

# The Peoples Press

November 2023  
Newsletter



“Making lives better tomorrow by what is done today.”

## Honks!

**Brayden Dietz for learning quickly and communicating well. -Isaiah M.  
Lisa Gaunt for having quick follow up on compliance items. Brittany M.**

**Sierra Ross for jumping in and taking on 1620. -Jodie W.**

**Randii Logue for having a well written GER. -Becky H.**

**Andrenika for answering the phones so much to help me out when Megan is out of the office or not at her desk. - Wendy L**

**All the team members that brought clients to the vaccination clinic. -Briana T.**

**Donald Blakeman, Jaynie Edison, and Tracey Crocker for taking clients to WWE. - Chaslyn B.**

**Katelynn Malik for learning how to do monthlies. -Chaslyn B.**

**Rodnesia Smith-Carter for training new team members. -Chaslyn B.**

**Gabriel Kane for being flexible with medication passes and having excellent documentation! -Chaslyn B.**

**Danielle Larson for all of the hard work she is doing at Dayhab. -Becky H.**

**Rena Addison for a good MIR. -Ashley P.**

**Deana Blunt for a perfect FIR and working on spend downs. -Alex P.**

**Kayla Kron for picking up extra shifts. -Kara J.**

**Gabriel Kane for assisting clients at food pantries. -Isaiah M.**

Have Honks to give? Send an email to [Btravis@ameriserveintl.com](mailto:Btravis@ameriserveintl.com) or [Kjohnson@ameriserveintl.com](mailto:Kjohnson@ameriserveintl.com)

# Client



Jess W.

We are delighted to introduce you to Jess – a remarkable individual who embodies creativity, kindness, and dedication. With his infectious smile and warm personality, Jess has a unique way of bringing joy to everyone he meets. Whether it's through his wise words, heartfelt compliments, or simply his presence, he has a magical ability to make people smile.

In his leisure time, Jess indulges his passion for crafting. Whether he's painting intricate designs on flowerpots or busy with another creative project, his artistic talent knows no bounds. His enthusiasm for crafting is contagious, and his creations never fail to inspire and impress those around him. During the week, you can find Jess at Midlands Living Center, where he works diligently. His dedication to his job is evident in the way he approaches each day with a smile, enthusiasm, and a strong sense of initiative. Jess's positive attitude and perseverance make him a valuable asset to the workplace, leaving a lasting impression on colleagues and residents alike. While he is a busy bee, Jess cherishes his moments spent with family. He holds his nieces and nephews in high regard and proudly displays their pictures throughout his home. Family holds a special place in Jess's heart, and he treasures every opportunity to create lasting memories with them.

One thing that truly sets Jess apart is his boundless love for Christmas. The holiday season holds a special meaning for him, and he goes above and beyond when it comes to decorating his home. Jess's enthusiasm for Christmas is infectious, and his festive decorations bring a touch of magic to his surroundings.

Jess is not just a creative soul, a dedicated worker, and a family man – he is a beacon of positivity and kindness. His passion for crafting, love for his family, and festive spirit make him an inspiration to us all. We are incredibly fortunate to have Jess in our community, spreading happiness wherever he goes



# Spotlight

# Power of Proof



Meet Dawn S., a remarkable individual who brightens our Day Hab center every Monday through Friday. Dawn cherishes her time at Day Hab, engaging with her peers, and exploring the community around her. This October, something truly special happened for Dawn and her friends – they embarked on an unforgettable adventure to 3 Bee Farms in Griswold for a delightful hayrack ride. What makes this outing extraordinary is Dawn herself. Confined to a wheelchair, she has often faced barriers when it comes to participating in activities like hayrack rides due to the lack of handicap accessibility. However, thanks to the dedication and efforts of her team at AmeriServe, Dawn's dream became a reality.

Dawn's joy knew no bounds as she savored every moment of the hayrack ride. For someone who had never experienced such an activity before, it was not just a ride; it was an emotional journey. Dawn shared that she felt an overwhelming sense of happiness, mixed with a touch of sentimentality, as she embraced this new and exhilarating experience.

At AmeriServe, we take immense pride in fostering inclusivity and making dreams come true. Seeing the happiness on Dawn's face and knowing that we played a part in creating this cherished memory is a testament to our commitment. We believe that everyone, regardless of their abilities, deserves the chance to explore and enjoy life to the fullest.

