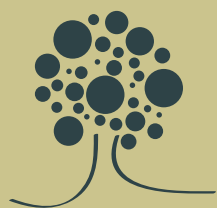


2019 Spring Edition

# COMPASS



*Compass Supported Living and Independent Living*  
VOLUME FIFTEEN



Sadie Hess, Founder & CEO

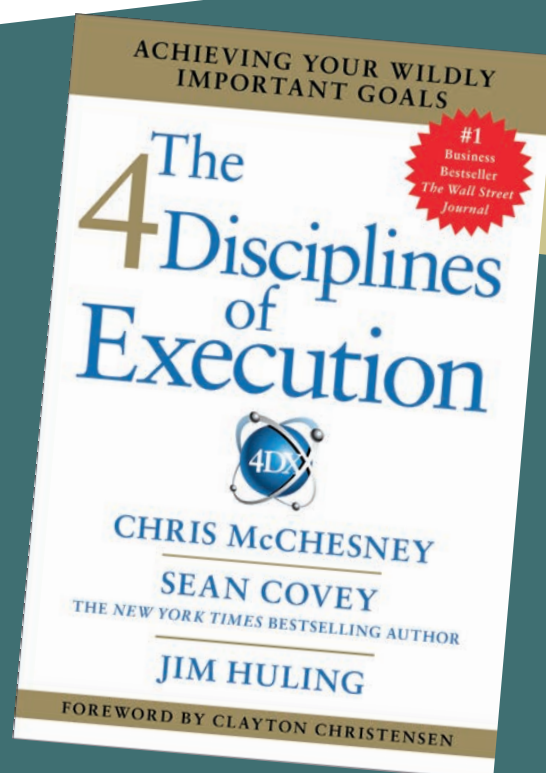
# What is a Wig?

## What is a WIG

Our team internally groans when Eric and I issue the words, "We just finished a book and it got us talking...". We read or listen to about 10-12 books a year on leadership, faith, self-reflection or history. History is a personal passion of Eric's, so I usually just catch snippets of his books, but since Eric is external processor, it is like I read it. When we bring one to the team, they know change is coming (though they are all very used to this truth at Compass).

Although Some books are interesting, they don't make it to the status of "getting us

**ONE OF THE  
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IMPORTANT GOAL.**



talking".

Recently, Eric and I finished the 4 Disciplines of Business Execution by Sean Covey, Jim Huling and Chris McChesney. This book caused us to first talk and then challenged action and transformation.

One of the concepts that both tested and fascinated Eric and I was the theory of a Wildly Important Goal. The authors dare leaders to not go after many, many goals but to dig deep within and find the one goal which is so important, it should be the ONLY goal. On the surface, this seems basic, but as Eric and I discussed it, we found it to be a very thought-provoking assignment. As ambitious leaders, we often find ourselves chasing many, many targets at once.

We had our team read the book (it is in the lending library, if anyone is interested) and we began to collectively discuss what would be a goal our entire company could point towards. There was a lengthy discussion about a variety of topics: profit, client goals, paperwork, opening new offices.

Can you guess what we landed on? Turnover. We decided turnover is the number one issue that distresses every level of our company with the biggest impact on our client's lives. When people are happy, they stay and when they stay, our clients are happier. It also allows us to move forward as an organization with less focus on

"filling holes" and more on making a difference.

I hope you hear more on this. I hope you practically get sick of this topic! We are doing surveys, forming groups and talking to members of every team to become a stronger, healthier and better organization where people not only want to stay, but be engaged and make a difference. That is a Wildly Important Goal!

## WHAT TO EXPECT IN THIS ISSUE...

***This issue is all about connection!*** We tell our stories so we can connect with each other. We plan our trips so we can experience connection through adventure. And we are opening our doors to new regions because there is always room for more connection.

**P3** SLS FEATURE: ANNE

**P4** ILS FEATURE: JESSICA

**P5** COMMUNITY CONNECTIONS

**P7** SLS FEATURE: JOANNE

**P8** ILS FEATURE: DAKOTA

**P9** SLS FEATURE: MAYAN

**P10** ILS FEATURE: DAVID

**P11** THE SOCIAL  
MEDIA CONNECTION

**P13** WELCOME REDWOOD  
COAST



# SLS FEATURE: ANNE

By Megan Finley, SLS Supervisor

I would like to introduce you to one of our newest clients in the East Bay. Her name is Anne. She is 54 years old and lives in her own apartment in Walnut Creek. Anne comes from another agency that was made aware of Compass and believed that Compass would be a great fit for her due to our nursing component.

