

# *Monthly* NEWS

LETTER 2025



6<sup>th</sup> ISSUE  
MARCH 2025

*Monthly*  
**NEWS**  
LETTER

# PAVEL GORBENKO MESSEGE

## HOUSING NAVIGATION LEAD

Spring is blooming, and it's like a soft whisper—a promise of new beginnings and brighter days. At MISI Company, we're a big team, and the Navigation Department is a key part of what makes us who we are. Every person here has an important role, from the people answering phones to the ones keeping things moving, and together, we're doing work that matters.

In Navigation, we're the ones helping people find homes, guiding them with care, and we're proud to be part of a company where every job helps share a little grace with our community.

In our Navigation Department, we're making a difference—it's a blessing to be part of it. We help folks find a safe place to live, stick with them to keep it steady, and make sure they feel secure. Right now, we're growing—adding more navigators who walk alongside families and individuals, pointing them toward stable housing. We're also working to help them settle in, finding ways to bring the little things that make a house feel like home.

We're making our team better, too, by adding new roles on top of serving our members. Some navigators are taking on jobs like training coordinator, fraud prevention coordinator, partnership coordinator, tech support coordinator, and supervisors, plus a few others.

These roles help us improve how we work—training keeps us sharp, fraud prevention keeps us honest, supervisors guide us, and tech support keeps us running smooth.



Our partnership coordinator is building ties with landlords and community friends, opening up more housing options so we can reach more people.

A home's more than four walls, and we know that. Every step we take in Navigation is about lifting lives—giving kids a safe spot to play, parents a chance to rest, and older folks some peace. It's our way of staying with them for the whole journey, and it's a privilege to see the blessings spread. As part of MISI, we're all in this together, every role in our company helping us share grace with those who need it most.

As spring wraps us in its warmth, let's smile at how far we've come and look ahead with hope. Our growth, our new roles, our partnerships, and our heart for this work—it all flows from the real bonds we share with you and the people we serve. Thank you for being part of this with us.

**Together, across every corner of MISI, we're building something beautiful, one gentle moment at a time, and it feels like the path we're meant to walk.**

A decorative white line graphic in the top left corner, consisting of a long, sweeping curve that loops back on itself.

# EMPLOYEES OF THE MONTH

A decorative white line graphic in the bottom right corner, consisting of a long, sweeping curve that loops back on itself.

# EMPLOYEES OF THE MONTH



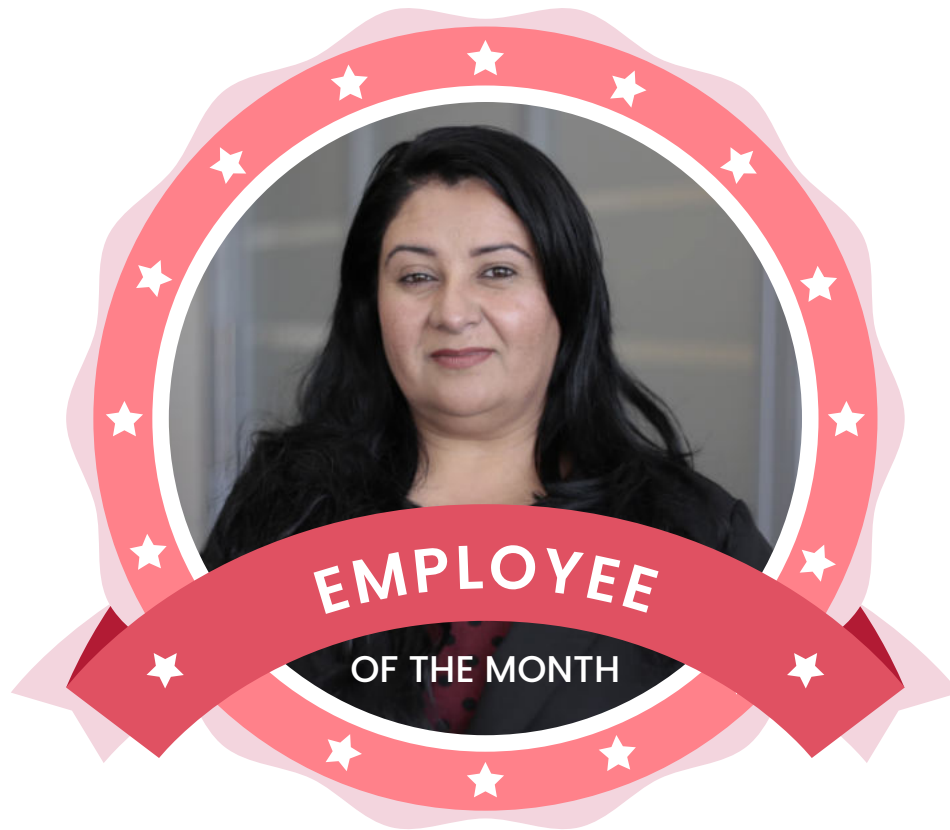
## **Paul Dribnokhod** Purchasing Department Specialist

