

The Peoples Press

January 2024
Newsletter



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

Honks!

**Monica Estes for always having a smile on her face and always showing up on time for her shift.
-Misty F.**

Lisa Gaunt and Tonya Carroll for helping out with team member surveys. -Briana T.

Brayden Dietz for being a great trainer and coach to new hires. -Isaiah M.

**Madison Rogers for great communication skills and effectively communicating clients needs.
-Isaiah M.**

Dianna Humphrey for assisting with gathering supplies for clients birthday party. -Isaiah M.

Stormie Hillers for utilizing what she learned in Coaching Class. -Chaslyn B.

Annie Jackson for ensuring clients are prepared for their appointments. -Chaslyn B.

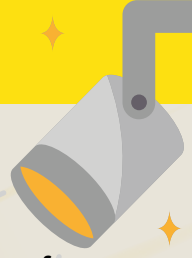
Madison Rogers for picking up extra shifts. -Chaslyn B.

Chloe Nichols for being flexible. -Chaslyn B.

Loren Knauss for going to Dayhab to get to know a new client on his caseload. -Brittany J.

**Casey Cavender for being knowledgeable about her client's and having good communication.
-Kilene L.**

**Have Honks to give? Send an email to Btravis@ameriserveintl.com or
Kjohnson@ameriserveintl.com, or cbryant@ameriserveintl.com**



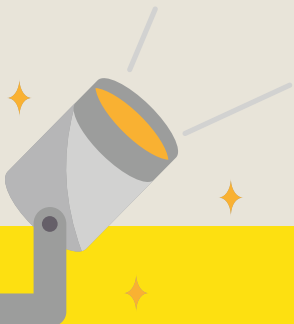
Katie L.

We are thrilled to shine a spotlight on one of our remarkable clients, Katie, who transitioned to the lead on the program from residential just over a year ago. In her five years with AmeriServe, Katie has consistently put her best foot forward, showcasing dedication and a strong work ethic. Katie is a prime example of someone who works tirelessly to achieve her goals. She currently attends AmeriServe Day Hab four days a week, where her warm smile and hugs are looked forward to by everyone she greets. Katie's sociable nature shines at Day Hab, where she loves engaging with her peers during community outings, such as bowling, meals on wheels, and visits to see animals.

Not only does Katie bring positivity to Day Hab, but she also actively participates in arts and crafts, demonstrating her creativity and enthusiasm. Additionally, she takes the initiative to clean and organize as needed, contributing to the overall positive environment.

Outside of Day Hab, Katie enjoys her spare time indulging in activities that bring her joy. Whether it's shopping for new clothes, getting her nails done, or savoring a meal out, Katie embraces life with a vibrant spirit.

As Katie considers new opportunities, we are confident that her passion, commitment, and sociable nature will continue to make a positive impact wherever her journey takes her. Join us in celebrating Katie's achievements and wishing her continued success in all her future endeavors.



Power of Proof



Rhonda E.

We are thrilled to share the inspiring journey of Rhonda Elshire, who has been in our Lead-On program, alongside her spouse, since October 2022. Since then, Rhonda has demonstrated remarkable progress in every endeavor she has undertaken.

We are excited to announce that Rhonda has been accepted into Iowa Western, where she will be pursuing classes to obtain her general education diploma. This decision marks a significant step for Rhonda, who has harbored the desire to return to school for the past few years. As she embarks on this educational journey, Rhonda will commence her orientation for classes on January 9th and 10th.

Rhonda expresses her gratitude for the support she receives, acknowledging that it has played a pivotal role in her pursuit of academic goals.

Looking ahead, Rhonda is eagerly anticipating the day she graduates alongside her classmates, donning the cap and gown she has always dreamed of wearing. She sees completing her education as another significant accomplishment in her life, adding to the list of achievements she has accrued over the years.

As a community, we take immense pride in Rhonda's accomplishments, and we are genuinely excited to witness her continued growth and success, both personally and throughout her educational journey. Please join us in congratulating Rhonda on this remarkable achievement.

Holiday Parties



It was a very festive holiday season! Several programs within the company celebrated the holidays with parties!

