



*alm Begets Calm*

*ENDORSE*



# ANNUAL REPORT 2016

*COVERY*  
*GROUP MINDED*

*ht At A Time* *Part*

*NCE* *DON'T ACCUSE* *Group*  
*WEAR THE MASK* *REC*

*USE*

*DON'T ACCUSE*

## From the President's Corner



I want to extend thanks to all of the people from New York to California and all of our International associates who have been so inspirational to me in my first year as President and as we celebrate our 80th anniversary.

As I reflect over the past year, Recovery has been supported by funders, members, volunteers, Board members, participants and staff who generously stepped up to the plate to bring Recovery forward to support a new generation of people. I am extremely

grateful for the efforts of all. My hope is that in the next year, Recovery can expect the same level of commitment and support as we continue to move in a direction to reach the many people who can benefit from the services offered by the organization, giving us the tools to live more peaceful lives.

In order to monitor, protect and oversee Recovery, I am pleased to report the following accomplishments made this past year:

- Adding four new members to our Board of Directors
- Overseeing a restructuring of spending and accounting practices
- Initiating new policies and procedures for all aspects of the organization, a work in progress
- Establishing new task forces to oversee new and old programs
- Establishing a request for proposal process for all new programs
- Appointing new officers
- Participating in fund raising projects

- Starting a new program of compliance with our Policy and Procedures
- Working closely with our CEO, accountants and auditors to develop a new banking system for the organization, a work in progress
- Hiring our new CEO Sandra Wilcoxon, with a high level of experience and professionalism, which has proven to be a great asset to Recovery.

It has been my honor to be your President this past year and I look forward to helping Recovery achieve the growth, prosperity and stability that it so deserves.

To our next 80 years,

A handwritten signature in blue ink that reads "Joanne Lampey". The signature is fluid and cursive.

Joanne Lampey  
Board President



The mission of Recovery International is to use the cognitive-behavioral peer-to-peer self-help training system developed by Abraham Low, MD, to help people facing mental and behavioral health issues gain skills for leading more peaceful and productive lives.

**“RI has improved communication between family members and myself.”**

## Nate’s Story

Something truly great happened to me today...

When my symptoms overwhelmed me six months ago, I could not leave the house; I lost my voice and I was not able to engage with people.

Last night I thought of the many possibilities I now have thanks to my RI training and decided to get up and work on my resume. I ended up posting it on a few job-searching apps and went to bed feeling I had taken another step to gaining back my people skills. My passion truly is customer service.

This morning I found an email from someone requesting an interview, as she had seen my resume and had an opening. I got into so many symptoms, and had to stop and re-read the email to make sure my reply was objective. Satisfied that it was, I pressed send and got a call within the following ten minutes to schedule a phone interview.

Two things: First, I did well in the interview—I paced myself to make sure my racing thoughts didn’t get ahead of answering the questions. Second—I felt so good speaking about myself to a stranger for something I *know* I am good at, that I don’t even care if I get the job. The fact that I was brave enough to put myself out there and go through the experience with a smile on my face was something too refreshing and positive not to share.

## Headquarters

2016 was an active year for everyone at Recovery International. At headquarters, changing staff, adjusting to our new location, and improving our internal policies and procedures have kept us busy and productive.

Our small staff managed all the administrative and operational components of the organization, which includes maintaining relationships with vendors, funders, and partners; conducting major outreach and fundraising efforts; conducting trainings; maintaining grants and contracts; managing RI’s finances and accounts; operating RI’s website and database; producing most of RI’s internal and external communications; managing product inventory; complying with all legal, governmental, and professional regulations; responding to several thousand phone and email inquiries; assisting our community members with memberships, donations, and product orders; and—most important—supporting RI’s amazing leaders and all of RI’s meetings.

This work sustains our organization and will expand the impact of our mission and values for years to come.

**“RI has helped me with my anger, and I no longer want to explode.”**



## Community Meetings

Recovery International leaders are the heart and soul of our organization. They demonstrate the RI Method and keep Dr. Low's 80-year-old vision alive by offering community meetings in the original face-to-face format. In 2016, 530 group leaders provided mental health support to approximately 78,000 participants in 374 weekly meetings throughout the United States. The free-will model used in these meetings generated more than \$150,000 in contributions in 2016, while still providing services to anyone regardless of their ability to donate.