Paul is being recognized for his dedication, exceptional customer service, and strong advocacy for our members. His attention to detail ensures accuracy in every task, streamlining purchasing processes and benefiting the company in many ways.

Beyond his expertise, Paul's professionalism and genuine care make him a valued team member. He goes the extra mile to support both colleagues and members, creating a positive and collaborative work environment. Working with Paul has been a breeze and a blessing!



# EMPLOYEES OF THE MONTH



## Zabina Zaheer Lead Care Manager

I'm excited to take a moment to recognize our Worker of the Month for the ECM program. This person has shown great dedication, care, and hard work in supporting our members and our team.

She's been with us for a little over 6 months now, and from the very beginning, she was the first Lead Care Manager to begin work with—and be part of—the expansion of our Afghan ECM department. This was a big step forward and an important addition to our existing Slavic department here at MISI.

As a supervisor, I'm very proud of her success and support she provides to our ECM department. The continued service and dedication she brings to Afghan department, the way she supports and uplifts her community by going above and beyond.

# EMPLOYEES OF THE MONTH



## Viktoriia Khabibrakhmanova Sustainability Navigator

I would like to take a moment to recognize Victoria for her exceptional performance and dedication. She consistently handles all her responsibilities efficiently and on time, demonstrating remarkable reliability and professionalism.

As an outstanding supervisor, Victoria not only excels in her own duties but also mentors and guides several team members. Under her leadership, they are making significant progress and successfully managing their tasks. Her ability to inspire and support others has greatly contributed to the overall effectiveness and growth of the team.

# EMPLOYEES OF THE MONTH



## Pavel Gorbenko Housing Navigation Lead

Paul is being recognized for his dedication, exceptional customer service, and strong advocacy for our members. His attention to detail ensures accuracy in every task, streamlining purchasing processes and benefiting the company in many ways.

Beyond his expertise, Paul's professionalism and genuine care make him a valued team member. He goes the extra mile to support both colleagues and members, creating a positive and collaborative work environment. Working with Paul has been a breeze and a blessing!

# EMPLOYEE ANNIVERSARY



12  
April

**Massoda Mahmoodi**  
Housing Navigator



18  
April

**Lyudmila Navrotskaya**  
LCM



22  
April

**Olha Gorbatyuk**  
LCM



29  
April

**Elena Shchipunova**  
Housing Navigator



12  
April

**Afgan Zada Mohammad Saber**  
Outreach Specialist

The background is a solid blue color. There are two abstract white line drawings. One starts at the top left, curves down and to the right, then loops back to the left, forming a shape like a stylized 'e' or a drop. The other starts at the bottom left, curves up and to the right, then loops back to the left, forming a similar shape.

