

## 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)  
✉ [rferrell@lssnwo.org](mailto:rferrell@lssnwo.org)



**Success Coach, Ronnell Ferrell**

## Onsite Office Hours

### Cherry Street Mission Ministries

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

### Connecting People & Places

4400 Heatherdowns Blvd,  
Suite B, Toledo, 43614  
Once a month on Friday (TBD)

### Filling Memorial Home of Mercy

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

### Hilton Garden Inn

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

### Luther Home of Mercy

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

### TH Plastics

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

**Thank you to our current  
Employer Resource Network  
Member-Companies!**



**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.