

THE *Express*

OUR WESTCARE STORIES
FROM AROUND THE WORLD



Welcome from Dick Steinberg

President

WestCare Family,

Welcome back to The Express! This marks a particularly special issue as we celebrate our **49th anniversary** this October! Since our founding in 1973 as a therapeutic community treatment program in Las Vegas called Fitzsimmons House, we have been blessed to be able to enjoy so many memorable years as an organization. Through many unforgettable moments, countless lives changed, and some occasional difficult decisions - our organization has adapted, evolved, and grown to effectively meet the diverse needs of those that we have been so fortunate to serve. With just a year until we celebrate our next milestone of 50 years, I am reminded of my main interest since my time working with the YMCA so many years ago - helping those that we serve build better lives. It brings me joy to say that thanks to the contributions, passion, efforts, and compassion of our amazing family of staff, volunteers, and community partners - we are doing just that and so much more! We have established the name of WestCare within our

communities as an organization that can help individuals be only their best self and gain the confidence to pursue their goals, reconnect with their families, and live their lives to the fullest!

Since rebranding to WestCare in 1988, we have been fortunate to establish programming in other states and parts of the world and continue to expand the variety of services that we are able to provide. To have grown from one single program to a diverse family of operations in 17 states, three U.S. territories, and two republics is a remarkable feat that we owe only the sincerest thanks to our staff and community partners for helping us accomplish!

As we celebrate this 49th anniversary, I anticipate a year of reflection on past triumphs as well as lessons learned; a year of sincere appreciation for staff, past and present, who have played a role in helping us fulfill our original mission and expand upon it amidst the changing tides of this field and the evolving needs of our communities; and a year of hope for what this next milestone and the years that follow will hold for us. To many more amazing years of Uplifting the Human Spirit and helping people build better lives...

Stay safe and stay well,

Dick Steinberg



WestCare Arizona Celebrates Recovery in the Park

By Emily Selby, Behavioral Health Technician

September was recovery month and what better way to celebrate all of those in recovery than having an annual event! Taking part and sharing the triumphs of those in recovery with fellow providers gives us the opportunity to share stories and information with the community. Our community partners at **Mohave Area Partnership Promoting Educated Decisions (MAPPED)**, a local coalition motivated to empower the community in healthy decisions that impact substance use and other destructive behaviors, is the host each year of **Recovery in the Park**. Focusing our efforts on education, prevention, and treatment through collaboration amongst local community partners, we proudly participate each year with a table full of information and goodies as well as donations of hotdogs and buns! The event offered raffles, prizes, games, and speakers including representation from the Mohave County Board of Supervisors and Bullhead City Mayor Tom Brad. We were honored to be a part of the fun while also celebrating the gift of recovery and the beauty that it brings!



WestCare Arizona



@westcareaz



SoberStock XVII: Fresno's Longtime Recovery Celebration Returns!

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

On Sept. 24, after two years of being presented virtually, our **WestCare California** family of programs came together with the over 30 community organizations that make up **Community Partners 4 Recovery (CP4R)** to present **SoberStock XVII**, Fresno's longest running observance of **National Recovery Month!** The event featured live entertainment, recovery testimonials, a car and bike show, vendors, and more! With hundreds of attendees, this year's event was once again proof that treatment works and recovery happens!



WestCare California



@WestCareCA



@westcarecalifornia



A Motivational Talk and an Uplifting Visit

By Victoria Osuna, *Executive Director*

On Sept. 2, **Guara Bi - Dominican Republic** staff and clients enjoyed a special visit from the Chief Operating Officer of WestCare's Caribbean and Latin American region, Mr. Cristian Duarte, along with María Elena Cruz Batista, Director of Universidad Tecnológica de Santiago (UTESA), and president of Guara Bi - Dominican Republic's board. Ms. Cruz is always on the lookout and in good disposition for our organization and those we serve, collaborating with everything that is within their reach. During their visit, Ms. Cruz and Mr. Duarte gave a motivational talk to our dear clients who are on the road to recovery. We are so grateful to you both for your time and your words.



Guara Bi



WestCare GulfCoast Walks in Support of Suicide Prevention

By Maureen-Ann Traci, *Executive Assistant/HR Generalist*

On Saturday Oct. 8, **WestCare GulfCoast - Florida** and **WestCare Foundation** staff participated in the American Foundation for Suicide Prevention's **Out of the Darkness Community Walk** at Vinoy Park in St Petersburg, FL. Our teams have been participating in this event since 2016 to help spread the importance of suicide prevention and let those in need know that there is help and there is support.



