

Why Success Coaching?

- ✓ Free for employees at every level
- ✓ Confidential services separate from member employers
- ✓ Onsite dedicated hours as well as remote support
- ✓ Addresses work/life balance issues at the root cause
- ✓ Connects employees to company, nonprofit, and government resources
- ✓ Provides and connects employees to essential training
- ✓ Manages issues from start to resolution
- ✓ Contact via text, phone, email, or walk-in

If it weighs heavy on your heart and mind, your success coach is here to support you.

☎ 419.704.0631 (cell)
✉ wsmith@lssnwo.org



Success Coach, Whitnee Smith

Onsite Office Hours

Cherry Street Mission Ministries

1501 Monroe St., Toledo, 43604
Thursday (Every other week):
1:00pm - 4:30pm

Filling Memorial Home of Mercy

N160 St. Rt., 108 Napoleon, 43545
Wednesday: 11:30am - 3:00pm

Luther Homes of Mercy

5810 N. Main St., Williston, 43468
Monday & Thursday: 9:00am -
12:30pm

Rosenboom Custom Crafted Cylinders

1032 S. Maple St., Bowling Green,
43402
Tuesday: 11:30am - 3:00pm

TH Plastics

843 Miller Dr., Bowling Green, 43402
Monday: 1:30pm - 5:00pm
Tuesday: 6:00am - 9:30am

Renaissance Hotel

444 N. Summit St., Toledo, 43604
Friday (Alternating): 10:00am - 1:30pm

Hilton Garden Inn

101 N. Summit St., Toledo, 43604
Friday (Alternating): 10:00am - 1:30pm

**Thank you to our current
Employer Resource Network
Members-Investors!**



**Your gateway to
resources & training
that provides support
for personal & workplace
success**

What happens when I contact my success coach?

To support you best, we will ask you some details about your situation. We may need to see you in person and will try to be flexible around your work schedule. We will coordinate services to address your concerns and support you as you work through challenges issues and goals.

Will personal information be shared with my employer?

Not unless you give us consent. In some cases, we may need to verify some basic job information with your employer. This could be wages, date of hire, or attendance history. Personal information is confidential and we will not disclose why you are seeking assistance.



LUTHERAN SOCIAL SERVICES
of Northwestern Ohio

Strengthening People in Body, Mind and Spirit

About LSS

Assisting people within a 24-county area, Lutheran Social Services of Northwestern Ohio provides hope and compassion. Our services include case management, where our staff can connect you with community resources as your situation requires.

Could you use support to address challenges?

- Childcare
- Housing
- Addiction
- Financial
- Mental health
- Transportation
- Medical/insurance
- Workplace attendance
- Domestic violence
- Relationship conflicts
- Skills and education
- Food and household supplies
- Government agency navigation
- Time management and organization

Ohio ERN is administrator of the Ohio Employer Resource Network® and member of ERN USA.



The success coach plays the support role of change facilitator but is not responsible for the way information provided is used by the employee or for resource outcomes.

Our Core Services

Have a challenge or goal? Life is busy - you don't have to go it alone! Achieving both personal and career goals gives way to workplace success. What do you need to succeed? Ask your success coach!



Finding Information

All employees from executives to supervisors to entry level employees have information needs.



Applying for Resources

Determine eligibility for goods and services in a crisis, to fit a monthly budget, or for long-term goals.



Goal Setting & Achieving

Get support for clear goals or guidance in defining and achieving them at every step.



Training & Education

Gain skills, training, and education while maintaining work/life balance and career longevity.



Improving Performance

Solve conflicts, attendance issues, difficulty concentrating, and relieve stress knowing you have support.