



UPLIFTING THE HUMAN SPIRIT · UPLIFTING THE HUMAN SPIRIT · UPLIFTING THE HUMAN SPIRIT · UPLIFTING THE HUMAN SPIRIT · UPLIFTING THE HUMAN SPIRIT

**WESTCARE**  
**EXPRESS**

**FEBRUARY 2021**

**THE WESTCARE EXPRESS NEWSLETTER**

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## ***A Welcome by our President/CEO, Dick Steinberg***



*Dick Steinberg*

“WestCare Family,

Every February, we take pride in joining the millions across the globe in celebrating the observance of **Black History Month**. In commemoration this year, our **Diversity, Equity and Inclusion Staff Workgroup** has sent daily emails to staff regarding various African American trailblazers, their accomplishments and the impact that is still felt today by their contributions. These daily emails have spotlighted inventors, politicians, social rights

activists and more; but it's impossible to fit more than 400 years of rich history into just 28 days. Whether it's our esteemed colleagues in this field or prolific figures such as the Tuskegee Airmen, Ruby Bridges, the late great Congressman John Lewis or our current Vice President, Kamala Harris, we are proud to honor these bringers of change and encourage you to celebrate this month through your own education and increased awareness.

As a provider of health and human services, we must continue to be active listeners who can not only recognize someone's contributions, but learn from their unique voices and lived experiences. WestCare's mission is to empower everyone with whom we come into contact to engage in a process of healing, growth and change benefiting themselves, their families, coworkers and communities. We are deeply committed to living this mission through our values. However, living our mission means speaking up against intolerance while also supporting those who have dedicated their lives to bettering the world despite the trials of injustice that have been posed before them, both in the past and in the present.

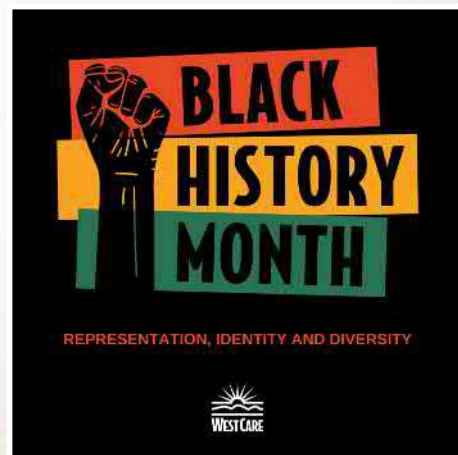
As an organization, we remain clear in our message of embracing diversity and striving for equity among our staff, those that we serve, their families and the communities in which we operate.

In closing, to all of our staff, stakeholders, interns, volunteers and those whom we are so proud to serve - thank you for helping us embody our mission and vision each and every day.

Stay safe and stay well.”

Dick Steinberg

President & CEO





## ARIZONA: “WestCare Arizona Youth Prevention”

*By Emily Selby, Case Manager/BHT, WestCare Arizona*

“WestCare Arizona is proud to announce that our prevention program is up and running despite COVID-19. This program is dedicated to the youth in our community and has a proven record of success! Our prevention specialists work with youth enrolled in area schools - delivering much needed services. Even through restrictions and school closures, this team is able to connect virtually. During these trying times, kids need support more than ever! Our specialists provide education on self-awareness, self-esteem, self-image and family concepts. This program focuses on providing tools that the youth can use such for drug and nicotine resistance as

well as communications and skills. Youth in the program learn how to build healthy relationships with their peers while having the support of our prevention team to answer any questions and help guide them while they are learning and applying skills. Our prevention specialists are dedicated to helping the youth in our community prepare for a bright future. We are proud to be part of a program that is centered around youth and creates a better tomorrow for the children of our community!”

*Our Prevention Team pictured from left to right:*

*Cassie Jarvis, Prevention Specialist; Morgan LeClaire, Program Director and Cheyann Brown, Prevention Specialist*



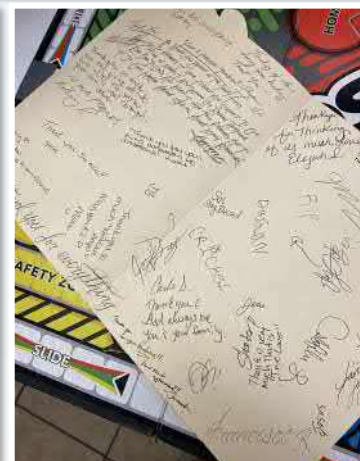




## CALIFORNIA: "Local Family Gives Back in A Loved One's Memory"

*By Michael Mygind, Marketing Specialist,  
WestCare California*

"In late January, the family and friends of **Richard Fraga**, whom lost his battle to substance abuse last year, made a donation in his memory to benefit the men, women and children that we serve at our **MLK Residential** facility in Fresno. Each gift of hygiene items and warm clothing came with a special message from the Fraga family as well as various Bible verses to help them along in their journey. As a way to say thank you, those that we serve presented the Fraga family with a drawn portrait of Richard and a signed thank you card. On behalf of our programs and those that we serve, we'd like to send not only our heartfelt thanks to the Fraga family for this tremendous gesture, but strength as they move forward!"







## DOMINICAN REPUBLIC: “Collaboration For a Greater Community Impact”

*By Yolanda Gonzalez Malave, Program Assistant and HR Coordinator, Caribbean and Latin American Region*

“Clinic Coordinator, Ms. Iris De León; Coordinator of Guara Bi Caguas, Mr. Ruben Cruz and the Coordinator of Guara Bi Dominican Republic, Mr. Yunion Sánchez, met with management officials from the **National Drug Council**, Dr. Carmen Rodriguez De la Rosa, Dr. Jose Antonio Tejeda and Dr. Herminia Arias. During this meeting, they exchanged experiences of treatment, rehabilitation and social integration of drug-dependent users. They also discussed a number of projects, plans and services offered by WestCare in the Caribbean and Latin American Region and our prevention initiatives in the Dominican Republic. Our team also met with Mental Health Director, Mr. Alejandro Uribe and Attorney Elias at the **Public Health Ministry** to

establish collaborative agreements to expand our services in order to impact a greater number of individuals in the community. During this official visit, Ms. De León and Mr. Cruz appeared as part of an interview on the TV show, ‘**Weekly Advise**,’ which airs on National News Network, Channel 27.”





### FLORIDA - Florida Keys:

### *"Friends Kiteboard From Key Largo To Key West To Support Mental Health"*

*By Maj Johnson, Executive Assistant,  
WestCare Florida - Guidance/Care Center*



"Keys resident, **Scott Gerke** battled depression and anxiety, so he attended weekly therapy for seven months as he tried to break through his mental health struggles. It was then that he realized just how hard that struggle is for many people, especially the friends that he lost to suicide. 'When I realized how difficult it is, I told my therapist at the **Guidance/Care Center** that when I feel better, I have to be a voice for mental health,' said Gerke, who DJs for events and weddings.

