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ONLINE ADVERTISING SPECIALISTS  
AND INTERNET SERVICES, INC.

**FASTFEED**  
CORPORATION

Studio 7

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CAMPUS

TortorellaDesign

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PERSONAL CONCIERGE SERVICES

Tortorella



United States  
Ceramic Tile Company

WALLS

FLOOR  
AND  
FLOORS

FLOORS

CERAMIC TILE SPECIFIER

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CERAMIC TILE FOR COMMERCIAL AND RESIDENTIAL APPLICATIONS

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United States  
Ceramic Tile Company

*Walls*



*1999*

CERAMIC TILE  
SPECIFIER

*2000*

CERAMIC TILE FOR COMMERCIAL  
AND RESIDENTIAL APPLICATIONS

# Home Team Advantage

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**First**  
Communications  
Expect The Value. Experience The Diff.

Do  
You  
Have  
A  
Minute?



*Details By Daphne Brochure Cover*

“Perhaps the greatest social service that can be rendered by anybody to the country and to mankind is to bring up a family.”

- George Bernard Shaw



Report to the community  
for the period  
July 1, 1999 - June 30, 2000



*Family Services Annual Report Cover*

## Deaf Community Services

Our interpreting services continued to grow during the year, up by approximately 500 hours compared to last year. Part of that increase resulted from several of our clients being admitted to healthcare facilities for treatment, which greatly increased their need for interpretation services.

We offered several unique services to the deaf community in addition to our interpreting services. In September, we invited a nationally known parliamentarian to present a workshop for deaf community members on parliamentary procedures. Leaders of many deaf clubs and organizations attended to improve their club management skills.

We again offered our tax clinic day for deaf residents. Area accountants and some of our interpreters volunteered their time to assist clients in preparing their tax returns. Attendees left the tax clinic with their completed 1040 forms in hand.

Our Deaf Advisory Committee attended a weekend conference aimed at improving leadership skills. The Committee consists of 15 members, most of them deaf, who advise Deaf Community Services and Family Services on needed programs and services for our clients.



## Support Services for Adults & Seniors

This was a year of strong growth for the Support Services for Adults and Seniors program.

The recently added Family Connections program continues to grow, helped in part by a \$30,000 grant from the Stark Community Foundation. Through this program, out-of-town relatives can provide care and support for a local senior by relying on one of our staff members. To help keep up with the growing demand for this service, we will add a Social Work Assistant to the program in the fall. Family Connections will be one of the services offered at our new North Canton satellite office, allowing us to further build the number of clients served.

We achieved our goal to expand eldercare services by adding clinical counseling services. With the newly hired Masters-level social worker, we were able to begin providing clinical counseling services to the elderly, chronically ill adults and their families. Home based clinical counseling services are now available to assist adults and families in coping with the difficulties of

aging and illness.

We also expanded the Senior Service Coalition, our educational and networking organization for eldercare professionals. Our membership of professional staff in this organization has increased by nearly 50% with the addition of new members from hospitals, long-term care facilities, senior centers and other community agencies.

The Volunteer Guardians program, a recent addition to the SSAS program, continued to grow. At the end of our year, we had 19 volunteers serving 23 clients. We have a volunteer who makes weekly deliveries of spending money to our guardianship and proxyship clients, and two more volunteers who assist with the financial accounting for our guardianship clients.

Recognizing the need for Guardianship services among long-term care facility residents, we established six new contracts with facilities this year. Through these contracts, we will have the opportunity to provide expanded guardianship services, assisting residents in need of help with medical or financial decisions. We look forward to further expansion of this service in the coming year.



*Family Services Annual Report  
Interior page*

## Homemaker Program

"Too much of a good thing" is probably the best way to sum up the year for the Homemaker Program. The total hours of service provided grew by over 20%, demonstrating the huge need for this program.

We could have expanded the program even more, but were limited by the number of staff available. Like most businesses, we found it harder than ever to attract and retain qualified staff. Potential employees have the choice of many job opportunities, many of them more attractive than homemaker services.

We did many things to increase our staff so that

we can continue the Homemaker Program's controlled growth. Wages were increased, and we did a better job of reminding each staff member of the important role they play in the health and well-being of their clients.

Understanding that people are more likely to stay in a job that meets their personal needs and preferences, we also allowed staff members to "customize" their job, giving them an opportunity to choose areas of specialization. Some prefer to primarily do cleaning, some prefer shopping, and others enjoy the personal care elements of the job. We also tried to honor their scheduling preferences wherever possible.

