

# COMPASS

2019 Fall Edition

Volume 17



Compass Supported Living and Independent Living



# A NOTE FROM

*Sadie Hess, CEO & Founder*

Recently, I was given credit for the mission and vision at Compass. Someone stated, “You must be so proud of the vision and mission of this company.” I smiled and nodded, but with a little guilt, as I don’t deserve the recognition. Yes. They are my words. I had an idea of what was possible. I dared to believe an organization could be both excellent and person centered. I had an idea of Dreams, Direction, and Destiny being achievable for every person with disabilities, but I don’t do the hard work every day.

I am not the one who has gone on eight different adventures this year from magicians in Reno to giraffes on a safari. I am not the one who hauled wheelchairs out in the sand so a client could feel the sand between their toes. I am not the one who has dressed clients up for prom or helped a client get his driver’s license. I have not walked a client into her first day of school or sat through her graduation. It was my staff who made the Dreams come to life.

I am not the one who gets up early or goes to bed late to make sure a client is turned so no bed sores form. Nor do I call a client multiple times to make sure he is ready for an important appointment.

*You see, dreams and direction  
are the part we can actually do.  
Destiny is who our clients become.*



I don’t sit with a person all night in the ER just so she isn’t alone. I don’t listen to the same question twenty times because he can’t wait to see his family coming for a visit. I don’t brush teeth, change briefs or prompt medication.

# OUR CEO

My staff are the ones who walk out the Direction every single day.

You see, dreams and direction are the part we can actually do-- Destiny is who our clients become. They become active members of their community. They choose to live alone or live with a roommate. They choose to get married or live with their partner. They choose to be vegetarian or a good ole meat eater. The

Destiny is the part where staff and I sit on the sidelines and cheer.

We cheer when they become a graduate, a driver, a spouse, a friend, a janitor or business owner.

We watch destiny happen every day. It is that sacred moment when a person finds where they belong and inhabits their rightful place in the world. So, I don't do that either. I only watch it happen. Amazed at the bravery of our clients. Inspired by the dedication of our staff.

Thanks to each and every one of you who carry with your own two hands the Dreams and the Direction so Destiny can happen.



THIS IS A SPECIAL EDITION NEWSLETTER IN HONOR OF OUR AMAZING STAFF. WE ASKED OUR MANAGEMENT TEAMS TO HELP US APPRECIATE OUR LIFE GUIDES AND LIFE COACHES. YOU'LL FIND EVEN MORE APPRECIATION LOVE ON OUR FACEBOOK PAGE. ENJOY!

## Table of Contents

>> 4: STAFF FEATURES

>> 5: EVERYDAY SUPERHEROES

>> 6: STAFF FEATURES

>> 8: STAFF FEATURES

>> 10: APPRECIATION CULTURE

>> 12: STAFF FEATURES

>> 14: STAFF FEATURES

>> 15: ADVENTURE SHOUT OUTS

# STAFF FEATURE: JUANITA

*By Michele Gilbertson, SLS Supervisor - Far North*

Some of you may know this LG Pro as the lady with the great laugh and a big heart. Maybe you know her as the Pro that never gives up with faith that believes in endless possibilities. Both of those descriptions will fit Juanita who continuously goes above and beyond for her clients.

Juanita works mostly with Martin and Don who are roommates and good friends. This past year, Martin became seriously ill and spent weeks on life support facing death's door with pneumonia. Juanita was a constant presence with Martin in the hospital and at a local rehab hospital fighting for his life. Juanita's sheer determination to see Martin live and return home was remarkable. Several months after Martin's full recovery, his roommate Don, had a stroke and a heart attack. The hospital released Don to return home with Hospice care with little or no hope of survival. What the hospital didn't know was Don had a Pro named Juanita who would not accept their diagnosis. She constantly fought to care for Don and again her sheer determination for Don to live was remarkable.

Recently, Don was scheduled for annual meeting with the Regional Center. He had not been out of bed since his stroke. When his Service Coordinator arrived at Don's house, he was in his wheelchair smiling and moving his arms. Although he has not returned to baseline, Don is well on his way to recovery.

Thank you Juanita for caring for your clients, for advocating for their needs when they don't have a voice, and fighting for their lives when they needed you the most. Words aren't enough to express how grateful we are and how much we appreciate you! You really are one of our Compass heroes.



