council on Quality and Leadership in Supports for People with Disabilities," we examine the idea that the LCBDD's mission is to promote personal outcomes for people with developmental disabilities -- focusing on what is most important to people and how the services and supports they receive help them achieve those personal outcomes.

According to The Council, the strength of personal outcomes flows from a focus that is:

- Simple. The personal outcomes are short, clear and written in plain English. They are easy to explain to families, friends, elected officials and government representatives.
- Memorable. As people describe their personal outcomes, their stories remain etched in our memories.
- Powerful. The personal outcome measures define for each staff member, family member and friend the the priority personal outcomes for the person.
- Revolutionary. The personal outcome focus empowers the person receiving services and supports. His or her own definition of personal outcomes replaces professional and governmental consensus about "what is quality."
- The future. The programmed approach to services and supports, requiring standardization, and compliance with process is obsolete. Responsive services will promote the finest in diversity and differences.

At the same time, the personal outcome focus is:

- Not a product. The personal outcomes focus is on the individual's own definition of importance and worth in his or her life.
- Not instantly successful. The personal outcome focus may require significant adjustments. Changing organizational systems in response to people is more complex than ensuring compliance with process.

Personal outcomes require learning before acting. This is so

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August LCBDD Staff Member of the Month

Guess who!

The LCBDD Staff Member of the Month for August has been selected by Staff Council. But in keeping with tradition, the name of this person will not be revealed until the All-Staff Inservice and Picnic, slated for Friday, August 27 (see more details on page 5). We know you can hardly wait to

find out who it is, but you'll just have to wait to hear Superintendent Nancy Neely make the big announcement. We know you will find this person to be very worthy of the award, so it is fitting that he or she receives it in front of the entire staff. We'll publish this person's photo and nomination narrative in the September edition of *The Loop*. We bet you are all on the edges of your seats!

Editor's note: The August LICCO Team Member of the Month has not yet been announced. We will present the award late in the month and feature this individual in the September edition of *The Loop*. He or she also will be featured in the September/October *Accent* publication.

August staff anniversaries

David Acheson (11), Judy Buehler (3),
Debbie Devore (5), Patti Gibson (13),
Mike Hogue (3), Susan Kennedy (11),
Barb Luce (21), Beth Rutter (8),
Mark Williams (10), Rena Williams (2),
Heather Wolfe (5),

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.

For the 'greater good' --

Newark's Citizen of the Year

is the LCBDD's own
Bobbi Cooper

A huge honor recently was bestowed upon **Bobbi Cooper**, a staff member in the LCBDD's Transportation Services department.

On August 14, Mayor Bob Diebold presented Bobbi with the City of Newark's first-ever "Citizen of the Year" award. It was announced during the weekend Music and Wings Festival, which drew a crowd of thousands to the Courthouse Square.

The award came as a complete surprise to Bobbi, who planned to attend the event under the guise that the city would allow her time to give a short speech promoting the upcoming "Deal or Not a Deal" fundraiser that Angels in Action is hosting for Excel Academy later this year.

Needless to say, the mayor got her to come downtown under false pretenses. Bobbi says she had no idea that the real reason she was asked to be there was so she could accept the award and a commemorative plaque. She admits to being very nervous in the hours before she was to give the speech. She was somewhat relieved she didn't have to give it, after all, in front of thousands of people. Receiving the award ultimately overshadowed her fear of speaking to the crowd.

At the time of this publication, Mayor Diebold could not be reached for comment about the selection process. But Bobbi notes that she was told that a committee of Newark residents assembled recently to consider a number of nominations for the Citizen of the Year award. She does not know the specific criteria that was used to make the final selection -- she's just honored to have received it.

"I still can't believe it," Bobbi humbly admits, nearly a week after receiving the honor.

Perhaps it is Bobbi's compassion for others that stood out to the committee -- or maybe it was her work with Angels in Action, which she founded several years ago along with sisters Robin Wilson (also of the Transportation Services department) and Penny Billman. Angels in Action is a non-profit organization that raises money and seeks assistance for people in Licking County -- primarily children -- who are experiencing serious illnesses and hard times.