These figures reflect the hard work of our enormous volunteer leadership base. Our leaders dedicate countless hours to promoting their meetings and managing our 40 geographical areas. Often, the size of these areas – covering two or more states – requires collective leadership. In such areas, leaders may divide responsibilities and make joint decisions about training, collecting funds, and submitting paperwork to help their area grow. In other cases, one leader takes on the responsibility of running an entire area.

All of these highly skilled leaders, whether working alone or together, demonstrate their commitment to RI on a daily basis.

To support our community meetings, we are implementing new strategies to reach out to people who may need our services, revamping our leadership training methods, and working with area leaders to provide public relations tools. Additionally, RI continues to provide low-cost mental health services through new avenues and technologies such as telephone meetings, online meetings, and social media outlets. These measures have extended RI's services to people throughout the United States and abroad, and reflect the continued interest in the RI method.

**“RI has given me more self-respect and the ability to express myself in a cultured manner.”**

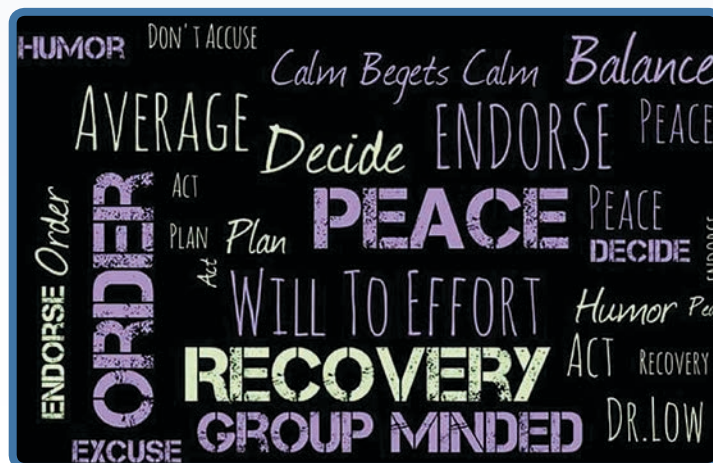
## Online Meetings

Recovery International offers several options for people seeking online meetings and interactions: Chat Rooms, Facebook, and Web Meetings.

### Web Meetings

These online meetings are similar to face-to-face meetings and offer members from around the world the opportunity to participate in a virtual space. Web meetings follow the same structure as other RI meeting formats. We discuss temper and environment, complete a reading each week, support attendees with the structured four-part example, and offer mutual aid.

In 2016, we increased the number of web meetings offered each week from one to three, and this year we plan to expand further. We have prepared 23 power point presentations with excerpts from the readings, and participants can follow along on their screens as well as ask questions and offer comments.



Now serving 150 people per month, RI web meetings have drawn participants from as far away as Japan, Saudi Arabia, and Great Britain. We've also had teens participate along with their parents. We believe that their comfort level with technology and the anonymity of this format is conducive to youth participation.

If you would like to participate in an online meeting from the comfort of your own home, please register and log in on the Meetings tab on our website. Steve Ferradino will assist newcomers as they become accustomed to this format.