# STAFF FEATURE: TRACEY

*By Abira Das, Team Builder - South Bay*

I have the honor of recognizing Tracey for staff appreciation month. Tracey is an extremely hard working, dedicated and committed staff who has gone above and beyond with her clients, especially Tweety. She has set a perfect example of what professionalism, compassion and dedication should be to other Compass employees. She exemplifies the Compass value of faith and freedom as she continues to believe the very best for her clients. Helping clients walk out freedom through choices is not always easy, but Tracey stewards this well by offering

# STAFF FEATURE: YVONNE

*By Jenn Mazzotti, SLS Supervisor - East Bay*

This was such an easy decision for me to choose Yvonne to recognize for staff appreciation month! Although Compass has many extraordinary staff members, Yvonne is the epitome of Compass' values and stands by those day in and day out while providing impeccable care to her client. An example of this is when Yvonne assisted Compass with bringing on a brand new client a little over a year ago (she is still a stable team member in that client's home to this day as well).

When we began services, Yvonne immediately took charge of money management, staff training, bill paying, all aspects of medications, grocery shopping, and worked hard to ensure her client was involved in all the extra curricular and community activities she could. She was busy, busy, busy! Throughout all of this transition, Yvonne embodied trustworthiness and excellence, all while having an amazingly helpful and can-do attitude despite the many challenges that come alongside working in this wonderful and rewarding field. With Yvonne taking the lead in this home, the client was able to flourish in ways we always knew she could.

Yvonne should be incredibly proud of herself for the commitment she made and the consistency she provides to all on her team. From her supervisor, to her peers, to family members, to

the client, to Regional Center... Yvonne has made lasting positive impressions on everyone. We are so lucky to call her a part of the Compass family, and we see so much more success for her in the future.



compassion and understanding to her clients.

Tracey is always there for Tweety and recently had the opportunity to visit her in the hospital. She instantly made her feel better just by being with her. Tweety was hospitalized because of her high blood sugar. She was upset and refused to talk to the nurse but on seeing Tracey her mood lightened. She became cheerful and started conversing and cooperating with the nurse. It is amazing to see what a profound impact Tracey has had on Tweety. Tracey is very fond of Tweety and she always asks her to be

nice to others as everybody is just trying to help her. Tracey feels Tweety is always happy to see her and calls Tracey her favorite.

We are incredibly proud and thankful to have Tracey on our team. She continues to work with one of the most challenging clients daily and provides emotional support as well as direction when it comes to her medical and emotional needs. We appreciate you Tracey! Thank you for all you do.

# EVERYDAY SUPER HEROES

*By Aaron Zint, Payroll Coordinator*

The Marvel Cinematic Universe just wrapped up 10 years and 21 movies with Avengers: Endgame breaking all kinds of box office records. I, myself, couldn't stand not seeing the movie for more than two days after it came out for fear that some schmuck was going to blurt out the ending within earshot. I overheard someone talking about it the day it came out while I was in the checkout line at Lowes and I literally put both my fingers in my ears to block out potential spoilers. I looked like such a weirdo.

The reason nerds and common folk alike have been going so berserk over superhero movies over the past decade is because of a deep hunger all humankind has for a champion, someone of incredible valor, a hero. Some of us want to be rescued, some of us want to know there is a sacrificial good in people, and some of us just want someone to aspire to. Enter our heroes.

But you don't have to have an iron suit, an indestructible shield or the ability to fly to be a hero. You just have to have a willingness to love when it's not easy, to show up when you are pushed away, and to offer your heart and your hands to another person when the world tells you there are more profitable ways to give your time. These acts of heroism happen daily at Compass as our Life Guides, Life Coaches, Case Facilitators and ILS Managers step out of their own houses and they step into a client's home. They may look like normal civilians on the outside, but they bear the true emblem of an unseen superhero just below the surface: a heart that beats not for their own success but for the people they touch each day.



## STAFF FEATURE: GABBY

*By Holly Hill, Case Facilitator - Redwood Coast*

Meet Gabriela, Life Guide in Ukiah, CA. Gabriela “Gabby” as she is known by her clients and fellow life guides is a local girl and was born and raised in Ukiah. Gabby began her career with Compass in July of 2019. Gabby’s love for caregiving began with a friend recommending a job of cooking and cleaning during nightshifts. In reality it was much more involved and as her relationship grew with her clients, she began to fall in love with the job. Gabby is both fluent in Spanish and English and on occasion assists with translating. Gabby has dream of becoming a RN and using her degree to continue to work in the home healthcare field. In her free time Gabby enjoys spending time with family and friends. She also enjoys art and is always up for new experiences. Welcome Gabby, to the Compass Family!