By the way, Bobbi reminds us that Angels in Action's "Deal or Not A Deal" is at 7 p.m., Saturday, Oct. 7, at Excel Academy, 116 W. Church St., Newark. Tickets are \$12 each.



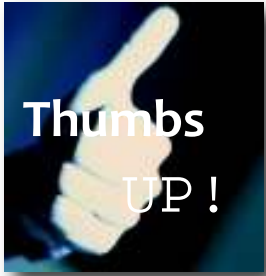
It's difficult to see in the photo, so we provided the full text of the plaque Bobbi received:

Citizen of the Year Award presented to Bobbi Cooper in recognition of your continuous commitment and dedication to the City of Newark and its citizens.

Your service to our community shows that one person can make a difference in the lives of many. Presented August 14, 2010 during the Newark Music and Wings Festival by Newark Mayor Bob Diebold.

Congratulations, Bobbi!

Above: LCBDD staff member Bobbi Cooper proudly displays the Citizen of the Year award plaque she received earlier this month.



‘Thumbs Up!’ to **Denise Linger** (Adult Services) who continues demonstrate a caring attitude and who promotes an enjoyable environment for her LICCO crew to work effectively in the production department.

- **Bill Godwin** (Service Coordination)

‘Thumbs Up!’ and congratulations to **Debbie Devore** (E.S. Weiant Center) on her new position with the Muskingum County Board of Developmental Disabilities. We will miss her very much but with the new baby coming, we understand why she wants to work closer to home. She has been a wonderful coworker and she will be greatly missed.

- **Diane Dodson** (E.S. Weiant Center)

‘Thumbs Up!’ to **Marina Anderson** (Service Coordination) for helping with contract requests and new provider assistance.

- **Molly Butt** (Service Coordinator)

‘Thumbs Up!’ to **Keith Kokensparger** (Adult Services) and the LICCO Lawncare crew. They are keeping the ESW building looking great! ‘Thumbs Up!’ to **Rena Williams** (Administration) for doing such a nice job taking over the complicated world of purchase orders. ‘Thumbs Up!’ to **Jay Courson**, who has spent a great deal of time updating our MSDS book.

- **Barb Luce** (Administration)

‘Thumbs Up!’ to **Amber Rowley** (Administration) for offering assistance to me. ‘Thumbs Up!’ to the many coworkers who have encouraged and supported my weight loss endeavor through the Weight Watchers at Work program.

- **Deb Tehrani** (Children & Families First Council)

‘Thumbs Up!’ to **Sue Ormiston** and **Beth Riggs** (Service Coordination) for all they do! ‘Thumbs Up!’ to **Silvia Murrey** and **Melissa Martin** (Service Coordination) who are always ready for a challenge. Silvia and Melissa both are working with two individuals who are returning to living in the community. Making arrangements for one person is a huge amount of work; doing this for two is quite a challenge. ‘Thumbs Up!’ also to **Abby Spear** and **Molly Butt** (Service Coordination)

for volunteering to assist Lee Balsler with a women’s class.

- **Kristen Morris** (Service Coordination)

‘Thumbs Up!’ to **Daryl Waterman, Doug Price, Debbie Pound** and **all of the Adult Services staff** who covered for me while I was out for a couple of weeks. I never have to worry about

anything when I am out of the office because my two office-mates always get things done efficiently. I appreciate all the help.

- **Nicki Forrer** (Adult Services)

‘Thumbs Up!’ to everyone who volunteered to staff the LCBDD booths during fairs/festivals season! Those helping at the Hartford Fair were: **Brett McClintock** (Adult Services), **Silvia Murrey** (Service Coordination), **Lori Crosmer** (Service Coordination), **Kyle Miller** (Adult Services), **David Goslin** (LICCO/CES), **Gary Wimer** (Adult Services), **Jaime Lawson** (Service Coordination), **Angie Finck** (Service Coordination), **Molly Butt** (Service Coordination) and daughter **Abby, Dorinda Burley** (Service Coordination), **Lea Bonner** (Service Coordination) and **Beth Riggs** (Service Coordination). Those who worked at the Pataskala Street Fair included: **Diane Dodson** (E.S. Weiant Center), **Caley Norton** (E.S. Weiant Center), **Debbie Freese** (Transportation), **Gary Smith** (Administration) and wife **Becky, Louise Decker** (Administration), **Aleesa Womer** (Service Coordination) and **Barb Luce** (Administration).

