

Service Excellence Week

Celebrating the Heart of our Mission

Special Shoutouts to -

**DSPs, ADH-Ps, ISPs, RCF-Ps, House Managers, IPS Specialist,
Job Coaches, & Store Clerk!**

Susan Hiple, Store Clerk - Thank you for all your hard work at Second Time Around. Your interaction with customers shows with the return of so many community members. Your ability shines with your talent displaying our clothing & all our knickknacks. The reviews state 'nice & clean. A very wonderful & helpful staff'. You work well within the small groups & the skills you encourage have helped each client reach their goals.

Jacob Hamilton, Job Coach - A big thank you for your willingness to learn & grow, & your flexibility. You shine with wanting the store to succeed. You add humor & this is so appreciated by many. Your work has made a difference within Supported Employment & Second Time Around - Thank you, Jacob!

Terissa Carlberg, Job Coach - Thank you for assisting in small group. Your openness to assist each situation, we are grateful for you! Teaching & guiding each client have made a difference in meeting the needs of the clients & contracts within the community. We are so grateful for the work you have done & we appreciate you!

Rachel Showers, Job Coach - Thank you for being open to meeting the needs of each client. Your style has influenced those around you. You come into work with a smile & at the end of the day you leave with a smile. Your willingness for change when needed excels in your work. You have made Supported Employment stand out in the community because of your hard work & kindness!

Teresa Roush, IPS Specialist - You do a wonderful job supporting clients. Your ability to remain calm, respectful & supportive is a great asset. You are also creative & determined when helping a client search for a job.

Ashley VandeKrol, Job Coach - Thank you for adding adventures to our team. The placements that you have assisted with have made a difference with the clients we work with. You enjoy a challenge & at the end of the day this has impacted so many clients. You represent Supported Employment in the community in such a positive manner. You work well with the businesses in the community. Thank you for being a role model & being a kind human being!

Anna Medina, Job Coach - Thank you for your hard work, dedication, & compassion. You assist in small group at Kness, do job coaching in Ottumwa, & you have assisted at most of FRC's Day Habs. You never say no when asked to do something not on your schedule & you are willing to be a team player for all FRC. Thank you again, Anna, for all you do & keep up the good work!

Tristan Denton, Job Coach - Thank you for all your hard work. You have been so flexible with your schedule. Your kindness shows! You come to work with such a positive attitude, & it rubs off on all of us. You have made a difference with the clients & have made an impact with all. We can't thank you enough for making the Supported Employment program shine within the community!



Deanna Carter, RCF-P - You bring structure, organization, & accountability to the RCF. Clients know what to expect when you are working, & there is a lot of security that comes from that kind of consistency. You are not afraid to hold people accountable, & safety is always at the forefront of what you do. Thank you, Deanna, for helping create structure people can count on!

Abby Stout, House Manager - Thank you for your client advocacy & support clients through good & tough times. Your communication, compassion, & dedication are so appreciated! You don't hesitate to take on additional tasks to support program needs & for that, we are truly grateful!

Heather Wilson, House Manager - Thank you for all the little things you do each day that make such a BIG difference. As a House Manager, you help create a home where clients can thrive. The care, leadership, & compassion you bring to your role have a lasting impact on both clients & the team. We appreciate you!

Sarah Hartman, ISP - Thank you for the laughter, joy, & positivity you bring wherever you go. No matter what kind of day anyone has been having, your sense of humor has a way of lifting spirits & making people smile. You create moments of fun & connection with both the clients & your colleagues, reminding us all of the importance of finding joy in everyday life. In a field where compassion & emotional support are so important, your ability to bring laughter & lighten the mood is a gift. Thank you for helping make each day a little brighter!



Sonya Chapin, DSP - Your care, patience, & commitment ensure that clients receive the support they deserve while feeling valued & respected. One of the things that stands out most is the smile you bring to your work. Your warmth & positivity brighten the days of both the clients & your teammates. Thank you for the difference you make every day - Happy DSP week!

Jodi McLain, ADH-P - Thank you, Jodi, for showing up every shift your first year here! Your dedication to staying healthy & being at work each day does not go unnoticed. You always get your notes done on time and have made great improvements on your notes - Thank you Jodi, we appreciate you!

Brekkin Sly, ADH-P - Thank you for all the work you do behind the scenes to help create awesome experiences for our clients. While much of what you do may not always be visible, your effort & attention to detail play an important role in making each month successful for our clients! Thank you, Brekkin!

