



WESTCARE EXPRESS



The WestCare Foundation Employee Newsletter

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April 2013

Talent Show Reveals Hope, Pride and Accomplishment

By Kim Marino – Program Manager

The WestCare North Carolina Girls Program held its second annual Talent Show for the clients' families and members of the community, and TALK ABOUT A SHOW! Although obstacles such as trauma, criminal behavior, and low self-esteem are a daily presence here, these young ladies showed a different side of "change," through song, dance, poetry, tributes and step. The entire show was organized by Residential Counselor II Latonia Glover, and two months of work led to one of the best events we've ever seen here.

Client Da'Vonika stated, "I always knew I could do more with my life." Another client Andreia said, "This is the first time I've ever

truly felt proud of myself." The two wrote and performed an original song for the audience. Moms, Dads, Grandmothers, and community members alike were brought to both tears and laughter throughout the show, and a few performances even provoked a standing ovation in the audience.

Latonia taught six girls an entire step routine, and several "pairs" sang songs from different genres, providing a positive outlet for their feelings and emotions. One client, Briana dedicated her story, and bravely spoke of her struggles, and how she's been able to overcome her past, in order to provide a positive future for herself. Some even stood up to talk about

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UPLIFTING THE HUMAN SPIRIT

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Erin Kinard Receives Honors and Awards

Talent Show Reveals Hope, Pride, Accomplishment *continued from page one*

remorse for their past actions, and share promises for their futures.

Beyond sharing individual talents, was the obvious fact that these sixteen young ladies were no longer alone, but now a part of a community. The teamwork leading up to the show was evident most in their final performance, when they all walked on stage, arm in arm, and danced together. For our visitors, the afternoon was both entertaining and meaningful. For the staff, a sense of accomplishment and pride radiated even a few hours after the performance ended, as we watched our once broken young women grin with pride, together.

It is often days like this that keep us returning to the longer, harder ones, with hope!



WestCare Offshore Works with Decision-Makers

US Virgin Islands



Kim Nosek, Director of Treatment Services and Kendall Tutein Vice President of Village VI participated in a "Call to Action" Forum sponsored, by Senator Nelly O'Reilly and Senator Terrence Nelson of the St Croix district to discuss social issues from the perspective of Community Based Organizations on the island of St. Croix. The purpose of the forum was to gather information that can be used by Legislators to focus on priority issues for the St. Croix District as budgetary discussion begins for fiscal year 2014.



Reunifying, Strengthening Families

By Charlene Hamann – Recreation Therapist

Sitting down with WestCare clinical supervisors Joe Green and Oriana Kilgore to discuss the family reunification program at WestCare Sheridan, we talked about how it has gone from a little to a lot in just a short time. Joe and Oriana spend every other Saturday with the clients and their families discussing issues such as what is family reunification, what is codependency, the treatment experience, and the disease concept. With sessions being approximately 2 hours long, there is little time to get off topic. Some sessions take just over 1 week while the entire cycle is more than 5 months. Dynamics of the group include joining with 23 families in the client visiting room; clients and families, including significant others, sons, daughters, grandmothers, moms, and even a pastor. The group starts off with simple topics like alcoholism is a disease and then they branch off into smaller groups to start letting families interact about each educational lesson and try to apply it to their lives.

When asked what some of the strengths of this group were, Joe said, "It's how we all share commonalities, no one is alone." For Oriana, "It is the clients that are the true strength, they are the opportunity for family to see first hand what they have been talking about on the phone."

In closing, Joe had some final comments on being part of this unique and rewarding program, and he shares that it is the holistic approach to *uplifting the human spirit*: "Not only do we lift the clients' spirits, we lift the families' spirits, too." Oriana shares that "it is a pleasure to be part of this, as it is unique – there is nothing like it at any other prison. It is taking treatment to the next step, and it is truly an honor to be part of this."