# TEAM BUILDING



# TEAM BUILDING



**International Women's Day at MISI office**



**Workshop: Art of Communication – Personalities for Better Connections**



# TEAM BUILDING



**Run Beautifully Team building**



# TEAM BUILDING



**Ladies Meetup Anniversary**



# TEAM BUILDING



Efrar and Nawroz Celebration at Sacramento office



# TEAM BUILDING



**Pro Makeup Tutorial for MISI Ladies**



**MISI Quarterly meeting**



The background is a solid orange color. There are two abstract white line drawings. One starts at the top left, curves down and to the right, then loops back to the left, forming a shape like a stylized 'e' or a drop. The other starts at the bottom left, curves up and to the right, then loops back to the left, forming a similar shape. These lines are thin and elegant.

# MARCH EVENTS

# MARCH EVENTS



**ParaSOLka Business Forum**



**"Right Start" – meeting with Nazar Melnychuk**

# MARCH EVENTS



Immigrants Event on Bethany Slavic Missionary Church (March event)



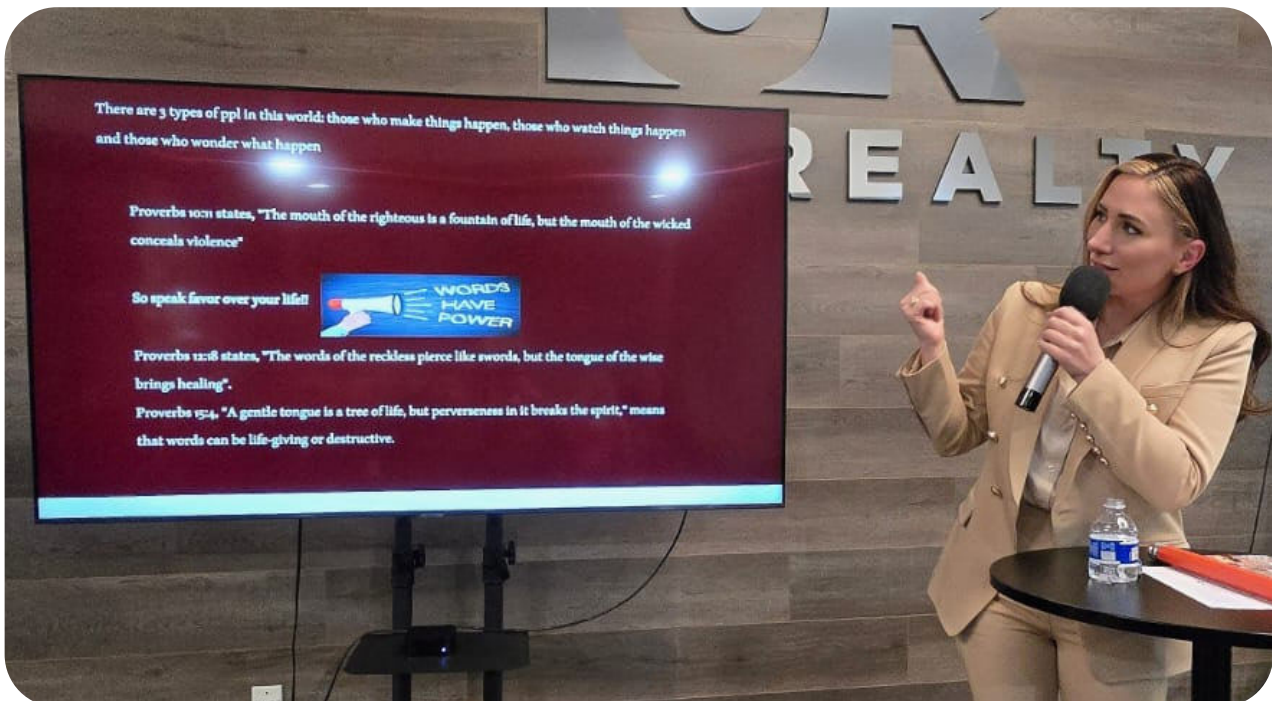
Grant's Training Conference



# MARCH EVENTS



**BBB Marketing Morning**



**The City of Goodness Business Club – Vision Board for Business**

# MARCH EVENTS



**Lunch in the Roseville  
Chamber of Commerce**



**Meeting with Spanish  
chamber**



## MARCH EVENTS



**Rancho Cordova Chamber of Commerce (Diann Hatfield Rogers – CEO/President)**



**Highlands Women Event – Personal Success Story**

## MARCH EVENTS



**Bambad radio (Iranian community) – Moe Golshani – president**



**Resource Fair**



**Carmichael Chamber of Commerce  
(Rosie Rose – CEO)**



## MARCH EVENTS



**Ukrainian Kolo – Event for immigrants (March)**



**In Citrus Heights Chamber of Commerce with Sheri Merrick  
Executive Director**

# MARCH EVENTS



**Sacramento Unity Eid Bazaar 2025**



**Orangevale Chamber of Commerce  
(Anthony Garcia- CEO)**



**Folsom Chamber of Commerce  
with Joe Gagliardi  
(CEO/President of Folsom Chamber of Commerce)**



## MARCH EVENTS



**misi\_programs Today, the MISI team had the honor of giving back to the community by helping prepare meals for the homeless at Sacramento Loaves & Fishes, alongside our CEO, Alina Mukhopadhyay.**



The background is a solid pink color. There are two white, abstract, hand-drawn style lines. One line starts at the top left, loops around, and extends towards the top right. The other line starts at the bottom left, loops around, and extends towards the bottom right.

# WELCOME ABOARD

# WELCOME ABOARD



**Oleksandra Danylko**  
Sustainability Navigator

My name is Oleksandra Danylko. I'm happy to join the company and be part of such a dedicated and professional team.