As we have been getting to know Anne, she has shown us that she has a great personality and jokes around a lot. Anne is well known in her apartment complex and has a few friends that she frequently converses with. Anne is also a cat lover and takes great care of her rescue pet, Lula. Anne shared that she didn't choose Lula, Lula chose her.

Anne is also very independent in several areas and has demonstrated that she's a strong advocate for herself. Anne loves to be busy. She goes to the Wellness City in Concord several times a week.

They have arts and crafts, group therapy and community outings. Anne especially enjoys having the opportunity to go on outings with the center on Friday's. In her free time, she also likes to eat out, go the movies and the art museums.

*Anne is very independent in several areas and has demonstrated that she's a strong advocate for herself.*



Anne also loves helping with preparing meals for the homeless. This activity is done through her church, Community of Christ Church in Walnut Creek that she attends on a regular basis. Anne's favorite shopping includes going to the Grocery Outlet. She enjoys how Grocery Outlet has discounts they offer on certain days. The store she frequents the most knows who she is, and she knows where everything is.

In the near future, Anne would like to have gainful employment. At one time she worked at Target for several years and would like to apply with them again. Anne has expressed that she feels better when she feels like she's accomplishing something in her life. Having the job at Target made her happy.

Jessica has been with Compass since May 2018, she is a wonderful young lady, and has many hobbies. She loves Disney and enjoys drawing. Jessica also collects postcards and has friends around the United States that mail her post cards from wherever they travel.

Jessica belongs to an awesome day program in Livermore that does short film/movie making. She really likes being apart of the production team and starring in small parts of movies they create.

Jessica is wonderful to be around. One of her goals is to independently walk to the nearby shopping center close to her home where she loves getting Starbucks, doing a little shopping and even volunteering at the library. However, Jessica has a lot of anxiety and this makes it hard to go out and do things on her own. Jessica and her ILC walk to the shopping center together weekly, they talk and laugh

and discuss Jessica's goals and how to cope with her anxiety and fear. Their walks have become very therapeutic for her. Jessica has become more comfortable and familiar with her surroundings.

Slowly Jessica began to build up her courage and Vanessa, her coach, started walking on the opposite side of the street. Jessica could see her and was able to walk to the Shopping center as long as she had her eyes on her ILC. The next time Vanessa called Jessica and asked her to meet her at a specific stop about a block away from her house, even though Jessica was anxious she was able to do it. After multiple meet ups that were further away, Vanessa called Jessica and told her to meet her at the shopping center. Jessica walked all by herself to the shopping center!! She was so excited and felt safe knowing Vanessa

would be there waiting for her. Some days are harder than others and her anxiety can get the best of her at times, but Jessica can independently walk to the shopping center. Her family and her ILC are her biggest supporters!!

*Some days are harder than others and her anxiety can get the best of her at times, but Jessica can independently walk to the shopping center.*



