

The Peoples Press

May 2025
Newsletter



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

Dianna Humphrey for being an outstanding team player and diligently upholding the policies and procedures manual. -Andi T.

Greg Scott for always being available to talk to clients and assist them as they cope through situations as well as always communicating with Dayhab about clients he supervises. -Becky H.

Nancy Cintron, Kathy O’Neil, and Lorie Wilcoxson for moving to several different locations on short notice. -Greg S.

Amber McDowell and the entire Hourly Leadership team for assisting with a client move. -Jim W.

Tiffeny Hodtwalker for her dedication to maintaining a safe and clean workplace. She has great communication skills and her swift action during an unexpected situation truly made a difference. -Andi T.

Jessica Rea and Zamzam Abdi for accepting last-minute changes to their locations. -Ashley P. and Amber S.

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!

The Hourly Team for their work with a client transitioning from Hourly to Residential and making it as smooth as possible. -Ashley P.

Wendy Lapel-McIntosh for showing concern and support for team members. When you attend ASI Way Graduation to support team members it means more to them than you know. -Andi T.

Hannah Evers for taking initiative on a client eligibility issue. -Chelsea A
Gina Smith and Lisa Gaunt for their continued effort in auditing MARs and reporting issues. -Briana T.

Paul Menking and Dustin Belt for being flexible team players in helping out with an Hourly Project! We appreciate the willingness to be flexible. -Amber M and Jim W.

Laura Freeman for always going above and beyond and communicating about client needs and issues in the field. -Amber M.

Amanda Moss for doing an excellent job as a lead while the CSC was off. -Lisa H.

Patricia McCurry for being very receptive during Con-Ed. -Kyle C.
Culture Task Force (Sam Baldwin, Becky Hargens, Kilene Lyons, Amber McDowell, Isaiah McGrone, Ashley Partridge, Breanne Rea, Diana Sharp, Briana Travis, Megan Travis, and Jim Westphal) for all the work that they do, and all the things that are being done in the background. -Ashley P.

Jeff Manzer for covering FIRs for a whole day while a team member was out. -Chelsea A.

Culture Taskforce for working with Maintenance to get the mission statement up in the Con-Ed room. -Eric S.

Hannah Evers for following up on several attempts to get back payment that we were owed. -Chelsea A.

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Honks!

Patty Boules for adjusting her schedule to cover an overnight call-in. - Lisa H.

Jose Garcia for driving to Council Bluffs from Clarinda in one day to ensure a client received the services and care he needed. -Adan I.R
Kilene Lyons, Kayla Davis, Bre Rea, Dawn Sheppard, Torre Childers, and Veronika Finck for getting MAR lists for the community clients so we can properly track this for CARF. -Bri T.

Adan Iniguez Rios and Sam Rasor Buesing for ensuring a client got the care he needed. -Eric S.

Amber McDowell for helping with core documents when help is needed! -Diana S.

Artayvia Dunlap for always being willing to adjust her schedule (coming in early, switching days) to meet the needs of the location. -Gina S.

Chaslyn Bryant for showing me how to do work on a program for a school assignment. -Diana S.

Ashley Partridge for always assisting with coverage at 3230. -Gina S.

Dianna Humphrey for providing excellent coaching with clients as well as picking up hours to ensure coverage is met. -Diana S.

Kari Cook for always including clients, ensuring transportation, and communication with appointments as well as any changes. -Samantha B.

Alexandra McClelland for spending the extra time 2-3 times a week for making a complete homemade dinner meal (including dessert) for the evening shift. -Gina S.

Wendy Lapel-McIntosh as she is always ready and willing to accomplish tasks that can become chaotic. -Andi T.

Lisa Hagan and Alex Tison as one of their team members sang their praises about training and communication. -Andi T.

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Honks!

Jessica O'Neal for picking up extra shifts to ensure client's needs were met and that they could attend activities. -Sam B.

Veronika Finck for all of your help. -Jan C.

Samantha Baldwin for always being the rock and one of the OG's -
Amber M.

Torre Childers for always caring about all of us. -Jan C.

Diana Sharp for always being flexible and helping everyone when needed. -Amber M.

Katie Wright for helping out at 2428 and covering for me while I was on PTO. -Corina G.

Veronika Finck for doing a great job with daily client schedules and adjusting classes as needed. -Becky H.

Rhonda Baldwin for always going above and beyond expectations and being a rock for the clients. -Sam B.

Jan Clap for creating meaningful relationships with all clients you work with and always smiling even when days are difficult. -Becky H.

Great Job to the Lead-On Department, when I see the clients, they always appear to be happy. Something is working on their side! -Corina

Amber Scangarello for helping out at 2428 when needed. -Corina G.

Laura Freeman for her continued communication about concerns. -Kelly W.

Barbara Remmen for putting together the Easter Egg Hunt for Hourly. -
Heather H.

Kymberlee Marshall for having amazing communication at the locations. -Isaiah M.

Kerigan Keefer for all of her work with a client and encouraging him to participate in activities. -Amber M.

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Honks!

