

COMPASS

Compass SLS & ILS

Spring 2017 Edition

No11



Living in the Arena
by Sadie Hess

"It's not the critic
who counts..."

Fast Food Fast
by Sheri Wittmer

"Why Is Losing
Weight So Hard?"

Ask The Experts
by Compass Leaders

"I can't think of a
better communication
skill than..."

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"It is not the critic who counts; not the man who points out how the strong man stumbles, or where the doer of deeds could have done them better. The credit belongs to the man who is actually in the arena, whose face is marred by dust and sweat and blood; who strives valiantly; who errs, who comes short again and again, because there is no effort without error and shortcoming; but who does actually strive to do the deeds; who knows great enthusiasms, the great devotions; who spends himself in a worthy cause; who at the best knows in the end the triumph of high achievement, and who at the worst, if he fails, at least fails while daring greatly, so that his place shall never be with those cold and timid souls who neither know victory nor defeat." -Teddy Roosevelt

The first time I heard this quote, I cried. Mr. Roosevelt truly understood what it is like to run an SLS and ILS agency!

It has been a year of living in the arena. I can't believe it's been a year since we came up with the grand concept of Renaissance. And what a year it has been! I knew that we were undertaking a lot but now I realize we were moving huge boulders to bring ourselves back into closer and tighter relationship with both our clients and our staff.

As painful as the process has been, and as much as there's been to do to make it all happen, I would do it all again in a minute. This journey has been about something of the utmost importance--relationships. **When it all comes down to it, the thing that makes the world go around is relationships.** It is the messy, raw, real part of us that reaches out and touches another messy person. It is the arena. It is the place where you fall and must get back up again.



LIVING IN THE ARENA

By Sadie Hess,
Founder & CEO



I won't say that the Renaissance process has been smooth and there were things that we could've done differently, but in the end, I'm proud of us. I'm proud that we were brave and willing to go back to our roots. I am delighted that we were willing to look at ourselves and make important, hard changes. I honor my team for digging in, sucking it up, and utilizing the resources that we had. Our face is marred with dust and blood and sweat.

This is living your values out loud. Excellence is not just a place you arrive at and then you're done. It's not a day on the calendar you mark. It is the grueling every day process of looking at yourself in the mirror and seeing what is good, true and real, but at the same time, looking at what needs to be improved, changed and reborn. We spend ourselves on the worthy cause of doing something great together—we are not just a service, but a community of people demonstrating what real relationships look like, act like and share. We stay in the arena together.

SLS FEATURE

MEET CANDY

Walking - a physical action that is second nature to many of us. We don't think about it, we just do it. But going back to our toddler years, we don't remember the struggle it was to learn. We all had our ups and downs, especially as we navigated our wobbly legs in the hopes of being able to stand and, ultimately, walk. Candy is an individual who has decided to face this struggle head on. She has been taking physical therapy since November 2016, and working on gaining strength in her body, and in particular, her legs.

Candy has been with Compass for over 8 years. She is known for her friendly attitude and eagerness to start conversations with those around her. Candy is steadfast in her values and beliefs. She firmly sets a goal for herself and works hard to accomplish it. She took on physical therapy with one goal in mind: to become more independent. Through weeks and weeks of therapy, Candy has improved beyond measure. With each session, she has greatly improved in being able to stand, stay standing and take a few steps. However, before physical therapy, Candy wasn't sure she'd be able to do any of this.

Every week, I ask Candy, "Are you ready to work out?" Her response is always a resounding, "Yes, let's do this!" Her optimism and perseverance has allowed her to stand from 1 minute in January 2017 to over 5 minutes as she wraps up her physical therapy sessions in March 2017. In addition, with the help of her Life Guide staff, Minnie and Jackson, Candy has been able to continue to do her exercises and stretches at home to continue to build muscle strength. She takes her exercises seriously and continues to grow physically and emotionally, as she is facing new obstacles she thought she would never be able to overcome. We are all so excited to share in the happiness of her success. With a follow up appointment later in the year, Candy hopes to continue to progress and push the limits of her body to see what she can accomplish.

By **Laura Sanchez**,
Case Facilitator
San Jose



**"CANDY IS AN
INDIVIDUAL
WHO HAS
DECIDED TO
FACE THIS
STRUGGLE
HEAD ON."**



Scott is an amazing and very intelligent young man with Autism Spectrum Disorder. He loves numbers and sports. Scott still lives at home with his mother and will eventually transition into Supported Living Services someday.

Scott and his ILS Coach watch sports events together, work on improving household maintenance skills, play cards and also read books. Scott is very good at learning new things and being helpful. Scott is getting really good at folding and hanging his clothes. His clothes are hung by color and type of clothing. His other clothes are put away in labeled drawers. Whenever his coach is helping him practice his household maintenance skills, he is very eager to finish so they can do something else together during the ILS session.

Scott's diet is very important as he suffers from chronic digestive issues. But his meals are not boring! He loves to eat poppy seed chicken and curry chicken. He also likes soup, veggies, and salad.

Scott loves TV shows with numbers and calendars and he likes clocks.

Scott is doing great with meeting his goals of becoming more independent. Someday, he wants to move close by to his family home and live on his own with live-in care providers.

