

The Peoples Press

February 2025
Newsletter



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

Honks!

Baylee Ruffcorn for demonstrating to a house team member how to assist with a client's personal care task within the home. -Sammie M.
Alex Tison for always being there for me and encouraging me to do my best. -Michelle H.

Michelle Miller, Tracie Burton, Mallorie Britt, Arbay Unle, and Randii Logue for having perfect program documentation on Therap and MAR, there were no mistakes! -Misty F.

Angela Belt for helping make my transition to the home much easier by being willing to help with client and house tasks such as, appointments, providing last minute rides to Dayhab, and putting household items together. -Sammie M.

Amanda Fischer for helping with all the communications with a clients appointments. -Kelly W.

Stephanie Cox and Jennifer Guyett for picking up shifts. -Heather H.
Wendy Lapel-McIntosh for taking Mandt. -Andi T.

Have Honks to give? Send an email to Btravis@ameriserveintl.com or bhargens@ameriserveintl.com.

Don't see your honks recognized here? Check the lobby monitor system at the front desk the next time you are in the office!

Honks!

3612 team members for working together as a team. -Michelle H.
The accounting department for covering various tasks while I was on leave, and they did a great job! -Chelsea A.

Jessica O'Nea;, Sierra Haddix, Lura Miller, and Laura Freeman for working hard with a client and coaching to get prepare for apartment inspection. -Heather H.

Lead-On CSCs for their ability to successfully transition people from residential into their program. -Jim W.

Deana Blunt for always ensuring her spend downs are completely done with lots of time to spare. -Amber S.

Kilene Lyons for all her hard work on additional tasks she has done. -
Michaelle D.

Amy Kasperbuaer for being flexible and covering various transportation routes. -Kilene L.

Courtney Walker for flexibility with transportation. -Isaiah M.
Zamzam Abdi for always communicating with Dayhab 1133 (South) when clients have appointments as well as the time. -Veronika F.
Jaymee Talcott, Baylee Ruffcorn, and Brenna Livingston for always advocating for clients. -Becky H.

Isaiah McGrone for always following up and asking questions about client progress at Dayhab as well as amazing communication. -Veronika

Rhonda Baldwin for helping a client fill out important paperwork. -Sam
Paul Menking for being flexible. -Diana S.

Zamzam Abdi, Deana Blunt, and Sammie McQuinn for continuing to complete their daily documentation audits. -Amber S.

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Honks!

Kevin Conn and Erin Jones for ensuring a client move happened at a last-minute request. -Ashley P.

Lisa Gaunt for always being on top of reviewing and ensuring any corrections are made on annual paperwork packets. -Briana T.

Michelle Hagelstein and Lisa Hagan for their continued development and taking on nuanced role with the CSC roles. They have taken on extra responsibilities behind the scenes related to development and “seeing the bigger picture” of HCBS. -Alex T.

Torre Childers for bringing great data to a client meeting and presenting it very professionally and assisted with coming up with a plan going further. -Becky H.

Alondra Ibarra for helping me with getting the house ready for a new client, changing rooms, and steam cleaning carpets etc. -Lisa H.

Jamie Kleckner for advocating for clients. -Kelly S.

Annie Jackson for great communication. -Chaslyn B.

Chloe Nichols and Donald Blakeman for being flexible. -Isaiah M.

Honks to Derek Sellers and Dianna Humphrey for asking great questions during documentation Con-Ed. -Briana T.

Robin Ganske as she works on arranging and cleaning of the new dayhab/office in Clarinda. -Eric S.

Jeff Manzer and Hannah Evers for great work following up on Single Case Agreements together. -Chelsea A.

Michael Graham for always having a positive outlook when he comes up to the office and having great interactions with clients. -Briana T.

Michaella Davis at Dayhab for coaching her team on completion of documentation (achieving good results). -Jim W.

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Honks!

Shelley Seaman, Alex Tison, and Robin Ganske for joining the NEC Task Force. Their assistance with converting the NEC information over into the Moodle app is an important goal of the company. -Jim W.