To assist those going through mental health struggles, Gerke and his friend, **Joe Tatangelo**, planned and executed a 100 mile, two day kiteboard trip from Key Largo to Key West! The journey was challenging as it was something they had never done before. For Gerke, his love of kiteboarding helped him get past through tough times. After trip expenses were covered, the donations was split between a Michigan Mental Health Non-profit and The

Guidance/Care Center in the Florida Keys.

Monroe County has the highest suicide rate among all 67 counties in the state of Florida. Although the county population is about 75,000, the average rate of suicide is nearly twice as high as the state rate. Steve Gerke and Joe Tatangelo are doing what they can to help individuals and the non-profits where people can get help!

A GoFundMe page was set up with the goal to raise \$1,500 by the end of the year. As you can see from the check below they exceeded that goal by \$596.00 totaling \$2,096. In addition to the kiteboarding endeavor, Gerke also hosted a 'Music Saves Lives' livestream event on Dec. 17th.

Scott has benefitted from the services of the Guidance/Care Center and his outreach will touch so many more people in our community. We are proud that he wants to give back and inform the community about mental health concerns and the organization that is here to help! You can follow Scott C. Gerke on

Facebook: <https://www.facebook.com/scottcgerke>

Instagram: @Scottcgerke

YouTube: <https://www.youtube.com/c/scottcgerke>



**FLORIDA - South Florida:** *“A Partnership for Vocational Success!”*

*By Beatriz Del Rio, Marketing Director,  
WestCare Florida – The Village South*

“The Village South’s IPS (Individual Placement Support) program for education and employment continues to provide necessary resources for our clients to prepare to re-enter the workforce. We have a partnership with the **Kaizen Beauty Academy**, a local beauty school, to provide free haircuts to our clients who are in the process of interviewing for jobs. This will also give our clients the self confidence boost that they need as they prepare to

re-enter the workforce and make positive contributions to their communities.

In early February, our first five re-entry clients received haircuts and styles by Kaizen Beauty Academy students. Our ladies were so excited and look amazing. It was gratifying to see them looking in the mirror and loving their new look and complimenting each other. This is what Uplifting the Human Spirit is all about!”







## GEORGIA: “Remembering John A. Bascom”

*By Joyce Randle, Administrative Coordinator, WestCare Georgia*

“John Adolphus Bascom was more than the WestCare Georgia community action man. He was a compassionate civil rights warrior. He never met a stranger and his passion was improving the quality of life for others. As a young man, John was recruited and hired by Andrew Young as a staff member for the Southern Christian Leadership Conference (SCLC). He was an effective organizer on college campuses for the movement and he later became special assistant and traveling companion to Dr. Ralph David Abernathy during his tenure as President of the SCLC. John was one of the key coordinators for the United Youth -Adult Conference’s

(UYAC) Saturday search efforts during Atlanta’s Missing and Murdered Children Crisis. John was not only a Veteran of the civil rights movement, but he was a military Veteran, where he served in the U.S. Navy. During this Black History Month, we pause to honor the legacy of our mentor, servant, coworker and friend, John Adolphus Bascom, who changed the plight of many from bleak to bright. We will never forget the major contributions that he made in the world.”

**Learn more about John in this 2018 article by the Atlanta Journal-Constitution:**

<https://www.ajc.com/news/john-bascom-quiet-civil-rights-soldier/1x7ImD3tdGdn065tXbOJeO/>



**ILLINOIS:** *“WestCare Illinois Has Been Busy!”*

*By Melissa Valentine M.Ed., CADC, Program Coordinator,  
WestCare – Illinois*

“Most of our dedicated correctional employees have been allowed to return to the facilities full time after several months of lockdown due to COVID-19. They have been able to resume treatment groups with clients while maintaining institutional protocols. Staff are now able to interact and support one another and clients on a much-missed personal level.

We are excited to announce that **Logan Correctional’s Dual Diagnosis Program** is expanding! We have secured 25 new beds at the women’s facility that are anticipated to open on March 1, 2021. We have also been able to secure a new program in Decatur, IL at the **Decatur Corrections Center**. This program will be an in-prison Modified Therapeutic Community (MTC) that will incorporate best practices including cognitive behavioral therapy, trauma-focused care and motivational interviewing to address the needs of participants with criminal histories complicated by substance use disorders. Our anticipated start date is April 1, 2021.

The **WestCare Cermak** office received approval to provide treatment services off-site to justice-involved individuals on a specialty tier for Veterans of the Armed Forces at the

Cook County Jail in Chicago. Staff are excited to provide substance use disorder counseling and reentry services to this population. In addition to this, staff have been participating in ‘pop-up’ events around the west side of Chicago providing naloxone training and assisting with distributing care packages.”







## IOWA: "The Hanson Family Foundation Awards \$15K to Assist Homeless Vets"

*By Darlene Terrill, Regional Administrator of  
Iowa Operations and Director of Special Projects,  
WestCare Nevada*



"WestCare Iowa/FAVA (Family Alliance for Veterans of America) received a grant from the Hanson Family Foundation in Forest City, Iowa. The Hanson Foundation is a local foundation started by Winnebago Industries founder, John K. Hanson. This is the ninth consecutive year that we have received this grant. This year, the funding request was for food for the pantry, small appliances and gas cards for our homeless Veterans. This year, with COVID-19, things are more complicated for all of us. With this generous grant, we were able to unexpectedly leverage this money with the local Hy-Vee supermarket in town, who assisted us in maximizing the food and supplies that we could purchase.

Thanks to the generosity of the local Hy-Vee branch, enough food was ordered to fill our pantry and our freezers full of wonderful foods for the Veterans and their families in their time of need. Since Hy-Vee received such a large order from WestCare, the manager gave a 5% discount right off the top. She spent time assisting us in ordering generic brands, sale items and Hy-Vee brands that were less expensive to maximize the quantity of items listed in the grant. Due to this attention, the order came in at a fraction of the price that was anticipated. The manager doubled the order. Their goodwill saved \$2,000 for staff to be able to purchase additional items including gas cards that have been needed by our Veterans to help them get to medical appointments and take care of other matters. Since WestCare FAVA is active in the community and the members on the Hanson Foundation's board are friends and neighbors, they said that we could substitute

anything for what we really needed for our clients as long as we provided the information on the additions to their board. What a great partnership this ended up being that has ultimately provided a lot of support for our Veterans, especially during this pandemic that we have all been in.

Some examples from January 2021 of those that have been touched by the funding already include an elderly Veteran and his wife in need of gas for their car and a family with a three-year-old in need of groceries. Our staff were overwhelmed by the gratitude that these two families have shown.

Thank you, Hanson Foundation for making the money available to us and to Hy-Vee for maximizing our purchasing power. We appreciate your goodwill immensely!"