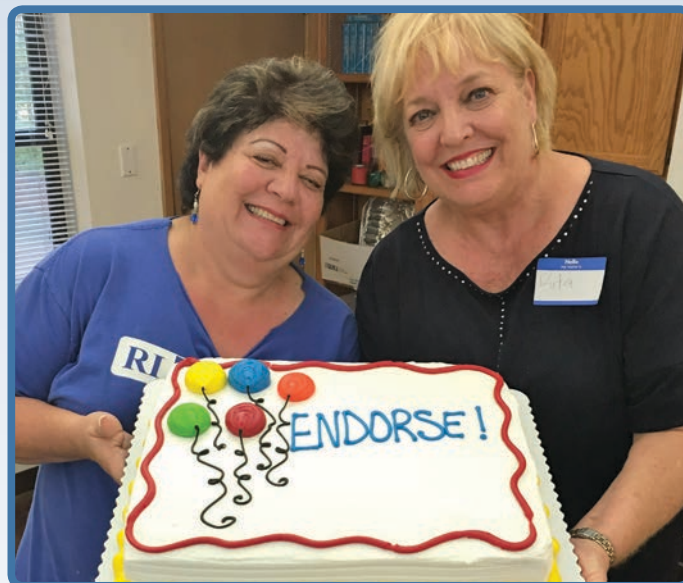
### Facebook

We created two new Facebook pages in 2016. The first, the open page—available for anyone to see—is for announcements, events, promotions, the newsletter, and Weekly Wisdoms. More important, though, is the closed page—intended to offer some of the features of a “meeting”, where people can post examples and get feedback. Irene L., one of our dedicated volunteers from the San Diego area, monitors the closed page.

### Chat Rooms

In 2016, Gus O. and his team have facilitated chat room meetings for about 70 participants each week, totaling about 3,300 mental health service hours per year. Gus and

his team also regularly monitor the chat rooms, with the aim of helping those with immediate needs. To join in, go to the Meetings tab on the website and login at the chat room page.



## Telephone Groups

The first telephone pilot meeting was launched in July of 2004. Through the hard work and dedication of our excellent leaders, phone meetings have expanded and attendance continues to grow.

The phone groups presently hold 19 meetings per week, with 983 meetings held in 2016 serving 15,120 participants. Via these phone groups, our 19 leaders, 18 assistant leaders, 2 apprentice leaders, and 2 part-time staff, introduce individuals to the Recovery International method and provide daily meetings to those who do not live near community meetings, cannot attend in person or who simply find phone meetings better suited to their schedule.

The Introduction to Recovery meetings were restructured in January 2017. Our new system provides newcomers a weekly training meeting designed to help people learn and practice the RI method. Once newcomers have successfully completed six consecutive training sessions, the meeting leader will determine if they are ready to advance to supplemental meetings. After

continued practice, participants may advance to assigned meetings.

We also have a system in place to assist those already familiar with the RI method who would like to transition to phone meetings. Several types of phone meetings are currently offered: Traditional Assigned, Supplemental, Literature, Introduction, and Special Focus for those with chronic health problems.

To learn more, please visit our website [www.recoveryinternational.org](http://www.recoveryinternational.org) or contact staff members Gilda Marconi or Camille Rizzo.

**“RI helps me to manage my daily life and the feelings I experience in each day.”**

# Community Partnerships

Building relationships in local communities is important to Recovery International's success. Whether making use of a local facility to hold meetings, partnering with another mental health organization to augment their programs, or securing funding for promotional efforts and expansion, our Area and Group Leaders network with others to introduce RI to multiple communities.

For example, two key partnerships formed in San Diego have enabled us to serve the truly needy. The first, a collaboration with Mental Health Systems, introduced RI to the Serial Inebriate Program (SIP), which serves those who have been repeatedly arrested for public intoxication and who suffer from chronic alcoholism, drug addiction, homelessness, and mental illness. These people are given the choice of going to jail or being in the program, and those who choose SIP learn the RI method to manage their anger and fears.

In a second Mental Health Systems collaboration, RI facilitates meetings at Harmony Women's Rehabilitation Program, assisting young mothers

who are trying to regain custody of their children by addressing their mental health, addiction, and anger management issues.

In addition, through a long-time collaboration with San Diego's Community Research Foundation, RI offers 10 meetings at various community centers and clinics, providing tools for participants to manage their mental and behavioral health issues. These key partnerships allow RI to offer 14 meetings serving more than 100 people per month who would not be reached through our regular meetings.

In Los Angeles, Recovery International has partnered with a local self-help center, SHARE!, to add to the other programs offered there. This enables us to reach and serve people with a broad range of diagnoses.