WestCare GulfCoast - Florida



The G/CC Speaks at Self-Care Sunday

By Maryanne "Maj" Johnson, Executive Assistant

YPN (Your Professional Network) and the Florida Keys Board of Realtors reached out to the Guidance/Care Center (GCC) and initiated a new community event to recognize World Mental Health Day on Oct. 10, Self-Care Sunday, which was held on Sunday, Oct. 9 at the Key Largo Community Park.

Erin Kiel, Co-Chair of the Young Professional Network and Board Member of MLS Florida Keys Board of Realtors, wanted our expertise in creating this event and felt that it was important for everyone to know that people are suffering and there are small things we can all do to make a difference. Since October is Mental Health and Depression Screening Awareness Month, the mission of this event is to provide information to the public about a wide variety of local and national resources that can be utilized to improve and sustain a healthy state of mind.

A variety of vendors presented information about their services and offered samples, giveaways, activities, and guidance. Since it was the first year, it was a real grassroots event and attendees were encouraged to bring yoga

mats or chairs and participate in interactive sessions. Amy Beeler, G/CC's Clinical Coordinator, was the keynote speaker and told the attendees that they are not alone and that we have been serving the community for almost 50 years with 26 programs. She highlighted the Mobile Response Team's work in responding to crisis calls within an hour and collaboration with law enforcement for dangerous situations. We have a program that will fit your needs and ability to pay.

Tasha Turner, Peer Specialist with the Family Intensive Treatment (FIT) program staffed the booth and brought an interactive sensory box which she uses to help calm her clients. Staff were encouraged to attend the event for their own self-care and we are sure to participate again in what we hope will be a beneficial annual event for our community.



 Guidance/Care Center by WestCare



The South Florida Center for Women & Children Receives Major Renovations!

By Danny Blanco, Vice President



The Village South is excited to share with our WestCare family the renovation of The South Florida Center for Women & Children. The site, an 83,000-square-foot parcel, previously vacant and formerly a state hospital, has a two-story section building and wings, a three-story tower, one parking lot, and attached grounds. This project will expand The Village South's capacity to provide a full continuum of care including detox, residential, transitional housing, outpatient and childcare services. The new facility expansion will increase the program's capacity from 40 to 225 individuals. The Women and Children's Residential Program provides a structured environment for individuals that offers opportunities for personal growth, social development, and responsible behavior. The program is a comprehensive, award-winning residential drug prevention and treatment program for substance abusing women and their children. The project has been a colossal undertaking that has required countless hours and extraordinary teamwork by regional and foundation staff to make every detail perfect. Phase I of the project is estimated to be completed in the spring of 2024. The included images highlight the progress that we've made and the site's amazing transformation!



 The Village South, Inc  @thevillagesouth

 @thevillagesouth



The Youth and Staff of WestCare Georgia Celebrate Recovery Month!

By Micheal Bigby, Program Director

The **WestCare Georgia Youth Academy** participated in **National Recovery Month** this past September! Our youth created and performed skits that displayed their understanding of recovery and how it impacts their family. Each week, they were able to learn from a new speaker who spoke about their substance abuse history and their journey through recovery thus far. They were also able to attend a NAMI meeting each week where they were able to share their story and learn to always find positive experiences in life. We ended the month with a spirit week that included themed dress-up days like "Tacky Day," "Twin Day," "Purple Day," "Decade Day," and "Career Day!" Our youth truly enjoyed this experience! On the last day of the month, we had a field day where they enjoyed playing games and winning prizes! This past Recovery Month was truly a success!

Meanwhile, our **CARES 2 – Outreach, Education and HIV Testing Program** supported Recovery Month by participating in the **Mobilize Recovery Across America Bus Tour**. The tour started on Sept. 5 in Las Vegas during Labor Day weekend and traveled cross-country on a month-long tour ending on the East Coast on Oct. 6. The Recovery Bus stopped in Georgia on Sept. 14 at The Zone, a recovery support organization located in Cobb County. Our CARES 2 team supported the event by providing free/confidential HIV and HCV testing as well as hygiene kits to attendees and participants at The Zone.



WestCare Georgia



@westcarega



Operation Golden Hawk: 1st Annual Mason City Veteran's Stand Down

By Amanda Eldridge, Shallow Subsidy Veteran Navigator

The idea of presenting a Northern Iowa/Southern Minnesota Veterans Stand Down event was proposed in the spring of 2021 and our planning began. To our disappointment, the Stand Down was postponed one year due to COVID-19. Our board began with a small group of service providers with the goal of creating an event that connects Veterans with a variety of wrap-around services in one location – a one-stop shop, if you will. As we reached out to other providers, the board grew to include **WestCare Iowa - FAVA**, Iowa Workforce Development, VA HealthCare, Elderbridge Agency on Aging, Prairie Ridge Treatment Center, Veteran Auxiliaries, and our very dedicated volunteers!

