



## DREAMS: Finding Bigfoot

by Cassandra Sales, ILS Coach

When I first started working at Compass, my idea of a “dream” was something extremely extravagant and highly unlikely to happen anytime soon. A dream, to me, would be winning the lottery to buy a ranch big enough for my entire family. While that is still a dream I have, Compass has taught me the skill of purposeful dreaming. I’ve learned the importance of short-term dreams that inspire you to continue on that path of expanding your dreams to the next step. Proving that the size of the dream is not important, but rather, the act of dreaming is what matters.

“Despite feeling slightly defeated, I continued on, and one day...”

In that spirit, my dream for last year was that a client would open his door. Weird, right? When you understand its meaning, it’s not. Since the day I started in ILS, I have worked with a client who everyone would describe as “the sweetest guy you will ever meet.” However, they would warn me not to be disheartened because he most likely would not answer his door for me. Week after week, month after month, I went his house, I knocked on his door, and sure enough, he did not answer.

Despite feeling slightly defeated, I continued on, and one day he did answer his door. Before I left that day, I told him he was my Bigfoot. People said he existed, and they saw him, but was he really there? He did exist, and I got to see him. The connection made that day ignited a spark that continues on to this day. That may have been the first time he answered his door, but it certainly was not the last.

Through sheer determination, he began to trust me. He trusted that I was there for his health, safety, and to ensure his happiness in his own home. Almost a year to the day from my first knock on his door, we went for a walk around the lake after his doctor’s appointment. He sat on a rock and handed me his camera, asking me to take a picture--my dream had come true. I finally found Bigfoot.

April 2014

# Successful Life Stories

a bimonthly COMPASS publication

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more!!!

## Quick Solve+

by Zeb Gill, QSP Account Manager

There comes a moment in nearly every individual’s life where, as if from above, a stroke of genius comes upon them. I think I’ve had a lot of those moments in my life.

COMPASS recently had a stroke of genius...an even more profound stroke of genius. In a time when budgets are shrinking, labor laws are being reconsidered, and the demands of efficiency and waste elimination are being more highly esteemed, a solution has been stroked by ingenuity, and that solution gave rise to the tool: QuickSolvePlus (QSP).

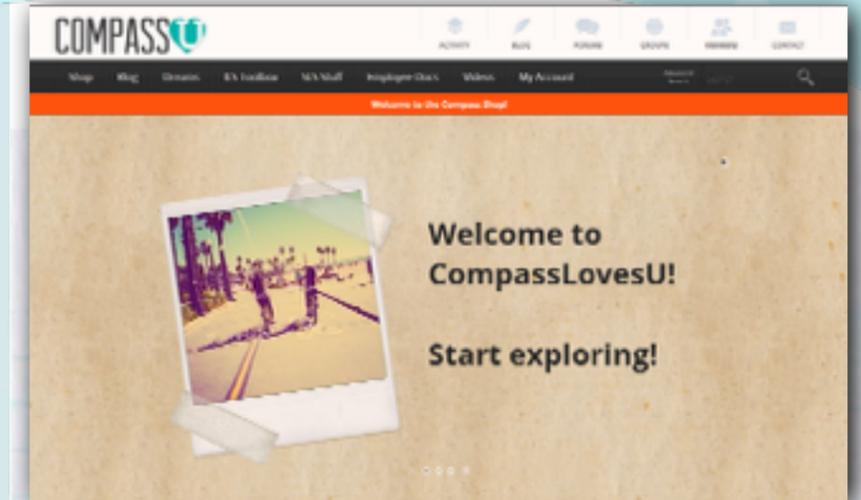
### THE DREAM BEGINS

Do you ever think when looking at your bank account: I thought I had more money than this...where is it all going? Okay, maybe that’s just me. But COMPASS had a similar revelation when it uncovered it was spending unnecessary money not maximizing IHSS hours, despite intentional efforts. Becoming the “payer of last resort” in too many instances, it propelled them to come up with a better solution.



Through the years we have developed, fine-tuned, tested, enhanced, and re-tested, that initial moment of genius. We had another moment of enlightenment, why not offer it to others?

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## WHY COMPASSLOVESU?!

by Sadie Hess, Director of SLS & ILS

I’m very excited to share a project that has been on my heart and mind for a couple of years. We want to continue to provide innovative support to staff and feel it is important that we have good communication and excellent training materials available 24 hours a day, seven days a week.

through our administration. This provides a safe place for staff to go for information and communication.

