



Esperanza Courier

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Esperanza Services is a non-profit organization that provides personalized, high quality supportive services and advocacy to underserved communities, especially children, adults, and families with special needs to achieve self-sufficiency with dignity, respect and compassion.

Message from the CEO

Evie Romero

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It's hard to believe the fall season

is soon upon us, with the last quarter of the year finally here! During this time, it's important for Esperanza to reflect upon the great things we have accomplished for 2009 and prepare ourselves for twenty-two!

As with most industries the pace of ours is rapid and evolves with the economic and social sign of the times. We have been flexible and ready for every opportunity that is presented to us. I commend everyone on their parts in creating a corporate culture that realizes opportunity and the importance of meeting and exceeding our client's expectations for comprehensive care services.

Every plan we make, every action we implement, is driven by the desire for quality and is focused on these points:

Providing outstanding quality; being good financial stewards; providing a rewarding place for our employees to work; building, nurturing and preserving a strong partnership with the community.

And, as a vital component in our quest for quality is the constant investment in our people. We care about your opinion and I am proud to say that the monthly focus groups have been a huge success in bringing management and direct care staff members together to seek alternate planning methods for ourselves and our clients. We believe that the best outcomes can be achieved when we coordinate with one another across a broad continuum. Everyone benefits from these groups, if you have not had the chance to participate in one, I invite you to sign up for this experience.

I would like to end with saying that at the beginning of the year,



we strategically planned and prepared for a financially challenging year. 2009 proved to be a test and we have done a great job thus far. Even though the year is not quite finished, I know through each of our hard work we can continue to touch many lives. If there is a constant in care, it is change. I am most proud of our ability to adapt in a way that benefits our clients and look forward to more of the same in 2010 .



Each new day is a chance at a new beginning.

Esperanza Services Working in the Community

On October 3, 2009, the National Alliance Mental Illness is hosting its Annual NAMI WALK at Third Street Promenade in Santa Monica, CA . Esperanza staff and clients are invited to attend this wonderful event that raises money for families affected by mental illness.

Everyone is welcomed to join Esperanza's team to walk with NAMI on October 3, 2009 at 10:00 a. m. So gear up your walking shoes and come out for a day of fun, sun and fresh air—and it's all for a worthy cause!

For information please refer to your supervisor.

Training Sessions for Consumers

Mark your calendars!

Esperanza Services is providing SLS consumers with training sessions in a variety of topics considered of importance for consumers awareness.

For the most beneficial interaction, these informational meetings are in English and Spanish.

Trainings will be conducted in small groups and will run the length of 20 to 25 minutes per session.

September 18, 2009 from 4:00 p.m. to 5:00 p.m. at FRC conference room an English training in **Financial and Money Management** will be presented for the first group of Esperanza SLS clients.



HR Department Makes Life Easier

FUN FACTS Pyramids of Egypt

There are about 90 pyramids in Egypt, the most popular of which is the Great Pyramids of Khufu built at Giza around 4500 B.C (other popular ones are the pyramids of Khafre and Menkaure). Pyramids were built as tombs for Egyptian kings and queens and it was considered an exclusive privilege to have a Pyramid tomb. It was and is one of the wonders of the world, and till the Eiffel tower was constructed, it was the tallest building on the planet.



So you're sitting at home in your pajamas trying to file your taxes before the deadline, and you realize you're missing a paystub... now you'll have to get dressed and rush to the office to try and get a copy.

Or how about you want to put in a request for that awesome vacation to Vegas, but you forgot when the deadline was, and now you have to take your client to the doctor and won't have time to come into the office?

Well have no fear! The new Employee Self Service website is here!

Esperanza Services has made it simple for you to view your check history, look at the time off you have accrued, change your personal information (like emergency contacts!) and other cool things that make your work life easier.

Excited yet? Well then here's a refresher on how to start accessing this awesome service!

Look below for the easy 1, 2, 3 steps:

1. Simply go to <https://eservices.paychex.com/>

[secure](#). Company ID is 0479 Z158.

2. Username will be the first letter of your first name followed by your last name. Jon Doe would be **jdoe**. Password will be the first letters of your first and last name CAPITALIZED, followed by the last four digits of your social security number **JD7890**.