## NEVADA: "The Spiritual Care Chaplain Program Pledges to 'Be Love'"

*By WestCare Spiritual Director, Sr. Chaplain Ryan Michael Creelman*

"Greetings, WestCare Family! February is 'Love Month!' However, it is often common for our persons in care to express feelings of unimportance, a lack of purpose and how they feel unloved - but, not on our watch! Our WestCare Spiritual Director, Sr. Chaplain Ryan Michael Creelman, answered the call to 'Be Love.' Our amazing Spiritual Community of Faith Partners & Spiritual Alumni Leadership joined him in this mission to spread love among Nevada's programs.

The new 2021 Spiritual Care Chaplain Program (SCCP) Alumni Leadership Team organized a community fundraiser to 'Be Love' with financial and chocolate donations that successfully provided every individual in our care a full-size chocolate bar wrapped with the message, 'You are loved,' and a personal invite to be part of our loving spiritual alumni community, 'Recovered & Redeemed.' They visited our residential programs (Harris Springs Ranch and the Women & Children's Campus), the Community Involvement Center

(including partial hospitalization and all outpatient programming) and our Transitional Housing programs. The SCCP Alumni Leadership shared spiritual recovery testimonies while demonstrating examples of love in their active lives of service of others. 'I want what they have' and 'I feel loved and like I have a new purpose' were common responses from those that we serve. In addition, every client in The Spiritual Care Primary Residential Treatment Program received candy bags, personalized Hallmark Valentine's Day cards and teddy bears on behalf of the extended spiritual family of the WestCare SCCP. Site Chaplain, Cynthia Branham, at the WestCare Women & Children's Campus recruited spiritual leaders and recovered women speakers across the nation to comment on the topic of love in a weekly evening interactive tele-spiritual health experience called, 'Sister, can we talk?' Treat bags, cupcakes and beverages were provided to demonstrate how even little things of comfort can show our persons in care just how special and important they are. Join us in this warm reminder that treating others lovingly is something that we all can do to 'Be Love,' not just this month... but for always and forever!"







## OHIO: “The Peer Support Program Moves Into its New Home!”

*By Abby Hofrichter, Communications and Social Media  
Coordinator, Hofrichter Creative LLC*



“We are into a new year and a new decade here at **East End Community Services** and with that have come some exciting advancements for our programs. In late January, we finished the process of securing and moving into a new building for our Peer Support program!

This building, located next door to our offices on Xenia Avenue in Dayton, Ohio, will serve a multitude of uses. First and foremost, it gives our **Peer Support** staff a dedicated space to meet with their clients. Each peer now has their own office, complete with COVID-19 safe barriers for the time being, instead of using a shared/public space at our existing office. Our staff can also now enjoy private staff restrooms as well as public restrooms for guests and a kitchen/break room!

In addition, this building has a conference room that we hope to use for additional office space, team meetings and eventually, group activities. Just past the lobby, we’re grateful to have an open-area that will be used for group sessions and events. We hope to re-launch group events this spring once we can be sure that we’re able to do so safely. The spacious lobby and welcome desk just outside this area will allow us to greet clients and offer a waiting area, especially as we consider evolving towards an open-door policy in years to come!”





## PACIFIC ISLANDS: “PREP’d for Virtual!”

*By Raven Saville, Youth Educator – Project Isa-Ta: PREP PATHways, WestCare Pacific Islands*



“For nearly a year now, the world has been going through a life-changing transition due to the pandemic that doesn’t seem to be vanishing anytime soon. We’ve all learned to adjust to the new normal of

staying safe and healthy - both with body and mind. As we adapt to social connection through camera, the team at **Project Isa-Ta** knows that virtual sessions are the way to go. From connecting with friends to work meetings and program delivery, video conferencing has become the setting.

To continue to reach our youth amidst the island-wide state of emergency still in place, the team recently hosted their first holiday series, Merry & PREP’d! This six day

program allowed us to virtually connect the youth with lessons, activities and prizes from the comfort of their homes. Grab-bags with workbooks and materials for specific activities were provided through curbside pick-up beforehand. The screens didn’t stop our little challenge of ‘Protect the Egg’ in live action to see who could build that perfect nest.

The team was happy to interact with our youth once again, even if it was only through a screen. Participants gave positive feedback about their experience such as, ‘I really liked the program’ and ‘The program is a good way to learn about life and relationships.’ Each youth received a certificate of completion, goodie bag with WestCare gear and gift certificates. As our island heads back to school this month, we are excited to resume our school-based sessions and launch our first parent/child series. This is just a taste of what’s to come!”





**PUERTO RICO:** *"The Guara Bi Teams Provide Outreach to Those in Need"*

*By Yolanda Gonzalez Malave, Program Assistant and HR Coordinator, Caribbean and Latin American Region*

"Staff and volunteers from **Guara Bi Yara Ri** and **Guara Bi Manaya** went to the community of Altos de Cuba at the Municipality of Vega Baja for an outreach event. The Altos de Cuba community is one of the many areas in the Vega Baja, Puerto Rico, with a high incidence of intravenous controlled substance users. There is a 'shoot spot' called 'the shooting,' where staff reach out to individuals and offer them our services with hopes to enroll them into our programs to get treatment for their substance use disorders. During the event, breakfast was offered and outreach was made. We were proud to make an impact on the people of the community by sharing the services of our methadone-assisted medication clinic and Guara Bi Manaya's female treatment and shelter programs."







## TENNESSEE: "Uplifting The Human Spirit with A Warm Meal"

*By Janice Church, Area Director, WestCare Tennessee*

"WestCare's Recovery Court participants in Roane County, TN are required to do a community outreach project before graduating. I met with two participants to discuss the project that they would like to do, help set goals for its outcome and create a plan for how they can meet those goals. The two participants decided that they would like to do something for the elderly and shut-ins within the community. After a session of brainstorming, they decided that they would like to provide and deliver meals to these individuals. They decided on spaghetti, salad, rolls and a desert. With Pam and myself cooking and the clients purchasing desert and rolls, the meal was created. A local restaurant called MeMe's, donated to-go plates and cups for the salad dressing to deliver the meals in. The participants were able to deliver 15 meals! They also delivered lunch to **General Sessions Judge for Roane County, Dennis W. Humphrey** and his bailiff at the Roane County Courthouse.

I spoke with the participants after they delivered the meals to find out how they felt about the project. Both reported that

they hadn't felt so fulfilled in a long time. They reported seeing the people that they delivered the meals to humbled and realized how lucky they were to be healthy and in recovery. They talked about how the people they delivered meals to wanted to talk to them and share their life's stories with them because they didn't have any visitors because of COVID-19.

It was amazing to see the satisfaction on the participants' faces when they talked about the reactions they got for delivering meals and the joy that they saw on the faces of the elderly. They said that this has given them the desire to do more for the elderly and to reach out to their neighbors and check on them to make sure that they don't need anything.

