

Service Excellence Week

Celebrating the Heart of our Mission

Special Shoutouts to -

DSPs, ADH-Ps, ISPs, RCF-Ps, PSSs, House Managers, & Dietary!

Shirley Munford, Dietary - You bring structure & organization to the kitchen. Feeding a full program every day has a lot of moving pieces, & having someone who values routine & keeps things on track makes a difference! Your consistency helps create predictability for everyone around you. Thank you, Shirley, for helping keep the kitchen moving & organized!

Heidi Shafranek, Dietary - You figured out that sometimes the way to someone's heart is through their stomach, & those no-bake cookies are EVERYTHING! Food can create comfort, connection, memories, & a sense of home - you bring all of that to the RCF. Thank you, Heidi, for putting so much care into what comes out of the kitchen. And seriously, keep making the cookies!

Joseph Anspach, DSP - We are so grateful for your flexibility & willingness to help at the Olive site. Your support has been invaluable, & your dedication does not go unnoticed. Thank you for being such a dependable part of the team!

Kristal Williams, DSP - Kristal, thank you for always being willing to step in & help when needed. Your support, kindness, & willingness to lend a hand mean so much to your team & the clients. We truly appreciate you & all that you do - Happy DSP week!

Sandra Terrell, DSP - Thank you for your dedication towards our clients. You make sure that you talk with every Day Hab client every day. You strive to make a difference in each client's day. You are fun & can always make somebody laugh! Thank you for caring about our clients!

Melody Ebert, Dietary - You bring calm, stable, & genuine care to the kitchen. You make an effort to learn what each person likes & you do what you can to meet individual dietary preferences. That extra effort helps people feel known instead of simply fed. Thank you, Melody, for seeing the individual person behind every plate you prepare!

Richie Small, Dietary - You bring initiative, creativity, & humor to the kitchen. You are willing to jump in, try something, & bring some personality into the work while doing it. That combination helps make the kitchen about more than simply getting the next meal prepared. Thank you, Richie, for bringing ideas, laughter, & initiative to Dietary!

Penny Combs, DSP - Thank you for empowering clients to have a voice & make choices about their own lives. You understand that growth comes from opportunities to learn, make decisions, & gain independence, even when the journey includes challenges along the way. Your respect for each person's autonomy & your unwavering support are appreciated!

Bonnie Knowler-Husband, DSP - Thank you for being such a dependable & compassionate DSP. The kindness, patience, & dedication you bring to work make a meaningful difference in the clients. You are valued & appreciated more than you know! Happy DSP Appreciation Week!

Brynlee Dudley, DSP - We appreciate your kindness, compassion, & your eagerness to learn. Even though you just started, we know you are going to achieve wonderful things here at FRC! Happy DSP week, Brynlee!

Kathy Kendrick, DSP - Thank you, Kathy, for your dedication & willingness to step in & cover shifts whenever you're able. Your reliability, hard work, & commitment to supporting both your team & the individuals we serve are truly appreciated!

Tara Pilcher, DSP - The care & dedication you show the clients is truly inspiring. Your compassion, patience, & genuine concern for others make a lasting impact. Thank you for all that you do to help others live their best lives. Happy DSP week!

Francine Clubb, DSP - Thank you for the compassion & care you show our clients. Your compassion & care shine through all you do here at FRC. We appreciate you - Happy DSP week!

Tiffany Faris, DSP - Since you work on nights, you don't always receive recognition that you deserve. Your support, encouragement, & dedication have a real impact on the lives of the people we serve!

Nancy Gutcher, DSP - You are so pure hearted & have so much compassion for this field & it shows in your work. We are excited to see you continue to grow in your role. Keep up the great work & happy DSP week!

Toni Fosdyck, ADH-P - Your kindness, fairness, & genuine care for others help make Day Hab a welcoming place for everyone. The way you advocate for & support the clients reflects the heart you bring to your work every day. We are lucky to have you on our team. Happy DSP week!

Shannon Hall, ADH-P - Thank you for leading with kindness & patience. The care & understanding you show to every person you support create brighter days. We are grateful for your caring heart & all that you do here at FRC!

