



# The Peoples Press

December 2024

AMERISERVE INTERNATIONAL  
The People Company

Newsletter

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

## **Honks!**

Veronika Finck for her communications with PCs and CSCs when notifying them of client issues, assisting with MAR issues/corrections, support and attention to detail. -Alex T.

Joshua Whitelaw for being promoted to LCSR and enlisting in the Navy! - Alondra I.

Natasha Leland for getting a client involved in a craft activity. -Veronika F.

Monica Estes and Randii Logue for covering shifts at 922 when needed. - Misty F.

Kilene Lyons for always looking for new volunteer opportunities. As well as always encouraging her 215 B team to give suggestions and use suggested activities for clients to do in the community. -Michaella D.

Chloe Nichols and Madison Hanna for all of their extra work getting new location move in ready before move in day. -Diana S.

Brooke Scott for getting all service documentation turned in on time. - Corina G.

Jessica O’Neil, Abby Cavallaro, and Stephanie Cox for picking up shifts. - Sam B.

*Rodnesta Willie-Carter*



# Honks!

Michelle Hagelstein for turning in monthly documentation, maintaining financial integrity, reviewing and correcting her teams documentation and reviewing MMAR data for accurate entries, also for training a new CSC. -Alex T.

Jan Clapp, Chandler Schlotfeld and Amanda Fay for always assisting during client issues to deescalate situations as a team -Veronika F.

Tree're Edwards, Amanda Moss, Joshua Whitelaw, and Carolyn Lewis for staying under the location's budget with minimal overtime while ensuring all shifts are covered. -Alondra I.

Katie White for covering at multiple locations while learning the CSC role. All while maintaining great communication with several supervisors in the locations. -Alex T.

Misty Fleming for her ability to manage two locations effectively, all while keeping up on documentation and MAR compliance. -Alex T.

Ayralynn Munro for great communication. -Chaslyn B.

Ailish Andersen for advocating for a client. -Kelly W.

Katelynn Malik for her continued work at the location with structure and ensuring needs are taken care of. -Isaiah M.

Paul Menking for assisting with moving and grocery shopping for a location. -Chaslyn B.

Kassie Jones and Diana Sharp for the collaboration and being on the same page for a client to transition to Lead-On. -Amber M.

Lisa Gaunt for beginning to track more items to then bring them to meetings. -Bri T.

KC Conn and Erin Jones for helping with last minute moves. -Kassie J.

Rodnesia Millie-Carter



## Heaven H.

Meet Heaven! Ameriserve has had the pleasure of welcoming her into the Lead On department just over two years ago, where she has thrived ever since. A year ago, Heaven decided to take on something new by joining TTC, initially attending two days a week. She quickly grew to love the program and increased her attendance to three days a week this year

Heaven cherishes the annual trips to Adventureland with Lead On, and this year, she also had the opportunity to visit the pumpkin patch. In addition to these fun outings, Heaven enjoys attending concerts with her team members and going out to eat with her roommates. She's also a regular at the Lead On birthday parties, where her presence always brings joy.

When she's not participating in group activities or exploring the community, like walking around the Old Market, Heaven can be found relaxing at home, watching her favorite shows, such as iCarly and Rugrats.

Heaven is a laid-back, delightful person who brings warmth and positivity to everyone she meets. Ameriserve is truly grateful that she chose us as part of her journey toward greater independence.

# Client Spotlight



# Client Birthdays

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

**Joselynn I.**

**Gina I.**

**Trisha M.**

**Timothy O.**

**Michael P.**

**Morgan R.**

**Zackary O.**

**Michael S.**

**Starr S.**

**Kevin V.**



# Power of Proof

Meet Aaron! Since joining Ameriserve earlier this year, Aaron has made incredible strides, embracing every opportunity with positivity and determination. As a participant in our residential program, Aaron has quickly adapted and excelled, moving up to the Lead On Program. He enjoys building relationships with his roommates and peers and is thriving in his new community. Aaron has been enthusiastically anticipating moving forward to Lead-On since his admission to Ameriserve almost one year ago. He has worked very hard to get to this point and has showed that he is ready for a transition by managing his alone time well, decreasing his interfering behaviors, increasing his medication awareness, and seeking out advice on personal matters from others instead of just reacting. Aaron does not shy away from those things that he knows he still needs to work on



**Aaron R.**

Aaron recently secured employment at Target in anticipation of moving to Lead-On. He did this in anticipation of needing to purchase additional items for his new living arrangement. Aaron is ready to begin a new chapter in his life and we wish him the best. Aaron has also embraced the social side of Ameriserve, attending birthday celebrations and making friends wherever he goes. His infectious smile and outgoing personality light up every room. A natural jokester, Aaron loves sharing jokes with staff and peers, often leaving everyone laughing with his spot-on voice impressions from movies and TV shows. If you get the chance to chat with Aaron, ask him for a joke—you won't regret it!

Aaron's presence has been a wonderful addition to the Ameriserve family. Every day, he continues to grow in independence and confidence, leaving a lasting impression on everyone he meets. We're excited to see all the amazing things Aaron will achieve!