## STAFF FEATURE: VIKKI

*By Sheri Wittmer, IIS Manager - Far North*

There’s no question that I have been blessed with one incredible team. Each of my 6 Life Coaches carries a unique strength and quality of character that consistently wows me. Since I’ve been asked to highlight just one Life Coach this month, which is akin to being restricted down to choosing just one chocolate out of the box of assorted delights, then I will pick Vikki.

Vikki is relatively new to Compass yet not new to our field. She came “packing” loads of experience, ideas, and heart for our clients. Vikki jumped in feet first with a great sense of humor and confidence. Vikki has also shown herself to be a team player as well by stepping up to assist her teammates with their clients, not just with hours but also with her expertise. She’s been quick to participate in community events and to enthusiastically encourage her clients to attend. It didn’t take long to see that she was capable of taking on some of the tougher assignments, and would actually thrive in challenges. Vikki proved that the day she suited up in a white, disposable bed bug suit to assist her client to prepare his apartment for the exterminators. She looked more like a ghostbuster than a Life Coach! That experience showed so much about the depth of her servant’s heart and her willingness to get involved in people’s messes. So if you see Vikki around, be sure to slap her a high five and say, “Who you gonna call?”



# STAFF FEATURE: IRENE

*By Shannon Laird, ILS Manager - East Bay*

I would like to take this time to appreciate Irene, she has been with Compass since September of 2016 as a Life Coach. She came to us with years of experience and has done an amazing job over the past 3 years.

Irene is a Mother of 3, all boys and has 2 grandchildren. She loves listening to music, especially oldies and hanging out with friends. One of her favorite things to do is attend car shows and going to the movies. But her biggest joy is playing with her grandkids.

There are so many things that I appreciate about Irene. She has such a big heart and goes the extra mile for her clients. She has carried a caseload of 10 or more clients this year and is always willing to help out in times of need with additional tasks. She attends all of her client annuals and quarterly's and has established a good relationship with regional center. I can count on Irene to get all of her documentation in on time and is always quick to respond to my calls and texts. Whenever I meet with Irene for check ins she is always smiling and we have great conversations together. She has an awesome sense of humor and always down for a good laugh. I look forward to the years ahead Irene is truly an asset to my team!

I = Integrity, she is always honest and believes in doing the right thing

R = Radiant, she is always smiling and full of light

E = Energetic, always getting her clients to engage and participate

N = Necessitate, extremely essential to compass

E = Empathic, always understanding and kind



# STAFF FEATURE: VALANA

*By Amanda Hunt, SLS Supervisor - South Bay*

Valana is a newer member to the San Jose team but you wouldn't know that by the way she conducts herself or helps lead on her team. She has been an instrumental part in helping two new clients transition even when she just transitioned herself here from Texas. Her commitment and dedication has brought strength and support to her client and teammates. Valana has gone above and beyond helping organize appointments, schedules, medication and picking up shifts. She has jumped into whatever situation that is asked of her with poise and grace. The San Jose team is grateful to have such

a wonderful dedicated team member who goes above and beyond to ensure her clients are happy, healthy, and safe. Thank you Valana for all that you do and all that you bring to our team. We value and appreciate you.

## STAFF FEATURE: JANET

*By Josh Flom, Regional Manager - Far North*



I have the incredible honor to take a minute and appreciate one of our staff. Over the last 8 years in Compass, I have served in multiple offices, in almost all our geographic locations, and I get to work with some of the coolest people.

While working in, with, and around Siskiyou, I have had the opportunity to serve clients alongside Janet. She is kind, quiet, intentional and really content not having the spotlight. Our industry draws the compassionate souls to serve in this field and Janet leads in compassion for sure. She exemplifies honor, maintains continuity in Excellence and remains content making her clients the focus of her days working. She definitely knows how to “Make Their Day.” She does this with them

when she encourages them, goes after goals, establishes them as a new client or being creative with them.

Two things I greatly value about Janet is her drive to serve her clients. She has served with literally every one of our SLS clients in Siskiyou in one way or another with such a willingness and open heart for them. The other factor that I appreciate about Janet is she is a great bridge between serving the administrative team and serving her fellow employees. She hears them, stands with them, encourages them and fights for what she believes in. Janet you hold hope and positivity dear and I value that about you. Thank you for making a difference with our clients, with our staff, and within my life personally as well. I am encouraged by your courage to give and serve every time I see you.

