

# THE *Express*

OUR WESTCARE STORIES  
FROM AROUND THE WORLD



## Welcome from Dick Steinberg

*President & CEO*

Every May and organization-wide, we are proud to recognize **Mental Health Awareness Month**. One of the leading forces in addressing the needs of those living with mental illness, Mental Health America, has designated the theme for this year's observance as "Back to Basics." With many inconsistencies brought forth by the pandemic and a continued lack of mental health services for many, it is essential to look at the fundamental issues that prevent many from getting the care they deserve. First and foremost, we must continue the vital work of helping erase the multi-generational stigma that surrounds the topic of mental health and the act of simply reaching out for help when someone truly needs it and can benefit from it. When coming from the heart, our words can be compelling. So, by sharing our honest accounts of how mental health affects us, we can open doors to care that others would likely be too reluctant to open, which could be a lifesaver. As a provider of services to a variety of populations which includes but are not limited to Veterans and their families, individuals with a substance use disorder, individuals experiencing homelessness, and those whose path to us may have begun with traumatic experiences – mental health is interwoven into so much that we do. With this in mind, we vow to continue providing services for those in need and to advocate and educate while continuing to be a force of change to enable access to care.

May was also a critical month of support for Veterans, active-duty members of the military, and their families with many different observances ranging from **National Military Appreciation Month** to **Silver Star Service Banner**

**Day** on May 1, and **Military Spouse Appreciation Day** on May 6. With this said, I'd like to welcome my colleague and fellow Veteran, Colonel Craig Knierim, to provide a special message for our brave women and men of our nation's armed forces, past and present, in thanks of their dedication, service, and sacrifices.

*Dick Steinberg*



With May being such an essential month for honoring our active-duty, reserve, and retired members of this great nation's armed forces - I would like to thank our dedicated Veterans services staff for all that they do. Through your continued service, care, and empathy, we will continue to provide the necessary support for the men and women who have given everything to protect the freedoms that we are so fortunate to enjoy.

To my fellow Veterans, I stand with you and promise to continue to advocate for you as we look to expand WestCare's supportive services for Veterans and their families. Just as you gave your all to fight for us and our way of life, we will continue to fight for you and ensure that you receive the respect you deserve and the necessities of food, shelter, and employment that lead to independence and happiness. On behalf of myself and the entire WestCare family of programs, we salute you and we thank you. God bless you and God bless America!

*- Craig J. Knierim, USAF, Col (ret)  
Senior Vice President of Veteran Services, WestCare Foundation*



### Starting Over Anew

By Cheryl Debatt, *Vice President*

Congratulations on a job well done! Michael P. recently went from homeless to employed thanks to the help of Chaz Martinez, Program Director for the **Health Resources and Services Administration (HRSA) Rural Communities Opioid Resources Program (RCORP)**. When the call was received that a homeless man needed help to change his life, WestCare Arizona stepped up and went to work! Through emails, Chaz was able to secure clothing, personal hygiene products, and a haircut with beard removal. Wow, what a transformation and congratulations on the wonderful change! Michael was so excited that he couldn't believe his eyes. Starting over, especially after living in a tent along the Colorado River for several years isn't easy, but when determination hits - there's no stopping. Once the new look was complete, Mr. Martinez worked with him on his interviewing skills and secured a stable residence for him. Starting over has never felt so good!



WestCare Arizona



@westcareaz



### The 48th Annual Fresno State Vintage Days

By Michael Mygind, *Director of Marketing*, WestCare California and Nevada

In late April, our various programs returned to provide outreach at the **48th Annual Fresno State Vintage Days** event at **California State University, Fresno**, which for some of our programs, marked their first outreach opportunity since the pandemic began! In addition to the local food and crafts on-hand, this three-day event allowed us the opportunity to discuss our services with hundreds of attendees at one of Central Valley's most beloved annual events!

We'd like to send special thanks to our staff with **San Joaquin Valley Veterans (SJVV)**, **MLK Residential**, **Fresno Admissions/Adult Outpatient**, the **Fresno Day Reporting Center**, **The Living Room**, **Behavioral Education And Treatment (BEAT)**, and **Housing Services** for taking the time to make the booth their own and share about the services that they provide for individuals and families in need!



WestCare California



@WestCareCA



@westcarecalifornia



## Joining Forces to Better Services

By Belinda Morales, Program Assistant

In April, Mr. Cristian Duarte, Chief Operating Officer of **WestCare Caribbean and Latin America**, met with Mr. **Daniel Enrique de Jesús Rivera Reyes, Minister of Public Health of the Dominican Republic** and Ms. **María Elena Cruz Batista, Dean of UTESA University of the Dominican Republic**. During this productive meeting, all members agreed to join forces towards working together in providing services to communities in need and generate benefits for the homeless population as well as those with a substance use disorder.



## Danny Blanco Joins the Board for Our Local Chamber of Commerce

By Elena Hoyos, Administrative Services Director

Danny Blanco, Vice President of **The Village South**, was elected to serve on the **Miramar/Pembroke Pines Regional Chamber of Commerce's Board of Directors**, an appointment selected every three years. Beginning July 2022, Danny will work side-by-side with state, county, and city representatives as a great asset in representation of local nonprofits. The Chamber's board of directors is an important responsibility and brings with it several requirements and expectations to best serve the Chamber membership and business community at large. The Chamber is committed to the growth and success of our area businesses. To that end, since its establishment in 1969, the Chamber has expanded its organization and subsidiaries to include a scholarship foundation; additional chambers in Pembroke Park, West Park, and Weston; and business partnerships in Davie and Cooper City.



