

# Innovative Services Newsletter

*"In Every Person... A Possibility"*

## Love Blooms in February

While living at the Rural Community Concept (RCC) in Central Wisconsin, Allen has had the opportunity to participate in the Special Olympics. While at a Special Olympics bowling event this bowling season, Allen met Kathy and the two became fast friends. This friendship quickly developed into more as the two would meet up weekly at bowling sessions and

carve out extra time to spend together at bowling tournaments whenever they could.

Allen was accompanied by Innovative Services staff to these outings and they enjoyed watching the relationship bloom.

Allen openly shares that this is the healthiest relationship he has ever had and seeks out opportunities to be with Kathy whenever possible, including grocery shopping together in Rhinelander each week.

In February, Allen and Kathy held a commitment ceremony. A local visiting pastor officiated the ceremony where the pair exchanged vows and were promise married.

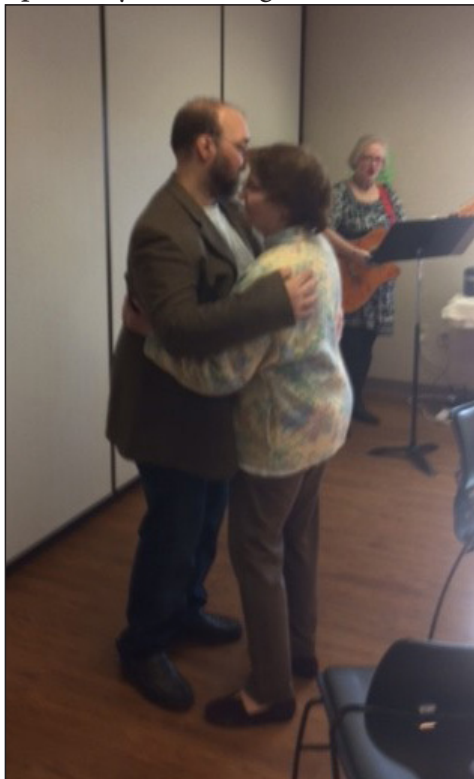
Allen made sloppy joes and potato salad with his staff in preparation for the ceremony and admitted it was both a lot of work and a lot of fun.

In addition to celebrating his commitment with Kathy, Allen asked one of his friends who also



Above: Allen and Kathy cut their cake at the commitment ceremony.

Left: Allen and Kathy share a dance after being promise married.



resides at the RCC to stand in as his best man for the ceremony. Some of his other friends were also able to join in celebrating this happy and exciting occasion with Allen and Kathy.

# Latest Innovative News

## YouTube

In February, Innovative Services rolled out a YouTube channel for sharing video updates. These updates will include information about things going on at Innovative Services and highlight awesome opportunities, people and services.

The videos will also be shared in the news section of our Web site and on our Facebook page.

## Manager Learning Event

The annual Manager Learning

Event hosted by Innovative Services will be held in early March. This two-day event is an opportunity for Innovative's managers to grow in their roles both by developing their skills as a supervisor and expanding their knowledge and understanding of Innovative Services.

This year's Annual Manager Learning Event, *Turning Strengths into Action*, will have elements of Strengthsfinder woven throughout each session.

## Employee Timebank

As people continue to join, exciting things are starting to happen, and be offered, on the ISI Employee Timebank. If it's been a while since you logged on, check in to see what's new. Some of the opportunities posted in the last month include ice fishing trips, painting pictures and setting up new technology. With spring right around the corner, the exciting opportunities are sure to continue to grow.

# Winter Weather— What Can You Do?

When it comes to preventing slips and falls this winter, it doesn't take much effort to make a big impact. Take for instance this great idea from the safety committee of St. Coletta of Wisconsin, a non-profit organization with a similar mission to ISI. St. Coletta created dozens of salt-sand bottles for their staff to keep and use around their vehicles as they get into and out of their vehicles during icy conditions.

The bottles are kept in a large plastic container near one of the main entrances. Once the bottles are empty, employees are encouraged to simply recycle them or place them back in the container to be refilled and used again. All their efforts have helped them keep employees on their feet and off the



ground.

While it may feel like winter has already worn out its welcome, we still have a couple months of slippery and snowy weather. Wearing shoes with proper traction and using your ice cleats can be a huge help in avoiding slips and falls in slippery conditions. And when traveling away from work to visit off-site locations, it's always important to evaluate any destination for unexpected slip and fall hazards.

## Quick Tips—Travel Edition

**Take care when cleaning off vehicles:** It's always important to clear your vehicle of snow and ice before driving, but this can result in making the ground around your vehicle ice- or snow-covered. Proper footwear can help avoid potential slips.