SCOTT IS DOING GREAT WITH MEETING HIS GOALS OF BECOMING MORE INDEPENDENT. SOMEDAY, HE WANTS TO MOVE CLOSE BY TO HIS FAMILY HOME AND LIVE ON HIS OWN WITH LIVE-IN CARE



By Ramon Robles
ILS Manager
San Jose

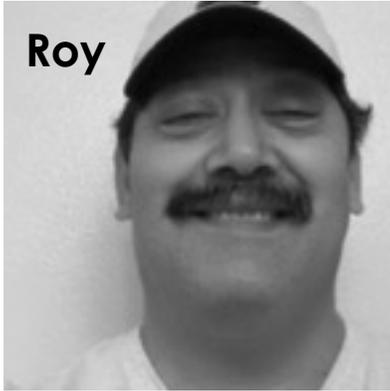


MEET SCOTT

ILS FEATURE

TEAM MEMBER [South Bay]

OF THE MONTH



Roy

FAVORITE VALUE

Faith: It's my Christian faith that strengthens me in all situations.

ADVICE

Always give 100% effort

FAVORITE QUOTE

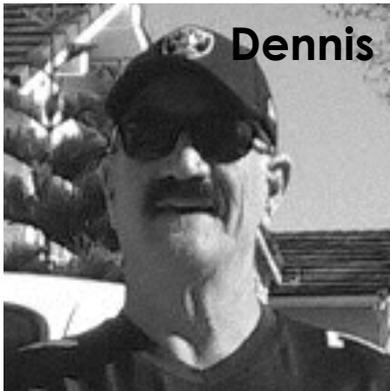
"I dream my painting and I paint my dream."
-Van Gogh

NICKNAME:

As a kid I was called smiley. Now as a grown up it's Mr. Dependable.

INTERESTING FACT

I have 9 brothers and 6 sisters. I was also in the military.



Dennis

ADVICE

When you arrive at your new client's house, always read the binder!

FAVORITE VALUE

Excellence: As a caregiver, I enjoy very much helping my clients with there day to day needs and helping them reach their quarterly needs. If we do all this, I believe it is a sign of excellence.

FAVORITE QUOTE

Honesty is the best policy.

INTERESTING FACT

I have just 3 years and 7 months to go until my retirement!



Vince

FAVORITE VALUE

Trustworthiness: We have dedicated our lives to helping others, and there must be a strong foundation of trust so the people we serve feel happy and secure.

ADVICE

Communication is the key component for working at Compass and life in general. There's no way to build a strong team if there isn't good communication. Always try to return texts, and emails from your team in a timely manner.

FAVORITE QUOTE

Keep on keepin' on!



Rockey

ADVICE

We are not robots, everyone is different. Clients are all different. All of us have different styles and we just have to find what works best for the client we work with. Training can only take you half way. The other half is up to you on how you will interact and engage the people we work with.

FAVORITE QUOTE

Real living is living for others.

INTERESTING FACT

I am a 3rd degree black belt in Taekwondo

Known as the smartest man in America, Chris Langan has an IQ (a measure of intellectual intelligence) of 195. To put this in perspective, the average person scores at 100 and Einstein was somewhere around 175!

Now I want you to guess what Chris does for a living. A) Rocket Scientist B) Brain Surgeon C) Theoretical Physicist D) Nightclub Bouncer. The shocking answer is that he's "D," a bouncer at a nightclub. We've got our modern day Good Will Hunting. And like Will Hunting, Chris's abusive and isolated childhood may have played a heavy hand in how he matured as an adult. With this information, anyone can draw an opinion on whether Chris is wasting his potential, just being true to himself or that he's a victim to fate. However, I'm led to think that maybe IQ is less predictive of success than we think. In fact, ***I believe that Emotional Intelligence – understanding and recognizing our own and other people's emotions – may be a better indication of a person's success in life than Intellectual Intelligence.***

The idea of Emotional Intelligence as a legitimate and measurable science has gained popularity in the last century and has growing research support. But while IQ can be measured by a test, EQ (emotional quotient) is more difficult to define. Is your EQ higher if you notice that someone is upset even when they are smiling? Is the driver with road rage emotionally smart because he's aware he's angry? Does knowing how to manipulate the variables of people's feelings make you an emotional scientist or just a jerk?

Even though there is no standardized test for measuring EQ, it may be relieving to know that ***Emotional Intelligence is not static. You can grow. You can get emotionally smarter.***

You can gain more insight into yourself and others with some intentional pursuit.

Before we start our learning journey, you may be wondering why Emotional Intelligence is important? One simple word:

relationships. While understanding the complexities of math, science and literature may help you pass a test in school and get a job that pays well, it doesn't help you make and keep friends. ***Book smarts***

won't deepen your intimate connection with your spouse and it won't make your kids trust you. And, may I be so bold as to say, relationships are the reason we are alive. Connection with another human being will keep you going through the rise and fall of fame, finances and fortune. If you want healthier, more life giving relationships, then you are smart by any standards. We'll look at some skills for enhancing emotional intelligence in a later article. However, to start your pursuit, I'd recommend checking out Danny Silk's website, LovingOnPurpose.com.



EQ

WHAT IS IT?