**By Shannon Laird, ILS Manager**

## ILS FEATURE: JESSICA





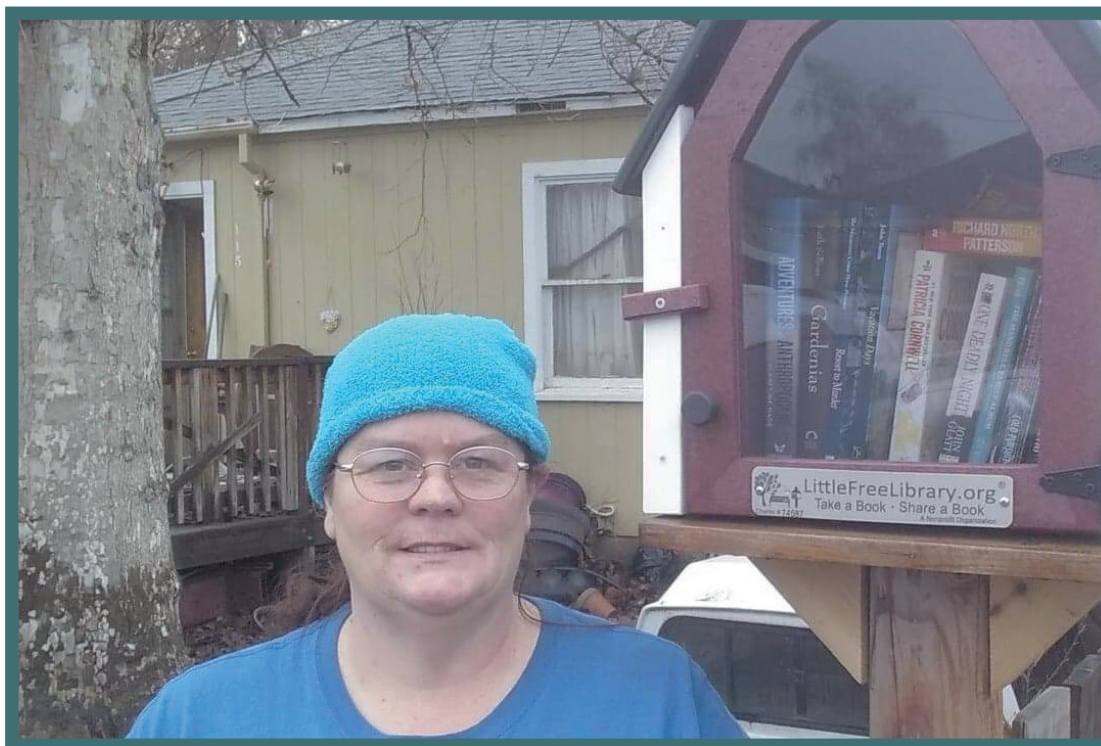
# Community Co

By Cassandra Sales, ILS Supervisor

The weekend is such a glorious time. We can rest, get caught up, adventure or do anything we want to rejuvenate ourselves. Until one minute you blink and it's not Friday anymore but now 7pm on a Sunday and you've binge watched Netflix, know all the latest Facebook drama, and did absolutely nothing productive. I've been there, done that, probably

But, how can that be? Social media is everywhere. We know what Bob had for breakfast, the shirt Alex just bought from Ross for \$7, and that Peggy Sue is on her 4th boyfriend in just 9 months. We know everyone's business! How are we lacking in connection? Connection is an action. It is not something done passively through the scrolling of a phone.

Connection is a force that requires two active participants. So, while you may believe that you are building connection scrolling through "liking" and commenting on posts, you indeed are passively letting life pass you by. Unless of course, you are Janice Crawford. Janice is a pretty amazing human. She volunteers her time driving the hospital van for patients



will do it again soon. Our weeks can blur together and before you know it, it's April and you're thinking what the heck happened to Winter? We become so overwhelmed with life that we aren't proactive about ensuring we have the one thing that we need to thrive in life: Connection.

If connection were Iron, our world would be anemic.

to get to and from appointments, she's a loving compassionate mom, and one of Janice's best qualities is when she sees a need she meets it!

Recently, I had the privilege to be a part of an amazing project called the Learning Institute where the

# Connections

founder of the “Free Little Library” gave a presentation. When asked who might be a good partner for this project, Janice was my top choice. She loves her community and this was just another way she could be a blessing to it.

The “Free Little Library” arrived at our office in Yreka several months ago and

Janice not only picked it up by herself; she assembled it to where Bob Vila himself would be pretty darn proud!

But, what is the free little library? It's a place where people can come get books

and/or leave a book. It's a way to help under-privileged children have access to books, let the little old lady down the street have a new literary adventure, and it's a way to build connection. Just like the rest of life and social media it could be easy to passively let the free little library exist, but not if you're Janice. If you're a builder of community, and an advocate for connection, you create something magical. Janice has spent much of her time finding the needs of the neighborhood. She knows what books others are looking for, and she actively replenishes her stock through donations regularly.

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# SLS FEATURE: JOANNE

By Concetta Schack, Case Facilitator

Joanne is a smiling face when you need one, an embrace filled with love, and a sweet peck on the cheek to brighten up your day. The first time I met Joanne she greeted me with a huge smile and a "how you doin'." That's her thing. She will always ask you and she genuinely wants to know "how you doin'".

