



A Weekly Update  
 For The Employees of  
 North Central Health Care



PHOTO OF THE WEEK

# NEWS YOU CAN USE



## WEEKLY CONNECTION WITH GARY OLSEN

As we approach the close of 2024, I want to take a moment to reflect on the incredible year we've had and to express my deepest gratitude to each of you. This will be the final News You Can Use article of the

year, and it feels like the perfect opportunity to celebrate all we've accomplished together.

This year has seen many program successes that have demonstrated innovation and teamwork. Your hard work and dedication have been the driving forces behind our success. Whether it was tackling complex projects, adapting to new challenges, or finding creative solutions, you've shown what it means to truly embody our core values:

- **Dignity:** We are dedicated to providing excellent service with acceptance and respect to every individual, every day.
- **Integrity:** We keep our promises and act in a way where doing the right things for the right reasons is standard.
- **Accountability:** We commit to positive outcomes and each other's success.
- **Partnership:** We are successful by building positive relationships in working towards a system of seamless care as a trusted community and county partner.
- **Continuous Improvement:** We embrace change through purpose driven data, creativity, and feedback in pursuit of the advancement of excellence.

These values are more than just words—they are the foundation of our culture and our compass that acts as the guiding principles that have

shaped our achievements this year. As we look ahead to 2025, I'm excited about the opportunities we have to build on this momentum, take on new challenges, and continue to grow together as a team.

Thank you for bringing your passion, commitment, and talent to work every day. You make this organization a truly special place, and I'm honored to work alongside each of you.

Wishing you all a Merry Christmas and a happy, healthy start to the New Year. Let's make 2025 our best year yet!

*Gary D. Olsen*

**Gary Olsen**  
 Executive Director



P.S. If you remember, I introduced you to Sassy, my wife's bigfoot silhouette we have in the yard. I shared a picture of Sassy all dressed up for Halloween. Now my wife has him all dressed up for Christmas.

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**EMPLOYEE SHOUT OUT!**

**Olivia Smola, Aquatics**

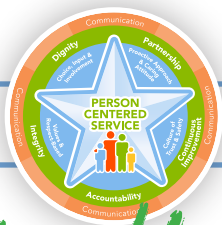
Thanks for your help in Net Health workflows.

**By: Paul Smith**

**Occurrence Reporting Hotline**

**x4488 or 715.848.4488**

Only significant or sentinel events requiring immediate notification to this hotline.



NEWS YOU CAN USE

# Happy Holidays to Our Entire Team!

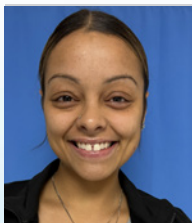




# WELCOME THESE *New Employees* TO THE TEAM!

These employees were welcomed at Orientation in December!

### Pine Crest



**Alexis Eddington** – CNA



**Bryce Eggebrecht** – CNA



**McKenna Pickard** – CNA



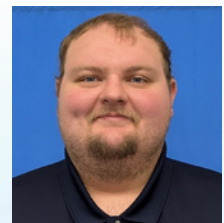
**Tonya Hart** – EVS Coordinator

### Food Services



**Salimullah Jalal** – Dietary Aide

### Safety & Security



**Seth Baker** – Safety & Security Officer

### Corporate Administration



**Kari Oliva** – Director of Revenue Cycle

### Learning & Development



**Brandy Thorne** – Manager of Learning & Development

### Adult Protective Services



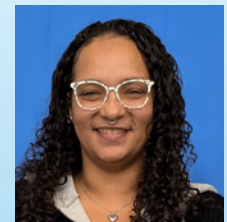
**Amber Resch** – Administrative Assistant

### Youth Behavioral Health Hospital



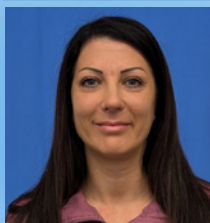
**Parn Yang** – Registered Nurse

### Adult Behavioral Health Hospital



**Shantel Dipzinski** – Behavioral Health Professional

### Youth Crisis Stabilization Facility



**Kira Minarik** – Behavioral Health Professional



**Amanda Roehl** – Behavioral Health Professional

### Adult Crisis Stabilization Facility



**Susan Duellman** – Behavioral Health Professional



**Kathryn Rasmussen** – Peer Specialist

*We are so excited to have you on our team!*





# employees on the move

Congratulations to these employees for their recent transfer or promotion!



