



**FOR IMMEDIATE RELEASE**

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**RE:** Dedicated direct-care staff are what make CRSI

**Springfield:** Ask Than Johnson, CEO of Champaign Residential Services, Inc., anytime and he will tell you that the people who make CRSI successful and dedicated to its mission are the people who provide direct care support to the customers of CRSI. Two excellent examples of extreme dedication are Arlene Ackley and Terry Orndorff of Springfield.



Ackley has been with CRSI since June 1999. She spent thirty years as a beautician before realizing that there was more in life to accomplish. So, at the age of 50, she went back to school and graduated from Clark State with a degree in social work. “A neighbor was working for CRSI and told me a manager’s position was open,” says Ackley. “I got the job and I’ve been happy ever since.”

Ackley is home manager at the Maryland Avenue location, home to Aaron Cox and David Armstrong. Both gentlemen receive 24/7 services from CRSI and she is responsible for staffing, scheduling, arranging appointments, paperwork, and keeping things organized. “My consumers are my main concern, if a staff member isn’t doing their job, they leave the home,” Ackley says of her high expectations for quality consumer services.

Terry Orndorff, a support specialist who shares duties at the Maryland Avenue home, says “all you have to do is page her (Ackley) and she’s here. She is wonderful to work for.”



Orndorff has been with CRSI since November 2005. She retired from the Clark County Board of MR/DD after 28 years of service as a caregiver in various settings from ICF/MR to private homes. But she soon learned that retirement wasn’t all it is cracked up to be. When boredom set in, she came right back to providing services. “I love it here because it’s one-on-one”, she says of her time spent mostly with Aaron. “Yesterday we went to Young’s Dairy and recently we took a trip to Waynesville and ate at Der Dutchman. He had a ball and so did I.”

Orndorff comes to the home from 2-8 p.m. “We have other great employees who share the rest of the schedule,” says Orndorff. They include Alicia Harrison, Bill Hodgson, Billy Peeples, Andy Schlater, Steve Stelzer and Sam Abston.

Orndorff provides activities and outings, cooks meals, takes Aaron to doctor and dentist appointments, and takes him for haircuts or to go visiting. Recently she painted the kitchen after Aaron chose the colors he wanted. She also takes him to her own home for family outings and get-togethers where he also enjoys the riding lawnmower. “They (consumers) enjoy life and they want to be involved in your life too. They’re just fun to be with”



She adds, “When you can get up in the morning and look forward to your job and love it, it just means everything.”

Mollie Bair, program administrator for Clark County praises both employees. “Terry is the kind of staff we all strive to have. She comes in last minute, helps with everything, and accomplishes tasks correctly and on time. She is great. Arlene is one of our home managers who helps out anyone in need. She doesn’t only tend to her caseload, she is also willing to help out anywhere.”

The Clark County regional office, located at 1711 W. Main Street in Springfield, also covers Greene and Clinton Counties. For information about services or employment opportunities call Mollie Bair at 937-324-3113.