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Volume 3, Issue 22

- 1. *The 2010-2011 Workplan: Part I – The Ten Priority Areas*
- 2. Disability Employment Awareness Celebrated Statewide
- 3. More About Employment: Ticket to Work Training to Offer Helpful Information
- 4. Heinzerling Foundation Marks 50 Years
- 5. Voting Rights and Resources for People with Disabilities
- 6. Gathering of Nearly 100 Partners in Policymaking Graduates Charts Course for Leadership
- 7. Name Change Activities Across the State

See *Pipeline PostScripts* at the end of each issue for important news briefs and reminders.

Publishing November 24th ... Pipeline, Annual Thanksgiving Issue

For what are you thankful? In November 2007 the first Thanksgiving Issue of *Pipeline* was published, highlighting a few of the many things for which we, at the then-named ODMRDD, were thankful. The issue included articles on caring direct-service staff; parents providing new opportunities for their children with disabilities; and, extra efforts of all kinds throughout the state. The 2008 Thanksgiving Issue* continued the tradition, asking for your input, and it was most inspiring. Again this year we invite YOU to tell us what you are thankful for. Please submit information for consideration to sherry.steinman@dodd.ohio.gov by 11-18-09.

*See the 2008 issue at [Pipeline Volume 2 Issue 24](#).

First in a Series

1. 2010-2011 Work Plan: Part I – The Ten Priority Areas



The DODD has developed a basic framework to impact specific priority issues, in compliance with current budgetary constraints. This 'Priority Work Plan' is designed to help us work more effectively, in partnership with other system stakeholders, to serve the needs of Ohioans with developmental disabilities and their families. Here is the first in a series of *Pipeline* articles that will highlight these top priority areas.

The Ten Priority Areas

The Priority Work Plan includes ten areas of concentration, several of which are driven by activities that address and support streamlining services across the state, and reducing inefficiencies that impact the cost of those services. Briefly, the ten priority areas are:

- Streamline and enrich the process for assuring the quality of services;
- Upgrade and integrate the Information Systems structure;
- Plan for the fiscal sustainability of Ohio's developmental disabilities service delivery system;

- Develop a statutory plan to simplify and contain costs of DODD-administered Home and Community Based Services (HCBS) waivers;
- Re-balance resources and foster community involvement within Ohio's state-operated Developmental Centers;
- Create a positive culture within the delivery of services, statewide;
- Implement the County Collaborative Project;
- Improve the processes and outcomes of the Service and Support Administration function;
- Reduce the lifelong impacts of disability by responding sooner to families' needs, rather than relying on waiting lists;
- Energize local participation of individuals and families in system stewardship.

The Positive Culture Initiative

Looked at collectively, the bulleted list above contains several concepts that are inter-connected, and therefore the list is in no 'priority order.' For example, the Positive Culture Initiative (PCI) [Read More](#) is alluded to in the list as, "Create a positive culture within the delivery of services, statewide." The PCI approach is an intentional way of supporting all people within our communities that focuses on creating healthy relationships, and acknowledging the unique gifts that each person brings to those relationships. And, according to Pam Berry, policy staff member with the DODD Office of Policy and Constituent Support,

"The Positive Culture Initiative is about making the shift in thinking away from power, control, and coercion in language and actions, and toward affirmation, unconditional acceptance, and encouragement when supporting individuals with developmental disabilities."

Pam and other policy staff members have met with County Boards of DD and other service providers, as well as individuals and families throughout the state, to determine the interest level and the capacity for an integrated positive culture approach to service delivery. What they have found has been both affirming and energizing, according to Deputy Director, Patrick Lanahan, who notes,

"We are very encouraged by the meetings we have had with our stakeholders and with direct service staff who are on board with the PCI approach. It has been an education for us, as well, to see that there are so many opportunities for this to make a difference in peoples' lives – and to foster mutually-beneficial outcomes as part of more thoughtful interactions."