# Power of Proof



**Kami P.**

We are excited to recognize Kami who became a part of the AmeriServe family in January of 2024, while she was a senior in high school. At the time, Kami was also working part-time at McDonald's and living with her parents and siblings. She set ambitious goals for herself, and in just a few months, she achieved them by graduating high school in May of 2024, just four months after joining AmeriServe!

Kami has demonstrated exceptional dedication to her personal and professional growth, building strong relationships with her peers and team members along the way.

Recently, Kami transitioned into the "Lead-On" program in November of 2024. In just ten months, she has reached impressive milestones, and we are eager to support her as she continues to grow and pursue her aspirations.

We look forward to seeing all that Kami has accomplished in the future!



# Client Creativity



William Z.



# Welcome!

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

Abbas Bashir  
Leah Beard  
Moriah Clark-Dismuke  
Haley Fauzae  
Grace Fox  
Jose Garcia  
Jeffery Ruff  
Lachi Tabron  
Courtney Walker  
Savanna Wiseman





**Tiffany: Our Dedicated and Exceptional Janitor at Ameriserve. We are so fortunate to have such a hardworking and dedicated individual on our team. Tiffany is a standout example of what it means to go above and beyond. As a seasoned janitor/housekeeper with a wealth of experience, Tiffany has consistently exceeded our expectations, ensuring that our office is always spotless and welcoming.**

**Tiffany's work ethic is unmatched. She brings a level of care and dedication to her job that has truly transformed our office environment.**



**Tiffany  
Hodtwalker**

**No task is too small or too large for her, and she approaches every responsibility with a positive attitude and a smile. Whether it's keeping the lobby areas perfect, taking care of special requests, or simply lending a helping hand wherever needed, Tiffany does it all with a level of professionalism and cheer that makes her a joy to work with.**

**Her flexibility is also one of her greatest strengths. She's always ready to adapt to the needs of the office, offering her support in any way she can. During times when office staff has been out, including maternity leaves, Tiffany has gone above and beyond by sanitizing the offices and ensuring a clean, safe space for our new moms is available. Her thoughtfulness and proactive approach create a welcoming and hygienic atmosphere, which is vital for the well-being of everyone here has been noticed and is always appreciated.**

**Tiffany communicates effectively with everyone, ensuring that all needs are met, and that the workspace is both clean and comfortable. Her contributions, often behind the scenes, are deeply appreciated by the entire Ameriserve family. She truly embodies the spirit of teamwork and care that defines our company.**

**Tiffany, thank you for your unwavering dedication, your excellent work ethic, and the joy you bring to our office every day. We are incredibly grateful to have you as part of our ever-growing Ameriserve family. You make a world of difference, and we couldn't be more thankful for all that you do!**

## **Team Member Spotlight**

# ASI Birthdays!

December 1st: Chloe Nichols and Joanie Renk

December 2nd: Kayla Kron

December 8th: Alondra Ibarra

December 9th: Tina Davis and Rachael Prinzing

December 10th: Lisa Gaunt

December 12th: Meshack Sialuma

December 13th: Samantha Baldwin and Tracie Burton

December 21st: Holley Duncan

December 25th: Heather Harmon

December 26th: Jennifer Payne

December 27th: Breanna Reed

December 30: Shifatul Shafin

# ASI Anniversaries!

Dennis Stolz 12/06/2006 (18 years)

Isaiah McGrone 12/03/2021 (3 years)

Daniella West 12/07/2021 (3 years)

Alyssa Thiles 12/13/2021 (3 years)

Tara Marsh 12/06/2022 (2 years)

Shirley Clapp 12/21/2022 (2 years)

Adan Iniguez Rios 12/21/2022 (2 years)

Arbay Unle 12/06/2023 (1 year)

Christina Swift 12/14/2023 (1 year)



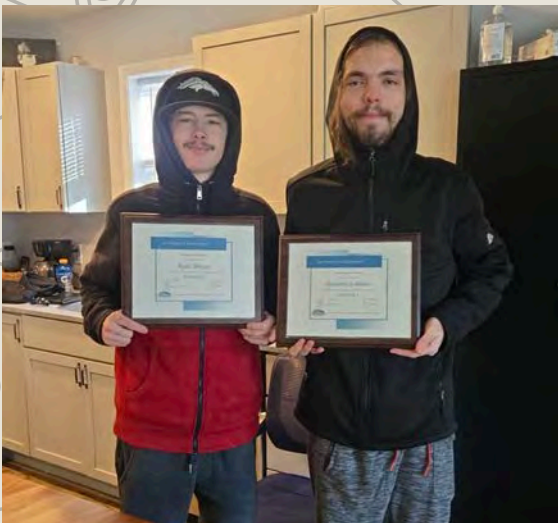
# ASI University



**Congratulations to:  
Gabriella Gutierrez,  
Laura Freeman, Derek  
Sellers, Felicia LaBille,  
and Trista Foose for  
completing Coaching  
1!**



**Congratulations to:  
Ayrallynn Munro,  
Malcolm Wolfe, Nancy  
Cintron, Ryan Wilson,  
and Demetrious Wilson  
for completing  
Coaching 1!**