I have to say as Area Director, I rejoice at every success story that we have whether it's their recovery or participants getting jobs, obtaining their driver's licenses or going back to school. I will say though that seeing the faces of these two participants after completing their project with feelings of pride, accountability, accomplishment and the pure joy of knowing what it means to give back - is one of my proudest moments."







## TEXAS: *"WestCare Texas Takes HIV Awareness to the Streets in Observance of National Black HIV Awareness Day"*

*By Linda Papayanopolus, Community Engagement Coordinator, WestCare Texas*

"WestCare Texas, BEAT AIDS, San Antonio Fighting Back and Texas Black Women's Health Initiative teamed up to provide free HIV testing and resources at a local awareness event, the 'Know Your Status Caravan!' which took place on Saturday, February 6, 2021 in observance of National Black HIV/AIDS Awareness Day. The purpose of the event was to educate the community about HIV prevention and to provide community members with an opportunity to get tested for HIV in order to know their status.

Participants were encouraged to decorate their vehicles before they arrived with red ribbons and hashtags such as #KnowYourStatus, #WereInThisTogether, #EndtheStigma and #BlackHIVAwarenessDay for the caravan. The person with the most spirited vehicle won a surprise gift.

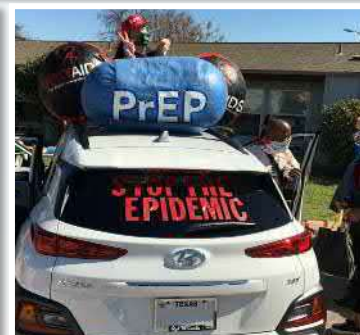
A total of 35 cars participated in the caravan, escorted by the San Antonio Police Department as they drove through the Eastside community. Cars were decorated with red ribbons, balloons and other ornaments to celebrate HIV and AIDS awareness. The caravan started and ended at 618 Hudson St., the address of Newly Empowered Women, a BEAT AIDS program location, where participants took the HIV test to know their status.

Bexar County ranks third in the state for HIV and AIDS diagnosis with more than 6,343 people living with HIV. The number of people newly diagnosed with HIV has increased by more than 50% in the last decade. African Americans and Hispanics lead in the HIV and AIDS demographic for positive cases.

'With Bexar County in the top five counties across the state for

HIV and AIDS diagnoses, we are raising awareness about prevention and encouraging everybody to know their status,' said Dr. Leonetta Green, HIV Lead Navigator for WestCare Texas. Organizing HIV/AIDS awareness and testing events will help counter those alarming figures.

In 2020, SAMHSA awarded WestCare Texas with the Substance Abuse and HIV Prevention Navigator Program for Racial/Ethnic Minorities grant. The purpose of this grant program is to provide services to those at highest risk for HIV and substance use disorders. WestCare Texas will utilize a navigation approach where peer navigators will expedite services for these populations. With this grant, WestCare Texas will provide training and education around the risks of substance misuse and education regarding HIV/AIDS. The peer navigators will also provide needed linkages to service provision for individuals with HIV."





## VIRGIN ISLANDS: “VIPIR Does Their Part for the Point-In-Time Count”

*By Yolanda Gonzalez Malave, Program Assistant and HR Coordinator, Caribbean and Latin American Region*

“To get a snapshot of the number of homeless people within the territory, staff from The Village - Virgin Islands Partners in Recovery (VIPIR) participated in the Virgin Islands Continuum of Care’s Homeless Point-In-Time Count, also known as the PIT Count. This is a one day survey of sheltered and unsheltered individuals and families as part of a national effort to end homelessness. The Village’s staff participated by going to their neighborhood communities where the homeless congregate and may need help. The PIT Count will provide us with insight that will help us to keep working with new programs and initiatives towards the offering of services that will help the less fortunate.”





**WASHINGTON:** *“WestCare WA Helping to Advance Health Equity”*

*By Donald Lachman, Special Projects Coordinator and Andrea Talmadge, Regional Coordinator – WestCare Washington/WAServes*



“WestCare Washington/WAServes is proud to announce that in 2021, Veterans as well as others residing in Washington State’s most populous region, King County, will experience improved access and response as it relates to the use of local health care and social services with the launch of the **Connect2 Community Network**. Directed by **King County’s HealthierHere Medicaid initiative**, it is a vital component of their transformation plan.

Modeled after a public utility, the Connect2 Community Network is owned and collaboratively governed by the community with a singular focus on serving the interests of all the people and communities who call King County their home.

Community ownership and governance is essential to insuring that the focus stays on meeting the needs of people - especially those impacted by systemic racism and other inequities.

Connect2 Community advances health equity by enabling coordination between health and social service organizations. Relational and electronic linkages are created among social service agencies, community-based organizations, behavioral health providers, clinics and health care systems in a unified network that can interoperate between different platforms and networks. Participating organizations benefit from features including a shared resource database and bi-directional closed-loop referrals to strengthen their collaborations and holistically address clients’ needs.

This unique collaboration also marks the first time that King County’s human services agencies will be recognized as co-partners with health care. This acknowledges their significant contributions to quality patient care as well as their direct impact on reducing unnecessary health care and emergency systems costs. Research consistently demonstrates that up to 80% of health care outcomes are directly tied to social determinates.

Additionally, this recognition of human services agencies includes information sharing and resource coordination as well as sustained

financial investments from participating health care stakeholders. Financial sources will include select health care foundations as well as through the application of reinvestment formulas and braided funding concepts that capture systems savings.

A major milestone for the Connect2 Community Network was recently achieved with the seating of its influential multi-sector advisory body to serve as the network’s governing entity. This body is responsible for overseeing the design, implementation and sustainability of the network with support from cross-sector workgroups and guidance from the community. The members include community leaders from over a dozen diverse sectors that are critical to the network’s success.

WestCare Washington is proud of its selection to serve on this body as well as its representation and coordination of services to the largest population of Veterans in Washington State. The Connect2 Community Network is not intended to replace existing systems or networks, but is intended to connect them in a way that is seamless and easy to use.

Technology, data collection and real-time information sharing are critical elements of this transformative initiative. Currently, the Connect2 Community Network can link and engage members through its first technology partner, Unite Us, provided by the Community Health Plan of Washington, Kaiser Permanente, MultiCare, OptumCare (Polyclinic, Everett Clinic and Northwest Physicians Network) and WestCare Washington. This ensures the successful onboarding and training of dozens of new network members.

With the pandemic exacerbating the need for services, efforts are moving forward rapidly. Cross-sector workgroups are co-creating policies and procedures to establish network standards, address legal considerations, enable responsible data sharing and protect privacy. Community members, especially those most impacted by barriers and inequities in our current systems, are also being engaged to guide the work and ensure that it will serve their needs. Simultaneously, work is underway to design and build a technology hub that can safely exchange select information with a variety of different platforms.