Joe and Oriana both agree that support from upper management is such a huge factor in letting the program succeed, and we have gotten so much support from our leaders in Stan Brooks, Kathy Gubbins, John Zidek, Larry Harvey and Dawn Ruzich.

Illinois



Pictured:
Joe Green,
Oriana Kilgore,
Larry Harvey.



Family Feedback

Editor's note: Last month's story on various 'Acts of Kindness' by WestCare California employees prompted this great idea from a reader.



When I buy groceries I buy a \$5.00 bouquet of flowers and leave them on the windshield of a vehicle in the disabled area, or where I find a license that indicates a service man or woman. If none, I look for an elderly person just leaving the store. Or, if it's a young man, I say "You can have these for that special lady." So . . . who gets their spirit lifted? Both of us! It is the simplest greatest joy of shopping for me. Please pass it on.

Thanks,
Judith Frick
– Counselor, Sheridan - WestCare IL



Human Resources

Corner

It's Not Too Early to Plan for Retirement

By Michael Shields – *Human Resources Director, WestCare Foundation*

As someone running headfirst into Medicare enrollment and (eventually) retirement, I am incredibly happy to be personally involved in the WestCare 401(k) plan. We are one of a very small and constantly dwindling number of companies that still offers a 401(k) plan. Even fewer companies offer any kind of a “match” option.

The WestCare retirement/401(k) plan is outstanding. ***You are throwing away money if you do not participate!***

After a recent conversation with Al Guida, Jr., our Financial Planning professional (aguidajr@guidaagency.lvcoxmail.com), (702) 732-9226, I found some frightening statistics:

- 45.6% of WestCare employees eligible to participate in the plan are contributing ***nothing*** towards their retirement
- The average account balance across all of WestCare, and across all age groups is approximately \$5,000

For those in my age group, (old!) the average balance is higher, but not by much. For those in their-20s-40s, the average balance is scary! Senior Citizen status creeps up on you more quickly than you can imagine, everyone! If you don't contribute at least ***something*** early on, you will ***never*** catch up. Struggling in retirement is something none of us want to face!

You have a great option. You can contribute to the 401(k) plan - even 1-2% of your pay - and the magic of time and compounding will help you build towards a comfortable retirement.

You will be hearing more about this very soon, as we are putting together a campaign to educate all WestCare employees about the ***extraordinary*** program WestCare offers. For now, you can go to the WestCare Intranet, and click on “WestCare Retirement E-tips.” You can watch a video overview of the plan, and about retirement planning in general. You can also go to www.TA-Retirement.com, set up your own link, and use the “RetireTrack” link to see what the future may hold for you!!! You can also go to www.irs.gov to learn about the tax savings offered through the “Savers's Credit” program. Not only can you contribute on your own and take advantage of the WestCare match, ***you can also receive a tax credit for saving for your future!!!*** It is tax season, you know.

PLEASE do yourself a favor and begin/continue/increase your contributions to your own future. “In other news,” please remember to check the WestCare Intranet and website to look at Career Opportunities throughout WestCare. Be well!



Administrative Professionals Day / Week Wed., April 24th and Last Week in April

Administrative Professionals' Day, previously known as Secretary's Day, is celebrated to recognize and show appreciation of the work of administrative employees. It is observed as part of Administrative Professionals Week.

Guidance/Care Center Newbie is a Hero!

By Lisa Marciniak – Middle Keys Site Director

“I can't believe this is happening to me, it's all that went through my head!” Ruben Delacruz, Behavioral Health Technician exclaimed. “Little scratches and bruises were the height of my first aid training before I started working here. But here I was, less than a week of receiving training from Michelle Carpinelli and I was helping a man from choking with the Heimlich maneuver. It was a proud moment for me knowing with the right training and right mind set anyone can save a life.”