The website accomplishes three main goals:

1. **A place for community and communication—**

In mid-March, we are launching a new website called CompassLovesU. It is a website dedicated to our field staff in SLS and ILS, who are out making the magic happen!

There will be places to blog and connect with people throughout the Compass organization. We will also post important dates and information, so nothing gets missed. There will be groups about topics such as community resources and housing tips.

The website has many great features. First, it is 100% private--Google cannot even see it. To access, you have to be a member who is approved

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Far North Office  
475 Knollcrest Dr.  
Redding, CA 96002

We've moved!

East Bay Office  
6662 Owens Drive  
Pleasanton, CA 94588

South Bay Office  
4030 Moorpark Ave., Ste 220  
San Jose, CA 95117

East Bay 925.551.3227  
South Bay 408.345.9000  
Far North 530.242.8580

www.compasscares.com

### Upcoming Compass Events >>>

- April 16th - New Pleasanton Office Open house & Job Fair
- May 30th - Far North Client Bravo Buck Event
- June 16th - Far North All Hands Staff Meeting
- June 18th - East & South Bay All Hands Staff Meeting



Find us and Like us on  
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facebook.com/compasscares

# CompassLovesU.com

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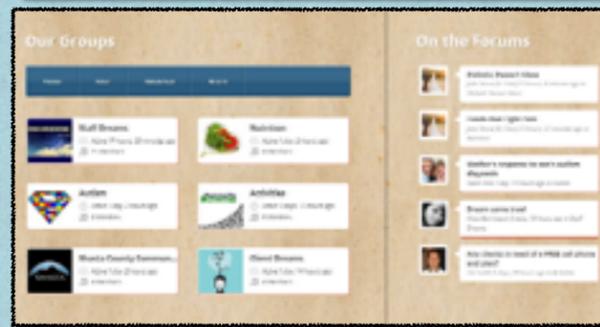
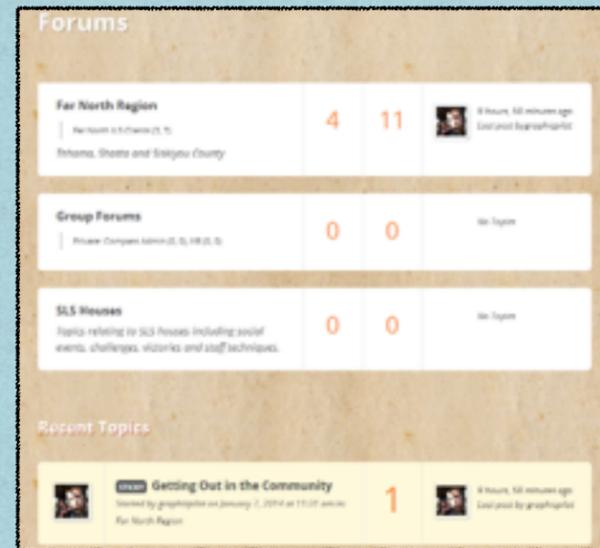
## 2. A location for rewards and recognition through our new CompassCoin Shop—

After twelve years, we are retiring BravoBucks as a tool to reward staff for a job well done, BUT we are launching a new way for our staff to earn CompassCoins. It's a way to thank our staff for hard work in obtaining ISP goals and good reviews. An online reward system will keep track of what is earned throughout the year (no more pieces of paper that are easy to lose). More importantly, there will be a convenient place to spend the rewards earned. The shop will have gift cards, paid time off and other redeemable prizes.

## 3. A home for information and learning opportunities—

You can access handouts on medical conditions, as well as some helpful tips on working with an individual with behaviors or certain conditions. Partnering with ClickplayCEU.com, we provide CEU videos and CEU credits free of charge to our staff. Furthermore, important Human Resource information and employee handbooks will be available.

As many of you know, we are growing! Our organization has consistently grown about 20% a year for the past few years. However, as many of you also know, our funding has not grown. We are actually just back to the funding levels of five years ago, after our many cuts were restored. So, we are constantly looking for ways to share information cost effectively, while still helping our staff do their jobs efficiently. We hope this goes a long way to give our team more tools to keep doing an awesome job day in and day out.



## Meet Victorine

by Brian Malicdem, Case Facilitator

Victorine Brown is an amazing and very talented lady who works hard on her goals and life. Victorine is highly involved in the COMPASS community and attends almost every community outing that COMPASS offers. She is always in high spirits and wants to make sure that everyone is having fun.

