

Innovative Services Newsletter

"In Every Person... A Possibility"

Jeff wins ANCOR Award

Jeff Pagel, a DSP from our Fox Valley region, was announced as the Direct Support Professional Recognition Award for National Alliance for Direct Support Professionals Tenets for 2018.

Jeff was selected from hundreds of nominees to receive this award honoring his commitment and creativity in providing person-centered supports. This is the first year this national award is being presented by ANCOR.

Since Jeff began with ISI in 2009, he's developed meaningful relationships with each person he supports. He focuses on what each person's abilities, interests and motivations.

When Jeff wasn't working, he heard a radio station interviewing wrestlers. He immediately went to the station and asked if Lawrence could meet the wrestlers because Lawrence loves wrestling. Lawrence got to meet the wrestling stars and received tickets to the show. This is just one example of Jeff knowing each client as an individual and engaging them on their own terms.

"Jeff is one of the rare people that sees the opportunity in every



Jeff was honored last fall as ISI's Employee of the Year. He was recently selected from hundreds of nominations for a national caregiving award.

interaction with another person to make a difference by how we chose to be," said Rick Bahr, COO. "He puts others needs first and makes days better. Jeff is truly an amazing person."

Jeff will receive his award at the ANCOR conference in April in New Orleans. ANCOR is a national trade association representing more than 1,400 private providers of community living and employment

supports and services to over a million individuals with disabilities.

"The work that DSPs do makes a difference, not just to the people with disabilities they support, but also to the full community they participate in socially and economically," said Angela King, president of ANCOR. "DSPs like Jeff deserve recognition for the difficult but meaningful work they do every day."

Latest Innovative News

Shrimp Boil—Save the Date

The annual Shrimp Boil will be Friday, July 27, 2018. This is a change from our usual first Friday in August, so be sure to mark your calendars. The Shrimp Boil will be at the same location as last year—the Brown County Fairgrounds in De Pere.

Open Enrollment

Open Enrollment for Innovative Services benefits will be in May. Eligible employees should start watching for their benefits packets in the mail the week of May 1.

In addition to mailed packets, keep an eye out for postings in your programs with details on informa-

tional sessions in your region to meet to answer any questions you may have.

This year, also included in the postings at your program, are details to set up a one-on-one meeting with Innovative's Benefits Specialist to talk about the benefits and get your specific questions answered.

Psychotherapy Services

In June of 2017, the Northeast Region took on a new adventure with the addition of Psychotherapy to our menu of CCS (Comprehensive Community Services) contracted services. The growth of NE Psychotherapy as a program continues exponentially as we now have four therapists, two of which are dually licensed as AODA (Alcohol

and Other Drug Abuse) counselors, and one AODA counselor. Services provided include individual and family psychotherapy, family psychoeducation, AODA counseling, and Wellness and Recovery Management. We are currently working with clients from Kewaunee and Brown counties through the CCS programs. The ability to continue

our wrap around CCS services approach by providing psychotherapy in home, in the community, in schools and at times in the office has been a much needed addition to clients' recovery. As this program continues to succeed, we are looking for options to expand our partners and continue this work in other regions.

Manager Learning Event

On March 13 and 14, Innovative Services brought together approximately 125 managers and leaders from across all regions for the annual Manager Learning Event.

The 2018 event focused on the importance of relationships and introduced the hashtag #BeKind. Those in attendance went through three keynotes, two designed to help enhance relationships and one focusing on using technology to support people.

Additionally, there were four breakout sessions all attendees participated in. These sessions offered ideas on onboarding new hires, training on asking motivational questions, a look at dealing with drama in the workplace and a focus on the importance of self-care.



From Student to Employee

Ralph Rumptz has worked at the Northeast Regional Office at front desk for three years, through the Southwest High School Learning for Independence work experience program. This program helps individuals in the job setting to prepare for college and life after high school.