Ruben started with GCC in early February. He completed his CPR and First Aid course in mid-February and one week later was putting it into action. On February 21st, Ruben was serving a client lunch in the dining room and he had his walkie-talkie with him. He called a ‘Code Blue’ and his co-workers came right to his aid. Ruben had the client in his arms but he needed help to get him into position to do the Heimlich maneuver. Assisted by Lead Tech

Michelle Carpinelli and RN Melissa Hadas, Ruben held him up and he proceeded to perform the maneuver.

“I am just like a proud Momma!” says Michelle. “Ruben has been a great trainee and he is a fast learner. He has never done healthcare work before.

When it came time to put his skills to the test, he did everything right. If he was scared he did not show it at all! I will say it again, He did everything right!

I'm very, very, very proud of him! I am glad to know that people are learning when I teach and that they feel empowered to do things like this. Ruben is great!”



▲ Michelle Carpinelli and Ruben Delacruz

One Person's Dumpster, is Another's Canvas

By Erin Huyler

– Guidance/Care Center Case Manager

The PATH Case Management position at the Guidance Care Center in Key West was designed to work with the homeless population of Monroe County. A Positive Step of Monroe County, another non-profit community based organization, has partnered with Waste Management, Inc., to create the “Key West Beautification Project.” The idea of the project is to raise funds by painting dumpsters around the city of Key West. (See photo) The funding for the project goes to the Idle Hands Summer Youth Program.

As the City of Key West is essentially the backyard for many of Key West homeless individuals, this project became a creative outlet for one special client of the Guidance Care Center. Many homeless individuals can benefit from a healthy way to express themselves, and this client has willingness to volunteer time and a charisma that is truly contagious. Witnessing the interchange between this individual, the young-adults and the community artist was an amazing experience and a journey towards wellness for this individual.

It's the intention of the PATH Case Manager to get more clients involved in healthy community outlets such as this in the future.



Information Technology

An occasional column of advice from our Information Technology team

IT Corner

By Sean Harrigan – WestCare Systems Administrator, Foundation

WestCare E-mail

E-mail plays an important role in our day to day activities. Our e-mail systems help us communicate, allow us to share files, and help us to manage our time. As convenient and useful as our e-mail system is, it does have some limitations. We are constantly looking for new solutions, and fine tuning our existing solutions, so that we all have the tools that we need to be more efficient. Two of these solutions are WestCare Mail Archive, and the new service WestCare DropOff.

WestCare Mail Archive

With around 1000 employees using WestCare e-mail, you can imagine how much data we need to manage. In order to keep our e-mail servers in tip-top shape, we need to limit the amount of data they manage from day to day. To do this we remove items in

your mailbox that are older than 6 months. We're working on a solution that will let you keep more mail in your inbox, but there will always be a limit. Fortunately, we still have access to deleted mail items. Every item you've ever sent or received is contained in one location. – <https://mailarchive.westcare.com> WestCare employees can log in using their computer login or e-mail credentials. WestCare MailArchive contains a powerful search engine that will allow you to search your e-mail based upon keywords in the subject, body, or even within attachments. You can also specify dates, sent or received, senders, recipients, or attachments.

Introducing WestCare DropOff!

Our e-mail systems allow us to send messages up to 20 MB in size (or about 800 pages in a typical PDF). This is more than enough for most e-mail, but sometimes we need to send something larger. WestCare DropOff is our solution. WestCare DropOff is easy to use, while addressing our specific security requirements. With WestCare DropOff we can send files up to 10 times the size limit of typical e-mail, and WestCare DropOff can be accessed from anywhere in the world.

<https://dropoff.westcare.com>

WestCare employees can use their computer login or e-mail credentials for access. Outside vendors and partners can use the service with an e-mail invite to pick up files or by visiting the site to drop off files. WestCare DropOff allows you to upload large files, and to specify the recipients of those files. The system then generates an e-mail with instructions to pick up the file.



The Month of April

April Birthstone: The Diamond. The Traditional Metaphysical Properties for the April Birthstone Diamond are balance, clarity and abundance. The healing properties of the April birthstone are reputed to be effective for health problems relating to brain diseases, pituitary glands. The Diamond is also used to draw out toxins and therefore was used as a remedy for poison.