# Upcoming Events in the Community

December 2nd  
Holiday Photos  
Council Bluffs Public Library  
6:30 to 8:00pm

December 2nd  
Underwood Community  
Christmas  
300 2nd Ave, Underwood  
4pm- 7:45pm

December 3rd  
Holly Day  
The Riverfront  
2pm-6pm

December 3rd-8th  
A Country Christmas  
Ditmars Orchard & Vineyard

December 3rd and 17th  
Adult Board Game Night  
Council Bluffs Public Library  
6:00 to 8:45pm

December 6th  
Lights of Arksarben  
Stinson Park  
6pm-8pm

December 6th-7th  
Glenwood Holiday Festival  
6th 4pm-8pm  
7th 10am-2pm

December 7th  
Holiday Craft Fair 2024  
408 Main St, Mineola  
9am-3pm

December 7th  
Breakfast with Santa  
Dodge House  
930am-11am

December 7-8  
Holiday Arts and Crafts Show  
Mid-America Center  
9:00am to 4:00pm

December 8th  
Annual Soup Cook Off  
Kikkers  
3pm

December 12th  
Meet Santa and His Reindeer  
4111 S 9th St, Bay 3  
5pm-8pm

December 12th-14th  
ELF- The Musical  
TJHS  
7pm-10pm

December 12th  
Family Night at the Dodge House  
6pm-8pm

December 13th and 14th  
Holiday Gift Wrapping & Card  
Making  
Council Bluffs Public Library  
1:00 to 3:30pm

December 13th  
Lights of Arksarben  
Stinson Park  
6pm-8pm

December 13th  
Gingerbread Houses Party  
Carter Lake Library  
4pm-5:30pm

December 14th  
Jingle Jam  
OldeTowne Elkhorn  
12pm-4pm

December 16th  
Red Cross Blood Drive  
Council Bluffs Public Library  
9:00AM to 2:00pm

December 19th  
Merry and Mindfull  
Family Connections Inc.  
5:00 to 7:00pm

December 21st  
Music With Lori Lynn! Holiday Songs  
Council Bluffs Public Library/Treehouse  
Room  
10:00 to 10:30am

December 28th  
Noon Years Eve Party  
Carter Lake Library  
11am

Santa's Wonderland Returns to Bass  
Pro Shops  
Bass Pro Shops  
9:00AM to 9:00PM Dec 1- 24th

YOU ARE INVITED

CE&R

CHRISTMAS

PARTY



DECEMBER

WEDNESDAY

04

9am- 4pm

AMERISERVE OFFICE CON-ED ROOM  
GIFTS, SNACKS, DRINKS



# Community Shout outs

## Andrea F.

AmeriServe would like to extend heartfelt recognition to Andrea Fredrickson, a vital member of our Advisory Board and Board of Directors. Alongside managing her own company, Revela, Andrea consistently dedicates her time and expertise to AmeriServe.

Throughout the year, Andrea facilitates several continuing education classes that enrich our team's knowledge and skills. She has also played a pivotal role in developing our managerial training programs, including Coaching 1 and Level-Up, which have empowered our leaders and staff to thrive.

Andrea's commitment, expertise, and support make her a key part of the AmeriServe family.

Thank you, Andrea, for your contributions to our growth and success!

## Dale S.

We want to extend a heartfelt thank you to Dale S. for his incredible contributions to our organization and community. As a key member of our Quarterly Advisory Board, Dale provides invaluable insight and guidance that helps shape our programs and services. In addition to their role on the Advisory Board, Dale plays an integral part in supporting AmeriServe by providing several ASI 2 locations, as well as locations within our residential program. Dale's dedication and commitment have a profound impact on our mission and the individuals we serve.

Thank you, Dale, for your outstanding support and ongoing partnership!



# Community Shout outs

## Phil W.

With years of expertise and experience, Phil is a valuable contributor to our quarterly Advisory Board meetings. His exceptional skill with numbers, coupled with his insightful analysis, provides the group with valuable perspectives and historical context on various topics. As a dedicated and much-appreciated stakeholder, Phil's contributions play a key role in the success of our Advisory Board. Thank you, Phil!

## Ryan

We would like to take a moment to recognize Ryan for his vital contributions to our residential programs. Ryan plays a significant role in providing several residential locations for our clients to rent, along with a few ASI 2 locations.

Beyond his work with AmeriServe, Ryan is an active member of our community, and his dedication and hard work make a meaningful difference in the lives of those we serve. Thank you, Ryan, for your continued efforts and support. We truly appreciate everything you do!

## Alison M.

We would like to express our sincere gratitude to Alison M. for her contributions to AmeriServe. As an active member of our Quarterly Advisory Board, Alison provides thoughtful input that helps guide our mission and programs.

In addition to her role on the Advisory Board, Alison played a key part in organizing the construction of a residential location that AmeriServe proudly utilizes today. Her dedication and generosity have had a lasting impact on our organization and the community we serve. Thank you, Alison, for your unwavering support and commitment. We are fortunate to have you on our Advisory Board!





