

# COMPASS

2024 Winter Edition

Volume 37



Supported Living and Independent Living

# A Season & Service of Hope

By Sadie Hess, Founder & CEO



This is a season of gratitude and hope, and at Compass, we're thankful for the diverse services we offer for adults with disabilities. We're especially grateful for the chance to expand our support through Coordinated Family Supports (CFS). While our focus remains on empowering adults with disabilities, we now have the opportunity to extend this care to the entire family living with them. With CFS, individuals can safely stay in their own homes while receiving the support they need.

Through this program, we're making a practical difference by ensuring our clients access the benefits available to them and equipping their homes with the right assistive devices. For those requiring additional medical or behavioral support, we collaborate on tailored service plans. We're also opening doors for individuals to engage in community events and activities that were previously out of reach, helping them and their families thrive at home.

This is also a wonderful opportunity to serve individuals whose first language is not English. Whether a family speaks Spanish, Mandarin, Arabic, ASL, or another language, we're learning to be culturally aware, sensitive, and supportive. Our other services are already very person-centered, and with CFS, we're taking an even more holistic approach to support the entire family.

I'm also thrilled about the synergy we're seeing among SLS, ILS, and CFS. We're empowering people to live where they most want to be. Whether they're ready to be independent or prefer the comfort of their family home, we're here to support their journey. This expanded contin-

uum of care allows individuals to choose what's best for them and transition between programs as needed.

It's a joy to introduce the Manager of our CFS Program, Joshua Flom. With his extensive experience in SLS and ILS, Joshua is uniquely prepared to lead CFS with a comprehensive and family-focused approach. His knowledge and dedication make him a natural fit for this role. I recently had the pleasure of asking Josh a few questions about how CFS is shaping up so far.

## **In what ways are you seeing the CFS program benefit the clients we are serving?**

The CFS program is greatly benefiting clients by providing a more personalized and family-centered approach to support. They are truly and finally getting the help they qualify for. Essentially, we are helping clients build independence and life skills while remaining closely connected to their families and supporting their home culture. Through regular guidance and support from CFS Specialists, clients are developing routines, improving their communication, learning to access community resources, and gaining confidence in daily tasks. The family-centered focus ensures that clients are supported collaboratively, addressing not only the individual's needs but also growing stronger family dynamics, because family members can direct focus to improving their own environment and self-care.

## **Where is the greatest area of need within CFS services?**

Honestly, this need reaches the entire state, as currently

this program is only serving 4% of those that qualify for services in the state of California. Additionally, there is an easy 100,000 individuals classified as underserved due to so many factors, things like race or ethnicity. There is also a significant need for individualized plans that address specific challenges, such as language or communication barriers.

### **How do you feel like families have responded so far?**

Families have consistently expressed positive feedback about the CFS program, appreciating its personalized, collaborative approach and practical support in navigating complex systems like healthcare and safety. They feel included in decision-making, and many have seen significant improvements in their loved ones' independence, communication, and overall well-being. One family member stated, "You literally added 4 years to my life, knowing I have peace of mind that my son's needs are met and will be met how I want them when I am no longer able to provide that needed support."

### **Can you share with me a couple of stories about how CFS has worked well for clients and their families?**

Several families have reported significant improvements in their loved ones' lives through the CFS program. For example, a family in Shasta County has seen remarkable

growth in their loved one's independent living skills, while another in Contra Costa County has been thrilled by their youngest son's increased community engagement. In Siskiyou, technological support has led to unprecedented success, and in Trinity County, a specialist's assistance has helped a parent find more balance and relief in daily life. One client who previously struggled with social anxiety now actively participates in community events and daily routines, thanks to a structured plan developed by a CFS Specialist. Another family, Spanish Speaking only, and previously overwhelmed by medical appointments and paperwork, now has an evolving organized system in place, empowering the client and family to engage more in their own healthcare.

### **What is one thing you enjoy most about directing this program?**

What I enjoy most about being able to influence this program is we combined three of my favorite things in life: the population of people we serve, families, and the state of California. I am all in!

