



**Ohio** | Opportunities for Ohioans  
with Disabilities  
Mike DeWine, Governor  
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# OOD Works

## Kiah Hartcourt is an Everyday Hero

*Kiah Hartcourt ready to start her shift at Kroger in Mt. Orab.*



Kiah Hartcourt is a homeschool graduate from Mt. Orab, Ohio. The Brown County Board of Developmental Disabilities referred her to OOD in October 2016. Kiah had recently turned 16 and was looking for independence and responsibility when she landed a job at Kroger.

The team at Kroger was excited to hire Kiah, and they thought she might benefit from additional support.

Lori Case, OOD Vocational Rehabilitation Counselor, started working with Kiah on this goal. They developed an Individualized Plan for Employment that included job coaching and assistive technology, specifically noise-cancelling headset to block out loud noises when needed.

Kenneth Kapaun, Planning and Opportunity Coordinator from Grow, Inc. helped Kiah with the on-boarding process, computer-based training, and coaching.

When the coronavirus pandemic hit in March, Kenneth again worked with Kiah on the changes occurring at Kroger. He taught her how to use personal protective equipment and safely navigate customers coming into the store. "At first, Kiah was uncomfortable with wearing gloves and a mask, but once she understood the importance, she became a model for other baggers," said Kenneth. "Kiah is here on the frontlines, focused, and ready to help."

"Kiah has grown so much since the first day I met her," said Lori. "She is now 20, has become more confident, takes pride in her work, and strives to please both her customers and managers."

"I like earning a paycheck and socializing with coworkers and customers. I also love the stability that the job and routine bring to my life," Kiah said.

If you have a disability and would like to work, visit [www.oodworks.com](http://www.oodworks.com).