

Service Excellence Week

Celebrating the Heart of our Mission

Special Shoutouts to -

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

Kelly Neal-Sloan, Residential Tech - Thank you for always being willing to step in & support your coworkers & do whatever is needed to help the team succeed. Your teamwork & dedication are greatly appreciated!

Bryan Sissel, Residential Tech - Thank you for communicating clearly, listening thoughtfully, & helping everyone stay on the same page!

Alice Lindsey, Residential Tech - Thank you for your hard work, positive attitude, & your commitment to helping others. Your efforts make a difference!

Haley Felkins, Residential Tech - Your dedication, compassion & willingness to go above & beyond do not go unnoticed. From your creative journals to the job board, your creativity shines!

Jacob Konkler, House Manager - Thank you for helping out in other areas while we get new clients into North C! Also, thank you for being so flexible & working collaboratively with me & the rest of the team as we navigate a new schedule for North C when clients arrive as well as working different shifts at different areas right now!

Emily Keck, House Manager - Thank you for the incredible dedication & support you provide! As a House Manager, you do so much more than oversee a home. You create a safe, welcoming environment, support the team, & help ensure clients have opportunities like anyone else. Your hard work often happens behind the scenes - we see it! Thank you, Emily, for all that you do!

Kathy Kamerick, Residential Tech - Thank you for the positive impact you make every day & for being such an important part of our team!

Tessa Duprey-Duquette, Residential Tech - Thank you for being dependable & committed to doing your best. You have caught on quickly & have done a phenomenal job learning your role here. Glad you are part of our team!

Janet Black, Residential Tech - Thank you for bringing heart to the work you do. Your kindness, empathy, & willingness to listen make people feel supported!

Gracie Ades, Residential Tech - Your patience & dedication are an incredible asset to our team. Your willingness to help clients advocate for themselves is incredible!

Tobie Brewer, House Manager - You do a wonderful job serving as the house manager at Kirkwood. You do well at helping the clients establish their own routines & make decisions. You are good at encouraging folks & discussing some of the risks that may occur as they consider options. You do a great job mentoring new staff to ensure they know the clients & routines of the home. Thank you Tobi, & happy DSP week!

Krista Polton, ADH-P - You are communicative, flexible, & someone who consistently looks for the 'bright side'. You adapt when needs change & work well across teams, especially when supporting shared clients. Your willingness to communicate, collaborate, & adjust when needed makes you a valuable teammate!

Stephenie Statler, ISP - You have a way of seeing possibility, even when someone may not be able to see it for themselves yet. You bring encouragement without losing sight of how hard growth can be, & you continue to look for what can happen next.

Sometimes believing in someone simply means holding onto hope until they are ready to hold it themselves. Thank you, Stephenie, for continuing to see the possibility in people.

Carrie Eison, ISP - You are someone who continues to show up when things get difficult. You bring dependability & determination to the work & you don't let unexpected or challenging days stop you from working through what is in front of you.

There is a lot of trust built in simply knowing someone will still be there when things get hard. Thank you, Carrie, for being someone people can count on.

Theresse Grubbs, RCF-P - After over 30 years, you are truly part of the history of the building of the RCF. If anyone is looking for you, there is a pretty good chance they will find you in the med room.

You have watched the program, the people, and probably more than most of us can count come & go, and you still keep showing up! Thank you, Theresse, for the years you have given to the RCF & the countless people you have supported along the way.

Dianna Davis-Doud, DSP - FRC appreciates your willingness to support multiple programs. Your flexibility & willingness to work with many clients/programs is super helpful! Thank you for being someone that can be counted on & for all you do for FRC!

Sonia McNurlen, DSP - Thank you, Sonia, for jumping right into the Day Hab position! You have learned a lot & taken on responsibilities quickly. You are always asking good questions, you try to stay up-to-date on all the information, and you make sure you're doing things the right way.

Camille Eckles, ADH-P - You work hard to create a calm, supportive environment for the clients. Your patience & steady presence make a real difference, & because of your care & compassion, many clients have brighter, more successful days. Also, a big shoutout on the care & attention you put into your documentation, highlighting transferable skills. Not only are you excelling with documentation, this showcases the growth our clients make each day. Thank you, Camille, we appreciate you so much!