I think Josh summed it up well with the phrase 'I am all in!' Here at Compass, we are all in, all in to serve the underserved. All in to provide services that enrich the lives of people and help them achieve dreams.

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# Welcome To...



By Mary Flom, Director of Marketing & Recruitment

We are excited to announce the launch of “Side of Hope,” a podcast hosted by Melanie Bazile, Compass’s Innovation and Expansion Director. This new podcast brings to life stories of resilience, transformation, and the vital work happening across the human services sector. From caregiving to advocacy to leadership, each episode sheds light on the efforts of those dedicated to building stronger communities and delivering compassionate care.

## **What Is “Side of Hope”?**

“Side of Hope” is about the broader spectrum of human services. It highlights the powerful impact of advocacy, support programs, and initiatives that improve lives, foster growth, and create lasting change.

Through insightful conversations, the podcast explores the challenges, innovations, and personal stories that shape this sector. Listeners will hear from individuals who are not only driven by a passion for their work but also committed to elevating the lives of others through dignity, respect, and person-centered approaches.

## **Season 1: Conversations with Compass Leaders**

The debut season of “Side of Hope” features intimate interviews with some of Compass’s internal leaders, offering insights into their professional journeys and the innovative ways they approach human services. Here are some key episodes:

*The Power of Support: Jenelle's Perspective on Social Work* – This episode delves into Jenelle's transformative path within human services, exploring her belief in the power of dignity and respect. Her story illustrates how a compassionate, person-centered approach can drive real, meaningful change and build lasting relationships in the community.

*Disrupt the Norm* – Another episode with Compass' CFO, Eric Hess, highlights Compass's unique approach to achieving excellence in human services. It explores how breaking traditional molds can lead to breakthroughs in service delivery, enhancing both the quality of care and the experiences of those who receive it.

*From Caregiver to CEO* – Sadie, a dynamic leader at Compass, shares her journey of finding unexpected fulfillment in the human services field. She discusses the joys and challenges she's faced, emphasizing the importance of staying adaptable and resilient. Sadie's episode is a reminder of how passion, even in the toughest moments, can ignite a lasting commitment to making a difference.

## **Season 2: Expanding the Conversation**

With Season 2, "Side of Hope" will broaden its focus, bringing in voices from across the human services landscape. Future episodes will feature leaders from different organizations, sectors, and specialties. This expansion aims to create a dynamic, cross-sector dialogue, inviting diverse perspectives on topics such as advocacy, policy development, and collaborative community-building. By engaging with a wider network of professionals, the podcast will offer new insights into the evolving world of human services and the transformation that can happen when hope is in the mix.

## **Why Listen to "Side of Hope"?**

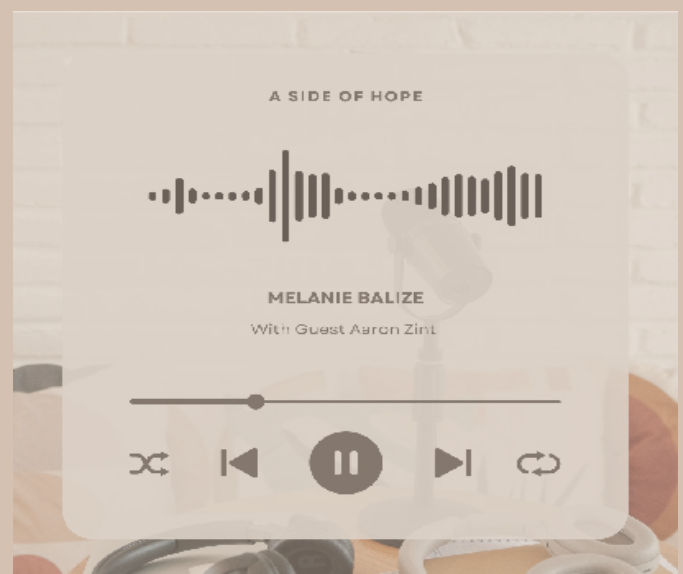
"Side of Hope" is not just about stories—it's about inspiring action and understanding. Whether you work in human services, are a caregiver, advocate for social change, or simply wish to be inspired, this podcast offers something for everyone. You'll hear stories of perseverance, creativity, and the genuine desire to create a more inclusive, hopeful world.