Many of the Veterans that attended have been experiencing difficulties accessing housing, food, financial support, clothing, and/or employment along with various medical and mental health needs. Thanks to several donors, the event had clothing, food, job opportunities, a raffle, gift bags, chiropractic screenings, haircuts, and ways to transition their military training to civilian employment.

After much planning, the first ever **Northern Iowa/Southern Minnesota Veteran Stand Down** was held on Sept. 24 at the north Iowa Events Center. In all, 162 Veterans and their families attended the event. This exceeded what the committee thought might attend our first event. Several Veterans shared their satisfaction and that they were looking forward to attending the 2nd annual event in 2023. All businesses and organizations that had a booth have given their word on returning as well. We are expecting this to grow even more next year!

The community got involved by loaning or donating two-way walkie talkies, security, tents along with privacy screens for Veterans who need to stay overnight, gifts, home cooked meals (*that were superb!*), wonderful raffle prizes, and assistance in fundraising to support the event.

Thank you to the many that contributed to make this event happen for those who have served!



FAVA (Family Alliance for Veterans of America)



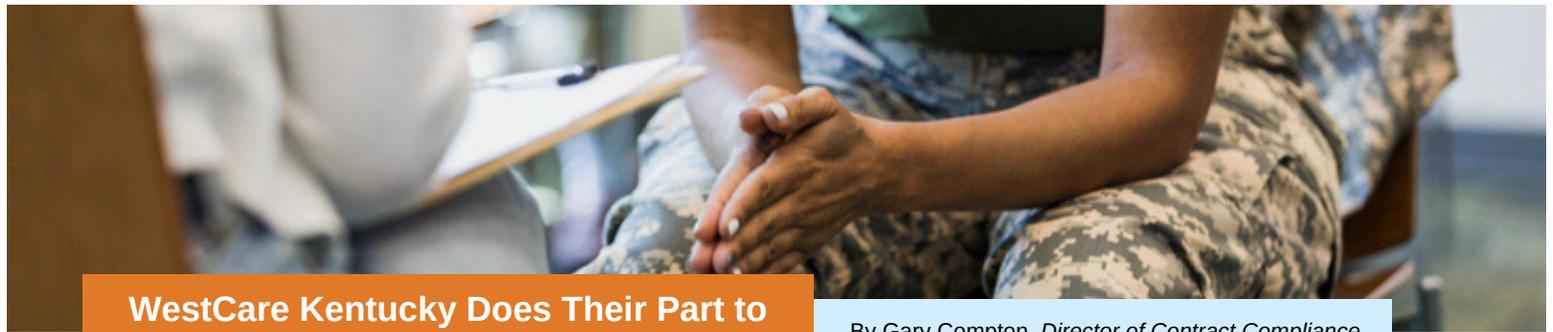
WestCare Illinois Celebrates a Milestone with a Key Community Partner

By Carlos G. Rodriguez, *Program Director*

On Sept. 29, **WestCare Illinois** staff attended the 35th Anniversary Awards Dinner for one of our key stakeholders, **Prevention Partnership, Inc.** at the Columbus Park Refectory. We were recognized at the dinner by Sharon McDaniel, Victoria Cerinich, Carolina Diaz, Yolanda Bradley, and myself. Prevention Partnership also founded the **West Side Heroin and Opioid Task Force** of which WestCare Illinois is a proud member. As part, we have educated more than 20,000 people on the use of Naloxone over the past three years. The Task Force's members conduct weekly pop-up events where there are hot spots for opioid use on Chicago's West Side.



 WestCare Illinois



WestCare Kentucky Does Their Part to Reduce Veteran Suicide

By Gary Compton, *Director of Contract Compliance*

In September, **WestCare Kentucky** was awarded the **Staff Sergeant Parker Gordon Fox Suicide Prevention Grant**, allowing us to provide a comprehensive suicide prevention program for Veterans located within Floyd, Letcher, and Pike counties. This three-year prevention program will incorporate the **Veterans Association's (VA)** National Strategy for Preventing Veteran Suicide that encompasses four interconnected strategic directions:

1. *Healthy and Empowered Veterans, Families, and Communities*
2. *Clinical and Community Preventive Services*
3. *Treatment and Support Services; and*
4. *Surveillance, Research, and Evaluation*

WestCare Kentucky has committed to screen 150 Veterans annually and to provide services to 100 Veterans yearly. Potential participants will be connected to the program at various locations and through other WestCare Kentucky programs including Perry Cline Homeless Shelter, Pike County Detention Center Substance Abuse Program, Homeless Veterans Reintegration Program, the Hal Rogers Appalachian Recovery Center, and the Judi Patton Center for Healthy Families.

