

COMPASS

2022 Summer Edition

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Supported Living and Independent Living

What Brings You Joy

BY SADIE HESS, FOUNDER & CEO

What brings you life? What brings joy? People ask these questions as if the answer should be on the tip of my lips and something I inherently know and feel. But I struggle to articulate what lights me up from within because I think of everything besides work. You aren't supposed to answer work, are you?

Here's the thing: I don't paint. I don't garden. I don't even like to shop. I have difficulty with the "hobby" question. I have things I like to do-- swim, be with my family, be in nature, but I wouldn't particularly call these hobbies. I think of a hobby as something you devote time, money, and effort. In return, the hobby gives you back vivacity, joy, and goodness.

I like to work. I like getting things done. If I am at the dentist or waiting in the pick-up line at school, I will open my email and work 9 out of 10 times. I will rarely scroll Instagram or play a game on my phone.

I used to believe my love of work made me strange. I worried I was imbalanced in my schedule and "should" find hobbies. I bought gloves in case I wanted to work in the garden. However, as I have aged (like a fine wine I might add), I have become more comfortable with my passion of work. I see it for what it is: a holistic way for me to do my favorite things.

Firstly, I hang out with friends. My job affords me life alongside my favorite humans in the world. They are

generous, compassionate, and fun. I devote time to them and find so much life and joy, as they return all that I give them plus more. The people at Compass are part of the best ways I spend my most precious resource: time.

I also get to creatively dream. Dreaming brings so much joy. It is not just our tag line; it is my lifelong passion. I love to see what dreams can become. Asking what can happen when people get together and push a dream into reality is thrilling. Because I love this so, Compass will be investing money into dreams this year. If you go on a retreat, come up with a dream, we may just invest money into seeing that dream become a reality. I can't wait to see the effects! Dreams are a way I spend money and get so much happiness in return.

I also get to put effort into people—determination into staff and clients believing each will grow. People can bloom into such beautiful souls when given a little bit of time, education, and direction. Over my career, I have seen some of the most stunning blooms of people. I have a garden of individuals being their best and it is gorgeous.

So, in my math, work CAN be a hobby. As I put time, money, and effort into Compass, I see the beautiful garden all around me. People growing and living their dreams is the best hobby!

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Appreciation Culture

BY MELANIE ANDERSON, REGIONAL 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.

How Do We It?

So how do we achieve our mission to have a cul-

ture 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.

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

Gratitude Phrases:

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.

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 a 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.



>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 items, 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.

Meet Phillip

BY KATIE CARMICHAEL, CASE FACILITATOR

Please everyone, meet my friend Phillip. Phillip is an SLS client in the Far North Region. He is smart, funny, and determined. Phillip is a laid-back guy who goes with the flow. Ever since I met Phil, he has been nothing but sweet and a pleasure to get to know. As I learned more about Phil and his story, I quickly learned, this guy is kicking butt at life.

Phillip came to Compass in 2017 and started out in ILS. Over the next 4 years, his social worker and people of support had noticed some concerning behavior with his health and overall wellbeing. Karleen his social worker and Kathleen his apartment manager knew his current situation wasn't working well for him. His social worker Karleen had advocated and referred him to SLS to have more support that can better fit his needs. In 2021, Phillip transitioned to SLS, which has been a huge success in his life, health, and overall wellbeing.

When Phillip transitioned to SLS, his people of support such as Kathleen, and Karleen weren't sure how this would go. They thought that Phillip would opt out of SLS in a few weeks due to him not being a social guy and him having



trouble accepting help. As Phillip's support staff got to know him, he was very quiet, and reserved. They learned that he hadn't kept any of his physician appointments. He wasn't

interested in going out to any community events. His health was declining and his overall wellbeing was at risk. Additionally, Phillip wasn't getting any exercise and was ordering pizza for most of his meals. Phillip's staff was