That may seem pretty ordinary, but Joanne overcame many obstacles in her life to be able to ask that question. Joanne struggles with speech but she uses many

forms of communication. She uses a picture book (PECs) to show you what she wants to purchase at the grocery store. She draws the logo of the store she wants to shop at and she might even show you their flyer if she has one handy. She also uses sign language and her own form of signing. Joanne works incredibly hard to speak to her staff and to help them to serve her in a personalized way.

Although it takes a great amount of effort and time for Joanne to communicate verbally, she knows that her environment is mainly made up of people that receive information through auditory perception. She always tries to talk with her staff before resorting to other forms of communication and through that she has overcome and developed an extensive verbal rolodex. Sometimes it can be very hard to understand her and you might hear something completely different than what

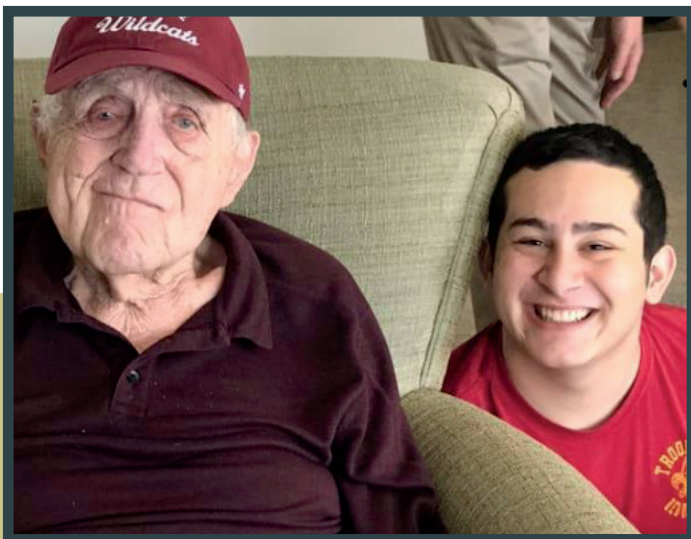
ONE TIME, JOANNE WAS ASKING ME FOR BACON AND FOR THE LIFE OF ME I COULDN'T FIGURE OUT WHY SHE WANTED A BEER CAN.

she is saying.

Luckily, Joanne has patience of gold and a great sense of humor. One time, Joanne was asking me for bacon and for the life of me I couldn't figure out why she wanted a beer can! I must have repeated beer can a dozen times before I realized we were talking about bacon! She laughed and laughed. She could not get enough of my absurdity in that moment. What was she going to do with a beer can? One of the many amazing qualities that Joanne brings to the table is her understanding and ability to make a hard situation into a lighthearted and fun time. She brings unity to verbal and nonverbal communicators. Joanne has chosen to live in a happy grey area where everyone can be free to communicate in whatever form works for them!







Dakota has been a client in Red Bluff ILS for about 3 years. He is one of the most selfless people I have ever met. Dakota loves his family and dogs and spends a great amount of his time focusing his efforts on how he can “do more” for others. One selfless example is that he donates platelets

monthly in Redding at the local blood bank. He also volunteers each year to join Tehama County Compass clients in ringing the bell for the Salvation Army Red Kettle money drive.

Dakota has worked at Gaumer's Lapidary for

the last 5 years and has grown to be quite educated in rare rocks, gemstone, and jewelry making/design. The owners of the Lapidary first started Dakota working there on a volunteer basis, but Dakota soon became a valuable and well-loved member of the team; leading to being paid for the work he completed. The owners of the Lapidary have been patient and understanding of Dakota's diagnosis of High Functioning Autism/Aspergers. They have allowed Dakota to grow and learn in an accepting, patient, and nurturing environment.

