



CASS Employee Newsletter

November 2018

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On My Mind: Guest Commentary

Hall Talk

Greetings my fellow co-workers,

There is a scripture that reads ***"Therefore, my beloved brethren, let every man be swift to hear, slow to speak, slow to wrath;"***. What this means to me is that many of us need to take more time to listen to the ideas, dreams and hopes of others before we interrupt with personal opinions or negative comments. These type responses can cause discouragement, create low self-esteem and bitterness. The one thing I do know is ***"no one knows everything"***. We can all learn a lot from each other if only we would take the time to listen and when we listen; we should not look at age, color, level of education or position in society; because wisdom can be found in all areas of life and no matter who or what age they are; everyone has something to say that might be beneficial to our way of life if we only take the time to listen. There is an old saying ***"Children should be seen and not heard"*** I have 12 grandchildren and I find them all to be fascinating. They talk all the time about everything and anything and as I listen; sometimes they say things that I have applied to my life and has made me a better me.

Sometimes It is ***"Out of the mouths of babes"*** that I have found wisdom, strength, peace and encouragement. ALL of us here at CASS are in a position to offer wisdom, strength, peace and encouragement to staff and clients alike if we would speak to one another - not like children; but in the same spirit of little children. During my years at CASS and my years as a minister; I have learned there is greater value in listening than quickly responding/speaking without knowing all the facts and reasons. Through listening; I have learned to be less judgmental and more understanding. Through listening; I have become less harsh and more compassionate. Through listening I have become less anxious and more patient. So as we continue to do our part to help those in need; let us remember that the greatest part in this task is to; ***"be swift to hear, slow to speak, slow to wrath;"***.

Finally; to help remind us what we are here to do; here is part of a little jingle I wrote for CASS 15 years ago...

*Brother, if you are trying to reach out, here is my hand,
And if you need someone to listen someone to understand.*

Sister, if you need someone to care, here is my heart...

I'll be there to help you, no matter who or where you are...

You don't have to find out how hard it is out there on your own...

CASS wants you to know you're not alone.

Thanks for ***READING Hall Talk***

Do you have something to share with CASS staff? A story about making a difference and ending homelessness, about helping clients move life forward? We want to hear it! Submit your stories about making a positive impact and what this work means to you to Kira Boothe no later than the 21st of the month for a chance to be featured in the following month's newsletter!

Happy Birthday to our November Babies!

- Desiree Gutierrez – 11/01 – VC Shelter
- Kira Boothe – 11/08 – VC Child Care
- Angelica Cordova - 11/20 – Shelter
- Roger Stage – 11/21 – Admin
- Nicole Money – 11/22 – Shelter
- Trish Jones – 11/27 – Case Management



Please welcome our new team members!

- Talia Kinchen – Family Care Coordinator
- Denise Wright – Family Services Case Manager
- Suzette Juarez-Ruiz – Client Care Coordinator



Thank you to our hardworking staff for
your continued service to CASS clients.
Please see Maria Ruiz for a special gift!

- Juan Ramirez – 11/17/2015 (3 years)



Employee of the Month

November's Employee of the Month is: Miah Brown

Nominated by: Erin La Palm

Miah truly demonstrates what it takes to be an effective case manager. She is the type of case manager that we should all strive to be. Miah is truly an amazing person with a heart of gold. Miah has the passion and commitment needed to be an effective case manager and she exhibits this in her ability to engage and empower her clients. Miah genuinely cares about people and is willing to do whatever it takes to ensure that her clients are successful. Miah goes above and beyond for her clients and is always willing to go that extra mile. She has had her fair share of high needs clients and she is always able to tailor her level of support for each client depending on their needs. Recently Miah had a high needs client transferred to her caseload. This particular client presents with severe anxiety issues and cognitive delays and often calls several times per day just to talk. The client forgets about doctor's appointments, has angry outbursts etc. Last week Miah spent over three hours with this client picking her up in the CASS van taking her to her doctor's appointment and then to the grocery store to get food. It's obvious that Miah has the passion and heart needed for this position but she also exemplifies excellent documentation skills. Miah's files are always complete and data is consistently entered accurately and in a timely manner. Miah truly is a rock star and clients and the RRH team are so lucky to have her.

Congratulations Miah, and thank you for making CASS great!

Employee of the Month will be selected each month by the Rewards and Recognition Committee. Please send the attached nomination form to Kira Boothe no later than the 21st to nominate your colleagues or manager. The winner of the CASS Employee of the Month will receive **A DAY OFF WITH PAY!!**

CLICK HERE for Employee Nomination Form

Spotlight on...

Happy Halloween Holiday Spirit!!!













Congratulations to the Halloween Costume winners:

Most Original: Taco Belle



Overall Best: Deadpool



Funniest: Cat in the Hat

Events/Announcements/Feel Good News!

Trick or Treating at the City of Phoenix Sunnyslope Community Center

Every year the staff and children from the child development program dress up and take a walking field trip to the City of Phoenix Sunnyslope Family Service Center to trick or treat. The COP staff dresses up and hands candy out to the children. A good time is had by all.







Trunk and Treat 10/31/18

Thank you to Vista Colina Shelter Staff, Kimberley and Jonnie, for planning the Trunk and Treat for the children at Vista. A BIG Thank you to CASS Staff for donating candy and to Vanguard for the many large bags of candy. Thank you to Chamberlain College of Nursing for their candy and Jack-O-Lantern donation. Thank you to Sardella and Hungry Howies for donating pizza, and to Kathy Books who donated Jack-O-Lanterns, cookies, and lots of candy. Thank you to all the volunteers who manned the stations.



Pumpkin decorating



Monster bean bag toss



Spider race



Ghost ring toss



Doughnut dare



Face painting



Musical chairs



Pumpkin bowling



Everyone enjoying themselves

DINNER FOR DIGNITY

Oh, what a night!

October 20, 2018 CASS held our Dinner for Dignity event, honoring long-time supporters, Bob Ramsey and Jenny Norton. Our very own Bruce Hall was our Emcee for the evening and did an amazing job for our crowd of nearly 300!

We are grateful to the many individuals (volunteers and staff) that made this night so very magical! Through this event, we had the opportunity to reconnect with old friends and establish new relationships and most importantly tell our story. We are excited to share that we have raised \$160,000 and donations are still coming in! There were many beautiful moments of the night, my personal favorite... when we put a face to homelessness. I HAD to share the video that made its debut at our event. Enjoy!

Ps. To view photos from our event, check out our Facebook page!

<https://vimeo.com/295690834>

password: video

****PLEASE NOTE: This video is for INTERNAL viewing only. Do not share with the public as we do not have rights to the song. We were given permission to only use this for our event and with staff. We will be sharing this video publically once we have edited the music.**

Sara Phillips Director of Fund Development







Jenny and Bob



CASS Trivia

Who is the recording artist and who is the 64-year-old who completed the application for senior housing in the video shared by Sara?

Please submit answers to Kira Boothe by the 21st of the month to be entered into a drawing for a pair of **movie tickets!**

October's question was:

When are tours held at the CASS main campus?


Answer?

One-hour tours are held on the 2nd and 4th Thursday at 3:30pm each month

Congratulations to **Hannah Perez** for your correct answer and please see Maria Ruiz for your movie tickets!

Central Arizona Shelter Services | 602-256-6945 | www.cassaz.org

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