April Birth Flower: The April Birth Flower is the Sweet Pea (see at left).

Sign of the Zodiac and Dates: Aries – March 21 - April 20.

Characteristics of Aries: Loyal, Patriotic, Courageous, Adventurous, Confident and Passionate



April Calendar

April 1st
April Fools Day

April 1st and 2nd
Passover Continues

April 7th
World Health Day

April 9th
8:00am - 9:00am
Exec. Committee / Pre-Board Meeting
Teleconference 8:00am

April 9th
3:30pm - 4:30pm
FLGC CAC Meeting
3:30pm/PT - 6:30pm/ET

April 11th
5:30pm - 6:30pm
WC Pacific Islands CAC Meeting
Guam Time
WCPI Office

April 12th
1:30pm - 2:30pm
CA-CAC Meeting
(#1245) MLK Facility, Fresno, CA

April 15th
9:00am - 10:00am
Central KY-CAC Meeting
108 Main Street, Irvine, KY
Noon/ET - 9am/PT

April 16th
12:00pm - 1:00pm
NV CAC Meeting
Foundation Office, 900 Grier Dr., LV, NV
Noon/PT

April 20th
8:00am - 10:00am Tentative
Eastern Regional Board Meeting
8:00am/PT - 11:00am/ET
Video Conf.

April 22nd
Earth Day

April 24th
Administration Professionals Day

April 26th
Arbor Day

April 27th
8:00am - 10:00am Tentative
Western Regional Board Meeting
8:00am/PT - 11:00am/ET
Video Conf.

April

Health Awareness

April 7th is World Health Day

Courtesy of – www.timeanddate.com

World Health Day is an annual event on April 7 to draw attention to particular priorities in global health.

In 1945 diplomats from a range of countries formed the United Nations. One of the organizations formed was the United Nations Economic and Social Council, which first met in 1946. During this meeting, there were calls for the establishment of an organization in the United Nations, which would be dedicated to health issues.

The new organization would carry on the work of the Office International d'Hygiène Publique (the International Office for Public Hygiene) and the health units of the League of Nations. These organizations were established in the early years of the 20th century, but were overburdened by the huge health consequences of the aftermath of World War I and were unable to function effectively when World War II started. It would also carry on the work of the United Nations Relief and Rehabilitation Administration, which provided medical aid to millions of people in the aftermath of the devastating military action in Europe during the last part of World War II.

The World Health Organization was founded on April 7, 1948. Since then, the organization has carried out a huge amount of valuable work, including the global eradication of smallpox and the implementation of a wide range of public health strategies. Now, 193 countries are members and the organization is still working to improve many aspects of health around the world.

At the First World Health Assembly in 1948, the delegates called for a World Health Day to mark the anniversary of the founding of the World Health Organization. This has been held on April 7 every year since 1950. The day is used to draw attention to particular priorities in global health.

The 2013 Theme for World Health Day

The theme for World Health Day this year will be 'Hypertension', also known as high blood pressure, which increases the risk of heart attacks, strokes and kidney failure. Did you know that one in three adults worldwide have hypertension?

The goal of the day is to raise awareness of hypertension and its risks and encourage healthy behaviors to prevent heart attacks, strokes, etc. Life expectancy has increased over the past century and we will soon have more older people across the world than children and young people. We therefore need to prepare our health and social systems for this ageing world. In 1948, there was a call for the creation of a "World Health Day" to mark the founding of the World Health Organization. And since 1950, World Health Day has been celebrated annually on 7 April. Each year a theme is selected for World Health Day that highlights a priority area of concern for WHO.