About 2 years ago Dakota's Poppy came to live with him and his mother in their home. Dakota quickly embraced the caregiver role with meeting the needs of his aging grandfather. He was there to take him to doctor's appointments, helped him when he fell

or needed assistance getting dressed or with hygiene needs. Never once did Dakota complain about the work that was required to keep his Poppy happy, healthy, and safe, while living with Dakota and his mom. After a while, Poppy required more care than could be given in the Wahl home. He was placed in an assisted living facility in Anderson. Dakota would drive several times a week to visit and spend time with his Poppy. He began to organically volunteer his time while he was there to help wheel other residents where they needed to go, spending time with them, and attending to their basic needs. The staff at the care home were so impressed with Dakota's personality and work ethic that they offered him a job.

Dakota is now employed by Senior Care Assisted Living. His work includes assisting with the hygiene, feeding and basic needs of the clients in the home. He works overnight 2 -3 days a week and has now decided that he would like to become a CNA and has already begun to take some of the prerequisite courses needed to enter the Nursing program at Shasta College. Dakota is a caring, driven, hard working young man and I am proud to know him. He is a great example of all that is possible when you believe in your dreams, find your direction, and reach for your destiny.

**By Zandee Meadows, ILS Manager**

## ILS FEATURE: DAKOTA

# SLS FEATURE: MAYAN

By Christine Cuello, Case Facilitator



In August of 2017 Mayon came to Compass with the goal of finding staff to support him in daily activities. "I just need someone

Through trials and tribulations, Mayon found new ways to support himself.

During his first day in his new home, Mayon encountered many obstacles. After experiencing many falls and injuries, Mayon figured out how to transfer himself, toilet himself, and even how to dress himself. Mayon describes the way he does these things as untraditional or even strange, but he conquered the hardships and found what works best for him. Mayon continues to live in the same apartment in Palo Alto that he moved into so many years ago. With SLS support, he has been able to have his personal needs met while thoroughly enjoying activities that bring him happiness.

to be my hands and feet" Mayon explained. The transition was difficult for him because growing up, he was taught to be strong and independent. Even with having Spastic Cerebral Palsy, he was forced to live his life with very little assistance. "My family was aware of my needs, but they didn't want me to grow up having to depend on other people. They figured if they left me alone, I would get it figured out."

Mayon reflects upon his upbringing with thankfulness. Though his support system challenged him, Mayon feels it taught him to fight through his disability. Mayon was able to move into his own home over 20 years ago. It was a fearful experience to enter the unknown and learn to live alone. Quickly Mayon realized that what worked for him at his parents' home was very different from what would work for him living independently.

Mayon and his staff enjoy going for walks to nearby café's and taking weekly trips to the movies. Mayon has learned that even with support, he is still able

to keep his independence. Mayon's hours with supportive staff are supplemented with weekly alone time to maintain full privacy and independence. Though it was not easy, Mayon has found a way to live fully with his disability. "If my parents didn't make me learn to do things on my own, I wouldn't be living here by myself.

They taught me to push myself but not hurt myself." Mayon considers himself very lucky for the opportunities he has been given and is thankful for the life he lives.





I would like to introduce one of our new clients in the South Bay, David. David is a remarkable man.

David grew up in San Francisco and he now lives in San Jose. When you first meet David, you will be struck by how friendly he is and his great sense of humor. David loves to joke around, he is skilled at making puns. David has been living independently for years. He is a hard worker and he has held a number of different jobs since he was young.

His living space is always neat and tidy. I am always impressed at how well he organizes his tiny studio. David knows a lot of his neighbors and is always greeting them as they pass. Something that brings David joy is making food and sharing it with his neighbors. Recently David learned how to make chili with his life coach, and he shared it with some of his friends who live around him.

David exemplifies the Compass value of Community. He loves to attend Community events and to encourage others to get out of the house and socialize. He attended our Christmas party and even went to a couple of events with Compass staff before he was officially a client, such as our Halloween party.