I've always loved communicating with people and helping them, and over the years, I've honed these skills through my experience. That's why I truly believe I'm in the right place.

I'm excited to use my knowledge and abilities to contribute to the growth of our company and make a meaningful impact by helping people. I look forward to working with all of you and achieving great results together!

Hello everyone! My name is Daria, and I'm very excited to be part of My Insurance Services Inc as a Sustainability Specialist.

In my free time, I enjoy trying out new recipes and exploring different cuisines. I also have a great passion for traveling



**Daria Kyrnitska**  
Sustainability Navigator

# WELCOME ABOARD

Hi, my name is Sofiia Shylova and I recently joined MISI as a Navigator. I love good music and traveling, and I enjoy spending time with my friends and family.

I also have a sweet tooth, and my favorite dessert is Napoleon cake! Outside of work, I am actively involved in my church, leading one of the youth teams, which is something I am truly passionate about.

I'm excited to start this new chapter with MISI and look forward to the journey ahead!



**Sofiia Shylova**  
Housing Navigator Specialist



**Ahmad Elyas Ahmadi**  
Housing Navigator Specialist

My name is Ahmad Elyas Ahmadi. I am from Afghanistan and a doctor by profession.

I graduated from Moscow State University and came to America in 2022. Here, I am preparing for my medical licensing exams while also staying actively involved in sports.

I conduct training sessions for children in freestyle wrestling.

# WELCOME ABOARD



**Halyna Chornodub**  
Lead Care Manager

I'm really excited to be part of the company. I'm passionate about teamwork and always ready to jump in and help us reach our objectives.

When I'm not working, I love spending time with my adorable Cavapoo, Ami—she's a constant source of happiness.

I'm looking forward to connecting with everyone, building solid relationships, and contributing my skills and enthusiasm.

Hello, my name is Maiia Ksenofontova. I'm originally from Yakutia, the coldest inhabited place on Earth, and one of Russia's republics. As a lawyer specializing in medical law, I've worked with the Territorial Mandatory Health Insurance Fund and the Ministry of Health, handling legal cases, contract reviews, and legislative drafts. Recently, my focus has been on developing and amending Russian healthcare laws.

Beyond my profession, I have a deep passion for instrumental music and have played the khomus, a traditional jaw harp, for over 20 years, performing both modern and traditional compositions. Lately, I've also taken up video production and sewing as creative pursuits. A proud mother of two, I have been enjoying life in California with my husband and mother for the past four years.