World Health Organization



1-2-3! Mentoring Where America's Day Begins

By Kelly Jensen – WC Pacific Islands

National Women and Girls HIV/AIDS Awareness Day (NWGHAAD), is recognized each year on March 10th. Women represent a larger number of new HIV infections than they did earlier in the epidemic and account for one in four new HIV diagnoses and deaths caused by AIDS. Women and girls need to be armed with knowledge about the risks of unprotected sex, HIV/AIDS/STI's and how to stay protected. The global efforts start with each small community and organization that commits to "Share Knowledge. Take Action."

This year WestCare Pacific Islands Project Isa-Ta, girls-at-risk project, did their part in creating awareness by hosting its first annual 1-2-3 Mentoring Event, one mentor to three mentees. Guam's finest female role-models, including prestigious business women, women in leadership and women who have inspired hope among our islands people volunteered their time for our 2 day event. During these two days,



VP with mentors

Project Isa-ta members were grouped with mentors and were given quality time to engage in conversations that consisted of information about HIV/AIDS and STI's, advice about how to become successful in life and explore the outreach displays at the Guam Premier Outlets sponsored by one of our partners, the Guam Coalition Against Sexual Assault and Family Violence, who were simultaneously recognizing International Women's Day.

Mentoring helps forge relationships that encourage ongoing dialog, education and psychosocial support. We are thrilled with our events feedback, with 100% of girls and mentors reporting they would defiantly participate again and many looking forward to ongoing relationships. Project Isa-Ta members had been highly anticipating this event which proved to highlight this year's theme: "Share Knowledge. Take Action."

WestCare Pacific Islands would like to take this opportunity to thank the following prominent and successful women in our community who helped make this event such a great success: Therese Arriola from Pa'a Taotao Tano, Cathy Flores from the Guam Humanities Council, Bernie Schumann from the Department of Public Health and Social Services, Senior Chief Shannon Underberg and Chief Mishal Langston from the US Navy, Marie Calvo-Monge from KUAM and our very own CAC, Dr. Natividad, Dr. Helen Whippy and Dr. Anita Enriquez from the University of Guam, and Berni Grajek from Guma Mami Incorporated.

The success of this event helped to "Uplift the Human Spirit" for both our participants, as well as, our staff!



Kelly and girls

Pacific Islands



Soroptimist International of Guam Honors WestCare's Regional VP

By Kelly Jensen – WC Pacific Islands

Lou Sablan, President of Soroptimist International of Guam, announced that Sarah Thomas-Nededog was selected by the group to be Guam's honoree for this year's Ruby Award for Women helping Women. Nededog's official nomination has been submitted to Soroptimist International of the Americas Founder Region for consideration to be named the Overall Ruby Award Winner.

The Founder Region is comprised of 55 clubs in the Northern California area. This program honors women who use their personal or professional influence to improve the lives of other women. Nededog was selected because of her work with Sanctuary, WestCare and Payuta, which Sablan notes are important and productive organizations in the community.

Founded in 1978, Soroptimist International of Guam is part of Soroptimist International of the Americas. SIG members join with almost 100,000 Soroptimists in about 120 countries and territories to contribute time and financial support to community-based projects benefiting women and girls. SIG co-founded Erica's House of Hope, Guam's only visitation center, with seed money from a Soroptimist Int'l of the Americas Club Grant. In addition, the club participates in Soroptimist International of the Americas major project, the Soroptimist Women's Opportunity Awards which provide cash grants for women seeking to improve their economic situation through additional training and/or education.

On March 8th, in celebration of International Women's Day, Soroptimist Int'l of Guam's Ruby Award winner was honored at the Soroptimist Charter Night Banquet at the Sheraton Resort Guam. Maurice Lee, Senior Vice President and Nededog's husband Clifford were in attendance to witness the award.

Sarah Nededog has been Vice President of WestCare Pacific Islands since June 2012. She has over 35 years of experience as a human services manager, advocate, and educator. Before joining the WestCare family, she was the Senior Policy Advisor for Vice Speaker BJ Cruz in the 32nd Guam Legislature, and the Executive Director of Sanctuary, Inc., the only accredited youth service organization in Micronesia.

Congratulations, Sarah!



