



UPDATE FROM  
THE PHOENIX RESIDENCE, INC.



WINTER 2023

## Close the Gap Spotlight: Nicole Neuman



Nicole with her  
Program Manager Sandy

A Ray of Sunshine! That is a phrase that captures the impact that Nicole Neuman has at Centerville House. Her smile lights up the room and is infectious! She brings joy to those around her!

Nicole came to Phoenix a year ago, after working for nearly four years at a transitional care facility in Hastings. "I'm in this field because I love to help people," said Nicole. When Nicole joined us, she started working at Centerville House and instantly clicked with several staff members and individuals at the home.

"When I came in the door, Jimmy and Sandy just took me in like I've been there forever," recalled Nicole about her first day. "I've also grown very close to the other individuals in the home. One of my favorite things to do is to assist Dan with his morning routine."

And her coworkers agree! "She's an exceptional employee and great team player," said Program Manager Sandy Gustafson. "She goes above and beyond. If she sees something that needs to be done, she takes the initiative to do it." As Sandy concluded, **"I wish we could clone her. She is a tremendous attribute to Phoenix and the people we support."**

At only 20 years old, Nicole has the whole world ahead of her, but hopes to continue down this path of helping people. She's currently attending Century College pursuing her degree in exercise science, hoping to become a physical therapist. **Thank you Nicole for all you do at Centerville House!**

## A Whole New Way to Give!

Don't have much time on your hands, but still want to support Phoenix's *Close the Gap* campaign? We've got the ultimate solution for you! You can now **TEXT US YOUR DONATION!** Choose whether you want to make a one-time or monthly donation, or join our Round-Up program, where all your spare change will be donated to us.

**To get started, TEXT CTG2023 to 26989 to make your donation today!**



To learn more about our campaign or make a donation, please visit [www.phoenixresidence.org/give.html](http://www.phoenixresidence.org/give.html)

## Close the Gap Update

*Thank you for helping us raise...*

**This Quarter: \$76,059**

**Total: \$888,454**

## What We Are Funding

In 2021, we chose to use our *Close the Gap* funds to give our DSP staff pay increases. *Close the Gap* continues to fund that increase. In 2021, we spent \$211,500 on the increases, and in 2022, we spent \$113,739.

**Happy New Year!** We look forward to what 2023 will bring!

There is always such excitement and anticipation of what the new year will bring! We look forward to a fresh start! We will continue to focus on enhancing person-centered services and building the workforce needed to support individuals here at Phoenix. We are always open to suggestions and welcome your input!

We continued planning for the future with our *Close the Gap* efforts last quarter. We're happy to report that we ran a successful Give to the Max Day campaign this year—**raising \$2,100 during this Minnesota giving holiday!** All the money raised from Give to the Max Day will support our hard-working and dedicated direct care workers.

**Thank you to everyone for your support!**



*Michelle from Howard House working on an art project*

## Phoenix Announces Employee of the Year Winners

We work with so many great staff members who provide exceptional care to the individuals we support! In 2022, we celebrated six **Employee of the Year Winners**, who were nominated by their peers.

Staff are recognized for their compassion, work ethic, and outstanding service! They will be honored next month. Visit our website to read all the nominations and learn more about everyone who was nominated. Help us celebrate them by congratulating them on this outstanding accomplishment!

Please visit [www.phoenixresidence.org/news.html](http://www.phoenixresidence.org/news.html) to learn more. Congratulations to our winners!

### DSPs:

Nick LeBrun – Several homes  
George Winston - Carver  
Nakia Hammond - Newport

### Manager:

Michelle Tinsley –  
Foss & Suburban

### Support Staff:

Sarah Boone –  
Office Manager

### Phoenix Service Corp:

Jessica Lipnik



*Michelle Tinsley*



*Nick LeBrun*



*George Winston*



*Nakia Hammond*



*Sarah Boone*



*Jessica Lipnik*

**Thank you to all our staff for  
the great work you do!**