concerned for him. His staff immediately got to know him as a person, found out what he likes and dislikes. Most importantly they wanted to know how are they going to partner with him in a way that feels good to him? Well, all his staff have been a huge part of his story, but his lead staff Linda A is always going after what more is possible for this man. Today, Phillip has been in SLS for 10 months. Phillip is in good health. He loves to attend community events. Over the last 10 months, he has been to Compass's Christmas party, the garden of lights, and to a Halloween party. He and his staff have been to Burney falls and other places in the community. Phillip attends an exercise class 2 x a week and is in a walking group. Phillip is now eating a variety of healthier foods, with fruits and vegetables in his diet. Lastly, Phillip has always wanted to get a bigger place, and with the help of his staff, he has accomplished this goal and has moved into a bigger apartment. Way to go Phillip!!!!

Meet Noni

BY VANESSA HOGAN, ILS MANAGER



the adventures she loves to plan. Noni loves to travel and visit family in Oklahoma, but she is always glad to come home to her favorite roommate. Syvannah and Noni celebrate all the holidays by cooking and making great memories. She also loves attending her church. Noni is living her best life and I have no doubt that Compass support, her loving family, and her dear friend Syvannah are her favorite parts of life!

If you have come to a Compass event or are new to our ILS team, you have probably met Noni. She loves to meet new people and share how much she loves those around her. If there is a mic to be found, you will hear Noni singing the praises of her longtime Life Coach, Linda. She is an encourager and never misses a chance to tell you how special or wonderful you are! Noni is a huge fan of the Dallas Cowboys and the SF Giants and recently got an amazing tattoo of the Giants that you can see in her photo!

Noni has a great friend and roommate Syvannah (in photo) and they keep busy going for regular nail appointments and having lunch at their favorite restaurant Red Robin! When a new Life coach is training, they often have the privilege of meeting Noni as she is a great support for us in showing new Compass employees what we are all about. She is a huge bucket filler for ILS and can also keep us on our toes with all



Meet Cassie

BY CINDY GARCIA, CASE FACILITATOR

I would like to introduce everyone to one of our most outgoing clients Cassandra, or otherwise known as Cassie. Cassie is a 38-year-old woman who transferred from Independent Living Services to Supported Living Services back in 2019. At the time of her transition, she was living in her parents' home, itching for her independence. Although she is extremely close to her family, she was beyond excited to have a place of her own. After some time, Cassie and her family finally found an apartment located in Sunnyvale. Cassie was beyond excited. She was more than ready for the transfer to happen and for her independence to begin. Little did she know, there was something else in store for her.

It was 2021 when I first met Cassie. It only took her one visit to remember my first and last name, which to this day she uses when approaching me. She comes into the office with her full-of-life energy asking me and everyone else she encounters her normal routine questions: what color is your toothbrush? Do you have Disney sheets? What animal do you like? And where is your favorite place to shop? It is



nearly impossible not to answer her questions as she waits impatiently with a huge smile on her face. The faster you answer her questions, the faster she asks you a whole new set of questions, going on and on until she stumbles upon another admin or staff. The vast amount of energy that Cassie has, has benefited her in her everyday life.



Cassie is always moving, whether it is shopping for her home or putting that energy into something productive like school or the Special Olympics program. Currently, Cassie is taking 10 classes at College of the Adaptive Arts (CAA). YES, 10! She enjoys classes that are artistic and full of energy. At this time, she is taking ballet, art, fitness, cheer, dance, music, film, innercise (mindfulness/zen),

modeling, and music theatre. Cassie is able to make use of her creativity doing what she loves the most. It is impressive how she remains attentive during these classes and continues her love for the Arts. We hope Cassie continues to follow her happiness in achieving everything she sets her mind to.

Meet Annahita

BY VINCENT TORRENCE, ILS COACH

I would like to introduce to one of the shining stars of our ILS program, Annahita. Annahita has been a member of the Compass family for about 3 ½ years. She is a very bright and giving person who loves people and is always looking for ways to help. Annahita is fluent in 3 languages English: Farsi and American Sign Language. Annahita has always



had an independent spirit, but she has absolutely blossomed as a member of our family.