The suicide prevention program employs a program director, clinician, outreach specialist, case manager, and peer support specialist to provide services in Southeastern Kentucky. Our local Veterans will be given priority as employment candidates for these positions.

The Veterans suicide prevention program will provide screenings utilizing the Columbia-Suicide Severity Rating Scale. To provide the best level of care and services, staff will be trained in Motivational Interviewing, Cognitive Behavioral Therapy, Wellness Recovery Action Plan (WRAP), safeTALK, Applied Suicide Intervention Skills Training (ASIST), Counseling on Access to Lethal Means (CALM), Moral Recognition Therapy (MRT), and Collaborative Assessment and Management of Suicidality (CAMS).

Services will be provided through individual, group, and family counseling. Linkages will be provided to community partners for primary healthcare, housing, transportation, legal services, and daily living needs. WestCare Kentucky case management will assist participants in enrolling for Veteran benefits and or public benefits. Participants will be linked to the VA and if non-service-connected, to Medicaid and other programs. No Veteran or Veteran family members will be turned away and there is no wrong door for entry.

WestCare Kentucky is honored to have been chosen as an SSG Fox grant recipient. Kentucky Veterans die by suicide at a rate nearly twice that of the general population in the United States. So, we view this opportunity to serve our Veteran population with community-based suicide prevention efforts, in memory of SSG Parker Gordon Fox, as a privilege!



 WestCare Kentucky



The 2022 Tiberti Classic



By Andrew Moran, *Development Director*

WestCare Nevada recently participated and sponsored a hole in **The Tiberti Classic** nine-hole golf tournament at the Angel Park Golf Club and had a great time! Every year, the **Las Vegas Rotary Club** presents this event where families and children can participate in supporting the Rotary Youth Exchange Program. Before the tournament, we also had the opportunity to share with the Rotary Club all that we do! It was a great time, and after the event, we all came together to BBQ cheeseburgers and chicken. We'd like to thank the Las Vegas Rotary Club for putting on such a fun family event and look forward to making this a new annual tradition of ours!



WestCare Nevada



@westcarenevada



@westcarenevada



VETcare Lends Support to Veterans in their Community

By Carlos G. Rodriguez, *Program Director*

On Sept. 14, **VETcare** provided support and information during the **2022 Mid-Willamette Valley Veterans Stand Down**. Our team was able to discuss the services that we provide such as the Transitional Housing Program (GPD), Homeless Veteran Reintegration Program (HVRP), Critical Time Management Housing Case Management (CTI), and our on-site clinical counseling services. Through our hard work and dedication to our Veterans, WestCare Oregon/VETcare is able to help Veterans work toward becoming self-sufficient and getting their lives back on track.





Youth Programs Stand Together in Support of Substance Use Prevention Celebrations

By Mia Madlambayan, *Research Assistant/Lead Epidemiologist*

In the spirit of *inadahi*, or taking care of one another, our island's prevention programs work together towards a vision of a healthy community. Through joint initiatives and partnerships, service providers across all sectors stand shoulder to shoulder in preventing and reducing substance use among our youth. This collaboration is more evident in the month of October as our island community joins the nation in observing two events that promote substance use prevention.

WestCare Pacific Islands' Maolek Na Lina'la (MNL) or "Life is Good" program, along with **Steer**, and **Thrive Coalition**, celebrates the **Red Ribbon Campaign** and **National Youth Substance Use Prevention Month**. We join our community partners in the collective mission to create connections with the diverse communities around the island, provide youth opportunities to participate in activities that support a substance-free lifestyle, and equip our parents and caregivers with the tools to support their youth.

The spirit of *inadahi* drives our motivation to support a drug-free Guam. The work in prevention is made easy when we all join towards a common goal: a vibrant, safe, and drug-free community!

Caption: Guam kicks off October substance use prevention event, Red Ribbon Campaign, with Gubernatorial Proclamation and Legislative Resolution ceremony.