The achievements over the last 15 months are the result of our dedicated program staff and community leaders. It has been a privilege for our team to serve as a member on the initial steering group as well as our subsequent selection to the formal Advisory Body.”



## WISCONSIN: "Welcome To Our Team!"

*By Felicia Williams,*

*LST Program Director, WestCare Wisconsin*

"I'd like to allow our new staff here in Wisconsin to introduce themselves due to our blessings from our recently awarded grants!



'My name is **Tatiana Gibbs**.

I was born and raised on the north side of Milwaukee and attended Riverside

University High School. I graduated in 2016 from the University of Wisconsin Whitewater with a major in sociology and a minor in

biology. I have a background in research and community outreach. I enjoy giving back to the community and being a resource for those in need. I am truly excited for this new start as the Research Assistant for the Drug Free Community (DFC) Program and the Cream City Credential Messengers grant with Westcare Wisconsin.'

'Hi. I am **Monet' Johnson-Anderson**, a proud 2020 graduate of Lane College, a private historical black college located in Jackson, Tennessee where I received my bachelor's degree in Sociology. I am the Program Director



for the DFC Program. This program is designed to help reduce middle and high school students' use of marijuana and alcohol while increasing awareness and changing perceptions and policies by building on substance abuse and violence prevention strategies.'



'My name is **David Sinclair**. I attended Milwaukee Tech High school and graduated from Langston University. I have a degree in Child Development and Family Consumer Sciences. I also hold certifications in the

following: Community Building Facilitator, SAC-IT, EMT-B, Trauma Informed Care Trainer, Mindfulness Facilitator and am an Ordained Clergymen. I am the Program Coordinator for the CCCM grant and I'm ready to share these skill sets in this role with WestCare Wisconsin.'

Welcome everyone to the Wisconsin Team!"



## KUDOS: Our Monthly Shout-Outs to Exceptional Employees

### (California) The Women and Staff of CCTRP Stockton

"We'd like to give a shout out to the staff of our **Custody to Community Transitional Reentry Program (CCTRP)** in Stockton for organizing a love themed door decorating contest for the women that they serve! After their doors were finished, our staff cast votes and presented prizes to the top three picks! Thank you to all who participated and to our staff who organized it!" - *Michael Mygind, Marketing Specialist, WestCare California*



### (Illinois) January EOTM: Anthony Szudarski



"Congrats to our January Employee of the Month, **Anthony Szudarski**! Anthony has been a Substance Abuse Counselor since 2017. He quickly became familiar with his role as a counselor and not only provided support as a team member, but jumped in as needed. Anthony's positive can-do attitude is recognized. Anthony has always remained prepared, flexible and confident. His clear dedication and commitment to the work that we do is sincere and admirable. Thanks for all of your hard work!" - *Melissa Valentine M.Ed., CADC, Program Coordinator, WestCare Illinois*

### (Washington) Our Amazing Community Volunteers!

"Thank you to our amazing community volunteers on behalf of the **American Legion, AMVETS and Habitat for Humanity of Snohomish County** for helping build a ramp for Randal, a Vietnam Veteran that we proudly serve! This also wouldn't be possible without the materials provided by **Home Depot**!" - *The Staff of WestCare Washington/WAServes*





## KUDOS: Our Monthly Shout-Outs to Exceptional Employees

### (Florida - FL Keys) Year End Awards!

"Since we were unable to have our awards ceremony this year due to COVID-19, The Guidance/Care Center (G/CC) found a new way to announce our Employees of the Year with an event called, 'The 12 Days of G/CC.' Each day, for 12 days running, we sent out an email announcement of a categorical winner and the reasons why they were selected. This year, a survey was presented to all employees, allowing them to vote and provide input versus previous years with just supervisors and managers making the selections. This allowed everyone to take part in the process. Employees could spend time reading the exceptional work the recipients have accomplished and send their personal kudos. We also added some categories like the Uplifting the Human Spirit Award. We are so proud of these employees as they are true role models for us all!"

*The following are our Guidance/Care Center Employees of the Year with their titles and departments:*



**1st Day of G/CC –  
The Heron EOTY:**  
Tina Perez, Direct  
Care Worker



**2nd Day of G/CC –  
Criminal Justice  
EOTY:** Joe Knoth,  
Offender Re-Entry  
Care Coordinator



**3rd Day of G/CC –  
Crisis Stabilization  
Inpatient Unit  
EOTY:** Troy  
Campbell, BH  
Technician



**4th Day of G/CC –  
Children's Team  
EOTY:** Kelli Stolar,  
Children's Case  
Manager



**5th Day of G/CC –  
Case Manager  
EOTY:** Gary  
Roberts, Adult  
Case Manager



**7th Day of G/CC –  
Uplifting the  
Human Spirit  
Award:** Ellen  
Kreshpane, CSU,  
BH Technician



**9th Day of G/CC –  
Key West EOTY:**  
Annie Rojas, Key  
West Office  
Manager



**11th Day of G/CC –  
Manager of the Year:**  
Megan Davidson,  
Case Manager  
Supervisor



**6th Day of G/CC –  
Support Staff EOTY:**  
Doreen Mobley,  
Offender Re-Entry  
Research Assistant



**8th Day of G/CC –  
Key Largo EOTY:**  
Laura Merrin,  
Front Office  
Receptionist



**10th Day of G/CC –  
Marathon EOTY:**  
Eric Underwood,  
Maintenance  
Coordinator



**12th Day of G/CC –  
Program of the Year:**  
The Heron – Assisted  
Living Facility  
(Marathon, FL)





## MARCH ANNIVERSARIES: *Celebrating Our WestCare Family!*



### Arizona

- March 1st: Stephanie Bethards (4 Years, 2017)

### California

- March 1st: Brittany Silva (2 Years, 2019)
- March 2nd: Simranjit Singh (1 Year, 2020)
- March 3rd: Nathaniel Brown (12 Years, 2009)
- March 3rd: Yvette Ennis (6 Years, 2015)
- March 3rd: Sophia-Maria Sota (6 Years, 2015)
- March 4th: Miriam Arambula (1 Year, 2020)
- March 8th: Karen Trexler (5 Years, 2016)
- March 10th: Yenny Aguilar (1 Year, 2020)
- March 10th: Ashley Cook (1 Year, 2020)
- March 10th: Armando Garcia (1 Year, 2020)
- March 10th: Amanda Phillips (6 Years, 2015)
- March 10th: Perice Yang (1 Year, 2020)
- March 11th: Jennifer Childers (7 Years, 2014)
- March 12th: Melissa Capece-Fairless (2 Years, 2019)
- March 12th: Jasmine Wendels (2 Years, 2019)
- March 17th: Abel Olivares (18 Years, 2003)
- March 18th: Beatriz Onate (1 Year, 2020)
- March 18th: Christina Valtierra (1 Year, 2020)
- March 20th: Raymond Gonzales (14 Years, 2007)
- March 21st: Dawn Davis (3 Years, 2018)
- March 21st: Brittani Eriksen (5 Years, 2016)
- March 21st: Sara Florez (4 Years, 2017)
- March 21st: Paula Jimenez (5 Years, 2016)
- March 21st: Aneisa Shelton (5 Years, 2016)

