



# CCDS the connection

VOLUME 19, ISSUE 3

JULY / AUGUST 2009

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Quantum, Inc. is a  
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[www.ccds-sav.org](http://www.ccds-sav.org)  
[www.QuantumInc.biz](http://www.QuantumInc.biz)

## CCDS Is Not Spared From Budget Cuts

### Despite Funding Losses, CCDS Aims to Maintain Services and Pursue Options

In the past year's topsy-turvy economy, businesses have had to seek drastic measures to stay afloat or close their doors altogether. CCDS has not been spared from a wave of state budget cuts, but it promises to make every effort to continue serving its people with quality, meaningful services.

CCDS is not the only developmental disabilities provider in the state to face slashes in funding. "There are other centers in Georgia that have had 50-72% cuts in their budgets," shared CCDS Executive Director Kathy Thomson. "Our cut is 32%."

Thomson and a handful of staff members have made trips to Atlanta to meet with DHR leaders to share concerns. Progress has been made in redefining some of the billable processes as system wrinkles are being ironed out. As a result, CCDS hopes to increase the income in the coming months.



Until then, efforts are being made to seek new ways to fund existing programs and services. Grants, fundraisers, and new sources of continual funding are being pursued. Already, Community Employment Services, which received a severe cut in reimbursement rates by the new waivers, has already accessed Ticket To Work to supplement its resources. The benefit of that venture also allows the program to expand its services to individuals not currently being served.

CCDS has a long history of facing adversity head on and this season will be no different. Through the unity and commitment of the boards, staff and consumers, CCDS plans to be the best service agency for years to come.



Day Habilitation (LEFT) and Community Employment Services (RIGHT) are two essential CCDS programs that have felt the impact of the implementation of the new waivers.

## Quantum Printing and IKEA Partner Up

Quantum Printing's busiest time of the year is coming to an end, but not for long. Summer is characteristically packed with napkin and t-shirt orders for weddings, anniversary parties and summer family reunions.

Last year we focused the majority of our marketing efforts on obtaining new customers in the business community. One of our relatively new customers last year was IKEA. Their distribution facility is housed in Savannah's International Trade Park



along with several other distribution centers for other large companies. IKEA consistently focuses on building staff morale and they use t-shirt campaigns to help spread continuity across all departments. About every other month or so, they will come up with a new

employee focused campaign focusing on a certain subject such as safety or teamwork and then they turn to Quantum Printing to bring those t-shirts to life.

Because they were so pleased with our work last year, they designated a portion of their budget for

the upcoming year to get t-shirts printed with us exclusively. We couldn't be more excited!

If you know of a business who could benefit from Quantum Printing's services, shoot them an email and tell them to check out our website at [www.QuantumInc.biz](http://www.QuantumInc.biz). Vennice Edwards, Quantum Printing's manager, would love to help them with their order!

**Contact Quantum Printing at 912-644-7495.**

## Business Advisory Council — Join Today!

Did you know that CCDS has a Business Advisory Council? It's true!

The Business Advisory Council (BAC) is a group of community business leaders who have a genuine interest in helping us fulfill our mission but don't want to commit to the demands of an official Board of Directors.

Think of it as donating your time to help us succeed.

The types of topics we discuss may include brainstorming fundraising ideas, generating leads for community employment and the Quantum businesses and trouble-



shooting production or other business related questions we may have.

BAC meets every other month on the third Wednesday at 8:30AM in the "Courtroom" which is in the CCDS building. Meetings last an hour.

To join the Business Advisory Council or to get more information about it, please contact:

**Wanda Bohnstedt**

**(912) 644-7496 or**

**[wbohnstedt@quantuminc.biz](mailto:wbohnstedt@quantuminc.biz)**

# Quantum/Organizational Employment

## OUTCOMES REPORT

July 1, 2008—June 30, 2009

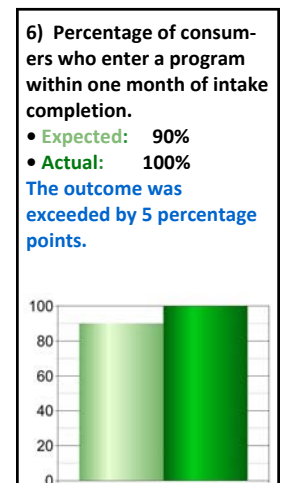
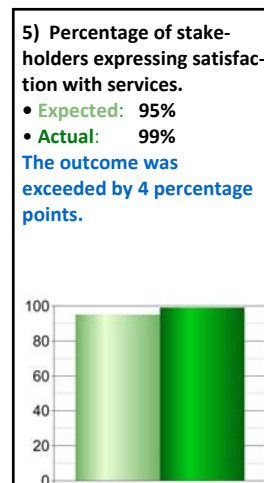
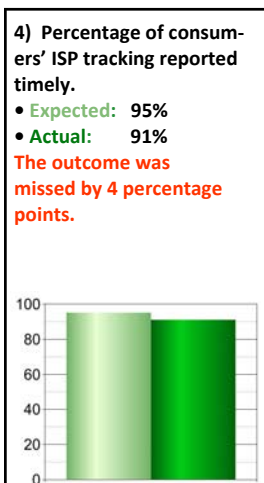
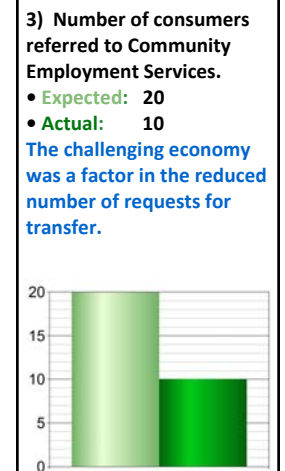
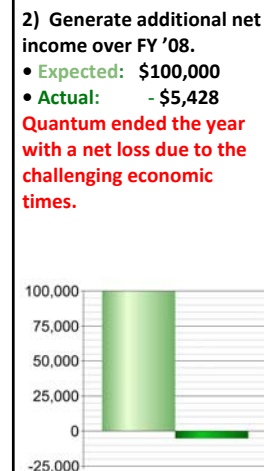
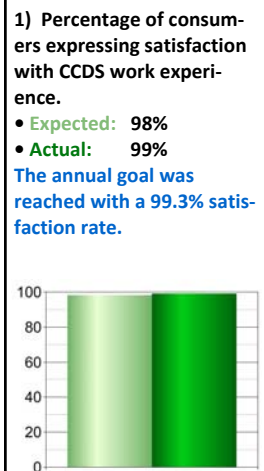
Quantum made great strides despite the challenging economy. It spent the past year changing and adapting to be more competitive in the market by running operations like a business. Quantum made solid steps toward promoting the businesses as competitive in the market with prices and quality that are comparable if not better than its competitors. That is really where the social enterprise model comes in; Quantum remains mission-focused while growing the businesses to generate profits.

Quantum's exposure increased and more people became aware of its services. Numerous tours were given to business leaders and prospective customers to showcase the businesses and its workers. Several strong community leaders took an interest in Quantum and advocated on our behalf to other local businesses and leaders.

The Business Advisory Council played a large role again this year and brainstormed ways to alleviate production and supply chain questions as Quantum broke into new markets. Quantum is also fortunate to have a strong and diverse Board of Directors who remained committed to furthering the mission and seeking success during 2008.

A new website launched Quantum into a year filled with branding and marketing efforts and time spent building partnerships with area businesses and other non-profit organizations.

Quantum has a longstanding history of success and passion for its mission and will continue to make adjustments as the economy turns and trends change. Quantum offers something unique to Savannah by offering diverse services to meet their needs while providing an outlet for community members to give back to a local organization.



While Dicon's sponge packaging contract kept Quantum Packaging Assembly busy, the other businesses also had an abundance of work on their hands. (LEFT) Lette checks Maria's wiring assembly for the Gulfstream G-V jet. (MIDDLE) Gregg silkscreens countless shirts as orders to civic groups, family reunions, and IKEA increases significantly. (RIGHT) Care goes into each catering order— whether it is for business luncheons, festive events, or even school lunches.

# Community Employment Services

## OUTCOMES REPORT

July 1, 2008—June 30, 2009

Community Employment Services (CES) continued to break new ground this year with a new project while facing its biggest hurdle: a downward-spiraling economy.