WestCare Pacific Islands @westcare.pi



Celebrating Awareness in September

By Elizabeth Roldan, *Administrative Assistant*

September was an extremely special month for our organization, staff, and clients. During the whole month, we celebrated awareness of suicide prevention and recovery. All of **Guara Bi, Inc.**'s programs made a commitment to increasing their knowledge and practice of the principles of recovery and resilience. Their staff and clients also took part in activities where they shared their different experiences in life and their recovery process. Guara Bi is very proud of our clients and our staff who continuously demonstrate that recovery is possible and that at Guara Bi, we will continue to uplift the human spirit of all of those that we serve!



Guara Bi



My Journey to WestCare Tennessee

By Kaylee Lindgren, DFC Program Coordinator



WestCare Tennessee
@WestCareTN

Hey, team! My name is Kaylee Lindgren and I am **WestCare Tennessee's** new DFC program coordinator!

I am originally from Dixon, California. I moved to Tennessee with my parents in 2011, graduated high school from Family Christian Academy of East Tennessee, and went on to pursue a Special Education teaching degree starting at Walters State Community College in Morristown. In my collegiate journey, I changed my career trajectory to the field of social work, ultimately receiving a bachelor's degree of social work as well as an associate's with honors from Middle Tennessee State University in May of 2020. I have previously been involved with different outreach organizations and other nonprofits such as Camp Bethel Ministries in Wise, VA; Camp Hope in Church Hill, TN; and Kingswood Home for Children in Bean Station, TN. I have a burning desire to work alongside the community and like-minded individuals with the goal and intentions of helping local communities in the beautiful state of Tennessee. I am honored to have the opportunity to work with the WestCare team and to make a difference in the surrounding counties by promoting and educating our community members about living in a drug-free community!



Neighborhoods Together at the Ella Austin Community Center

By Jessica Cerda

The goal of strengthening community policing and neighborhood engagement efforts in San Antonio brought forth a pivotal move by city officials and the police department to make a change from National Night Out to a new city-wide event called **Neighborhoods Together**.

WestCare Texas - San Antonio hosted Neighborhoods Together at the Ella Austin Community Center on the evening of Tuesday, Oct. 4 as events took place across the city. Aimed at promoting year-round community involvement among neighbors, the event is focused on fostering local police-community relationships, connecting neighborhoods with key city departments, providing crime prevention tips, and the opportunity for residents to get more involved in their neighborhoods and community.

Our new program coordinators at WestCare who organized the event, Maria Fernanda Rodriguez, who oversees the **Community-Based Crime Reduction** program and Megan Tinajero, who manages the **Drug Free Communities** program, took the opportunity to highlight their initiatives and share critical information with area residents.

"Fentanyl related deaths in Texas have increased by 800% from 2018 to 2021. We want to equip the community with the information needed to be on the look-out for the safety of our youth," said Tinajero.

Residents and community members in attendance were greeted by WestCare's neighborhood networkers who conducted safety surveys and distributed dusk to dawn porchlights to keep homes safely lit. City of San Antonio District 2 Councilman Jalen McKee-Rodriguez and his staff came out to meet and greet with their constituents. Law enforcement members who came to interact with the public included the Bexar County Sheriff's Department, San Antonio Eastside SAFPE Officers, and the San Antonio Police Department Public Safety Corps with their mascot, McGruff the Crime Dog. **WestCare - San Antonio's Americorps Public Allies** assisted with the event. Other agencies and organizations who participated included Rise Recovery, West East Design Group, Eastside Sprout Community Garden, and Neighborhoods First Alliance.



WestCare Texas @westcaretexas



Suicide Prevention Workshop



By Shelisa Allen, *Administrative Assistant*

The **Village Virgin Islands - Partners in Recovery's** staff continue to improve their knowledge and skills to exceed the quality standards of care to our community and residents. Our staff participated in a two-day workshop instructed by Ana Vizcarrondo and Mrs. Iris De León from **WestCare Puerto Rico** on September 14 and 15. During this time, an extensive wealth of information on the modules, Applied Suicide Intervention Skills Training (ASIST), Rapid Change Cycle, PROMISE, and Person-Centered Care were provided to the staff for their development. These workshops provided staff with knowledge of suicide risk factors, warning signs, and available resources. The last day ended with a refresher in Person-Centered Care and was geared towards encouraging our staff to make informed decisions about the care of each person on an individual basis and personalize their plan, because in recovery, one size does not fit all.



The Village - VI Partners in Recovery Inc / WestCare



Mrs. Anita Garrett takes on Washington, D.C.!