- March 22nd: Norma Gonzalez (10 Years, 2011)
- March 22nd: Albert Rosales (5 Years, 2016)
- March 23rd: Mary Jordan-Church (11 Years, 2010)
- March 27th: Heather Fuentes (2 Years, 2019)
- March 27th: Alicin Lopez (2 Years, 2019)
- March 27th: Geraldine Ramirez (15 Years, 2006)
- March 28th: Juan Vasquez (3 Years, 2018)
- March 29th: Nakesha Lee (5 Years, 2016)
- March 31st: Royce Dunn (12 Years, 2009)
- March 31st: Elena Esquivel (4 Years, 2017)
- March 31st: Mary Ann Kroy (6 Years, 2015)
- March 31st: Mamie Welch (12 Years, 2009)

### Florida

- March 1st: Taccara McNeal (5 Years, 2016)
- March 1st: Sandra Rautio (2 Years, 2019)
- March 1st: Randell Wiggins (24 years, 1997)
- March 2nd: Robert Prosser (1 Year, 2020)
- March 2nd: Dainier Blanco (12 Years, 2009)
- March 4th: Darryl Blaker (2 Years, 2019)
- March 4th: Edwina Kennedy (2 Years, 2019)
- March 5th: Lesia Lewis (3 years, 2018)
- March 5th: Lillie Love (3 years, 2018)
- March 6th: Gregory Porter (4 Years, 2017)
- March 7th: Anne Clacema (10 Years, 2011)
- March 7th: Sherman Owens (16 Years, 2005)
- March 8th: Dana Bryant (3 years, 2018)
- March 9th: Nancy Bloch (4 Years, 2017)
- March 9th: Angela Drayton (12 Years, 2009)
- March 9th: Amanda Mendez (1 Year, 2020)
- March 9th: Leslie Reddish (6 Years, 2015)
- March 9th: Michelle Smith (1 Year, 2020)
- March 13th: Marva Cole (4 Years, 2017)
- March 14th: Shajuana Williams (19 Years, 2002)
- March 16th: Ryan Blair (1 Year, 2020)
- March 16th: Meghan Caudill (3 Years, 2018)
- March 16th: Elyse Dermer (15 Years, 2005)

**MARCH ANNIVERSARIES:** *Celebrating Our WestCare Family!***Florida (Continued)**

- March 16th: John Tyson (1 Year, 2020)
- March 17th: Eric Underwood (2 Years, 2019)
- March 18th: Giulia Cammarata (2 Years, 2019)
- March 18th: Lainie Ferring (2 Years, 2019)
- March 18th: Shaquena Ylieret (2 years, 2019)
- March 19th: Carol Dochow (13 Years, 2008)
- March 19th: Albert Grandinetti (3 Years, 2018)
- March 20th: Lilybel Gomez (2 Years, 2019)
- March 22nd: Monica Dulanto (15 Years, 2006)
- March 22nd: Eva Pizarro (3 Years, 2018)
- March 23rd: Julio Castro-Gayol (3 Years, 2018)
- March 23rd: Elizabeth Darby (6 Years, 2015)
- March 23rd: Kurt Schulz (1 Year, 2020)
- March 24th: Meredith Carlson (1 Year, 2020)
- March 27th: Milene Estrada (15 Years, 2006)
- March 30th: Andrew Cacciatore (1 Year, 2020)
- March 30th: Julette Duffie (6 Years, 2015)
- March 30th: Lucille Reynolds (10 Years, 2011)

**Foundation**

- March 2nd: Denise Johnson-Williams (16 Years, 2005)
- March 2nd: Aaron Saylor (1 Year, 2020)
- March 16th: Laura Cronk (5 Years, 2016)

**Georgia**

- March 1st: Theresa Johnson (4 Years, 2017)
- March 18th: Leslie Akins (1 Year, 2020)
- March 20th: Frederick Robinson Jr. (1 Year, 2020)

**Illinois**

- March 1st: Nicole Hall (5 Years, 2016)
- March 1st: Maia Robinson (9 Years, 2012)
- March 4th: Michelle Delgadillo (2 Years, 2019)
- March 11th: Haily Rennick (2 Years, 2019)
- March 14th: Lamont McCune (10 Years, 2011)
- March 25th: Kinsey Sloan (2 Years, 2019)

- March 28th: Joseph Green (10 Years, 2011)
- March 29th: Leon Jackson (11 Years, 2010)

**Kentucky**

- March 1st: Shaun Doan (6 Years, 2015)
- March 10th: Christopher Cole (1 Year, 2020)

**Nevada**

- March 4th: Roseline Kalili (1 Year, 2020)
- March 18th: Victor Trejo (7 Years, 2014)
- March 23rd: Tessa Kiser (9 Years, 2012)
- March 24th: Karen Conrad (15 Years, 2006)
- March 25th: Chabrian Tanguay (2 Years, 2019)

**Ohio**

- March 1st: Shawna Martinez (8 Years, 2013)

**Pacific Islands**

- March 1st: Christina Cruz (4 years, 2017)
- March 3rd: Lorenzo Reyes (1 Year, 2020)

**Puerto Rico**

- March 1st: Jetsenia Rodriguez (4 years, 2017)
- March 2nd: Johanie Hernandez (5 Years, 2016)
- March 2nd: Alessandra Negron (1 Year, 2020)
- March 15th: Zulivette Rivera (9 Years, 2012)

**Washington**

- March 16th: Donald Lachman (3 Years, 2018)

**Wisconsin**

- March 30th: Brandie Bell (1 Year, 2020)





## EMPLOYEE ENGAGEMENT: March Kindness Calendar

"Hello, WestCare Family!

**HAPPY MARCH!** There are some great, free ideas in the March calendar. Would anyone like to send me one or a few of your favorite tunes from your playlist that inspire you? It would be great to get everyone's feedback, which I will share with all!

Thanks again for all that you do.