We are grateful to our community partners in southern California, and to all those throughout the country who support RI programs, host meetings, and refer people to our services:

Arbor Vista Clubhouse Library  
Arcadia Mental Health Center  
Beth El Synagogue  
Biblioteca Municipal de Bayamon  
Boca Raton Community Center  
Bourne Memorial Community Center  
Brecksville Community Center  
Brentwood Public Library  
Brookdale Senior Living  
Bryden Place Nursing Home  
Burke Center Conference Room  
Burns Community Center  
California Men's Center  
California Pacific Medical Center  
CAHM Forum (Community Alliance  
Healthy Minds)  
Campus Office Park  
Carlsbad Senior Center  
Casa Del Sol Clubhouse  
Centerville Library  
Centro de Bellas Artes Guayama  
CHEC Centre  
Chevy Chase Community Center  
City Island Library  
Clarence Public Library  
Cleveland Clinic Beachwood  
Community Center of La Canada  
Flintridge  
Community Counseling Center  
Community Miracles Center

Community Research Foundation  
Clubhouses and Clinics  
Community Resource Center  
Community Service Building  
Corner Club House  
DePaul City Center  
Deptford Free Public Library  
Douglas Park Clubhouse  
East Corner Club House  
Ecumenical Center for Religion  
and Health  
Elant of Newburgh  
Employment Services Advisory Board  
Exodus Recovery Admin Offices  
FDR VA Hospital  
Forest Hills Public Library  
Fourteen Holy Helpers School  
Greenwich House  
Guardian Angels School  
Gus Velasco Neighborhood Center  
Hampton Hospital  
Harbor UCLA Medical Center  
Heritage Oaks Office Bldg  
Hollywood Mental Health Center  
Horizon Club  
Horner Park Field House  
Incarnate Word Retirement  
Community  
James J. Peters VA Medical Center  
Jeff Industries

John Merlo Public Library  
Kaiser Permanente  
Kearns Library  
Maimonides Medical Center  
Mapleton Clinic  
Mar Vista - Culver City  
Marks Street Senior Center  
Memorial Hospital Rebel Drop-in  
Center  
Mental Health America  
Mental Health and Addiction Network  
Mental Health Center of Greater  
Manchester  
Mental Health Systems:  
Harmony Women's Rehabilitation  
Serial Inebriate Program  
Mariposa Clubhouse  
Employment Services  
Advisory Board  
Methodist Richardson Hospital  
Metro Hospital  
Mid-Coast Regional Recovery Center  
Missoula Public Library  
Montana State Hospital  
Mountain View Clubhouse -  
Desert Palm  
NAMI (various state and city chapters)  
Neveh Shalom Synagogue  
Old Northwood Community Center  
Olewine Memorial Library

## “RI brought calm and peace to my life.”

Orange County Mental Health Assn.  
Orange County Wellness Center  
Oregon State Hospital  
Peer Place -Park Plaza  
Plainview Beth Page Public Library  
PNC Bank  
Prospect Park Yeshiva  
Putnam Independent Living  
Service  
Rancho Penasquitos Library  
Rancho San Diego Library  
Recovery Academy  
Richford Fire House  
Ridgestone Condos  
Ring Seven Building  
Rite Self Help Support Center  
River Oak Center  
Rose Hill Center  
Sacramento County Mental Health  
Treatment Center  
Sacred Heart University  
Salina Public Library  
San Diego Mental Health Coalition  
Senior Service Center  
SHARE!  
Silicon Valley Community

Foundation  
South Bay Mental Health Center  
Southern Adirondack Center for  
Independent Living  
Southfield Civic Center  
St. Joseph's Regional Medical  
Center  
St. Paul's School  
St. Pius School  
Starting Point  
Suicide Prevention Council  
Sunshine Group at Mardel Christian  
Temple Emmanuel Mental Health  
Committee  
Thibodaux Public Library  
Thurnher House, Lacy Park  
University City Library  
V.A. Community Center  
Waccamaw Mental Health Clinic  
Webster Community Center  
West Islip Library  
Wheatfield Towers  
Wilson Epstein Building  
Wolverine Area Senior Center  
Woodland Memorial Hospital  
Woodland West Library

Youth Group Building  
Zion Lutheran School

Plus more than 165 churches of many denominations across the country that open their facilities to our meetings.