## **Be Part of the Journey**

Join us as we uncover the human side of hope! Visit our podcast website to explore the latest episodes, read more about our guests, and immerse yourself in the inspiring world of human services. Together, let's celebrate the stories that drive change and make a real impact.

**Learn more & listen to the stories:**

<https://a-side-of-hope.mailchimpsites.com/>



## SLS FEATURE

# Meet Kalpana

By Tiffany Denny, Case Facilitator

One of my favorite people to visit is Kalpana, or as she is known by friends, 'Kalpy'. She is one of the most kind, thoughtful and sweet individuals I have ever met. She can put a smile on anyone's face and make their day. Her positive attitude and her love for community is always the highlight of my day.



Kalpy has been a Compass client for 17 years and she always lives every day to the fullest. She loves to take walks, window shop at the mall and talk on the phone. If there is an event, party or a dance- she is there! Each week she prepares a 'to-do' list of activities she would like to do and places she would like to go. This list can include anything from a trip to the mall to items she wishes to get at the grocery store.

Kalpy is a woman that knows what she wants out of each day. If Kalpy has your phone number, she will call you to keep in touch because she cherishes her friends and family very much. Kalpy enjoys being an aunt to her two nieces and helping to babysit them.

Over the last year, Kalpy and her mother have enjoyed traveling and exploring new places. She has visited Arizona, Beverly Hills and Lake Tahoe. She is especially excited to visit India with her mother at the end of 2024.

Kalpy best embodies the Compass value of 'Community'. She loves to be social and will jump at the opportunity to do so. Kalpy enjoys going to Day Program 3 days per week and loves being able to see her friends and the staff again. The other 2 days, she continues to participate in virtual program and enjoys working on the art activities with her caregivers. Kalpy also attends RADD activities and enjoys going out to eat with her roommate

Kalpy lives with a roommate, Christina, who is also a member of the Compass family. They enjoy going to Starbucks, having Hallmark movie nights in their living room (with popcorn and sparkling cider) and attending every Compass party and event together.





## ILS FEATURE

# Meet Sarah

By Shannon Laird, ILS Facilitator

I would like to introduce you to Sarah, she has been with Compass since 2016. Sarah is a special client in our ILS community. She enjoys a blend of creative and physical hobbies and is enthusiastic about arts and crafts, where she enjoys exploring various DIY projects, from painting and drawing to making handmade decorations. She loves working with varied materials, experimenting with colors and textures, and bringing her unique ideas to life.

In addition, she has a passion and love for dancing. Whether it is practicing specific styles, or just moving freely to the rhythm, dancing lets Sarah express herself physically and stay active. Sarah is also into theater, whether it's a musical, play, or concert, she shares in the excitement of the live performance and the magic of the show. Together, these hobbies reflect her creativity, mindfulness, and vibrant energy.

Sarah loves a good girl's day out with her mom filled with quality time and shared experiences. Anything from a fancy dinner, enjoying healthy food and conversation, catching up on life, or just enjoying each other's company. No matter what they do together, it is a special day of bonding, laughter, and creating memories together.



Sarah enjoys the simple pleasures of life, like grabbing her favorite drink from Starbucks and taking a leisurely stroll through a scenic park. She appreciates the cozy atmosphere and tasty treats at the café, making it the perfect start to

a relaxing day. While wandering through the park, she soaks in the fresh air, beautiful surroundings, and peaceful moments, making these outings a refreshing escape and a favorite way to unwind.