Undaunted, the CES staff was successful in making 36 community placements throughout the year despite employer cutbacks, hiring restrictions, and closing businesses. Chatham Area Transit, Savannah Sand Gnats, Georgia Skin Care Center, and Oneida were just some of the employers where partnerships opened new doors of opportunity.

For the school year, CES partnered with the Savannah Chatham Public Schools, the Georgia Department of Vocational Rehabilitation, and St. Joseph's / Candler Hospital in developing Savannah's own Project SEARCH. The innovative program based upon (and overseen by) the original Project SEARCH in Cincinnati, Ohio broke new ground in the type of community job placements. A small group of high school seniors with disabilities were chosen to participate in a year-long internship program that took them throughout Candler Hospital's Radiology, Sterile Processing, Gastro-Intestinal, Hyperbaric Wound Unit, Day Surgery, Children's House, Emergency Department, Transport, Central Supply, Laboratory, and Pharmacy. Upon graduation, many of them were hired or offered jobs in those areas.

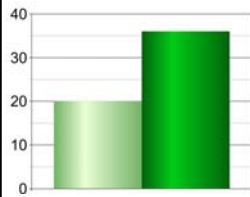
CES staff participated in the state-sponsored College of Direct Support and was certified in early 2009 after completing the 17-course program. CES supervisor Cindy Burns continued her involvement in the Georgia Association of People in Supported Employment (GAPSE) and the citywide Employer Committee sponsored by the Georgia Department of Labor. In October, Burns joined a group of Georgia Employer Committee on a trip to Washington, DC for meetings to gain support for employment for people with disabilities.

The new Medicaid waivers brought their own set of problems that adversely impacted community employment programs across the state. While many centers could no longer run their programs due to the reduced billable rates, CCDS made the pledge to continue to do what is right for the consumers and honor their choice to work in the community.

**1) Number of consumers being placed on a community job.**

- Expected: 20\* (revised)
- Actual: 36

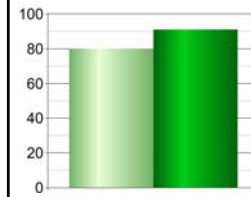
The outcome was exceeded by 16 placements.



**2) Percentage of consumers who maintain on the same job for a year.**

- Expected: 80%
- Actual: 91%

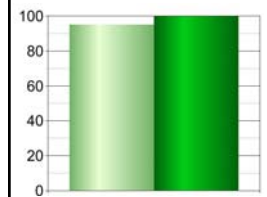
The outcome was exceeded by 11 percentage points.



**3) Percentage of consumers who express satisfaction with their job.**

- Expected: 95%
- Actual: 100%

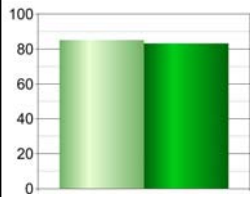
The outcome was exceeded by 5 percentage points.



**4) Percentage of consumer ISP tracking reported timely.**

- Expected: 85%
- Actual: 83%

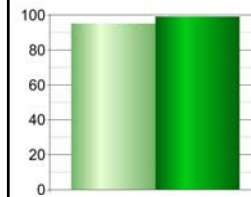
The outcome was missed by 2 percentage points.



**5) Percentage of stakeholders expressing satisfaction with services.**

- Expected: 95%
- Actual: 99%

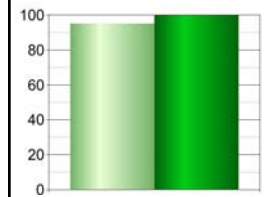
The outcome was exceeded by 4 percentage points.



**6) Percentage of consumers expressing satisfaction when exiting CES services.**

- Expected: 95%
- Actual: 100%

The outcome was exceeded by 15 percent.



(TOP LEFT) Michelle's recycling role at IKEA was not affected by cutbacks.

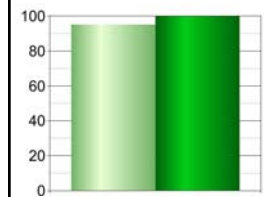


(BOTTOM LEFT) Nathan continues to love his job as a box maker at Brasseler USA.

