

Monthly NEWS LETTER

2ND ISSUE | NOVEMBER

2024

OFFICE MANAGER MESSAGE

ALINA ZELYNSKA OFFICE MANAGER MESSAGE

Dear MISI Family,

As we move from November into December, I want to take a moment to reflect on the incredible progress we've made and express my deep gratitude for all that you've contributed to our mission this year.

November has been another month of tremendous achievements, and it's thanks to each of you that we continue to make such a meaningful impact. The collaboration, dedication, and hard work you've shown have been key to the success we've experienced so far. Whether you've been working directly with our community members or supporting from behind the scenes, your efforts are truly appreciated.

Looking ahead to December, we're entering the final stretch of the year, and this is a time for us to celebrate everything we've accomplished together. As we continue to support the communities we serve, let's carry forward the momentum we've built and finish the year strong.

December is also an opportunity to reflect, recharge, and appreciate all that we've achieved as a team.



I'm excited for what the final month of the year will bring, and I'm proud to be working alongside such a dedicated group of individuals. Together, we're making a lasting difference.

Thank you for your continued commitment and hard work. Here's to a successful finish to 2024!

EMPLOYEE OF THE MONTH

November

HOUSING TEAM

During her time with our company, Sajeda has shown remarkable growth in her skills, particularly in customer service and client orientation.

She was chosen for this recognition because of the significant improvements in her performance, consistently providing excellent service and enhancing client satisfaction.



Sajeda Mustafa

Congratulations

EMPLOYEE OF THE MONTH

November

HOUSING TEAM

Vlad Kolos, for his outstanding efforts with the Spanish community in marketing and consulting, has consistently gone above and beyond. He managed the intakes independently and followed up with navigation, demonstrating exceptional dedication and initiative. His contributions make him a deserving candidate for Employee of the Month.



Vlad Kolos

Congratulations

EMPLOYEE OF THE MONTH

November

ECM TEAM

A young girl with excellent communication and research skills is a powerhouse of potential.

Together, these abilities make her an effective problem-solver and an inspiring collaborator, ready to excel in any field she chooses.)



Malika Nurieva

Congratulations

EMPLOYEE OF THE MONTH

November

SUSTAINABILITY

She remembers all the people she works with and knows their challenges. Diana always strives to lend a helping hand and does her best to support everyone she works with. She cares for them as if they were part of her family.

Thank you, Diana, for your hard work.

We were grateful to have you on our team.



Diana Borsuk

Congratulations

WELCOME ABOARD

Meet our New team members

I have been in America for 2.5 years, having relocated from Ukraine with my family, my husband, two kids, and a cat (who is bald and feels really good in sunny California).

I think I am very sociable and easily connect with people, so this position is perfect for me. I try to plan each day to dedicate time to work, my children, studying, and myself. I really love sports, especially running early in the morning outdoors.

It gives me energy and a positive mood for the whole day. I'm also a certified stretching coach, so I'm ready to conduct stretching classes for our colleagues, just for fun, early in the morning at the park, before the workday begins. By the way, that's a great idea!

I have experience in the HR field, specifically in recruiting and training. I personally wrote and conducted training sessions for the employees at my previous company.



Larysa Zaitseva
Lead Care Manager

Currently, I am still studying at college and aiming to pursue a career in the medical field.

My name is Anna, and I have a wonderful husband and three sons. I love hosting guests and spending time with friends, but the most precious moments for me are those spent with my family.

I adore the warmth of the sun, summer, and the endless expanse of the ocean. I value stability and always strive to see things through to the end, even if it requires a great deal of effort.

For many years, I worked in a Christian mission, helping people, and it remains an important part of my life today.



Anna Metsieva
Lead Care Manager

I am passionate about exploring new places, visiting museums and exhibitions, and enjoying classical music.

My background is in civil engineering, but I also dedicate time to volunteering and helping animals, which I love dearly. I lead a healthy lifestyle—no alcohol, coffee, or smoking—but I can't resist cakes and sandwiches! I've recently started my journey in the United States, having arrived on August 27, 2024.