**Natalie Montes** was promoted from Safety & Security Officer to Safety & Security Team Lead reporting to Junior Chojnacki effective 11/24/2024.



**Destiny Dunlop** was promoted from Hospitality Assistant to CNA at Pine Crest reporting to Jeremiah Jerzak effective 11/24/2024.



**Brooklynn Luther** was promoted from Hospitality Assistant to CNA at Pine Crest reporting to Jeremiah Jerzak effective 11/24/2024.



**Soncirea Koehler** transferred from Hospitality Assistant at Mount View Care Center reporting to Deanna Nowak to Behavioral Health Professional at the Adult Crisis Stabilization Facility reporting to Caitlin Jeske effective 12/08/2024.

congrats!

## MEET BRANDY THORNE Manager of Learning & Development

Brandy Thorne joined our NCHC team on December 9, 2024 as the Manager of Learning & Development. Brandi previously worked for Church Mutual Insurance Company where she was a Senior Learning and Development Consultant. Prior to that position, she was at Northcentral Technical College for 11 years, where I served in various roles, such as the Dean of Business, Community Services & Virtual College and Director of Learning Innovation. She holds a Bachelor's Degree in Communication, Master's Degree in Career & Technical Education, and Doctorate of Educational Leadership. Brandi lives in Rib Mountain with her husband Calvin, two children Aiden (15) and Abby (10) and two dogs. She was raised in central Wisconsin on a dairy farm and enjoys outdoor activities in the summer and watching her son play hockey in the winter.



welcome!



## MEET KARI OLIVA Director of Revenue Cycle

Kari Oliva joined our NCHC team on December 9, 2024 as the Director of Revenue Cycle. Kari formerly served as a Compliance Partner at Aspirus Health, Patient Access Manager at Centura Health/Common Spirit (Colorado) and Patient Accounts Manager for Behavioral Health Billing, Payments, and Refunds (Colorado). Kari and her husband Luke Oliva recently celebrated their first wedding anniversary in October and live with their 4 dogs: two Pugs and two Chinese Crested/Pug mixes.

Kari moved here from Colorado June 2023, and lived in Colorado on and off for about 20 years but is originally from Hartford, Wisconsin. She enjoys hiking, camping, any water activities, walking the dogs, and spending time with family. One thing she could not live without is chap stick! She always has at least two on her. Kari is particularly proud of the dual masters' degrees that she has obtained and is very excited to be here and get started on this amazing opportunity for our organization.



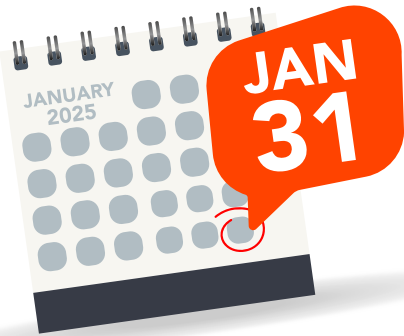
# Jeans All Week!

**Week of Christmas**  
December 22 – 28



**Week of New Year's**  
December 29 – January 4

All employees can enjoy wearing jeans to work all week – both weeks!



## ORGANIZATIONAL LEARNING MODULES UPDATE

**New Deadline: Complete 2024 Mandatory Training by January 31**

As part of our commitment to Continuous Improvement and fostering a safe, productive workplace, we've updated the due date for completing all mandatory 2024 learning modules. **The new deadline is January 31, 2024**, instead of the previous date of December 31. This adjustment is part of our dedication to creating a safe and informed work environment, giving

everyone ample time to prioritize and complete the required training.

**To be eligible for a wage increase in 2025, employees must complete the organizational learning modules listed below by January 31.**

### December 2023

- Annual Healthcare Compliance Refresher 5.0 (US) 2023

### February 2024

- NCHC Policies, Procedures, and Related Forms 2024
- Employee Compensation and Timekeeping Policy Review
- NCHC Charge and Conviction Notifications, Background Checks – 2024

### June 2024

- Compliance and Code of Conduct – 2024
- HIPAA Privacy & Security

### August 2024

- Infection Prevention Olympics
- Bloodborne Pathogens and Your Organization's Exposure Control Plan 2.0 (US)

### October 2024

- QPR Gatekeeper Certification Training

### November 2024

- NCHC Work Expectations, HR Policy Review, and Job Acknowledgment 2024
- Diversity and Inclusion in Teamwork 2.0

### December 2024

- Leading Learning - Health and Safety at Work 1.0
- Emergency Preparedness 2024

We encourage you to log into UKG Learning at your earliest convenience to review and complete your assigned courses. Your participation plays a vital role in supporting our values of safety, excellence, and collaboration.