We are grateful for the opportunity to have been a part of Dawn's journey, and we look forward to creating more heartwarming moments for individuals like her. Stay tuned for more inspiring stories of triumph, inclusion, and community!



# Community Engagement



Exciting Ringside Action at WWE Raw: A Memorable Experience for The Hourly and Lead-on Programs!

The Hourly and Lead-on programs recently had an exciting experience as they attended WWE Raw live! The atmosphere was charged with adrenaline as they witnessed thrilling moments of athleticism and entertainment.

From powerful drop kicks to jaw-dropping power bombs and intense body slams, our attendees were on the edge of their seats, savoring every moment of the action-packed matches. The energy in the arena was unmistakable as they cheered for their favorite wrestlers.

The enthusiasm and excitement among the participants were contagious, making the WWE Raw event an unforgettable experience for everyone involved. We're delighted that our programs could come together to enjoy such a fantastic evening of sports entertainment.

Stay tuned for more exciting events and activities coming your way.



## Client Birthdays

Its time to celebrate! These individuals have birthdays in November:

- |              |             |          |
|--------------|-------------|----------|
| Jarriet B.   | Misty A.    | Shane P. |
| Amanda C.    | Steven A.   | Tina S.  |
| Sabrynnna E. | Shane C.    |          |
| Megan R.     | Garion E.   |          |
| Sarah V.     | Garrick H.  |          |
| Brian W.     | Dennette J. |          |
| Corey W.     | Ivan L.     |          |
| Jess W.      | Grace M.    |          |
| William Z.   | Andrew M.   |          |



# Quarterly Party



ASI 2 recently hosted AmeriServe's quarterly party, and it was a fantastic celebration filled with fun and excitement! Attendees enjoyed engaging activities such as Halloween bingo, yard games, and a temporary tattoo booth. Most importantly, the event featured music that kept everyone grooving throughout the day with lively dance moves, including the boo-scoot and boogie, and classic dances like the monster mash.



This gathering marked the final party of the year, and it's a reminder of the great times we've had together. As we bid farewell to this year's festivities, we look forward to the fresh start that awaits us in the coming year. Thank you to everyone who joined us, and here's to even more memorable moments in the year ahead!



# Costume Contest Winners!



Congratulations to Gary, Mia, Richard, Misty, and Tamara (not pictured) as they won “Best Group Costume” as they each dressed up as a Wizard of Oz character!



Congratulations to Nicholas A as he won “Funniest Costume” as he dressed up as Mrs. Doubtfire!



Congratulations to Roger G as he won “Scariest Costume” as he dressed up as a Skeleton man!



Congratulations to Andy M as he won “Most Creative Costume” as he dressed up as a member from Kiss!

# Engaging Clients through Gaming

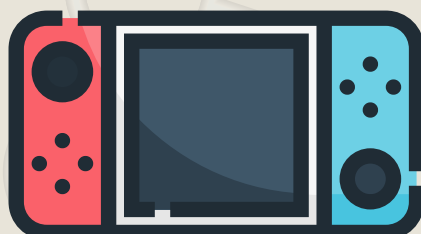
We are thrilled to share a heartwarming story about one of our own CSRs, Jordan H, who has been making remarkable efforts to engage our clients in a fun and social way. Recognizing the diverse interests of the individuals we serve, Jordan identified a shared passion for games, be it video games, board games, or card games. Seizing this opportunity, Jordan took the initiative to create a gaming group, fostering social connections and joy among our community members.

Every other Wednesday from 12 pm to 3 pm, at the Council Bluffs Library, our clients come together to indulge in friendly matches of popular games like Uno, Skip Bo, Kings Corner, and various Nintendo Switch games. This initiative has not only provided a platform for enjoying games but has also become a cherished space for social interaction and friendship.

We extend our heartfelt gratitude to Jordan for his dedication and enthusiasm in creating this inclusive gaming community. His efforts have not only brought smiles and laughter to our clients but have also strengthened the bonds within the Hourly family.

Thank you, Jordan, for your outstanding commitment to enhancing the lives of those we serve. Your initiative exemplifies the spirit of community and inclusivity that defines our company!

Interested in joining this group? Send a text to  
Jordan @ (224)-220-4686



# Client Creativity



Denette J.