## STAFF FEATURE: TAMMY

*By Courtney F. SLS Supervisor - Far North*

When asked to choose an individual who is greatly impactful to the clientele we serve, their coworkers, peers, and myself personally Tammy's name came to my mind. For 20 years, you have been dedicated to your team, gone above and beyond, and strived to be better and do better in everything you do. We are so grateful for you and all of the many hours you have spent caring for those you choose to surround yourself with. The attention you have given has not gone unnoticed. The needs of the individuals you tend to has been your priority and you create a relationship where people know you genuinely care about them. You encourage, listen to, and share your knowledge with your team. You are a pillar in this company, a safe haven and friend to many. I would like to express my personal appreciation for your achievement of a 20 year milestone. You are without a doubt an instrumental and cherished member of COMPASS. Your loyalty and commitment are beyond appreciated and it is individuals like you that makes a successful company. There are not enough thank yous in this world to express our true gratitude for all that you have done, continue to do, and will do in the future. But know when a thank you comes there are a million more on its heels.



# APPRECIATION

*By Melanie Anderson, Training Manager*

Appreciation is one of our basic human needs and though it is a simple term, it has a magnitude of depth to it. Compass has been learning from the Languages of Appreciation model that is based on the 5 Love Languages by Gary Chapman. We want to provide our Compass community with authentic appreciation in a personalized way that reaches each person in a form they understand and value. Employees take a survey that reveals which of the following is their primary language of appreciation: Words of Affirmation, Quality Time, Acts of Service or Tangible Gifts. Our ultimate goal is to have a culture of appreciation within our Compass community.

What does it mean to have a culture of appreciation? When something is part of your culture, it is one of the ways you are known and a value that is inherent and consistent in practice so much so that it is second nature. Appreciation should not be something we just check off our list or something we feel obligated to do, but rather part of who we are. When people are known and appreciated, they are motivated to be the best version of themselves and also to freely recognize the gifts and contributions of others. This celebratory communication strengthens relationships and relationships is one of the values that makes Compass so successful.

So how do we achieve our mission to have a culture of appreciation? Awareness and commitment to this value from every person in every role at Compass is critical. Appreciation is not only a manager or supervisor's responsibility- it belongs to all of us! We should infuse gratitude and express appreciation in every possible direction- towards clients, towards peers, towards our supervisors, towards our stakeholders, etc.

## HERE ARE A FEW SUGGESTIONS FOR EACH OF US TO ADOPT AROUND APPRECIATION AT COMPASS:

**LEAD BY EXAMPLE.** Start now. Start today. Recognize the big and the small.

**DO IT DAILY.** Make appreciation a habit. Don't miss an opportunity to acknowledge someone's efforts.

**TAKE TIME TO REFLECT.** Get into the practice of reflecting on your interactions and experiences with people. And then take the time to express gratitude or appreciation.

**SAY THANKS.** When someone does something kind for you, whether it's your boss, your co-worker, a client or even a stranger, recognize it! A simple "thanks" will do.

**KNOW PEOPLE.** Get to know people and try to learn their appreciation language so you can show appreciation in a way that really reaches them.

**TALK ABOUT APPRECIATION.** Share when you have been appreciated. When you have a great idea about how to show appreciation, share it with others.

# CULTURE

Are you worried you will struggle to find the right words? If your intention is to show appreciation, most people won't be worried about what words you use. But here are some phrases you could use to express gratitude:

- >> Having you on this team makes a huge difference.
- >> It's inspiring to see how you help others.
- >> The way you handled last week's crisis with your calm demeanor was a game changer.
- >> It's so refreshing getting to work with you.
- >> I am continually impressed by your creativity!
- >> I absolutely love how you handled that situation!
- >> What you have brought to this team the past three months has been invaluable.
- >> Thank you for speaking up when no one else does.
- >> Thanks for always being willing to lend a hand.
- >> Thank you for being so flexible. I couldn't have done it without you.
- >> I love your great attitude even during this tough season.
- >> I just want to let you know how much you mean to the team.

These phrases would likely be appreciated by anyone but in particular, people whose Language of appreciation is Words of Affirmation. These could be verbally spoken, included in a card or sent in a text message. Here are some suggestions for people with others' languages of appreciation.