Patrick adds, "The next phases pertaining to this priority area include applying the PCI principles to all interactions and transactions in our system – among and between state and county staff, individuals, families, and other advocates and providers."

From a State and National Perspective

DODD Director John Martin is definitely on board as a PCI believer -- and will be speaking in November at the National Association of State Directors of Developmental Disabilities Services (NASDDDS) Annual Conference in Alexandria, Virginia. His presentation will address Ohio's statewide effort, led by the DODD, toward banning the use of prone restraint, and limiting the use of restraints in general, across all of Ohio's systems.

The conference program relates, "Having persons representing prisons, state police, education, mental health and various other systems, all working together and using the language of the state's Positive Culture Initiative has been a unique experience offering opportunities to effect real change. Director Martin will note that a key to success in the State of Ohio was instilling ownership of the effort at the local level, rather than being directed by the state, opening the door to a grassroots culture change."

Elements of the Positive Culture Initiative and the expected outcomes also correspond closely to Director Martin's [Director's Flexible Performance Agreement](#) – which is a contract with the Governor's Office to develop key measures and targets, and report on results. Each agency within the Governor's cabinet is responsible for achieving goals of the Governor's Leadership Agenda through department performance.

Look for more about the PCI service model in the future at <http://dodd.ohio.gov/futuresmore/pci.htm>

NEXT: 2010-2011 Work Plan, Part II, in a November issue of Pipeline.



October is National Disability Employment Awareness Month

2. Disability Employment Awareness Celebrated Statewide

The celebration of *National Disability Employment Awareness Month* has provided many opportunities to recognize efforts across the state, and to promote the fact that Ohio workers with disabilities are diverse, reliable, and good for business! As noted in the October 14 issue of *Pipeline*, [Pipeline Volume 3 Issue 21](#), here are a few more examples of these statewide efforts:

In Richland County, Recognition for Employers

Richland Newhope Industries, Inc. (RNI) saluted more than 150 area employers during the month, and featured a breakfast which attracted nearly 300 people. At the breakfast, Richland County employers of individuals with developmental disabilities from Newhope's Adult Services program were recognized, as well as companies that contract with RNI.



Honored as the Community-Based 2009 Employer of the Year was Richland County Transit (RCT). General Manager Willa Lear accepted the award and described how she worked with one individual, Mike King, to ride the RCT bus many years ago. Lear recalled what Mike said when, after two weeks of training, she told him that he was ready to ride on his own. She said,

“He looked at me and said, ‘That means I’m normal. I’m like everybody else now.’ ” She replied, “Mike, you are – but before you just didn’t know how to use the bus.”

The Industry-Based 2009 Employer of the Year was MTD Consumer Products of Shelby. RNI currently produces 11 different replacement parts for MTD that are sold in such stores as Lowe's, Home Depot, and Menards.

Employees of the Year recognized at the event were Guy Adkins, a local Kroger employee in community-based employment, and Richland Newhope Industries' facility-based Employees of the Year, Jeff Pfleiderer and Kandi Takacs.

Featured speaker at the Employer Recognition Breakfast was former professional football player Shawn Harper of Columbus. Harper overcame several learning disabilities, poverty, and speech challenges to become a successful motivational speaker and business owner.

He recalled his struggles growing up and how he succeeded by choosing to believe in the positive things that people told him. To the employers on hand, he commented, “Thank you for your investment, patience, and for giving us a chance. That’s all we need. Don’t ever think your investment is a waste of time.”

“Ohio Workers with Disabilities: Diverse, Reliable, Good for Business.”

In Cuyahoga County, An Urban Farm

An urban farm is inching closer to reality in Cuyahoga County, where next spring it will be tended by individuals enrolled in the Cuyahoga County Board of Developmental Disabilities (CCBDD) community employment program. Legislation is pending (City of Cleveland) to grant the property to the CCBDD and is enthusiastically anticipated. The future worksite is a cooperative effort including The Ohio State University Extension Service, the St. Clair-Superior Development Corporation, and ‘A Piece of Cleveland’, a company dedicated to productive re-use of materials from old buildings.