I'm excited about new opportunities and experiences in this chapter of my life



Olha Shaporenko
Modify Consultant

Welcome to the team

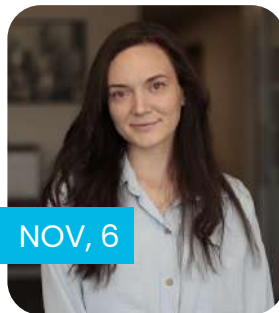
CELEBRATING OUR TEAM'S BIRTHDAYS!

November Birthday Wishes



NOV, 5

Nadiia Tofan
Billing Specialist



NOV, 6

Tatiana Sirotina
Call Center Specialist



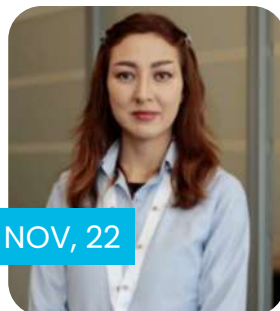
NOV, 16

Umitkul Turlybekova
Lead Care Manager / ECM



NOV, 16

Natalia Apostu
Clinical consultant / ECM



NOV, 22

Sedigha Saadat
Call Center Specialist



NOV, 23

Leila Dolgieva
Lead Care Manager / ECM

Happy Birthday

CELEBRATING OUR TEAM'S BIRTHDAYS!

December Birthday Wishes



DEC, 2

Aleksandr Kotov



DEC, 6

Sajeda Mustafa
Housing Navigator Specialist



DEC, 7

Julietta Chemerinskiy
Deposits Specialist/
Housing Navigation



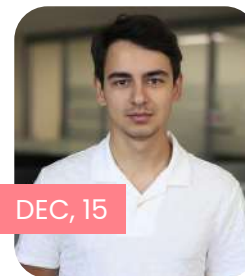
DEC, 8

Mokhammad Samim Akhanh
Housing Navigator Specialist



DEC, 12

Malika Nurieva
Lead Care Manager /
ECM



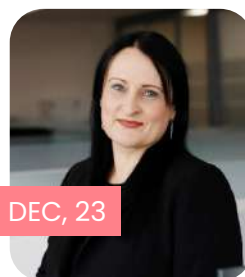
DEC, 15

Timur Sholokhov
Intake Case Manager



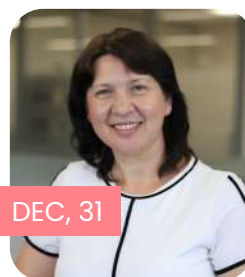
DEC, 16

Brenda Matharu
Intake Specialist /
Housing Navigation



DEC, 23

Jelena Iliasov
Call Center Specialist



DEC, 31

Lyudmila Navrotskaya
Lead Care Manager / ECM

NOVEMBER ACHIEVEMENTS

We congratulate Milana Archakova , Alina Zelynska, Roman Lunichkin, Olena Piura, on successfully completing the two-week training and becoming certified Community Health Workers



NOVEMBER ACHIEVEMENTS

Departments main achievements throughout the month

Housing

The Intake Department successfully processed 250 new member cases. Meanwhile, the Navigation Department has been handling 700 cases for navigation services. Looking ahead, the Navigation Department aims to exceed 800 cases in November, demonstrating impressive growth and efficiency.

ECM

Enrolling more than 100 new members, Community Health Worker Certification, Taking part in all events)

Sustainability

I want to thank the entire team for the work you've done, especially for sending out the links to ensure everyone in need could receive a turkey for the holiday. Everyone was deeply concerned when there were issues with Ooma app, and it seemed impossible to make it happen. Everyone worked hard to find a solution. In the end, all the links were sent out, and everyone who needed a turkey on their table will receive one. Additionally, the whole team showed so much care for families with children, sharing information about where they could get free toys for Christmas. I want to express my gratitude for your dedication and desire to help people—not just as part of your job, but with genuine emotional involvement.

Your willingness to go above and beyond to assist others truly makes a difference. (Lead of housing tenancy and sustaining services Agne A.)