▲ WestCare Regional VP, Sarah Nededog

▶ Sarah and other Soroptimist honorees, who are her daughters-in-law and granddaughters!



WestCare EXPRESSIONS

CARF: You've Heard of It, You've Worked with It. What the Heck is It?

By John Wallace – *WestCare Express Editor*

It's one of those acronyms that may cross your desk frequently, occasionally, or not at all. It's bandied about with a dash of trepidation at staff meetings, yet paranoia and hard work usually evolves into workplace pride.

CARF stands for **Commission on Accreditation of Rehabilitation Facilities**. It is a non-profit independent accreditation service that reviews numerous health and human services in the U.S. and many foreign countries. It's not a fly-by-night organization. It's been around since 1966, and serves as a valuable validator of WestCare's wide menu of excellent behavioral health programs. Think of the Better Business Bureau. Harmless and benign, yet a trusted and respected 'Seal of Approval.'

It provides an independent evaluation for consumers. But beyond that, the reality in the not-for-profit world of social services is that CARF's approval of a program carries tremendous weight when funders select providers. And above all, because CARF reviews are so precise and detailed, its 'report cards' are invaluable in improving quality of care.

Does that help? Hope so. Don't fear CARF surveys when your program is in line for review. It's all good.

See how one WestCare region fared in its most recent CARF evaluation: See below –



A Letter from Shawn Jenkins – *Regional Vice President*



ALL Staff,

It is with Great Pleasure that I inform all of you that WestCare California has just received news of our new three year accreditation from CARF!!!!!!!!!!!!!! This accreditation decision represents the highest level of accreditation that can be awarded to an organization and shows the organization's substantial conformance to the CARF standards. An organization receiving a Three-Year Accreditation has put itself through a rigorous peer review process. It has demonstrated to a team of surveyors during an on-site visit its commitment to offering programs and services that are measurable, accountable, and of the highest quality.

This could not have been accomplished without the hard work and dedication show by the staff here at WestCare. Please take a moment to let this accomplishment sink in and give each other a hug or a pat on the back for a job well done.

Shawn A. Jenkins
Regional Vice President



A Busy March in the Golden State

Stories by Michael Mygind – *Special Projects*

California

Kids Day on March 5th

On March 5th, WestCare staff took time out of their busy schedules to sell Fresno Bee newspapers on Kids Day in support of Children's Hospital Central California. In total, 200 papers were sold and \$262.00 was raised thanks to the donations of generous customers in the Tower District.



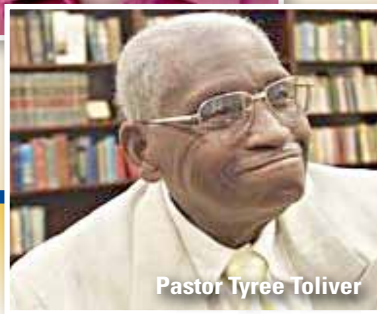
Sean Whitten, Michelle Allen and Michael Mygind

On March 7th: Street Renamed in Honor of Reverend Toliver

Bakersfield Residential Case Manager and Committee Chair at St. John's Missionary Baptist Church, Daniel O'Neal, (pictured) recently spearheaded a proposal to the Bakersfield Planning Commission to change the name of Hayes Street in Bakersfield to Tyree Toliver Street. On the evening of Thursday March 7th, the commission approved the name change in honor of the late great pastor (pictured) who held this role for nearly 50 years at St. John's and played a key role in the local civil rights movement. On Saturday, June 1st, the church will be holding a ribbon-cutting ceremony. Great work, Daniel!



Daniel O'Neal



Pastor Tyree Toliver

On March 15th: Bakersfield St. Patrick's Day Celebration

WestCare's Bakersfield staff got in the spirit for St. Patrick's Day this year by proudly wearing their green.