By Aaron Zint,
Payroll Coordinator

FAST FOOD FAST

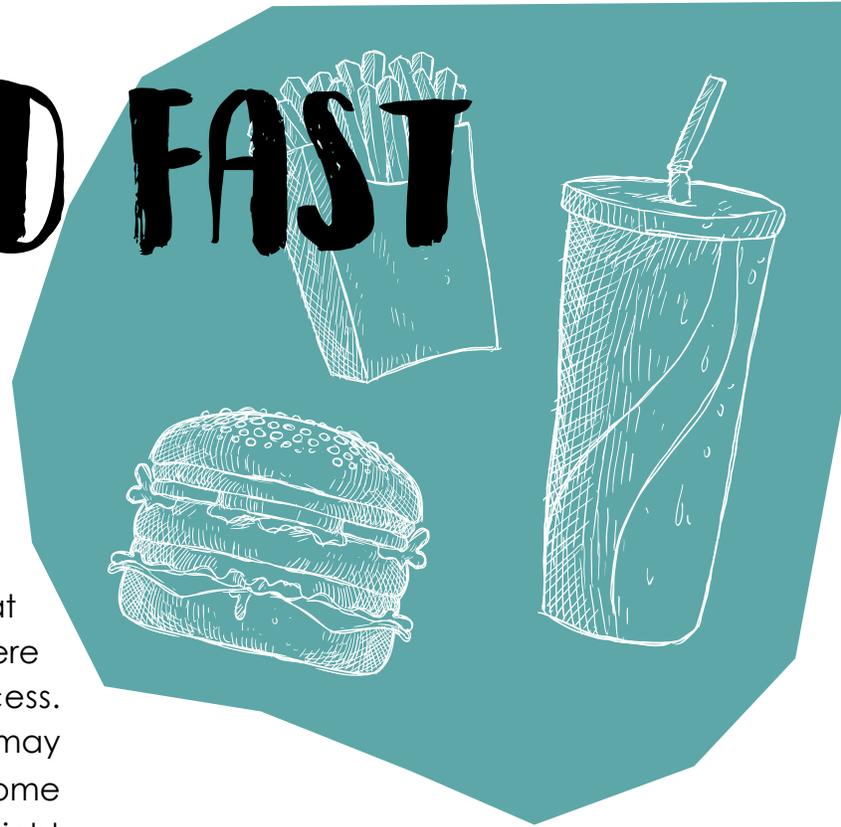


By Sheri Wittmer
ILS Manager & Nutrition
Specialist
Redding

Why is losing weight so hard? It seems simple enough, right? Eat less and move more. Yet for many of us, it's just not that simple. When it comes to losing weight, there are many roadblocks affecting our success. Maybe becoming aware of those blocks may help us exert a more conscious effort to overcome them. Let's look at a common barrier to weight loss. **America's Infamous Fast Food.**

Fast Food -- it's quick and easy, yet we all know just how calorie-heavy most fast food selections are. When a McDonald's Quarter Pounder, small fries and small Coke yields a hefty 869 calories and little nutritional support, is it any wonder we are gradually becoming sicker and thicker each year? Besides that, the human body is smart. Don't give it what it needs and it will continually hound us to feed it.

“ IF WE DON'T
GIVE IT THE
WHAT IT NEEDS, THE BODY WILL SPEAK
TO US IN ANOTHER LANGUAGE, THIS
TIME WITH SYMPTOMS OF DISEASE. ”



Our brains, trained to reach for convenience foods, will interpret that nagging to mean, “A Frosty! Yes, that's what I need!” When the Frosty didn't satisfy the need for nutrition, our minds may think, “No, it must be a Chalupa!” You get the point. But you see, the body can never get satisfied by empty calories, so it will go on craving for years and years. If we don't give it what it needs, the body will speak to us in another language, this time with symptoms of disease. Symptoms are merely the body's way of getting our attention and alerting us that changes need to be made.

Fast Food Fast continued

Have we considered that the more fake foods we put in our bodies, the more we are working against our basic design? You can't put pancake syrup in your gas tank and expect good results, right? The vehicle will cough and sputter and simply break down. It's against its design, for it was made to run on gasoline. Fast food consumption is a habit much like smoking. We know it's detrimental to our health, yet we may feel stuck in an orbit of our own poor choices. Ask the **Supersize Me** documentary star, Morgan Spurlock, who restricted himself to a McDonald's diet for an entire 30 days. As wise and knowledgeable as this man was, he found himself craving the very foods that caused him to vomit them out minutes later. Be aware, these foods are chemically designed to be addictive.

So what about committing to a **FAST FOOD FAST** for a month just to see how you feel? Get a little rebellious and boycott those places that offer you chemicalized, fat-creating, disease-producing, wallet-robbing and nutritionally-empty garbage. Who knows, you just might like finding your lunch ideas on Pinterest after all. Check out this edition's healthy spin on Chinese take-out.

EGG ROLL IN A BOWL

Serves 4 | Prep Time: 2 minutes | Cook Time: 15 minutes

INGREDIENTS:

1 pound ground pork sausage (chicken or turkey)
6 cups coleslaw mix or shredded cabbage
4 cloves garlic, minced
1 tablespoon soy sauce
1/4 cup chopped green onion
1 tablespoon sesame oil
Sriracha if desired for added pop
Sesame Seeds for garnish

DIRECTIONS

1. Heat a large skillet over medium heat. Add the sausage and cook, stirring often to crumble, until cooked through. Do not drain.
2. Add the coleslaw mix, garlic, ginger and soy sauce to the skillet with the sausage. Cook 3-4 minutes or until cabbage has softened a bit.
3. Remove from the heat, top with green onions and drizzle with sesame oil.
4. Serve immediately.