Billing

Our billing department worked hard and were able to bill 1448 CS and 1193 ECM claims for the month of October, 73 of them were Deposits.

NOVEMBER ACHIEVEMENTS

Marketing

New Times Magazine - Article



Re-branding Merch



NOVEMBER ACHIEVEMENTS

REVIEW

Благодарность!

Хочется сказать огромное спасибо Ирине, которая нас просто спасла!!!! Обеспечила приём к врачу , помогла с переводом. Да и вообще, всегда на связи и оказывает всяческую помощь в вопросах с медициной. Короче, наша семья ей безмерно благодарна!!! Спасибо Вам за вашу работу!!!! Вы делаете жизнь мигрантов проще и понятнее...



Бакумец Ирина



Благодарность

Огромное спасибо всем ребятам!!! Особенно Ксении и Людмиле! Помимо профессиональной поддержки, которая сама по себе на высоте, мы получили искреннюю теплоту и заботу!



Женя и Надя



Relocation Assistance

Thank you for supporting our move by covering the deposit and first month's rent—it means so much to newcomers like us. Special thanks to Alina Mukopadai for the introduction and Muhammed for his guidance and helpful advice throughout the process.



Дарья Джикаева



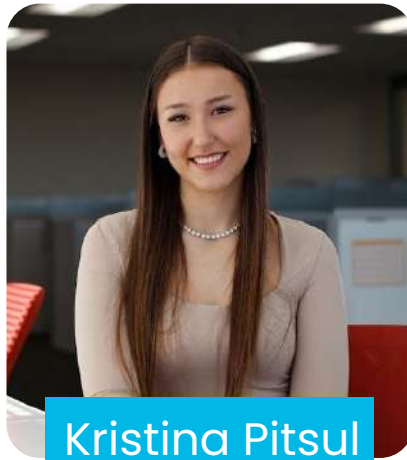
I want to thank Nadiia Nakonechna for her excellent help with my insurance and doctor appointments. She made everything easy to understand, handled my insurance quickly, and scheduled my appointments perfectly. Her kindness and attention made the whole process smooth and stress-free. I really appreciate her support!



www.myisi.net



PROMOTIONS



Kristina Pitsul

Lead of the Intake Department

Kristina Pitsul has been promoted to Lead of the Intake Department. Kristina has consistently demonstrated exceptional communication and leadership skills, making her the ideal candidate for this role.



Pavel Gorbenko

Lead of the Navigation Department

Pavel Gorbenko - has been promoted to Navigation Lead of the Department. Pavel has showcased excellent shadowing abilities, crisis resolution skills, and quick adaptability, making him a valuable asset to the team in his new leadership role.

EVENTS & WORKSHOPS

November



November

Our Weekly Food Bank Booth



November

1-3 The Yuba City Nagar Kirtan



November 3 Connect Club on House of Bread Church



November 6 Sacramento Office Grand Opening





November 8 Gala – Best Business Award Ceremony



November 12 World Relief Cultural Orientation



November 16 City of Goodness Picnic



November 22 Roseville Chamber of Commerce Breakfast



November 23 Harvest of Hope



November 26 MISI team Friendsgiving



Friendsgiving

November 26 Thanksgiving for fresh immigrants on Bethany
Slavic Church



ANNOUNCING UPCOMING EVENTS



December 4

Quarterly
Meeting



December 6

American Furniture
Gallery



December 7

Radio Ethno FM
program



December 14

MISI Masquerade
Party, 5 PM



December 17

World Relief Cultural
Orientation



December 21

Radio Ethno FM
program

INSPIRATIONAL QUOTES



"The best way to find yourself is to lose yourself in the service of others."

~Mahatma Gandhi



"Alone, we can do so little; together, we can do so much."

~Helen Keller



"Great opportunities to help others seldom come, but small ones surround us every day."

~Sally Koch



"Act as if what you do makes a difference. It does."

~William James



"Service to others is the rent you pay for your room here on earth."

~Muhammad Ali



101 Creekside Ridge Ct., Suite
215, Roseville, CA 95678

2033 Howe Ave, Suite 165,
Sacramento, CA 95825