

Service Excellence Week is Here!

*At First Resources Corp., our mission comes to life every day because of the incredible people who serve on the front lines of our agency. During **Service Excellence Week**, we are taking time to recognize, celebrate, and thank each of you for the excellence you bring to the people we support.*

*Whether you work as a DSP, PSS, House Manager, ADH Professional, Residential Tech, Job Coach, IPS Specialist, Dietary, IPS, Store Clerk, RCF Professional, or in any role that directly impacts those we serve, **this week is for you.***

Throughout the week, we'll be celebrating our frontline team members in a variety of ways, including:

- *Special appreciation videos from leadership and coworkers*
- *Employee shout-outs highlighting the amazing work happening across FRC*
- *Small gifts and tokens of appreciation*
- *Thank-you messages shared on our website homepage and social media channels*
- *Daily recognition celebrating the unique impact of different frontline roles*

Every day, you make a difference in someone's life. You help people achieve their goals, build independence, find employment, strengthen their recovery, engage in their communities, maintain healthy lifestyles, and experience dignity, choice, and belonging. Your work often happens behind the scenes, and its impact is seen and felt every day by the individuals, families, and communities we serve.

Service Excellence Week is our opportunity to shine a spotlight on the people who embody our mission. We recognize that the work you do is not always easy, and your dedication, kindness, patience, and commitment continue to transform lives.

*From all of us at FRC, **thank you for showing up, caring deeply, and making a difference every single day.** We are honored to celebrate you this week and are grateful for all that you do.*

Happy Service Excellence Week!



Service Excellence Week

Celebrating the Heart of our Mission

Special Shoutouts to - DSPs, ADH-Ps, ISPs, RCF-Ps, PSSs & House Managers!

Dana Dorey, ADH-P - We are excited that you joined the Bloomfield team! Thank you for being an important part of the team - we appreciate you!

Tatum Shipman, ADH-P - You are always someone the team can count on. You jump into help when needed, keep a positive attitude, & work hard every day. Your kindness & willingness to support both coworkers & the clients makes a difference. Thank you for everything you do, we appreciate you!

Warren Halverson, RCF-P - You bring one seriously brilliant, engineer-style brain to the RCF. Your curiosity & willingness to have conversations that bring new perspectives to those around you is truly appreciated! Your calm demeanor is a gift that puts people at ease & makes them feel comfortable. It is truly a blessing to the RCF!

Bobbi Letze, DSP - As you transitioned from Knoxville to Oskaloosa, you have been open to learning & getting to know our clients. You model patience & respect consistently. Thank you for sticking with FRC!

Heather Hatton, RCF-P - The empathy you bring combined with making sure the clients know when their choices could have been better, is what makes our clients thrive. They know they can come to you to get the truth. Your leadership & willingness to ask the hard questions help the clients understand what mental wellness can look like. Thank you for leading with compassion & connection!

Chrissy Fintel, DSP - You are a great DSP & are wonderful with the clients at the E 2nd house. We appreciate having you on the team! You are patient & have so much compassion for the clients you serve. Happy DSP week!

Ann Fields, DSP - Thank you for being creative with client activities & going into the community. Your friendliness and helpfulness reflect in your daily actions with the clients! The support you provide is greatly appreciated! Happy DSP week!

Deborah Decker, DSP - Thank you for years of service at FRC! Your dedication & hard work does not go unnoticed. Your advocacy for the clients shines bright & loud in so many positive ways. The impact you make on each client really shows the gains you have assisted them with throughout the years.

Peyton McElroy, DSP - You have shown such dedication in your role as a DSP. You lend a helping hand to those around you & are always willing to work with the team to find solutions to problems.

Your dedication & commitment does not go unnoticed. Thank you for bringing in your bubbly personality & providing a positive environment for everyone around you!

Aidan Ryan, DSP - Thank you for everything you do for the clients you work with. You have broadened your support by going to other sites & train. We really appreciate your dedication! Keep up the great work & happy DSP week!

Tammy Pfalzgraf, DSP- Thank you for always being here with a smile! No matter what you personally have going on, we can always count on you to be here with a smile on your face & ready to work!

Callie Garmon, DSP - You are always bubbly & make such a difference with each client. You have built a strong rapport with them in such a short time & we appreciate having you on the team! Thank you for creating a supportive environment for those we serve!

Debbie Strunk, DSP - We appreciate how you handle every situation being cool, calm, & collected. We appreciate your friendly demeanor & the support you provide to the clients!

Brandy Stangl, DSP- Your commitment to the clients we serve & your support does not go unnoticed. You help make a positive difference in each shift & in the one-on-ones you provide. You advocate & are a positive influencer to each client!