The Village South, Inc @thevillagesouth

@thevillagesouth



**CELEBRATING  
NATIONAL  
ADMINISTRATIVE  
PROFESSIONALS  
DAY!**



**My Success Story**

By Wayne L., Graduate of the Guidance/Care Center's Personal Growth Center

I would like to tell my story of how I overcame many trials in my life to become healed and blessed. In my lifetime, here are some of the things I have dealt with. I had a fractured skull as a small child, which affected my learning and development. I was extremely shy, introverted and lacked self-confidence. I lost my mother to cancer when I was 14 years old and was left

much of the time to take care of myself. I was sexually abused as a young child, which left deep-lasting trauma. I was in an abusive and adulterous marriage and was physically and mentally abused by my ex-father-in-law. I turned to alcohol to try to numb the pain and sorrow. I was later diagnosed with stage 4 cancer, which nearly took my life. While this was going on, my wife left me. At times, my situation left me homeless. I had to quit work because of my illness, which led to me going bankrupt. I suffered from PTSD and major depression. I was contemplating suicide, but by God's divine mercy and intervention, I didn't.

I then went to the **Guidance/Care Center** seeking help. I started seeing a counselor and a psychiatrist and was able to get help dealing with trauma. The medication prescribed also helped. My therapist suggested I go over to the **Personal Growth Center** to check it out. I met many people there who were also going through rough times. The classes that they held helped me deal with my issues. I also became a Chairman of their Advisory Board Committee. This led to me having more self-esteem and confidence as I was constantly told in the past that I would never accomplish anything in my life and how dumb I was. Through the Personal Growth Center, I was able to get housing at Peacock Apartments. After staying there for a while, I was able to get

affordable housing.

Some of the things that I have accomplished since getting treatment are being on the Florida State Mental Health Planning Council as a representative of Monroe County. I would go to the capital in Tallahassee and lobby for more funds and programs for the mentally ill. I also became a volunteer for The Helpline in which I would assist people find and receive aid for their needs. In addition, I became a literacy volunteer in which I helped people who wanted to learn the English language. I eventually went back to church, was baptized, and took part in many bible studies. This gave me great peace and comfort. If you are going through trauma in your life, seek help. Never give up and never lose hope. I pray that my story can be a blessing in someone's life and lead them to recovery. Thank you!

*"He heals the brokenhearted and binds up their wounds." – Psalm 147:3*

*"So do not fear, for I am with you; do not be dismayed, for I am your God. I will strengthen you and help you; I will uphold you with my righteous right hand." – Isaiah 41:10*



Guidance/Care Center by WestCare



**FAVA Partners with Local Grocer to Feed Veterans**

By Jennifer Cleveland, Support Services

For the past several years, the **WestCare Iowa/Family Alliance for Veterans of America (FAVA)** has been generously awarded funds to be able to provide everyday necessities to Veteran households. With these funds, we can purchase items such as food, hygiene products, Christmas gifts, fuel cards, etc. With the funds granted this year, FAVA partnered with the local **Fareway Meat & Grocery** store in Clear Lake, IA to supply our Veterans with a variety of meat products. I recently reached out to Fareway to see if they would be willing to help us with a large order of meat since they are known for their quality meat and fair prices. I worked with the Meat Department Manager, Ryan Sasbender, to put together an order and walked along the meat counter and picked a variety of different meats to fill our freezers. I was impressed with the services that Ryan provided, as they were not only going to order a large amount of product but also went the extra mile to prepare individual portions for us to easily distribute to our Veteran households. They ground fresh beef and pork for us; packaged pork ribs, chicken hindquarters, and beef ribeye; and shaved ham and turkey into individual portions too! We recognized that they put in a tremendous amount of extra work packaging everything we ordered for our Veterans at no extra charge.

Within two weeks, our order was ready to be picked up and when we arrived to load up the product, Ryan and his employees jumped right in and started loading up the vehicles for us. We had a budget of \$3,000 to spend on meat and when I went to pay for the order, I found out that they had rounded down the order to exactly \$3,000 to fit our budget!

We cannot express our appreciation enough for the exceptional generosity and kindness that the employees of Fareway gave our team. It was a true pleasure working with them! The FAVA team was extremely impressed with the service that we received and are excited to be able to provide our Veterans with quality meat in manageable sizes! Thank you, Fareway! We look forward to working with you again in the future!



FAVA (Family Alliance for Veterans of America)

## The Structured Impact Program: Collaborating to Change Lives and Reduce Recidivism

By Michael K Gary, Assistant Program Coordinator

The impact of COVID-19 has brought about many changes in our society. One change is within the **Illinois Department of Corrections' (IDOC)** boot camp programs. The IDOC decided to retire the boot camp or paramilitary format of these specialized programs and institute a more structured programming format. What was once named the Impact Incarceration Program, (IIP) is now termed the **Structured Impact Program (SIP)**. The WestCare staff at the **Du Quoin SIP** site have been working with Superintendent Angie Isaacs on outlining the vision of what this new structured programming will look like and how WestCare's substance abuse program can enhance the services provided to Individuals in Custody (IC). The boot camps were designed for a 120-day length of stay where the ICs would complete both the boot camp and WestCare's program in that time frame. A statute was implemented in January of 2022 that established the SIPs to be a minimum of 12 months and a maximum of 18 months. This extended length of stay presents an opportunity to utilize additional time in working with ICs to develop structure, examine personal potential, and identify a plan once they are released from the institution. The reconstruction of the IIP to the SIP has been a challenge, but it is also exciting to be the pilot program for future programs of its kind in Illinois!



