



Esperanza Courier

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VISIT TO HOGAR INFANTIL "LA GLORIA"

TIJUANA, MEXICO

On May 8, 2009, I had the opportunity to visit the Hogar Infantil "La Gloria". My visit had the purpose of becoming familiar with this organization. "La Gloria" was founded twenty years ago; it is located in Tijuana, Mexico. "La Gloria" is a community oriented non-profit organization represented by The Agustinos order under the leadership of Father Fernando Lopez Castillo who has been organizing and defending this project for the last two and a half years. "La Gloria" provides housing to neonates and children who were subject of abandonment or social state intervention through the DIF; what is the Mexican government department in- charged of rescuing children

under parent's abuse, domestic violence or neglect. "La Gloria" is a boys and girls facility that protects children within the range of age from neonates to 12 years old, having the only physically disabled child who is 17 years old and who had been with "La Gloria" for many years. The facility is appropriate to housing these children with space and care to them. It was at the moment of my visit that I realized what a clean, sheltering environment it was with well groomed children who all appeared healthy. There are three sections

designed to the wellbeing of the occupants: First for neonates, infants. Second for 5 to 12 years old boys. Third 5 to 12 year old girls. The children are provided with basic human needs, housing, food, clothing and medical care to a certain extent as well as spiritual nurturing and elementary education. Once they accomplish this level of instruction, "La Gloria" has a partnership with a private bilingual school in the area where the children will receive further scholar guidance. Father Fernando Lopez Castillo is the CEO of the organization assisted by two secular's administrative employees. This social program generates employment opportunities for other 14 to 16 staff members who provide direct care to the children.

"We are all inventors, each sailing out on a voyage of discovery, guided each by a private chart, of which there is no duplicate. The world is all gates, all opportunities."

Ralph Waldo Emerson

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Hope is the beacon on which we live

LAUGHING LOUNGE

A pilot, Michael Jordon, Bill Gates, the Pope, and a pizza delivery man were all in a plane together traveling through stormy conditions. Suddenly, the pilot ran back to the passengers and announced that lightning had hit the plane, and they were going to crash in a matter of minutes. "There are only enough parachutes for four of the five of us," he announced. "Since I'm the pilot, I get one!" After saying this, the pilot grabbed a parachute and jumped out of the plane. "I'm the world's greatest athlete," proclaimed Michael Jordon. "This world needs great athletes, so I must live." Michael Jordon then grabbed a parachute and leaped out of the plane. "I'm the smartest man in the world," bragged Bill Gates. "The world needs smart men, so I must also live!" Bill Gates grabbed a parachute and jumped out of the plane. At this point, the Pope began to speak to the Pizza delivery boy. "I have lived a long life compared to you, and you may take the last parachute. I will go down with the plane."

"You don't have to do that, replied the pizza delivery guy. Bill Gates just jumped out with my backpack!"

Exciting Changes in the IT Department



Intended new programs for the year

From complicated to simple

NPAS Needs and Priorities Assessment System (Assessment System) + ISP System

The way the system works is this: You answer a long list of questions on an online form for a client; then the system will process the answers and develop an assessment report based on the answers (i.e. how much of our services we can offer to this person). It is meant to be intelligent enough to tell you that you need to teach someone how to count first before teaching him or her how to balance a bank account. It is meant to reduce redundancy in terms of questions, but maximize the amount of information. It will draw logical conclusions out of the answers and connect skills together in an imperative sense.

If possible I want to gear it towards making more general or

adaptive outputs. The system will also develop a plan of action, which goals to accomplish first, prioritizing on those that we, the client and the SC deem to be more important. The system will give a numerical value to the client's current needs and priorities - something that is measurable. After a year, you can run the assessment system again for this client and you can measure how much improvement we have accomplished for this person. The NPAs also are directly connected to the ISP System, which is meant to produce ISP reports. The entire compound was initially given a development time of 3 months. At the moment it has been delayed because of other pressing matters like security and effective report tracking adjustments.