Nutrition Facts

Serving Size	
Servings Per Container 4	
Amount Per Serving	
Calories 324	Calories from Fat 207
% Daily Value*	
Total Fat 23g	35%
Saturated Fat 7g	35%
Trans Fat 0g	
Cholesterol 65mg	22%
Sodium 446mg	19%
Total Carbohydrate 5g	2%
Dietary Fiber 2g	8%
Sugars 2g	
Protein 22g	44%
*Percent Daily Values are based on a 2,000 calorie	

If you have ever attended a Compass event, you are sure to have seen Rick there. Rick has been a part of Compass for many years, and we are so lucky to have him! **He always has a smile on his face, a great attitude and loves to tell you about his day.**

Rick best embodies the Compass value of 'Community'. He loves to be social and will jump at the opportunity to do so. Rick has attended Go Group in Livermore since 2008 and enjoys taking trips out into the community. He especially enjoys visiting the library. Rick attends Bible Study Group once a week, goes bowling on Thursday afternoons and works at Target on Wednesdays. He enjoys going to church on Sundays with his parents, brothers and caregivers and goes to the gym to do arm exercises and to walk on the treadmill.

Rick lives with two of his brothers, Danny and Jimmy, who are also members of the Compass family. **While Rick may be the most quiet of the bunch, don't let that fool you. He is doing amazing things**

and would love to tell you about them! While Rick loves to stay active in the community, he has discovered that his real passion lies at home in the kitchen. Rick has been learning to cook and now helps prepare breakfast and dinner for himself and his brothers. His skills range from cooking eggs in the morning, to chopping produce and cooking pasta.



"HE WORKS HARD ON HIS GOALS AND ONCE ONE IS ACCOMPLISHED, HE DOESN'T HESITATE TO START WORKING ON THE NEXT ONE."

SLS FEATURE MEET RICK

By Tiffany Denny
Case Facilitator
Pleasanton



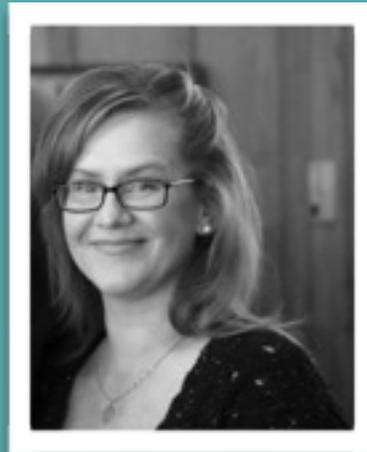
Rick loves to share good news and the amazing things that he has been accomplishing. On my most recent visit with Rick, he shared with me that **not only can he now remove both of his shoes on his own, but he can put on his slacks without any assistance!** His next goal? Putting on his right sock and shoe without any assistance. He works hard on his goals and once one is accomplished, he doesn't hesitate to start working on the next one.

So next time you see Rick, don't hesitate to introduce yourself. I'm sure he would give you a big smile and would love to tell you about his day!

As a manager, one of my tasks is to cultivate, foster, and encourage the amazing members of my team as they coach our clients toward their destinies. And now I have the opportunity to highlight one of my leaders, my veteran coach who has been helping clients reach their dreams the longest here in the East Bay ILS Department.

Angie McCann started with Compass in November 2015. Over her amazing tenure at Compass Angie has worked from Concord all the way down to Fremont, and many many cities in between! **She has been lucky enough to coach at least 22 different Compass clients toward their dreams and goals.**

Angie has some amazing qualities that help her to be an effective coach for her clients and mentor for other staff. **Her organization and attention to detail helps break down our clients' goals into manageable steps, motivating her clients to achieve their dreams and push through any bumps or barriers they encounter together.**



By Alicia Woodworth

ILS Manager
Concord

A great example of this is with Angie's client Bobby. When Bobby first heard about our 20th anniversary Compass cruise in 2015, he was very intrigued. He wanted to attend, but was worried

MEET ANGIE

ILS FEATURE

about being able to maintain his health needs independently while traveling. Angie and Bobby set a goal that by the time the



trip set sail in October 2016, Bobby would be able to administer his medication independently with only visual supervision. Through diligent work with Angie, Bobby regularly practiced how to administer his medication. By the time the cruise left the dock Bobby had successfully met his goal and had a great trip knowing he did not have to worry about being able to independently manage his health. His favorite moment on the trip was going to Disneyland and meeting Darth Vader!



Another standout quality is **Angie's radiating positivity**. When she may have clients feeling down about themselves or their situations, she displays not only empathy but an uncanny ability to help her clients find the silver lining or redirect to more positive thoughts. **She also makes a point to celebrate each client's victory, no matter how big or small it might seem.** One of the recent victories she has been celebrating is with her client Alex. Alex has been attending a program focused on film and media production for the past 2.5 years. He has worked hard to become a seasoned leader in his program, mentoring newer attendees and being selected for various extracurricular professional opportunities. In the past month Alex has been in discussion to attend a two week internship all the way in Arkansas; additionally the program is considering designating him as an official tutor. Great job Alex!

Angie continues to use her experience, leadership, and amazing personality to rock ILS in the East Bay. Compass surely appreciates having Angie as the team veteran!