 WestCare Illinois

## Thank You, Brittany

By Anna Bevins, Project Director

Brittany Slone, Program Director for the **WestCare Perry Cline Emergency Shelter**, has made quite an impact on our small community with her sweet personality and tenacious compassion for the underserved population. She can be found, almost daily, spreading the word about how WestCare serves and Uplifts the Human Spirit. Her dream is to raise enough funds to renovate the 85-year-old building that houses the shelter residents. She has placed donation boxes in many local stores so customers can easily make a financial contribution. Most recently, she received a donation of concert tickets to see Poison from the Appalachian Arena to raffle at Hillbilly Days in Pike County - Kentucky's largest festival. She estimates that the repairs to the building will be upwards of \$250,000.

**Fun Fact:** The shelter building is the namesake for attorney Perry Cline portrayed on the "Hatfields & McCoys" television miniseries and is a historical monument on the beautiful backstreets of Pikeville, Kentucky!



 WestCare Kentucky

 WestCare Perry Cline Emergency Shelter

## WestCare Nevada Receives a New Online Home

By Leo Magrdichian, *Vice President*

It is official! After over two years of discussion, web development, and implementation, we are proud to officially announce that there is a new website for **WestCare Nevada**! What initially began as a discussion with senior leadership, Nevada leadership, and certain members of our Community Action Council (CAC) - progressed into the development of the website by one of our CAC members, Mr. Kirk Holmes, his wife and business partner, Becca Holmes, a third business partner, Mr. Steve Wolf, and their company, **Bolt Goodly**. They eventually turned the site over to WestCare IT and WestCare Marketing for the finishing touches and here we are.

We are excited about our new website launch and the information it provides to those who access it. This newly designed website offers quick and easy access to the essential information and programming that WestCare Nevada offers. It also provides updates regarding news (*The Loop*), special events, and opportunities for viewers to get involved through donations and volunteering.

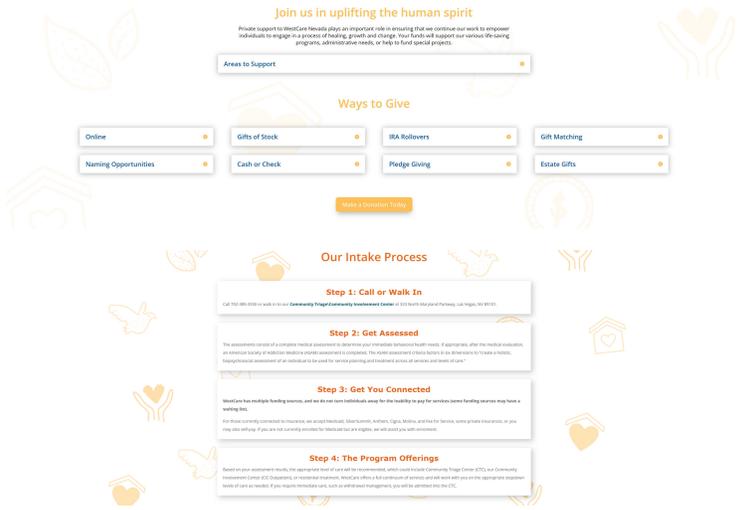
We believe that this new site will allow viewers the opportunity to have a very informative experience regarding our full continuum of care, as we continue to provide evidence-based services, continue to grow, increase our marketing presence, and remain a beacon of light for those who need behavioral health assistance during one of the more challenging and darker times in their lives.

You can access the website and see how we continue our work towards Uplifting the Human Spirit here in Nevada at: [www.westcarenevada.com](http://www.westcarenevada.com)



**Uplifting the Human Spirit**

WestCare empowers everyone with whom we come into contact to engage in a process of healing, growth and change benefiting themselves, their families, communities and communities.



 WestCare Nevada 
  @westcarenevada  
 @westcarenevada



## Miracle Makers Present "Moana" Musical

By Jan Lepore-Jentleson, *Executive Director*

WestCare Ohio/East End Community Service's flagship **Miracle Makers Afterschool and Summer Program** was proud to present the musical, "Moana," before a packed house at **Ruskin School** on Tuesday, May 10.

After a two-year hiatus due to COVID-19, Miracle Makers' 5th and 6th graders decided it was time to continue the tradition of presenting its annual **Spring Musical** to the community. In addition to our young actors, singers, and dancers in the picture, all of the other Miracle Makers students were engaged in building the sets, crafting the costumes, and organizing the props. This "Spark" project engaged students in a multi-disciplinary learning

experience, preparing them to audition for Dayton's **Stivers School for the Arts** (7-12th grade), which is our community's highest-performing public school.

"Moana" joins the list of musicals performed by Miracle Makers in past years, which includes "Annie," "The Little Mermaid," "Aladdin," and "The Lion King."

We are so proud of team "Moana" for bringing the production forward for students, teachers, and school families to enjoy!



 East End Community Services 
  @eastendcommunityservices

## Staff Changes to VETcare Program

By Raymond Powers, *Program Director*



Nancy Pine, who was our **VETcare** Case Manager for our Case Management Grant, has decided to enter retirement to spend more time with her loved ones. We wish her the best and would like to thank her for all of her hard work over the past two and a half years. Congratulations on your retirement!

Please welcome her replacement, Roy McClain. Roy was the Housing Case Manager for Easter Seals. Roy is also retired from the military and brings years of experience helping Veterans to our program. Congratulations on your promotion!