# **Training and Education BSP Baseline Taskforce**

**Jim Westphal, Kyle Clemons, Eric Seitz, Alex Tison, Samantha Baldwin, Kelly Wieczorek, Robin Ganske, Greg Scott and supporting members.**

## **Behavior Support Baselines: Tools for Building Better Support Plans**

**At Ameriserve, our goal is to provide the best possible care and support for our clients. A key part of achieving this goal is understanding each individual on a deeper level, especially when it comes to their behaviors. This is where Behavior Support Baselines (BSP baselines) come into play.**

**The Training and Education Behavior Taskforce worked hard this year on creating new educational tools to measure, prevent, and train on behaviors.**

**A BSP baseline is a tool designed to give us a comprehensive understanding of a client's behaviors. It serves as a starting point, helping IDT teams identify key factors such as triggers, coping skills, and areas where new strategies might be needed.**

### **Why BSP Baselines Matter**

**Every individual is unique, and so are their behaviors. A baseline helps answer crucial questions:**

- What situations or environments might trigger certain behaviors?**
- What coping mechanisms does the client already have?**
- Are there any new skills or strategies that could benefit the individual?**

**By gathering this information, we gain a clearer picture of the client's needs. This not only allows us to prevent challenging behaviors but also equips us to provide meaningful support when they do arise.**

### **Building a Baseline**

**The process of creating a BSP baseline involves close observation, detailed documentation, and open communication. Team members, family members, and the clients themselves play an important role in sharing insights. Over time, patterns emerge that allow us to create personalized strategies for success.**

### **Preventing and Supporting Through Behaviors**

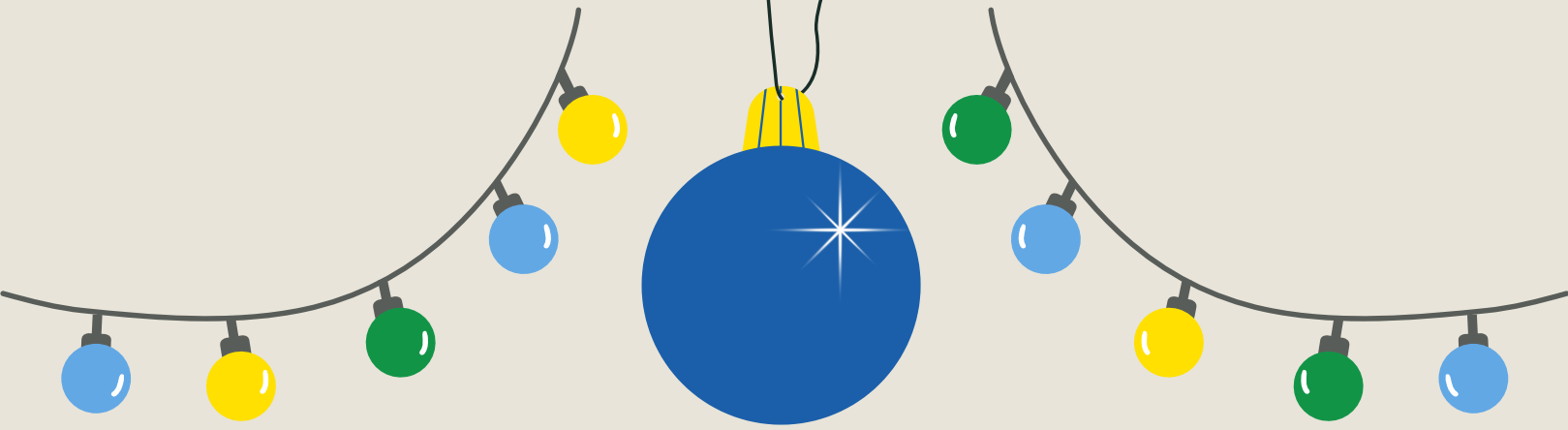
**Prevention is key. By understanding triggers, we can adapt environments and routines to minimize stressors. When behaviors do occur, having a baseline ensures we're equipped to respond with empathy and effective support, focusing on de-escalation and teaching positive coping strategies.**

### **A Team Effort**

**Behavior Support Baselines are not static documents. They evolve as the client grows and changes, making ongoing collaboration essential. Together, we can create an environment where clients feel understood, supported, and empowered to thrive.**

**By investing the time to establish solid BSP baselines, we're not just responding to behaviors—we're building trust and fostering lasting positive relationships.**





## **NEC TASKFORCE**

**The NEC Taskforce is proud to introduce exciting changes to our training and education programs! As part of our commitment to excellence, we've begun updating the New Employee Certification (NEC) classes to ensure they are accurate, engaging, and highly effective in preparing new team members for success.**

**One of our most exciting developments is the integration of these courses into our new interactive learning platform, Moodle. This innovative platform will enhance the learning experience by encouraging active participation, fostering questions, and ensuring a deeper understanding of the material.**

**We're thrilled to continue refining the NEC classes, ensuring all team members receive consistent and comprehensive training. Stay tuned—Moodle is set to launch within the next year, and we can't wait to share the amazing updates we have in store. The future of learning is here, and it's full of opportunities!**