If you have any questions or need assistance accessing the training, please feel free to reach out to your manager or Learning & Development.

## RETIREMENT NEWS!

### Congratulations on Your Retirement

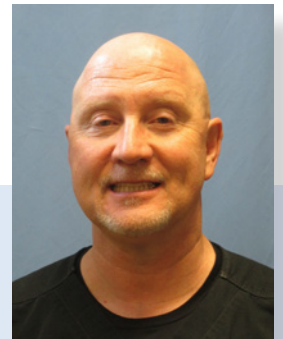
**Mark Sugerman** has announced his retirement from NCHC as a Logistics Worker in Demand transportation. Mark has been with NCHC for 2 years.



Join the NCHC team as we celebrate Mark's retirement on **December 30 at 10:30 am in the Wausau Campus Cafeteria.**

### Sam Romang

has announced his retirement from NCHC as an LPN in Pine Crest. Sam has been at Pine Crest for 7 years.



Join us as we celebrate Sam's retirement on **December 20 at 6 am at Pine Crest.**

Congratulations to both Mark and Sam and thank you for your service to our communities!

**GABBIN' with GARY**

**DECEMBER GAB SESSION: SAFETY & SECURITY**

Gary Olsen, Natalie Montes, Junior Chojnacki



**APPRECIATION FROM THE LEARNING & DEVELOPMENT TEAM**

**Thank You for Your Support for Our New Employees**

The Learning and Development team would like to extend their gratitude for your support in 2024 with New Employee Orientation and assisting our new hires with getting acclimated to NCHC their first few weeks here. We appreciate your commitment to this crucial aspect of employee retention.

Here's a few comments from 2024 from our new employees that we would like to share:

***“Best orientation I’ve ever been to.”***

*“It was very well organized. All presenters were well prepared, friendly and organized. The process as a whole made me feel welcome and more prepared to start my job.”*

*“This is the first and second day of the rest of my life. I’m very excited to be a part of NCHC.”*

*“The best yet! Seriously never had an orientation like this. Truly demonstrated person centered service.”*

*“It was run very professionally with fun and interactive activities. Well done!”*

***“The company values it’s employees and their efforts.”***

*“NCHC’s orientation was overall great. This orientation is the first time I’ve actually enjoyed coming to. They explained everything very well and knew a lot on the subject they were talking about”*

*“Very detailed and taken seriously. This is a nice change from past employers who did very little in the form of orientation.”*

*“10/10 love the people and the energy of orientation. Everything was thorough and well communicated.”*

***“I really enjoyed how every speaker talked about the core values and made me feel that it was very important to everyone.”***

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\*One use per customer. Offer exp. 12/31/2024

**SPEND YOUR 2024 FSA FUNDS BEFORE IT’S TOO LATE!**

<https://fsastore.com/>

Diversified Benefit Services is excited to announce that we have partnered with the FSA Store and have a special offer for you. Use the link <https://fsastore.com/> to receive **\$5 off your purchase** through the FSA Store! Plus, all purchases made at the FSA Store using your FSA debit card will automatically be substantiated. This means there is no need to submit additional documentation! Hurry! **This offer expires 12/31/24.** Make sure to get the health products you need before your FSA dollars expire.



# Scrub Sale!

Tuesday, December 17

1:00pm - 03:00pm

**PINE CREST STAFF ENTRANCE**

Payroll Deduction - Cash - Credit Card

**CUREOLOGY**  
 Introducing **Cureology** by Koi  
 Koi's newest collection brings ultra soft, 100% polyester stretch fabric with advanced moisture wicking

**NOW AVAILABLE**



Sign-up to get email reminders and a coupon to use on our next visit!

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Phone: 866-727-8273 Fax: 574-970-0382 www.scrubsonwheels.com

**Ascension**

**Ascension WI EAP Presents Lunch & Learn Series**

December 2024

Employer Solutions

## A MESSAGE FROM OUR EAP

NCHC's Employee Assistance Program will be hosting the last Lunch & Learn for 2024 which features the topic "Grief at the Holidays." This time of year is magical and yet it can remind us of those who have passed and are no longer with us to enjoy these special times. Those feelings can be overwhelming and that is where this presentation can help by sharing ways to navigate and cope with the grief and stress.



