



COMMUNITY SUPPORT ADVOCATES

Hope. Resilience. Possibilities.

Living out our mission, vision, and values every day!

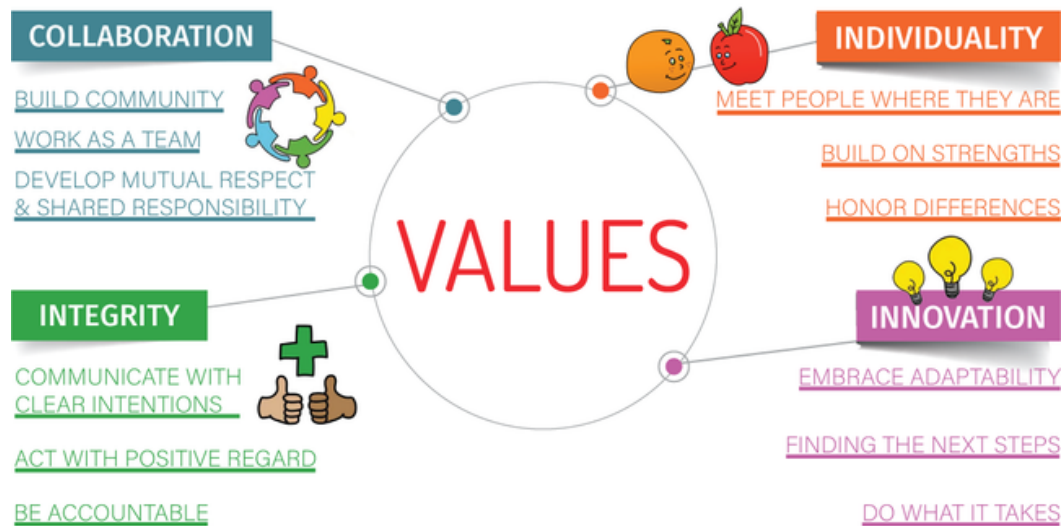


We are so proud of our CSA employees! We honor your hard work and dedication today and every day.



Michele was recognized by her peers for living out the values of Collaboration for consistently and dependably providing teams with information concerning plans expirations. Michele S was recognized by her peers for living out the values of Individuality and Integrity for always jumping in to assist the ISA teams to meet the members where they are at. Michele is very busy with her own duties and tasks, but she always works hard to make sure the members needs are being met and to support her teammates who are in need of help. Michele- your teammates appreciate you! And they appreciate you having a YES attitude for our members. Great job, Michele!

Savanna was recognized by her peers for living out the values of Collaboration for assisting when the server went down! Savanna jumped in and made sure that a teammate got access to the paperwork they needed, got it scanned and to Section 8! Thank you, Savanna!



Elle was recognized by her peers for living out the values of Collaboration for helping out and completing an intake for a member that was transitioning from KEY into ISA. This helped the member get what they needed, helped the ISA team feel support, and was a great example of working as a team to meet expectations!

Emily was recognized by her peers for living out the values of Collaboration for working with her team to teach and share information about various resources available to members and staff. Emily volunteers to help other staff and is understanding about helping her team with technology! She offers her expertise and experience, and she is supportive of her team and the people she supports. When writing goals, Emily listens to her team's feedback and welcomes input! Emily was recognized by her peers for living out the values of Collaboration, Integrity and Innovation for always being helpful with her team and members, for sharing her ideas and knowledge, and doing whatever it takes to get the job done! Emily does a great job of bringing people together for a common goal- Great job building teams, Emily!

Shienne W was recognized for going above and beyond consistently in order to help members, her team, and to be a team player. Shi's peer says she lives out all of the values of the organization by stepping in to help, showing integrity when her peers are stressed, and being a great role model and team member. Shienne was recognized by her peers for living out the value of Collaboration by consistently reaching out across teams to brainstorm and share information for shared members. Shi also does a great job of building on strengths and promoting self care for those she supports. Great job, Shienne!

Beth D was recognized for living out our value of Collaboration! Beth was recognized for going above and beyond to train a new team member. She worked hard to carefully and thoroughly explain processes and complex information, such as documentation and outcomes, to help her new team member have the best learning and supportive experience as possible. Way to go, Beth!

Colby was recognized by his peers for living out the value of Individuality by always building on his members and co-workers strengths and helping others reframe challenges into strengths. Fantastic!

Melissa was recognized by her team for living out the values of Integrity and Collaboration by them through challenges, acting with positive regard, and communicating with clear intentions. Great job leading by example, Melissa!

Sara was recognized by both her peers and her supervisor for living out the values of the organization by jumping in to support and mentor new team members, for helping build community within the team, and by sharing resources with others. Thank you, Sara!

Deb was recognized by her peers for being supportive of her team mates and members. When Deb does what it takes and meets members where they are at, she shows respect for others! Way to go Deb!

Jon was recognized by his peers for living out the values of Collaboration and Innovation when supporting a member experiencing increased mental health symptoms. Jon utilized resources like police and mobile crisis, developed a plan, and stayed late to ensure the individual was accessed at the hospital. As a result the individual got the necessary treatment and avoided unnecessary legal involvement. Way to do what it takes, Jon!

Jenn T was recognized by her peers for living out the value of Integrity when advocating for a member to stay with a provider and placement where he has made great progress. Jenn was able to advocate effectively on behalf of her member by communicating clearly and respectfully, holding crucial conversations when needed, and keeping her member and his goals at the focus of her work. Great job Jenn!

Jason M was recognized by his peers for living out the value of Innovation and Integrity. While supporting two members with life threatening health conditions, Jason embraced adaptability, finding the next steps, and doing what it takes in order to support these individuals in their recovery. Jason showed respect and clarity in living out our Mission when he helped support family members overcome obstacles, maintained daily contact, shared words of encouragement, or made quick adjustments to treatment plans. Thank you Jason for showing us what living out our values looks like when it was needed most!



The Service Coordination Team was recognized by leadership for living out the values of Collaboration and Integrity. The Service Coordination team has worked hard to collaborate with the Polk County Attorney's Office and with Decisions for Life to establish guardianships for very complex individuals within our system. Thank you for embracing teamwork and collaboration on behalf of those in need!

Shandra C was recognized for living out the value of Collaboration. Shandra, it is appreciated and noticed by others when you step in and help out when others on your team are in need. Everyone is busy, so when you go above and beyond to help out your team, sit in on a committee, or train new members of our CSA team, it is a great example of living out our values. Thank you, Shandra!

Shawn was recognized by his peers for living out the values of Collaboration and Integrity for assisting a member with a very difficult transition. Shawn worked collaboratively with the MCO, CM, DHS, doctors and apartment manager, while keeping everyone informed. Shawn communicated clearly, acted with positive regard, while seeking help from others when needed. Great job Shawn!

Izzy K was recognized for living out the value of collaboration. While participating in a recent IHH Statewide Learning Collaborative, Izzy listened carefully to all of the ideas and information shared, voluntarily shared her perspective and voice, and intentionally worked to build collaboration with other peers. Amazing example Izzy!



THANK YOU