Jessica Baxter and Alondra Ibarra for their ability to make scheduling needs met at their locations despite suffering from sudden open shifts. -Alex T.

Tiffeny Holdtwalker for jumping in and helping get ASI merch put away last week. -Briana T.

Becky Hargens for taking immediate action with a Dayhab issue. -Robin G.

Lisa Gaunt, Tonya Carroll, Briana Travis, and Tyna Anderson for their support of some Dayhab processes that are getting structured. -Jim W.
Torre Childers and Kilene Lyons from Dayhab getting ASI Plans and PNPs turned into Lisa for review. -Briana T.

Mary Hess for learning quickly and showing initiative with her tasks. -Chaslyn B.

Paul Menking and Chloe Nichols for their support with transportation for locations due to call ins. -Isaiah M.

Vicki Reed and Kelly Wiezorek for helping prep an apartment. -Sam B.
Christian Soria and Dianna Humphrey for picking up extra hours. -Isaiah

Dani West for handling an issue in a clients apartment and communicating with the CSC and remaining calm and professional. -Heather H.

Lura Miller for talking about concerns for a client and trying to ensure she is doing the correct thing. -Kelly W.

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Honks!

Alyssa Thiles for being flexible and picking up overnight shifts when 1114 needs help. -Lisa H.

Alondra Ibarra for helping Dayhab out and being understanding when it comes to van shortages. -Veronika F.

Dianna Humphrey, Christian Soria, and Rachael Prinzing for picking up extra hours. -Diana S.

Dayhab 215B for consistently being on top of their documentation. -Michaela D.

Dennis Stolz for being on top of lead duties and leading by example. -Isaiah S.

Julia Guilliams for being a strong LCSR and stepping up on her weekends on-call. -Lisa H.

2815 team members for all the hard work they do. -Sierra R.

Mollie Champlin for bouncing back and forth from 1114 to 213 and providing excellent care. -Lisa H.

Client Honks!

Chad O. for always being willing to help a peer. -Veronika F.

Kaleigh G. for helping take the trash out. -Veronika F.

Colette B. for helping with chores around her home. -Misty F.

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Client



Claire D.

We are thrilled to introduce Claire, one of the newest members of the AmeriServe DayHab family! Claire joined us in September 2024 and has quickly become a bright presence in our program. She recently moved to the Council Bluffs Metro area with her host home provider and has been embracing this exciting new chapter of her life with enthusiasm and positivity.

Claire's bubbly personality and social nature make her a joy to be around. She has a natural ability to connect with others and has already built meaningful friendships with her peers. Whether she's engaging in conversations, participating in group activities, or lending a helping hand, Claire's uplifting spirit shines through.

One of Claire's biggest passions is arts and crafts. She loves expressing herself through creative projects and enjoys anything related to fashion, hair, and makeup. She dreams of one day working at a dog shelter, where she can combine her love for animals with her compassionate nature.

Claire has enjoyed her time at AmeriServe DayHab so much that she recently added more days to her schedule! Her eagerness to participate and her positive attitude make her a wonderful addition to our community. We are so excited to see her continue to grow, explore new interests, and build lasting friendships.

Welcome to AmeriServe, Claire! We're so happy to have you here and look forward to supporting you on your journey.

Celebration of Life



Steven G.

In loving memory of Steven, a cherished member of our Dayhab family, who began his journey with us in 2019. Steven was a bright sociable presence, always connecting with his friend and team members with a smile and a kind word. His warmth and friendly spirit left an indelible mark on all who knew him. Steven has a unique way of showing his independence and personality. He loved to proudly write out his name and address, often sharing it with the team to showcase his skills.

His passion for life was evident in the activities he enjoyed - whether it was marveling at airplanes, spending time with animals on outings, or expressing his creativity through painting.

A collector at heart, Steven was especially fond of his ever-growing coffee cup collection, often picking up new additions from around the community. Every morning, he enjoyed his cup of coffee at home, and at Dayhab, he would look forward to his favorite root beer-flavored water.

Steven had a deep love for music. Whether it was listening to his records, tuning into the radio or singing karaoke he always found joy in melodies. His enthusiasm extended to his love for football- he was a passionate fan of the Cornhuskers, Hawkeyes, and Sooners, and was always ready to talk about his favorite teams.