According to CCBDD officials, after months of planning the project enjoyed a strong start when 50 AmeriCorps City Year participants worked at the site earlier this month, clearing away remaining bricks and fragments from the Stanard School, which once stood on the site. Slightly more than an acre in size, the farmland has been dubbed the ‘Stanard Farm’ in recognition of its history. In addition, according to area historians, before the Cleveland School District constructed the school there in the early 1900s, it had been a farm.

CCBDD Superintendent Terry Ryan is excited about the 2010 employment opportunity, stating,

“We see the Stanard Farm as a wonderful opportunity for the men and women involved in our employment program to work in the community. And, personally, I would be thrilled for us to have five or more urban farms like this within the coming years.”



Brick by Brick – Americorps City Year participants work to prepare the soon-to-be urban farm site.

In Lake County, He's Still Working – at 100 Years Old

Speaking of the importance of employment, Joe Direnfeld is still working at 100 years old! On September 12th, New Avenues to Independence, a provider serving Lake, Cuyahoga, and Ashtabula Counties, celebrated Joe Direnfeld's 100th birthday. Many friends joined Joe on this occasion and enjoyed a cook-out, games, and dancing. At the festivities Joe opened a present from the Cleveland Indians – an autographed baseball and team picture, as well as an official congratulatory proclamation from the State of Ohio.

Joe's interests include reading, shopping, eating at restaurants, and dancing. He also has a passion for the Cleveland Indians -- and watches every one of their games with his Cleveland Indians hat on!

Joe still goes to work every day at Buckeye Industries, New Avenues' Vocational Services program and rarely misses a work day.

Born in Pennsylvania on September 14, 1909, Joe Direnfeld has resided in Northeast Ohio since 1964. He attended public school until third grade when he was traumatized by witnessing a friend fall from a second-story porch. After the fall, (and the friend's subsequent death from the accident) family members say he was 'never the same.'

Joe continued to live with his parents and worked as a newspaper carrier and a ticket taker at the movies. When his parents died in the early 1960s, Joe began living at 'Mt. Vernon State Hospital' (now Mount Vernon Developmental Center) for lack of a more suitable home. In 1964, he moved to Perry Ridge Nursing home, later converted to an Intermediate Care Facility for the Mentally Retarded (ICFMR). In 1997, New Avenues purchased the Perry Group Home where Joe still resides with seven other individuals.



Happy 100th! Joe Direnfeld with New Avenues to Independence Executive Director, Tom Lewins.

Pipeline Perspective:

While Joe enjoys working well beyond the usual realm of 'retirement age', it is understood that many individuals with developmental disabilities do not wish to do so, just like many of their friends who do not have developmental disabilities. Many adult service centers and workshop settings afford older individuals the opportunity to retire and encourage social interaction and activity in other ways. If you'd like to weigh in on this subject, please send your thoughts to feedback@odmrdd.state.oh.us and we'll share your input in a future issue of *Pipeline*.

"Hard work spotlights the character of people: – some turn up their sleeves, some turn up their noses, and some don't turn up at all." - Sam Ewig, noted author



[More About Employment ...](#)

3. 'Ticket to Work' is Working in Ohio – Training in November

'Ticket to Work' is a federal employment program designed to expand the number and types of service providers available to assist Social Security beneficiaries with disabilities who want to work. These approved providers are referred to as Employment Networks (ENs). There are very few limitations on who or what can become an EN. Public or private organizations, individuals, family members, educational institutions, service providers, employers, and county and local governments are all eligible to become ENs.

Individuals who receive a check under the Social Security Disability Insurance (SSDI) and/or the Supplemental Security Income (SSI) programs and are between the ages of 18 and 64, can participate in the Ticket to Work Program, designed to provide additional funding for services that assist individuals with developmental disabilities in finding and keeping a job.