By Felicia Williams, *LST Program Director*

Mrs. Anita Garrett is one of our **Life Skills Training (LST)** program youth's grandmother as well as a volunteer in the **WestCare Wisconsin E.A.T.S Food Pantry**. Due to her dedication and vibrant personality, she was chosen to represent WestCare Wisconsin and **Feeding America of Southeastern Wisconsin** as a Food Leader Lab Ambassador. The conference was held from Sept. 27 - 29 and was called **Hunger, Nutrition, and Health** - which hasn't happened in over 50 years. Mrs. Garrett was privileged to sit in the presence of the President of the United States of America, Joe Biden, who spoke about the importance of the conference's three topics. Is it so exciting to know that Ms. Garrett had a video recording session on her real-life experiences and the disparities on hunger in the community in which she lives which in return could be used as a soundbite for the campaign on Hunger, Nutrition, and Health. Mrs. Garrett shared that she was so inspired by attending the conference because she was able share her experience of Milwaukee, WI and also inspire other states to create food pantries of their own to assist families with eating healthy. Thank you, Mrs. Garrett!



WestCare Wisconsin



WestCare is On Hand as Milwaukee Recognizes Juneteenth as an Official City Holiday

Adapted from a Press Release from the City of Wisconsin

The **Milwaukee Common Council** approved an ordinance on Sept. 20, making Juneteenth an official city holiday.

The legislation - Council file #220475 - was authored by Alderwoman Milele A. Coggs.

Milwaukee's participation in the annual Juneteenth Day Celebration, a national event commemorating the end of slavery in the United States, is one of the nation's oldest {more than 50 years}.

"With the passing of this legislation, the city will celebrate a significant moment in history for many thousands of our fellow citizens and neighbors and having city workers be able to fully celebrate the day as a holiday is tremendously positive," Alderwoman Coggs said.

As a State Senator, **WestCare Board Member Spencer Coggs**, passed legislation making Juneteenth Day a state holiday and was in attendance for this historic moment for the City of Milwaukee. Alderwoman Milele Coggs' legislation will affect Milwaukee city workers as the city recognizes this holiday.



Happy Retirement, Donald!

By Shawn Jenkins, *Chief Operating Officer, Western Region*

Late last month, our **WestCare Washington/WAServes** team bid a very happy retirement to a colleague, friend, and tireless advocate for our community's Veterans, our Special Projects Coordinator, **Donald Lachman!** Donald first joined our team in March of 2018 and in this role, he held his thumb firmly on the pulse of our community and played a pivotal role in helping develop new and inventive ways to better serve and support our Veterans including those living in rural and underserved areas of Washington.

Ever since this very newsletter, *The Express*, returned after several years off in June of 2020 to nearly 1,500 WestCare employee inboxes, Donald proudly shared all of the exciting new initiatives that we were a part of with the greater WestCare family without ever missing a deadline or his signature wit that he included with each and every article that he submitted. Reading these articles back tells you about the type of person that Donald Lachman is - thoughtful, clever, empathetic, and passionate about preserving the independence and dignity of the men and women who have served for our freedom.

Through Donald's efforts, we were able to build and foster key long-term partnerships with community organizations and businesses including The Home Depot, Brigadoon Service Dogs, Timberland Regional Library, Lacey Veterans Service Center, YWCA, Supportive Services for Veteran Families (SSVF), Heroes Café, Safeway/Albertson's, and others – all with one mutual priority at the forefront – our Veterans and their loved ones.

Donald, on behalf of WestCare Washington/WAServes and the many Veterans that you've impacted through your countless contributions, thank you for your years of service in this field and we wish you nothing but the happiest days ahead in your retirement. This isn't goodbye. It's see you later, friend.



Grants & Resource Development



Funding Update

By Lisa Jackson, *Interim Vice President of the Grants Department*

The funders have been busy reviewing our many applications and WestCare has been blessed! Recently, WestCare was awarded two **Bureau of Justice Assistance (BJA)** grants and one **Office of Juvenile Justice and Delinquency Prevention (OJJDP)** grant. **Nevada** received \$900K for three years for **Improving Substance Use Disorder Treatment and Recovery**. **Tennessee** received a \$750,000 BJA grant for **Community Based Reentry** for three years of service. Lately, **Texas** received \$739,322 for three years to provide for youth who have been affected by opioids.

And that was just the beginning! The **Guidance/Care Center** in the **Florida Keys** was awarded a **Certified Community Behavioral Health Clinic (CCBHC)** grant! That is approximately \$4 million over four years! A big win for everyone. Additionally, we received a **Substance Abuse and Mental Health Services Administration (SAMHSA)** grant for the **Virgin Islands** for **Strategic Prevention Framework - Partnerships for Success**, a five-year award for \$375,000 per year. I know the VI are happy about that!