**7) Percentage of consumers who enter services within 30 days of I&E and CCDS Intake.**

- Expected: 95%
- Actual: 100%

The outcome was exceeded by 15 percent.



# Community Access / Day Habilitation

## OUTCOMES REPORT

July 1, 2008—June 30, 2009

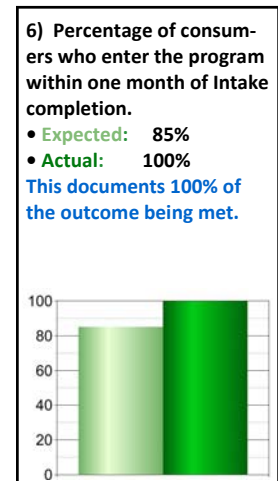
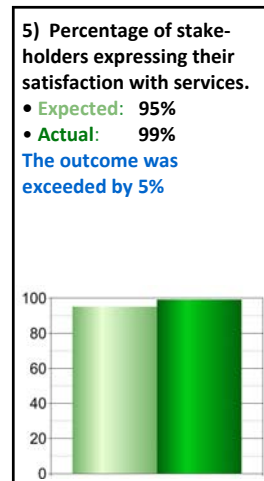
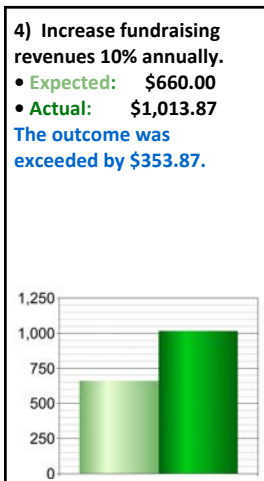
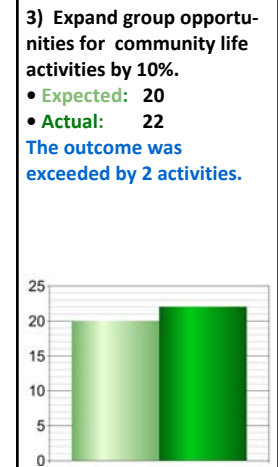
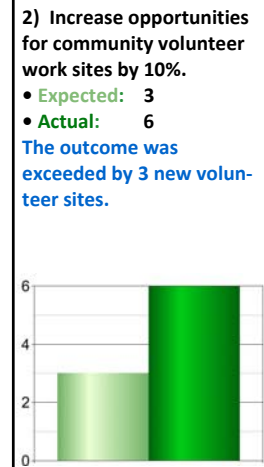
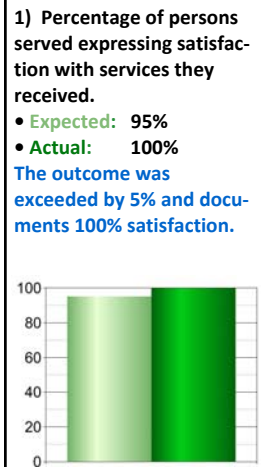
The Day Habilitation Program at CCDS made great strides in connecting its people with the community and raised awareness in the process.

The Advisory Council on Community Resource Development (ACCORD) – the advocacy team of CCDS staff, a consumer, and community supporters – made strides in linking Day Hab participants with new community opportunities. Consumers took cooking lessons at Kitchens on the Square in downtown Savannah, went fishing on Moon River, visited Hutchison Island after riding the water taxis, flew kites donated by Sails and Rails on the Tybee Pier, and even took part in on-site art projects at the Jepson Center museum. Additional prompting from the committee challenged the program to create and sell paintings, gift baskets, and holiday items in an autumn fundraising opportunity.

Funding for the community events got a nice boost from recycling efforts led by Day Habilitation. In addition to cans, toner cartridges, phones and PDA's, the program took a big step by having a recycling dumpster placed on the property. In just a matter of weeks, over two tons of office paper, newspaper, and magazines filled the dumpster. Recycling partnerships with the US Customs House on Bay Street and the Department of Labor yielded opportunities for Day Hab participants to make frequent community journeys while doing something for the environment, too.