Everyone enjoyed coming out and being together, and we hope for a great new year!



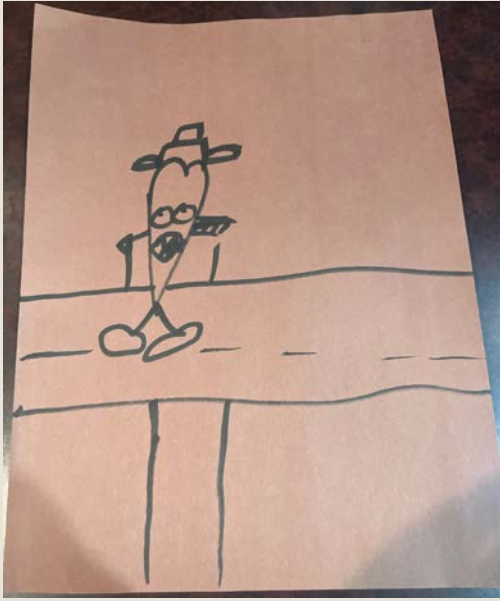
Client Birthdays

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

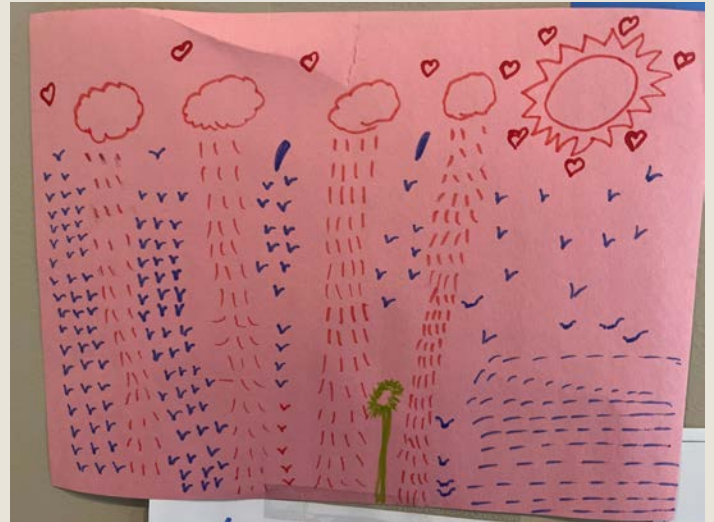
Michael M.	Michael S.
Sydney T.	Emily S.
Joselynn I.	Michael P.
Gina I.	Morgan R.
Cody M.	Zachary R.



Client Creativity



Adam D.



Andy M.



Vanessa N.



Tim N.



Welcome!

We would like to extend a warm welcome to all the new team members who have joined our team!

Arbay Unle
Valery Bressman
Michael West
Daquan Hatchett
Rogerrick Hullaby
Tre'vion Williams
William Dillon
Cristina Swift
Trent Buckels
Arthur Green
Jonathan Peterson
Savannah Wayman
Annahi DeLeon



Progress on an ASI Way Goal

We are thrilled to introduce you to a special member of our Hourly CSR team – Emmett the Tortoise! Owned by our very own Devon, Emmett has been an integral part of Devon's life for nearly a decade. This charming Russian tortoise is not just a pet; he's a lifetime companion with a remarkable life expectancy of 60+ years.

Emmett is full of character and has a range of hobbies that make him unique. From indulging in his favorite pastime of digging to diligently following his morning routine, basking in the sun, watching TV, and snuggling up around your neck – Emmett brings joy and warmth to Devon's life every day.

As a vegetarian, Emmett has a discerning palate. Some of his preferred delights include a mix of spring greens, dandelion greens, and various vegetables. His love for fruit is unparalleled, often referred to as "tortoise chocolate." Bananas top the list of his favorite fruits, with every Sunday marked as the highly anticipated "Banana Day." Trust us, you wouldn't want to forget this special day, as Emmett has a charming way of expressing his disappointment when his banana treat is delayed.