To manage the increasingly complex job of getting homemaker staff to the right place at the right time, we hired a full-time scheduler. This helped free up the program manager to focus attention on additional recruiting and other needs.



## Volunteer Services

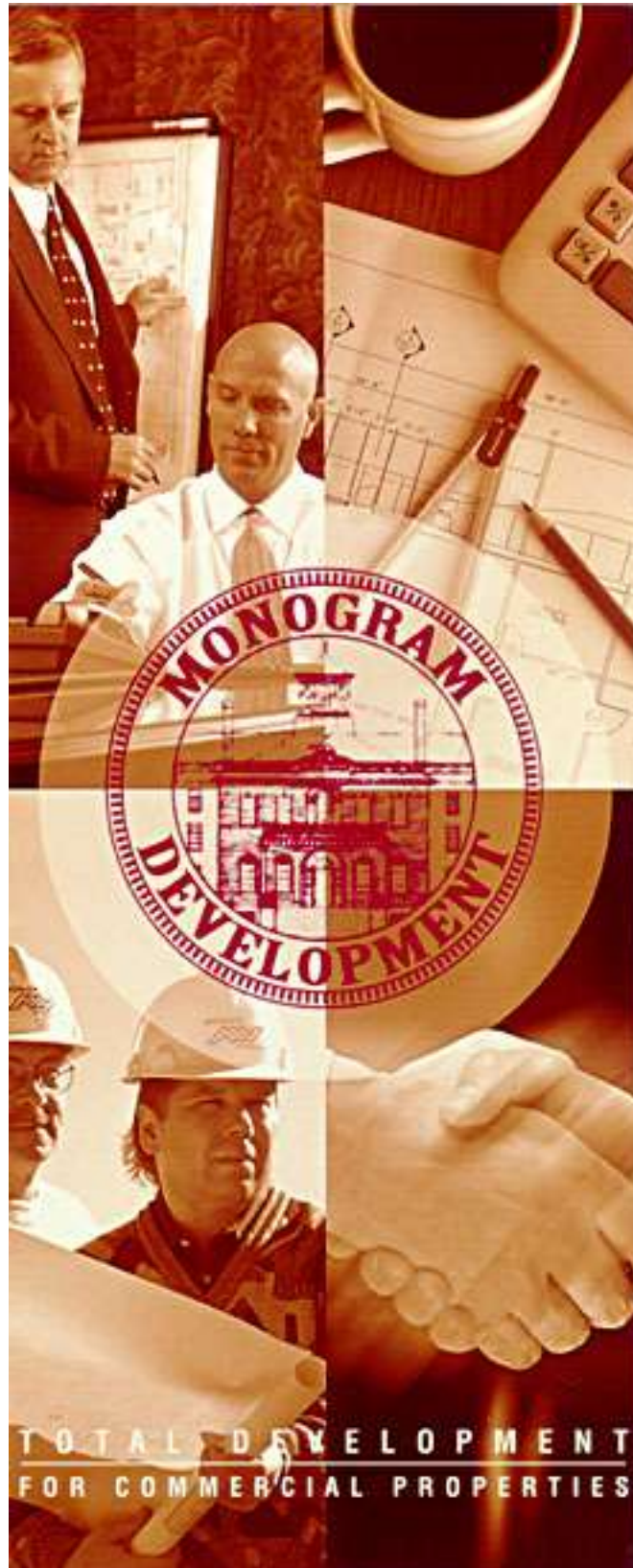
We celebrated the first anniversary of our Volunteer Guardian program, which got off to a strong start. This program requires a very special type of volunteer, since they are appointed as our client's legal guardian, acting on their behalf in making personal, financial and medical decisions.

Volunteer guardians receive special training to prepare them for the important responsibilities that they must assume. That training includes a trip to probate court to view a guardianship hearing so they can be well prepared when they go to court for their hearing.

We began the year with four volunteer guardians and ended the year with 19. Additional volunteers will be recruited to try and keep up with the demand for this growing service.

Friendly Visits, a new program that launched in May, places volunteers in nursing homes. Each volunteer is assigned to a specific person in the home who has no local family members or friends. The volunteer visits with the resident on a regular basis, providing them with social support and a consistent presence of another individual.