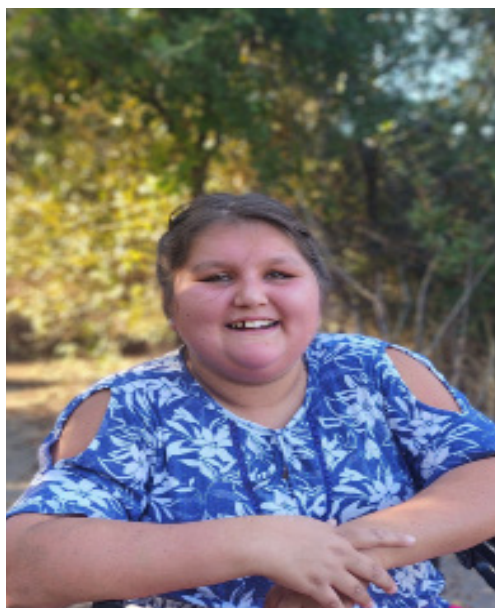
Shopping at Ross and Marshalls with her ILS worker Irene is like a treasure hunt for Sarah. She works hard to find great deals and unique items. From fashionable clothing and accessories to bedroom ideas.

Each trip feels like an adventure as you never know what you will discover. The aisles are packed with name-brand items at discounted prices, perfect for bargain hunters who love high quality without the high price. Sarah enjoys browsing the shelves for hidden gems, like trendy shoes, cozy throw blankets, or stylish cookware.

Sarah is an amazing woman with so many wonderful things about her. She works hard each day to make her life memorable and rewarding. We enjoy having Sarah as part of our beautiful community and look forward to see all the growth she will bring in the future.

# Meet Lynnea

By Katherine Ortiz, Senior Case Facilitator



This holiday season, I want to shine a spotlight on Lynnea, whose first year here at Compass is a testament to the transformative power of supported living ser-

vices. Over the past year, Lynnea has excelled emotionally, physically, and socially while overcoming some major obstacles. Her journey highlights the incredible resilience and growth that can emerge when a strong support system is in place.

One of the most remarkable changes has been in her behavior. Lynnea's severe behaviors have transformed to mild ones, thanks to the dedicated implementation of CBAM tools. Her team has worked diligently to master these methods, enabling them to support her through challenges and help her process emotions in a constructive way. Through this process, Lynnea has not only learned to compromise but has also developed a deeper sense of empathy, which is a huge milestone for her.

A significant part of her growth has been the positive impact of a well-matched roommate. Recently, Lynnea

and her roommate shared with each other that they are the best roommates they've ever had. Together, they navigate daily life with mutual respect and a shared commitment to each other's growth. Additionally, Lynnea has built a close friendship with another Compass client, with whom she regularly spends time. These relationships have had a profound effect, enhancing her quality of life and giving her a deeper sense of connection and belonging.

With the help of her staff, who accompany her to appointments (sometimes as far as San Francisco), Lynnea has made significant strides in her health. Over the past year, she has lost 40 pounds—a major achievement and a testament to her dedication and teamwork with staff on a strict meal plan that prioritizes her well-being.

Beyond her personal and health-related growth, Lynnea has also flourished creatively. She is adventurous and deeply passionate about her art, which has led her to participate in craft fairs where she proudly showcases and sells her creations. These fairs have given her a meaningful outlet for her creativity and a chance to engage with the community. Currently, she is focused on building her art business, making the most of all available resources to bring her vision to life.

Lynnea is full of life and dreams, and we are thrilled to be on this journey with her. This year has been an inspiring example of what is possible through dedication, support, and partnership, and we look forward to seeing her continue to achieve her goals in the coming year.



## ILS FEATURE

# Meet Jeffrey

By Shannon DeMars, ILS Facilitator

In a world that often emphasizes limitations, Jeffrey, a remarkable man in his early 70s living with cerebral palsy, embodies resilience and the power of the human spirit. His life is shaped by seven core values that inspire those around him and guide his interactions.

*Honor* is central to Jeffrey's philosophy. He believes that transparency fosters understanding and collaboration. By openly sharing his experiences, he dismantles stereotypes about disabilities and encourages vital conversations that promote awareness and acceptance.

Jeffrey's commitment to *community* shines through in his active participation in local initiatives. Recently, he attended a Build Event, advocating for inclusivity and support networks for individuals with disabilities. He is a firm believer in collective action, emphasizing that together, we can create a more compassionate society.

For Jeffrey, *freedom* means having the agency to pursue his passions. He creatively expresses himself through art and poetry, showcasing his belief that everyone deserves the opportunity to thrive. He inspires others to break free from societal constraints and advocates fiercely for his own needs, encouraging those around him to do the same.

