



CEO CORNER: Dear ISI Team,

Thank you for a wonderful and successful 2023! I am so proud of all the hard work we put in to help clients statewide. You have improved the lives of others and made a difference. As I reflect on the year, I think of all we have accomplished: offering care with dignity in our 24/7 Licensed homes, reorganizing and ready to grow Comprehensive Community Support (CCS) programs, serving the most clients of any program in the state in our Community Supported Living (CSL) programs, completing a strategic plan for 2024-2026, and more. Throughout it all we purposefully helped clients live better and fuller lives in community. We also celebrated you, our team, with giveaways, better benefits, raises, and ISI sponsored events like Packers Family Night and picnics. It was a full year of helping our clients in need while also having fun.

In December we used your input to create the new strategic plan which will be shared with you early in 2024. Expect more surveys so that we can keep getting your input. Also, in December we offered our "Giving Tree" program where ISI team members registered for Christmas help for their kids. Other team members and ISI generously purchased and donated 226 gifts for kids of our fellow team members, wow! Finally, 60 clients and ISI staff attended WWE Smackdown in Green Bay. Our clients had the crowd laughing often as they yelled things out and got so passionate - truly a joy to witness.

As we look ahead to 2024, we know it will be another successful year with improved staffing and better systems, like Paycor. A new PTO model rolls out in 2024 with two additional holidays as well as 8 hours of paid volunteer time. We incorporated your feedback about events and will offer many fun things for in 2024. We will also launch a quarterly e-newsletter with information about ISI for clients, guardians, funders, and the public. Programmatically we plan to build on 2023 by expanding CCS and CSL and enhancing what we offer in Licensed. It will be a full year of making lives better. Thank you so much, and Happy New Year!



Michael

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ISI Giving Tree Initiative!



'Tis the season of giving, and we are happy to share the heartwarming success of our recent Giving Tree initiative! This holiday season, our company came together to spread joy by providing 226 children carefully chosen gifts. Through the collective efforts and generosity of our employees, we were able to make a meaningful impact in sharing the magic and wonder of the holidays. Thank you for helping us make the season brighter for these children and for embodying the spirit of compassion and kindness that defines Innovative Services, Inc.



Wishing you all a joyous holiday season!

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New ISI Team Member!

Please give a warm welcome to Angel Ibarra!

She will be joining ISI as an Education & Quality Coordinator. She will assist with auditing our licensed programs and conducting training classes.

Angel enjoys gardening and antiquing with her son!



The Holiday Season and The Five Love Languages: By Thomas Feryance

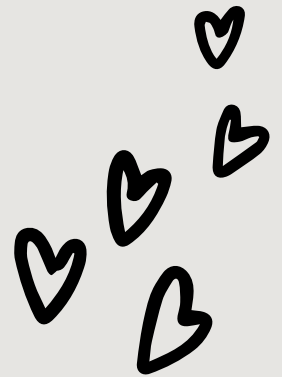
This time of year, we are trying to show our appreciation for those that we care about. Gifts are usually apart of showing this gratefulness for those. In mental health we have learned that this is only one of five ways to show how we care and interact with others. This time of year, we should keep this in mind and even know how we would like to receive appreciation from others. When our language isn't used, this explains why we may not feel fulfilled both on either showing appreciation or receiving it.

Discover your love language:
5lovelanguages.com

The five languages are:

1. Words of affirmation
2. Acts of service
3. Gifts
4. Quality time
5. Physical touch

By knowing our language, we not only communicate better with each other we feel more fulfilled by those we care the most about. If you are wondering what category you fit in take the quiz and even have those around, you take it. It may make not only brighten the holiday season, but also everyday a little bit better.





Innovative Services, Inc. A Year In Review - 2023



As we reflect on the past year, we are excited to share with you the remarkable journey of innovative Services, Inc. and the collective impact we've achieved together. We have had many highlights over the year, including but not limited to:

- ISI eagerly announced a new CEO, Michael Schwartz, aiming to steer ISI toward greater success!
- ISI welcomed a dedicated Life Enrichment Specialist to its team, aiming to empower both clients and staff by fostering a more fulfilling life through personalized programs and support.
- ISI hosted a 'Grateful for You' leadership retreat, designed to strengthen their skills while fostering a culture of gratitude and collaboration.
- ISI launched Paycor, a cutting-edge payroll and HR software, to enhance workforce management and operational efficiency.

- ISI hosted an 'Exceptional Employee Awards' ceremony to recognize and celebrate 7 exceptional employees.
- ISI diligently crafted a comprehensive two-year strategic plan, outlining key objectives and actionable steps to ensure success and growth!
- ISI will be enhancing their benefits package in 2024! Innovative is tremendously Grateful for You, and so in 2024 we have added in two more personal holidays as well as a paid day to volunteer. (Employees must work an average of at least 20 hours per week to be eligible)

As we look toward the future, Innovative Services remains steadfast in its mission to provide flexible, accessible, and family-centered supports and services that honor the dignity, respect the rights, and maximize the potential of each individual. Thank you for being an essential part of our journey in 2023. Together, let's continue to innovate, inspire, and impact lives.



Innovative Services, Inc. Employee Recognition Initiative - 2024!



In 2024, our company is embarking to enhance our employee recognition initiative, aiming to cultivate a culture of appreciation and acknowledgment within our organization.

2024 employee recognition plan:

- Send all ISI employees an anniversary card to celebrate the day you started at Innovative Services, Inc.
- Recognition gifts during the month of employees celebrating 1 year, 5 years, 10 years, 15 years, and 20 years.
- For full-time employees celebrating their 10 year, 15 year, or 20 year anniversary will receive an extra personal holiday, to be used in that calendar year.

- For part-time employees (less than 20 hours per week) they will receive a prize package.
- All 10 year, 15 year, and 20 year employees will be invited to an end-of-year recognition dinner.

By prioritizing employee recognition in 2024, we aim to create a workplace where every individual feels valued, appreciated, and inspired!

Thank you to all ISI employees for your dedication and resilience! Wishing you a wonderful 2024 and looking forward to achieving even greater heights together in the coming year.

grateful
FOR YOU