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I had no way of knowing when I first took this job that it would end up being my calling. I love the fact that no two days are alike, that the dynamics change day to day. I take it as a challenge to think outside the box to find ways to improve someone's capabilities and potential, especially individuals like Ricky who are nonverbal. I realized early on that you can't always make out what he's saying, but he has a voice. I've been working with him on the iPad, finding videos he likes. Now that he knows he has a voice, he tries to sing. That's what it's all about.

SUE EYNON