Pictured: (Bottom L-R) Mamie Welch, Rashid Frye, Holly Bishop, (2nd row) JR. Hester, Melodie Estle, Charlene Nixon, Brian Tuttle, (3rd row) Danny O'Neal Sarah Marks, Heather Mahan, James Glass.

On March 7th – 8th: SASCA Faces of Change



Client Artwork

The second annual SASCA Faces of Change event was a success with a combined 524 attendees on both days. New insights into current issues were explored and bridges were gapped between the treatment field, the CDCR and the Parolee Outpatient Clinic. The venue was adorned with client artwork. Speakers included WestCare's Don Smith and Dr. Igor Kousenok. (Pictured below and to the left.)



Dr. Igor Kousenok



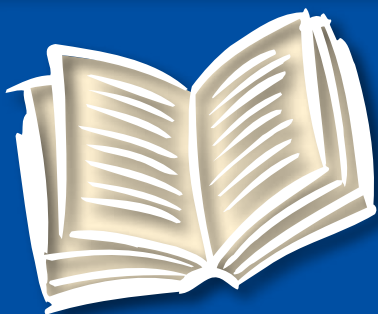
Don Smith



An Intervention Primer . . . and Refresher

By Jeannie Lewis – Program Director

Georgia



Working with our clients requires a variety of knowledge, skills and attitudes. Our clients present with multiple issues that require our assistance, guidance and support including crisis situations. As a result, our staff needs to be knowledgeable about how to effectively handle any crisis situations that arise. When working with our clients, being able to effectively deal with a crisis situation is one of the most basic and at times one of the most critical skills that is in our skill tool bag.

On Thursday 14th and Friday 15th of March, 2013 the Atlanta based staff of WestCare Georgia came together to be trained in Crisis Prevention Intervention by Mr. Eddie Birt, our local certified trainer from the Boggs program. The group was split into two; those who had never had CPI and those who needed the refresher course.

Each group was taken through the steps of understanding the signs to watch for that signal a crisis is beginning, how a crisis becomes more intense in nature and eventually burns itself out and how to process the situation with a client. Staff was also taught self-preservation techniques to utilize if a crisis becomes more physical than verbal in nature. We learned how to position ourselves in order to appear less intimidating, how to verbally de-escalate and how to get out of a dangerous situation. We were reminded of little things, that are really big things, such as how your office or counseling area is set up – do you have easy access to the door, is your back to the door, is your escape route blocked by your desk?

The training was beneficial and necessary. Our staff now has a heightened sense of awareness about crisis prevention and our role in keeping the situation under as much of our control as possible. De-escalation is the key.

Continuing education and refresher courses are important to maintaining the excellence of our WestCare employees.

New Leader Knows the Territory

From announcement by Sr. VP Maurice Lee

Don Paterson has accepted the position of Vice President for Arizona and will provide the leadership of our operations in the state, reporting directly to the Sr. Vice President. Don has over twenty years of experience in directing, managing and developing behavioral health programs serving a variety of funders and stakeholders throughout AZ.

Don has a BA from Arizona State University, and a Master's Degree in Counseling from Drake University with an emphasis on addictive and compulsive disorders. Don currently resides in Tempe AZ, but has extensive experience in Western Arizona to include: Yuma, Parker, the Colorado Region Indian Communities, Bullhead City, Lake Havasu, and Kingman. Don will be working

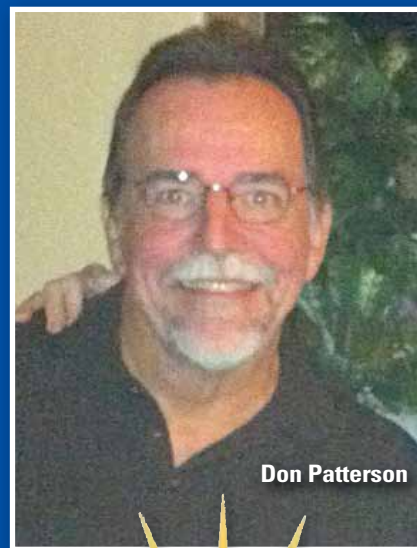
with the WestCare leadership to explore opportunities throughout the state to include Phoenix, Flagstaff, and Tucson areas while providing supervision to our Bullhead, Kingman, and Laughlin offices.