Annahita is close to her extended family and loves to travel. One of her hobbies is cooking and shopping for others. She lives in her own condo and works as a teaching assistant in a school for special needs children where she helps children with hearing disabilities participate fully in the curriculum. Annahita is full of energy and is always looking for new ways to keep herself occupied. She recently started a second job helping seniors in their home. Annahita is very goal ori-

ented and we have been there to support her in achieving those goals as she continues to grow. She has worked with her Life Coaches on being more self-confident and feeling



more comfortable in being able to stand up for herself and advocate for her needs. Annahita was initially very awkward in social situations but with the help of her Life Coaches she is growing more comfortable in interacting with others. Now she is always looking for new opportunities to meet new people and share her infectious energy for life. She will even be attending one of the Compass retreats this summer at Carrville Inn where she looks to forward to interacting with old friends and making new ones.

Annahita enjoys taking walks with her Life Coach because it not only helps her connect but also gives her a chance to work on her physical fitness. Although Annahita has made great progress, she never stops looking for ways that she can be better. Annahita prides herself on being very capable and independent and it has been our honor to support her in those dreams as she continues to discover and follow her destiny.

Meet Fred

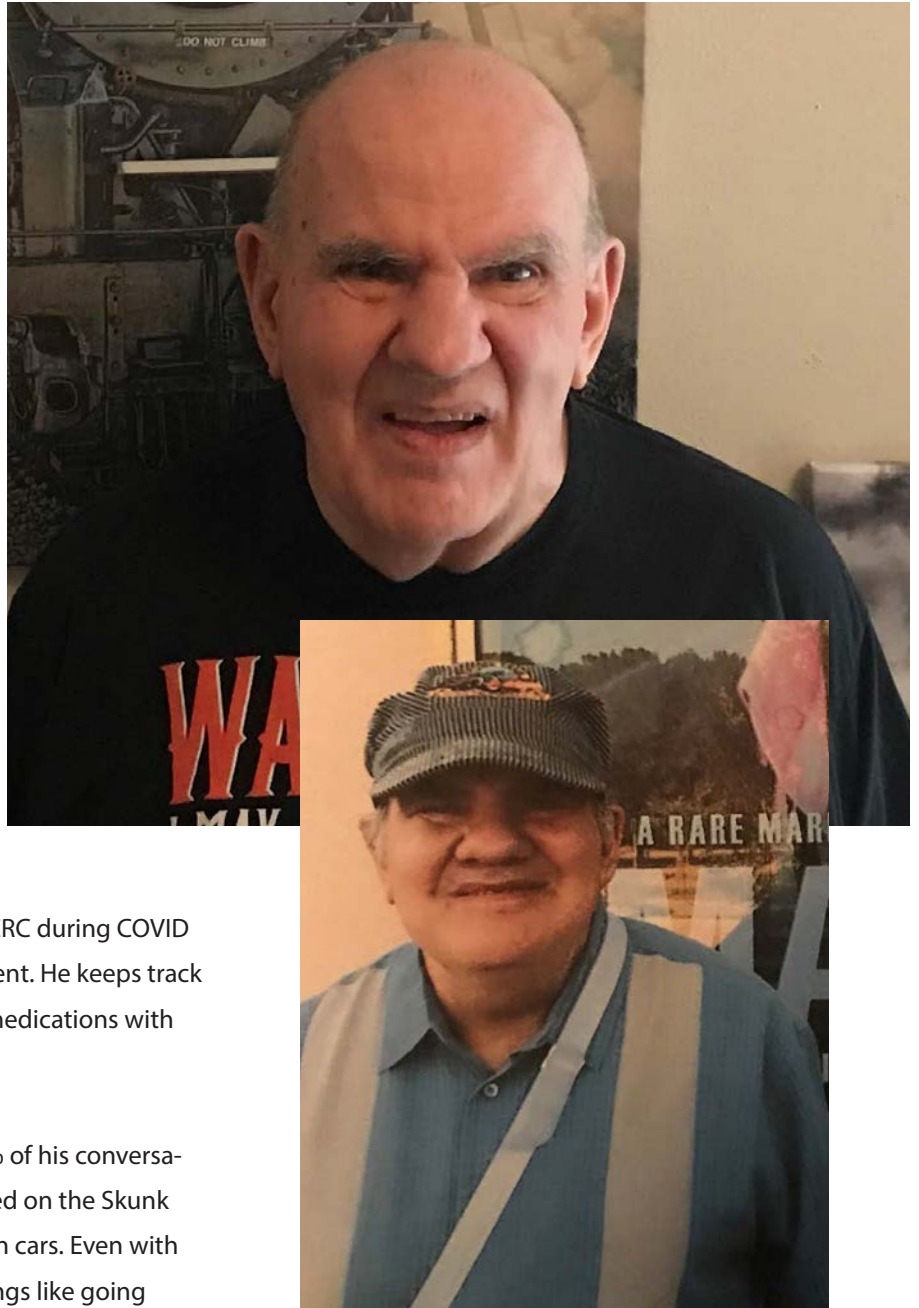
BY MONE TATE, CASE FACILITATOR

Meet Fred! Fred was born in Garberville, Ca and has been living in Ukiah area most of his adult life. In 2012, after 29 years of living in a very structured group-home setting, Fred and his two lifelong friends and roommates moved into supported living where they reside to this very day.

When Fred first arrived in SLS, he would not perform a task or make a choice or decision without asking for permission first. He did not take his own medications, he asked for permission to move about his home and had limited community interactions

