



Iowa-Nebraska Chapter 2010 Employee Owner of the Year Award Nomination

On behalf of CarePro Health Services and our ESOP Advisory Committee (EAC), we respectfully submit this nomination form for Kathy Althoff for the Employee Owner of the Year Award.

Kathy Althoff joined CarePro Health Services in 1996 and has demonstrated a great passion for employee ownership since CarePro's ESOP existence in 2004. Kathy serves as the CarePro Relations Manager, working with 18 company divisions to unite and grow our company's ownership culture.

Kathy's position bridges the gap between location managers and employee owners by promoting company education, employee recognition, company cohesiveness, and communication opportunities. Her leadership and compassion about the ESOP has taken her position to new heights. She has helped develop sub-committees with the help of CarePro's Strategic Planning Committee to focus on short/long term company goals. Kathy is instrumental in all areas of company growth which is evident in their accomplishments.

An education need is being met because of Kathy's continued company commitment. She has co-developed three leadership and training sessions offered to CarePro employees and managers. Kathy coordinated and helped initiate our CarePro Ambassador Program. This program pairs new hires and existing employees together for peer education of the ESOP and CarePro divisions. The Ambassador Program creates employee relationships and encourages new hire participation and ownership to our ESOP.

Kathy is chair of the CarePro referral committee which educates employees about the importance each person can have to their own ESOP growth by being a referral source. This committee has enhanced employee knowledge of health care services and products offered to customers through employee referral cards. Each card contains information about all divisions of CarePro, and can be easily distributed throughout the communities served by CarePro. Kathy has helped illustrate how a small amount of money can make a big difference in an ESOP. Monthly postings have been distributed companywide of employees who were recognized for their referrals from family, friends, new and existing customers.

Kathy took on a very difficult task of making our 18 widely distributed divisions geographically feel like they are company owners of one company. To overcome this task she recognized the need for employees to understand and visualize all divisions, and to create unity through signage and marketing material. Kathy coordinated facility tours of each location and is implementing a "virtual tour" on the employee service website. Kathy has also helped create a CarePro logo that emphasizes "Employee Owned". She is currently working with the sales and marketing team to ensure that "employee owned" is proudly displayed on all materials CarePro distributes.

A major need indicated by a 2009 CarePro employee survey was communication breakdown between company divisions. Kathy Althoff has since served as a liaison between divisions, employees and managers. She compassionately listens to employee ideas and concerns, and then relates the information to managers. New services, product lines and ideas have been created

because of her willingness to serve both employees and company needs.

In addition to Kathy's company ownership position accomplishments, she has been highly involved in the communication of our company's ESOP and continues to serve on the EAC, CarePro's communication committee. She has been instrumental in making ownership meaningful and has continued to actively expand her own ESOP knowledge and share it with others in our company. Kathy attended the 2009 Iowa-Nebraska Chapter Spring Conference and helped prepare the 2010 CarePro ESOP Retreat. Some of her EAC accomplishments include:

- Celebration of Employee Ownership Month (EOM): With Kathy's support and project leads, all CarePro divisions were incorporated and equally able to participate in companywide events. CarePro had a record number of participants because of the coordination and ease Kathy helped implement throughout the company divisions. Kathy coordinated open houses for each of the divisions during EOM for employees to continue to build awareness across the company and to unite us as one.
- Cedar Rapids Kernels Company Family Outing: Kathy coordinated the company outing with the help of other EAC members.
- 2009 CarePro Poster Contest: Kathy was the winner of our first company poster contest with the theme of "Growing together one branch at a time". Kathy's idea was exactly what the EAC was looking for as a theme for the year as we are working on growing our company culture and awareness.

Kathy has always had a desire to improve the company and help it grow any way she can. Kathy was nominated by one of her peers for the Shining Star Award. Her caring personality and dedication shown to CarePro and fellow employees can be summarized from her nomination as follows:

I'd like to nominate Kathy Althoff for Shining Star. Kathy is the type of person that will jump in and help out anyone that needs assistance. She's a great planner and problem solver which makes her indispensable for our company event committee each year. This year, Kathy picked up the lion's share of tasks that helped make our Employee Appreciation Dinner such a success. She picked out and ordered many of our decorations, she designed homemade decorations, and she ordered the desserts and arranged for their delivery. And Kathy not only arranged for the cocktail table rentals, she picked them up and returned them to the rental facility. She was there before the event to set up, during the event to cover numerous tasks, and after the event to clean-up. In fact, she was the last person to leave that evening. CarePro has a valuable employee in Kathy because we can count on her from the beginning to the end of a project. I believe that these qualities make Kathy Althoff a true shining star!

These are only a few examples of why we believe that Kathy would be an exceptional choice for Employee Owner of the Year.