Community outings were an integral part of the program and each individual's preferences played a role in what they did. Many of the folks participated in volunteer efforts such as delivering food for Meals on Wheels (a collaboration since 2000), assisting at the food bank, visiting nursing homes, and creating seasonal items to brighten up homeless shelter cafeterias. Other consumers made the most of their artistic talents and submitted their work to the Telfair Museum's annual "I Have Marks to Make" exhibit during the holiday season.

Back at CCDS, the consumers continued to benefit from Day Hab staff's daily lessons, the therapists' assistance and plans, and increased support from staff from other programs who periodically offered assistance in the classroom or at lunch.



(LEFT) JoAnn works with Larry on one of the educational computer programs.



(BELOW LEFT) Robbie serves on a committee that develops new community experiences for his peers.

# CCDS and Quantum Unite New Boards at Annual Luncheon

## CCDS Board of Directors FY '10



Joseph Lane, Ph.D. President      Ray Burke Vice President      Anne Newsome Secretary      Willie Hazlip Treasurer



Richard Bradham      Diana Brown      Rep. J. Craig Gordon      David Saussy      Michael Strickland

## Quantum, Inc. Board of Directors FY '10



Paul Manley President      Sammy Strode Vice President      Sr. Barbara Shimkus Secretary      George Moser Treasurer



Ken Boyd, Ph.D.      Jewel Daniels      Andy Gaunce      Clyde Hall      Maria Poncy

On August 12, the Boards of Directors for both CCDS and Quantum joined for the 2nd Annual Board Luncheon to review the previous year and share a vision for the '10 Fiscal Year.

New board members Diana Brown (CCDS) and Andy Gaunce (Quantum) were able to meet other board members and key staff in the informal setting before the meal.

After opening remarks by Executive Director Kathy Thomson and Vice President of Operations Wanda Bohnstedt, attendees were treated to a delectable buffet-style meal provided by Quantum Catering.

Outgoing CCDS Board President David Saussy's remarks honored the teamwork it takes to face challenges and grow.

*"... So, all in all they year has been a good one and we have met the difficulties, survived and made progress. This is due to the hard work of our entire Staff and Board of Directors, working together for the benefit of our clients and consumers. You can all be proud of a job well done!"*

Incoming Quantum Board President Paul Manley expressed the hope of new and increased work for Quantum's businesses in the coming year. Manley also addressed the shared vision for Quantum and many strengths of that board as well.

The FY '09 Annual Report made its debut at the annual meeting. The publication provided an in-depth agency-wide review of the previous fiscal year and included the annual outcomes from the three main programs. A presentation of survey results from board members, consumers, staff and stakeholders revealed continued satisfaction with CCDS and Quantum.

## Glimpses from the Annual Board Luncheon

(LEFT) Maria Poncy, Andy Gaunce and CCDS Accounting Manager Lisa Solis prepare for the luncheon while Georgia Hancock and Jamesetta Middleton assist. (CENTER) Paul Manley, Wanda Bohnstedt and Kathy Thomson listen intently to David Saussy's remarks. (RIGHT) David Saussy shared a hopeful message that praised the teamwork of everyone involved in the agency.



## Employees of the Month

The programs and businesses of CCDS and Quantum continue to nominate great staff members who have gone over and beyond in their work roles to make a positive impact on the agency. The most recent honorees include the following.



**Edna Williams** won the honor for July. As an instructor's aide in Day Habilitation, Williams' typical day can stretch from the classroom to a community outing and from feeding consumers to driving a van. Those in her class appreciate her caring spirit and her coworkers appreciate

her tireless efforts.

A month later, long-term Quantum employee **Larry Bacon** became August's winner. Bacon, whose tenure includes working



in Community Employment and Quantum Packaging Assembly, has managed the warehouse for several years. His positive attitude and genuine care for the consumers were among the many qualities that brought him recognition.

## Welcome, New Staff...



**Sharon Shuman** joined Quantum's family as its new Specialized Vocational Trainer. Formerly employed in the public schools, Shuman worked last year with students interning through Project SEARCH. Her enthusiasm and experience will benefit those needing to improve their skills to transition to work.