Now in 2022, Fred has truly been able to display his independence. He moves around his home independently from riding his stationary bike to listening to oldies music. He received a tablet from RCRC during COVID and has learned how use it for his enjoyment. He keeps track of his own money and monitors his own medications with minimal verbal prompting.

Fred loves to ride the Skunk train and 95% of his conversation are about the Skunk train. Fred worked on the Skunk train in his early twenties cleaning the train cars. Even with declining health, Fred loves to try new things like going to concerts, going out to eat, and riding the Skunk train whenever possible. One of Fred's dreams was to see Johnny Mathis in person and with help from his CF, he was able to see him in concert in Santa Rosa, Ca. He is planning to attend the Compass Retreat in September.



When you meet Fred, you cannot help falling in love with him. His smile and kindness will win you over.

Meet Anthony

BY TRACY BRAMLETT, ILS MANAGER

Amazing Growth

Anthony aka "AJ" has been part of our ILS family for less than a year. He transferred from our SLS program as he chose to reach for more independence. I first met AJ back in 2007 in a group home. At that time, AJ went by the nick-name "Flip" because he was so active and playful, and of course the play on his name. He wasn't about the run of the mill games either; he would create his own, like abducting the broom for hide and seek while on ransom for anything chocolate! AJ had an incredible way of delighting all who knew him by his very few words, gestures, and giggles, as at the time he was nearly non-verbal. AJ eventually moved out of the group home to live with his family for the first time since he was a small child.

In 2020, we meet again! He was in SLS for a long time until he notified his team that he didn't need so much support, that he wanted to do more on his own. He then joined ILS. Through this time, AJ has maintained a part time job, managed his money, accepted the full responsibility of his home, and thoroughly adopted his very own lifestyle. This year, AJ requested again to reduce his ILS service hours by more than half as he has adapted his routine, built on his skills, and taken so much pride in sharing all of the things he is doing

independently.

