

Comprehensive Corner

WINTER 2010

A PUBLICATION OF COMPREHENSIVE SERVICES FOR THE DEVELOPMENTALLY DISABLED, INC.



Warren Fundraisers: Cookie Dough Made Dough!

The cookie dough fundraiser continues to be a huge success. Thanks to the support of CSDD families we raised \$1680.00. The Morley Red Apple fundraiser did not do as well only raising \$700.00. We would like to thank all the participants and families that helped support these fundraisers. We would also like to thank Barb Willaert for her leadership, drive and organization with spearheading the fundraisers.

In February we will be launching the Little Caesars' Pizza Kit fundraisers and in April we will be bringing back the popular cookie dough fundraiser!



Staying Healthy

If you are sick with a runny nose, cough, sneezing, upset stomach to name a few, it is best you stay home. This way other people do not catch your cold. CSDD may ask you to go home early if excessive coughing, sneezing is noticed at the program.

When to wash your hands:

- 1. After using the restroom**
- 2. Before and after lunch**
- 3. Any time you touch your mouth or eyes.**

Covering your mouth when sneezing or coughing also helps keep people healthy. CSDD has the right to request that you go home early if your symptoms appear contagious.

CONTAGIOUS CONDITIONS

If we notice a possible contagious symptom such as pink eye, ringworm, lice or any other conditions that may spread from person to person, we will notify your family to pick you up from CSDD. You will need to be cleared from your physician before returning to CSDD with a doctor's note.

Kiwanis "Aktion Club"

The second and last Wednesday of every month is the Kiwanis Aktion (pronounced action) Club meeting from 6-7 pm. It is open to any adult with a disability who desires to become a leader and improve his or her community. Please contact Dee Wilkins with any questions at 586.294.3644. Meetings are held at the Warren community center, conference room B upstairs at 13 ½ mile road West of Mound Road.



www.csdd.org

We would like to thank all our supporters for their gifts over the years. Charitable donations including cash, stocks, and professional services assist in our continuing efforts to promote personal growth and enrich the lives of people we serve. If you would like to discuss a donation with a member of our staff, please contact our corporate office at:

2950 West Square Lake Road | Suite 209 | Troy MI, 48098 | 248.641.7200



Comprehensive Services for the Developmentally Disabled

2950 West Square Lake Road
Suite 209
Troy MI, 48098
248.641.7200
248.641.9338

Warren Office

15099 13 Mile Road
Warren MI, 48088
586.294.3644
586.294.5688

New Haven Office

55800 New Haven Road
Chesterfield MI, 48051
586.749.0772
586.749.0780

Monroe Office

98 Winchester
Monroe MI, 48161
734.241.7011
734.241.5410

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Customer Service**
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CARF accredited since 1983

Mission Statement

To empower individuals and enhance their quality of life within an environment that offers an array of comprehensive services



Basketball Tournament Huge Success

CSDD hosted its first annual basketball tournament with Mike Leon and Nadir Sheena spearheading the event. The tournament was held at the Salvation Army gym in Warren 11/6/09. The Warren cable television station came out and filmed some of the event which was aired on channel 12. The basketball tournament was also covered in the Warren Weekly newspaper. The "Roadrunners" team won the tournament and received a trophy donated by the International Order of the Alhambra-Sancho Caravan. The basketball tournament started out with 6 teams of CSDD participants. There was an active pep squad keeping up everybody's spirits. The basketball tournament had two mascots, the "CSDD bluebird" and its counterpart the "party chicken" that kept the crowd laughing. There are now plans for CSDD Warren to challenge CSDD New Haven for a new basketball tournament.



Remember Me

... when flowers bloom,
early in the spring

Remember me on sunny days,
in the fun that summer brings

Remember me in the fall,
as you walk through leaves of gold

In the wintertime, remember me,
in the stories that are told

But most of all remember,
each day, right from the start

I will be forever near,
for I live within your heart

We would like to remember the persons that passed away in 2009, keeping all their good memories in our hearts and minds, Beth B., Stuart H., Wally K., Maggie R. and Holden S.

Advocacy Group Leads CSDD

The participant Advocacy Group meets once a month to go over issues to improve CSDD services and the overall program. The Advocacy Group brings important issues to the table and has come up with a lot of good ideas on improving the program. The Advocacy Group is a tool to help individuals receiving services be empowered to make changes and to have a voice. The group is seeking new members and is open to all participants of CSDD. Erik Ladendorf has taken over as staff facilitator for the group replacing Barb Willaert.