- **Heather Odendahl** (Administration)

‘Thumbs Up!’ to **Don Bolen** (Transportation). A person he transports had a serious medical condition. Don was able to handle the situation in a very safe manner and sought quick assistance while keeping the other passengers calm and safe.

- **Donna Flack** (Transportation)

‘Thumbs Up!’ to **Heather Odendahl** (Administration) for her quick response in putting together a flyer for our upcoming People First program.

- **Sue Ormiston** (Service Coordination)

‘Thumbs Up!’ to **Cheree Nelson**. She ran – not walked – a 5K on Saturday, July 31. Congratulations, Cheree!

- **Service Coordination staff**

‘Thumbs Up!’ to my coworkers in the EI Department – **Betsy Nixon, Diane Dodson, Susan Kennedy, Caley Norton, Janelle Pickens, Beth Rutter, Amy Thieken, Michelle Rosenberger, Erica Bankston, Barb Wheeler, Ronni Bowyer** and **Judy Buehler**. They put 110 percent into their jobs. I have learned so much from each of them in the five years I have been here. I admire them for the dedication they put forth in every home visit they make and every meeting we have. They truly work as a team and I will miss each of them greatly!

- **Debbie Devore** (E.S. Weiant Center)

Weight Watchers round 3

Please join us at 4:15 p.m. on Tuesday, August 24 for an informational meeting to learn more about the third installment of the LCBDD's Weight Watchers at Work program.

It will run 10 weeks (11 meetings) on Tuesdays with weigh-ins starting at 4:30 p.m. All meetings are held in the conference room of the Service Coordination building.

The meetings are not limited to LCBDD staff, so if your spouse, family members or friends are interested in participating, we'd love to have them join us. Please keep in mind that only LCBDD staff members are eligible for the board-approved reimbursement program through our wellness initiatives (this information will be explained in detail at the meeting on August 24).

We need about 20 people to enroll in Weight Watchers at Work in order for the classes to proceed.

If you plan to attend the informational meeting, we encourage you to notify **Louise Decker** (Administration) as soon as possible. She can be reached by calling 349-6588.

Just an FYI -- a group of your coworkers and friends already have lost a combined total of nearly 400 pounds doing this program. That should get you motivated! Join us -- what do you have to lose?

Healthy Habit Tracker winners chosen

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

- **Angie Watson** (Adult Services) -- Body wash and sunscreen.
- **Barb Luce** (Administration) -- Freezer pack.
- **Abby Spear** (Service Coordination) -- Antibacterial wipes and sugar-free gum.
- **Bridget Finch** (Service Coordination) -- Note pad.
- **Chanda Busse** (Service Coordination) -- Craisins and lip balm.

The Wellness Committee has decided to temporarily discontinue the Healthy Habit Tracker until further notice. The group plans to retool the initiative to encourage more participation in the future. We'll keep you posted as to how the Wellness Committee plans to proceed. Stay tuned!

Mammography clinic coming

LCBDD staff members are invited to take part in the county's upcoming free mammography clinic. The James Mobile Mammography Unit will be at the Licking County Administration Building, 20 S. Second St., Newark, from 9:30 a.m. to 3:30 p.m., Thursday, Sept. 16. Schedule your appointment today to be entered in a drawing for a Longaberger "Horizon of Hope" basket and Beanie Baby. Call 1-800-240-4477 or (614) 293-4455. Space is limited. The mammography clinic is sponsored by the county's Human Resources department.

Healthy recipes of the month:

Frozen Yogurt Pie

Submitted by **Deb Tehrani** (Children & Families First Council)

Ingredients:

- 2 containers (6 oz. each) low-fat yogurt (choose your favorite flavor)
- 1 container (8 oz.) lite whipped topping (thawed)
- 1 nine-inch graham cracker or chocolate (no-bake) pie shell

Directions:

Mix ingredients in a large bowl until well blended. Pour into pie shell and freeze for several hours. Cut into eight slices. Makes eight servings.