## Providing Services Rooted in Klaingeseu

By Melvira Kyarii Kazuma, *Family Educator* and  
Indirah Tochi Tirso, *Family Educator*



Rooted in the spirit of Klaingeseu (“to help one another” in the Palauan language), **WestCare Pacific Islands’ Cheberdii Belau Center (CBC)** has opened its doors to serve the community of Palau with two new programs for youth and young couples, the **Tutoring Program** for youth and the **Tabesul Deleuill** relationship enrichment program. The Tutoring Program serves youth in elementary school while Tabesul Deleuill focuses on the enhancement of healthy relationships and healthy families by providing educational workshops to young couples ages 18 - 30.

CBC’s Tutoring Program is supported through a partnership with the local high schools and Palau Community College. These community partners helped identify eight tutors with high academic performance and who are ready to assist elementary students. Since its opening in January, the program continues to see a steady increase in the number of students served and has been warmly welcomed by the families. Although the school year is ending soon, the CBC team will use the summer break to enhance its services and prepare for the next school year.

The Tabesul Deleuill program is Palau’s first relationship enhancement program that provides educational workshops on healthy relationships, positive parenting, and financial stability. The team has successfully implemented two workshops with young couples since its initiation this year. Although the local community was disrupted by the COVID-19 surge and posed many challenges due to the restrictions, the program is seeing a growing interest from the community. The team is preparing to host its next series of workshops in the northern side of Palau.

As CBC continues to provide its services to youth and families, it also strengthens the spirit of Klaingeseu across the community. Our team in Palau aims to be an added resource to support the success of Palau youth and resilience of families. After all, we rise by lifting others.



WestCare Pacific Islands



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**Guara Bi Puerto Rico Aids in Identifying our Homeless Populations**



By Elizabeth Roldan, Program Assistant

Guara Bi, Inc. along with the Office of Emergency Management, the Police of the Municipality of San Juan, and the Continuum of Care 502, offered several training sessions on emergency management and disaster rescue. Training consisted of recreating scenarios in fire management and prevention, search and rescue, and medical operations to attend to in case of a terrorist attack, earthquakes, and other natural disasters. The participants learned to identify, analyze, and understand the potential risks present based on the type of emergency. In addition, attendees learned to recognize the preventive measures that must be applied to save lives. Lastly, they learned how to develop an action plan and assign responsibilities to their team.



**Second Chance Month in Tennessee**

By Donna Miller, Site Manager

The Tennessee Department of Labor and Workforce Development Office of Reentry (OOR) hosted three regional Second Chance Month celebrations and community resource fairs during the month of April in observance of National Second Chance Month. The three celebrations were scheduled for April 1 in Nashville, April 8 in Memphis, and April 22 in Knoxville. On April 1, during the live stream, Governor Bill Lee, Representative Harold M. Love, Jr., and entrepreneur Robert Sherrill, were among the featured speakers at the celebration. WestCare Tennessee staff participated in the Tennessee OOR Resource and Hiring Fair on Friday, April 22 at Knoxville American Job Center from 9 a.m. – 2 p.m. This fair was geared for justice-involved individuals and members of the community who are looking for employment and community support. It brought together representatives from community-based non-profits to help justice-involved individuals successfully transition back into communities across Tennessee.

**About National Second Chance Month:**

Second Chance Month, established and observed in the United States during April since 2014, is a nationwide effort to raise awareness of the collateral consequences of a criminal conviction and unlock second-chance opportunities for justice-involved individuals who are returning to their communities. In America, 95% of the nearly 2 million people incarcerated will be released at some point and will return to our communities as our colleagues, neighbors, and co-workers.

Pictured left to right: Darrell (DJ) Moody, Josh Gibson, and Donnie Ryans.



WestCare Tennessee



@WestCareTN



**WestCare Texas and Big Mama's Safe House Recognize Local Teachers**

By Jessica Cerda

WestCare Texas's team in San Antonio teamed up with one of their, fellow community-based providers, **Big Mama's Safe House** to honor the teachers at **Booker T. Washington Elementary School** in observance of **Teacher Appreciation Week** on May 3. As part of their "Don't Stop Teaching/Don't Stop Learning" campaign, t-shirts were specifically made for both teachers and students. WestCare provided gift bags for all 65 teachers on campus.

"Teachers are powerful as they shape and inspire the future of our nation, and they make a daily difference in so many lives. They are the people we never forget and are so deserving of our thanks and appreciation," said Senior Vice President of WestCare Texas, Beverly Watts Davis.

Sponsors included City Council (District 2) Member, Jalen McKee-Rodriguez; WestCare Texas; and 1 Church 1 Soul Ministry. Councilmember Mckee-Rodriguez presented the gift bags provided by WestCare, which included a Starbucks gift card, travel-size lotion and hand sanitizer, a set of highlighters, a notebook, sticky notes, candy, and a WestCare pen.

Big Mama's Safe House has adopted Booker T. Washington Elementary School and they plan to host this event annually to continue providing support and resources to the students and teachers. Their mission focuses on city-wide public awareness campaigns that raise the conversation about child sexual and physical abuse. They advocate for children that are abused and neglected in the community each year.



WestCare Texas

**Collaborative Connections with Community Partners**

By Shelisa Allen, *Administrative Assistant*

The Village - Virgin Islands Partners in Recovery (VIPIR) is always excited to collaborate with our local partners to promote positive behavioral health in the community. The Village - VIPIR's Neela Sooknanan, Research Assistant and Maudiana John-Baptiste, Youth Service Support Coordinator, recently attended the **Coalition of Adolescents and Young Adults - CAYA Youth Prevention** fair to share information about our prevention and treatment programs for the youth.