*Trustworthiness* is a cornerstone of Jeffrey's relationships. Friends and family rely on him for his dependable nature, knowing they can count on him. He understands that building trust is essential for positive change, creating a safe environment for others to share their own stories and struggles.

Incorporating *generosity* into his daily life, Jeffrey is often the first to ask how others are doing. He believes in giving back and sharing his life experiences with anyone willing to listen. Despite facing numerous challenges, he radiates positivity and joy, reinforcing the idea that everyone has something valuable to contribute.

His relentless pursuit of *excellence* drives him to improve continuously. He seeks out new skills, participates in chess tournaments, and never gives up on his dreams. Defying expectations, he learned to ride not just a bike but a motorcycle, and he built a loving family despite being told he wouldn't. With a degree in psychology from CSU Chico, Jeffrey exemplifies that determination knows no bounds.



Finally, *faith*, infused with hope and positivity, underpins Jeffrey's outlook on life. His belief in a higher power and in his own capabilities empowers him to face challenges head-on, inspiring others to cultivate their own faith in possibilities. Through these values, Jeffrey uplifts himself and those around him, encouraging us all to pursue lives filled with purpose, compassion, and connection.

## SLS FEATURE

# Meet Jonathan

By Maraya Villarreal, Senior Case Facilitator

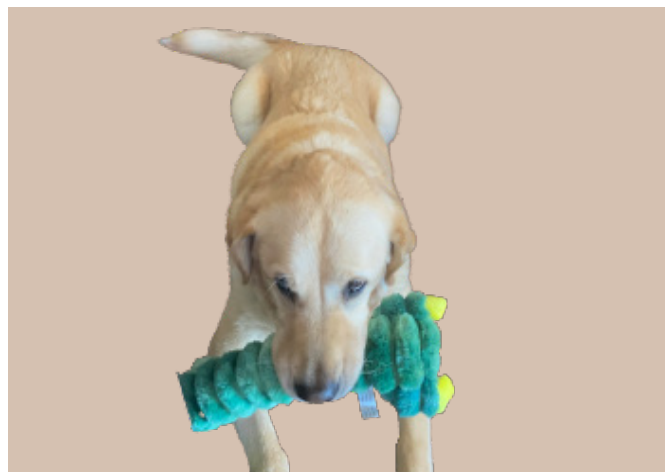
I am thrilled to highlight one of SARC's newer clients, Jon. Jonathan (Jon) has been with Compass for just over a year now. He is a dedicated professional who has committed his career to making a difference in the lives of others.



With a master's degree in social work from San Jose State University, Jon brings both expertise and empathy to his role at the Department of Rehabilitation, where he works 40 hours a week helping others with disabilities build essential job skills and maintain stable employment. Whether coaching someone through the complexities of job training or offering encouragement as they settle into a new role, Jon's work is both impactful and rewarding, allowing him to witness firsthand the progress his clients make toward their career goals.

Outside of his professional life, Jon is a true music enthusiast. Concerts are a regular highlight for him, and he enjoys exploring a variety of genres. From rock and pop to jazz and classical, Jon loves the thrill of live performances and the sense of community they bring. Music is more than a hobby for him; it's a way to unwind, recharge, and connect with others who share his passion.

Another cherished part of Jon's life has been his loyal service dog, Churro. After years of devoted companionship, Churro officially retired in October and now enjoys a well-deserved rest at Jon's parents' home in Southern California. Although Jon misses having Churro by his side daily, he delights in the frequent photo updates he receives. Each picture shows Churro embracing his newfound freedom, running around, playing, and finally getting to "just be a puppy."



Jon's commitment to his work, his love for music, and the deep bond he shares with Churro all speak to the caring and dedicated person he is. We're proud to recognize Jon for his contributions to the community and look forward to seeing all he accomplishes in the future.