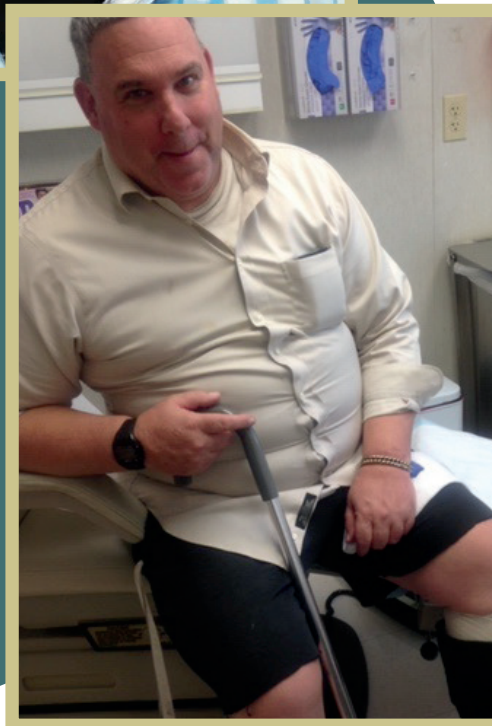
David is a generous man, not just with food, but with

his time. David helps his friend Frank get dressed in the morning and helps him into his wheelchair

when his IHSS staff is not available. David loves to explore his city and his neighborhood. He will stand on the back of Frank's wheelchair and they will go all over town on the bus and on the streets.

David has smoked for years. When David started ILS with Compass a couple of months ago, he decided to make a commitment to his health and quit smoking. David has also been working on changing his

diet to make more healthy homemade meals. David's life coach Sandra has a lot of experience teaching cooking and they have a great time together. David is an inspiration to us here at Compass, keep up the good work David! We love seeing you and your progress.



**By Anna Levinne-Beard, ILS Manager**

## ILS FEATURE: DAVID





Social Networks



By Aaron Zint, Payroll Coordinator

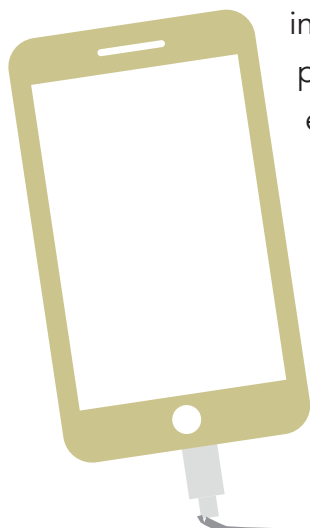
# The Social Media Connection

#ifyoucanreadthissentencethenyouareprobablyusedtoreadinghashtags  
Your connection with other people will keep you grounded in a hurricane, whole on the chopping block, and sane in a crazy world. A hundred years ago our friend options were confined to our family circle or the fifteen square miles around us. Cars and phones expanded our friendly concentric circles and helped us mingle with more individuals.

We're almost done with our 2nd decade in the 21st century and we can now talk to our mom on the East Coast, get daily Candy Crush invites from our auntie who lives next door, see pictures of best friend's new baby

minutes after they are born (even though we were not invited into the delivery room), and join in a heated political debate that always ends peacefully and with everyone having gained enlightened perspective.

Whatever platform you use (Facebook, Instagram, Twitter, Tumblr, Snapchat, Rhombus, Hopsidoodle (I made those last two up, but admit it, you were like, "Oooh, gotta check it out!"); social media has changed the way we do relationships.



The hours spent pouring over people's pictures and posts can help you understand their persona, but not them as a real person.

Some say, for the better and some say for the worse. I've read articles saying both and with solid moderation, you might be the Goldilocks who can say, "Just right." We might not have any definitive answers just yet, but we can explore the spectrum. Is social media good, bad or somewhere in the middle?

Social media allows you to talk with and get a look into the people's lives you love but either don't live near or don't have a lot of time to give to. Staying connected to all your peeps while trying to take care of your family, working, going to school, etc. can make you feel like Bilbo Baggins, "thin, sort of stretched, like butter scraped over too much bread." However, on Facebook, with one swipe of your finger, you can see what has happened during the day of your 10 favorite people, look at pictures they've posted and even briefly chat with them, creating a small connection that feels a lot lower stakes than sitting down for a 20 minute phone call or a 2 hour pop over.

On the other hand, the more time you spend in front of a screen, the less time you spend in front of someone else's face. The time we take carefully crafting our messages does not actually help us become more articulate in real life. The hours

spent pouring over people's pictures and posts can help you understand their persona, but not them as a real person. This only happens when you hear the inflection and cadence of their voice as they stumble over their words; the way they do or don't make eye contact or wave their arms when they are making a joke. Nothing replaces in-person, human connection. Too much time spent on social media can begin to deaden the social skills that grow and thrive in the awkward and beautiful moments we share face to face.