Meanwhile, The Village - VIPIR's **Progressive Lifestyles** and **Adolescents in Recovery and Community Connections (ARCC)** teams joined forces with **The University of the Virgin Islands** for a health fair on the school's St. Croix campus. For a few hours, the staff shared program information, brochures on avoiding drugs and addiction, and promoted low-risk behaviors. Students and staff were able to drop by for confidential HIV & Hepatitis C testing provided by our Progressive Lifestyles team.



The Village - VI Partners in Recovery Inc / WestCare



Family Fun Day



By Shelisa Allen, Administrative Assistant



All hands were on deck for **The Village - Virgin Islands Partners in Recovery's Strengthening Families** program' booster event on April 23. As a final send-off, participants joined us for a family fun day at the **Whim Ballpark** filled with fun, games, music, food, and great company. After attending our seven-week program to help families learn new ways to bond and communicate with each other, this event served as an example of a positive outlet for both parents and their children to continue to build their connection. Staff were on-hand serving food and entertaining all of the families and children involved!



The Village - VI Partners in Recovery Inc / WestCare



Rain Does Not Stop the Community of Harambee

By Felicia Williams, Program Director

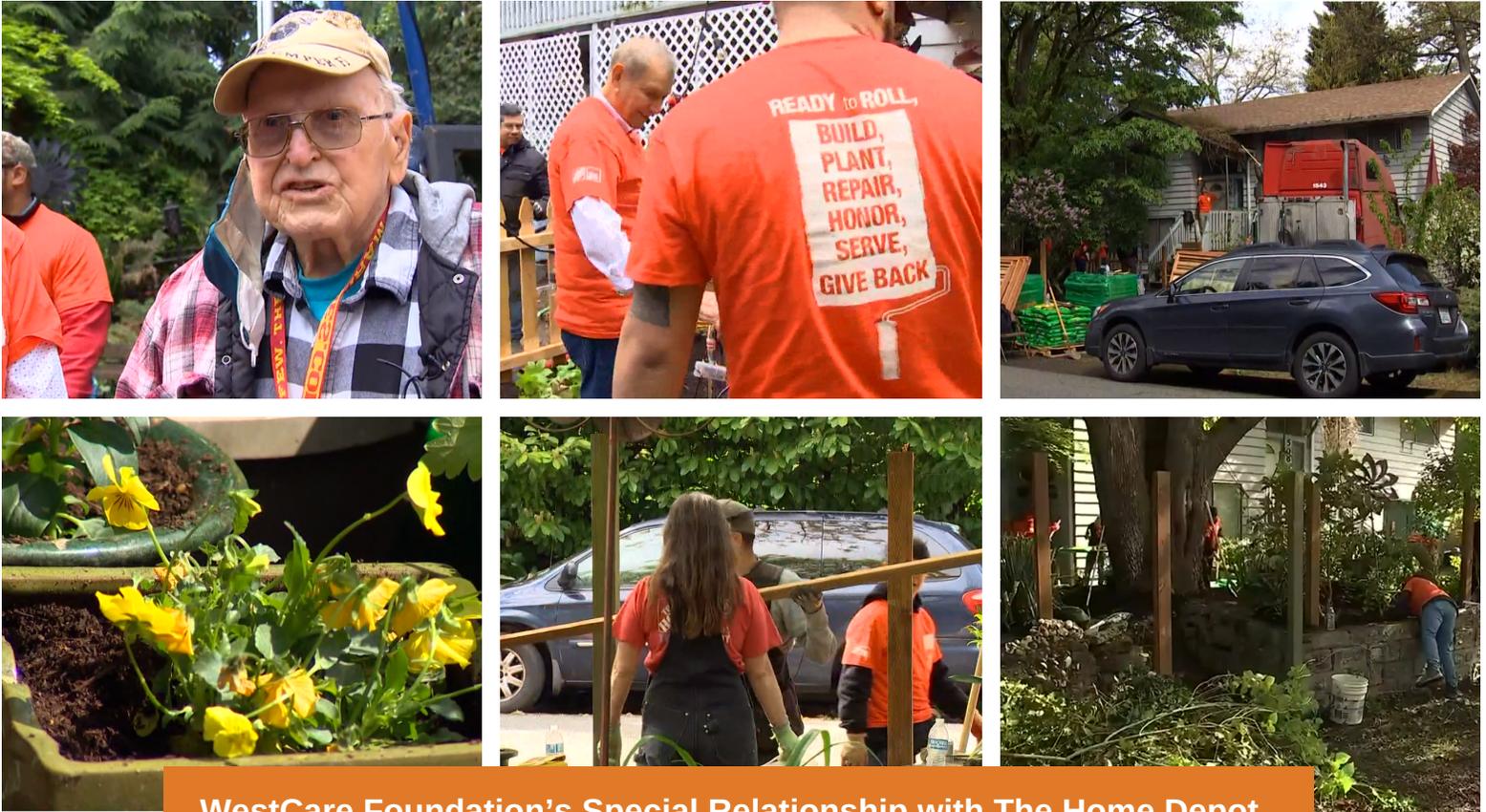
On April 22, **WestCare Wisconsin** hosted its **Harambee Community Clean Up**. We were praying for the weather to work in our favor, but it did not. However, the rain did not stop the show. Regional Vice President of WestCare Wisconsin, Travis Landry, tried to call it a day because the rain just would not stop, but the community said something different. They came together, ponchos were provided, and the best that could be done was done at its best. This was a great collaboration with many agencies and volunteers. A "remix" event was held in mid-May to follow up on these efforts. We have a saying in Wisconsin: "Wait five minutes and the weather will change."