One Example

Careers Unlimited, a program of United Cerebral Palsy (UCP) of Central Ohio, is one example of an agency that has joined the Social Security Administration as an Employment Network, and offers the Ticket to Work program. Kevin Krotzer, Director of Programs at UCP, said,

"Ticket to Work is about choices, and UCP has a long history of giving people with disabilities choices for services and job opportunities, so it was a natural fit."

For more information about the Ticket to Work program through UCP of Ohio, contact the Careers Unlimited office at (614) 279-0109. The Careers Unlimited program is a community provider of the Ohio Bureau of Vocational Rehabilitation and a member of the Columbus Workforce Alliance.

History

Ticket to Work is part of the *Ticket to Work and Work Incentives Improvement Act of 1999*. In Ohio, the program began in 2003. As for the 'ticket' -- under Ticket to Work, Social Security provides disability beneficiaries a ticket they may use to obtain the services of the Employment Networks. The network and the ticket-holder together design a plan to assist the beneficiary in reaching his or her goals. Recently, new administrative and regulatory improvements have made it easier and more profitable for Employment Networks to participate in the Ticket to Work program, get paid earlier in the employment process, and at higher rates.

Training for Ohio Service Providers, November 9

Attend a Ticket to Work Training for Ohio Service Providers to learn how your organization can improve its bottom line by:

- Putting Social Security beneficiaries to work;
- Becoming an Employment Network under the Ticket to Work program; and,
- Taking advantage of a viable source of funding for employment services.

The next training opportunity in Central Ohio is November 9, from 9-11 a.m. in the auditorium at the Ohio Department of Transportation, 1980 West Broad Street, in Columbus. For more information or to register for the training, contact Debbie Courtney at debbie@wilres.com or call (850) 386-2022.

To learn more about 'Ticket to Work', visit www.cessi.net/ttw or www.ssa.gov/work. or reference pdf at <http://dodd.ohio.gov/NationalDisabilityEmploymentAwarenessMonth.htm>. Additional resources at: ADA-OHIO (The Americans with Disabilities Act), adaohio@aol.com, <http://www.ada-ohio.org/>.



4. Heinzerling Celebrates 50 Years of Caring Service



In September 1959, Otto and Mildred Heinzerling opened the doors of Peck O' Wee Ones in a converted medical office building on East Broad Street in Whitehall. They had operated an in-home day care center in the past, but eventually saw the need to care for a population often overlooked at the time -- children with severe and profound mental retardation.

The space was licensed for 12 beds, and Otto and Mildred worked without salaries to provide around-the-clock care for their residents. Otto staffed the office, recruited volunteers, and raised money. Mildred took care of bathing, feeding, personal care, and cooking. It was a lifetime commitment.

After the deaths of Mildred and Otto in 1967 and 1973, respectively, the Heinzerling family resolved to continue meeting the needs of the children at Peck O' Wee Ones, with Dr. Robert "Bob" Heinzerling, their son, at the helm. Peck O' Wee Ones would become known as the *Heinzerling Memorial Foundation* in 1974, honoring the memories of Otto and Mildred.

Dr. Bob Heinzerling, while managing his own practice as a dentist, spent several years fundraising and lobbying for assistance to expand the facility to better meet the growing needs of individuals living there. In 1979, the new Heinzerling Memorial Foundation, a 22,400 sq. ft. facility, officially opened its doors in southwest Columbus.

Later, the need was clear for another facility when the Heinzerling residents grew to become adults. In 1982 the Heinzerling Developmental Center was built for this purpose.

For 50 years the Heinzerling Foundation has been an integral part of the community, providing a service that was previously unavailable.

Many things have changed in 50 years . . . 12 licensed beds have turned into 213 licensed beds. A small office building has turned into 122,000 square feet of living and recreation space. And, two staff members have turned into more than 500.

Jed Morison, Superintendent of the Franklin County Board of Developmental Disabilities, notes that one thing hasn't changed -- the spirit of giving and serving at Heinzerling. He states, "The Franklin County Board of Developmental Disabilities values its partnership with Heinzerling, and congratulates the Heinzerling family and staff on 50 years of caring service."