Tim Elmore, the leading voice on Millennials and Generation Z, has said that the best way to influence people is to speak a timeless message through the context of current culture. We can't ignore social media even with its inherent flaws. Use it to connect, absolutely! But don't use your "Wall" as a wall to hide behind. When you are having a conversation, put the phone down and look people in the eye. True face time, is irreplaceable.



Compass is very excited to introduce you to our newest region: Redwood Coast. Compass is now serving 5 people in Supported Living in Fort Bragg funded by Redwood Coast Regional Center. Compass intends to begin providing ILS services soon as well.

If you have ever been to Fort Bragg, you know it is one

of the most beautiful and magical places on the California coast. Whether you travel there on Highway 20

or Highway 128, there is a point in the drive where you encounter beautiful, magnificent Redwoods. It's a spot on the drive where a sense of peace happens for me. Did you know that Coastal Redwoods are the tallest trees in the world, reaching heights over 200 feet tall? There are some interesting characteristics of Redwoods that I think are representative of our experience of connecting in the area.

The thick bark of the Redwood tree resists fires, insects and fungi, while their shallow roots absorb dew drops that drip from their needles. These trees are strong, resilient and self-sufficient. We have definitely experienced this strength and resourcefulness in the people we are serving, their support circles and in the community itself. Compass came to the



region when we did because there was some transition in support agencies and this presented challenges for folks there. Even in the climate of change, Compass has been welcomed and we are so moved by the resilience of the people we have the honor of supporting.

# Welcome Redwood



### **Kyle**

Everywhere I have been with Kyle, he is known and respected. He has many friends, his own paper shredding business, loves technology, has DJ skills and is a natural connector.

### **Rosemary**

Rosemary is a deep thinker who is bright and caring. Rosemary loves animals, has a close group of friends and know you can find her hanging out at Starbucks most evenings.

### **Frank**

Frank is outgoing and friendly. He is an artist and twice published author and illustrator. He likes to spend time with horses and can make a great tamale.

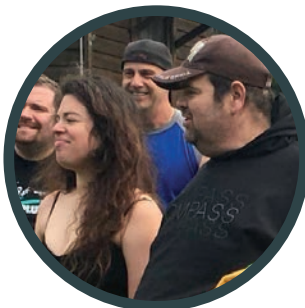
### **Glenn**

Glenn is full of personality and is one of the most memorable people I have ever gotten to know. His life is truly a musical and anyone who spends time with him will play a part.

### **Ian**

Ian is an accomplished artist and a business owner. He loves to go camping, a good cup of coffee and is truly a joy to be around.

The roots of Redwood trees intertwine with other redwoods to establish collective strength to withstand winds and storms. This characteristic can be seen and experienced through the staff and community in Fort Bragg. The transition to Compass was unex-



pected and the staff really supported one another.

The long-term connections with people receiving services was impressive and we are very fortunate to be invited into this vibrant and gifted community. Compass was welcomed by family and community members and we continue to be supported by them.

We are really enjoying the sense of community here in Fort Bragg. From the wonderful merchants to the cool Art Explorer's program. Then there is the CV Starr center and First Fridays. We are a sponsor of the upcoming whale festival and also donated to the Compass team for the Special Olympics Polar Plunge. There are so many wonderful things about the Fort Bragg community and we hope some of you will choose Fort Bragg as your 2019 adventure- we can't wait to meet you!

# od Coast

**By Melanie Anderson, Training Manager**

# CHOOSE YOUR ADVENTURE

One of our favorite things about this year is all of the adventuring that is going to take place. If you haven't heard, we're planning 9 different adventure retreats for our Compass community! Registration opened up in February and a few of our trips sold out in a matter of days. Exciting! Don't worry, there are plenty of spots available for a number of the retreats. If you haven't already, register for a retreat at [www.compasscares.com](http://www.compasscares.com). These are the 9 retreats:

## DISNEYLAND



## BACKCOUNTRY ADVENTURE

## FORT BRAGG



## HOT AIR BALLOON RIDE



## RENO

## OREGON ZOO



## BEACH DAY



## GIANTS GAME

## CALIFORNIA COASTLINE