## ACTS OF SERVICE

Offer to help with a project.

Notice when things are tough for them and ask what you could do to lighten their load- and then follow through.

When you help, ask what help looks like and do it the way they describe.

## QUALITY TIME

Make time for one to one interactions with them.

Reach out to them to see how they are doing.

Go to lunch or to an event together.

## TANGIBLE GIFTS

If they collect something or like a particular item, pick one up to show them you were thinking about them. It does not have to be costly.

Pay attention to what they like- the kind of coffee or treats.

# STAFF FEATURE: VANESSA

*By Rhonda McGlashan, Regional Manager - East Bay*



Water-cooler connection with our newest ILS Manager in the East Bay! Vanessa has been with Compass over three years. She started as an ILS Coach, promoted to an ILSC2, and most recently promoted to the ILS Manager position. Vanessa has been an outstanding employee that represents our values and mission through her dedication to her clients and job performance. She always has a positive attitude that makes interacting with her a pleasure for all stakeholders. In order for us to get up close and personal with her, I asked her a few direct questions about her experience with Compass.

Vanessa, keeping in mind you've been here 3+ years and have promoted twice, please give us some insight into you:

**WHY COMPASS?** Compass values are aligned with my own values, interests, and goals. When I look at the opportunities ahead of me it continues to excite me. I love that my skills and abilities are being put to good use, and that compass values my growth.

**HAVE YOU FELT LIKE A SUPER HERO ON THE JOB? WHEN?** Yes! One that comes to mind is when my clients call me for pep talks. They either might be heading to a job interview, advocating for themselves, or feeling a bit down and need that boost of confidence. I remind them of their superpowers, and potentials, and just how amazing and unstoppable they are. It's incredibly rewarding and uplifting to experience how a few sincere words of encouragement and positivity can have an impact in someone, that at the end it becomes a mutual exchange of support.

**DESCRIBE COMPASS IN THREE WORDS?** MOTIVATING, DEDICATED, PASSIONATE

**WHAT IS YOUR FAVORITE PART OF WORKING AT COMPASS?** I'm a people person, and I love fulfilling my desire to help others.

**ANY RANDOM FACTS ABOUT YOU, YOU CAN SHARE WITH US?** I love animals, I have 2 dogs and I gave them each a different voice, I narrate their thoughts and basically talk for them. My clients that own pets know this about me and have picked up on the same habit, it's Fun LOL! My best friends and I have a tradition to drive up to the Big Sur every summer and just disconnect from reality a bit. Our road trips consist of carpool karaoke, 5 second rule game, and bag of hot Cheetos. I "vlog" every trip, and create short videos just for keepsake purposes. I witnessed my parents struggle with communicating in a different language, I became their Spanish interpreter at a very young age. Because of that, I feel compelled to connect, and engage with different cultures, that's where my passion for learning ASL comes from.

**DO YOU HAVE A PERSONAL MANTRA?** "If it scares you, you're doing it right." We won't grow when we stay in our comfort zone, so even if it scares me, it will be worth it!

**THREE WORDS TO DESCRIBE YOUR ROLE?** Mentor, Motivator, Guide, Supporter

And there you have it, a closer look into why I am so excited to have Vanessa on team Compass!

## STAFF FEATURE: VINCE

*By Jennifer Bowman, VP of Operations*

Vince started in this profession at the young age of 19 and has worked alongside individuals with developmental disabilities for most of his life. I had the great privilege of meeting Vince Castillo over 8 years ago when he started his adventure with Compass. Vince began his career with Compass working in the Far North region. He quickly became known as a hard worker and someone that could work with the individuals that most would not. Vince later moved from the Far North to the Bay however his commitment to Compass stayed constant.

Since moving to San Jose, Vince has been promoted to the LG Pro position and has been a rock of stability to the team. Vince has made it his mission to choose his attitude on a daily basis. He makes sure he is honoring to those around him and goes after Excellence in all that he does. Vince told me that one of his greatest successes throughout his years here at Compass has been to celebrate the small victories with clients. When Vince is not working with his client's he likes to spend time with his son, exercising, writing music and playing his bass guitar. His advice to new staff is "don't try to control, be patient and accept people for who they are not who you want them to be". Last but not least Vince's trick for getting over a stressful day is to watch a comedy and laugh. One of his all-time favorite movies is Meet the Parents. If you have not seen it then I highly encourage you to do so and if you don't know Vince get to know him because he is a great member of our community!