3. Voila! You're in. Don't forget to change your password once you're done.

Esperanza hopes you make great use of this tool and enjoy all it has to offer.

"Do not wait to strike till the iron is hot; but make it hot by striking."

- William Butler Yeats

Random Trivia

(answers on page 3 but no cheating)

1. Who is our 44th President of the United States
2. Who came up with the notion of Daylight Savings time?
3. *Enkutatash*, meaning "the gift of jewels," is this country's New Year's Day, and takes place on September 11 (or 12, during leap year):
4. Which city, with 657 cars for every 1,000 people, has the highest per capita car ownership in the United States?
5. What does HTTP stand for?

LAUGHING LOUNGE

In honor of Back to School

It was the first day of school. As the principal made his rounds, he heard a terrible commotion coming from one of the classrooms. He rushed in and spotted one boy, taller than the others, who seemed to be making the most noise. He seized the lad, dragged him to the hall, and told him to wait there until he was excused. Returning to the classroom, the principal restored order and lectured the class for half an hour about the importance of good behavior. Now," he said," are there any questions?

"One girl stood up timidly. "Please sir," she asked, "May we have our teacher back?"
"Where is exactly is your teacher?"
"He's in the hall, sir."



Employee of the Month

Never Give Up

In that dark lonesome place between a dream dreamed and a dream realized, I have left a little light for you so you will know that someone cares and believes in your dream. Just where it becomes the most dark and difficult to find your way, there is the light I left for you. It will light your way, through the doubt, the confusion, and the fears, It will stay with you all the way to the realization of your dream. And when your dream has come true, please go back to that darkest place where you have been, And set the little light there to give heart to the next sweet soul that braves the path to his or her dreams. Dreamers are the architects of greatness. There wisdom lies within their souls. Dream long enough and hard enough and your dream can be attained.



An employee of the month is that special someone who goes above and beyond what is expected. It is someone who doesn't view their job as such,; but rather is excited to come to work and put their 100%. This month, it is only right to reward such an honor to Maria Marin who truly has a passion for helping clients and looks at each day as a new challenge is determined to conquer. Here is what she had to say when I had the pleasure of interviewing her.

Chrissy: If I were to interview you for this position, why should I hire you above anybody else?

Maria: Because I am a hard worker, flexible, always willing to learn new things and give my 100% to the client. I am a great listener who picks up on not just what a person says, but what he or she doesn't say.

Chrissy: How do you deal with a difficult client?

Maria: I use the reward system. I know my clients and what they like and what motivates them. So I use that as an incentive. For example, a client of mine loves to cook and eat so to I tell him that if we can spend some time at the library and read together, afterwards we'll come home and cook something of his choosing to eat. So again, it's knowing your client and what makes them tick.

Chrissy: What, if anything, will you take with you from working at Esperanza?

Maria: I will take the ability to have compassion toward others and their

situation recognizing that we all come from different backgrounds and face our own challenges. My listening skills have been sharpened as well as my patience, which is essential in life in or outside the work force but is especially critical in this field.

Chrissy: What would you say is an absolute requirement to have when working with clients?

Maria: Patience. If you don't have patience you will not be able to do this job.

One final note Maria wanted to add was how grateful she is to have been given the opportunity to work with Esperanza . Her advice to all is to never give up your dreams.

Answers to Random Trivia

1. Barak Obama (DUH)
2. Benjamin Franklin
3. Ethiopia (Shame on you who got this one wrong; it was in our July edition of Around the World)
4. Des Moines, Iowa
5. HyperText Transfer Protocol (I hope Peter wasn't the only one who this one right)

AROUND THE WORLD

Flag of Cambodia



The Khmer people are the predominant ethnic group in Cambodia. In Khmer culture a person's head is believed to contain the persons soul--therefore making it taboo to touch or point your feet at it. It is also considered to be extremely disrespectful to point or sleep with your feet pointing at a person, as the feet are the lowest part of the body and are considered to be impure. When greeting people or to show respect in Cambodia people do the "sampeah" gesture, identical to the Indian namaste and Thai wai. Customary Cambodian teachings include: that if a person does not wake up before sunrise he is lazy; you have to tell your parents or elders where you are going and what time you are coming back home; close doors gently, otherwise you have a bad temper; sit with your legs straight down and not crossed (crossing your legs shows that you are an impolite person); and always let other people talk more than you.