Misty A. Skip H. Greg M.  
Bill T. and Grace M.



Molly M.



# Team Member SPOTLIGHT

## Brayden Dietz



We are proud to spotlight Brayden, a valued member of the Ameriserve team and a significant contributor to the Lead On program. Having been with Ameriserve for just over a year, Brayden has already made a substantial impact during his time with us.

What sets Brayden apart is his unwavering open-mindedness and his remarkable ability to grasp new concepts swiftly. His eagerness to learn and his commitment to perfecting his work are truly commendable.

Not only does Brayden possess the drive for success, but he also excels in building unparalleled relationships with both team members and clients. His genuine care for our clients is evident, making him a positive role model in their lives. Brayden's keen understanding of our clients' needs and wants, coupled with his undeniable client-focused approach, places him effortlessly at the forefront of our service.

In addition to his outstanding professional qualities, Brayden embodies humility and amiability in all his interactions. He is currently working diligently towards mastering the role of a Lead CSR, with the ultimate goal of becoming a CSC. Brayden is also pursuing his education at Iowa Western, where he is on track to graduate with an associates degree in business administration in 2024. Beyond this, he plans to continue his educational journey by pursuing a bachelor's degree, demonstrating his commitment to personal and professional growth.

Outside of his work and academic pursuits, Brayden enjoys spending leisure time with friends, hitting the gym, and indulging in movies. His dedication and hard work are evident on a daily basis, and his recognition is well-deserved.

Brayden, your exceptional qualities and dedication make you a true asset to Ameriserve and a shining example for others. We are privileged to have you as part of our team, and we look forward to witnessing your continued success and achievements in the future.

# Team Member SPOTLIGHT

## Dustin Belt

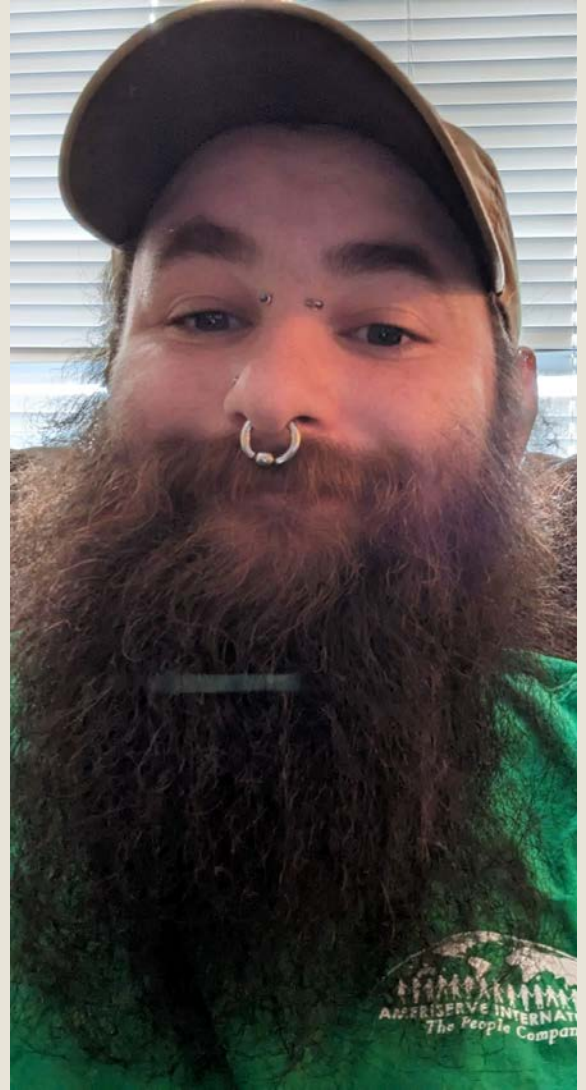
We are thrilled to spotlight one of our outstanding team members, Dustin, who has been an essential part of the Ameriserve family for over 8 years. Working diligently in the Hourly Department, Dustin has consistently demonstrated unparalleled motivation, responsibility, and dedication to his role. What truly sets Dustin apart is his unwavering commitment to the individuals we serve. He embodies the spirit of a dedicated worker, rarely missing a shift and always ready to go the extra mile. Dustin's passion for helping others is evident in his willingness to pick up additional hours and support the clients in any way he can. He plays a pivotal role in assisting individuals to lead independent lives of their choosing, working tirelessly regardless of the challenges he may face. Dustin's enthusiasm for our mission extends beyond his regular duties. Whether it's volunteering for events like WWE matches, concerts, or Adventureland outings, Dustin's name is consistently at the top of the list. His eagerness to participate showcases his genuine dedication to enhancing the lives of those we serve.