TEAM MEMBER [East Bay] OF THE MONTH



Rahanat

FAVORITE QUOTE

"The greatest glory in living lies not in never falling, but in rising every time we fall."
Nelson Mandela"

FAVORITE VALUE

Community: I love this value because it comprises the shared values to all the other Compass values which makes the foundation of a society; such as love, care, integrity, kindness and loyalty.

FUN FACT

I currently collect books. One of my favorite things is to build a Library System in my community.



Shannon

FAVORITE QUOTE

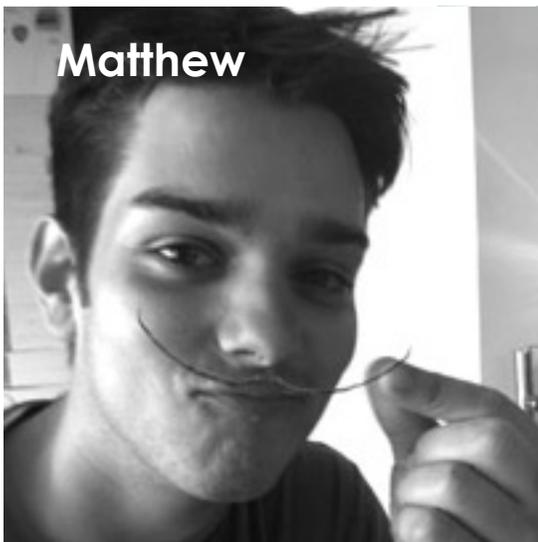
"Be silly, be honest, be kind."
-Emerson

ADVICE

Keep yourself open to all possibilities and really take the time to get to know the people around you.

FAVORITE VALUE

Generosity: I believe that when you are generous with your time, your effort, your experience, all of the other values just fall into place.



Matthew

FAVORITE QUOTE

"The only true wisdom is knowing you know nothing."

FAVORITE VALUE

Trustworthiness: Trust is the foundation for a great relationship.

ADVICE

Truly listen to your clients. I've learned so much from my clients, things that have made me a better Caregiver.

FUN FACT

I've been playing the drums since I was 13.

Q: Are you a morning person? What is your drink of choice in the mornings?

This is a tricky question because at first glance I am not a morning person. I don't like the alarm waking me up, getting up while it's dark or getting less than 8 hours of sleep. However, once I am up, I love getting as much done as possible. I am very productive and energized early in the morning, and distractions tend to be minimized. Therefore, I am always working on making myself a true morning person. However, some days I definitely hit the snooze button and on the weekends you will most likely find me sleeping in. My favorite morning drink is coffee, and will sometimes be a cappuccino, latte or brew coffee with cream.

Q: The Social Service industry can be a rollercoaster of fun, spontaneity, unique challenges and growth. At the end of the day, what do you tell yourself (and your team) to make sure you are getting back on the rollercoaster the next day?

I'm reminded of the large amount of opportunity that we get to experience day to day. Working in this industry is never dull because we have the opportunity to explore new ideas, direction, dreams and possibilities. We get to find and focus on the positives in each situation, and if we struggle there, we get to create opportunities for positive experiences to come out of them. We support each other through the challenges and truly live the 'it takes a village' motto to make a difference in the lives of the people that we work with.

Q: If you HAD to pick another career, what would it be and why?

I answer this question differently every time it is asked because there are so many amazing career paths. Today, I would choose to work in international business. To learn about different business models, cultures, ethics and markets would be fascinating.

**GET TO KNOW
RHONDA:
REGIONAL
MANAGER IN
THE EAST BAY**



as would the opportunity to work abroad.

Q: What is one of your favorite Compass-isms and why?

We are running a marathon, not a sprint. We have to pace ourselves in order to provide ongoing and consistent support to our clients, coworkers and stakeholders. We get to celebrate the good times, yet commit to the challenges; because we all have ups and downs and I want our team to know that we will be there through it all.

Q: What is a favorite movie of yours and why?

I like easy-to-watch, feel-good movies such as Pretty Woman, When Harry Met Sally, Dirty Dancing, You've Got Mail, The Proposal, Sweet Home Alabama, The Family Stone, and The Holiday. They all have something to work through, but you know it is all going to work out in the end.

Q: Why did you pick this field to work in?

Honestly, I fell into the industry of Social Services. I have always strived to lead others to make a difference and sought positions where I could do that. You can do that in any industry. Working in Human Resources was a way that I felt empowered to help employees feel supported and informed, and that is what brought me to Compass. After a period of time in Human Resources I had a strong desire to work more directly with our clients as well, and started training in the operations department. It has been a ten year growth opportunity for me to find my passion of working in this field.

Q: What would others be surprised to learn about you?