Also since the tasks are online already, we can in the future connect it to the second version of the progress notes, thereby being capable of measuring how much of the plan the counselors are actually following

and allow it to adjust itself if new needs come up after the assessment has already been processed - the plan is not static, it is adaptive to change but still at the same time capable of detecting if a counselor isn't really doing what she/he is supposed to.

We will be setting up accounts on popular online communities like MySpace, Twitter and others for Esperanza Services so that we are more visible on the web community.

If there will not be enough time, these will be for next year

Website adjustment, so that it can be more usable on other browsers and versions.

More micro level security enhancements

Better navigation for the staff section (fewer pages, more effective links).



Fun Facts

Bill Gates dropped out of high school at the age of 17 and is now \$56 Billion rich!



In these busy, stressful times, remember to take time to smell the flowers.



Employee of the Month

Employee of the Month is awarded to the employee who displays a worth ethic and conduct that others should follow. It is given to the employee who is dedicated, passionate about his or her job and goes above and beyond expectations. This such employee this month is Ly Chreng who has been with Esperanza Services for almost a year now. I had the pleasure of interviewing Ly as to why he felt he deserved this recognition and was quite surprised at the modesty he displayed as well as his shock at being named Employee of the Month when according to him, "It's not a job that I perform. It's so natural for me it's like breathing." Here is how my interview with Mr. Chreng went:

Chrissy: What would you say is the greatest asset you provide to Esperanza Services?

Ly: I am dedicated, hardworking and I put my heart into everything that I do.

Chrissy: Let's talk about work ethics. How would you define work ethics and how you apply it here at Esperanza?

Ly: Worth ethics is going beyond

what my job requires. It's doing more than providing the basics the client needs but making sure they are truly comfortable and happy in all they do.

Chrissy: What makes you excel at your job?

Ly: I have a lot of compassion toward my clients. I can put myself in their shoes. Being a foreigner from Cambodia, I struggled upon arriving here to the United States so I can identify with many of the struggles these clients go through. My struggles have allowed me to really appreciate what it's like to struggle for basic necessities and basic living.

Chrissy: What advice would you give other counselors in your field; especially the newer ones?

Ly: I would tell them that they'll have good days and bad days. When you have the bad days it is important to maintain a positive attitude, which isn't always hard to do. But if you focus on the good you are providing you will realize that what may seem like a little bit to you is in fact a big deal to your clients. So even a small change is still a positive change.

Chrissy: What do you feel has been your greatest accomplishment here Esperanza?

Ly: Actually, I don't look at it that way. It's not about what I've done; it's more about what the clients have done for me. They changed me. Before I worked here I had many stereotypes that others had about the "developmentally disabled" community. I am ashamed to admit that I didn't believe they could do a lot of the things that others of us can do. However, I learned that just like us, they have their strengths and their weaknesses. But the most important thing I learned is that they are humans. That is the greatest accomplishment/learning experience I've had since being here.

So based on Ly's answers to my questions; it is apparent why Ly Chreng was given the honors of Employee of the Month. Congratulations on a job well done.



AROUND THE WORLD



The celebration of New Years in Ethiopia is called *Enkutatash*. It falls on September 12 in the Ethiopian calendar. This is the first day of Spring and coincides with the meaning of a new year beginning with blossoming flowers instead of Jan 1st, which is the dead of winter in the United States. The Ethiopian calendar consists of 13 months. 12 of those months have 30 days each and the other remaining overlapping days make up the 13th month. Kids gather together and go door to door chanting New Year songs and get candy

from the people they sing to. The symbol of New years is a daisy flower. All the woman in Ethiopia cook traditional dishes and invite their family and friends. It's a day of going to people's houses and being with family members.



What Customers Want From Customer Service

According to Business Week, the 2009 Customer Service Champs — ranked by reader surveys and J.D. Power research — include Amazon.com at No. 1, followed by USAA, Jaguar, Lexus, The Ritz-Carlton, Publix Super Markets, Zappos.com, Hewlett-Packard, T. Rowe Price, Ace Hardware, Key Bank, Four Seasons Hotels and Resorts, Nordstrom, Cadillac and Amica.