Deanna Winters for always being flexible with changes and being willing to work at other Dayhab locations. -Bre R.

Jaymee Talcott for being flexible with schedule change and helping at other Dayhab locations.

Baylee Ruffcorn for always having her documentation in on time and with zero corrections.

Brenna Livingston for having great communication in regard to clients and their care. -Bre R.

Emily Rubenking for always being flexible with schedule and transportation schedule changes. -Bre R.

Tonya Carroll for becoming an instructor for CPR. -Bri T.

Client Honks!

Josh F. for advocating for his roommate, wanting him to participate in a community activities being planned through the home. -Becky H. and Kilene L.

Gio B. for using great communication and coping skills when put in a frustrating situation.

Travis B. for attending Dayhab again after being out temporarily. Honks for returning as you continue to look for a community job! -Becky H.

Josh H. for putting in the hard work to get on track to a better path in life! -Amber M.

Robert L. for trying out Dayhab and attending as scheduled. -Corina G.

Everyone who attended and participated in the Bowling Tournament! - Culture Taskforce

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Client

In mid-March 2025, Rob transitioned from the Clarinda location to 2428, and he's already making a great impression. Since his move, Rob has shown great progress—he gets along well with all his roommates and has been respectful and cooperative with his team members.



Robert L.

Rob has also started attending Day Hab, where he has received positive feedback from both staff and peers. He's expressed interest in finding a job in Council Bluffs and will soon begin exploring employment opportunities.

We're thrilled to see Rob thriving in his new environment and look forward to all that the future holds for him here at Ameriserve!

Client Birthdays

Travis B

Richard B

Danielle F

Grant G

Gudalupe G

Timothy G

Todd G

Molly M

Judy M

Chad O

Shelley O

Cole O

Kami P

James S

Nicole S

Uriah W



Welcome!

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

Viridian Rinner
Kindra Venatta
Julie Weisberg



Team Member SPOTLIGHT

Since joining Ameriserve, Amanda has consistently gone above and beyond in her dedication to the individuals she supports. She is a passionate advocate for those in her care, ensuring they receive the highest quality of service and attention. Amanda has built strong, trusting relationships with each individual, characterized by compassion, laughter, and integrity.



Amanda Moss

Recently promoted to Lead CSR, Amanda has truly excelled in her new role. She demonstrates a strong eagerness to grow, consistently embracing new responsibilities and challenges. Her flexibility and willingness to step in wherever needed—often adjusting her schedule or covering shifts—are a testament to her team-first attitude and commitment to Ameriserve's mission.

Amanda's recent support while covering on-call duties during Alondra's PTO is just one example of her reliability. She communicated proactively with her program coordinator, ensured client outings were fulfilled, and maintained high documentation standards throughout the week.

Amanda is not only a vital asset to the Residential program, but to the entire Ameriserve community. We're grateful to have her leadership and positivity on the team.

★ ASI University



Congratulations to: Abby Cavallaro, Natasha Leland, Emily Rubenking, Danielle Coverdill, Amy Kasperbauer, Erin Bartles, and Jessica Pearson for completing ASI Way!



Congratulations to: Victoria Martinez, Kerigan Keefer, Sammie McQuinn, and Alicia Mendoza for completing ASI Way!



Congratulations to: Caydan Retzlaff, Mary Hess, and Ericha Seifert for completing Coaching 1!

Team Member Goal Achievements

Annie Jackson had her baby!

Isaiah McGrone got a new car!

Rodnesia Smith-Carter had her baby!

Amanda Fischer had her baby!

Chaslyn Bryant got her boot removed!

Kerigan Keefer will be coaching a competitive cheer team!

Caydan Retzlaff got promoted to CSC!

One Quote, Big Impact

“We coach our clients
more often than we realize!

Give yourself credit!

Document it!”

**GOOD TEAMS
BECOME
GREAT ONES**

WHEN THE MEMBERS

TRUST

EACH OTHER
ENOUGH TO

SURRENDER

THE ME FOR

THE WE

ASI Birthdays!

May 5th: Gabrielle Guttierrez
May 11th: Kyle Payne
May 12th: Rhonda Baldwin
May 14th: Janelle Rolfes
May 17th: Patiang Boules
May 18th: Kristi Bos and Madison Rodriguez
May 19th: Kyla Alba and Celestina Peter
May 21st: Chaslyn Bryant
May 22nd: Jaii Brown and Djenane Lafleur
May 23rd: Cheryl Kutzli
May 24th: Ariana Sanchez
May 25th: Isabella Devine and Amanda Fischer
May 27th: Jamie Kleckner and Jessica Rea
May 31st: Katrina Tippery

*Happy
Birthday!*

ASI Anniversaries!