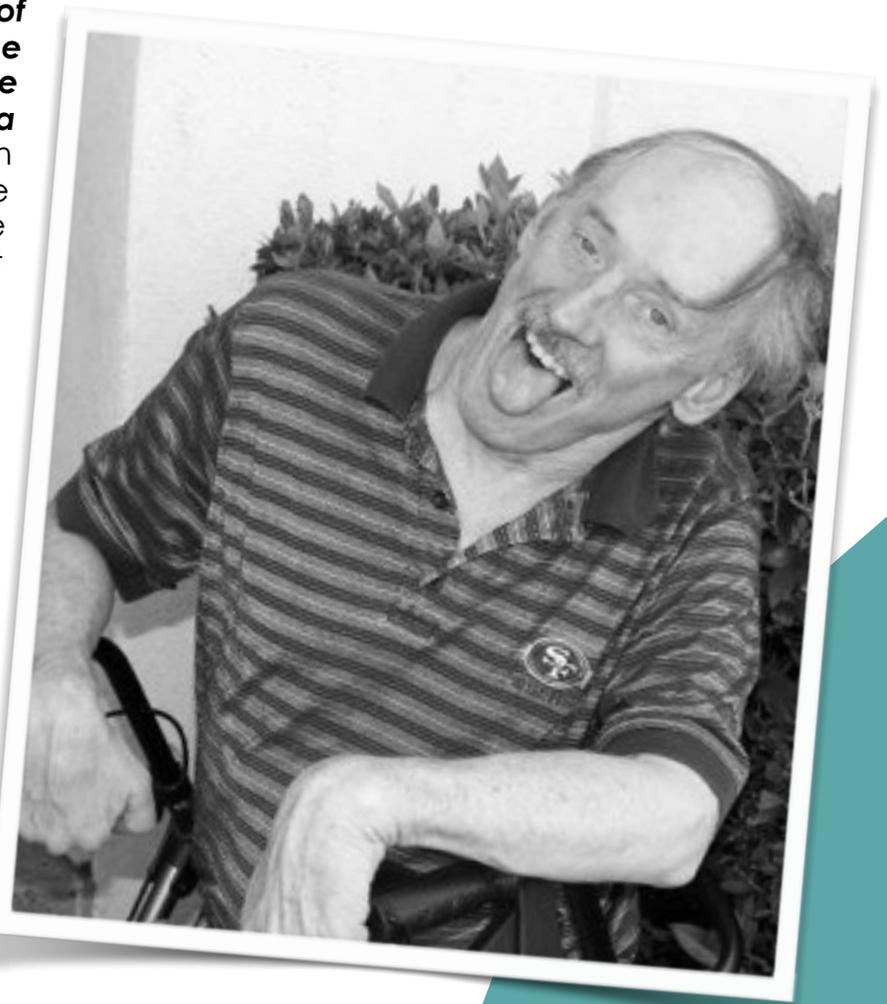
I think most people would be surprised to find out how passionately I love and care for others. This may seem odd since that is what I do for a career, but I find that others experience me as more of an instrument to get the job done well. Under my drive and desire, I have great passion to ensure the well-being of others.

WHO'S WHO

Most of us know one of these types of people. Maybe it's a friend, or someone that you work with. You know, the one person who seems to always have a positive outlook, no matter what. Even when they're not feeling well or have stuff going on in their life, their response is usually "Things are starting to get better." It seems like nothing much really gets them down; at least not for very long. One of the first people that I had the privilege of working with here at Compass fit that description. I remember clearly the day that I met Fred. When meeting Fred, you are greeted with a wry smile and eyes that twinkle with a welcoming warmth. Ever eager to make others feel welcome, Fred is quick to break the ice with humor.

When you go out in the community with Fred, it is a little like being with a celebrity. Having a family with a long history in the area, everywhere he goes, people tip their hat and give a "Howdy" in greeting. **He is somewhat of a legend in these parts.** Before coming to Compass

Fred had moved into his own home and was incredibly proud of it. He enjoyed the independence of being in his own home and relished the satisfaction of being able to take care of it on his own. An avid gardener, he kept his yard in immaculate condition. Fred joined Compass after a hip replacement meant that he was a little less mobile than he had been previously. It took Fred some time to get used to having other people in his home; especially people that wanted to help him with his jobs around his home. After all, Fred has a fiercely independent streak, determined to take care of not only himself, but to help others in his community as well.



By Michael Doan
Case Facilitator Redding

Fred has been with Compass for six years now and has transitioned from ILS into SLS during that time. Those who know him have come to appreciate Fred's sharp sense of humor and deep appreciation for enjoying life. **Getting to know Fred you realize that even though he is the eternal optimist (as his family refers to him) he has grown to accept that it is ok to ask for help.** Being independent, does not always mean that you accomplish your goals on your own. Sometimes, more often than not, it means trusting, and accepting the support of, those around you.

Fred continues to live independently in his own home that he keeps beautifully with a lot of pride and a little help from his staff.

MEET FRED

SLS FEATURE

ILS FEATURE MEET BETH

What do you do when you have over 100 recipes written out? A cookbook, of course! Elizabeth "Beth" has been part of the Compass ILS family for over a year now and is loving every minute of it. Beth is 44 years old and has been living on her own since she moved out of her brother's home. Recently, Beth called on our generosity fund to use some money to buy flowers for one of her staff at River Vista Center. Beth really enjoys attending River Vista Center 3 days a week, but she especially looks forward to the time when her Life Coaches, Kellie Peek and Kim Kannier, take turns stopping by in the afternoon 5 days a week.

What Beth loves to do the most is cook. She has compiled her recipes by looking through newspapers and magazines to gather ideas. With the assistance of her Life Coaches, the recipes are then transferred onto 4X6 index cards and put into a binder which has been named **Beth's Cookbook**. Beth remarked that she enjoys cooking all types of food and does not particularly have one as her favorite. Although I am told that Meatballs Over Rice is a family recipe that she makes quite often.