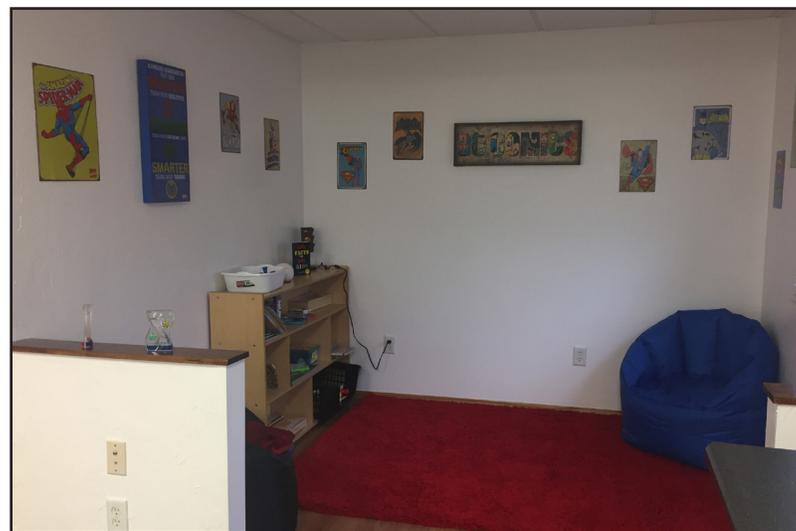
Ralph answers the phone, files paper, puts together binders, makes copies and does other tasks as asked. Ralph happily accepted a role with ISI at our regional office when he graduates this May.

He will continue with his tasks and is excited to learn more. Ralph

has said he enjoys working at Allied and everyone is so nice, which has kept him motivated to continue working here for the past three years.

Ralph lives at home with his parents and younger brother. They have one cat and two dogs. He likes to draw, play video games and go outside to hang out with friends.

“I have seen a lot of growth in Ralph’s confidence and professional skills throughout the past three years,” said Shawn Collard. “He continues to grow in his role at our front desk, and we are so excited that he will be joining our team.”



After three years of squeezing into two rooms of a Luxemburg church, our Kewaunee Youth Program finally has a home of its own. With the incredible growth in our Comprehensive Community Services and Children’s Long-Term Support program, it was clear we needed more room for our staff and the youth we support to get the quality services we deliver.

We are proud to offer a large space with several different rooms (1:1, sensory room, large motor skills), as well as plenty of space to accommodate our large group sessions that we offer year-round. The staff and youth who attend have responded positively to this change, and we are so excited to see the opportunity for continued growth this new space will offer for our funders and our future youth referrals!



Eric Goes Above & Beyond

Eric Ramirez-Cranston had no experience working with youth when he started at the La Crosse Youth Program in 2016, but he thought it was a good fit with his cognitive science studies. He embraced the challenges of learning a new field—and adapting to Wisconsin winters from California!

Eric's favorite memory at ISI was the soccer game he and other staff organized. He said it was amazing to see kids who normally would have had behaviors if they lost or certain things happened throughout the game use their coping skills and working through these things independently.

"He displays such a passion for this work and the kids he works with," said Vanessa Hudson, the

Youth Coordinator. "He sees needs beyond the kids' goals and puts forth so much energy in recognizing and improving the whole child, while bringing in his own talents and passions."

Eric has brought his saxophone and his wood-working tools to give kids different opportunities. Eric also takes youth fishing and hiking. Eric uses these outdoor experiences to work on coping skills and teach about nature, such as identifying animal tracks.

This love of the outdoors was ingrained in Eric as a young child. His mom and extended family did camping, hiking, backpacking trips and scuba diving. To this day, Eric enjoys being outside doing a variety of activities, such as rock climb-



Eric shares his passions with the youth he supports, teaching them woodworking, hiking and soccer.

ing, trail running, biking, hiking, camping and backpacking. Before venturing this way, he spent some time "getting back to nature" by hiking some of the Pacific Crest Trail. He hiked 1,800 miles during the 4 months he was on the trail!

Benefit Basics:

Tuition Discounts

Innovative Services, Inc. employees can receive tuition discounts at both Rasmussen College and Lakeland University through our corporate partnership programs. These programs provide a minimum 10% discount.

ISI employees receive a 10% tuition discount at Rasmussen College.

You and your immediate family members (employees, spouse, domestic partner, children, and step-children) qualify

for a 10% tuition discount on new enrollments at Rasmussen College.

Rasmussen College offers programs in Business Management, Nursing, Early Childhood Education, Human Services, Accounting and Medical Assisting.

Rasmussen College has locations in Green Bay, Appleton and Wausau. Some programs are available with online courses, so options may exist if you live in other parts of

the state.

ISI also partners with Lakeland University to provide employees and their immediate families a 20% discount on undergraduate courses and a 10% discount on graduate courses.

Lakeland offers a range of undergraduate degrees including Accounting, Business Administration and Psychology. Lakeland offers as masters in Business Administration, Counseling, Education

and Leadership/Organizational Development.

Lakeland has campuses in Green Bay, Fox Cities, Central Wisconsin, Sheboygan and Chippewa Valley. Other locations exist outside of ISI's service area in addition to the possibility of online courses.

For more information on these benefits, contact ISI's Benefit Specialist Stacy Giesler. You can reach her at stacyg@isiinc.org or 920-431-0962.