Extreme Winter Weather Operations Procedure

As safety is always our main concern, when schools systems are closed due to bad weather, CSDD will remain open, however CSDD will not be providing transportation for the morning and afternoon routes.

Families/Caregivers will need to bring individuals to CSDD at 10:00 am and pick him/her up by 3 pm. Please call the office to make sure someone is present. In extreme weather events staff may not be able to make it to the office either.

Channel 4 will post it as a "closing" but the office will officially be open following the above procedure. For faster information you can go to clickondetroit.com.

Holiday Dances Held At Warren Office

Halloween was the first time the dances were held at the Warren office and due to its success the Christmas party was also held at the office. Holding the dances at the offices provided much more variety and allowed for more options as to what participants could choose from. The office had rooms divided into themes; for Halloween we had a haunted house, movie room, and a game room. For Christmas we had a winter wonderland, game room, and movie room. Participants and staff served on party committees which helped ensure the success and organization of the parties. DJR productions provided the music for both dances. DJ Rickey will be performing at our Valentines dance

Got An Idea For A New Fundraiser?

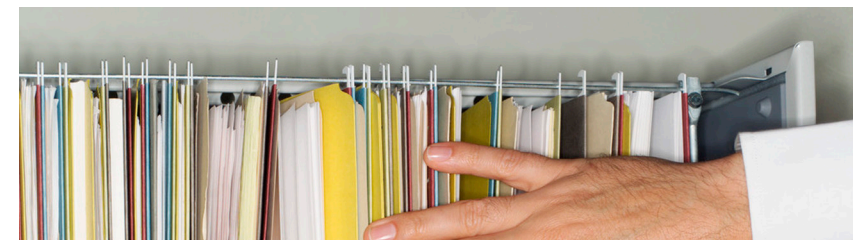
Barb Willaert, Case Coordinator and fundraising facilitator is wanting to know what parents, families, and participants think of conducting a "CSDD walk" to raise money, similar to other walk a thons that are held for charities. If the response is positive CSDD may pursue this as a fundraiser. Depending on the success of the event, CSDD may not have to do any of the other fundraisers that are conducted throughout the year.

Barb wants to know what you think, give her a call at 586-294-3644!

Donations Accepted!

The following is a list of items that CSDD is accepting for donations. All donations are tax deductible and help us offset budget cuts:

Black ink pens, copy paper, washable markers, aprons, silverware, kitchenware, pastel crayons, construction paper, paper plates, Styrofoam cups, napkins, paper table clothes, sanitary napkins, latex gloves, bandages, batteries, Lysol spray, Lysol multi purpose cleaner, tissues, soft scrub cleanser, bleach, scotch tape, old towels, mops, brooms, vacuum sweepers, liquid soap, etc. Donations are tax deductible!



Participant Files

If you or your legal guardian would like to review your CSDD file please notify your CSDD Case Coordinator who will set up a time to meet. Your files and information are kept confidential.

Strategic Plan 2009-2010

1. CSDD Monroe will continue to develop its own measurable goals in addition to what CMH provides in the POS. CSDD, Inc. will develop goals that are practical, functional and meaningful to the participants attending CSDD, in addition to any goals that Monroe CMH may establish.
2. Minimize staff turnover to less than 20%. Maintaining long term positive staff is important for the consistency and delivery of services to participants, families, funding sources etc.
3. Implement office recycling program (Warren office) CSDD Inc. believes in the importance of recycling to protect the environment as well as the benefits of making the community a better place to live.
4. Increase CSDD's presence in the community through fundraising, job fairs, transition fairs, community events, Kiwanis Clubs, corporate citizenship projects etc.
5. Increase use of technology to improve efficiency and accuracy.
6. Make our mission/vision/values permeate the organization. CSDD believes in the importance of the mission/vision/value statement as the guiding document that provides participants, staff, families, etc with the expectations of our services.
7. Maintain CARF standards and practices throughout the organization. Maintaining CARF guidelines is important to the day to day operations of the program to ensure the best services possible.
8. Maintain Corporate Compliance with all funding sources. CSDD believes in maintaining contractual requirements with funding sources in order to provide the best services possible for its day to day operations.

