



"The People Company"

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The Connector

Choice ~ Respect ~ Participation ~ Presence

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From the Program

Director's Desk ~

It seems like summer has just started and here we are in August already. Where does the time go? The summer program will soon be ending and it has been both educational and entertaining. Fun was had by all.

August also means back to school time. This means that the after school program will resume on August 21, 2006. There will be some exciting changes this year. We will be loading up the moving van and moving from our Sun City West location to our Youngtown location year-round. The larger building and proximity to activities for the clients will certainly mean we will be able to provide even more community activities and continue, as always, to focus on ISP

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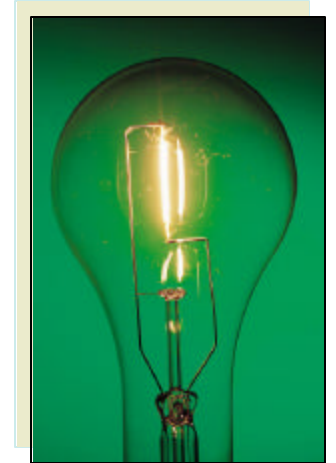
Think Outside The Box

During a recent discussion with Wayne about completing my Master's degree in Criminal Justice, he asked what I liked the best about graduate school. My answer was, "thinking outside the box." In my whole life nothing had shown me the importance of different ways of looking at a problem than during graduate school. In the same respect never in my life had this been emphasized as much as during my graduate school experience.

As I was meeting with Wayne last week, we were talking about some issues that have arisen

over the past couple of weeks. I said, "I just want people to think outside the BOX." After a weekend of quiet time and lots of thinking I wondered if people really know what thinking outside the box is, and if you don't know how to do it, can you learn?

There is more than one solution to every problem. The challenge is seeking out those different solutions and not getting stuck in a rut of your rote answer. It is also important to remember that everyone has a different style of learning and thinking and someone other than you may have a brilliant idea to solve or work through an issue.



I really think that people need to be mindful of the resources they are working with and pay attention to the different ideas circulating around. Your solution may not be the end all and be all. Seek others opinions. Search your own brain for other solutions to the issue at

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What We Do

Home and Community Based Services (HCBS)

Habilitation, Respite, Attendant Care, In-home

Day Treatment
Adult and Child Day Treatment, After School and Summer Programs

Residential Support
Supported Community Living, Specialized Living Arrangements

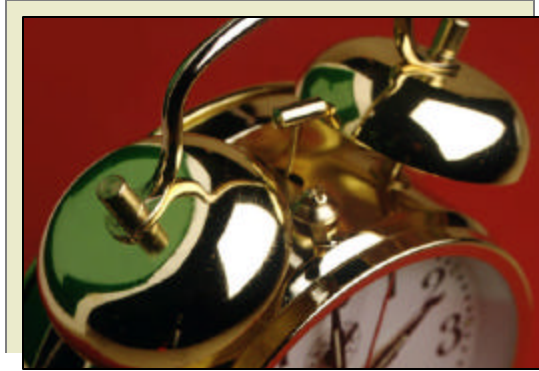
Numbers

When Wayne Nielsen gave me the assignment of what numbers mean to me I thought – “what could I possibly say about numbers??”

Here we go!

Numbers are in every aspect of our lives. It starts with the numbers on the alarm clock, to the dreaded numbers on the bathroom scale – to the number of repetitions I have to do to make those numbers budge on that scale.

My career has always been working with numbers. I started as a carhop – with a moneychanger hooked to my waist and roller skates strapped to my feet. I’ve always worked in Accounting – from Accounts



Payable/Receivable to counting the money coming in from Easter Seals telethons. As a Chiropractic Assistant I took blood pressures and the important stats on our patients.

This is my final job (unless you know something I don’t) and we use numbers in all aspects – spreadsheets with formulas for projected to actual hours we can

bill per month – to the addresses, phone numbers of our clients – to the payroll process.

Then it’s time to go home – number of laps I swim nightly, to our TV remote (we wouldn’t want to actually get up and walk to the TV to change the channels) – then back to our alarm clock and time to start all over again.

Joan Juneau

Be always at war with your vices, at peace with your neighbors, and let each new year find you a better man.

Benjamin Franklin

The Outside The Box cont’d

hand. If it is a big decision, think it through. Don’t jump in with your first answer before processing the problem at hand.

Happy August! Don’t forget your sunscreen! -Michelle Shriver

From the Program Director’s Desk cont’d

goals. We will continue to provide transportation and our program will run from 2:30-6:30pm.

It has been a busy and fun summer for the clients and staff, and I’m looking forward to a challenging fall.

Support Options

1. In-home Support—training to increase self-help, socialization, and adaptive skills within the home and community.
2. Day Treatment— specialized sensory-motor, cognitive, communicative, social, interaction and behavioral support.
3. Residential— designed to maximize consumer successes through the use of rehabilitative therapies, special developmental skills, participative enhancement, and sensory-motor development in the group home or specialized living setting.

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Dean's Blog

Hello again, Dean here, time for another edition of the Blog! This month we are going to talk about one important characteristic needed to be productive in a High Performance Organization. Notice that I said performance. The size of a company has very little bearing on the mindset of its workers.

So, is there a secret decoder ring needed to really and truly decipher the things needed to run a high performance organization? Well actually, there are some real components needed to effectively deliver high end results. However, for the sake of this article, I want to talk about only one. First, we need to define a high performance organization. You won't find this in the Webster's dictionary. High Performance Organization is just an idea with the premise seemingly simple. "An organization put together to bring out the best in people, producing the capability to deliver substantial results." This sounds great, right? Absolutely, and

you will not believe how simple it is to create the foundation to accomplish this principle. Ready?



Place people first; if people are treated like disposable parts they will not hold true to the alliance of the organization. People are the crucial resource needed to deliver big time results! Retaining the right people, who are able to enhance their potential by providing high performance results, has to be the most important factor to an organization's success. So, how does a company instill the mechanisms needed in their employees?

Well, there is not one clear cut

answer. Every management team from around the globe has dissected this with wavering results.

And even the very best Quality Management policies have had their ups and downs. But, as a manager who has not always been a manager, I can offer these simple ideas of how employees will come together and enjoy their vocation to produce fantastic results.

Let's keep it simple. Employees do not want to be managed, they want to be coached. Orders are a thing of the past. Work as teams. Facilitate the work of teams so they can better complete their jobs and meet company expectations. Employees want to be treated like they are wanted not just needed. Inspire the right goals to subordinates that are realistic and achievable. Understand their values and evaluate your own. Treat our people like you want to be treated. Don't set expectations too high. Become involved. Be objective. Understand diversity. Embrace constructive criticism. Evaluate and measure everything. Ask questions. Provide the proper training. Allow for change. Listen.....And above all, be nice!

Dean Anast

AmeriServe International Inc.

Wickenburg, Arizona

IRS News Release

Electronic Federal Tax Payment System Cited in New E-Mail Scam

EFTPS (Electronic Federal Tax Payment System) is being used in a new e-mail scam as a hook to lure individuals into disclosing their personal information.

"The IRS does not send out unsolicited e-mails asking for

personal information," said IRS Commissioner Mark W. Everson. "Don't be taken in by these criminals."

For more information go online www.IRS.gov/newsroom IR-2006-114, July 19, 2006



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