Holley Duncan 05/01/2006 (19 years)
Lisa Hagan 05/16/2008 (17 years)
Eric Seitz 05/09/2011 (14 years)
Torre Childers 05/06/2015 (10 years)
Katrina Tippery 05/18/2015 (10 years)
Kimber Renk 05/02/2016 (9 years)
Kassandra Jones 05/20/2016 (9 years)
Briana Travis 05/18/2018 (7 years)
Alondra Ibarra 05/15/2019 (6 years)
Breanne Rea 05/02/2022 (3 years)
Renaë Addison 05/18/2022 (3 years)
DeAnna Winters 05/17/2023 (2 years)
Donald Blakeman 05/17/2023 (2 years)
Ryan Wilson 05/03/2024 (1 year)
Danielle Coverdill 05/08/2024 (1 year)
Natasha Leland 05/10/2024 (1 year)
Kerigan Keefer 05/14/2024 (1 year)
Tiffeny Hodtwalker 05/23/2024 (1 year)
Christian Soria 05/24/2024 (1 year)
Clell Souther 05/31/2024 (1 year)

*Happy
Anniversary!*

Upcoming Events in the Community

May 6th
Clean Sweep
E Pierce Street and South 1st
4pm-6pm

May 6th
TJ vs AL Soccer
Gale Wickersham Stadium
5:30pm

May 9th
Cheers for CB Schools
100 Block
4pm-7pm

May 10th
Spring Plant Sale
Westfair Fairgrounds
8am-11am

May 10th
Pancake Man
Bayliss Park
8am-10:30am

May 10th
Celebrate CB Parade
Main Street
10:30am

May 10th
2025 Corgi Races
River's Edge
10am-3pm

May 15th
Bikes on The 100 Block
5pm-10pm

May 17th
Missouri River Cleanup
Tom Hanafan River's Edge
Park
9am-12pm

May 17th
Midwest Mini Putt
Cochran Park
1pm-6pm

May 23rd - 24th
Heartland Christian Garage
Sale
9am-3pm

May 30th
Silent Reading
Cochran Park
6pm-7:30pm

May 30th-June 1st
28th Annual Taste of Omaha
Heartland of America Park

May 31st
Bizarre Bazaar
The Mile Away
2pm-6pm

May 31st - June 1st
Spring Mystic Fest
Mid- America Center
10am-5pm

Other activities all through
out the month:

Farmers Market @ Bayliss
Park Thursdays 4:30pm-
7:30pm

Classic Car Nights @
Quaker Steak Thursdays
4pm

Omaha's Henry Doorly Zoo
and Aquarium

Joslyn Art Museum

Union Pacific Railroad
Museum

Yard Sales



Celebrate CB Parade

Ameriserve is excited to invite all clients, team members, friends, and family to the Annual Celebrate CB Parade on Saturday, May 10th!

The parade begins at 10:30 AM, and Ameriserve will be proudly participating with a themed float—we'd love to see you there cheering us on!

For the 'CB Eras' theme, Ameriserve is throwing it back to the 90s.

In addition to the parade, the community will be celebrating all week long with activities like:


A citywide scavenger hunt on May 7th

The farmers market on May 8th


A community cookout on May 9th

And several other free and family-friendly events throughout the week

Let's come together to celebrate Council Bluffs, connect with the community, and show our Ameriserve pride. We can't wait to see you there!



Continuing Education Annually Required Training



In May, our Continuing Education classes will focus on our Annually Required Training on Confidentiality and Rights Restrictions. This training is a crucial part of our commitment to upholding the values and standards of AmeriServe, and it ensures that all team members remain informed and compliant with these important subjects.

The session will include a comprehensive overview of confidentiality and rights restrictions, group discussions to promote shared understanding, and real-life examples to help apply what we learn to everyday situations.

Confidentiality and protection of individual rights are at the core of what we do. This deep dive will serve as both a refresher and an opportunity to enhance our collective understanding of these essential responsibilities.



ASI Cookbook Recipe of the Month!

Homestyle Macaroni Salad

Ingredients:

- 2 cups elbow macaroni (or approx. ½ of a 16oz box).
- 1 cup chopped red or green bell pepper.
- 1 cup finely diced celery (4 stalks/ribs).
- 1/2 cup finely diced white or yellow onion.
- 2-3 TBSP chopped green onion to garnish.
- 1/8 TSP paprika.

Ingredients for Dressing:

- 1/2 cup plain non-fat or low-fat greek yogurt.
- ½ cup homemade or store-bought mayo.
- 2 TBSP white vinegar.
- 1 TBSP Dijon mustard.
- 1 TBSP yellow mustard.
- 1/4-1/2 TSP of dried parsley.
- 1/4-1/2 TSP of salt.
- ¼ TSP of garlic powder (plus extra to taste).
- Any additional salt and pepper to taste.



Directions:

1. Cook the noodler per package directions and drain in a colander.
2. To make the dressing, whisk together the above ingredients. Pour half the dressing over the salad and chill to allow flavors to meld.
3. Stir in the chopped veggies and pour over approx. half the dressing, mixing well.
4. Steal a taste and feel free to adjust seasoning as needed.
5. Add in any extra veggies or seasonings you'd like.
6. Pop the entire bowl in the fridge, covered (along with a separate container of the remaining dressing) and allow to cool.
7. Add the remainder of the sauce just before serving for maximum creaminess.
8. Serve, and dig in!

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!