The mission of the Heinzerling Foundation is to provide a loving and nurturing environment that enhances the development, education and quality of life of individuals with severe or profound mental retardation.

*For more information, contact Tanna Slaven, Development Coordinator, Heinzerling Foundation
(614) 272.8888, www.heinzerling.org*



5. Voting Rights and Resources for People with Disabilities

Editor's Note: Nine Ohio counties will have levy issues on the ballot this November 3rd : Brown, Carroll, Crawford, Hamilton, Hocking, Holmes, Morrow, Pike, and Union. Look for a Pipeline Extra on November 4th with voting results on those issues.

People with developmental disabilities have the right to vote, and to have access to information to help them do that. If you are a person with a disability, or work with someone who may need information, reassurance, or assistance to vote, please note that in addition to the U.S. Constitution, laws that protect this right to vote include the Voting Rights Act, the Americans with Disabilities Act; and the Help America Vote Act <http://www.fec.gov/hava/hava.htm>

If a poll worker says a person with mental retardation or another developmental disability cannot vote, the law says that *the poll worker must allow the person to complete a special ballot named a Provisional Ballot*. The person should complete the Provisional Ballot before leaving the polling place. Later, an election worker will determine whether or not the vote can be counted.



**The law says that everyone is allowed to cast a ballot.
If you have questions before or on Election Day, November 3, 2009,
call "The Election Protection Hotline" at 1-866-OUR-VOTE (1-866-687-8683).**

At this number people will speak with you (not just an answering machine) and lawyers are available to help voters with disabilities get advice and help with voting issues.



6. Gathering of Nearly 100 Partners in Policymaking Graduates Charts Course for Leadership

Earlier this month, nearly 100 Ohio Partners in Policymaking (PIP) graduates and family members met for the Ohio Developmental Disabilities Council's *Fifth Annual Gathering of Ohio PIP Graduates* at the Hyatt on Capitol Square, in Columbus. Funded by the Ohio DD Council, the meeting's theme, "Charting a Course for Leadership: Discovering Hidden Links and Relationships," encouraged participants to take a closer look at their personal accomplishments, skills, and relationships.

Keynote speakers included Ohio Secretary of State Jennifer Brunner, self-advocate and graduate of Utah PIP Bryon Murray, and parent and advocate Michael Flannery from Ohio Valley Goodwill Industries in Cincinnati.

PIP is a leadership program that prepares adults with developmental disabilities and their family members to partner with local, state, and national legislators and other policy makers to effect change. According to Essie Pederson, PIPs Co-Statewide Coordinator, "It is expected that these efforts would improve and increase the services and supports people with DD and their families need to maintain a quality of life in their communities."

Reinforcing the goals of the program was Cindy Slavens, a 2009 PIP Graduate from Salem, OH. She explained,

"Partners in Policymaking has helped me learn where my strengths are, things I can and cannot do, and how to run with my abilities to make change. I have become a better advocate for myself and others. Right now I am working on a project focusing on employment awareness."

And, actively participating in the policymaking process, Mary Brewster, a 1999 PIP graduate from Cleveland, was selected to meet, at a later date, with Ohio Senator Sherrod Brown to discuss pressing issues affecting adults with DD and their family members. She plans to collect concerns from graduates throughout the state to present to Senator Brown at their meeting.

In 2010 the Ohio DD Council will again solicit applications from Ohio PIP graduates to represent the state at the 2010 National Disability Policy Seminar in Washington, DC. Until then, graduates throughout Ohio will work to create and make the most of opportunities to influence policies that support issues that directly affect the more than 80,000 Ohioans with disabilities.

A new Partners in Policymaking class is being offered in Central Ohio by the The Arc of Greater Cleveland. For more information on this class contact Erin Fakan, (216) 534-2556 or efakan@thearcofgreatercleveland.org.



Group photo of some of the Partners in Policymaking graduates who attended the October 2009 Gathering.