**Fill up on fluid:** Use high-quality windshield washer fluid with low freezing temperatures, and check

your reservoir to make sure it's full throughout winter. Keep a reserve gallon in your vehicle.

**Wipe on, wipe off:** Good visibility is a must when driving, especially during winter when your vision may be obstructed by road splashes, sleet, snow or even salt residue. Replace your wiper blades every six to 12 months for optimum performance and visibility.

**Tire tests:** Make sure your wheels have adequate air pressure and that the tire treads are at least 1/16 of an inch or greater. If they aren't, the tires should be replaced.

**Drive defensively:** When inclement weather strikes, defensive driving is a must. Check road conditions and traffic before heading out, identify your route ahead of time and leave early so you have plenty of time to get to your destination.

—Information provided by United Heartland

# You Spoke, We Listened

Thanks to the 315 employees who completed our employee engagement survey at the end of last year. Your feedback is used to develop action plans for each geographic region and vocational services as well as some company-wide initiatives.

We maintained or improved in each specific area we focused on in 2016 but didn't hit our ambitious goal of improving your average satisfaction by 6%.

When we ask your favorite part of working for ISI, 81% enjoy making a difference. We're glad so many of you recognize the incredible opportunity you have each day to make someone's life better by showing up with a positive attitude and willingness to serve. The empathy you demonstrate each day is one of the things that defines our organization.

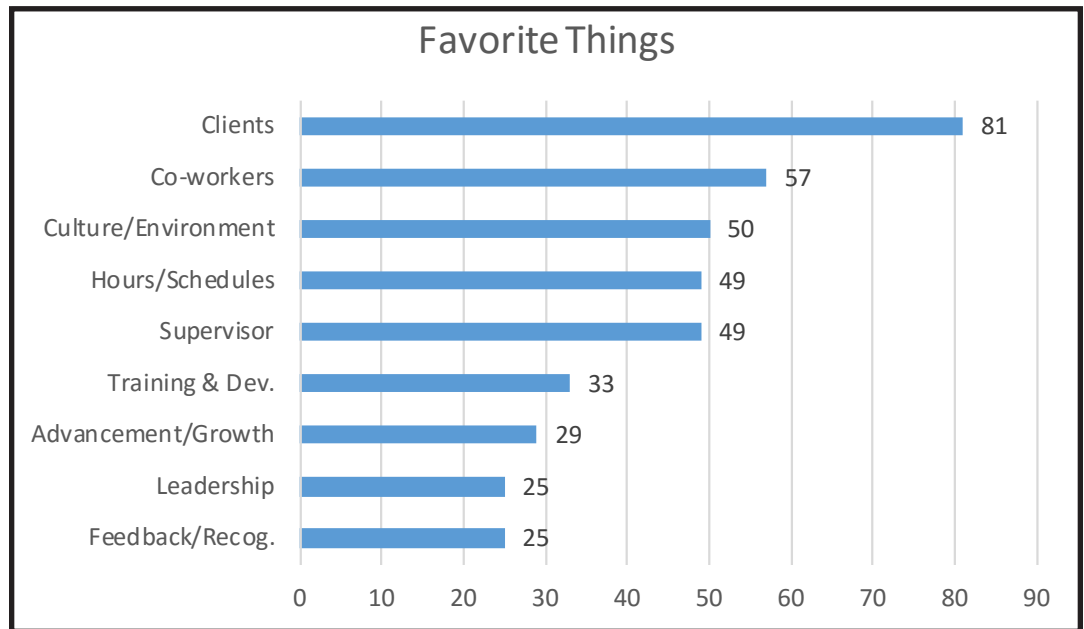
Although nearly half our employees would like to make more, overall satisfaction with the benefits provided by ISI increased by 5%. We're pleased to know the resources dedicated to providing benefits are creating value for our employees. We're excited to see how the newest benefit, the Employee Timebank, will be used this year. (If you haven't already, you can sign up through your Employee Portal for this free benefit.) We may not be able to prevent insurance costs from increasing, but we'll do our best to minimize the impact on our employees. We also want to make sure you're aware of all the benefits you can receive as an ISI employee

and help you to take advantage of your benefits.