## ...and Board Members!



**Diana Brown** joined the CCDS Board of Directors in May and brings with her years of history with CCDS — her daughter got her job through the CES program! Diana is eager to commit to continuing the agency's excellence.



**Andy Gaunce**, an attorney with Hunter MacLean joined the Quantum Board of Directors in June. His expertise in business law has made him a valuable resource already!

## HEALTH CORNER

WITH  
**Corliss Hines**

Has this ever happened to you? You urgently needed to get in touch with a friend or family member only to realize the phone number you had was no longer in service? You scramble madly through random pieces of paper, an old address book, or maybe your phone, but come up with nothing?

At CCDS and Quantum, maintaining a current list of consumers' regular and

## The Importance of Current Information

emergency contact numbers is a top priority for all case managers. While an emergency rarely arises, the last thing anyone wants to happen is for there to be a delay or no contact due to bad information!

There are easy ways to make sure that your contact information stays current:

- 1) At the ISP meeting, make sure that everyone has your current phone number and emergency number.

Adding additional people to contact in an emergency might also be helpful.

- 2) Provide your email address to the case manager. While phone contact may be preferred, an email might be another way to communicate quickly.
- 3) Making changes? If you get a new phone number, add the case manager to the list of people you want to

share your new number with.

Staff also has to stay current with their information. At least once a year, contact information is checked through Human Resources, and updates are made if there are changes throughout the year.

Remembering to stay current with your information will help save precious time should an emergency ever arise!



**P.O. Box 13607  
Savannah, GA 31416**

# Your Donations Make A Real Difference

Like most businesses and families across the nation, CCDS is also feeling the impact of a strained economy; resources are tight and budget cuts by the state have significantly reduced our funding. Still, we are committed to providing the same quality services that honor the desire for independence and choices of the people we serve. A potential supporter like you may claim tax deductions for your charitable gifts. A gift at any level will enable CCDS to continue to provide support and services to the individuals we serve so that they will be able to receive necessary services, work in the community, earn paychecks, and be a positive contribution to our community and economy.

Has someone with a disability touched your life in some way? Has learning more about the services offered at CCDS and Quantum encouraged you to make a difference in someone's life? Help us carry out the mission that breaks down barriers for people with disabilities and provides them with opportunities to enhance their lives. Please contact Amanda Webb at (912) 644-7475 for more information about how you can be a part of our success story.

Coastal Center for Developmental Services is a 501(c)(3) agency and its subsidiary, Quantum, Inc. is a 509(a)(3) corporation.

## CCDS / Quantum Calendar of Events

### HOLIDAYS

#### SEPTEMBER 7

##### Holiday

CCDS & Quantum will be closed in observance of Labor Day.

#### NOVEMBER 26-27

##### Holidays

CCDS & Quantum will be closed in observance of Thanksgiving.

### EVENTS

#### SEPTEMBER 21

##### Annual Flu Clinic

9:00 am—11:30am

##### Courtroom / CCDS Admin Bldg.

The Chatham County Health Department will be on site to give the flu vaccine to consumers, staff, and board members free of charge. There is a \$25 fee for anyone else. Please contact Corliss Hines (Health Services Coordinator) for more info.

### EVENTS (continued)

#### SEPTEMBER 24

##### Rec Night — 6pm until 8pm

##### Picnic at Lake Mayer

Get ready to welcome in Fall with a picnic dinner at beautiful Lake Mayer. \$2.00 tickets on sale now!

### REGULAR MEETINGS

#### Advisory Council on Community Resource Development (ACCORD)

After a summer break, ACCORD will resume meeting on the 3rd Thursday of every other month beginning in September.

#### People First

3:00 - 4:00 PM

Meets on the 3rd Wednesday of every month in the Quantum cafeteria.

August 2009						
S	M	T	W	T	F	S
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

September 2009						
S	M	T	W	T	F	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

October 2009						
S	M	T	W	T	F	S
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

November 2009						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5
6	7	8	9	10	11	12

**JOIN US ON THE WEB!** Coastal Center for Developmental Services and Quantum, Inc. both have *new* websites — check them both out!



[www.ccds-sav.org](http://www.ccds-sav.org)



[www.QuantumInc.biz](http://www.QuantumInc.biz)