Oregon, California, and **Kentucky** have been awarded the **VA's Staff Sergeant Gordon Fox Suicide Prevention Grant Program**. OR and CA received \$750,000, and KY received a total of \$534,365. These funds will help so many Veterans who are struggling.

Nevada also received a grant from the **VA Southern Nevada Healthcare System** for **Transitional Housing Services to Homeless Veterans** for female Veterans and female Veterans with children for a total of \$141,775 per year for five years. Way to go, Nevada!

There are still many applications yet to be reviewed. WestCare is having a really wonderful funding year.

Information Technology

WestCare's IT Service Delivery Team

This month, we'd like to spotlight our **IT Service Delivery** team and some of our newest members of the **Information Technology Department**. This team is responsible for overseeing and facilitating a variety of critical functions and managing vendor relationships, including:

- **IT Purchasing** (computers, printers, accessories, supplies, billing support) with CDW, Amazon, and Staples;
- **Shipping and Receiving** account management with FedEx;
- **Printer/Multi-Function Device** contract management (new and updated devices, maintenance requests, billing support) with Ricoh;
- **Wireless Device Management** (new/upgrade orders, provisioning, inventory maintenance, billing support) with AT&T, Verizon, and T-Mobile; and
- **Telecommunications Support** (new/upgrade orders, disconnects, billing support) with AT&T, CenturyLink, Comcast, Cox, DVS, Frontier, Spectrum, SuddenLink, Trilight, Windstream, and other service providers.



Laurie Zimmerman
Director, IT Service
Delivery

"Hello, I am Laurie Zimmerman, Director of WestCare's IT Service Delivery team. Before joining the IT Department, I worked for two years with FitzHouse Enterprises performing a variety of functions. Prior to that, I had worked in the IT field since 1995, serving primarily as the IT operations and support services manager for Sentara Healthcare in Virginia. I also served two years as the senior IT project manager for PCM, an IT solutions provider while living in Ohio. I completed a B.S. in Management and Organizational Development from Eastern Mennonite University and an M.S in Management of Information Systems from the University of Maryland.

In my free time, I enjoy traveling with my family, testing out new recipes on our BBQ smoker, or just simply relaxing at her home on Douglas Lake and taking in the views of the Smokey Mountains."



Rachel Hamilton
IT Service-Delivery
Specialist

"Hello, everyone. I'm Rachel Hamilton and I joined the WestCare IT Service Delivery Team in September. I'm originally from Pikeville, KY and my family and I recently moved to Dandridge, TN.

I am a proud University of Pikeville graduate. After college, I worked in accounting and then took a break to start a family. When I returned to the workforce, I worked part-time as a preschool Teaching Assistant. Working in preschool was such a rewarding experience and I loved being 'Miss Rachel.' I'm thankful and enthusiastic to be working at WestCare and being part of an organization that makes a difference.

When I'm not at WestCare helping to uplift the human spirit, I enjoy serving in children's ministry where I have the chance to teach children all about God and how much He loves us. My hobbies include tabletop gaming, enjoying rock and metal music, and collecting vinyl records. My husband (*Ricky Hamilton, a member of WestCare's Information Security team*) and I will be celebrating our 20th wedding anniversary in November and we have a nine-year-old daughter that keeps us on our toes! We love living in Dandridge and being a part of the WestCare Family. Everyone has been so kind and our spirits have been truly uplifted!"



Jim Workman
Deputy Chief
Information Officer

"Hello, WestCare family! I am Jim Workman and I joined WestCare in July of 2022 and am WestCare's Deputy Chief Information Officer. I am responsible for leading the Information Security and IT Service Delivery divisions of the Information Technology department.

I have spent over 25 years in a variety of roles in higher education, financial services, consulting, and economic development. Prior to joining WestCare, I was the Corporate Information Security Officer (CISO), leading the information security, physical security, business continuity, third-party risk management, and data analysis teams for Community Trust Bank, serving Kentucky, Tennessee, and West Virginia. I also previously served as the Chief Technology Officer (CTO) of the University of Pikeville located in Eastern Kentucky.