WestCare Wisconsin



@westcare.wi



## WestCare Foundation's Special Relationship with The Home Depot

By Donald Lachman, *Special Projects Coordinator*, and Andrea Talmadge, *Regional Coordinator*

**WestCare Foundation** has forged a unique relationship with **The Home Depot**, its employees, and its foundation. Over decades, this relationship has been continuously strengthened as participants combined their shared values and distinct capabilities to Uplifting the Human Spirit! The Home Depot corporation has identified honoring Veterans as a corporate priority! It is manifested in their employment practices, local Team Depot Veterans events, multimillion-dollar capital investments to support housing, and store discounts - all to the benefit of Veterans.

There are 1,994 Home Depot stores in the United States as of April 2022. The state with the highest number of locations is California, offering 234 stores. Texas follows with 181 and then Florida at 156. Washington State is home to 46 Home Depot stores.

Scores of Washington State Veterans have benefited from the people, skills, and proficiencies available under a partnership that can alter the life of all participants for the better. Seizing this unique opportunity and giving one access to goods and skilled labor valued at millions of dollars, the small but mighty team of two who carry WestCare's banner in Washington got busy! We have helped organize, sponsor, and obtain approval for 53 Team Depot Veterans events in the state.

Additionally, we have secured \$506,624 in materials through The Home Depot Foundation, volunteer expertise, labor valued at over \$2 million, and over \$200,000 in suppliers' participation. During the COVID-19 pandemic, we modified our activities to fund, organize, and distribute hundreds of specially packaged sanitation care kits. Like most enduring successful partnerships, it is grounded by a trusting relationship of people sharing values and a desire to elevate the human spirit.

Head to this link for news coverage of our most recent project with Team Depot: <https://westcare.link/qh2gcz>



# Grants & Resource Development

## National Grant Development Meeting

By Janelle Schneider, *Grant Development Officer*

A series of unexpected events including late arrivals of cross-country flights and a fire at the scheduled kick-off location could not throw **WestCare's national grant and development teams**, executives, and support staff off their game for a long-planned, in-person meeting at our Foundation office in Henderson, NV.

Convening May 2 - 4, the meeting - the first time since the COVID-19 pandemic began that many of the two dozen individuals met in person - brought together WestCare's grant development officers and private fundraising and development team, with their respective executives, for brainstorming, in-depth strategy discussions, and even a couple of team-building group activities. At the helm were WestCare's Executive Vice President and Chief Financial Officer, Ken Orbals; Chief Officer for Resource Development and Program Support and Senior Vice President of WestCare Texas, Beverly Watts-Davis; Chief Administrative Officer, Savannah Jones; Interim Vice President of Grants, Lisa Jackson; and Senior Vice President for Private Fundraising, Scott Faulkenberry, who joined his staff for the two-day event via teleconference.

*"The camaraderie of the grant development officers was heartwarming and impressive,"* said Ms. Watts-Davis. *"They are a small but mighty group who are dedicated to supporting and obtaining funding for WestCare operations so that people and communities are served well."*

She said the group's teamwork is the single most-important characteristic in its collective success.

*"They are not a team because they work together - their 'teamwork makes the dream work' because they respect, trust, and care for each other, as well."*

A last-minute change of venue seamlessly orchestrated by logistics master, Frances Hruby, Executive Assistant to Mr. Orbals, because of a kitchen fire in the originally booked restaurant was an auspicious start to two full days of discussing WestCare's growth and opportunities for grant and fund-raising development. With a welcome delivered virtually from Florida by WestCare's President and Chief Executive Officer, Richard "Dick" Steinberg, the group dove deep into processes and practices for maximizing WestCare's ability to bring innovative and effective programming to the people we serve. Discussions were fluid and very productive. Joining the group in Henderson at various points were Linda Erath, Controller; Shawn Jenkins, Chief Operating Officer for the Western Region; Chief Clinical Officer Dr. Jason Engel; and Chief Information Officer, Dwayne Stevens. Aja Ramos, Senior Vice President of WestCare Pacific Islands, called in from Guam and Steven Wright, Senior Vice President of Appalachia Operations, joined virtually from Dandridge, TN.



From left: Maryellen Pistalu; Alicia Garcia; Linda Erath; Beverly Watts-Davis; Savannah Jones; Melanie Stevens; Dwayne Stevens; Janelle Schneider; Lisa Jackson; Martin Bimler; Lisa Matzner; Patricia Chamorro; Jeneiene Schaffer; Ken Orbals; Andrew Moran; Frances Hruby; Cecily Moreland.

Not shown/Photo by: Erika Gryniewicz

### Grant Development Officers

- Martin Bimler
- Patricia Chamorro
- Alicia Garcia
- Erika Gryniewicz
- Lisa Matzner
- Cecily Moreland
- Maryellen Pistalu
- Janelle Schneider

### Private Fundraising and Development

- Andrew Moran, Development Director
- Melanie Stevens, Director of Private Funding Operations
- Jeneiene Schaffer, Grant Development Officer, Private Fund Department

Juggling multiple time zones for meetings with WestCare's national team is just one routine requirement for WestCare's grant development officers and private fundraising and development staff. As both seasoned professionals and lifelong learners, they continually expand their knowledge base of programs, practices, and state-of-the-art tools that enable this relatively small group of professionals to produce the funding needed to sustain and grow WestCare, a \$140 million organization that continues to serve the hardest-to-reach individuals and families in 17 states, three U.S. territories, and two republics.

# Information Technology

## Meet our IT Project Management Team

This May, we would like to introduce everyone to our IT Project Management Team, who are responsible for working with our programs around the world to implement the Clinical Data System (CDS) platform through design, build, testing, training, and support activities.