**Maiia Ksenofontova**  
Lead Care Manager

# WELCOME ABOARD

I'm Andrei Veselov, and I'm excited to join the team as ECM. I have experience in customer service, multitasking and hardworking.

In my free time, I enjoy hiking and cooking. I'm looking forward to collaborating with you all and contributing to our shared goals.



**Andrei Veselov**  
Lead Care Manager



**Tais Isak**  
Medi-Cal Authorization Specialist

My name is Tais Isak, and I am a Medi-Cal Authorization Specialist. I am thrilled to be part of the MISI community.

As a kind and open-hearted person, I find great joy in helping others resolve their challenges. I believe that health is a fundamental aspect of happiness, and I take pride in knowing that my work contributes to making people's lives a little brighter. My sociable nature allows me to connect with others easily, making this role a perfect fit for me.

I hold a master's degree in Industrial Marketing of Goods and Services. A year and a half ago, I relocated to the United States from Russia with my husband, and I am excited for the opportunities and experiences that lie ahead.

# WELCOME ABOARD

My name is Farahnaz Sharuq, but I go by Farah. I hold a Bachelor of Science from UC Davis and an Associate Degree in Architecture from Cosumnes River College.

In my free time, I enjoy watching horror movies. I have expertise in various design programs used for different purposes, particularly in designing buildings, gardens, streets, and bridges.

I have worked as a Refugee Case Manager for some time, providing support and assistance until the government froze the refugee assistance program.



**Farahnaz Sharuq**  
Call Center



**Yassaman Vedad**  
Lead Care Manager

my name is Yasi, and I am excited to join the ECM team as a LCM Specialist. I have a passion for helping others and bring a background in working with diverse communities.

In my free time, I enjoy watching movies and shows, listening to music, taking walks in nature, and exploring my creative side through design. I believe in the power of teamwork and look forward to contributing my skills and experience to support the goals of the team.

I'm looking forward to getting to know everyone and working together to make a positive impact



# UPCOMING EVENTS

**1 april**

Commerce Community  
Connections

**1 april**

HeartLand  
Introduction

**2 april**

Rocklin Area Chamber of  
Commerce

**3 april**

Meeting with  
Vanessa King

**4 april**

Metro EDGE First Friday  
Networking Lunch

**10 april**

HCCS Resource Fair Marysville

**18 april**

Workshop for Members  
"Smart Shopping"

**24 april**

HCCS Spring Resource Fair

**27 april**

Arab American Heritage Festival

**1 april**

Meeting with Cathy  
Rodriguez Aguirre – CEO  
Sacramento Hispanic  
Chamber of Commerce

