



ets Connections

CONNECTING FAMILIES TO SERVICES, AND COMMUNITIES TO EDUCATION AND LIFELONG LEARNING

Recognition

Congratulations to the following communities for their achievements in connecting families to services in November:

Operating Counties

- Brevard, FL: 1889 Profiles completed and 3,062 information and services connections.
- Martin, FL: 100% accuracy of the programs, services, and contact information of all providers in the database.
- Manatee, FL: 100% customer satisfaction (Strongly Agree).
- Moore, NC: 100% customer satisfaction (Strongly Agree + Agree).

New Counties

- DeSoto, FL: The implementation team has been formed and the initial meeting was held on November 20, 2009 in Arcadia, FL. Dan Dubbert of DeSoto County Public Schools is the project leader and primary contact for DeSoto.
- Ottawa, MI: The implementation team has been formed and the initial meetings were held on November 16 and 17, 2009 in Holland, MI. More than 75 community members attended the meetings, representing all key organizations in the County. Jan Shangle of the Ottawa Area Intermediate School District (OAISD) is the project leader and primary contact.

Transitions

Martin County's Whole Child Connection, Inc. is transitioning from PROMod Release 4 to the EZSHS. The final conversion is scheduled for February 28, 2010 once external and internal training are completed. All new counties will be using the EZSHS. Existing communities using earlier releases of

PROMod should contact ets to determine applicability and discuss the criteria for possible transition to the EZSHS.

Community Events

Whole Child Connection™

Whole Child Connection™ Brevard held a fundraising event in Viera, FL for one of its key partners, the Child Care Association of Brevard, Inc. (CCAB) on December 3. The event, organized by ets and the League of Women Voters, featured special guest Jack Levine, nationally renowned advocate and champion for children, families, and the elderly. The event raised more than \$10,600 for CCAB.

Whole Senior Connection

Brevard's Whole Senior Connection™ was officially announced on December 4 in Cocoa, FL, with ets partner, the Brevard Alzheimer's Foundation, Inc. (BAFI) sponsoring the event. Bob Seemer provided a system overview and described how the Whole Senior Connection™ will benefit the elderly and their caregivers. Guests included Brevard County Commissioner Mary Bolin, 4 Generations Institute President Jack Levine, Craig Kiser from Florida's Blind Services Foundation, and key representatives of Brevard's elderly service and support organizations. <[Learn More](#)>

System Enhancements

New features have been added to the EZSHS software to further enhance the clients' experiences and increase inclusion and participation rates for all population segments. Some of the new features include:

1. Providers can now be added to the family's Success Plan directly from the EZFind search engine. This feature saves the user time by not having to update one or more profiles or click through multiple screens to find a service or add a program to the Success Plan.
2. The Special Needs Profile is now available for those disabled or exceptional teens and young adults transitioning to independence and self-sufficiency. Thanks to the team at Health First and Brevard Public Schools which was instrumental with input as the Profile instrument was being developed.
3. More than 100 providers in the Brevard database are now certified as "Elder Friendly." This is of great value to users of the Whole Senior Connection, and to Whole Child Connection users

with multiple generations living in the household. This will enable clients to more confidently select providers that they feel will be sensitive to the needs of the elderly.

4. Need a plumber? More than 125 “non-traditional” providers are now listed in the Brevard provider/program database. These include more than a dozen new service categories including appliance repair, painters, plumbers and roofers, among others.

New Staff

Parlez vous Français? Beren Sacra has joined the ets team and has been fulfilling two key roles:

1. Provider and program management ensuring providers have the tools necessary to help them achieve performance excellence and meet the requirements of their Service Agreements.
2. Curriculum development ensuring that all external and internal users have the information and instructions necessary to achieve the greatest benefit from the EZSHS. All materials are available online using existing access credentials.

Fluent in French, she is also the French language translator for the upcoming Canadian implementations.

News Updates

Another Partner

ets web-based Whole Senior Connection (WSC) Brevard has teamed up with phone-based **We Help Brevard, Inc.** The WSC, through its Profiles and EZFIND search engine enable many families to independently connect to the information and services they desire. **We Help** enables families to identify one or more services by phone with the assistance of a counselor trained to work with the elderly. Together, both systems provide a comprehensive and proactive information and referral system for Brevard County's 55 years and older population. <[Learn More](#)>

A Sterling Relationship

ets is partnering with the Florida Sterling Council and the Florida Department of Education to conduct the first Florida Education Summit in Orlando during June, 2010 at the annual Florida Governor's Sterling Award Conference. ets is the lead in this initiative which includes expanding the EZSHS Best Practices website for the purpose of cataloging and sharing best practices from and to

all of Florida's 67 school districts, the Virtual School, the Florida School for the Deaf and Blind, and more than 3550 public schools. Florida's more than 1600 private schools will also be encouraged to participate. <[Learn More](#)>

Web Content

You Tube Here We Come

ets President Bob Seemer participated in the Brevard TV Cable Program, **Aging with Dignity**, with host Joe Steckler of the Brevard Alzheimer's Foundation, Inc. (BAFI). Fellow panelists included Chris Stagman of BAFI and Dr. Pamela Tradini of Parrish Medical Center. The show focused on how the Whole Senior Connection can benefit the elder population. <[See Video](#)>

30 Second Elevator Talk: Many of our partners have asked for a brief explanation of the Whole Child Connection™ which they could share with others. The presentation below will help you do just that. Don't hesitate to share it with a friend or community leader in an unconnected county anywhere in Florida, the United States, and Canada. <[Prezi](#)>

Feedback & Input

Should you have any questions, comments or suggestions for topics, please contact info@etsfl.com.

Merry Christmas and Happy New Year and Holiday Season to our friends, partners, and clients who are doing so much to make this world a better place for children, families, and the elderly.

Bob