### 2016 Highlights

- 530 U.S. area and group leaders
- 416 Web and chat meetings
- 852 Affiliate meetings in Canada
- 983 Phone meetings
- 1,275 Affiliate meetings in Ireland
- 19,448 Peer-led meetings in U.S.
- 132,900 People attending meetings

## Recovery the Family Way

I was introduced to Recovery International at Rose Hill (a mental health treatment facility in Michigan). When I came home after nine months, I told mom and dad about RI. We eventually went to a meeting in Dallas, and were blown away.

In 2011, the three of us decided to learn enough to bring RI to Denton, Texas, where we lived. As we taught the RI method to others, they grew alongside us.

One person started out needing to be in her apartment all the time, then became able to drive, and now is functioning fine in doing daily chores and activities. Another person got a job while using the RI method. A third person got a sales job, became a boss, and was sent overseas to start an office there. Another person in our group moved from working in a job that wasn't a good fit for him to finding a job he really liked where his employer also likes him. These are only a few of the successes we have had.

My own successes include finding a friend at RI, and working the program myself so that mom and dad had the confidence that they could take a vacation without worrying about me. While mom and dad were on their trip, I found ways to stay busy. My sister took me out to eat and took me along while she did errands.

My growth in the RI program has been slow, but I have matured. Before RI, after every step I took in growing mentally, I slid backwards. RI has supported my steady growth forward, with no slips back.

I remember a long time ago when I was scary to others because of my outbursts. Now, for five or six years, I have stayed out of the hospital. With the RI tools and spots, I can decide to stay calm for my benefit as well as the benefit of family and friends.

**Thomas Fidler**  
*Denton, Texas*



## 2016 Donor Honor Roll

We are grateful to all our donors for their support of RI's mission this past year. These gifts enable us to serve those who cannot contribute and to expand programs to serve new populations in need.

### Platinum Patrons

Anonymous  
Phyllis Low Berning  
Dolores Bihun Estate  
Moyra Curran Estate  
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Dolores Fuhrman Estate  
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Marcella Welch  
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Steve Hicks

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Janice Ritland  
Rebecca Wightman  
Sandra Wilcoxon  
David Wood

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Cliff Bennett  
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Ian Cullen  
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Marjorie Geister  
Rose Marie Goodnough  
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Anna Hower  
Leo Hull  
Peter Jardine  
Vivian Kline  
Joanne Lampey  
John Lane  
Sharon Levine  
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David Wiesner  
Jan Zausmer

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 Joyce Zimmerman  
 James Zubulake

**Due to space constraints, we are not able to list names of those who contributed less than \$100—but every gift is important to us and our mission. Please contact us if we have made a spelling error or have inadvertently left your name of the list.**

**The "RI quotes" throughout this report are from the Harmony Women's Program in San Diego.**



#### **Tribute Gifts**

It is always heartwarming to receive gifts in honor of or in memory of people who have touched the lives of others. In 2016 we received tribute gifts for the following:

#### **In Honor Of...**

David & Jean Covington  
 Steven Farradino  
 Ian Gold  
 Harold Gorelick  
 Mary Hills  
 Sandra Hofferth  
 Barry Hopper  
 Celinda Jungheim  
 Tom Kane  
 George Klanica  
 Kim Klaus  
 Lois M. Lauy  
 Gene LeFort  
 Sharon Levine  
 Philip Mancuso  
 Gilda Marconi  
 Tricia Mendoza  
 Hubert Mosschella  
 Kathy Nies  
 Joyce Oliver  
 Elaine Vosit  
 Martha Zausmer

#### **In Memory Of...**

Lorraine Badurina  
 George Bliss  
 Antoinette Cesaranno  
 Olene (Wilke) Chard  
 Rosemary Clark  
 Phil & Maxine Crane  
 Jolene Elconin's Father  
 Mary K. Fenlon  
 S. Gavern  
 F. Gendler