**1 april**

Meeting with Volunteers  
of America

**3 april**

Mosaic City  
Breakfast 2025

**3 april**

HCCS Resource  
Fair Folsom

**4 april**

Training for MISI Team "  
Time Management

**15 april**

April 2025 ACCESS Citrus Heights  
Luncheon

**19 april**

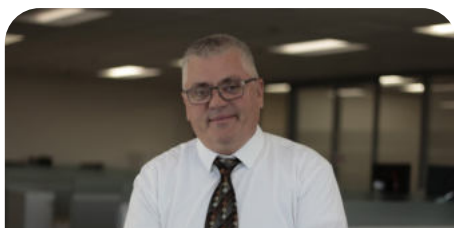
Minority Health Month  
Wellness Fair

**24 april**

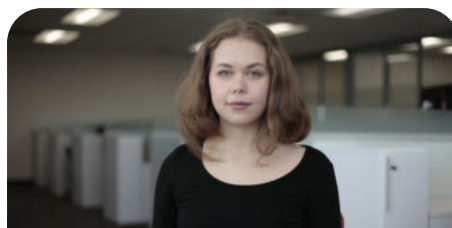
MISI Outreach



# CELEBRATING BIRTHDAYS



Nicolas Gontar | April 04



Anzelika Golovey | April 08



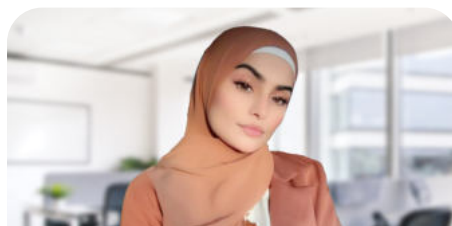
Santokh Singh Mann | April 10



Anush Hull | April 11



Vera Kunisovskaya | April 16



Fatima Mohammadi | April 23



Kseniia Chmut | April 23



Marina Lazaresku | April 28



# GOOGLE REVIEWS



I sincerely thank MISI Sacramento for their help! Professionalism, attentive approach, and genuine willingness to assist were evident at every stage of our cooperation. All issues were resolved promptly, and the support was top-notch. I am very pleased with the experience and highly recommend MISI to anyone looking for a reliable and responsive organization! Thank you for your work!

Tatiana Artemova



I am very grateful for the help of everyone who works in this organization! I am glad that there are such people who will always come to the rescue! Regards, Vasy! !

Vasy! Manchuk



Дуже дякуємо за допомогу в програмі підтримки депозиту MISI! Це справжнє диво! Наша навігаторка, Марія, не лише допомогла нам отримати кошти на оренду квартири на місяць та депозит, але й сприяла складанню списку та отриманню меблів і всього необхідного для життя безкоштовно. Щиро дякуємо за вашу допомогу!

Христина Лозинська



Thank you very much for such help. We are very glad that we were able to improve our living conditions. And to our navigator Maria. She did her job perfectly and answered all our questions.

Olga nikulina



Добрый день, хочу выразить огромную благодарность вашей организации за помощь, в трудный период для нашей семьи это была огромная поддержка. Отдельное благодарность хочу выразить нашему куратору Elena Fomicheva очень приятный и в общении и ответственный сотрудник. Отвечала на все звонки и вопросы без задержек, и доходчиво объясняла нам все. Спасибо организации за помощь, которая выручает и помогает людям в трудный период ЖИЗНИ!!!

Федор Неценко



My experience with My Insurance Services Inc. has been great, especially thanks to Elena Fomicheva. She is highly responsive, knowledgeable, and deeply dedicated to each case. Her professionalism and care provided me with excellent support. Huge thanks to Elena and the team for their hard work!

Rina Li



Еще в прошлом году мы случайно услышали что ваша компания может помочь с переездом. Мы все подали и вот сейчас мы наконец-то получили эту помощь. Да, это не легко, но с навигатором Еленой Шипуновой мы все прошли. Я очень рад и моя семья тоже. Спасибо Вам! Вячеслав

Kirill



We express our deep gratitude to Vladimir for his help and support, as well as for his help with the housing issue! He was always in touch and offered various options for solving problems. Thank you Vladimir for your help!



Щиро вдячний усім хто працює в MISI! Ви робите добрі справи! Я вдячний вам за допомогу у переїзді в нове житло! І вдячний пані Віті, яка супроводжувала і допомогла у вирішенні усіх питань пов'язаних з програмою. Бажаю вам процвітання і відкриття нових горизонтів!

Василь

# INSPIRATIONAL QUOTES

“

A business absolutely devoted to service will have only one worry about profits. They will be embarrassingly large.

~ Henry Ford

”

“

The goal as a company is to have customer service that is not just the best but legendary.

~ Sam Walton

”

“

Customer service shouldn't just be a department; it should be the entire company

~ Tony Hsieh

”

“

A brand is defined by the customer's experience. The experience is delivered by the employees.

~ 4. Shep Hyken

”

“

It takes months to find a customer... seconds to lose one.

~ Vince Lombardi

”

“

Your most unhappy customers are your greatest source of learning.

~ Bill Gates

”

“

Customers don't expect you to be perfect. They do expect you to fix things when they go wrong.

~ Donald Porter

”

“

People will forget what you said, people will forget what you did, but people will never forget how you made them feel.

~ Maya Angelou

”



[www.myisi.net](http://www.myisi.net)



**916-659-0003**

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

  
2033 Howe Ave, Suite 165,  
Sacramento, CA 95825