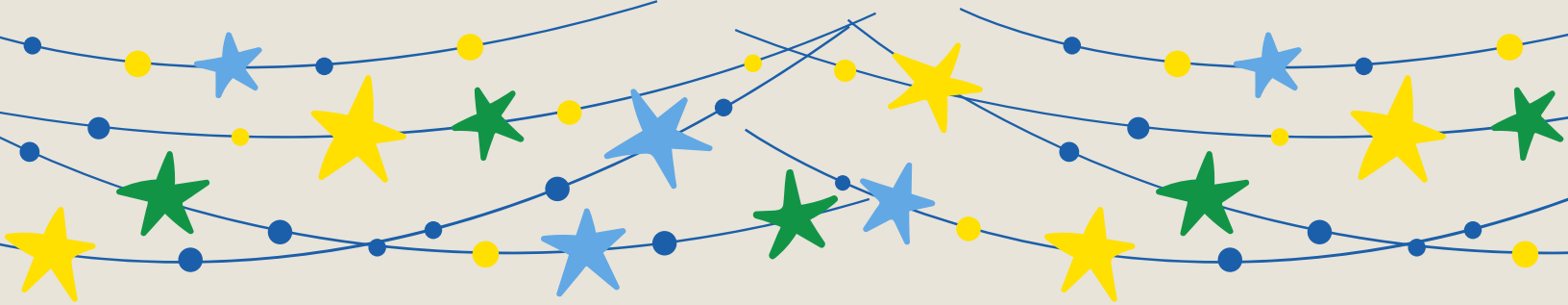
# **CONTINUING EDUCATION TASK FORCE**

**The Continuing Education Taskforce has had an incredible year, working tirelessly to create engaging and impactful classes for every employee! Alongside essential mandatory courses like Documentation, BSP and Rights Restrictions, and Bloodborne Pathogens, we delivered the much-anticipated ESOP class—always a favorite among team members.**

**This year, we also introduced a dynamic range of new courses to Ameriserve, including Cultural Diversity, GER and Incident Reporting, Cooking Class, Music Therapy, and a partnership with TS Bank, among many others. These fresh offerings aim to inspire and empower our team while providing valuable skills and knowledge.**

**The Continuing Education Taskforce is committed to keeping things exciting, offering an ever-growing selection of classes to meet the diverse needs and interests of our team members. We're always on the lookout for innovative ideas, enthusiastic participants, and new ways to enhance learning.**

**We can't wait to see what 2025 has in store as we continue to grow and expand our offerings. Get ready for an even brighter year of learning and development ahead!**



# Technology Taskforce

The Technology Taskforce achieved an extraordinary amount in 2024, with one clear theme tying together all their accomplishments: moving our technology systems from organizational chaos to structured and standardized efficiency. Here are just a few highlights from this transformative year:

- **Launch of ASI Connect:** Early in the year, we introduced our new company intranet, ASI Connect. This central platform has revolutionized file storage and collaboration across the organization. Efforts are ongoing to ensure files remain structured and easy to locate, promoting seamless teamwork and operational efficiency.
- **Standardization of Technology Equipment:** Our Residential locations now feature standardized technology equipment and setup procedures, thanks to the taskforce's diligence. Monthly audits ensure functionality and minimize downtime, enabling quicker and more consistent tech support across all houses.
- **New Reporting Tools and Platforms:** Late in the year, the taskforce launched custom-built reporting applications tailored to meet our team's unique needs. Additionally, a report-viewing platform was introduced, allowing staff to reference historical reports to enhance service quality. This feature is a groundbreaking addition to our capabilities.

These examples barely scratch the surface of the progress achieved this year. The Technology Taskforce remains committed to developing secure, efficient systems that empower our team and elevate the quality of service we provide. In the months and years to come, we will continue to strive toward developing systems that improve the security and efficiency of our organization with the ultimate goal of providing the best possible quality of service to our clients. Looking ahead, we are excited to continue this momentum into 2025 and beyond.



# **Culture Taskforce**

**As 2024 comes to a close, the Culture Taskforce has taken the opportunity to reflect on a year filled with achievements and meaningful engagement. This year, the Taskforce participated in several key community events, including the “Celebrate CB” parade and weekly farmer's market. They also contributed to community efforts through the “Clean Sweep” event showcasing their commitment to both culture and community.**

**Throughout the year, the Taskforce has assisted in five successful companywide parties, fostering a sense of togetherness and joy among everyone who attended. these events included a dance, talent show, field day, a cookout, and a Halloween party, each providing an opportunity for everyone to come together, celebrate, and enjoy each other’s company.**

**In addition to these activities, the Taskforce has been diligently working on refreshing the Continuing Education room, which is near completion. This updated space will provide a welcoming environment for all employees to engage and learn.**

**To further enhance their efforts, the Taskforce has welcomed additional members, ensuring diverse perspectives and input from various areas within the company. As they look ahead, the Taskforce is excited to close out 2024 and embrace the opportunities that 2025 will bring, with a renewed focus on achieving their upcoming goals.**



# Communications Taskforce

This year, the Communications Taskforce has achieved remarkable milestones, strengthening AmeriServe's outreach and impact through innovative strategies and meaningful connections. Below are highlights of our accomplishments:

## Client Videos:

We've developed a library of 79 client videos showcasing the incredible experiences and successes of those we support. These videos are now a cornerstone of our communication strategy, helping us:

- Refresh our website with authentic, heartfelt content.
  - Enhance our social media presence building trust and awareness.
  - Provide case managers with compelling evidence of AmeriServe's positive impact.
- These stories amplify our mission and demonstrate the real difference we make in people's lives.