#### **Rabbi J. Godfrey**

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 Gloria Heller  
 Joyce Hohn  
 Dorothea Hunt  
 Denise Johnston  
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 Ralph Kluter  
 Marge Limprecht  
 Virginia Mamola  
 Mary Eileen McCora-Nestler  
 Carolyn McDaniels  
 Robert McIntyre  
 Alvin E. Neumeyer  
 Bob Nies  
 Nancy Pillar  
 Anne-Marie Polley-Kane  
 I & M Richman  
 Susan Tossetti  
 Josh Wagner  
 Lou Walsh  
 Matthew Wilson  
 Mary Zena  
 Mom and Dad  
 Wilma

**Our list is undoubtedly incomplete. We sometimes receive tribute gifts with no name designated. Please accept our apologies if we have inadvertently omitted your loved one's name, and contact us so that we may correct our records.**



## Society of Dear Ones

The Society of Dear Ones recognizes people who have provided for the future of Recovery International by including RI in their wills or estate plans. We are deeply grateful to the following for letting us know of their intentions, and we honor those who have made bequests:

Marcia Ashby  
 Elaine Barber  
 David Becker  
 Stella Benkel  
 Phyllis Low Berning  
 Sue Beyerlin  
 Cliff Brown  
 Thomas Burt  
 Donna Cable  
 Edith Campbell  
 Hal Casey  
 Jeanne Clawson  
 Gary Collier  
 Robert Coleman  
 Darlene Day  
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 Margaret Doyle  
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 Robert MacIntyre  
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 William McGinn  
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 Floretta Morris  
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 Randall Petersen  
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 Jane Razza  
 Linda Reese  
 Ruth Reynolds  
 Isadore Richman  
 Harry Rubin  
 Joyce Smith  
 John Soderstrom  
 Hector Solivan  
 Nellie Taylor  
 Mollie Torgenson  
 Linda Weintraub  
 Anne Welsh  
 David Wood  
 James Zubulake

**Estate Gifts Received:**  
 April Barthelmes  
 Joseph Bartz  
 David Becker  
 Gayle Berlin  
 Dolores Bihun  
 Sydney Bryan  
 Eleanor Butcher  
 Esther Cicero  
 Jeanne & Rodger Clawson  
 Virginia Cline  
 John Cobn  
 Frieda Cohen  
 Jeanne Contazzo

Moyra Curran  
 George Davis  
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 Anita Singer  
 Edwin Spiegel  
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 Garnet Stricklin  
 Harold Van Deest  
 Anne Welsh  
 Celeste West  
 Anne Will  
 Lilyann & Edward Yokel  
 Mary Zena  
 Leonora Zinn

If you wish to join the Society of Dear Ones, simply notify us of your intention to include RI in your estate plans. You do not need to tell us the amount of the planned gift—every contribution is precious to us. For assistance with language to use in your will, contact Sandra Wilcoxon at 312-962-5991.

# 2016 Financial Statements

## Balance Sheet as of Dec. 31, 2016

Current Assets	\$691,851
Fixed Assets	\$15,908
Other Assets (Area Accounts)	\$143,320
<b>Total Assets</b>	<b>\$851,079</b>

Current Liabilities	\$33,838
Equity	\$817,242
<b>Total Liabilities &amp; Equity</b>	<b>\$851,080</b>

Budget Performance	2016 Actual	2017 Budget
<b>Revenues</b>		
Contributions	\$294,614	\$331,250
Grants	\$140,888	\$142,800
Sales & Earned Revenues	\$34,789	\$36,740
Membership	\$24,212	\$30,000
Volunteer Services & Misc.	\$1,085,348	\$1,047,130
<b>Total Revenues</b>	<b>\$1,579,851</b>	<b>\$1,587,920</b>
<b>Expenses</b>		
Program	\$377,218	\$282,496
General & Administration	\$259,548	\$203,100
Fundraising	\$72,959	\$77,320
Volunteer Services & Misc.	\$1,025,745	\$1,025,000
<b>Total Expenses</b>	<b>\$1,735,470</b>	<b>\$1,587,920</b>
<b>Net</b>	<b>-\$155,619</b>	<b>- 0 -</b>

## Financial Notes

I was hired in September 2016 to address a financial situation that had gone on too long. Recovery International had—with the best of intentions—operated a deficit budget for several years in anticipation of new grants and revenues that did not materialize. Clearly, this was not a sustainable model, and it whittled away at cash reserves built up from the sale of the building downtown.