Have a great month." – *Susan A. Rinaldi, Director of Employee Engagement, WestCare Foundation*

# MARCH 2021



SUN	MON	TUE	WED	THU	FRI	SAT																																																																																																		
28 START OF WOMEN'S HISTORY MONTH  Think of ways you can be more inclusive at work and in your community.	1  Support a local business.	2  Prepare a home cooked meal for your family. Make an extra dish to deliver to person in need.	3  MARCH FORTH AND DO SOMETHING DAY Write an encouraging letter to a deployed or wounded member of the military through Operation Gratitude.	4  EMPLOYEE APPRECIATION DAY Invite a friend to dinner at their favorite restaurant and treat them.	5  FREE DAY! How can you go outside your comfort zone today?	6																																																																																																		
7 Make an effort to be more authentic.	8 INTERNATIONAL WOMAN'S DAY Thank a woman who has made your life better.	9 Show your appreciation by doing a household chore that your partner normally does.	10 Bring gently used clothing and footwear to your local donation station.	11 Start an outdoor hobby such as biking or hiking.	12 ALFRED HITCHCOCK DAY Spend the evening binge watching Alfred Hitchcock classics.	13 Visit your favorite quiet place and be present.																																																																																																		
14 Apologize to someone with whom you've had a past conflict.	15 Organize a volunteer activity with friends or family.	16 Offer to grocery shop or run an errand for someone going through a difficult time.	17 ST. PATRICK'S DAY Bake some St. Paddy's Day cupcakes.	18 Donate to an animal related cause.	19 Get out and explore! Be a tourist in your own city for a day.	20 1st DAY OF SPRING Plan a weekend getaway in nature and unplug from all electronic devices.																																																																																																		
21 COMMON COURTESY DAY Give up your seat on the train or bus to another.	22 Take fresh baked goods to a police, fire station or hospital with a note of thanks for their service.	23 Expand your mind. Sign up for a free class or workshop to learn something new.	24 Mentor someone this month and share your expertise.	25 Purchase a dozen stem roses and randomly hand them to passersby to brighten their day.	26 MAKE UP YOUR OWN HOLIDAY DAY Create a new fun tradition with family and friends.	27 Create a music playlist that inspires you and put it on your phone to listen to regularly.																																																																																																		
28 PALM SUNDAY / PASSOVER Buy some lottery tickets, hand them out to passersby with a smile.	29 Make time to meet a new friend to widen your social circle.	30 TAKE A WALK IN THE PARK DAY Spend time in nature by going on a hike or walk through a botanical park or public garden.	31 Make an appointment with your financial advisor to discuss your portfolio.	1	<div> <div>FEBRUARY</div> <table> <tr><th>S</th><th>M</th><th>T</th><th>W</th><th>Th</th><th>F</th><th>S</th></tr> <tr><td>51</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td></tr> <tr><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td></tr> <tr><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><td>21</td><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td></tr> <tr><td>28</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td></tr> <tr><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td></tr> </table> </div> <div> <div>APRIL</div> <table> <tr><th>S</th><th>M</th><th>T</th><th>W</th><th>Th</th><th>F</th><th>S</th></tr> <tr><td>28</td><td>29</td><td>30</td><td>31</td><td>1</td><td>2</td><td>3</td></tr> <tr><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td></tr> <tr><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td></tr> <tr><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td></tr> <tr><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>1</td></tr> <tr><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td></tr> </table> </div>		S	M	T	W	Th	F	S	51	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	1	2	3	4	5	6	7	8	9	10	11	12	13	S	M	T	W	Th	F	S	28	29	30	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	1	2	3	4	5	6	7	8
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Visit [www.randomactsofkindness.org](http://www.randomactsofkindness.org) for more kindness ideas.

**RANDOM ACTS OF KINDNESS  
FOUNDATION**

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## GRANTS/RESOURCE DEVELOPMENT: "What is a Funding Summary and What is it For?"

By Lisa Jackson, GPC – Interim VP of Grants,  
WestCare Foundation

### Funding Opportunity Summary RFP attached

Title:	
Funder:	
Lead Applicant:	
Due Date:	
Eligible Applicants:	
Grant Type:	<input type="checkbox"/> New <input type="checkbox"/> Competitive Renewal <input type="checkbox"/> Continuation <input type="checkbox"/>
WC pre-consideration checklist	<p>What facility is this program going to operate from/ where is the program going to be located?</p> <p>Does the subsidiary have <u>current staff</u> available in that program or location with the knowledge and experience necessary to successfully complete the work outlined in the RFP/opportunity? (Y/N)</p> <p>If you have available staff to assist on the grant/contract, please provide Name, Title, and Level of Effort for the proposed grant/contract.</p> <p>Are there <u>existing staff</u> w/ a contract ending that could be assigned to this opportunity if awarded? (Y/N) If yes, please provide Name, Title, and Level of Effort for the proposed grant/contract.</p> <p>Are there <u>existing staff</u> not fully funded that could be assigned to this opportunity if awarded? (Y/N) If yes, please provide Name, Title, and Level of Effort for the proposed grant/contract.</p> <p>Are existing or proposed staff covered under a contract that requires them to be allocated 100% to the grant/contract? (Y/N)</p> <p>If you do not have available staff – please explain how you will staff the program with existing funding – or identify how you will sustain newly hired positions post-grant award.</p> <p>Is/are your program(s) working within a budget deficit? (Y/N)</p> <p>If yes, how will this project/program improve your bottom line?</p>
Formal Evaluation Required (y/n): If Yes, please provide details.	
Please indicate whether evaluation costs can be included in the budget. If yes, is there a limit on the amount allowed for the evaluation plan.	
Amount/ # of Grant Awards:	
Length of Funding/Contract Start and End Dates (if known):	
Match Required:	
Type of Funding: (Fee For Service/ Cost Reimbursement)	
Indirect Allowable (y/n) / Limits on Indirect:	
Purpose of Funding:	*
Submission Type and Info (Hard Copy/Electronic)	
LOI Due Date (if applicable)	
Mandatory Bidder's Conf. (Y/N) - Details	
Accountant Request Needs	1. Sit on call; 2. Develop budget; 3. Complete budget form on online application

"If you have worked with the grants department, you may have seen a funding opportunity summary. It is a document that we use internally here at WestCare to help review the important points in a funding solicitation. This document quickly lays out the information that is most important in deciding if a funding opportunity is good for a program or a region.

The form was developed by the grants department over time, using information requested from the program and senior leadership. It will tell the reader things such as the title of

It is designed to help the reader quickly know how they might be able to use the funding whether it's in the community, for programs or for clients. This can help us decide what can be done with the dollars offered and how it could benefit current services or create new services. Once a need is identified, each region can begin to develop their plans, marking the beginning of a grant application. To move the region even further into the design phase of a program's development, there are what are called pre-consideration questions on the form. These are a series of questions asking the regional staff what they would use the funding for, who would be hired or transferred to the proposed program as well as budget questions about how this will impact the region's financial health. Once the program has decided to go after funding, the grants department ask them to complete the pre-consideration questions. As stated, this is the beginning for the program design, but also specifically helps the accounting department understand the financial impact the funding will have on the region. Is there a match required, what is the indirect cost and how long would the funding be available? These are important accounting considerations and are used by the department to plan for the future.