Currently, Victorine is working on her dream to become a published author. She has written two novels that are currently being reviewed by publishers. The first book is an autobiography that tells a clear story of Victorine's life. She has endured many hardships in her life, and this story tells how she overcame each and every one of them with the support of her friends and family. Victorine hopes that her autobiography can inspire those who are facing the same issues to come out a stronger person. The second novel that Victorine has written is a science fiction novel. So far, Victorine has been very secretive of the story for this and states "I want to surprise the world with this story; you'll have to wait and buy the book in order to find out what it is about."

Victorine is blessed to have a supportive family. Her parents and younger sister are highly involved in her life, and she visits them every weekend. Victorine is a strong lady who found the will and the way to get through her hardships. She is an amazing woman who can inspire everyone.

So be on the lookout for this future author and her books whenever they hit the stores!!!

## ALL OF ME

By Aaron Zint

On September 10, my first child was born. When she finally made her debut into this world, I cried harder than she did. I'd spent the majority of 2013 holding my breath in anticipation of this little human. She would not only change my life forever but capture a part of my heart that couldn't be relinquished to any other person, place or thing in this universe. Having a daughter has been a dream of mine for a long time, and even though I could barely stand the waiting, I still had to make a choice.

When my wife first told me, "I think I'm pregnant," I was afraid because I knew opening my heart to this new little person meant I was also opening my heart to the possibility of being hurt—a hurt that could look like loss, disappointment or rejection. So I had to make a choice. Was I going to close my heart, to protect myself from the pain that love and intimacy could bring with it? Or was I going to open myself up to her, come what may?

A few days later, I heard a song by a dad whose baby was terminally ill. In the song he sang, "I can't give you half my heart and pray it makes you whole. I'm giving you all of me. Because you are worth facing every fear." In that moment, I decided I was going to give this child all of me even if it broke my heart. She was worth it. Opening your heart to love carries all kinds of risks, but even when it hurts, the reward far outweighs the cost.



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...a client database that captures all pertinent case informations and generates automatic reports, like face sheets.

QuickSolvePlus has been actively used, in its purest form, by COMPASS for the last two years. The COMPASS team has benefited tremendously from the integration of QSP into their daily work lives. Because of the confidence securely placed in QSP, we have seen a reduction in work-related stresses. Michele, a team leader who works in the field and oversees several clients' households, observed, "QuickSolvePlus has simplified my role as a Team Leader at Compass. Having access to QSP saves me time with scheduling needs and decreases my stress level. I'm able to log in with my password and have my client and staff schedules at my fingertips... I can make last minute schedule changes, fill holes and be able to e-mail the staff their schedules; it's awesome! Before I was introduced to this program, I spent hours filling out calendars and trying to fill holes. All the phone calls I made to staff and to the office, trying to figure out who worked where and what the availability looked like, was very time consuming and overwhelming for myself and for the admin team. I am so thankful for QSP..."

Because of the web-based nature of QuickSolvePlus, Michele can access the information she needs from anywhere! Plus, COMPASS data is not stored on her machine, but in a privately owned, HIPAA-compliant server. QuickSolvePlus is also a friend to the world of Human Resources. Mary, Human Resource Assistant at COMPASS, says, "QSP has made employee file management actually manageable! Because we track things like CPR/First Aid expirations as well as Auto Insurance/Drivers License, I need something that can store that information in one place and essentially do the tracking for me. QSP does exactly that! It

even alerts our employees when their documents are expiring. Needless to say, it saves so much time!"

QuickSolvePlus has a Client database that captures all pertinent case information, and even generates automatic reports, like face sheets.

As if it couldn't get any better, two of COMPASS's Senior CFAs, who primarily manage scheduling, have this to say, "QSP has drastically cut down my time making scheduling changes due to accurate IHSS utilization calculations, as well as helpful alerts to maintain accurate shift times for staff. QSP is so user friendly, it makes it simple and easy to find staff and client info, as well as making changes to client meds, appt's etc". And "One of the many benefits of utilizing QSP is the assistance QSP provides in producing accurate timecards... Before using QSP, reviewing each staff member's handwritten timecards, and calculations of IHSS hours, was a

QSP saves me time and decreases my stress level...I can make schedule changes, fill holes and email the staff their schedules.

tedious process. However, now using QSP ...I instead can utilize QSP's tools that calculate 100% IHSS utilization, create accurate schedules and timecards simultaneously, and prevent overlaps, and gaps in any schedule."

The COMPASS schedule within QSP is maintained daily, to ensure accuracy. Besides the timesheets that are automatically generated from the schedule, exportable payroll and billing reports are generated as well. They are completely synchronized with the service provided that is represented on the calendars.

As you can see, the complete integration of QSP company-wide has made everyone look like a genius.