In my part of the world — the Western U.S. — kudos consistently go to Les Schwab Tire Centers, with its trademarked slogan, “If We Can’t Guarantee It, We Won’t Sell It,” and its reputation for staff members who literally run out to greet drivers with the question, “How can we help you today?”

So how does your customer service rate? Here’s what to know to move your own business into the customer service pantheon.

What do customers want?

Product value that exceeds the price they’re paying. They want a level of service that rises above their expectations.

What do customers expect from good service?

- To be greeted promptly — whether in person, on the phone or via a quick-loading Web site.
- To have concerns addressed with sensitivity and efficiency — with eye contact if the exchange is person-to-person.

- Clear communication from people who know what they’re talking about.
- Individualized solutions rather than cookie-cutter responses that apply to one and all regardless of unique needs or circumstances.

Bottom line: Customers want to be treated like they’re important and valued.

What drives customers away?

Customers hate waiting. In-store, their wait tolerance is no more than 90 seconds, and it’s even less on the phone. Paco Underhill, author of “Why We Buy” and “Call of the Mall,” says that after 90 seconds customers distort time, causing them to rate two-minute waits as complete service failures.

So how do you polish your customer service?

Start by assessing your current service level so you’ll know where to make improvements. Ask yourself:

- Is our service better than or not as good as it was in the past?
- How does our service compare to that of our competitors?
- What complaints — and what compliments — do we hear frequently?
- How quickly and well do we greet and serve customers?
- How well do we address customer concerns, requests and complaints?
- How do we reward and thank our most frequent, highest-value customers?

Depending on your answers, take these steps:

Create a customer history to establish personal relationships. Record customer names, personal information, product interests and purchase history so you can customize conversations and product suggestions. Imagine how you’d feel about a hotel’s service level if you were asked, “Would you like the same executive suite you requested during your July visit?” instead of the usual, “Have you stayed with us before?”

Reward customers for their individual value to your business. In addition to advertised purchase-reward programs, surprise your best customers with special services, products or no-strings-attached gifts. (Remember, discounts are forms of promotion; gifts are rewards.)

Coddle your customers. Talk with current and past customers to learn their ideas, compliments and concerns. Listen carefully to complaints and take whatever action is necessary to right the wrong. In customer service, the rule is this: Fix the customer and then fix the problem.

Know and reward customers for their unique value to your business and empower your staff to do the same. Anticipate needs. Communicate sincerely and often. Encourage input. Bend rules. Provide extra services and surprises to your best customers. Make dealing with your business a highlight of your customer’s day.

August 2009

Calendar of Events

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4	5	6	7	8
9	10-PAYDAY	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25-PAYDAY	26-SIR PART I AND II training	27	28- SIR PART I AND II training	29
31						



Calendar of Events

Poem for Thought

Nothing To Fear

There's nothing to fear --- you're as good as the best,
As strong as the mightiest, too.
You can win in every battle or test;
For there's no one just like you.
There's only one you in the world today;
So nobody else, you see,
Can do your work in as fine a way:
You're the only you there'll be !
So face the world, and all life is yours
To conquer and love and live:
And you'll find the happiness that endures
In just the measure you give;
There's nothing too good for you to possess,
Nor heights where you cannot go:
Your power is more than belief or guess ---
It is something you have to know.
There is nothing to fear --- you can and you will.
For you are the invincible you.
Set your foot on the highest hill ---
There's nothing you cannot do.



In these busy, stressful times, remember to take time to smell the flowers.

Answers to Trivia Mania

1. Scotland
2. Six dollars
3. Hercules
4. A Buddhist temple in Kandy, in central Sri Lanka
5. Jupiter

Answer to Brain Teaser

'Startling' is the word. Begin by removing 'i', which makes it 'staring', then take away the 't', making it 'staring', and so on – string; sing; sin; in; and, I.