Nutritional information will vary depending on the brand of yogurt, whipped topping and pie shell you purchase. Here is some approximate nutritional information for this recipe made with Yoplait Lite strawberry yogurt, Cool Whip Lite, and Keebler graham cracker crust: Per serving: 217 calories; 6.5 g fat; 0.4 g fiber. (Weight Watchers POINTS -- 5).

Easy Chicken and Veggies

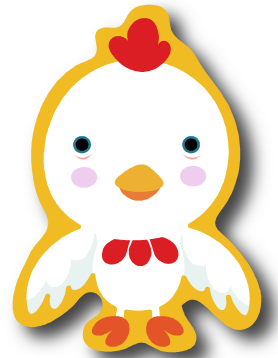
Submitted by **Kristen Morris** (Service Coordination)

Ingredients:

- Lite olive oil
- Boneless, skinless chicken breasts
- Your favorite veggies
- Parmesan cheese

Directions:

Put a few drops of lite olive oil on aluminum foil. Place chicken on foil (chicken can be marinated ahead of time in lite Italian dressing for added flavor). Top the chicken with green, red and yellow peppers, and toss in a few pea pods, green onions, or fresh green beans. Sprinkle with parmesan cheese. Wrap tightly in foil and bake at 350 degrees. Baking time depends on the size of the chicken breasts and how many you are preparing. Use a meat thermometer to determine when it's done. All poultry should have a safe, internal temperature of 165 degrees in the thickest portion of the meat. This recipe is simple, healthy and yummy!



Nutritional information: For those following Weight Watchers, a good rule-of-thumb is that boneless, skinless chicken breast is approximately 1 POINT per ounce (cooked weight). Add another 1 POINT per serving for each tablespoon of parmesan cheese that is used. Most vegetables have 0 POINTS. For accurate nutritional information, please refer to the package label for the items you choose in this recipe.

Outcomes, (continued from page 1)

important, because this understanding requires that professionals listen, observe, ask discover, question and redirect, The Council says.

This learning precedes any decisions about what types of services and supports will be provided to each individual.

Here is a vital question to ask: “What skills, abilities and knowledge can I use to facilitate this outcome?”

It’s also important to know that assessment, by itself, does not identify outcomes. People define their own outcomes; assessment provides information about how the staff member may facilitate that outcome for the individual.

We all must be patient listeners, observers and learners. The Council notes that programmed services and supports often are ill-equipped to facilitate personal outcomes.

“Programs are professional and administrative creations that provide structure and order for the organization,” The Council says.

“Programs are based on the assumption that similar people desire similar goals, and that a common process can facilitate those outcomes. However, personal outcomes emphasize individuality, uniqueness and ‘differentness.’”

Not only do different people define outcomes in a very individual manner, but they may also require different organizational services and supports to achieve those outcomes.

Over time, the same individual will need different services and supports as his or her circumstances and desired outcomes change.

Keep in mind that measuring quality through personal outcomes for people is a big step away from past practices. People with disabilities, their families and advocates are promoting the use of personal outcome measures to determine quality in services and supports.

To summarize -- the most important points about personal outcome measures are:

- They increase the influence of the person experiencing a disability in a service system;
- They ensure that services and supports are tied to meaningful and measurable outcomes for the person;
- They maintain a focus on the whole person rather than on the fragmented sectors of the individual’s life that fall within funding streams, programs and regulations;
- And, they make services and supports responsive to people.

The time has come to put “one-size-fits-all” behind us, The Council stresses. The challenge now is to design services and supports around the defined outcomes for people experiencing disabilities.



Inservice jam-packed with great information

Friday, August 27 promises to be a fun-filled day of coworker camaraderie -- something we all look forward to each year. But also, it is a day of learning as we absorb new information about a variety of topics that affect our professional development.