Kayleen Dunning, DSP- Thank you for creating such a positive environment for those around you. Your energy, optimism, & positive attitude make a meaningful difference every day. Happy DSP week!

Delaney Hohenthanner, DSP - Your positivity & 'cheerleader' energy are hard to match! You bring humor, fun, and a positive attitude to all parts of your shifts. Your energy has a way of making the workday a little brighter for both the clients & those that work alongside you.

Emma Raab, DSP - You have done an amazing job boosting the attendance with the Ottumwa Day Hab program! We appreciate everything you do for FRC & appreciate the effort you put into each day with the clients. Thank you for your dedication!

Kennedy Mcantire-Kirkpatrick, DSP- Thank you, Kennedy, for the compassionate care you provide to our clients each day. We truly value you & all that you do for FRC. Wishing you a wonderful DSP week!

Cody Deweese, DSP- Thank you for going above & beyond to help out. Your positive attitude in all that you do is contagious to both clients & staff! Thank you for all that you do at FRC!

Trudy Tucker, DSP- You bring a genuine sense of patience & authenticity to your role. You have a calm, steady presence & approach the people you serve as individuals. Your ability to remain patient, be yourself, & meet people where they are is an important part of the care & support you provide.

Kristin Woods, DSP- We appreciate you taking time out of your schedule with your full-time employment to assist the clients at FRC. Your assistance with each client's money management & technology is helping clients to be confident & independent - it's amazing! Being flexible with your time helping to fill in at the sites is appreciated!

Tabitha Davis, DSP- Thank you for putting the individuals you support first. Your kindness & dedication are truly appreciated! Thank you for everything you do & happy DSP week!

Terrance Baines, DSP- You have done a great job taking on a new hourly client in August by welcoming them with open arms! The individual shared that they are glad to be working with you!

Melissa Drew, DSP- Thank you for helping clients engage with their community, build meaningful connections, & enjoy new experiences. Your dedication makes a lasting difference in the lives of those you support. Happy DSP week!

Jade Peterson, House Manager - You are doing an outstanding job at the Elm site. Your patience, calm demeanor, & steady presence create a positive & supportive environment for everyone around you. The dedication & care you bring to your work do not go unnoticed & are truly appreciated. Thank you for all that you do, & keep up the great work!

Dakota Collier, DSP - Thank you for all your hard work & willingness to adjust your schedule to be there for our clients. Your flexibility & commitment are greatly appreciated!

Tasha Pearson, ISP - Thank you for simply being you! Your positive energy, willingness to learn, & dedication to the clients make such a difference every single day. You are never afraid to ask questions, seek guidance, & take opportunities to grow, which shows how committed you are to providing the best support possible. You have a wonderful way of making people smile & bringing laughter into the workplace, creating an environment that feels welcoming & uplifting. Your authenticity, kindness, & cheerful spirit are so appreciated by everyone around you!

Mike Daugherty, ISP - Thank you for bringing positivity & a smile to every shift. One of your greatest strengths is your ability to treat each day as a fresh start, no matter what challenges came before. That outlook is not only inspiring to your coworkers, but it also has a powerful impact on the clients. You remind everyone around you that mistakes do not define us & that every day offers a new opportunity to grow & move forward. Your upbeat attitude, resilience, encouraging spirit, and even something you've made in the kitchen, have a way of bringing people together & making the house feel a little more like home. Thank you!

Lauren Jones, House Manager - You exude compassion in your work. You go above & beyond to not only complete tasks, but to make sure they are done well & with care. You are always a light at the office & rarely are seen without a smile. Your willingness to help & the kindness you bring to work do not go unnoticed!

Courtland Bergheger, House Manager - You take pride in making sure clients can do their day-to-day errands & daily activities to remain active in their home & community. Thank you Courtland, for all that you do!

Indiyah Campbell, ISP - You quite literally bring life into the Burlington IRSH, one plant at a time. Your plants & personal touches help make the house feel less like a program & more like a home. It is such a simple reflection of the care you put into the environment around you. Thank you for bringing growth, life, & a little green to IRSH!

Jennifer Utterback, ISP - You remind us that consistency itself can be powerful. Trust is rarely built in one big moment, it is built through all the ordinary moments when someone simply continues to show up. Thank you, Jennifer, for being one of those consistent people!

Kelly Kauchis, PSS - You bring the kind of consistency that allows trust to grow. You create a steady presence at the Washington CHOICES where people can come back, be welcomed, & meet someone familiar on the other side of the door. In Peer Support, simply continuing to be there can carry more meaning than we realize. Thank you, Kelly, for being someone people know they can return to!