We continue to adapt our training to be relevant, efficient and effective for the wide variety of positions within our company. We saw a 5% increase in satisfaction with the training and support you receive, yet less felt they had the same opportunities to learn and grow as in 2015. Our manager training event this spring is designed to help our managers build upon their strengths to become even stronger managers. We've slowly been integrating concepts from Strengths-

few new things this year as we try to find better ways to communicate with all our employees. A few ideas didn't quite become reality last year, such as creating a video to help everyone understand the importance of their role (and help you see some incredible things you may not realize we do). As we've grown, it's harder to grasp everything that ISI does and even harder to understand how each person in the organization helps us change lives every day.

We recognize we're not perfect and appreciate the feedback we received to help make us better.



Finder, and strengths-based leadership is focus for us this year.

Last year we began a corporate newsletter and tried a few other things to improve our communication. Yet we know it's an area where we can continue to do better. We want you to feel supported, encouraged and receive on-going feedback. Our goal for this year is to increase how satisfied you are as an employee of ISI. You'll see a

We may never reach perfection, but that doesn't mean we will stop trying to be the best employer and service provider we can be.

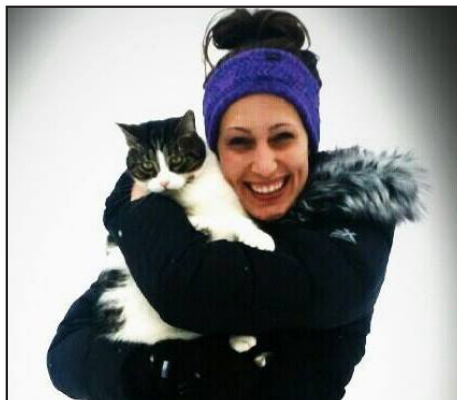
We're excited for the possibilities of 2017, especially since each geographic region and our vocational department have personalized plans based on the feedback from their specific employees. You can expect to learn more about your area's plans in the near future.

# Colby Creates Connections

Most people haven't heard of Project SEARCH, yet ISI has an employee who's become an expert on the program: Colby West.

Project SEARCH is a program designed to teach high school students with different needs employability skills through a rotation of internships at a local employer, coupled with classroom education and on-the-job training. This is ISI's second year as part of the program in the Stevens Point area, and Colby is the Skills Trainer who provides that on-the-job training.

Colby's job is rewarding when she watches students learn through each of their 10-week internships. "It's amazing to see the independence, social and employability skills they acquire within each of the rotations," she said. "It's great



When she's not at work, Colby enjoys being outdoors, listening to live music, traveling, doing puzzles and spending time with family.

when they know their jobs so well that they state, 'Miss Colby, I can do this by myself.'"

Vocational Coordinator Sarah Beguhn recognizes the impact of Colby's commitment to the people she supports. "She shows genuine

empathy and strives to help those she works with have a voice and a choice in their vocational future," Sarah said. "Her ability to connect with individuals and instill in them the want to do better is such a strength of hers."

Colby also enjoys the variety she encounters each day. "Each student is unique," she said. "It's fun and rewarding to work with each different student."

Colby is an incredible addition to our vocational department, said Sarah. "She's amazing on so many levels, whether it's her never-ending smile greeting you no matter what the circumstances, the warm energy she brings to the room or hearing her endless success stories about bettering the lives of those she works with."

## Benefit Basics: Save on Your Cell Service

### Verizon Discount

If you're a customer of Verizon, you may be eligible for up to a 22% discount simply by working for Innovative Services. This discount is available to all ISI employees, including casual call.

For more information, check your plan details or visit [bit.ly/EmpDiscount](http://bit.ly/EmpDiscount)

You can sign up for this discount two ways:

#### Company E-mail

1. Visit [verizonwireless.com/discounts](http://verizonwireless.com/discounts)

2. Enter your mobile phone number or My Verizon User ID in the Existing Verizon Customer field.

3. Click Login and Validate by Email with your work e-mail.

#### Paystub

1. Visit [verizonwireless.com/discounts](http://verizonwireless.com/discounts)

2. Enter your mobile phone number or My Verizon User ID in the Existing Verizon Customer field.

3. Click Login and Val-

idate by Paystub, and follow the instructions to upload your paystub.

### Savings with U.S.

#### Cellular

U.S. Cellular also offers discounts ranging from 10 to 15% (depending on the plan) to all ISI employees.

You can also sign up for this discount in two ways:

#### Company E-mail

Go to [uscellular.com/partner](http://uscellular.com/partner)

•Employees must use

their corporate e-mail address to validate employment.

•Personal e-mail addresses cannot be used to qualify for PED Program

•Eligible PED customer must be the account holder to qualify for PED discount.

#### In-Store Verification

Visit a retail location to verify their employment by showing either:

•a company ID badge or  
•recent paystub (within 30 days)