## Case Manager Video Outreach:

Our video outreach program has evolved into a powerful relationship-building tool:

- Individual Client Updates: Personalized videos highlight client progress and joy, ending with a referral request. Responses have been consistently positive.
- Group Appreciation Videos: Clients express heartfelt gratitude to case managers, with personal thank-you messages, by including supervisors, we've seen an overwhelmingly positive response, including an endorsement from Dee at ITC, who shared our videos with upper administration.

This approach reflects our dedication to balanced communication, celebrating successes alongside addressing critical incidents. It has strengthened our partnerships with MCOs and fostered a collaborative dynamic.

## Social Media:

Our expanded social media strategy highlights the heart of AmeriServe:

- Showcasing Values: Regular posts celebrate clients, employees, and our commitment to the community.
- Community Engagement: By tagging local partners like MCOs, Vala's Pumpkin Patch, Vision Care Clinic, and Jennie Ed's Pink Out Day, we have demonstrated collaboration and expand our reach.
- Boosted Awareness: Increased Facebook inquiries reflect growing interest in AmeriServe's services and our reputation within the community.

## Content Strategy:

Content remains central to our outreach, with 32 blog posts published to date and a goal of two new posts weekly. Each is carefully crafted to:

- Attract Families: SEO-optimized articles cover topics like client milestones, program impact, and guardianship guides.
- Maximize Visibility: Posts feature up to 20 targeted tags (e.g., *Best Disability Services in Iowa*) and metadata-enhanced images to improve searchability.

This strategy positions AmeriServe as a trusted resource for families seeking disability support.

## New Outreach Materials:

We've developed a new handout for events like farmers' markets and school fairs. This resource:

- Provides a clear guide for guardians on transitioning to adult services.
- Answers frequently asked questions about AmeriServe's offerings.
- Directs families to our website and team for further support.

This practical tool ensures families feel informed and empowered to take the next step.

Together, these efforts embody our commitment to impactful communication, community integration, and the continuous celebration of the lives we touch. Here's to another year of building connections and changing lives!

# A Year in Review, with Residential

As we approach the end of the year, the Residential Program takes a moment to reflect on the growth and opportunities we've experienced. This year, we have expanded our capacity to serve up to 68 individuals, including the opening of our first residential home in Clarinda - our first location outside of Council Bluffs!

We've also made significant strides in restructuring our organizational framework, optimizing our resources, and enhancing team efficiency. This shift has allowed for stronger, more meaningful relationships between clients and team members.

Our focus on empowering clients has led to six individuals successfully transitioning from our residential services to a lower level of care within other parts of AmeriServe. These successes are a testament to our ongoing commitment to supporting the clients as they become the hero's of their own stores.

In addition, we've welcomed several new CSCs and PCs to the team, who have excelled in providing much-needed support at our locations. As we look ahead, we're excited about expanding further, with plans for a new location in Shenandoah to better serve individuals in that region.

As we reflect on all we've accomplished, we eagerly anticipate the opportunity the new year will bring. We will continue to face each challenge with resilience, striving for even greater success in the year to come.