*Family Services Annual Report  
Interior page*



*Monogram Development  
Brochure Cover*



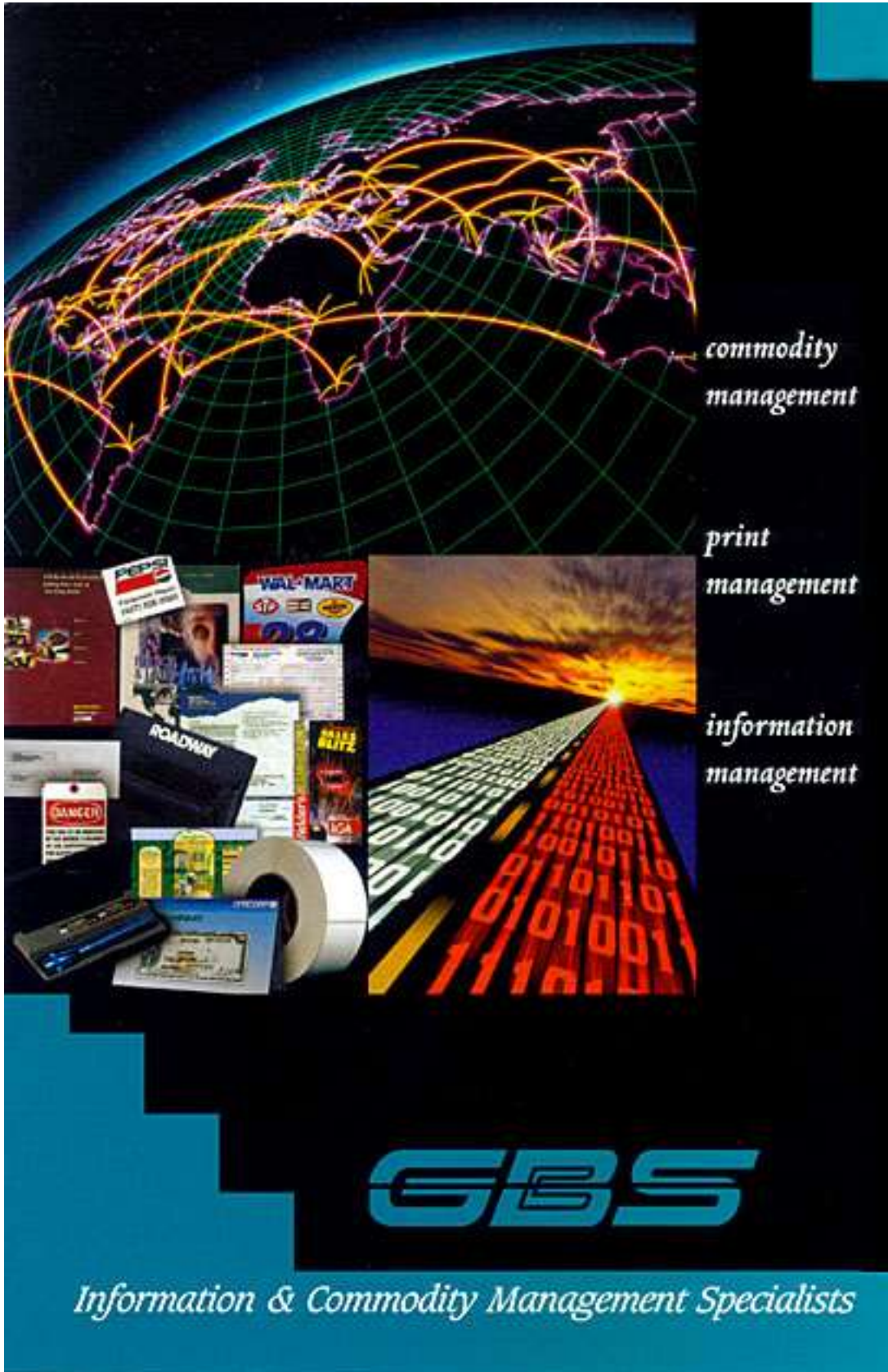
*Retirement  
Plan  
Services*

**RAYMOND JAMES**

FINANCIAL SERVICES, INC.

Member NASD/SIPC

*Raymond James Financial Services  
Brochure Cover*



*GBS Corp.  
Brochure Cover*

This is just a small sample of the work I have created recently. Hopefully, this will give you a feel for my capabilities.

For more information, or to schedule a meeting please contact me at 330.305.1554.  
Email to:  
[ntortorella@neo.rr.com](mailto:ntortorella@neo.rr.com)

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CONTACT