Although faced with challenges that paused his Dayhab attendance, his return was nothing short of a celebration. He returned with a familiar enthusiasm - greeting everyone by their nicknames and asking for his root beer packets and water, and walking and talking with ease, as if he'd never missed a day.

Steven's resilience, warmth, and sense of humor will always be remembered, and his memory will continue to bring smiles to all who had the privilege of knowing him. He will be deeply missed, but forever in our hearts.

Client Birthdays

Nicholas A.

Giovanni B.

Collette B.

Meadow C.

Rhonda E.

Kaleigh G.

Roger G.

Heaven H.

Ryan H.

Joshua H.

Annabel K.

Kasey L.

Johanna L.

Kami P.

William T.

Sarah T.

Stephen W.

Sam Y.



Power of Proof

Calvin's Dedication to Education

Calvin has taken a significant step toward personal growth and development by deciding to return to school to earn his GED. This decision reflects his commitment to bettering himself and pursuing new opportunities. Each week, Calvin demonstrates remarkable dedication to his goal. He has adjusted to the demands of being back in school by diligently working on his homework and setting aside time to study.



Calvin M.

Despite the challenges that come with returning to an academic environment, Calvin has remained focused and determined to stay on track. His hard work and perseverance are evident in the consistent effort he puts into his studies, showcasing his resolve to succeed.

Calvin's journey back to education is an inspiring example of resilience and determination. It proves his ability to overcome obstacles and strive toward a brighter future.

Power of Proof

Kami has dedicated herself to preparing for her new guinea pig, her commitment to ensuring that everything is in order is evident. She took the time to carefully research all aspects of pet care, from understanding ongoing costs to gathering the necessary supplies. Over the span of a week, she compiled a detailed list of what would be required, paying close attention to the specific needs of a guinea pig.



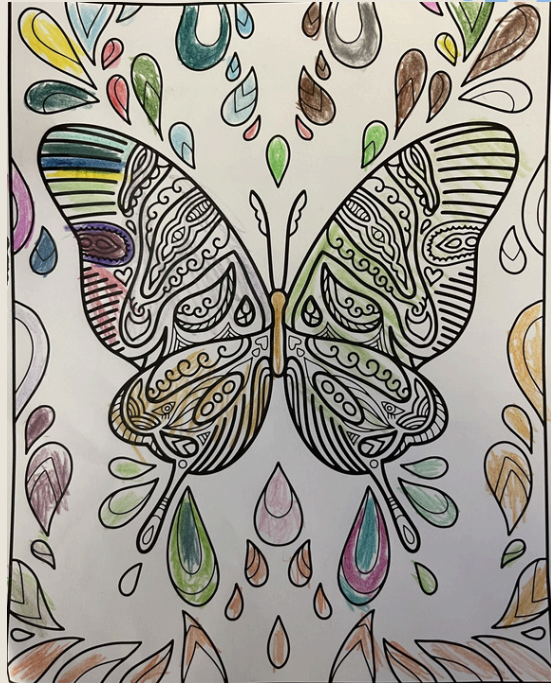
Kami P.

Kami had the opportunity to go shopping for all the essentials. She carefully selected everything from bedding to food and toys, making sure her new pet would have everything it needed for a happy and healthy life. The next day, Kami prepared the guinea pig's cage, setting up a cozy, safe space for her new companion. The excitement peaked as she went to pick up her guinea pig, marking the culmination of all her hard work.

Client Creativity



Vicki L



Brian E



Javier L

Welcome!

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

Abby Merritt
Abdelaziz Hasan
Betty-Jean Holt
Cynthia Whitehill
Ericha Seifert
Gregory Yates
Jaii Brown
Kimberly Burton
Lisa Barnes
Mary Hess
Nyagoay Bel
Phoebe Alexander
Scotty Delezene
Virginia Larson
Wilber Lorenzo-Solis



Team Member SPOTLIGHT

Derek officially joined Ameriserve on July 7, 2024. In the six months since the beginning of his employment, he has made a remarkable and lasting impact on both our clients and his fellow team members. His commitment to professional growth is evident in his consistent willingness to participate in additional training opportunities, where he has not only shown enthusiasm but also a keen ability to absorb and apply new knowledge.