We have a lot to cover that day. Here’s a sampling of what’s in store for the Annual All-Staff Inservice, which begins at 8 a.m. at the E.S. Weiant Center:

- We’ll hear from Anne Marie Thacker, a nutritionist from Licking Memorial Health Systems.
- Chanda Busse will discuss “Waivers 101.”
- We’ll get an Adult Services update from Kyle Miller.
- Heather Odendahl will offer communications insights.
- Superintendent Nancy Neely will present milestone years-of-service awards.
- And there will be some interesting staff development team activities.

Lunch will be served by the LCBDD Leadership Team, and of course, we’ll have the traditional “sinful” dessert contest. Don’t forget about the healthy dessert contest, as well.

Questions should be directed to your component’s Staff Council representatives.

The Staff SCOOP

The Staff SCOOP' puts four randomly-selected LCBDD staff members in the spotlight each month. They are given questionnaires and instructed to answer any of the questions they prefer. 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 because we have completed all SCOOPS in that particular component. The others are winding down, as well. The Staff SCOOP will be replaced by another fun feature in the coming months. Stay tuned!



Cheree Nelson

- **Component:** Service Coordination
- **Title:** Service Coordinator (Youth Team)
- **How long have you worked for the LCBDD?** Officially, two years, 10 months.
- **Have you worked in other LCBDD positions besides your current one?** Prior to becoming an "official employee," I was part of the support team at Administration and then at

Service Coordination.

- **What do you like best about your job?** I enjoy the people I work with on my caseload and in the office.
- **Where did you grow up?** Fresno/West Lafayette, OH
- **First job:** Picking strawberries for PBF Farms at age 11.
- **Who is/was an influential person in your life?** My mother. She has always lived her life setting good examples for her children. I admire her fortitude and faith in God.
- **Biggest pet peeve:** Lane hangers!! Lane hangers drive me bonkers. I hate it when the person behind the deli counter does not stagger the freshly-sliced meat or cheese so when you go home it is clumped together. It is really a drag when you purchase a new piece of clothing and the retail clerk wads it up and stuffs it in the bag. Whatever happened to folding? Also, it is aggravating when people are not prepared when they get to the front of the line. Overall, I would say lane hangers are my biggest pet peeve. Yes, definitely lane hangers.
- **If you could meet any person (living in the past or present), who would it be?** I would like to meet and know my mother's father. She has such fond memories and stories of him.
- **Tell us about your family/pets:** I am married to Jim, and we have a six-year-old son named Judah.
- **Hobbies/interests:** I like to read and listen to music while walking. I enjoy 2-3 weekends a year with longtime girlfriends. It's a great way to "recharge."
- **Favorite movie(s):** "The Breakfast Club"
- **Favorite TV show(s):** Yes, "The O'Reilly Factor," and I'm not afraid to say it.
- **Favorite musical genre/artist:** Classic rock, The Rolling Stones, among many more.
- **Favorite food(s):** Grilled salmon, authentic Italian foods, and gelato.
- **Worst food(s):** Liver, cottage cheese, sour cream.
- **Favorite vacation spot:** Rota, Spain.
- **If I won the lottery, I would...**tithe, invest, travel and ensure an excellent education for my son.



Erica Bankston

- **Component:** E.S. Weiant Center/Early Intervention
- **Title:** Help Me Grow Service Coordinator
- **How long have you worked for the LCBDD?** Two months.
- **What do you like best about your job?** I love working with families and children, and at the end of the day it feels good to know I have had some part in helping them.