AJ loves video games, anime, movies of all kinds, and most

of all, Legos! AJ has a dream to go to Lego Land in San Diego! He is working diligently with his ILS Life Coach to save money and make a plan to go sometime within the next year or two. AJ is a shining light with the most contagious smile. It has been a true pleasure to work with him and watch

THIS YEAR, AJ REQUESTED AGAIN TO REDUCE HIS ILS SERVICE HOURS BY MORE THAN HALF AS HE HAS ADAPTED HIS ROUTINE, BUILT ON HIS SKILLS, AND TAKEN SO MUCH PRIDE IN SHARING ALL OF THE THINGS HE IS DOING INDEPENDENTLY.

him grow in so many ways. I look forward to what is to come!



Meet Austin

BY TIFFANY DENNY, CASE FACILITATOR

I would like to introduce you to one of the most active members of the Compass community, Austin! Austin joined Compass in 2019 as his first SLS agency and has been thriving ever since. He loves to socialize within his living community, enjoys going to day program, and loves his daily walks with his caregivers. When Austin is not out in the community, he loves to read the sales ads for the grocery stores, watch Sponge Bob SquarePants and watch Christmas movies year-round.



Austin and his caregivers are such a positive force everywhere they go- representing Compass with kindness and inclusivity within his living community. He loves his weekly walks to the park and the local Farmers Market, many times inviting a few

neighbors along!

One area that I have seen Austin make significant progress in this last year is that he now shaves independently. What was once one of his least favorite parts of his morning routine, has been a way that he has grown in his independence from his caregivers.

A few other ways that Austin has grown in his independence since joining Compass is that he now enjoys choosing his outfits each day and he likes to help prepare his lunch to take to Day Program. Austin also enjoys grocery shopping,



and everything involved in it. He likes to look around his kitchen and in his refrigerator to see what he needs, reading though the weekly sales ads to see what looks good and he really enjoys going to the grocery store and picking out the things that he needs for his week. His favorite place to shop is Costco because he loves flashing his card at the entrance. Austin's next goal is to make his bed each morning without assistance. Knowing Austin, he achieves everything he puts his mind to so I

know he will soon add this to his list of accomplishments and set a new goal! I look forward to watching Austin increase his independence and gain confidence in doing so.



Meet Andrew

BY SHANNON LAIRD, ILS MANAGER

I would like to acknowledge Andrew. He is one of our ILS clients that have been with Compass since 2018.

He has been such a pleasure to work with. He has been working at Stoneridge Chrysler, Jeep and Ram for 3 years as a lot attendant. Some of his duties include moving cars around within the lot or transferring them to other lots. At times, Andrew is asked by some of the technicians to assist them with taking off parts for vehicles that are being worked on. Andrew is very trustworthy and is often asked by management to drive clients home when their car must stay in the shop.



Andrew has accomplished one of his dreams this year and that was to get his own apartment. Andrew has worked on his housing goal since 2018 and he has officially achieved that goal!

ANDREW HAS ACCOMPLISHED ONE OF HIS DREAMS THIS YEAR AND THAT WAS TO GET HIS OWN APARTMENT. ANDREW HAS WORKED ON HIS HOUSING GOAL SINCE 2018 AND HE HAS OFFICIALLY ACHIEVED THAT GOAL!

Anna's Story

5+ years ago my health was not doing so great, so I had to make major changes. I have struggled with my weight my entire adulthood. I decided to try keto. Eliminating wheat and sugar made a huge difference in my health issues, I cured my high blood pressure, high cholesterol, fatty liver and got my digestive issues under control. I also lost a significant amount of weight. Going on this journey of health, I have been encouraged by working at Compass with our focus on dreams. It has helped me to work on my health goals alongside my clients- I go for walks with them, encourage them to eat more vegetables and unprocessed foods, I try to show them exercises they can do even without going to the gym.

A few years ago, I committed to increasing my fitness to walking 10k steps a day. I will call my clients up and ask them to help me out. We will walk together and talk about their work, their family struggles and their achievements. I encourage them to track their steps as well and see what they can do to increase those little goals. They might start at 1000 steps a day, I coax them to make it to 2000, or 3000 and cheer them on!