## ILS FEATURE

# Meet Spencer

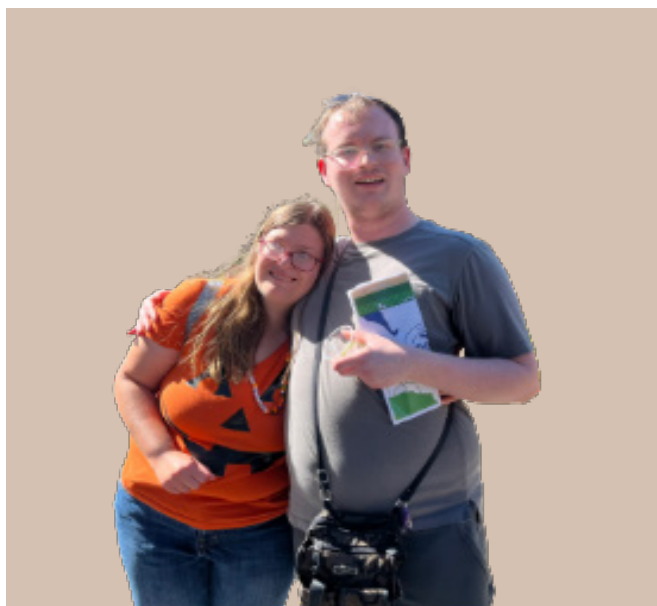
By Terrah Starling, ILS Facilitator

Master Lego builder, frisbee golfer, music lover, historian and one of our newest clients in San Jose! Moving from Colorado to California, Spencer decided to enroll in ILS services to build up his skills and work on his independence. He came on board in October and has already hit the ground running, attending large Compass events such as Boo at the Zoo and the client Halloween party. Thus far, Spencer is enjoying himself and is working on a huge goal of his which is making new friends.

Who is Spencer? An Egyptology Enthusiast. If there is anything you need to know about ancient Egypt, Spencer is the guy to talk to. He loves the history and culture of Egypt and is always eager to learn more about it. A goal of his is to organize an event where a group of clients get together and spend the day at the Ancient Egypt Museum in San Jose. He is eager and excited to share his knowledge with other interested clients.

Spencer is a young man with many talents and interests. Not only does he love history, but he often enjoys reading, building with Legos, puzzles, Disney movies, like StarWars, and Corgis. His dream is to one day have a Corgi as a support dog.

Spencer has overcome many hurdles in his past, but you would never be able to tell. His personality shines brighter than the sun and he is so eager to have a beautiful future with Compass by his side, cheering him on. He has set many goals for himself including getting better at math, learning to play Chess and even learning Spanish. All these things and more he hopes to accomplish with ILS and with his drive to be great, there is no doubt that he will do just that.



**He is eager about a beautiful future with Compass by his side**



## SLS FEATURE

# Meet Glenn

By Antonio Maestras, Case Facilitator



Glenn is a 53-year-old man who is having a wonderful year. Glenn moved from the outskirts of Fort Bragg to Fort Bragg proper and is growing in his community involvement. Glenn enjoys trying new experiences, and is very friendly to others. Glenn loves music, pirates, and visiting friends. Glenn's love of pirates led him to one of his favorite places in Noyo Harbor. He likes to visit the Fisherman statue there. When he visits, he takes a moment to touch the statue and pay his respects.

He loves to go on picnics at local state parks, nature walks, and especially enjoys picking out the perfect stick. He has a special passion for sticks and spoons. He will spend hours organizing and playing with his sticks. Glenn likes to use his spoons as drumsticks when he listens to his favorite music.

When he isn't busy being a pirate or imagining that he is the drummer for his favorite rock band, Glenn enjoys spending time with people, including his LG team: Daniel, Jesse, Jorge, and his friends. He especially likes to go to Starbucks for coffee chats with his friend, Rosemary, and visit Ian and Frank.

Glenn likes singing his favorite songs. Glenn has grown in his partnership with his Compass team. Glenn takes great pride in his home. He closes all the doors, drawers, puts chairs away, and turns lights off when he is done in a room. His care and concern for his home is heartwarming, and his whole team benefits from knowing Glenn in all his moods.

Glenn will continue to be a part of Compass and is grateful for all the people who have helped him in the past including Compass Leadership and Carole White.