## STAFF FEATURE: SANDRA

*By Anna Levine-Beard, ILS Manager - South Bay*

Sandra Munroe is one of our ILS all-stars! She has been helping several of her clients through some major medical issues with compassion and strength. She has been taking them to early morning surgeries, helping them understand their diagnoses and doctors' instructions and providing moral and emotional support for them. Her positivity radiates not just through her work with her clients but also affects others who are connected to her through her vocation of helping others.

Sandra was born and raised here in San Jose. She has been working with our population for almost 20 years. She started working in the school system and fell in love with tiny special-needs individuals. She expanded her job from yard duty to become a paraeducator, helping mainstream clients with disabilities. After working in the school system, she branched out to working in a day program and developed a cooking class at her day program. Her classes were so popular they started bringing clients from other sites to learn from her. Sandra has a passion for teaching cooking skills and encouraging others to eat healthfully. She has been teaching cooking for over a decade and has been a vegetarian for 13 years.

Sandra combines her love for cooking with her even greater passion for her family. Sandra has 7 grandkids, the youngest was born this August. Her favorite food to prepare is homemade tamales with family. She loves to create family traditions and share her caring through making food together. Sandra started teaching one of her granddaughters how to bake starting at age 4. That granddaughter still loves to bake with her mom at age 12. Sandra's long-term goal is to buy a big home where she can host all of her grandchildren!



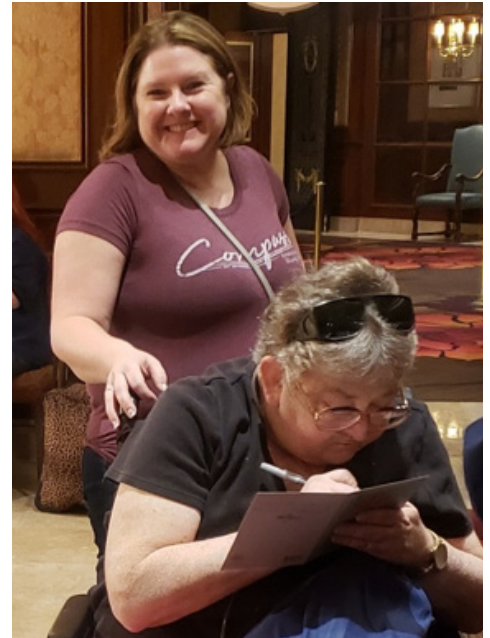
## STAFF FEATURE: TIFFANY

*By Concetta Schack, SLS Supervisor - Far North*

Tiffany came to us with a passion and drive to help others who may need guidance on the road to living their best lives. She comes with both personal and professional experience working with people who have disabilities. When you meet Tiffany, the first thing you'll notice is that she has a magnetic charisma about her that is so inviting and warm. She's a wonderful match for Compass' culture and mission. Although she has a gentle nature, she is not afraid to go toe to toe with any obstacle that may arise.

Tiffany has a keen eye for detail which comes in handy when she's on a mission to make life a little easier for others. One of her clients that uses a motorized wheelchair was struggling with traveling her chosen route in the community because a road she frequents didn't have handicap accessibility which caused her to ride in the bicycle lane on the side of the road. Tiffany wasted no time at all getting down to City Hall and filing paperwork to have a ramp put in.

She's a forward thinker, always looking for what more is possible and how we can make the world a better place. She also focuses on the emotional health of her clients by learning about their pasts, their families, and their goals for the future. She recently helped a client put together a scrapbook to log her trips and you can tell that she truly wanted that to be special and personal for her client. Out of the hundreds of things I have come to appreciate about Tiffany, her authenticity is my favorite. She is who she is at every moment of the day. She's kind, positive, helpful, willing and a top notch team player.



## STAFF FEATURE: REBECCA

*By Dylan Mumford, Case Facilitator - East Bay*

The definition of hospitality is the friendly and generous reception and entertainment of guests, visitors or strangers. If I had to sum up Rebecca in one word, this would be it. Luckily, I have the pleasure to go more in depth. From meal prepping, to playing games, to covering her teammates, Rebecca goes out of her way to make those around her feel comfortable and at home. She is consistently honoring to her clients and team members, fostering a community of safety and trust. As I am sure you know, it's easy for our minds to wander on shift. Our actions can be dictated by our thoughts and emotions attached to past and potential future events.