**Trent Cokley, IT Project Manager and Trainer**

*"Hi everybody, my name is Trent Cokley and I am an IT Project Manager and Trainer. I have been in this role for about four years now.*

*My main role here is to help the Western and Pacific Island regions of WestCare implement CDS solutions and train our front-line workers to use the platform. The implementations can be daunting and the work challenging, but I am lucky to have a really great team working alongside me.*

*I have lived across the country, but currently work remotely from Irvine, California where I live with my wife and son. I really enjoy spending my free time either writing my next book or exploring the great outdoors. I also enjoy meeting new people, so if you have any questions about CDS, please reach out to me anytime."*



**Laura Cronk, IT Project Manager and Trainer**

*"I am Laura Cronk and what I like best about working at WestCare as an IT Project Manager and Trainer for the last six years is seeing how your contributions to our programs uplift lives. I am glad you are here!*

*I started as a clinician with a background in community health care and hospital settings in mental health and substance abuse and grew into an IT role with experience in contracting, performance outcomes, and billing. I enjoy the challenges of new projects here at WestCare and finding ways to make CDS best meet the needs of our programs. I believe CDS improves the quality of the clinical record, enhances clinical and billing outcomes, and can help us expand our system of care using data, trends, and opportunities. Most importantly, it can improve client care by having information readily accessible. The system keeps our programs strong and helps us grow our reach and impact.*

*Outside of work, I enjoy music of all kinds, watching baseball (Red Sox Nation!), running, and cheering on runners participating in races – especially marathons (Try it!). If you have not spent time around runners, you would find that community to be incredibly positive, encouraging, welcoming, and inclusive. I have a beautiful rescue cat named Athena. I also enjoy Florida weather and finding the beauty in animals and flowers. I grew up in the northeast and have no appreciation for snow and ice. Because of that, I moved to the Tampa Bay area years ago and plan to stay. I look forward to providing continued support for you and your programs."*



**Jeremie Delauder, EHR Implementation Specialist**

*"My name is Jeremie Delauder. I am transitioning into the role of EHR Implementation Specialist. I will be assisting in building CDS to help meet the documentation requirements for both new and existing programs throughout WestCare. I began my career with WestCare in June of 2016 as a Counselor Technician at WestCare Kentucky's Hal Rogers Appalachian Recovery Center located in Ashcamp, Kentucky. In 2017, I was promoted to Lead Counselor Technician. Moving to the Research and Evaluation department in 2018, I worked as a Research Assistant on KYMATTERS. During this time, I took on several reporting duties for the region's facilities as well as training staff on the importance of proper data collection. As the MAT grant neared its end, I joined a Health Resources Services and Administration (HRSA) Rural Communities Opioid Response Program (RCORP) Implementation grant as their Data Coordinator.*

*Before coming to WestCare, I worked for almost two decades in Emergency Medical Services as an Emergency Medical Technician and supervisor. Having grown-up in the mountains of eastern Kentucky, working with those in need has been a life-long passion for me. I have always been interested in working with computers and data. Even in EMS, pre-internet, I was always looking for ways to digitize as much documentation/data as possible. Some of my hobbies include spending time with family and watching professional wrestling and football. Recently, I have found myself obsessively watching automotive repair/diagnosis videos on YouTube."*

## Veteran Services



### America's Military and Veteran Communities are Under Attack from Cybercriminals, Learn How to Fight Back

It may surprise you to know that America's service members, Veterans, spouses, survivors and their families are disproportionately targeted for online scams, fraud and identity theft. Besides the devastating emotional and financial toll on individuals and families, these cybercrimes can threaten our military readiness and national security.

Reports made to the Federal Trade Commission (FTC) show that U.S. military personnel, Veterans and their families lost more than \$420.5 million to cybercrime from 2016 to 2020. The FTC also cites the median financial loss due to fraud is 44% higher for Veterans than that of other civilians. Alarming, the Department of Justice estimates that only one in seven cybercrime incidents are reported, which means the potential losses could be seven times higher.

That's why WestCare has joined prominent military and Veteran service organizations, non-governmental organizations, corporations, foundations and federal agencies in the Partnership to Fight Cybercrime. The Partnership has launched a new military and Veteran program dedicated to educating and mobilizing the community to recognize, report and recover from cybercrime.

More than 28 million strong, the military and Veteran communities are among America's most resilient, accomplished and well-trained individuals. But online fraudsters and international crime syndicates are preying on the unique aspects of military life such as the distance between family members, regular redeployments and relocations, high use of social media networks, and accessing government programs and benefits online.

**The good news is you can fight back. Start by knowing the common cybercrimes targeting the military and veteran communities:**

- **DFAS Phishing Scams:** You receive an email or message from someone claiming to be from the Defense Finance and Accounting Service (DFAS) asking you to click a link to update your personal information in order to process your salary or benefits.

- **Rental/Real Estate Scams:** Scammers pretend to be landlords and post fake internet ads for rental properties located around military installations. After you send money for a security deposit or the first month's rent, you find out the property doesn't exist.
- **Romance Imposter Scams:** Scammers create fake profiles on dating sites, social media sites, or online gaming platforms to target service members for financial gain. Scammers also steal your information to create fake profiles.
- **Charity Imposter Scams:** Fraudulent charities, often with names that sound like real charities claiming to support wounded or disabled Veterans, asking for financial support.
- **Family/Friend Imposter Scams:** You receive a call from someone claiming to be from the military who says there has been an emergency, and your loved one needs money immediately.
- **Fake Military Job Scams:** Many job scams seem legitimate and ideal for Veterans or military family members who are constantly moving. Before the "job" starts, the scammer will ask for personal information or payment, resulting in stolen information and funds.
- **Education/Scholarship Scams:** Scammers will impersonate organizations in order to take advantage of the GI Bill and other education benefits. The VA no longer owns the domain GIbill.com, which could lead to scammers using it to create scams.
- **Sextortion Scams:** Scammers will claim to have obtained explicit photos or videos of service members (or their partner). The scammers will then blackmail the victim threatening to release this information if the victim does not pay.