Derek Sellers

Facilitators have praised Derek for his aptitude in effectively integrating the information he learns into his daily interactions with clients, which has further strengthened the relationships we value with them.

In addition to his professional development, Derek has demonstrated impressive personal growth as well. He has proactively set clear, measurable goals for himself and has already successfully accomplished one of them—saving money for the purchase of a new car. This achievement reflects his determination, discipline, and ability to follow through on commitments, traits that have undoubtedly contributed to his success thus far.

We are truly grateful to have Derek as a part of our team. His positive attitude, dedication to both his personal and professional growth, and the impact he has had on our company make us excited to witness the many more accomplishments we are confident he will achieve in the future.

Team Member Goal Achievements

Caydan Retzalff for getting promoted to Lead Client Service Representative!

Madison and Timothy Hanna moved into a new house!

Danielle Coverdill moved into a new house!

Chaslyn Bryant moved into a new apartment!

Rachael Prinzing and Ayrallynn Munro bought a new car!

Katelynn Jordan has successfully achieved her time management!

Caydan Retzalff for graduating with a Bachelor of Science Degree

ASI Birthdays!

February 1st: Eric Seitz and Wanjang Tut

February 2nd: Chandler Schlotfeld

February 3rd: Abby Merritt

February 8th: Malcolm Wolfe

February 13th: Jerard Lenihan

February 16th: Jannessa Gray and David Petersen

February 20th: Mollie Champlin

February 21st: Hope Reichart

February 22nd: Chelsea Acosta and Kimber Renk

February 26th: Cristina Swift

February 27th: Adan Iniguez Rios

February 28th: Tonya Carroll and Sammie McQuinn

ASI Anniversaries!

David Petersen 2/21/2011 (14 years)

Amanda Fischer 2/12/2016 (9 years)

Robin Ganske 2/12/2018 (7 years)

Joanie Renk 2/5/2019 (6 years)

Michelle Hagelstein 2/9/2022 (3 years)

Brandon Johnson 2/23/2022 (3 years)

Kyle Payne 2/25/2022 (3 years)

Hannah Evers 2/13/2024 (1 year)

Laura Freeman 2/13/2024 (1 year)

Carolyn Lewis 2/14/2024 (1 year)

Nykhia Miller 2/14/2024 (1 year)

Madison Hanna 2/14/2024 (1 year)

Shifatul Shafin 2/15/2024 (1 year)



Upcoming Events in the Community

February 4th
Adult Board Game Night
Council Bluffs Public Library
6:00 to 8:45pm

February 8th
The Riverfront Seed Share
900 Farnam St
12pm-2pm

February 7th
Winter Soups Class
Wenday's Bakery
5:30 to 7:30pm

February 8th
V-Day Cookie Decorating
Class
Nebraska Brewing Company
2pm-4pm

February 9th
Community V-Day Party
Cookies and Card making
149 W Broadway
1pm-3pm

February 10th- 28th
Drop In! 3D Printing
Council Bluffs Public Library
2:00 to 4:00PM

February 10th
Drop In! Potato Chip Candy
Council Bluffs Public
Library/Tree House Room
2:30 to 3:45PM

February 10th
Adult Coloring Club
Council Bluffs Public Library
6:30 to 8:00PM

February 12
Creative Movement with
Motion Works Dance
Council Bluffs Public
Library/Meeting Room A
10:30 to 11:00am

February 14th
Valentine's Dinner for Single
Moms and Their Kids
Citylight West CB Church
6:00 to 7:30PM