Devon, inspired by her ASI Way class, has set a goal to provide Emmett with a brand-new enclosure. The search is ongoing for the perfect home that will cater to Emmett's needs and preferences. Devon is taking the time to ensure the enclosure is the best fit for her beloved tortoise. We eagerly await updates from Devon on the progress of this exciting venture and hope to have the chance to meet Emmett in person someday!

Let's join in celebrating the unique bond between Devon and Emmett, our extraordinary CSR companion. We look forward to sharing more heartwarming tales about Emmett's adventures in the future.



Team Member SPOTLIGHT

Lisa Hagan



We are delighted to share exciting news about a valued member of our Ameriserve family. Lisa, who commenced her journey with us in May 2008, has consistently demonstrated unparalleled dedication and professionalism throughout her tenure. We are thrilled to announce Lisa's recent promotion to the position of Lead Client Service Coordinator, a well-deserved acknowledgment of her exceptional contributions.

Lisa has spent the majority of her time at ASI as a Client Service Coordinator, where she has consistently exemplified reliability, responsibility, and an unwavering commitment to excellence. Her promotion is a testament to her outstanding performance and leadership within the organization.

Lisa consistently ranks in the top percentile for key metrics, showcasing her effectiveness as a Client Service Coordinator. Among her achievements are notable accomplishments such as maintaining the longevity of team members, ensuring efficient onboarding of new team members, and overseeing GER compliance with precision. Lisa's commitment to maintaining documentation at or near 100% compliance, along with her adept management of spend downs, monthly reports, daily documentation reports, and weekly reports, has consistently set her apart.

Notably, Lisa has excelled in her role by successfully supporting some of the most challenging clients at ASI. Her ability to minimize incidents is commendable. Lisa has played a pivotal role in transitioning numerous clients to Lead On or hourly services, empowering them to lead more independent lives. One of Lisa's remarkable qualities is her positive attitude, quick learning abilities, and proficiency in utilizing systems such as One Mint and Therap. These attributes contribute to her effectiveness in guiding her team members to achieve high levels of performance and assisting clients in accomplishing goals they may have deemed beyond their reach.

Beyond her professional achievements, Lisa has transformed her work environment into a haven for clients. The immaculate conditions inside and outside her location reflect her commitment to creating spaces that clients can take pride in. The well-manicured exteriors, adorned with plants, flowers, and seasonal décor, showcase Lisa's dedication to providing a welcoming and aesthetically pleasing environment.

Lisa truly embodies the values that Ameriserve stands for, consistently making a positive impact on those around her. Her leadership, care for her team, and genuine connection with clients exemplify the heart and soul she invests in her work. We are grateful to have Lisa as an integral part of the Ameriserve team, and we look forward to witnessing her continued success in her new role. Congratulations, Lisa, on this well-deserved promotion! Your achievements inspire us all.

ASI Birthdays!

January 1st: Jonah Chatelain, Nyabuony Gatkek, Joe Komakech, Osvaldo Lopez, Warda Mohamed, and Zakaria Mohammud.

January 2nd: Kara Johnson

January 3rd: Darian Wills.

January 4th: Isaiah McGrone

January 6th: Patricia McCurry

January 7th: Gregory Clark

January 8th: Mallorie Britt

January 10th: Brandon Johnson and Brian Travis

January 11th: Jordan Murphy

January 12th: Wayne Nielsen

January 18th: Misty Fleming and Alex Tison

January 21st: Wendy Lapel-McIntosh

January 22nd: Sheonita Davis

January 25th: Michelle Hagelstein

January 29th: Makay Muridi

January 30th: Maria Valadez

January 31st: Amber Scangarello

ASI Anniversaries!

Diana Sharp 01/02/2009 (15 years)

Patricia Ring 01/09/2017 (7 years)

Danielle Larson 01/08/2020 (4 years)

Misty Fleming 01/05/2021 (3 years)

Megan Travis 01/20/2021 (3 years)

Brenton Tibbs 01/25/2022 (2 years)

ASI University



Congratulations to: Anne Tiernan, Breanna Reed, Jessica O'Neal, Katelynn Malik, Michelle Miller, and Stephanie Cox on graduating ASI Way!