Moreover, Dustin is a team player through and through. He readily steps in to assist his colleagues both during and after working hours, demonstrating a strong sense of camaraderie and collaboration. His wealth of knowledge and expertise makes him a go-to resource for many, often taking on the role of training new team members with grace and patience.

Outside of work, Dustin is a man of diverse interests. His curiosity and passion extend to various fields, including his extensive knowledge about different animal species, expertise in plant care, and his love for a wide range of movie and music genres.

Dustin's multifaceted talents, coupled with his unwavering dedication to our clients and team, make him an invaluable asset to Ameriserve. We are grateful for his contributions and inspired by his passion for making a difference in the lives of others.

Thank you, Dustin, for your exceptional work ethic, kindness, and enthusiasm. Your presence truly enriches our team and the lives of those we support.



# ASI Anniversaries!

Dana Nielsen 11//28/2005 (18 years)  
Patricia McCurry 11/30/2016 (7 years)  
Jeanie Hall 11/01/2017 (6 years)  
Kelly Wieczorek 11/04/2019 (4 years)  
Kyla Alba 11/05/2019 (4 years)  
Kayla Kron 11/14/2019 (4 years)  
Tracie Burton 11/10/2021 (2 years)  
Cheryl Musselman 11/10/2021 (2 years)  
Hope Vanhorn 11/16/2022 (1 year)



# ASI Birthdays!



November 1st: Lelicia Moss  
November 3rd: Mashia Reed  
November 4th: Chris Elders  
November 9th: James Sharp  
November 12th: Artayvia Dunlap  
November 13th: Jordan Hendrickson  
November 14th: Jessalyn Galvin  
November 15th: Marissa Mitchell  
November 17th: Cierriea Williams  
November 19th: Steven Pearson and Lesley Wyatt  
November 20th: Kilene Lyons  
November 23rd: Azia DeCenzo  
November 24th: Vicki Reed and Darrin Haynes  
November 28th: Ashley Partridge and Hope  
Vanhorn  
November 29th: Danielle Larson

# ASI University



Congratulations to: Brandon Johnson, Jaycie Hasbrouck, Jannessa Gray, Randii Logue, Emma Judd, and DeAnna Winters for completing Coaching 1!



Congratulations to: Hannah Bubar, Donald Blakeman, Monica Estes, Haley Jensen, Nyemuoch Tot, and Stephanie Cox for completing Coaching 1!

Interested in completing one of our classes? Call the front desk at 712-322-0272 and asked to be put on the list for the next round!