The complete process flow is: The grants department reviews all funding solicitations, completes a funding opportunity summary and forwards it to all of the region's leadership. Once it is reviewed, the leadership will decide if this is a good opportunity for them. They will then complete the pre-consideration questions and return the completed form to the grants development officer. In the West, leadership also forwards the form to their Deputy COO, Shawn Jenkins, for final approval to move forward with their plan.

Once the grants department receives the form, we forward it to the comptroller for the region, Kristen Chaffee for the East and Linda Erath for the West and Nayeli Knuth for Foundation and our offshore regions. When the comptroller receives this form, they use the information on it to assign an accountant to the process. So, there you have the basics of what this form is and why we use it. I hope this helps you understand a little about the process used to determine which funding opportunities WestCare seeks."

the solicitation, the funding agency, the date that the application is due, the amount of funding that will be available over what timeframe, what the eligibility requirements are for the funding, the funder's purpose for the grant, if matching funds are required from WestCare or how the application is to be filed with the funder (hard copy or electronically).



**HUMAN RESOURCES:** *"Employee Appreciation Day is Almost Here!"*

*By Savannah Jones, Senior Vice President of Human Resources, WestCare Foundation*

"We appreciate each and every one of you for more than the uplifting work that you do every day to serve those in our care. We also want to honor and celebrate your character and the positive effects that you have on others. Thank you for being the heart that continues to make the difference in others. You choose to gift our organization with your talents, skills and passion and we couldn't be more honored. The term, 'essential,' has been

used throughout the world over the past year and it couldn't be more true. Each and every one's contributions whether it's those in direct care, transportation, accounting, meal preparation, management, administration, grants, billing, research, training, information technology, marketing or facilities maintenance and support - are what make a difference. You are all essential to Uplifting the Human Spirit, because without you, it is simply not possible."



**INFORMATION TECHNOLOGY: “COVID-19 Scams to Watch Out For”**

*Adapted from information shared by the Center for Internet Security (CIS)*



“The ability to leverage current events is a dream scenario for modern-day cybercriminals. These criminals use events, such as the COVID-19 pandemic, to fuel their malicious intent. With the global pandemic comes the desire to stay updated with current information. However, it can be difficult to navigate this information and separate fact from fiction. The reality is that malicious activity comes through just about every communication channel: Email, social media, text and phone messages and of course, misleading and malicious websites. Here are some common examples of what you need to be on the lookout for in the months to come.

#### Malicious Websites

Throughout the COVID-19 pandemic, cyber ‘threat actors’ have consistently capitalized on global interest surrounding the latest information on the virus. These ‘threat actors’ take advantage of internet users by registering website domains related to

COVID-19. Fake websites and applications typically claim to share news, testing results or other resources, however, they **ONLY** want your credentials, bank account information or to infect your devices with malware. With many organizations and employees continuing to work from home, users may let their guard down and be more susceptible to emails from unverified senders. **NEVER** give out your personal information, including banking information, Social Security Number or other personally identifiable information (PII) over the phone or email.

#### Phishing Emails

Cybercriminals are utilizing COVID-19 themed phishing emails related to vaccinations in an attempt to convince the recipient to either reveal sensitive information (i.e. bank account information) or simply try to convince the recipient to open a malicious link or attachment, allowing them to potentially access your system. While some phishing emails might be easy for you to detect, never get complacent when reviewing your emails. Expect to receive well-composed phishing attempts that are impersonating well-known and trusted entities, such as government agencies, healthcare providers or pharmaceutical companies. Here are some notable indications that an email, text, or phone call may be a phishing attempt:

- *Inspiring a sense of urgency to click a link or provide information;*
- *Is overly formal or written in an overly complicated manner;*
- *Requests sensitive information or that you review a link or attachment or*
- *Asks you to follow a non-standard process or a process that you might find odd.*

#### Fraudulent Charities

For as long as the pandemic is around, there will be fraudulent charities seeking donations for illegitimate or non-existent organizations. Fake charity and donation websites will try to take advantage of one’s good will, especially during such hard times. Always do your research before donating and providing any information.

As tax season is quickly approaching, be wary of identity theft scams involving fraudulent claims, especially surrounding unemployment benefits. This type of scam has especially skyrocketed during the COVID-19 pandemic as unemployment claims in general have been on the rise. The most typical scams to be on the lookout for (But are not limited to) include telling recipients that they’ve won contests, a cash prize or are eligible for an award for applying for unemployment.

#### Conclusion

Phishing continues to be a prominent attack method. Good cybersecurity practices will always be your best line of defense against phishing. If you receive a suspicious email in your WestCare account, please report it using the Report Phish button in Outlook, or by forwarding the message to [phishing@westcare.com](mailto:phishing@westcare.com).”





## ABOUT WESTCARE: *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 and 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.



## WHERE WE SERVE

WestCare proudly operates programs in 15 states, three U.S. territories, the Dominican Republic and the Republic of Palau!

- Arizona
- California
- Florida
- Georgia
- Illinois
- Iowa
- Kentucky
- Minnesota
- Nevada
- Ohio
- Oregon
- Tennessee
- Texas
- Washington
- Wisconsin



For more information on WestCare's many services and locations, please call (702) 385-2090 or visit [westcare.com](http://westcare.com)



## Meet Our Marketing Team!



**Benjamin Hernandez**  
Social Media  
Specialist



**Justin Kamimoto**  
Creative Services  
Manager



**Gabriela McNeil**  
Director of Marketing  
& Procurement



**Michael Mygind**  
Marketing  
Specialist

While the Express newsletter wouldn't be possible without the regular submissions that we receive from our amazing staff, it wouldn't come together without our marketing team! When they're not working on The Express, they're handling various marketing duties including promotional materials, social media, event planning, video production and more! If you should ever have any questions or concerns, feel free to contact our team by sending a message to [marketing@westcare.com](mailto:marketing@westcare.com) and we can chat!



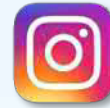
## Follow Us on Social Media!



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[www.linkedin.com/company/westcare-foundation/](https://www.linkedin.com/company/westcare-foundation/)



[www.youtube.com/user/WestCareVideos](https://www.youtube.com/user/WestCareVideos)



## How Can Anyone Support WestCare Online?

If you know someone who loves to shop online, they can help WestCare by shopping at **AmazonSmile** (bookmark <https://smile.amazon.com/ch/86-0852629>) and selecting WestCare Foundation. A portion of the purchase will be donated to WestCare at no cost to the shopper.



WestCare is registered with **PayPal Giving Fund**. When shopping on eBay or using PayPal online, users can select WestCare as their charity of choice. Donations can be made by visiting <https://www.paypal.com/fundraiser/105865137050618816/charity/74402>



WestCare is also on **Mightycause**, the online fundraising engine. The organization participates in events like #GivingTuesday. Donations can be made by heading to the following link: <https://www.mightycause.com/organization/Westcare-Foundation>