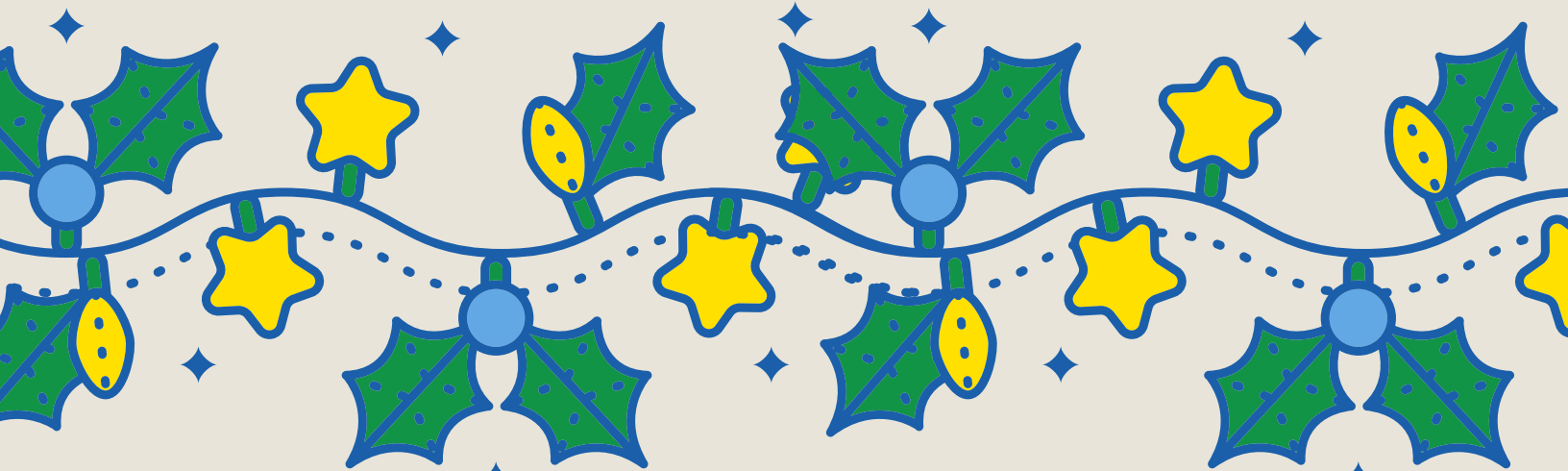




# A Year in Review, with Dayhab

AmeriServe Day Hab has been thriving throughout 2024. The team members have worked very hard to keep everyone busy as they head out into our community daily. Day Hab strives to integrate all the individuals as they coach and cheerlead all clients to participate to the best of their abilities. Day Hab has added 2 new volunteer activities in the mix this year which has made great opportunities for the clients we serve to participate in activities they may not have otherwise as well as encourages choice when planning each week for the following week's activity schedule. This year from January-October our individuals have participated in 21,913.5 hours in the community as they choose types of activities such as shopping, visiting parks, Nebraska University, horse ranches, movie theatres, and petting/drive thru zoos just to name a few. The clients also participated in a total of 4,477.5 hours of volunteer work with places such as Impact Hill, Heart Ministries, Meals on Wheels, Council Bluffs Public Library, and Trail Blazers.

The AmeriServe Leadership Team is a small group of dedicated individuals who lead, train, coach, and support their team members as well as clients in each location to be the best leaders they can be. The Day Hab team has worked very hard to grow over the last 3 years and has almost reached triple digits in client attendance numbers. At the beginning of November 2024, Day Hab had 99 clients enrolled in Day Hab. December may finally be the month we hit our goal of exceeding our goal. We can't wait to see what 2025 will bring!!



# **Expands and Enhances Services: A Focus on Growth and Training**

ASI II continue to experience significant growth and development, highlighted by adding new clients, upcoming potential expansions, and team training and development enhancements.

At the most recent Advisory meeting, Lead On reported adding two new clients, bringing their total to 22 clients across 8 locations. The company is poised for further growth with six potential moves shortly, which is expected to result in the addition of 2 more new locations. This expansion reflects Lead On's ongoing success in delivering tailored services to its clients and increasing its reach.

Meanwhile, Hourly, which continues to progress in client acquisition, has added six new clients since the last Advisory meeting. This brings Hourly's total client base to 50 clients, and with three potential new clients in the pipeline, the company anticipates continued growth in the coming months.

ASI II is also focused on strengthening its internal operations. To that end, one new supervisor has been added to Hourly's team, ensuring enhanced oversight and support for the expanding client base.

Additionally, the organization is investing heavily in staff training and development. Since the last meeting, ASI II has successfully incorporated Mandt Training, with the final phase of the rollout set to be completed soon. This training aims to equip staff with the skills to manage challenging situations and build stronger, more effective client relationships. ASI II has also introduced Medication Manager training, which will play a crucial role in enhancing the skills of direct support team members and ensuring that they are well-prepared to handle the specific needs of clients who require medication assistance. The focus on client acquisition and employee development positions ASI II for continued success in providing high-quality services. As the company grows and evolves, an increasing emphasis is placed on ensuring that team members are equipped with the skills and knowledge necessary to provide excellent care and support to clients.