Brody Grinstead, DSP - Brody, thank you! Thank you for stepping in & picking up shifts, this dedication is reassuring to the clients because they know they will receive the support they need. Knowing they can count on you brings comfort to all. We are grateful for your hard work, dependability, & the positive impact you make!

Kristyn Corcoran, ISP - Your enthusiasm is hard to miss, especially when food is involved. You bring an eagerness to participate, engage, and be part of what is happening around you. That willingness to join in creates opportunities for connection & turns everyday moments into something people can share together. Thank you, Kristyn, for bringing your energy, enthusiasm, & appetite for being part of things!



Madi Lunsford, ISP - Thank you for your endless kindness & compassion. You have a natural ability to make individuals feel safe, valued, & understood, & that has such a meaningful impact on their lives. You are always willing to listen without judgment & provide support when it is needed most. Your dedication to helping others find their voice & advocate for themselves empowers them to grow & succeed. The care & empathy you show each day make a lasting difference, & we are incredibly grateful for all that you do!



Mary Johnson, DSP - Your willingness to support your team, lend a helping hand, & always put the needs of others first reflects the kind of person you are. We truly appreciate your positive attitude, teamwork, & the lasting impact you make. We are forever grateful for you & are wishing you a happy DSP week!

Kendra Howard, DSP - Thank you for keeping everyone in the loop & for the great care you give the clients. The time you take to listen, support, & advocate for them is so important & we appreciate all of it. Keep being amazing & doing what you do best! Happy DSP week!

Kaylea 'Max' Vendoures-West, DSP - Thank you, Max, for your consistency & flexibility! Your calmness, problem solving, & ways of communication help our programs be successful! Thank you for all that you do & happy DSP week!

Abdul Ghani Jammal, DSP - Thank you for your dedication to FRC & our clients. Your dedication does not go unnoticed. Thank you for all you do! Happy DSP week!

Jada Wells, DSP - Thank you, Jada, for striving to learn, grow, & become the best DSP you can be. Your dedication to improve your skills & providing quality support has a direct & positive impact on the clients. We appreciate your hard work, caring heart, & the difference you make!

Samantha Martin, DSP - Thank you for always handling challenges with patience, kindness, & grace. The respect & dignity you show to everyone make a real difference, & we appreciate the care you bring to work every day. Happy DSP week!

Kylee Miller, DSP - Your support, encouragement, & commitment to helping clients work toward their goals make a real difference. We appreciate all that you do for the clients & the positive impact you have every day!

Lilly Dennison, DSP - Thank you for the compassion you show everyday as a DSP. The impact you make on the clients through accessing the community, building connections, ensuring their voices are heard, & enjoying experiences have a lasting impact on their lives. Thank you for providing care that models dignity & respect, & the advocacy you provide. Happy DSP appreciation week!

Laura Davidson, DSP - Thank you for jumping in & helping out when needed! We can always count on you, & your support helps keep things running smoothly for both the team & clients. We appreciate you more than you know!

Brenda Simmons, DSP - Thank you for everything you do! You are dedicated to providing the clients with quality support & it shows your compassion as a DSP. Your work does not go unnoticed. Keep up the great work & happy DSP week!

Christina McCabe, DSP - Thank you for all the hard work, care, & heart you bring to FRC. Your willingness to jump in & help whenever you can is so very much appreciated. The work you do makes a big difference in the clients' lives. Happy DSP week!

Tammy Courtois, DSP - You bring kindness, teamwork, commitment, & understanding to your role. You are curious, hungry to learn, & willing to ask questions so you can continue to grow. You approach others with an open mind & are a great example of what collaboration & being part of a team looks like!

Cynthia Gonzales, DSP - Thank you for being dependable & compassionate. You make a positive impact every day to our clients. We know being a DSP is not always easy, and we see how hard you work & the compassion you bring. Thank you, Cynthia, for all that you do. Happy DSP week!



Jenna Palmer, DSP - Thank you for being willing to step in when needed. Your reliability, hard work, & positive attitude make a BIG difference to both the team & the clients. We appreciate you & all that you do!



Amerakiss Sellwood, DSP - Thank you for all your hard work & for always being willing to help when needed. Your dedication, flexibility, & up-beat attitude are truly impactful. We are grateful for all that you do & your efforts do not go unnoticed!



Amy Collier, DSP - Thank you for empowering Hourly clients & helping them reach their goals. It is evident that you care about their success. We appreciate your dedication, thorough communication, consistency, & all that you do for FRC. Happy DSP week!

