

# INNOVATIVE SERVICES, INC.

NOVEMBER 2023



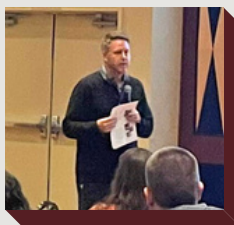
## CEO CORNER: Dear ISI Team,

November at ISI was full of being thankful - with Thanksgiving and Caregiver Appreciation month. We are so thankful for all of you! I am pleased to report that our staffing is much more stable, and we are working on being completely staffed. More staff was a big request from the team, so nice job HR, Operations, and all of you for welcoming our new people to our great culture and work.

Early in November, ISI team members attended the Disability Support Provider Network (DSPN) annual conference. We connected with the CEOs of Lakeland, Inklusiva/Humana, and other providers and funders to discuss rates and care for our clients. Those conversations are critical to supporting the work we do. We learned ISI is one of the largest providers in the state and our peers respect the work we do statewide. It felt great connecting with industry leaders and hearing that ISI has a good reputation.

Through activities statewide, I got to meet more of you and spend time with our amazing clients. Being with clients fills my cup and is a reminder of why we do this work. Near the end of November I visited the Rural Community Concept (RCC) program and staff, and played a board game with a client - she beat me! RCC is thriving, and we are giving unique clients the opportunity to have their best quality of life. I also viewed a dress rehearsal sneak peek at the "Christmas Star" play with our clients who were cheering and having a blast!

Senior leadership met with our strategic planner numerous times to incorporate your thoughts into ISI's 2024-2026 strategic plan. The plan is almost complete and will be shared with you early in 2024. Thank you for contributing ideas about what ISI can and should be. As we enjoy the holidays and think about 2024, budgets are being set and ISI is positioned to have a wonderful 2024 caring for clients in need. Thank you all for being the most important part of who we are. Keep up the great work, and remember the more you can enjoy the work, the more clients will, too.



*Michael*

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## This issue:

CEO Corner  
PAGE 1

Thank you, ISI Team  
PAGE 2

New ISI Team Member  
Home Health Care Safety  
PAGE 3

Employee Assistance  
PAGE 4



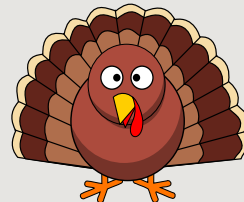
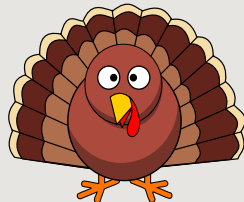
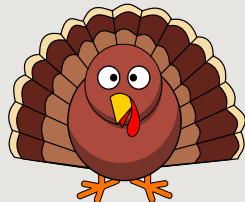


# Thank You, ISI Team!

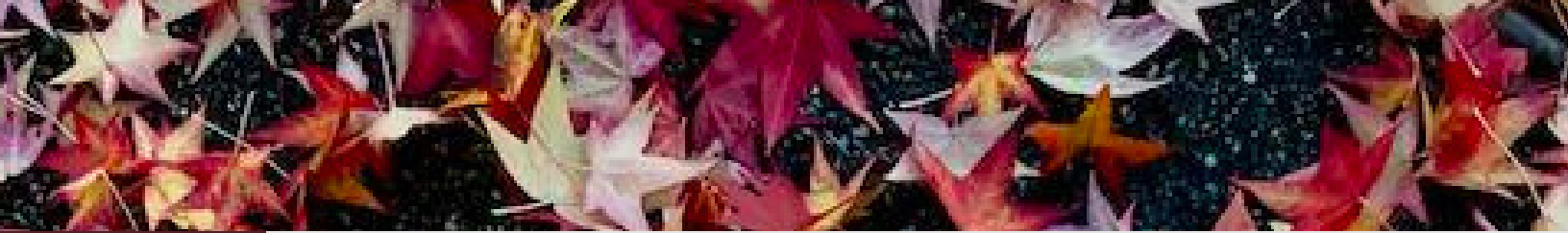
During this thankful season Innovative Services wants to extend our gratitude for the invaluable support we've received from our dedicated funders, hardworking employees, and cherished clients. Your commitment and collaboration have been the driving force behind our successes. Together, we've navigated challenges, celebrated triumphs, and forged meaningful connections.

We are ...

*grateful*  
FOR YOU







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## New ISI Team Member!

Please give a warm welcome to Lynn Smits!

Lynn joined Innovative Services, Inc as the Vice President of Human Resources in September 2023. Lynn is an HR leader with experience in public, private, and non-profit organizations.

Lynn enjoys spending time with her family and two miniature dachshunds. She also enjoys golfing and traveling with her husband!



## Home Health Care Safety & Security Controls, Continued!

Information provided by M3 Insurance

Visit Concerns - Never enter a residence that appears or feels unsafe. If the situation appears unsafe, go to a safe area and notify your manager. Use common walkways in building, avoid isolated stairs.

Consider carrying an object to throw at someone's face to buy time to move away from that individual.

Always knock on the door before entering a client's home.

When entering a residence, be aware of the location of doors and windows. Always place yourself between the client and the exit. Always ensure animals are locked up during visits.

During a client home visit, relatives or even neighbors can become a safety concern. If this occurs, you may wish to consider making joint visits, scheduling visit time when they are gone, or discussing with your leader.

It is also important to know when to leave a client's home. If you observe illegal drugs being used or sold, if there are any threats to your well-being, or if there is a weapon present and you fear for your safety, it's time to leave as quickly and calmly as possible.



# Enhancing workplace well-being for our employees!

We believe a healthy and happy workforce contributes to a more productive and vibrant workplace. We encourage each of you to take advantage of the resources available to you!

## **Innovative Services, Inc. Employee Assistance Program In 3 easy steps!**

1. Call **1-800-222-8590** for **FREE** counseling to get back on the right track! Services are strictly confidential, and sessions are held by a qualified clinician.
  2. Develop a plan to help you meet your goals and schedule future appointments.
  3. If needed, additional services will be recommended to best help you reach your goals or address your problem.
- 



### **Compassionate support for caregivers, too!**

**We're now pleased to offer the Pyx Health program to all caregivers in our community – free of charge.**

While caregiving has its rewards, it comes at a cost. The Pyx Health Caregiver Program helps caregivers with the loneliness and isolation, stress, and caregiver fatigue that often come with the full-time care of others. When caregivers are supported, those they are caring for benefit too.

**Pyx Health's friendly staff and easy app support caregivers with compassion and practical help:**

- *Free, unlimited calls to trained staff who understand the challenges of caregiving*
- *Activities and tools to support caregivers and help them feel less alone*
- *Access to resources like respite care, support groups, and more*

We encourage you to give the program a try and share with anyone who might benefit. It's free to download and use. No affiliation with Lakeland Care is required.