## When he isn't busy being a pirate...



## ILS FEATURE

# Meet Kellen

By Jeanie Russell, ILS Facilitator



As we continue to support our diverse community of clients, I'm excited to introduce you to Kellen, a passionate individual with big dreams and a clear vision for his future.

Kellen is on a journey to carve out his own space—both literally and metaphorically. His aspiration to move into his own place symbolizes not just independence but also a step toward creating a life that reflects his personal values and goals. For Kellen, this milestone represents the freedom to express himself and nurture his creative endeavors.

A budding videographer, Kellen is eager to turn his passion for storytelling through film into a viable career. He believes that every frame holds a narrative, and he is determined to capture moments that resonate with others. Alongside videography, Kellen has a wide range of interests, including cinematography, DIY projects, woodworking, and drawing. These creative outlets allow him to explore his artistic side and express himself in various ways.

Recently, Kellen had the exciting opportunity to be an extra in a film being shot in our area! The experience was a dream come true, and he enjoyed every moment of being on set, mingling with the cast and crew, and soaking in the magic of filmmaking. He described it as an unforgettable adventure that opened his eyes to the creative process behind movies. This experience not only fueled his passion for videography but also reinforced the importance of collaboration and creativity in the industry.



In addition to his artistic pursuits, Kellen is actively working on improving his communication skills and overcoming social anxiety particularly with his peers. He understands that effective communication is crucial for building relationships and working collaboratively. By developing these skills, he aims to express his ideas more clearly and confidently, whether participating in group projects or connecting with others who share his interests.

Kellen has expressed a desire to meet others nearby who share his passions. As he embarks on this exciting journey, we're here to support him every step of the way. His ambition and determination inspire us all, reminding us of the importance of following our dreams.

# Story of Hope: Graciela's Milestones

By Ethan Wulfestieg, CFS Supervisor

Graciela's journey with Coordinated Family Supports (CFS) is a story of growth, independence, and meaningful community engagement. Since joining CFS, Graciela has achieved significant strides in her quality of life, supported by her dedicated CFS Specialist and the strong encouragement of her family. Together, they've guided Graciela through transformative milestones that have empowered her to live with greater independence and connection to her community.

One key achievement in Graciela's journey has been her success in obtaining a new wheelchair after a challenging five-year search. With the assistance and advocacy of her CFS Specialist, Graciela was finally able to secure this essential tool, which has greatly improved her comfort and mobility. This new wheelchair has opened up countless possibilities for Graciela, enhancing her physical independence and supporting her desire to explore her community more freely. It represents a milestone that both Graciela and her team worked hard to reach, symbolizing the dedication and perseverance behind her success.

Beyond the wheelchair, however, it is Graciela's broader journey toward independence and community engagement that has truly defined her growth. At the heart of her progress has been the personalized support of her CFS Specialist, who has helped Graciela overcome challenges and embrace new experiences. Through individualized guidance, her Specialist has encouraged Graciela to engage in community activities, connect with others, and take on new roles in her daily life. These experiences have allowed her to build self-confidence and relationships, empowering her to feel more connected to the world around her.

With this network of support, Graciela has embraced new opportunities to build skills, socialize, and enjoy community resources she hadn't previously accessed. Her CFS Specialist and family have been there at each step, ensuring that her support plan aligns with her unique goals and aspirations. Together, they have created a foundation for Graciela to grow in ways that bring joy, purpose, and fulfillment to her life.

Graciela's journey serves as a powerful reminder of the impact that compassionate, individualized support can have on someone's life. Her success is an inspiration to everyone at CFS and beyond, demonstrating the profound change that family collaboration and a committed support team can foster. Graciela's story highlights what is possible when an individual's needs and dreams are met with dedication and care, enabling her to thrive in ways that once seemed out of reach.



With a network of support,  
Graciela has embraced new  
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# Magic & Memories!

This year was filled with so magical moments! Summer brought “Christmas in the Pines,” a retreat at Carrville Inn where clients celebrated with games, gifts, and outdoor fun. In November, 181 travelers made dreams come true at Disney, and the year ended with nine festive Christmas parties.