### WHAT: Grief at the Holidays

Self care, traditions, delegating tasks, boundaries, and hope.

**WHEN: Wednesday, December 11th, 2024**

12:00-1:00 PM CST, No sign up required, just click the link below to join the Lunch & Learn virtually.

**WHERE: Online** <https://bit.ly/Dec24EAP>

## December 2024 Organizational Learning Modules



## TRAININGS HAVE BEEN ASSIGNED

Log in to UKG Pro Learning and complete the following courses:

- **Leading Learning – Health and Safety at Work 1.0 (15 minutes)**
- **Emergency Preparedness**
- **2024 (30 minutes)**
- **Complete any outstanding assignments**



The following employees were nominated and selected for their outstanding demonstration of our NCHC Core Values and Person-Centered Service. Congrats to the following individuals and teams for their achievements.

## OUTSTANDING TEAM PARTNERSHIP AWARD Community Treatment Youth - Lincoln County Team

Congratulations to the Community Treatment Youth - Lincoln County Team, recipient of this quarter's Team Partnership Award. The team consists of **Amanda Bartz, Taryn Barna, April Bayer, Daphney Brandenburg, Brooke Lampe, Jennifer Staeven, Courtney Welhouse, and Sam Zoellner.**



### The Team was recognized for:

- Consistently demonstrating and role modeling our Core Values of Partnership and Continuous Improvement;
- Excelling in their day-to-day job duties; this team goes above and beyond to identify innovative and creative ways to collaborate with our community partners;
- Serving as active participants in initiatives around the state to improve professional collaboration between child welfare and behavioral health in an effort to improve outcomes for youth, families, and staff across programs;
- Planning and implementing training with our partners at Lincoln County Department of Social Services;
- Involvement in Lincoln County's Youth Justice Collaborative and playing

an active role in implementing new approaches to addressing truancy and aggression in the Merrill and Tomahawk school districts;

- Involvement in the multi-disciplinary Attendance Matters Committee that develops individualized plans with youth referred to the committee for truancy.

The Lincoln Youth team's efforts have solidified NCHC's place at the community table. If there is a discussion about youth in Lincoln County, NCHC will be included. The collaborative, professional relationships this team has developed and maintained with Social Services, Merrill School District, Tomahawk School District, and youth-serving agencies like Boys and Girls Club has significantly advanced the reputation and services of Community Treatment and NCHC in Lincoln County. The relationships they have built support people across agencies in working together to meet the needs of individual consumers.

*The team was nominated by Erica Huffman, Clinical Coordinator.*

Quarter	Submission Dates	Selection and Recognition Planning
1st Quarter	January 1 to March 31	April
2nd Quarter	April 1 to June 30	July
3rd Quarter	July 1 to September 30	October
4th Quarter	October 1 to December 31	January

Share your experience with a coworker or team that demonstrated the outstanding work and commitment to providing excellent Person-Centered Service at North Central Health and the community.

### Recognition is Awarded Quarterly for:

- Outstanding Person-Centered Service
- Outstanding Service Excellence
- Team Partnership
- Outstanding Leadership



Nominate a Coworker or Team today! [www.norcen.org/Recognition](http://www.norcen.org/Recognition)





# FrontLine

Frontline | December 2024

Employee Assistance Program | [ascensionwieap.org](http://ascensionwieap.org) | [eap@ascension.org](mailto:eap@ascension.org) | 800.540.3758

## Men's Health Awareness Month

**M**en face unique health challenges, but their behaviors often hinder their own well-being. They are less likely than women to visit a doctor regularly or get preventive care. Additionally, men tend to engage in riskier behaviors, such as smoking, excessive alcohol consumption, and neglecting mental health issues. If you are a man, recognize that societal norms often pressure men to "tough it out," thereby discouraging them from seeking help or admitting vulnerabilities. Don't fall for it. Make health a priority so those you love—not just you—benefit. Consider: 1) Redefine "strength" as taking control of your well-being. 2) Recognize that detecting and treating health conditions early will help you avoid fear, worry, and expense. 3) Don't view mental health issues like depression, stress, and anxiety as "not physical" and therefore best handled with denial and minimization. 4) Let go of this myth: "Feeling fine means I don't need to see a doctor." Many serious conditions show no noticeable symptoms until they reach middle or late stages, when treatment becomes more challenging and may no longer be effective. 5) Don't depend on a partner or spouse to track your health needs or schedule appointments. Make it a nonnegotiable part of your life routine, just like car maintenance. 6) Choose a medical doctor you feel at ease with, so you won't hesitate to ask questions about your health, even those that feel sensitive or embarrassing.