Logan Kealey, DSP - Thank you, Logan, for your willingness to step up & help others. Whether it's covering a shift or supporting your team, you can always be counted on. We're grateful to have you as part of the FRC family - Happy DSP week!

Kim Bragg, DSP - Your patience, compassion, & genuine care for others shine through in everything you do. Thank you for always giving your best & for making such a positive impact on the lives of the clients. You are truly appreciated, & we are grateful to have you on the team!

Rose Fleming, DSP - Thank you for the dedication you provide to our individuals & giving 100% even on tough days. Your hard work does not go unnoticed. Happy DSP week!

Jeffery Dommer, DSP - Thank you for your hard work, dedication, & the positive impact you make every day. We truly appreciate all that you do! We are grateful to have you as part of the team & value the difference you make at FRC. Happy DSP Appreciation Week!

Nita Songer, DSP - Thank you for everything you do for the clients. Your work shows how compassionate & dedicated you are. Your work does not go unnoticed. Happy DSP week!

Marilyn Visser, DSP - You are a great team player & your communication with clients & coworkers is appreciated. Thank you for your commitment, having a positive attitude each shift, & assisting the clients we support to help them live their best lives!

Connie Moore, DSP - You have built positive relationships with all the clients in Hourly & have shown them that you are there to help. You have assisted the clients with growing & developing strategies to help with their goals. Thank you for all you do!

Lacey White, DSP - Thank you, Lacey, for the positivity & encouragement you bring each day. Your upbeat attitude makes a difference to those around you & helps create a welcoming, supportive environment. We appreciate you & all that you do! Happy DSP week!

Stacy Jordan, House Manager - Thank you for everything you do for the clients at the Court St. house. You are a dedicated DSP & it does not go unnoticed, that's for sure. You are always willing to pull together when needed. Keep up the great work. Happy DSP week!

Linda Denham, House Manager - Thank you for what you do each day for the Jefferson St. clients. You are a great advocate & have compassion in what you do. You are doing great! Happy DSP week!

Addison Grade, ISP - You understand the value of structure, especially when life around someone may not always feel predictable. You bring organization & consistency to Ottumwa IRSH & have a natural instinct for helping create a plan when things feel scattered. Structure is not just about keeping things organized, it can help people know what comes next & feel safer taking the next step. Thank you, Addison, for bringing that steadiness to the work.

Sherry Spain, PSS - Thank you for the genuine warmth you show when working with participants at Washington CHOICES & the initiative you've taken in organizing fun, inclusive activities. Over the years you have faced many changes in your role & through all of that, you remained consistent - allowing a safe space for people to come, to learn, to unwind, & to grow!

Ashley Hagstrom, ADH-P- Your compassion & caring nature shine through in everything you do. The kindness & support you show each day make such an impact. Thank you for the heart you bring to work. Keep being amazing & happy DSP week!

Nicole Rowland, House Manager - Thank you for the dedication, care, & hard work you bring to the Bloomfield site each day. Your commitment to supporting others impacts the clients in positive ways. We appreciate you & are grateful for all that you do for the clients!

Aubry Escalera, House Manager - Thank you for helping the individuals plan activities for the upcoming months & getting them involved with the community. Thank you for going the extra mile. Happy DSP week!

Donna Dobson, ISP - You understand that recovery is also about learning how to enjoy life again. Whether it is fishing, cooking out, or simply spending time together, you create opportunities for people to experience connection outside of the hard stuff. Some of the most meaningful skills are built while simply doing life alongside someone. Thank you, Donna, for making room for those ordinary moments that can mean so much.

Desiree Osier, RCF-P - Thank you so much for your compassionate heart. You bring us a growth mindset that translates to our clients. The clients love when you are working because they feel safe, heard, & cared for. You bring joy, humor, & FUN to the RCF. You remind everyone that meaningful support can include laughing, being silly, & genuinely enjoying time together. There is something special about someone who can bring lightness into an ordinary day. Thank you, Desiree & happy DSP week!