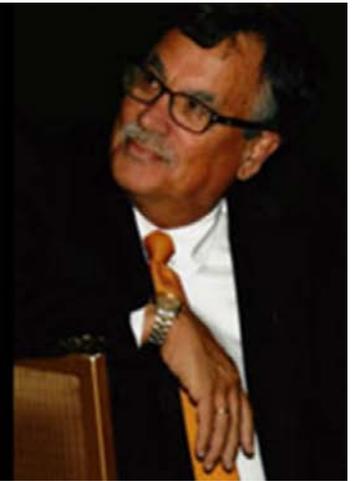


MY VIEW



Founder Wayne Fortin



PURE LUCK

Recently, our internet service went down at our home (you can imagine the panic and anxiety that permeated this internet dependent household!). We called the AT&T technician who arrived quickly. In about an hour our service was restored. I went outside to thank the technician and I asked “*How did you fix it?*” He paused and sheepishly smiled and said “*It was pure luck.*” He went on to say he “*just happened*” to look up and saw a frayed cable. I found the technician’s **pure luck** response very refreshing. He could have said “*We’re trained to find problems*”, or “*I have been doing this for 25 years.*” But no, he gave the credit for the fixed internet to **pure luck**.

Thanks to the humble AT&T man, I have been thinking a lot about **pure luck** and the role it has played in TIP’s development and on everyday TIP calls. **Pure luck** goes by a variety of names... “good fortune” ... “blessed” ... “coincidence” ... “lady luck” ... “a guiding hand.” But we all know the experience of good luck in our lives and have been grateful for it. When I look back at the growth and development of TIP over the years, it’s remarkable to realize what a major role **pure luck** has played.

At times, **pure luck** appeared as a “happy coincidence.” For example, TIP co-founder Steve Scarano and I have agreed that unless the mental health department where I worked and the police department where he worked were right across the street from each other, TIP would not have gotten started. This simple coincidence...the proximity of the mental health building to the police facility...made it possible for me and Steve to establish the strong relationship upon which TIP was built. Sure, TIP was a good idea. But it was the location of two buildings that made TIP possible.

Many times, **pure luck** has come in the form of people...people who showed up just when we needed them to help us move forward or to solve a major problem. For example, Betsy W “just happened” to read about a grant in a publication she never read before. Then she “just happened” to put the grant notice on my desk in an office she had never been in before. Then I “just happened” to apply for the

grant, something I had never done before. Then we received that grant which gave us the funding we needed to expand outside of the San Diego area. Lady Luck in the person of Betsy W was at it again.

Good luck has played a role “on the front lines” of delivering TIP services. Years ago, we noticed that TIP volunteers always seemed to be dispatched to calls that were perfect for them...the right volunteers were being sent to the right calls. We could have patted ourselves on the back and taken all the credit for good dispatching and top-notch scheduling, but we saw it for what it was...an invisible guiding hand ensuring our success. We named this guiding hand “The Big Dispatcher in The Sky.” Today, The Big Dispatcher is alive and well in TIP Affiliates across the country.

Since the beginning, TIP volunteers have experienced the phenomenon of **pure luck** on TIP calls. It is common for volunteers after calls to take a deep breath and say something like ... “*Thank God the police were there*” ... “*I was lucky a priest just appeared*” ... “*I don’t know where that idea came from*” ... “*Thank God for the neighbor*” ... As good as our volunteers are, they recognize there is an element of **pure luck** on TIP Calls.

I think it’s important to occasionally recognize and acknowledge the role of **pure luck** in our TIP successes. Without this appreciation for **pure luck** and without occasionally thanking “The Big Dispatcher in the Sky” we will take ourselves too seriously. We won’t have the humility TIP volunteers and leaders need to be effective.

Thank you, AT&T man, for the reminder about **pure luck**, and thank all of you for your selfless service to our communities.

HAPPY THANKSGIVING