



TIP of Orange County

www.tiporangecounty.org

**Mindy Daffron, Co-Crisis Team Manager
Kristi Hofstetter Batiste, Co-Crisis Team Manager
Diane Metcalf, Community Relations Manager**

Mindy first began with TIP as a volunteer in February, 2010 and is excited with her new job as a co-crisis team manager. "I believe that TIP is a wonderful program and very needed in every community." "I am excited to have the opportunity to do what I can to make it and keep it a successful program."

Kristi, who has been volunteering with TIP Orange County for almost 8 years, says some of her favorite things about TIP are "the people, there is a great group of dynamics and personalities that work so well together." She is also excited to co-manage with Mindy because she "loves that we are bringing two sets of experiences, ideas and ways of doing things to the team." "We both have strengths and personalities and I know that we will bring great balance to each other and to TIP Orange County. I look forward to working with Mindy as we grow together and grow TIP OC"

Diane, while new to TIP Orange County, also isn't new to TIP. Diane was a volunteer first before becoming a staff member. Diane began volunteering in the Yuba Sutter TIP affiliate in February, 2011. Diane, who was anxious to move back to Southern California says "I am so blessed to be placed in this position and I'm thankful for the trust of leadership."

All three new have been busy settling into their new jobs and are looking forward to all the challenges and rewards that come with being TIP Orange County staff members. We interviewed Mindy, Kristi and Diane so you could get a chance to know them a little better. Be sure to read their stories, after all, who would have known we had a clown, a woodworker and the Pillsbury Dough Boy in our midst!



Mindy Daffron, Co-Crisis Team Manager

You began volunteering a couple years ago. What brought you to TIP?

I decided to become a TIP volunteer after a neighbor passed away at home and I went to help her kids and was at a loss for what to say and how to help. I realized that I wanted to be better prepared and able to help others in those types of situations. A friend told me about TIP and it seemed to be the perfect fit to be able to help others in my community.

What are some of your



Kristi Hofstetter-Batiste Co-Crisis Team Manager

Before becoming a Co-Crisis Team Manager with TIP Orange County, you held many other leadership roles within TIP. What were they?

I have been a briefer, de-briefer, volunteer, dispatcher, mentor, and the first K9 Team to work in TIP.

The first K-9 team? Tell us about that.

I was originally led to TIP by my dog. He "career changed" from Guide Dogs for the Blind and needed to work. We did high level therapy work and then trained as a crisis team.



Diane Metcalf Community Relations Manager

You were a volunteer first before becoming the Community Relations Manager with TIP Orange County. Why did you choose to volunteer with TIP?

Although I had never volunteered in the past, there was a desire to do so and be a part of the community. I knew I wanted to be a part of an organization that I could relate to in some way based on my own life experiences. TIP completely filled that. In 2001, My Mother was killed by a drunk driver, so I understood the trauma of a sudden death and the lonely, helpless feeling that follows.

What are some of your favorite things about the TIP program?

favorite things about the TIP program?

I believe that people are meant to be there for one another in good and bad times. TIP provides a way to do that, helping citizens be there for one another during a traumatic situation. I also love the fact that there are so many citizens that are willing to volunteer their time to become a TIP volunteer and help those in need.

What do your family/friends say about your involvement with TIP?

My family is extremely supportive and encouraging about my involvement with TIP. My husband loves the program as well and never complains when I run out of the house on a call

While we were waiting for the next "disaster" to strike the group suggested we volunteer for TIP, the Red Cross, etc. I was intrigued by TIP and the work that was happening. I called Wayne. . .he was not sold on the dog but invited me to join. I was in the program for about 2 weeks and a tragic suicide occurred. It was a perfect opportunity for "Jamison" to show the group what he was capable of. . .the rest is history. "Jamison" volunteered in TIP Orange County for almost 4 years before he was retired and I am still with the group. Now he waits for me when I return from calls with a wag of the tail and a good lick and is up with me every time I dispatch a call.

What do your

Besides all of the wonderful volunteers, leadership and We are trusted by first responders. My favorite thing about TIP is the fact that we are there to simply be by the side of a family. In the first few hours of a tragedy we offer support and after a call, on the day of or days following we connect with the victims providing valuable resources to help guide and answer questions that may arise.

What do your family/friends say about your involvement with TIP?

My family respects and honors my involvement. They often say how they admire my passion and dedication to TIP. I have full support from those close to me and I appreciate that very much.

What about your new job as Community Relations Manager excites you the most?

during dinner or turn on all the lights in the middle of the night when I get a call. He does like to tell me that I'm causing a second injury if I am not nice to him.

What about your new job as co-Crisis Team Manager excites you the most?

Besides being excited to have an opportunity to do what I can to make it and keep it a successful program. I am excited for the opportunity to meet with first responders and discuss how TIP is working for them and how we can continue to build the program and help more citizens that are experiencing a trauma.

What do you do when you are not "TIPing"?

family/friends say about your involvement with TIP?

They think that I am slightly crazy. But, I think they have known that for a while. My four year old knows that I am a "helper" he knows that it's important to "help". He likes that someone is there to help others. What is awesome is that he knows enough about the program and about what I do to act it out when he plays. . .I over hear him making readiness calls to volunteers--which is awesome

What do you do when you are not "TIPing"?

I try to do a little of everything. Love my kids (2 and 4) and take them for outings as much as possible, we

I am most excited about the NODA (No One Dies Alone) Program. I believe this is valuable to every community and I look forward to developing this program. Not to mention making new friendships in OC!

What do you do when you are not "TIPing"?

I absolutely love long walks along the beach, photography, spending time with friends and family and spontaneous road trips!

How would you describe yourself in 3 words?

Resilient, Resourceful, Loyal

Diane, tell us something most people don't know about you.

I performed as Flutter the Clown in the Royal Hanneford Circus when they came to the Palace of Auburn Hills located in Oakland County MI!!!

I have two kids so I am usually driving them around and spending time with my family. I also enjoy volunteering at my church food pantry and other outreach area with my church. I am also assisting my husband with some projects to help people in South Sudan

Do you have a favorite hobby?

I enjoy woodworking - mostly making something out of scrap pieces of wood.

Is there a quote that is especially moving for you?

Yes, "humility is not thinking less of yourself; it is thinking of yourself less"

Mindy, when you were a

love museums, beach, parks, swimming, concerts, zoos, and travel. I want them to experience as much as humanly possible.

Also, my husband is from the south and loves good food. So, I love to cook and experiment in the kitchen. I have learned a lot about southern cooking--by trial and error.

What is the best advice you have ever received?

To not be afraid to make mistakes just own them when you do.

Kristi, is there one thing you wish someone would ask you about?

About my experience as the Pillsbury Dough Boy.

*kid, what is it you wanted
to be when you grew up?*

**I wanted to run an
orphanage in Africa.**

Sounds like a long
story, maybe we will
save that for another
day :)