Katie Post, ISP - You bring calm into situations that do not always feel calm. You have a steady presence & do not feel the need to match the energy around you when things become difficult. Sometimes supporting someone is less about finding the perfect thing to say & more about being a grounded person beside them. Thank you, Katie, for bringing that steadiness when it matters.

Kylie Showalter, PSS - You bring a calm & steady presence to the Mt. Pleasant CHOICES. You help create a space where people do not have to walk through the door with everything figured out or pretend that everything is okay. They can simply show up where they are & take the next step from there. Thank you, Kylie, for creating the kind of space where people have permission to just be human.

Stacey Fox, DSP - Thank you for all the care you pour into supporting clients at the Mackey site. You give so much of yourself & it makes a meaningful difference every day. We truly appreciate the countless ways you contribute & the heart you bring to work. Thank you for the impact you make on our clients - Happy DSP week!

Marie-Claire Nkimih, DSP - You bring flexibility & a willingness to help wherever you are needed. You have stepped up to cover at other programs & you adapt well to different environments, teams, & needs. You are open to learning in your role & continue to build your skills. Your willingness to jump in, learn, and support programs beyond your own is appreciated!



Allyssa Knotts, House Manager - You take the time to truly listen, understand each person's needs, & provide support in a way that makes them feel valued & heard. Your kindness makes a difference in the lives of the clients! We are grateful for all that you do & the impact you make!

Shawna Walker, DSP - Your kind heart shines through in everything you do, & the support you provide makes a true difference in the clients' lives. Thank you for the incredible care & love you share with all - Your big heart is evident in every interaction, & the kindness you show leaves a lasting impact on all. Thank you for making the world a little brighter!

Patty Yauk, DSP - Your strong communication skills help foster collaboration & understanding, & your willingness to work alongside others contributes to a welcoming & encouraging environment. Thank you for being such a positive & supportive member of the team! Happy DSP week!

Lucille Brewer, DSP - Thank you for your hard work & being a wonderful team player. We value you at FRC & all that you do does not go unnoticed! As we celebrate DSP week, please know how appreciated you are!

Denise Black, DSP - Your kindness, dedication, & patience are very much appreciated & valued. The difference you make is felt in countless ways, both big & small. We are so grateful for you & the difference you make!

Bethaney Porter, DSP - The effort you put into ensuring Hourly clients receive consistent care & attention does not go unnoticed. Thank you for your commitment to the clients you support each week! We are grateful to have you as part of the FRC team. Happy DSP week!



Madison Reighard, DSP - Thank you for the meaningful experiences you provide to the clients who do not attend Day Hab. Your dedication to helping them stay engaged, active, & connected to the community makes a lasting difference. We appreciate you! Happy DSP week!

Danielle Miller, DSP - Thank you, Dani, for stepping up & helping out at other sites as well as starting Hourly services with our Albia clients! Your thoughtfulness & flexibility are truly appreciated! Your adaptability while providing quality services is truly making an impact. Happy DSP week, Dani!

Michelle Grear, DSP - As a DSP, you do so much more than provide care. You help people build confidence, experience their community, & live fuller, more meaningful lives. We are grateful for your willingness to step in & help whenever you are available. Thank you for the difference you make & for the heart you bring to work!



Ashley Goudy, DSP - Thank you for all your support at North C in Oskaloosa. Your willingness to adapt to a new schedule & step in speaks volumes about your dedication. Change is not always easy, & you have embraced it with a positive attitude. We truly appreciate the time, effort, & care you bring to work. Thank you for all that you do! You are valued & appreciated more than you know!

Janice Lipe, DSP - You are doing a great job in your role as a DSP. I have seen your growth since being here at FRC. It does not go unnoticed. We enjoy seeing you build your confidence up each & every day. Keep up the good work & Happy DSP week!

Sarah Brown, DSP - You have identified ways to assist each client to help them grow while working on their goals. You have built good rapport with the clients & have shown that you care for their successes. Thank you for showing your compassion and dedication to those we serve!

