

## Deborah

“I graduated from Iowa State with a degree in human sciences, but I never really worked in the field. I’ve had a very diverse work experience,” Deborah explained as she sat down in the chair across from me. Come to find out, Deborah has worked as a cashier to a Point-of-Sale technology installer and everything in between.

“When I was working as an installer of equipment at gas stations and there was a man who didn’t want the technology because he felt Big Brother was watching and didn’t like the new technology. He even pointed a gun! So my supervisor sent me down there and I just sat with him and listened. Then I asked if he liked his microwave. He said yes. So I asked if he liked it when he first got it. Then the conversation went from there and he trusted me enough to let me put in the new POS system.”

Deborah specializes in speaking to people on their own terms and she’s wonderful at building relationships with our clients here at the shelter, just like she did with that man at the gas station years ago. Now she volunteers here at the shelter several days a week on our front lines helping our staff do intakes, de-escalate conflicts, sort the mail, and whatever else someone might need help with. “I love getting to interact with people and really meet them where they’re at. It’s my job to come to them and support them from there.”

When Deborah isn’t here at the shelter interacting with clients, she loves to spend her time tending her garden and watching ISU sports.