# Employee Appreciation Winners



Amanda Fischer



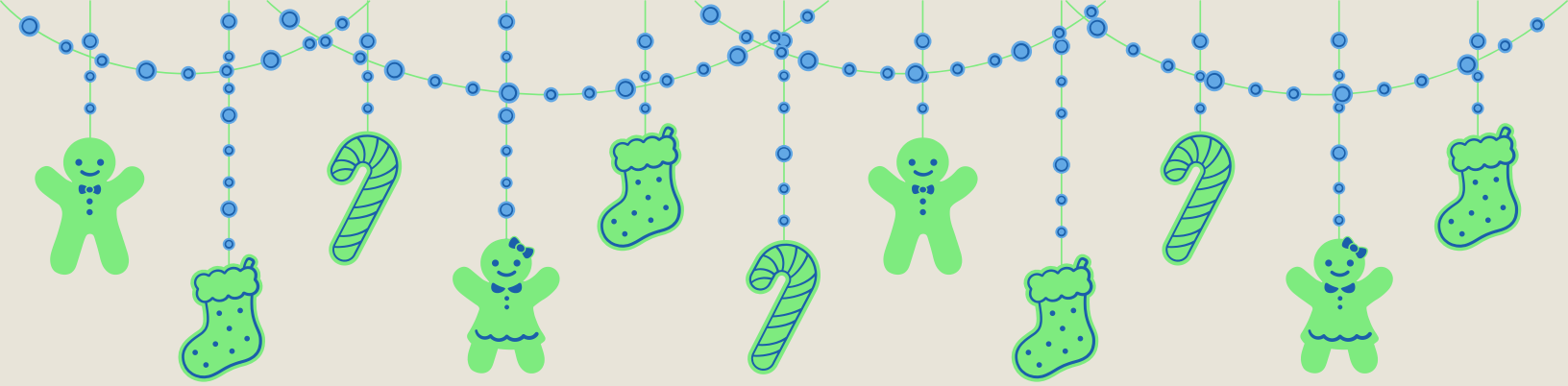
Chandler Schlotfeld



Veronika Finck



Laura Freeman



# Employee Appreciation Winners



Alex Peterson



Pat Ring



Amber McDowell



Briana Travis



# Employee Appreciation Winners



Demetrious Wilson



Patrick Major



Joanne Osborne



Faith Vanhorn

# Employee Appreciation Winners!



Lisa Gaunt



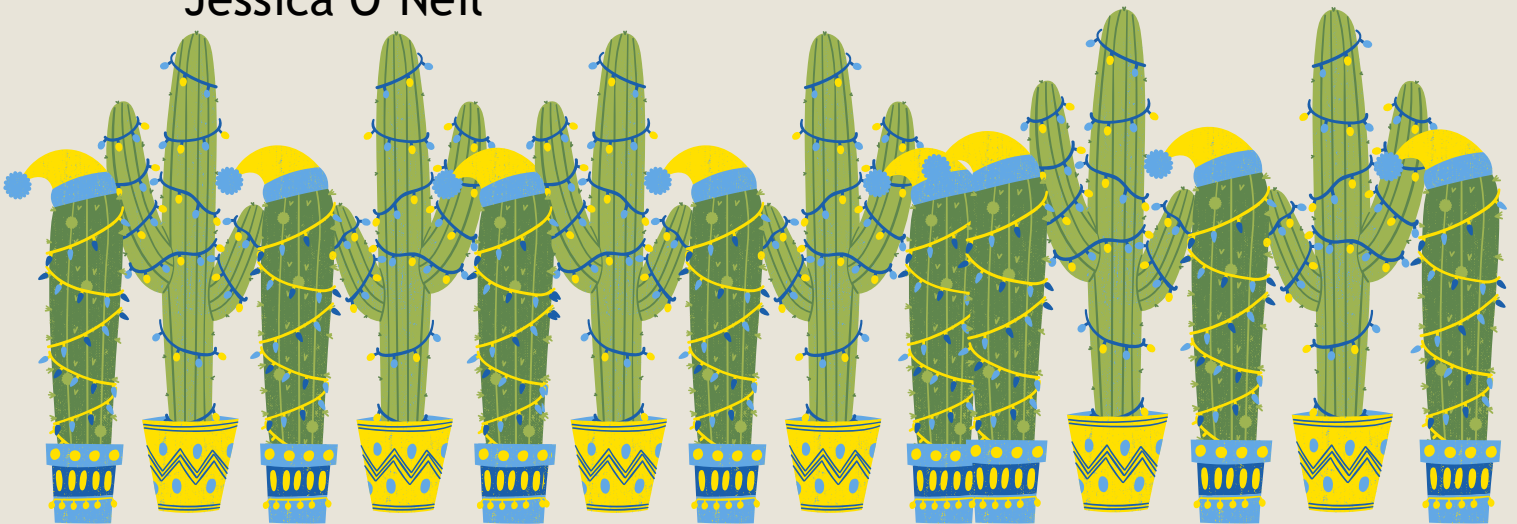
Malcolm Wolfe



Jessica O'Neil



Patty McCurry



# ASI Cookbook Recipe of the Month!

## Cheesecake Deviled Strawberries

### Ingredients:

- 1 pint fresh strawberries
- 8oz softened cream cheese
- 1/2 cup powdered sugar
- 1 TSP vanilla extract
- 1/4 cup graham cracker crumbs



### Directions:

#### Prepare the strawberries:

- 1.) Wash strawberries and pat dry.
- 2.) Use a paring knife, hull the strawberries by cutting off the green stems and creating a small hollow in the center of each strawberry. (Be careful not to cut through the bottom of the strawberries).

#### Cheesecake filling:

- 1.) In a medium-sized bowl, beat the softened cream cheese until smooth and creamy.
- 2.) Add the powdered sugar and vanilla extract, continuing to beat until well combined. The filling should be smooth and slightly fluffy.

#### Filling the strawberries:

- 1.) Using a piping bag or small spoon, fill each hollowed out strawberry with the cream cheese filling. (Be generous with the filling, allowing it to slightly overflow from the top of the strawberry for an appealing look.
- 2.) Once the strawberries are filled, sprinkle the tops with the graham cracker crumbs.

#### Serve:

- 1.) Chill the strawberries for at least 30 minutes.
- 2.) Remove and serve!

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