STRENGTHS	WEAKNESSES	OPPORTUNITIES	THREATS
<ol style="list-style-type: none"> 1. Mature Staffing with longevity in company. 2. Compassionate staff committed to the participants they serve. 3. Program philosophy embraces choice and empowerment of participants 4. Longevity of participants in program. 5. Multiple Three Year CARF Accreditations. 6. Strong secondary supports. 7. Longevity of program and services provided. 8. Services offered in multi-county area. 9. Strong financial oversight. 10. Agency is contemporary/ forward thinking, flexible and able to adapt to change easily. 11. Supportive families throughout service area. 12. Participants actively involved in monthly calendars, advocate meetings, party planning, evaluations etc. 	<ol style="list-style-type: none"> 1. Limited funding to compensate for participants who can not afford outing costs. 2. Budgets are dependent of funding Source and State financial outlook. 3. Expand use of natural supports in the community. 4. Develop positive relationships with members and organizations of the community. 5. Lack of consistent contract work for production program. 6. Lack of additional vehicles for transportation of all participants. 7. Lack of sufficient funding for participants in the Micro Enterprise program. 8. Lack of Supported Employment positions due to poor local economy. 	<ol style="list-style-type: none"> 1. Increase Community Awareness 2. Expand Corporate Citizenship to develop natural relationships in the community. 3. Promote self advocates groups as an opportunity for advocacy for participants 4. Conduct one fundraiser per quarter per program 5. Increase programs offered to weekends/nights to utilize buildings more efficiently. 6. Expand square footage of Warren building to increase number of participants served. 7. Develop participant ownership of program by being actively involved in meetings and planning events. 	<ol style="list-style-type: none"> 1. State budget cuts. 2. Decrease in authorized hours for participants attending program. 3. Competition of other Providers within catchment area. 4. Unidentified areas of Risk. 5. General condition of economy in State.



CSDD Van Safety Program

All CSDD vans have recently started the "Safety First" program. This program identifies each van and provides a toll free number to report good driving or opportunities to improve. The program also provides training and feed back forms to van drivers in order to improve CSDD's overall performance of safely transporting participants. All CSDD drivers have background checks and motor vehicle checks completed twice a year.

Van Transportation

CSDD strives to provide efficient and safe transport for all participants receiving services. However there will be times when van pick up and drop off times vary, due to weather conditions, substitute drivers, traffic conditions and so forth. Our main concern is safe transportation! CSDD has taken steps to minimize disruptions in transport time such as providing substitute drivers with GPS systems, training substitute drivers on all routes, utilizing an "on call" list for substitute drivers and completing a safe driver competency test for all new drivers. CSDD also notifies families by phone in the event the driver(s) are running extremely late.

Moving?

Please notify CSDD as soon as you have information on a new address as we need time to see if we can keep the same van route, or assign a new van route. Due to limited space on the vans their may be times when a participant moves and the new route does not have any openings. At that time the participant's name will be put on the waiting list for transportation.

Also, it is important that we have updated phone numbers and addresses in case we need to reach family members in an emergency. Their have been several occasions where we could not get a hold of family members because phone numbers were changed.



Warren Talent Show

This year the Warren office will be hosting the Talent Show, targeting late spring or early summer as the performance date. If you would like to help out please contact our office, as many of you know this is a fun and exciting time for all who are involved.

We are also looking into alternative places to conduct the talent show, as the Macomb Center for the Performing Arts is very expensive. We need an ADA compliant stage, with microphone, and lighting capabilities, if anyone has suggestions, ideas or connections please call or email me.

Get Involved, Stay Informed, and Get Active!

As Michigan continues to face major financial problems and will be looking to cut its operating budget, programs like CSDD are always at a major risk of losing state funding. This jeopardizes the programs we offer to persons with disabilities or worse yet could shut our program down all together. One way to stay ahead of the game is to contact your politicians and let them know how important programs to persons with disabilities are to you and the community! Another way is to keep abreast of proposed cuts to services and voice your concerns to your elected officials! Visit your local Senators on the web at: http://www.senate.gov/general/contact_information/senators_cfm.cfm?State=MI. The following link will connect you with the Michigan House of Representatives: house.mi.gov.

Annual Awards - CSDD Macomb



Participant of the Year

Frank C. was announced as CSDD Warren's participant of the year for 2009! Mr. C. is a role model for all participants, is a member of the Self Advocates and helps his peers wherever he can. He started at CSDD in 2007. Mr. C. has an artistic ability, making many of the occasion cards that CSDD passes out. Mr. C. strives to the best at whatever he attempts. Congratulations Mr. C.