- **Where did you grow up?** Toledo, OH
- **First job:** I was a tutor for elementary school children, and then I worked at the Toledo Zoo in the gift shops.
- **When you were a child, what did you want to be when you "grew up?"** A teacher, counselor, detective or police officer. Social work turned out to be a good combination.
- **Who was/is an influential person in your life?** My mom and my grandma have always been the most influential people in my life. They have dealt with so much adversity, but still maintained their pride, confidence and perseverance. I like to think I've grown up to be just like them.
- **Favorite inspirational quote/word of advice:** "It's not what's happening to you now, or what has happened in your past that determines who you become. Rather, it's your decisions about what to focus on, what things mean to you, and what you're going to do about them that will determine your ultimate destiny." - Anthony Robbins.
- **Biggest pet peeve:** Littering! (especially when someone throws trash out the window of their car)
- **Tell us about your family/pets:** I just celebrated my fifth anniversary with my husband, Tri. We have three boys: My stepson, Jeremy, is 15 and all knowing; and my other sons are "Hurricane" Cruz (3), and "Tornado" Clyde (11 months).
- **Hobbies/interests:** I'm not sure yet. I just finished grad school and that occupied all my free time for the past three years. I'm starting to read again, go to parks, and spend time with family and friends.
- **Favorite book/author:** Sue Grafton. I love mysteries.
- **Favorite TV show(s):** "Bones," "House," "The Biggest Loser" and "Glee."
- **Favorite food(s):** Mexican and Italian.
- **Worst food(s):** Mushrooms, peas.
- **Favorite vacation spot (where you've been or would like to go):** I would love to go to Jamaica one day.
- **If I won the lottery, I would...**Pay off debts, help out family and travel.



Karl Yost

- **Component:** Adult Services (CES)
- **Title:** Job Coach
- **How long have you worked for the LCBDD?** 17 years.
- **What do you like best about your job?** The challenge of helping people develop skill sets that are valued by today's employers.
- **First job:** Working at Donato's in Columbus.
- **What did you want to be when you**

"grew up?" A vet or a scientist.

- **Who was/is an influential person in your life?** My mom. She taught me that results, not excuses, matter.
- **Favorite inspirational quote/word of advice:** You can't help everyone, but everyone can help someone.
- **Biggest pet peeve:** Telemarketers.
- **Family/pets:** Four stepdaughters, six grandkids, three dogs and two cats.
- **Hobbies/interests:** Reading, playing cards and I don't have a lot of spare time anymore.
- **Favorite book/author:** Too many to choose -- I have a very eclectic taste in books.
- **Favorite movie(s):** "The Godfather"
- **Favorite TV show(s):** "True Blood"
- **Favorite musical genre and/or artist:** 80s
- **Favorite food(s):** Chinese (Chad Strohl loves the aroma, I hear).
- **Favorite vacation spot:** Atlantic City, anywhere with a beach.
- **Is there anything you'd like to add?** I would like to thank everyone for their thoughts and prayers, especially my CES family, for their patience and support during these trying times for me and my wife.



Debbie Neighbarger

- **Component:** Adult Services
- **Title:** Workshop Specialist
- **How long have you worked for the LCBDD?** Five years in October.
- **What do you like best about your job?** Working with awesome people.
- **Where did you grow up?** Columbus, and the Utica area.
- **First job?** Babysitting.

• **When you were a child, what did you want to be when you "grew up?"** I wanted to work at the zoo.

- **Who is/was an influential person in your life?** My daughter. Life hasn't been easy for her and she never gives up.
- **What is your favorite inspirational quote/word of advice?** "Do your best." -- Cub Scouts
- **Pet peeve:** Lazy people.
- **If you could meet any person (living in the past or present), who would it be?** Steve Irwin -- the Crocodile Hunter
- **Tell us about your family/pets:** I have two children and three grandchildren. My daughter Vanessa and her husband, Gary, are the parents of Clarissa and Demetri. My son, Eric and his wife, Jennifer, have a daughter named Halie.
- **Hobbies/interests:** Reptiles
- **Favorite movie(s):** "Halloween"
- **Favorite TV show(s):** "Criminal Minds"
- **Favorite musical genre/artist:** Aerosmith
- **Favorite food(s):** Anything homemade.
- **Worst food(s):** Berries
- **If I won the lottery, I would...** Take care of my family and friends, and everyone at LICCO.



Coming in September:

- Highlights and a full photo layout from the All-Staff Inservice and Picnic.
- More wellness information, including the healthy recipe of the month (don't forget to submit those to **Heather Odendahl** no later than Sept. 10 along with your 'Thumbs Up!' recognitions).
- More staff SCOOPs, of course!
- And a whole lot more!