Partners in Action – Diana Mairose (left) and Cindy Slavens (right) with Secretary of State Jennifer Brunner.

Acknowledgements to Essie Pederson for material and photos contained in this article.



7. October – A Month Filled with Name Change Activities

The October 14 issue of Pipeline [Pipeline Volume 3 Issue 21](#), carried several items pertaining to the ‘Name Change’ at County Boards of Developmental Disabilities throughout the state, and we’re wrapping up the month with these glimpses of activities on that subject:



Heralding the name change at the Monroe County Board of Developmental Disabilities in Woodsfield, Ohio, were (l. to r.) superintendent Helen K. Ring, Min Zheng, Troy Hickman, Yvonne Craig, Stephen January, Kevin Kraft, Michael Kanzigg, and workshop director Dan Lollathin. submitted photo, Martha Ackerman

Monroe County Board of Developmental Disabilities officials signed a resolution last month, removing the term 'mental retardation' from its name. According to the *Monroe County Beacon* newspaper, Helen K. Ring, superintendent of the Monroe County Board, emphasized to local commissioners that it is important for everyone in the community to understand that the recently-passed law, Senate Bill 79, changes only the name of the agency. She noted, "The law does not change who we serve or the services we provide, and eligibility for services has not changed. It is the same agency, and simply has a new name, as required by law."



DODD Director John Martin lends a hand to the Department's name change process at the Rhodes State Office Tower, as the last letter in 'retardation' proves rather stubborn (but eventually joins the rest of the alphabet propped on the top of the sofa). Signage wording will be realigned and the seal (center) will be replaced.



Pipeline PostScripts

Note: Many events are listed at the DODD website calendar. Click on 'calendar' at the lower bar of the homepage, at https://dodd.ohio.gov/apps/internet/evcs/EVCS_View.aspx

Reminder

1. Information Session for Domestic Violence and Disability Service Providers

On Monday, November 2, a brown bag lunchtime (noon – 1:30 p.m.) information session for domestic violence and disability service providers will be hosted at the Old Worthington Library, 820 N. High Street in Worthington, focusing on a subject that, according to one co-convenor, “Does not get discussed very often, and needs to be addressed.”

Attendees will learn more about and discuss issues surrounding the vulnerability of individuals with mental retardation and other developmental disabilities – especially concerning people who may try to take advantage of their vulnerability.

Participating in the information session will be representatives from the Ohio Developmental Disabilities Council, Ohio Governor’s Council on People with Disabilities, ACTION OHIO Coalition For Battered Women, United Cerebral Palsy of Central Ohio, and others.

Register by 10/29/09

Phone (614) 825-0551, Toll Free 888 622-9315, actionohio@sbcglobal.net



2. Ohio SIBS Conference, November 6-7 in Columbus

Ninth Annual Ohio Adult Sibling (SIBS) Conference will be November 6-7, 2009, at the Columbus Marriott Airport Hotel. Complete conference information is online at www.ohiosibs.com, or contact Dr. Tom Fish at fish.1@osu.edu (614) 292-7550) or Michelle Truby at truby.5@buckeyemail.osu.edu. There will be a special track for siblings.

Topics to be discussed include: Assuring Quality Outcomes Through Family Engagement; The Sibling Relationship ... a Discussion with Siblings about Siblings; and Advocating for Health Care and Wellness. This conference was one of the first of its kind in the United States to address concerns of adult brothers and sisters of people with developmental disabilities.



DODD Hotline for Reporting Abuse, Neglect, and other Possible Major Unusual Incidents (MUIs)

To report abuse/neglect and other MUI's call toll-free: **1-866-313-6733**. Please note that MUIs are to be reported to the local County Board of DD, however, it is understood that there may be times an individual, staff member, or family member may feel it is a conflict -- or that, potentially, a County Board may be involved in the allegation. In those instances it is important to remember the hotline number is there to be used for reporting concerns in these situations.

Pipeline feedback ... direct from you to the state ...

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