Community Person of the Year

Lenny Reece of Sprayco received this award. Mr. Reece works for Sprayco. He advocates for CSDD to obtain more contract work for our organizational employment program. Mr. Reece has a special place in his heart for the population we serve.

Annual Awards - CSDD New Haven



Participant of the Year

The CSDD New Haven Participant of the Year award was given to Willie J. Willie's joyful personality and near-perfect attendance made this year's recipient an easy choice. Willie is an all-around good guy with numerous gifts and talents. Willie will go out of his way to help his peers and staff with any and all tasks. Congratulations Willie, you are a true asset to CSDD.



Staff of the Year

The CSDD New Haven Staff of the Year award was given to Cathy DeGregory. Staff and Participants agree Cathy is a dedicated team leader who is caring, compassionate and most importantly sincere in all her efforts. Anyone who has had the pleasure of working alongside Cathy will tell you Cathy's purpose is to fulfill CSDD's mission statement; "To empower individuals and enhance their quality of life within an environment that offers an array of comprehensive services". Thank you is not enough for all you do.



Parent of the Year

The CSDD New Haven Parent of the Year award was given to Mrs. Holbrook. Mrs. Holbrook's personality exemplifies the characteristics of a truly devoted advocate. Mrs. Holbrook has volunteered throughout this past year and is always available at a moments notice. Her generosity and support for our vocational and community courses have helped our programs blossom and excel. Thank you Mrs. Holbrook for all you do, your efforts are greatly appreciated.

Annual Awards - CSDD Monroe

Antonio C. - Participant of the Year
Tanette N. - Employee of the Year

Joann P. - Guardian of the Year
Debbie L. - Community Member of the Year

CSDD New Haven "Winter Wonderland" Fundraiser Dance

CSDD New Haven is proud to announce it's first annual "Winter Wonderland" fundraiser dance. With the helpful suggestions received at stakeholder meetings, parents, guardians and participants agree this is a fun and creative way to get everyone actively involved in fundraising. The dance has been scheduled for Saturday February 27th, 2010 from 6pm to 9pm at the CSDD New Haven Facility. Tickets to attend the event will be available Friday, February 5th. Please contact Leslie Alsheimer at 586.749.0772 to reserve your tickets. (Tickets sales are limited due to building capacity.) We hope to see you there!



New Haven Talent Show

This year the New Haven office will be hosting the Talent Show, targeting late spring or early summer as the performance date. If you would like to help out please contact Tara Walsh at 586.749.0772 or email Tara at twalsh@csdd.org.

Please be advised this year's show will not be at the Macomb Center for the Performing Arts. We are currently looking for an ADA compliant stage with microphone and lighting capabilities. Additional details for this event can be found in our monthly newsletters.

Community Activity Wish Lists

Each month CSDD staff meets with participants in their groups to get ideas of what community outings the participants would like to go to the following month. Staff write down the ideas from the participants on the "wish list" and work hard at incorporating the suggestions into the next month's activity calendar. Although there may be times when activities are not scheduled, the community groups strive to incorporate as many of these into the month as possible. This is also an organizational goal for our information management and measurement report for CSDD that we are able to schedule 90% of the community activities directly from the wish lists.

ID Tags Available

CSDD Warren continues to provide information on ordering "military style" identification tags for participants in the program. Some individuals can not remember their personal information or are unable to communicate. The ID tags can list allergies or any other emergency medical information. This is another area that we feel increases the safety of the participants in the community. We would like to thank George Turner for helping CSDD out with this project.

Detroit Symphony Orchestra Tour

The Arts class toured the Detroit Symphony Orchestra in November and had a wonderful time. The group learned about the history of the DSO, toured the building and had an informative question and answer session.

Audit Scores

CSDD recently had a "Billing Verification Audit" to assess the accuracy of billing and documentation. The Warren office received a 99% while the New Haven office received a 94%. Both offices also had an Internal Quality Assurance Review in December where 96% out of 100% was achieved for both programs. The Quality Assurance Review checks everything in the program from the vans, to participant files to safety inspections to staff training and files.



Allied Human Services Provides Consultation

Allied Human Services has a reputation for providing detailed and thorough consultation to upstart programs, existing programs, non-profits and for-profit businesses. CSDD has utilized the expertise and support of Allied Human Services for many years providing quality improvement guidelines and training, financial and service delivery audits, human resource training and support as well as an array of other support services. For further information please call 248-641-7200