

# INNOVATIVE SERVICES, INC.

JANUARY 2024

## CEO CORNER: Dear ISI Team,

I hope 2024 is off to a great start for each of you. You deserve to have a truly wonderful year. You are part of a special group of people who care for others, and you give your time and energy to make life better for people who need help. I'm so proud of you and the work we do.

As I visit houses or join events, I get to experience the joy we bring our clients and each other. Just this week we hosted a winter ball here at the Green Bay office – there was dancing and karaoke and fortunately I did not have to sing. Clients loved it! Puzzles are up next and will be shared statewide for the February activity. Soon we will be listing all statewide activities with dates – we will have a lot of fun this year!

Paycor timecard and payroll modules have launched. Thank you for your patience with the bumps we experienced. I hear from many team members that Paycor is much preferred to Novatime, which is great news. We will offer more trainings and continue working out any issues, so that your user experience is as smooth as possible. In the coming year, we will add scheduling and benefits into Paycor as well.

Expect an invitation to quarterly (virtual) town hall sessions. During the meetings, we can share updates and answer questions you may have. We are a nonprofit, and so we can share most everything with our team – we are open and honest. As a goal for 2024, we ask you to focus on fiscal responsibility and that any spending is truly for the benefit of clients and the team – we have a duty as a nonprofit to be highly ethical and accountable. The strategic plan was shared, and we expect growth at ISI in the CCS and CSL areas. We're also working toward rate increases in Licensed for better financial support of our team and clients there. We will share positive updates as things progress.

Thank you so much, and Happy New Year!



*Michael*

[Michael.schwartz@isiinc.org](mailto:Michael.schwartz@isiinc.org)

## This issue:

CEO Corner  
PAGE 1

State Senator: Rob Cowles  
PAGE 2

Winter Wonderland Dance  
PAGE 3

Home Health Care Safety  
PAGE 4

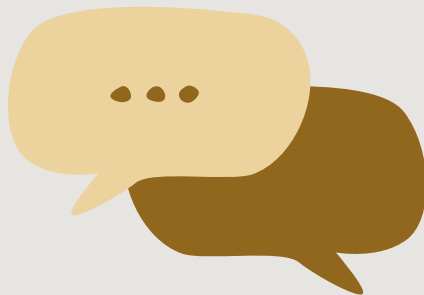
Celebrations  
PAGE 5

  
**2024**

PAGE 1

# State Senator Rob Cowles Visits Innovative Services, Inc.

We are thrilled to share that State Senator Rob Cowles came to visit ISI headquarters in Green Bay! Senator Cowles met with two of our residents and other team members to collaborate, share insights, and work towards enhancing the quality of life for individuals with mental and physical disabilities. We are grateful for Senator Cowles' commitment to making a positive impact on the lives of those in our community.

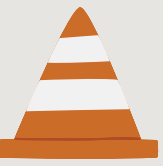




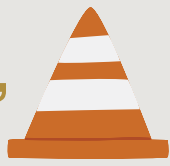
# Winter Wonderland Dance!

We are happy to share the joy that unfolded at our recent Winter Wonderland Dance. The office was transformed into a magical winter wonderland, with twinkling lights and seasonal decorations. The dance floor was alive with energy as clients and team members danced away to great music. The karaoke stage was a showcase of talent and spirit. Please enjoy a glimpse of the moments captured during the Winter Wonderland Dance! Thank you to everyone who made this event possible.





# Home Health Care Safety & Security Controls, Continued! Information provided by M3 Insurance



## Dealing With Combative or Aggressive Individuals:

- 1. Remember to remain calm and not lose your temper.** Others in the home may be watching you! If you lose your temper and become verbally aggressive with an individual, you've compromised your position of authority and lowered yourself to their level. Take a deep breath and remember, you are the authority figure in the situation.
- 2. Don't raise your voice.** Loud voices tend to escalate the situation. Speak in a quiet, measured tone even if the individual is loud or agitated. This will help you remain calm and appear less confrontational.
- 3. Don't let others get involved.** If the confrontational individual makes an accusation about something you said (or didn't say), don't ask others for their opinion. The confrontational individual may feel cornered and lash out at you even more. Instead, tell the individual that you'd be happy to speak with them one-on-one, once they've calmed down.
- 4. Speak privately with the individual.** Ask them to step out of the area and talk to you. By removing the audience, you can talk with the individual and develop a resolution before the situation goes too far. Even if you're unable to get the individual to calm down, make sure you bring them back into the room. The other individuals will be judging how you deal with the situation.
- 5. Don't be afraid to call for help.** If you can't diffuse this situation by yourself, call the office or another co-worker if things are getting out of hand. If the individual is uncontrollable, don't hesitate to get help.

# January Celebrations!

## ANNIVERSARIES

Kiahna Ahrens - 13 years  
Heather Behnke - 18 years  
Samantha Birr - 2 years  
Teresa Bussiere - 15 years  
Oskar Buttke - 1 year  
Nancy Clark - 1 years  
Emily Deyo - 2 years  
Karri Driessen - 14 years  
Amanda Dubois - 2 years  
Angela Hartzheim - 12 years  
Amber Hernandez - 3 years

Johana Hollyfield - 13 years  
Erica Jansky - 1 year  
Justin Lang - 2 years  
Brianna March - 3 years  
Jessica McMullen - 2 years  
David Montel - 1 year  
Michael Schwartz - 1 year  
Lisa Sturm - 12 years  
Diane Vasquez - 9 years  
Nicole Winkers - 1 year  
Yer Yang - 3 years

*Happy Birthday!*

Wishing you a year filled with joy, success, and wonderful moments!

Samantha Birr  
Lisa Bowen  
Bonnie Bowers  
Ashanti Bradford Wright  
Elesia Braggs  
Angela Brisky  
Ashley Cooper  
Celine Diaz  
Carlyn Farrow  
Thomas Feryance

Dawn Fontaine  
Michelle Herrera  
Jamie Jazdzewski  
Tina Johnson  
Kelli Leis  
Jessica McMullen  
Michaela Moran  
Susan Mueller  
Carli Newberry-Cricks  
Olivia Popke

Nicole Przybylski  
Emily Riley  
Jamie Roy  
Harmony Schmitt  
Jaclyn Schucknecht  
Andrew Soto  
Ryan Teske  
Crystal Thyrion  
Caden Vercimak  
Aliyah Walentin

Rachel Wanger  
Keelin Ward  
Kelly Welch  
Luethel Wells  
Melisa Werner  
LeAnn Wierzba  
Melissa Wiggins  
Elizabeth Wildman  
Nicole Winkers  
Vanessa Wolinski  
Jacob Ylitalo