# STAFF FEATURE: CARI

*By Cassandra Sales, ILS Supervisor - Far North*

When asked to celebrate and appreciate a Life Coach, it took less than 30 seconds for Cari to pop in my mind. Cari is the epitome of community, freedom, and being a blessing to those we serve. Cari has courage that is unmatched to fiercely go after all for which her heart desires and she inspires that in our clients.

Whether it is ILS or SLS, when we get those calls pleading to serve a client in a difficult situation, Cari is always up for the challenge. One of my favorite things about Cari is that she is always evolving into the best version of herself and where her talents can best serve our community. In 2019, she has piloted a housing search program with great success and because of her efforts so many clients have found their Home Sweet Home – one of which is pictured. Cari is an expert at choosing her attitude, even in the hardest of situations, she will come with a smile, her contagious laugh, and at least a dozen ways to leave the day a little better than she found it.



Cari has made Compass her home for over half a decade and that is just the beginning. Watch out world, Cari is out to change you – for the better!

To stand peacefully rooted in the present moment can be difficult at times even more so in our line of work. Rebecca recently won our “Be there” Fish Award and this was no fluke. She is invariably rooted in the present moment when on shift. This makes a monumental difference in her client’s day and gives them a space to feel heard and be themselves. At the end of the day I am honored to partner with Rebecca to continue to provide the best possible support to our clients enabling them to live safe, healthy, and happy lives.



# Adventure

## SHOUT OUTS

THIS HAS BEEN A YEAR OF ADVENTURING! ON EACH OF OUR 9 ADVENTURES, WE HAD SEVERAL LEADERS AND STAFF THAT WENT ABOVE AND BEYOND. WE WISH WE COULD RECOGNIZE EVERYONE. HERE ARE A FEW SHOUT OUTS FROM THE ADVENTURE LEADERS.

**AUDALI AVILA** was a champion at the Giants Game retreat! She not only traveled the furthest, but she drove a van with a client, staff and family member that she does not usually work with. She then worked with clients she knew, completing it all with a positive attitude and a smile on her face! She was a pleasure for us all to get to know.

**SANDRA MUNROE** was a champion at the Giants Game retreat! She got creative with the transportation from the South Bay and coordinated for her group of five to travel by train to the event. She single handedly represented the South Bay management of the team with such a friendly and fun attitude.

Shout out to **DANNY RODGERS** for supporting the team at midnight when a staff was sick, and for Linda for being an amazing cheerleader to assure everyone had a great time!

I would like to recognize and appreciate **JJ RAMOS** and his client Matt for coming to retreat early and staying late. These guys volunteered to help load and unload supplies and set up tents so that everyone could enjoy the day at the beach. Thank you for your hard work and effort to make beach day a success.

**EMILY SIMINO** was our Fort Bragg Retreat champion. She knew the least amount of people on the trip and yet she jumped in head-first to make sure everyone was taken care of and no detail was missed. She was a ton of fun to have around and if I could handpick the team on my next retreat, she'd be my first choice!

**MEGAN SCHWEIGERT** drove over 18 hours in 60 hours with NO complaint. She took almost all the pictures for us and was always willing to help in any area needed. The first morning without even knowing the breakfast plan she promptly pulled out all of the food items and just started cooking. She silently just kept doing anything and everything all weekend long.

**KAVI KAUR** deserves a huge shout out, not only did she come dressed to impress for our safari, but she was a bright light that brought so much joy, laughter and memories to other staff and clients. I appreciated her warm smile and positive attitude through-out the adventure through our safari!

**JENNIFER LOPEZ** was a leader for all the SLS clients and staff and even made a really memorable Kenny Rogers Karaoke video demonstrating the connection that was built that day. She had one of the longest commutes and she still was able to exude joy the entire day. We couldn't have done it without her!

**HOLLY HILL** had a leadership role for our retreat that required her to invest many hours in advance of the retreat. Holly skillfully planned all the meals for our retreat, did the shopping and organized everything upon arrival. She made sure that everyone got plenty to eat and checked in on people with special dietary needs. She also connected with everyone on the retreat and helped with medication reminders for people.

**ADRIAN SALAS** was a joy to have on the retreat. He maintained good communication with trip leaders before the retreat and helped to coordinate details for East Bay folks. We especially recognize how he led a hike to the small waterfall. He welcomed anyone who wanted to go on the hike and took care of the map and made sure everyone had fun and returned safely.