# Goal Achievements

**Kara Johnson got a new puppy!**

**Chloe Nichols got married!**

**Baylee Ruffcorn got a new car!**

**Isaiah McGrone and Chaslyn Bryant for facilitating their first Coaching Class solo.**

**Heather Harmon achieved all of her annual goals!**

**Tonya Carroll achieved one her ASI Way goals!**

**Amber McDowell got a new car!**

## Upcoming Events and Holidays:



**November 4th**

**LC Craft Fair**

**Lewis Central High School**

**9am-3pm**

**November 5th**

**Palace Event Center Fall Craft Show**

**Palace Event Center**

**33153 Hwy 92**

**Treynor**

**10am-3pm**

**November 11th**

**1st Annual Veterans Day Breakfast**

**716 S 4th St**

**8am-10am**

**November 17th**

**WinterFest**

**Bayliss Park**

**6pm-8pm**

**November 18th**

**TJ Fall Craft Fair**

**10am-1pm**

**Robotic Battle in the Bluffs**

**AL High School**

**10am**

**November 22**

**Thanksgiving Eve Dinner**

**Emanuel Lutheran Church**

**7pm-9am**

**November 25th**

**Riverfront Lighting Ceremony**

**6pm**

**November 25-26**

**Monster Jam**

**CHI Center**

**November 25-26**

**Council Bluffs Kennel Club Dog Show**

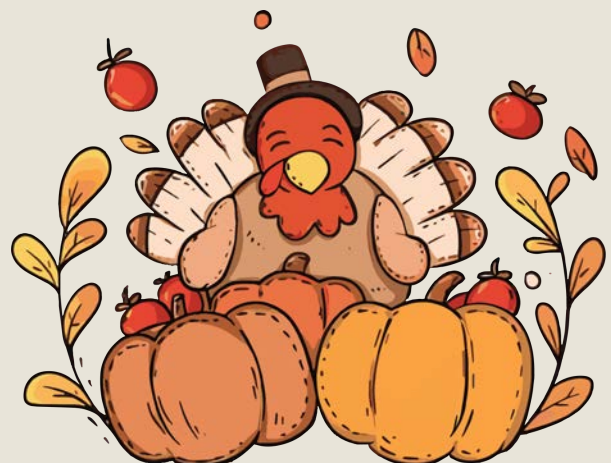
**Mid-America Center**

**November 27th**

**Santa Visit**

**Bluffs Family Chiropractic**

**630pm-730pm**



# From Pantry to Purpose: A Lifetime of Volunteering and the Birth of Story Street Pantry: by Loren Knauss



I've dedicated 38 years of my life to volunteering for church, government, and non-profit organizations. My journey started as a teenager, assisting my father, a Presbyterian minister, in stocking our church food pantry. This initial experience ignited my passion for volunteering, leading me to contribute my time and effort to various causes over the years.

Fifteen years ago, I began my involvement with the Our Savior's Lutheran Food Pantry in Council Bluffs, thanks to my friend Josh Weesner, the pantry's director. He convinced me to help deliver food, a role I continue to fulfill without interruption.

In 2018, while waiting to collect food from the Food Bank for the Heartland, Josh and I brainstormed a new food pantry structure. This innovative idea, initially sketched on a yellow post-it-note, aimed to connect multiple pantries and enhance accessibility. We envisioned a mobile food pantry trailer, a concept that lay dormant until 2020 when we decided to create a non-profit food pantry named Story Street Pantry, after the location of Our Saviors Lutheran Food Pantry.

Originally, we planned a gradual three-year implementation, but the onset of the COVID-19 pandemic accelerated our timeline. The pandemic significantly increased the demand for food pantry services. Responding swiftly, we opened new pantries in South Omaha and Carter Lake within three months. We also established a mobile pantry services team and introduced a mobile food pantry trailer, equipped to carry up to 4,000 lbs of non-perishable food items.

During the height of the pandemic in 2021, we transformed from operating a single pantry in Council Bluffs to collaborating with four fixed-site pantries in Council Bluffs, South Omaha, Carter Lake, and Oakland. Additionally, our mobile food pantry served over 10 locations monthly in the Council Bluffs area, including two schools. Our efforts bore fruit, as we provided services to over 90,000 people in the Council Bluffs/Omaha metro area and Southwest Iowa. Remarkably, we achieved this milestone without any paid staff, with my personal contribution amounting to over 3,000 volunteer hours in 2021.

While the need decreased in 2022 as people returned to work, we still assisted over 45,000 individuals, a substantial increase from our 2020 numbers. Our operations rely on a dedicated team of 30 to 200 volunteers each month, depending on their availability.

Currently, I serve as the chairman of the Story Street Pantry board of directors. We are in the process of transitioning our mobile pantry services to extend our assistance throughout Southwest Iowa, aiming to make a lasting impact in the communities we serve.

# Employee Appreciation ✨



We are thrilled to announce that preparations for our 3rd Annual Employee Appreciation Celebration are in full swing! We have been working to make this year's event even more exciting and enjoyable for all of you.

One of the highlights of the celebration is our raffle, featuring over 20 creatively themed baskets that you could win! While the images above showcase just a few of our smaller baskets, rest assured there are many more fantastic prizes waiting for you. This raffle is our way of showing gratitude for your continuous hard work and dedication, a small token of appreciation for the remarkable effort you put in every shift.

The Employee Appreciation Celebration is not just an event; it's a heartfelt thank you to each and every one of you. It's an opportunity for us to come together, unwind, and revel in the spirit of camaraderie that makes our workplace special.