18 months ago I had my last alcoholic drink. I wasn't a huge drinker before, but since I've committed to paying more attention to how things make me feel. I realized even one drink made me feel lousy.

6 months ago I had a car accident that made my back

pretty sore. I consulted with a sports chiropractor who has encouraged me to focus on strengthening my back and posture to prevent further back pain. He has given me exercise tips that I have shared with my clients. I bought hand weights that I do at home in front of the TV. I go to the gym twice a week with one of my clients who has CP. I help her set up the equipment to adapt to her disabilities and I lift weights alongside her. I have been increasing my resistance and can feel myself getting stronger.

I don't know what my next health journey will be, but I look forward to challenging myself more. Learning more about mental and physical health has always been a fascination for me. I feel really passionate about supporting the health of my clients. I want to help those who are pre-diabetic realize that they can avoid diabetes, I want them to know they have the ability to make positive changes in their body and how they feel. Our diet choices can be confusing, there are so many options and nutrition can be unclear. I really want to help our consumers make good diet and exercise choices. Eating fruits and veggies and whole grains can boost our mood, as can getting moving! I want to show them how cooking and eating healthy meals can be fun and easy. Good health is not out of our reach or our control. Written by Anna L.

Phil's Story

This is Phil; he also has been with Compass since 2018. When we first got Phil, he needed a lot of support. We had 40 hours per month with Phil. He was over weight, had diabetes and uncontrolled high blood pressure to the point where he had to get it

checked daily at the hospital near his home. Irene, his LC, has been working with Phil on getting his blood pressure under control as much as possible and trying to help him lose weight. Phil has a strong personality and when he doesn't want to do something, he will not budge on it. Over the last year Irene has been working really hard with Phil and has motivated Phil to make some changes. Phil is down 50 pounds and has improved his sugar levels and blood pressure. Phil still definitely has cheat days where he indulges in pizza, but overall we are proud of Phil's weight loss success. -Written by Shannon L.



FROM SOME OF OUR ILS COMMUNITY MEMBERS

Adam's Story

Adam is a Siskiyou Star for many different reasons! But today we would like to highlight him for his health and fitness goals! Adam is such a joy and positive person to be around! He loves cooking and baking and has learned so much about food and how it fuels our bodies. He is so quick to give ideas for how to make any recipe even just a little bit healthier and really embraces the idea of not cutting anything out, but just making healthier choices along the way. When asked about his health journey he lit up and began explaining how he uses an app on his phone to be aware and mindful of the foods he's eating often, foods he eats in moderation, and the things that are a treat every so often. He expressed excitement in a few YouTube bakers he found that make desserts that are diabetic friendly and gluten-free to be healthier for himself and more inclusive of others dietary needs. When asked how he was feeling after about a year of living this way, he began to talk about how much better he feels and how it really encourages him to continue and know he is fueling his body as well as share what he has learned with his peers! Adam is truly inspiring and it's incredibly exciting to see him continue on such an important journey!

-Written by Rachael C.



Naomi's Story



I would like to highlight my coach Naomi! She had a goal of working out 4 days per week all while working full time, and being a full time mommy! I know from personal experience how hard this is, but she is killing it! What I love most about this is she is not only achieving her own health and fitness goals, she is encouraging her clients to go to the gym with her! She has a few who now have fitness routines of their own even on the days she doesn't see them. She is a huge inspiration to those around her and I am so lucky and thankful to be able to have her on my team! Keep bringing positive light to those around you!

-Written by Brittanie B.

#OUR COMMUNITY

SUMMER IS HERE AND THAT MEANS WE ARE HOSTING OUR BRAVO BUCK EVENTS! MAKE SURE YOU KNOW WHEN YOUR REGION'S EVENT IS HAPPENING. CHECK OUT THESE PICTURES FROM THE EVENTS LAST YEAR!



BRAVO BUCK