*To find more prevention resources, online security tips and guidance for reporting cybercrime incidents to the appropriate authorities, visit [FightCybercrime.org/military](https://FightCybercrime.org/military).*



At WestCare, we understand the challenges some of our Veterans face every day and that's why we continue to uplift and honor each Veteran's patriotism, love of country, and willingness to serve and sacrifice. Through the dedication of our Veterans Services staff, we are committed to bettering the lives of these courageous men and women who have selflessly laid their lives on the line to protect the freedoms that we are so fortunate to enjoy.

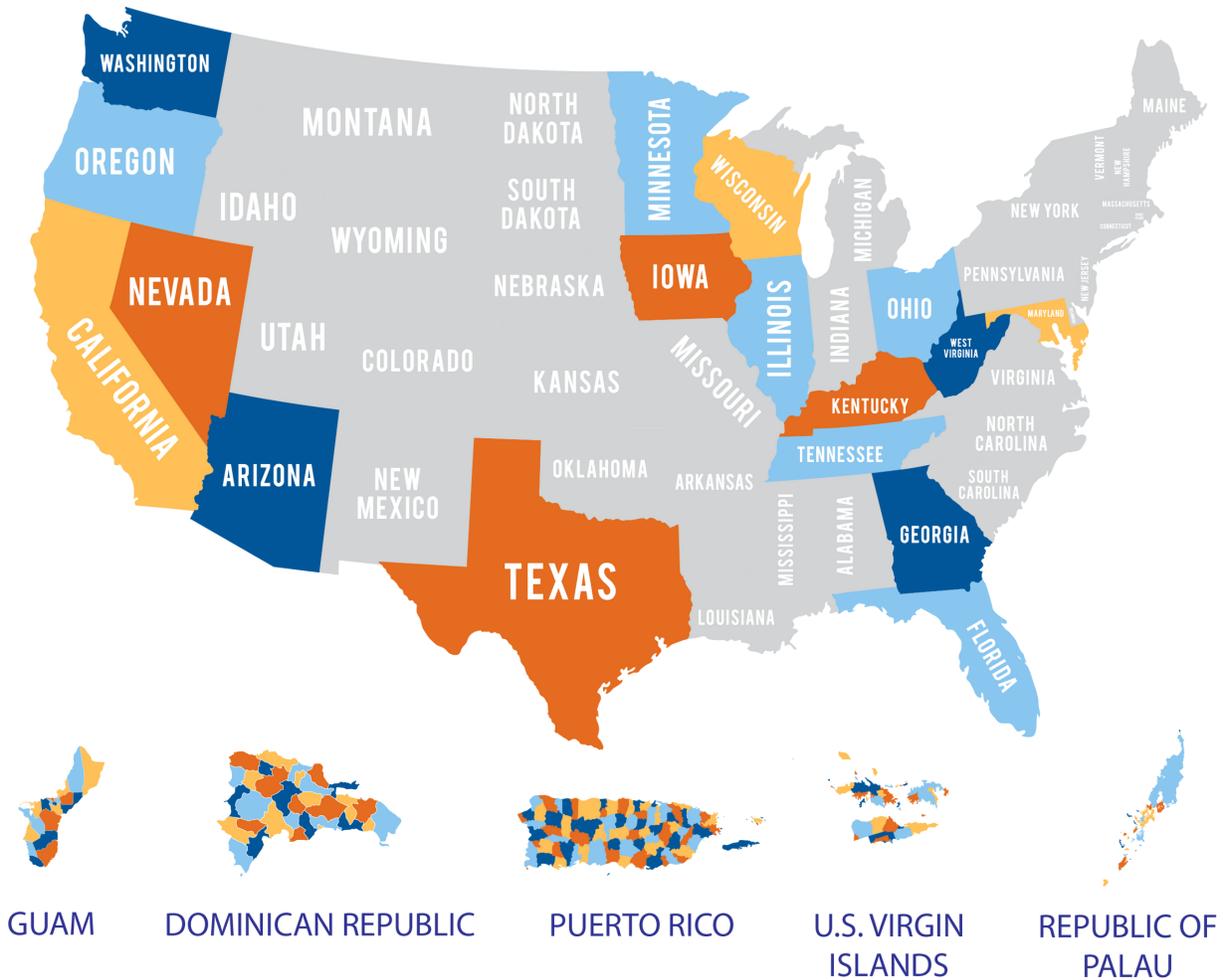
In the new "Vet's View" newsletter, our focus is to give a voice to so many Veteran stories out there, to showcase the incredible work being done, and to highlight those areas that need our collective attention.

Read our new publication, "Vet's View" online at [westcare.news/vetsview](https://westcare.news/vetsview)

# *Uplifting the Human Spirit* since 1973

WestCare, a family of tax-exempt nonprofit organizations founded in 1973, provides a wide spectrum of behavioral health and human services in both residential and outpatient environments. Our service domains include Treatment and Rehabilitation, Mental Health, Veterans Services, Criminal Justice, Housing Opportunities, Education, Prevention, and support for those fleeing Domestic Violence. These services are available to adults, children, adolescents, and families. We specialize in helping people traditionally considered difficult to treat, such as those who are indigent, have multiple disorders, or are involved with the criminal justice system.

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