

# Outstanding DSP Award Nomination

## **Award Description:**

**The DSP Award will be presented to a DSP who has positively affected the lives of individuals served by an InterHab member agency. The DSP is someone who has gone above and beyond in their daily work to support individuals with intellectual and developmental disabilities.**

**NOMINEE: Jennifer Newman**

**ORGANIZATION: Big Lakes Developmental Center**

Include a narrative including answers to the following questions. You may also attach a maximum of three letters of support. Additional information may be attached if necessary.

- What is the staff person's job?
- To what needs has the staff person responded and how were they met?
- What are the person's significant accomplishments in his or her workplace?
- List any personal services and/or achievements that are pertinent.
- Provide a biographical sketch of the person.
- Additional information.

**NOMINATION NARRATIVE:** Jennifer Newman was hired as a Life Enrichment Trainer in 2014. Jennifer has worked in several departments since then, which made her a valuable asset as our Resource Supervisor, allowing her to go to any department when needed. Jennifer can jump right in and easily takes leadership wherever she goes. Jennifer has a wonderful, supportive, calming, and caring way about her that helps many clients when they struggle with some things. Jennifer has high standards for client care and all of our contracts. She has been our go-to person to train new staff members or clients to complete contracts. When our Employment Training Specialist was going to be on medical leave for an extended time, Jennifer shadowed her and quickly filled in while the staff person was gone. This was a new area and not a position we had had other staff cover.

Jennifer has always shown an interest in learning and development to best care for the clients. She is respected by her peers and by our clients. Jennifer provided coverage at one of our contract locations, and she noticed that the client's quality of work had declined since she last worked with them there, along with a decrease in their willingness to complete all of the job tasks that were assigned to them to complete the contract. Jennifer coordinated with her supervisor and developed a plan to train the staff and the clients on the contract to increase their quality of work and keep everyone engaged.

Jennifer's exceptional adaptability and flexibility in her work are truly commendable. Despite frequently being pulled from one area to another at the last minute, she remains positive and readily adjusts to the changes, showcasing her versatility and dedication.

Jennifer has shown leadership in providing professional feedback when staff members perform less than optimal. Jennifer consistently sees areas where she could improve and provides the support needed. For example, when covering at the hotel, Jennifer noticed that the clients were not certain how many items were needed in the bathroom, so she made dry-erase cards that showed how many soaps, shampoos, lotions, towels, etc. were required, along with a picture of how the finished bathroom should look.

Big Lakes has received compliments on Jennifer's work and her crew's work when she is leading it, noting that it is consistently excellent. Jennifer is also heavily relied on to provide care when needed in our program area, needing total care support. Jennifer serves as a role model in providing support to clients in positioning, range of motion, medication administration, hygiene care, and g-tube.

As a DSP, Jennifer can do it all, from assisting with behavioral support to employment training, planning enriching activities (she is a great artist), and providing total care support.