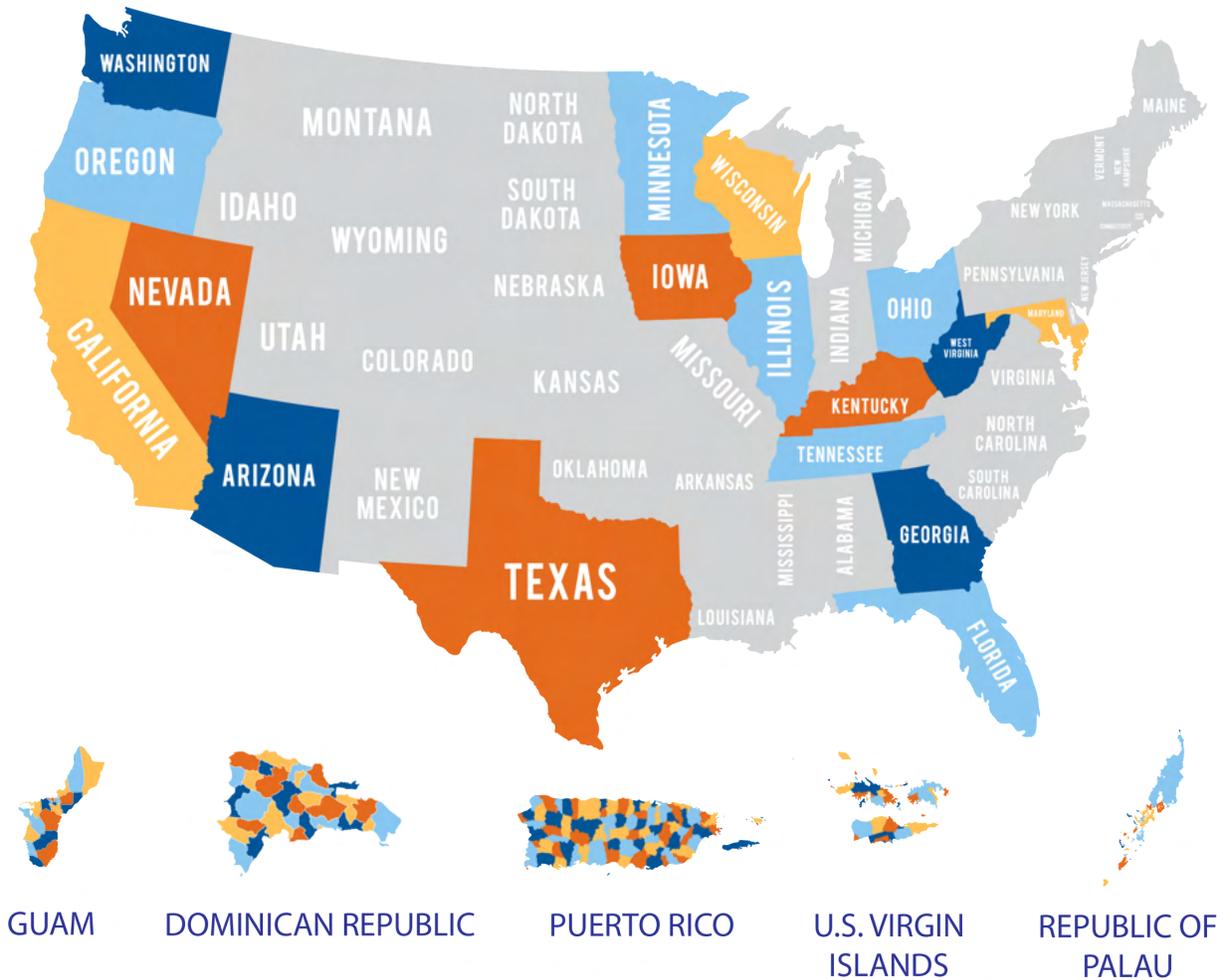
I reside in Dandridge, TN, am an active member of H-ISAC and ISACA, and have served on several boards and councils throughout professional information technology associations over the years. I received my Bachelor of Science degree in Safety Technology from Marshall University and obtained a Master's degree in Business Administration (MBA) from Morehead State University. I enjoy spending time with family and friends, attending concerts/music festivals, and cheering on the Marshall University Thundering Herd during football season.

Our new teammates are excited to be helping equip their coworkers around the world with the technology they need to continue Uplifting the Human Spirit. If you have any questions for the team about any of the services that they provide, please call (725) 735-8380, call extension 10107, or email IT.Services@westcare.com"

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.

Proudly serving seventeen states, three U.S. territories, the Dominican Republic and the Republic of Palau



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The Express is made possible through stories submitted by our amazing WestCare teams around the world. We know that each and every day, a positive change is happening for our clients with our support.

Have a story to tell? Please email marketing@westcare.com and let's share the impact WestCare makes in Uplifting the Human Spirit.



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Gabriela McNiel
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