Beth takes cooking one step further by growing some ingredients in her



By Alex
Robbins
ILS Manager
Redding



own backyard garden. Beth is currently growing celery, chives, garlic, oregano and basil, which she uses to compliment her dishes. She also has plans to grow tomatoes and lettuce this summer, which will add some color to her already impressive and growing garden.

Beth is somebody who is willing to take risks in her cooking, as oftentimes she will experiment with ingredients and flavor. She will take a traditional recipe and then put her own spin on it by adding or removing ingredients. She is also not afraid of trying to re-create new or different dishes, as she is always looking to learn and expand her cookbook. She loves watching the **Food Network** and gets inspiration from cooking shows, as well as printed material.

When asked about what Beth likes most about cooking she said "I like to find recipes that taste really good to me." You can't argue with that statement. I think we can all learn from Beth's attitude that cooking can be fun and enjoyable and anybody can do it. And remember, when all else fails, "Just add more garlic." Words Beth lives by.

"WHEN ALL
ELSE FAILS,
JUST ADD
MORE
GARLIC."

TEAM MEMBER [Far North] OF THE MONTH



KIRA

FAVORITE QUOTE

"Your value isn't in your doing or saying. It's in your BEING."

NICKNAMES

"Kiki," "Hams," "Princess," "Beans," and "Kira-my-deara"

FAVORITE VALUE

Honor: Compass does an incredible job of supporting and empowering people, showing how much they recognize the value in every human being- including the clients and the staff. I love the culture of honor I find at Compass and in the community we create.

ADVICE

Go SLOW in the beginning, get to know your clients and really listen to them well. They need to know you care before they care what you know.



JAY

FAVORITE VALUE

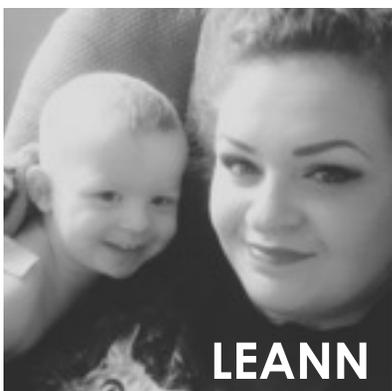
Faith: I was considered hopeless in the area of my addictions, yet here I am, sober 11 years and team member of the month. **Faith moves mountains and gets drunks sober.**

FAVORITE QUOTE

Fight on your knees

ADVICE

Don't treat your client like a job. Be patient and develop relationships with your clients. Go deeper than a paycheck.



LEANN

FAVORITE VALUE

Generosity: I am truly blessed to be able to give a part of myself to the clients and the people who are in my life.

ADVICE

Find something you have in common with your client and build on that.

FAVORITE QUOTE

"If you're not first, you're last"
-Ricky Bobby

INTERESTING FACT

I tear up when watching fireworks and have even shed a tear watching monster trucks.

"Therefore, if you are in Christ, the old is gone and the new has come." -2 Cor. 5:17



CINDY

FAVORITE VALUE

All of the Compass values are essential to having a healthy, happy and productive life.

FAVORITE QUOTE

"Don't worry about failures, worry about the chances you miss when you don't even try." -Jack Canfield

ADVICE

Being a good listener is a way of getting to know another person.

A successful relationship between a staff and a client is a tough concept to put into words. I truly believe it's something that, as a supervisor, I can see and feel when watching a staff and a client interact. A successful relationship between a staff and a client consists of many qualities, but most importantly, it is founded on **trust**. Of course, there are lists of other qualities that make healthy, strong, relationships. However, trust is the first and perhaps most important predictor of any relational success. Without trust, none of the other characteristics that follow will have much meaning. Our clients trust our staff with very personal aspects of their lives, like allowing them into their home, and our clients must feel safe to do so. A few other key words that come to mind are: **patience, boundaries, clear and honest communication, respect, a safe place, consistency and openness.** Our clients and staff must remember that building relationship with one another takes time! If you practice the above on a daily basis, and try to be the best version of "you," then client and staff relationships can blossom and grow into a very special and unique bond.

successful

Jenn Mazzotti
SLS Supervisor Pleasanton



ASK THE EXPERTS



Josh Flom
SLS Supervisor Redding

Q: WHAT DOES A SUCCESSFUL RELATIONSHIP BETWEEN STAFF AND CLIENTS LOOK LIKE?

It looks like a partnership. It looks like clear expectations and communication. It looks like creating an environment for mutual value and respect. It is staff empowering the client to manage themselves and lead in whatever capacity they are capable of. It is offering choices that allow them to direct their life and staff being a safe place to process with or even walk through the consequences of their decisions.

What does a successful relationship between a staff and a client look like? How would you define it? I think a successful relationship between a staff and a client always starts with mutual respect and trust. Every client communicates differently. Therefore, **staff will need to practice communication skills centered around the client's abilities** if they want to build a healthy relationship. I can't think of a better communication skill to practice than listening. Listening is the foundation upon which healthy relationships are built. Once a foundation has been established, then it is easy to add other components that make the relationship fun and real. Identifying and maintaining clear boundaries within each relationship is critical to ensure that each individual can meet expectations and feel safe. One thing to keep in mind when staff are building relationships with clients is that while we are friendly, caring, and compassionate, we are not their B.F.F. or their family members. We are caring professionals who get paid to provide quality service to adult clients living in the environment of their choice. With a little investment of time, staff and clients can build successful and health relationships.