February 14th
Music Bingo
Guy Fieri's Kitchen and Bar
7:00PM

February 15th
Antarctic Dinos Opening Day
Party
Durham Museum
10am-2pm

February 18th
Free Game Night
Spielbound
3229 Harney St
6pm-10pm

February 21st-23rd
Carden International Circus
Mid-America Center

February 23rd
Chili Cookoff
Full Fledged Brewing
Company
1pm

February 25th
Bingo Night
Freddy's Frozen Custard &
Steakburgers CB
5pm-8pm

February 27th
Pinterest'd In: Paper Quilling
Basics
Council Bluffs Public Library
3:30 to 5:00pm

February 27th
Intro to Heat Transfer: Puzzles
Council Bluffs Public Library
6:30 to 8:00pm

Other activities all through out
the month!:

Local High School and College
Basketball Games

Lancers and Omaha Supernova
Games

Ice Skating Ribbon in Downtown
Omaha

Dance competitions at Mid-
America Center

Continuing Education Disability Diagnosis Series: Bipolar Disorder

Introducing Our New Con Ed Disability Diagnosis Series

At AmeriServe, we are dedicated to equipping our employees with the knowledge and tools needed to deliver the highest quality of support and care to our clients. This year, we are excited to launch a new Continuing Education (Con-Ed) series designed to enhance the understanding and skills related to specific diagnoses.

Each session in this series will focus on a particular diagnosis, covering key topics such as:

- Understanding the diagnosis: A thorough overview of the condition.
- How it presents in our clients: Real-life examples and key symptoms.
- Best practices for support: Effective strategies for assisting individuals with this diagnosis.
- Additional resources: Information on where to access further learning with resources.

This initiative reflects our belief that knowledge empowers us to improve care, strengthen relationships, and create a more compassionate, understanding environment for our clients. By deepening our knowledge of the challenges our clients face, we can enhance the quality of care we provide.

Launching in February: Bipolar Disorder

We are excited to announce that the first class in this series will take place in February, focusing on Bipolar Disorder. This session will offer valuable insights into:

- The various types of Bipolar Disorders and their distinct characteristics.
- How mood fluctuation can affect daily interactions with clients.
- Techniques for supporting clients during both stable and unstable periods.
- Practical strategies to promote positive outcomes and foster client independence.

The class will include interactive discussions, client-centered perspectives, and hands-on exercises to ensure a dynamic learning experience.

Why it matters:

Gaining a deeper understanding of our clients' challenges allows us to provide more effective and meaningful support. By participating in these classes, employees will not only enhance their professional expertise but also strengthen the essential connections that form the foundation of our work at AmeriServe.

We are eager to begin this educational journey and look forward to seeing you at our first class in February. Stay tuned for sign-up details, and let's make 2025 a year of growth, learning, and enhanced support for our clients.

ASI Cookbook Recipe of the Month!

Hot Cocoa Poke Cake

Ingredients:

- 1 15.25-ounce box of chocolate cake mix (plus ingredients listed on the box).
- 1 7-ounce jar of marshmallow creme.
- 2 TBSP water.
- 1 11.25 ounce of chocolate fudge sauce.
- 1 8-ounce tub of whipped topping thawed.
- 2 packets of hot chocolate mix (1/4 cup) .
- 1 1/2 cups mini marshmallows.
- 2 TBSP mini chocolate chips



Directions:

1. Prepare the cake mix per box instructions. Utilize a 9x 13 pan. Allow cake to cook to room temperature.
2. Use the handle of a wooden spoon to poke rows of holes into the cake, about 1 inch apart.
3. Add the marshmallow creme and water to a microwave-safe bowl and microwave for 20 seconds. Mix until well incorporated. The marshmallow creme should be a pourable consistency. If it is too thick to pour, microwave for an additional 10 seconds and stir well.
4. Pour the marshmallow creme over the cake. Use a rubber spatula or the back of a spoon to spread the marshmallow and press it down into the holes.
5. Heat the chocolate fudge sauce according to the directions on the jar. Spread the chocolate sauce over the top of the cake. Allow fudge sauce to cool.
6. Add the whipped topping and hot chocolate mix to a medium bowl and gently fold until well combined.
7. Spread the chocolate whipped topping over the cake and refrigerate for at least an hour to allow the flavors to meld.
8. When ready to serve, sprinkle the mini marshmallows and chocolate chips over the cake, slice and enjoy.

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