A TASTE OF ECUADOR

By,

Diana Doovas



Fun Facts

You can tell the sex of a horse by its teeth. Most males have 40, females have 36.

Esperanza would love to hear from you. If you would like to contribute to Esperanza Courier please send Chrissy Yacoub an email at cyacoub@esperanzaservices.com.

It is always gratifying for me to visit Ecuador, my first home and country of origin. To visit family and friends, and relive old memories, never wears. There just seems to be a different air there.

I say this with feeling but there is some logical factors that go into it. The latitude and longitude lines set their divisions across the country, making it to be in the middle of the world, right on the equator. It is a reference point of the zero degrees latitude, sharing this geographic characteristic with Indonesia and Kenya among others.

In the 18th century, "Ecuador" did not exist with that name. After the Geodesy Mission, led by French and Ecuadorian astronomers, measured the size of the earth, they determined the metric international system in the Quito Territory. After gaining independence in 1830, the territory adopted the name of Ecuador. Today we, the Ecuadorians, are 14,573,000 inhabitants living in four different regions that compose the country: Coast, mountains, jungle and Galapagos Islands, with just two weather seasons.

In Ecuadorian cuisine, there are many dishes that resemble our Incan descent, which is *to die for*. Maybe for our next potluck, I can treat you all to my favorite dish! The Ecuadorian diet is largely based on rice, grains and seafood since we have 200 miles of ocean.

Every time I visit my country I see changes. In this last trip, I was more interested on thrives inherent to the social change. I learned that in Ecuador we have 300,000 children with different forms of disabilities; and there is a total of a 12% of the population that suffers some kind of challenge. Unfortunately in Ecuador the care of its disabled population has not been a priority. Most of the help directed to this conglomerate is from volunteer and non-profit organization programs.

Two years ago Ecuador elected a vice-president with a degree in public administration who, from his wheelchair, does not hesitate to motivate with positive

attitude. There is hope that his geniality will widen the vision of care recognizing the rights and improving the social conditions for the disabled.



"Real success is finding your lifework in the work that you love." - David McCullough

Traditional Ecuadorian Recipe ALFAJORES Carmel Sandwich Cookies

Ingredients:

For the Dulce de Leche Filling:
2 cups milk
1/4 cup granulated sugar
2 teaspoons brown sugar
Pinch of salt
1 teaspoon baking soda
1 teaspoon vanilla extract
1/4 stick (1 oz/28g) unsalted butter
For the Cookie Dough:
2 1/2 cups all-purpose flour
1/2 stick (2 oz/56g) butter
1/4 cup granulated sugar
1 egg
1 egg yolk
1 tablespoon honey
1/2 teaspoon baking soda
1 teaspoon vanilla extract

Instructions:

Prepare the Filling:

Boil the milk with the sugars, salt and baking soda. Let it cook for about 1 1/2 hours on a very low flame (if cooking on an electric stove-top, cook on low heat), stirring regularly. Cover the pot with plastic wrap and place pot inside a larger pot with boiling water. Cook for another 1 1/2 hours. The mixture should get sticky and become caramelized. Remove from heat, add butter and vanilla extract, stir and allow to cool.

Prepare the Cookie Dough:

Mix all the ingredients together to make a thick dough. If it is too dry, add some water. Refrigerate the dough for 2 hours. Remove and let stand to soften. Roll out dough to 1/8 of an inch thick and use a floured 2 to 2 1/2-inch cookie cutter to cut cookie dough into circles. Preheat oven to 350 degrees F (180 C). Bake the cookies for about 8 to 10 minutes, until the tops are a very pale golden brown. Cool completely on wire racks. When ready to eat, spread dulce de leche cream between 2 cookie rounds. If desired, cover with melted chocolate or confectioner's sugar.

September 2009 Calendar of Events

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1-paperwork due	2	3	4	5
6	7-Labor Day	8	9	10-PAYDAY	11	12
13	14	15	16-Paperwork due	17	18-Client Training	19
20	21-Fiesta Educative fair	22	23-Training	24	25-Training PAYDAY	26-CRS Disability Awareness Day
27	28	29	30-Client Party for Sept Bdays			