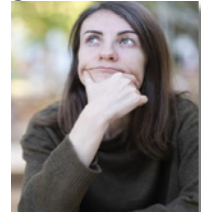


## Stress Tips from the Field: Manage Stress with the 24-Hour Rule

**T**he "24-Hour Rule" is one of the most powerful stress management techniques. When stress is overwhelming, this mindset encourages you to focus only on what you can handle or control right now and avoid focusing on worries until tomorrow. This approach allows you to compartmentalize your concerns, giving your mind the space to process immediate challenges without the added burden of future uncertainties. By limiting your worry to a specific timeframe, you create a psychological buffer that can significantly reduce anxiety and improve your overall well-being. Consider your past; how many times have you experienced extreme worry over a moment or set of circumstances about which you had no solution or control? And still, here you are today with those things now in the distant past—many of which you can't even recall! In the moment, it is easy to forget this stress management technique that relies on the reality that circumstances change, solutions emerge, and perspective shifts. And if one day at a time feels too tough, try taking it one hour at a time.

## Get Unstuck from a Rut

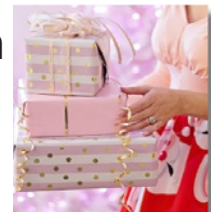
**T**he majority of employees feel secure in their jobs but also stuck and unable to move up. Feeling stuck can be emotionally draining, reduce productivity, and negatively affect your life outside of work. Don't stay in this indeterminate state, because it can lead to long-term dissatisfaction and even health consequences. Take proactive steps to get some happiness back and overcome your feelings of stagnation. Set goals for yourself despite your current status. Identify what part of your job you like best and focus on building your expertise there, or even focus on courses to develop additional skills, volunteer opportunities, and mentorship. Connect with coworkers with whom you have good chemistry. These positive interactions can give your job more meaning. Pursue hobbies, side projects, or community involvement initiatives that bring joy and a sense of achievement. Don't just leave work, go home, and hit the couch. Instead, take action to cultivate a fulfilling and more dynamic life. This includes reaching out for EAP help.



Source: [www.glassdoor.com/blog/worklife-trends-2025/#Trend1](http://www.glassdoor.com/blog/worklife-trends-2025/#Trend1)

## Breaking Free from Holiday Perfectionism

**I**t's impossible to avoid images of holiday perfectionism—Hallmark® movies, flawlessly decorated homes, stacks of presents, idealized family gatherings. If you are looking for less stress this year, the secret is redefining what perfect means. Shift your focus from flawless decorations, meals, and gifts to meaningful connections and personal joy. This means asking yourself what truly matters this season and letting go of the rest. Instead of that holiday dinner that takes three days to prepare, plan something manageable and delegate it. Resist the pressure to attend every event. Go for the experiences, not the things. Instead of focusing on picture-perfect moments, consider the perfectly joyful ones that don't come wrapped in a bow—laughter, connection, and some moments of peace.





## DECEMBER 16 – 20, 2024

DESSERT SANDWICH SOUP MAIN ENTRÉE

MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
Scalloped Potatoes & Ham Brussel Sprouts	Vegetable Beef Stew Biscuit Creamy Coleslaw	Broccoli Cheese Stuffed Chicken Mashed Potatoes Carrots	Baked Chicken Drumstick Loaded Mashed Potatoes Greene Beans	Baked Spaghetti Breadstick Corn
Cheese Chicken Salsa Soup	Chicken Noodle Soup	Cheesy Broccoli Soup	Stuffed Green Pepper Soup	Vegetable Soup
Reuben/Rachel	Philly Cheesesteak	Chicken Quesadilla	Potato Bar	Hot Dog Bar
Brownie	Bread Pudding & Caramel Sauce	Pudding	Carrot Cake with Cream Cheese Frosting	Rice Krispie Treat