Michele Gilbertson
SLS Supervisor Redding



I felt like a balloon in a sword fight yesterday. Everywhere I went, everyone I encountered was negative, rude and incredibly self-loathing. By about 10:00 am, **I was pretty much ready to throw in the towel on the whole "trying to be positive" thing.**

Then I had to have a pretty tough conversation with a client. One of those, well you made so many bad decisions, that now you have no escape from the natural consequences of your decisions, conversations.

I walked up his stairs (well more like stomped because I was so irritated) I knocked on the door so loud the neighbor came out because she thought I was knocking on hers. The reality check of my behavior started to kick in. **I needed to check my bad attitude at the door because this was going to be a pivotal conversation in the young man's life. One where he either "gets it" or we probably end up losing him as a client.**

A BALLOON IN A SWORD FIGHT

I took a deep breath and reminded myself that ILS is all about freedom and the greatest freedom is the freedom to choose our attitude. He answered the door with a sullen look on his face because he knew how this conversation might go and said "Hi Cassandra how are you?"

While a few seconds ago I would have said "Not good" or "Feeling really down" I put a smile on my face and said "I'm amazing! How are you?"

His eyes lit up a bit as if he thought well maybe this conversation isn't going to be as bad as he thought. We sat on the couch and I started by saying "Do you know why I'm here?" He dropped his head in shame and said "Because I can't stop screwing up."

I said, "That's one way of looking at it. But, **the reason I think I'm here is because you are an incredibly powerful man and can make even more powerful decisions. Where you are a year from now is**

By Cassandra Sales
ILS Manager
Siskiyou



all up to you. You can be enjoying your independence, in your own home, with friends that come around more than just on payday. You have the power to choose to take your medications like your doctor wants, or you can continue to not and feel like you feel right now. My job isn't to give up on you. It's to make you envision the life for which you were destined and empower you to get there. Too many people care about you to see you continue down the path to failure. You're more powerful than you know and all the people that keep using you fear the day you discover it."

We talked for a little bit longer and he asked me to take him to the food bank because he didn't have any food. "Where did all your money go?" I asked. He was honest enough to say he gave it to others. I said "You know how you always say you wish you had money like all the other clients that get to go on events and always seem to have money? You know what the difference between the two of you is?"

Client: "They probably get more money than I do every month."

No, they get the same exact amount as you do. But, they choose to spend their money on themselves for their own dreams, and realize that they are under no obligation to support anyone else. They are powerful enough to say no.

The client made a very powerful decision yesterday. To request checks of \$35 twice a week instead of \$150 twice a month. It is still pretty much the same amount, but the difference is now he will have money throughout the entire month so his family can't just come take it all.

You don't know the power of a positive attitude until you have seen it change a bad situation to a good one. Be a source of energy that lifts others around you. Use the power of a smile to reverse the tone of a situation. You are a powerful person who empowers others to reach their greatest dreams and destiny. Don't let a few negative encounters deter you from making the impact we all know you can.

**"YOU ARE MORE
POWERFUL THAN YOU
KNOW AND ALL THE
PEOPLE THAT KEEP
USING YOU FEAR THE
DAY THAT YOU
DISCOVER IT."**

UPCOMING EVENTS

Mark your calendars!



LEVEL UP TRAINING

San Jose: April 25th-26th
Pleasanton: April 26th-27th
Redding: May 3rd-4th

East Bay: August 2nd-3rd
San Jose: August 16th-17th
Redding: August 16th-17th

BAY AREA COMMUNITY RETREAT DAY

IN SANTA CRUZ!

Register by May 15th
 Cost: \$7.00
 See flyer for details.



ALL HANDS MEETING

Pleasanton: May 9th
San Jose: May 10th
Concord: May 11th
Redding: May 25th

Redding: Oct. 4th
Pleasanton: Oct. 24th
San Jose: Oct. 25th
Concord: Oct. 26th



BRAVO BUCK EVENT

Redding: June 16th,
 4pm-6pm

San Jose: August 1st,
 3:30pm-5:30pm

Pleasanton: August 15th,
 3:30pm-5:30pm

Concord: August 16th,
 3:30pm-5:30pm



HIRING SEMINARS

Siskiyou: May 19th, 1pm-3pm

East Bay: May 25th, 10am-12pm

San Jose: May 25th, 10am-12pm

East Bay: August 24th, 10am-12pm

San Jose: August 24th, 10am-12pm



COMPASS ART CONTEST

Help us fill our walls in the Concord office!

Contest Starts May 1st, 2017

End: May 31st, 2017

-Up to 3 entries per community member

-All winners will appear in our Concord office training room and featured on our website & newsletter

-Types of art mediums accepted: painting, photography, graphic design & drawing

-Acceptable Sizes: 20x24, 24x30, 30x30, 28x36, 40x40, 36x48

PRIZES:

1st: \$150

2nd: \$75

3rd: \$50



CHRISTMAS PARTIES

San Jose Staff Party: Dec. 5th

Bay Area Client Party: Dec. 6th

East Bay Staff Party: Dec. 7th

Shasta County Client Party: Dec. 1st

Far North Staff Party: TBD

Tehama County Client Party: TBD

Siskiyou County Client Party: TBD



Submit artwork to Mary: mluft@compasscares.com

OUR COMMUNITY