The good news is that RI has no debt. And by cutting back on many expenses and slowly building up new revenues and funding sources, I believe we will be operating in the black soon. I have included the 2017 budget here so that you may see the plan to reach a balanced budget.

In my short time here, I have come to realize how important this organization and the Recovery method is to so many people. I have been impressed with the number of people who have used this method for 20-30-40 years! I can see the value RI has

had and can continue to have for younger people, and I believe we must become more visible in the mental health community to attract more people to our program. We must also train new leaders and assistant leaders, and be willing to pass the mantle to the next generation. With everyone's support, we can help RI become stronger and survive its current financial challenges.

Sincerely,



Sandra K. Wilcoxon  
Chief Executive Officer

## Recovery with Faith

Since RI began, the organization has had a prohibition against discussing religion, sex, and politics at meetings. This was considered a practical rule, designed to avoid sensitive topics that might provoke temper, nervousness, or embarrassment in a group setting. However, recently, we have had the opportunity to present the RI method in the context of a spiritual community, in a way that is not antithetical to our mission.

In the wake of grief following several teen suicides in San Diego, a psychotherapist, social worker and pastoral counselor at Saint Mary Magdalene's Catholic Church recommended Recovery International to church staff. This endorsement helped us secure funding for training, allowed for advertising in church bulletins, and enabled them to provide a training room. More than 50 people attended two training sessions over a six-week period, and RI received favorable comments on the final evaluations. The trainings were intended to give people the RI tools for dealing with their anger, anxiety, and depression over recent incidents, and to improve communication within families. RI staff and leaders also presented panel demonstrations at two other San Diego Parishes, and RI member Tricia M. published an article regarding the training in the *Southern Cross*, the official newspaper of the Diocese of San Diego.

These meetings were open to church members only, and held on church grounds. The meeting opened and closed with a simple prayer, but the RI Leader abstained from discussing religion as part of the demonstrations and trainings. Thus, staff followed the RI Method and philosophy, but since the presentation was made to a closed group, they were allowed latitude that would not have been permitted in a regular meeting that was open to the public.

Since then, representatives of a Jewish Synagogue have approached the San Diego office with a request to hold RI trainings for their members, and this faith-based link may prove to be a positive way to reach new people in need. Religious staff are often the first to be approached by family members regarding mental and behavioral health issues. Partnering with faith-based organizations will give staff and members the resources they need to help congregants deal with mental and behavioral health issues in their families, to refer people to RI, and to perhaps host an RI meeting for their members.

**"RI gives me more  
humor when  
it comes to  
my trivialities."**

## Leadership

### Executive Committee

**Joanne Lampey**, President  
*New York*

**Joan Nobiling**, Vice President  
*New York*

**Nicole Cilento**, Second Vice President  
*New York*

**Michelle Barker**, Secretary  
*New York*

**Hal Casey**, Treasurer  
*New Jersey*

**Sandra Wilcoxon**, CEO  
*Illinois*

### Board Members

**Judith Bakke**  
*California*

**Phyllis Berning**  
*Illinois*

**Brendan Minnock**  
*Ireland*

**Marilyn Schmitt**  
*Illinois*

**Linda Stanton**  
*Minnesota*

**Rob Winike**  
*Oregon*

### Staff

**Sandra Wilcoxon**,  
Chief Executive Officer

**Hiran Bhatt**,  
Program Director

**Everlean Pelt**,  
Office Administrator

**Lisa Garcia**, Project Manager  
*San Diego*

**Sharon Levine**,  
Administrative Assistant  
*San Diego*

**Camille Rizzo**,  
Telephone Groups Manager

**Gilda Marconi**,  
Telephone Groups Assistant

**Steven Ferradino, LPC**,  
Online Meetings Manager

### Professional Services

**Chicago Transom Partners**,  
Accounting, IT & HR