## DECEMBER 23 – 27, 2024

DESSERT SANDWICH SOUP MAIN ENTRÉE

MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
NCHC Ranch Pork Medallions Baked Yams Mixed Vegetables	<b>Café Closed for Christmas Eve Day</b>	<b>Café Closed for Christmas Day</b>	Roast Turkey Rice Pilaf Parslied Carrots Dinner Roll	Crab Cakes Boiled Potatoes Creamed Peas
Turkey Dumpling Soup			Cream of Broccoli Soup	Chili
Hamburger with Fried Onions	<b>Bistro is OPEN</b>	<b>Bistro is OPEN</b>	Nacho Bar	Shredded Pork on a Bun
Banana Split Dessert			Frosted Chocolate Cake	Caramel Brownie

## DECEMBER 30 – JAN 3, 2024

DESSERT SANDWICH SOUP MAIN ENTRÉE

MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
Cheesy Meat-loaf Baked Winter Squash Wax Beans	<b>Café Closed for New Year's Eve Day</b>	<b>Café Closed for New Year's Day</b>	Creamy Swiss Steak Baked Potato Parslied Carrots	Catfish Nuggets Roasted Sweet Potatoes Broccoli Cuts
Cream of Potato Soup			Taco Soup	Split Pea Soup
Grilled Ham & Cheddar	<b>Bistro is OPEN</b>	<b>Bistro is OPEN</b>	BBQ on a Bun	Tuna Melt
Cherry Delight			Cinnamon Baked Apple	Pumpkin Fluff

# WHAT'S FOR LUNCH?

**WAUSAU CAMPUS EMPLOYEE CAFETERIA**  
OPEN TO ALL NCHC & WAUSAU CAMPUS EMPLOYEES

**MONDAY – FRIDAY**

**Grab-N-Go 8 am – 6:30 pm**

**Lunch 10 am – 2 pm**  
Soup, Salad Bar & Hot Food Bar

Soup Served until 6:30 pm or until sold out.

**WEEKENDS**

**The Employee Cafeteria is Closed.**

WEEKDAY SALAD BAR & HOT FOOD BAR \$.45/OUNCE

## Daily Hot Sandwich Menu

FEATURING DAILY SPECIALS LIKE GRILLED BEEF & CHEDDAR, CHEESEBURGERS, BBQ SANDWICHES, TUNA MELTS, PIZZA & MORE!!

Make your own cold or hot sandwich with fixins' OR self-serve at the salad bar.





# THE BISTRO

**NOW OPEN 7 DAYS A WEEK! | WEEKDAYS 7:30AM - 3PM | WEEKENDS: 9:30AM - 5PM**

THE BISTRO WILL BE CLOSED ON WEEKENDS FROM 1-1:30PM TO ACCOMODATE STAFF BREAKS  
\*HOT FOOD IS AVAILABLE AT THE BISTRO DAILY UNTIL 2:30PM \*



## SPECIAL OF THE WEEK

### *Caribbean Ham Panini*

HAM | PEPPERJACK | FRIED ONIONS | SPICY MUSTARD

## LATTE OF THE WEEK

### *Peppermint Mocha*

Espresso & steamed milk paired with festive sweet vanilla and almond.

**\$1 OFF LARGE LATTES EVERY MONDAY!**

*\*Please note: All sales subject to Sales Tax.*



*build your own*

## BREAKFAST SANDWICH

EGG + CHEESE ..... 3.00

EGG, MEAT + CHEESE ..... 4.00

### PICK YOUR BREAD

CROISSANT | BAGEL  
ENGLISH MUFFIN

### PICK YOUR MEAT

HAM | SAUSAGE | BACON

*Spread Holiday Cheer*  
**WITH BISTRO BUCKS!**





PHOTO OF THE WEEK



April Opper, Accountant on the Wausau Campus, shared this great photo of a Mama and her fawn out for a cold afternoon stroll on the walking path.



NCHC HOLIDAY CLOSURES

Our NCHC Business Offices will be closed on the upcoming dates:

- Tuesday, December 24
- Wednesday, December 25
- Tuesday, December 31
- Wednesday, January 1

JOIN US!

*Lets Sweater Together!*

★ Friday, December 20th

Celebrate National Ugly Sweater Day with Us!

Stop in or visit Facebook to see who has the ugliest this year. And make sure to share your ugly sweaters with us too - the more the merrier!

Marathon County Employees Credit Union

NEWS YOU CAN USE NOTICE

This is the final 2024 issue of News You Can Use. Issues will resume on January 6.

*Happy Holidays!*