Congratulations to: Stormie Hillers, Brayden Dietz, Amanda Carpenter, Courtney Carmichael, and Haley Jensen on graduating ASI Way!

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!



ASI University



Congratulations to: Cassidi Woodbury, Alexis Helbling, Marley Brown, and Precious Akoh on graduating Coaching 1!



Congratulations to: Tyler Pearson, Nicolette Garry Perdunn, Tracey Crocker, Gabriel Kane, and Margaret Mckenzie on graduating 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!



Holiday Celebrations



Another CSR
Christmas
Party
Success!

Thank you to
everyone who
came and
celebrated
with us, and
we hope
everyone had
a great
holiday
season! We
cannot wait till
next year to
get more
festive!



Goal Achievements

- Brayden Dietz got promoted to LCSR
- Haley Jensen got promoted to LCSR
- Lisa Hagan got promoted to LCSC
- Kassandra Jones got promoted to LCSC
- Gina Smith got promoted to LCSC
- Chaslyn Bryant made the Dean's list.

Upcoming Events and Holidays:

January 2nd
Adult Board Game Night
Council Bluffs Public Library
6pm-8:45pm

January 3rd
Christmas at Union Station
The Durham Museum
10am- 4pm

January 5th-7th
Carden International Circus
Mid America Center

January 5th
Harlem Globetrotters: 2024 World Tour
Baxter Arena
7pm

January 9-14th
Mamma Mia!
Orpheum Theatre

January 11th
Silhouette Camo-paper crafting
Council Bluffs Public Library
630pm- 8pm

January 12-14
Omaha Tattoo Arts Festival
CHI Health Center Arena

January 14th
MircoMania Midget Wrestling
The Mile Away
8pm

January 16th
Adult Board Game Night
Council Bluffs Public Library
6pm-8:45pm

January 19th
American Red Cross Blood Drive
Council Bluffs Public Library
9am- 2pm

January 22nd
Adult Coloring
Council Bluffs Public Library
6:30pm- 8pm

January 27th
Disney in Concert: The sound of Magic
Holland Performing Arts Center
7:30pm

January 29th
American Red Cross Blood Drive
Council Bluffs Public Library
9am- 2pm

January 30-February 4th
Beetlejuice the Musical
Orpheum Theatre

2024

HAPPY NEW YEAR

Continuing Education

Have you heard?

We have some exciting topics chosen for January's Continuing Education Classes! When available, we will recruit outside facilitators to bring you information directly from an expert on the topic chosen.

We are excited to announce the return of Kyle Osbourne from T.S. Bank. He is returning for frequent training throughout the year and his first class will be in January! Kyle is considered an expert in his field and if you want to understand and recognize more monetary components of your life, or just looking for general information then this class would be perfect for you!

We also are excited to announce that the second guest facilitator is Julianne Johnson from the Council Bluffs Public Library. This exciting new Continued Education Class will also be held in January at the Council Bluffs Public Library. This Con-Ed is to better understand what all our city's library has to offer, and the various resources that are available to be used, and more information about library cards!

We are very excited to see what this new year will bring for Continuing Education Classes, and we hope to see you all in the month of January!



ASI Cookbook Recipe of the Month!

Breakfast Sliders

Ingredients:

- 16 mini frozen pancakes
- 8 sausage patties (cooked)
- 4 eggs
- 1 tbsp of milk or cream
- 2 tbsp of butter
- 2 tbsp of maple syrup



Directions:

- 1.) Preheat oven to 350 degrees. Lay the frozen pancakes apart on a baking sheet. While the pancakes are warming up scramble the eggs with the milk and cook over medium heat, stirring frequently, until the eggs are cooked through.
- 2.) Combine the syrup and butter in a bowl and microwave for the 20-25 seconds or until butter is melted.
- 3.) After 7-9 minutes the pancakes should be warmed through. Remove the pancakes from the oven and brush the bottom of 8 pancakes with the butter and maple syrup mixture.
- 4.) Add a sausage patty to the pancakes already brushed with butter and syrup.
- 5.) Add eggs to the top of the sausage patty.
- 6.) Top each slider with the remaining pancakes.

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



AMERISERVE INTERNATIONAL

The People Company