



# FOCUS



Leading the Way | Achieving Excellence | Shaping the Future

## Staff Appreciation

Lawrence County Developmental Disabilities will be holding its annual Staff Appreciation Dinner on Monday, November 18 at the Ironton Knights of Columbus. We plan to have dinner and recognize our employees that have reached milestones in their service to LCDD.

We'll also have prizes and raffles put together by LCDD administrators for staff to bid on.

## Staff Birthdays

Jenny Jonhson, Nov. 5

Tim Sexton, Nov. 10

Erin Hutson, Nov. 5

## Halloween Around LCDD



## 36th Annual OACB Convention on the Horizon

The Ohio Association of County Boards will be holding its annual convention from December 4-6 in Columbus. The convention provides updates, trainings, information and further education on all aspects of serving people with developmental disabilities. Tracks include Board Leadership, Employment, Human Resources, School Age, Information Technology, Early Intervention, Public Relations, Safety and Wellness, SSA and Federal and State Updates. Lawrence County Developmental Disabilities plans to have representatives in attendance again this year so we can continue to provide the best services possible to those in Lawrence County needing our services.

A new track this year includes Customer Experience. Five years have passed since Ohio's county boards of DD received a federal mandate to transition nearly all Medicaid-funded direct services to private providers. With that transition now complete or nearly complete in all but a handful of counties, many boards are starting to ask important questions about the future role they will play in the lives of the people and families they serve.

No longer able to rely on their former direct service programs' legacy of goodwill, boards have two choices: commit to continuously improving and evolving customer service operations to meet the ever-changing needs and expectations of their growing and diversifying customer base, or maintain the status quo and risk being replaced as the most important force for positive change in the lives of the people with developmental disabilities they serve.

OACB believes the new, primary role of county boards as customer service (case management) organizations offers them more opportunities to support people with developmental disabilities than ever before.

- **Why do we do what we do?** Is the true goal of our customer service (case management) function to meet needs of people and families, or is it to ensure that the proper boxes are checked and forms are submitted on time? (Hint: it's the former.) Are we meeting that goal?
- **Do we know what our customers truly think of us,** or do we assume their experiences are positive because we haven't asked the right questions? What should we do once we learn their honest opinions?
- **How can we better understand the wants, needs, and expectations of the people and families we serve?** What do we do with that knowledge?
- **How can we ensure customers' expectations are met, even if the end result is not what they had hoped to achieve?** Is our banked goodwill enough to keep them happy, or will their experience be shaped by a series of unproductive meetings, unanswered phone calls, and disappointing outcomes?

At this year's **Annual Convention**, OACB hopes to answer these and many more questions with a lineup of speakers that will challenge attendees to take a hard look at their current operations, identify what works (and what doesn't), and build on our decades of success to ensure a brighter, healthier, more responsive future for the people and families we serve.

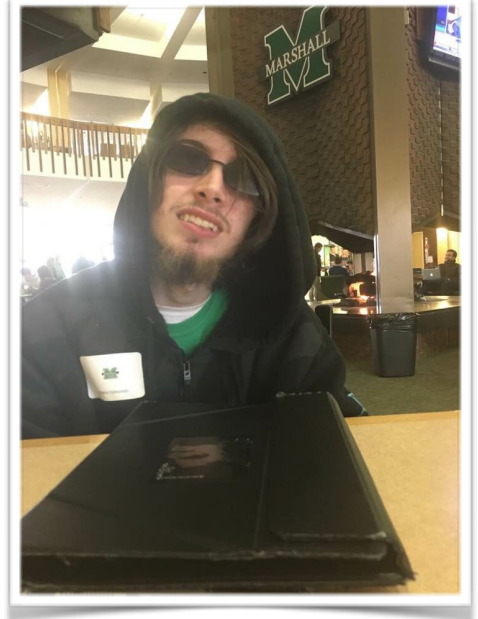


**OACB**  
**36<sup>TH</sup> ANNUAL**  
**CONVENTION**  
 DECEMBER 4-6, 2019 • COLUMBUS

## Enrolling in Higher Education

Anakin Edmonds is a gifted young man. Gifted how? Well, for starters he's very intelligent (VERY); scoring 31 on his ACT was just the beginning. After graduating high school, Anakin began a degree program at Marshall University. And one may say, "Well, people go to college all the time no big deal." In that case one would be wrong, it's not any old degree program Anakin is attending. He is attending Marshall University on a full ride scholarship in a field that would make anyone intimidated: Robotics Engineering!

Currently Anakin lives in South Point with his family and graduated in 2018. Anakin's goal after college is very simple he says, "I want to work for a company that makes robots." Anakin has had a multitude of challenges to get him where he wants to go. At age 9, Anakin was diagnosed with Autism and public school was a struggle at times. However, Anakin Credits his mom and other family members as how he got to where he is now. Anakin's other interests include: "Brony" conventions, gaming, and - of course - robots. Anakin is on course to graduate in 2023, and is certainly one to watch now and in the future!



## Easterseals Visits the Bob Evans Farm Festival



## Calendar of Events

Nov. 5

Election Day

Nov. 8

ODS Staff InService

Nov. 11

Veterans Day (Programs Closed)

Nov. 12

LCDD Board Meeting

Nov. 27-Nov. 29

Fall break (No School)





## Contact Us!

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740-377-2356

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740-532-1234

Service and Support Administration  
740-532-0406

### **www.lawrencedd.org**

To receive the newsletter electronically,  
email us at [info@lawrencedd.org](mailto:info@lawrencedd.org)

## Meet Sawyer

Sawyer's enrolled in LCDD's Early Intervention program. When Sawyer was first enrolled, he had several behaviors, did not speak much, and had trouble going to bed during bedtime.

After several sessions with the Developmental Specialists in the Early Intervention program, Sawyer has made progress in several aspects of his home life.

Sawyer rarely cries now when it's time for bed and sleeps all night most of the time. Sawyer is now using more words and he will request things at times.. he will ask for "more". Sawyer follows directions and understands most request.

He loves to play with his trains. He enjoys crashing things and figuring out how things work. He really enjoys being outside, pushing his toy mower in the yard and he loves to watch others mow the yard. He is a very pleasant little boy full of life.



**Growing  
Possibilities**  
Lawrence County Developmental Disabilities

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