Save the date: November 10th! The festivities will kick off at 11:00 AM and continue until 4:00 PM. Mark your calendars and make sure to join us for a day filled with fun, laughter, and exciting surprises.

We look forward to seeing you all there and sharing this wonderful day of appreciation and celebration with our incredible team!

**3rd Annual**

★ **EMPLOYEE** ★  
**APPRECIATION**

**NOV**  
**10th**  
**11a-4p**

**2nd Floor**  
**Con-Ed**  
**Room**

12 05693 3053 4

**Join us for:**

*Lunch,  
Drinks,  
Prizes*





# CSR Christmas Party

It's that wonderful time of the year again – the holiday season is just around the corner, and we can't contain our excitement!

Mark your calendars because the highly anticipated CSR Christmas Party is scheduled for Wednesday, December 6th, in the Con-Ed Room. Get ready for a day filled with joy, laughter, and delightful surprises. Our annual celebration will continue this year with an array of exciting activities and treats awaiting you. Indulge in the festive spirit with an assortment of gifts, delectable snacks, and refreshing beverages.

This year, we're introducing a new and exciting activity. CSRs will have the chance to explore the office and vote for the most creatively decorated door, desk, or cubicle. Let your creativity shine, and you might just win the title of the best-decorated space!

Let's come together as a team and make this festive season memorable. The CSR Christmas Party is a perfect opportunity to celebrate our hard work and dedication throughout the year. So, let's kick off the holiday season in style and have a merry good time together!

# Continuing Education

In October, AmeriServe proudly marked the 9th anniversary of its Employee Stock Ownership Plan (ESOP), a testament to our commitment to fostering shared success within our organization. Established nearly a decade ago, the ESOP was designed to empower our dedicated employees, allowing them to become stakeholders in the company's prosperity.

Over the years, the collective efforts of our remarkable team members have propelled AmeriServe's growth, paralleled by the increasing value of our ESOP shares. In fact, the share price has experienced an impressive 45% average growth over the past nine years, underscoring the thriving trajectory of our company. As a result, AmeriServe is now proudly 100% employee-owned, a testament to the power of collaborative ownership.

What sets our ESOP apart is its accessibility. Employees are not required to make any financial contributions to participate in the plan. To be eligible, an employee must be at least 21 years old, have completed a year of service at AmeriServe by the plan entry date, and have worked a minimum of 1,000 hours during that period.

Currently, 105 of AmeriServe's dedicated employees meet these qualifications and are active participants in the ESOP. Moreover, many others within our workforce have met, or will soon meet, these criteria and will join the plan in 2023 and 2024. This inclusive approach to ownership has not only provided significant retirement benefits for our participants but also exemplifies AmeriServe's unwavering commitment to its employees.

As we celebrate this significant milestone, we look forward to a future where the AmeriServe family continues to grow, prosper, and share in the rewards of our collective success. Thank you for being an integral part of our journey towards a brighter tomorrow.

# ASI Cookbook Recipe of the Month!

## Chicken Potpie

### Ingredients:

- 3 cups of cooked shredded chicken.
- 2 10.5oz cans of cream of chicken soup.
- 3 cups of frozen vegetables.
- 2 tsp minced garlic.
- 1/2 tsp ground black pepper.
- 1 cup shredded mild cheddar cheese.
- 1 cup shredded mozzarella cheese.
- 16 canned biscuits.
- 2 tbsp. melted butter.



### Directions:

- 1.) Preheat Oven to 375 degrees, and spray 13x9 inch baking dish with non stick spray.
- 2.) In a large bowl, combine chicken, cream of chicken soup, frozen vegetables, and shredded cheeses. Mix until combined, then pour the mixture into the baking dish.
- 3.) Open the cans of biscuits and cut each biscuit into quarters, then place in a large bowl. Drizzle the melted butter over the biscuits and toss.
- 4.) Bake the biscuits on a slightly greased baking sheet for about 5-7 minutes.
- 5.) Add the biscuits on top of the chicken mixture. Bake uncovered for 20-25 minutes/
- 6.) Let cool. Then serve and enjoy!

End up making the recipe of the month? Send pictures of everyone creating the recipe to [bhargens@ameriserveintl.com](mailto:bhargens@ameriserveintl.com) to be featured in the next newsletter edition!



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*The People Company*