Please take a moment to welcome Don into the family and provide support as he transitions into his new role.

Welcome, Don Patterson!



Arizona



Don Patterson



EARTH DAY 2013

APRIL 22



The global theme for Earth Day 2013 is “The Face of Climate Change,” Earth Day Network announced today. Earth Day Network, the group founded by the organizers of the first Earth Day to coordinate the annual day of action that builds and invigorates the environmental movement,

The Face of Climate Change
www.earthday.org



said that this theme was chosen because of the need to highlight the mounting impact of climate change on individuals around the world.

“Many people think climate change is a remote problem, but the fact is that it’s already impacting real people, animals, and beloved places all over the world, and these Faces of Climate Change are multiplying every day,” said Kathleen Rogers, president of Earth Day Network. “Fortunately, other Faces of Climate Change are also multiplying every day: those stepping up to do something about it. For Earth Day 2013, we’ll bring our generation’s biggest environmental challenge down to size – the size of an individual faced with the consequences.”

Between now and Earth Day, Earth Day Network will collect and display images of people, animals, and places directly affected or threatened by climate change and tell the world their stories. The organization will mobilize its extensive global network of Earth Day event organizers and other partners to help collect the images. But they’re also asking ordinary people to become “climate reporters” and send their pictures and stories that show The Face of Climate Change.

On and around Earth Day – April 22 – an interactive digital display of all the images will be shown at thousands of events around the world, including next to federal government buildings in countries that produce the most carbon pollution. The display will also be made available online to anyone who wants to view or show it.

The campaign is focusing heavily on social media. Organizers are asking people to tweet using the hashtag #FaceOfClimate, and “climate reporters” can also post photos to Twitter and Instagram using that hashtag for inclusion in the digital display.

“The Face of Climate Change will not only personalize and make real the massive challenge that climate change presents, it will unite the myriad Earth Day events around the world into one call to action at a critical time,” said Franklin Russell, director of Earth Day at Earth Day Network.





AmeriCorps Spotlight

Volunteer Mentors Join Forces with Courts

By Dan Bernal – *Director, Veteran Services*

WestCare-NV AmeriCorps United by Service Members have been actively participating in the specialty Veterans Treatment Courts in Clark County. One such court is the Henderson Municipal Veterans Treatment Court (Department 1), presided over by Judge Mark Stevens, a United States Marine Corps Veteran who served in Somalia.

The Henderson Veterans Treatment Court, a specialty court launched in June 2011, aims to help veterans who face issues – whether it be post-traumatic stress or addiction – after they return home from service. It enrolls veterans charged with certain misdemeanor crimes—such as drunken driving, petty larceny, and possessing drugs – and attempts to rehabilitate them through a team approach.

This team approach within specialty veterans courts follows the example set by Judge Robert Russell, presiding judge of the Buffalo Drug and Mental Health Courts, who, in 2008 created the nation's first Veterans Treatment Court in response to the growing number of veterans appearing on his dockets who were addicted to drugs or alcohol and suffering from mental illness. A key component to these Veteran Treatment Courts and vital to the probable success of veterans involved in the criminal justice system is the availability of Veteran Mentors.

In Henderson, Judge Stevens has a cadre of volunteer veteran mentors, and WestCare-NV AmeriCorps Members have made themselves available to serve in that capacity. In addition, the NV team is collaborating with the 8th Judicial District and the Las Vegas Justice Courts, to provide such mentorship to Veterans who find themselves in those courts.

WestCare-AmeriCorps Members serving in the United By Service mission are ideal candidates to serve as such mentors in Veteran Treatment Courts throughout the country. The SAGE model that serves as one of the pillars of the United By Service mission complements the specialty courts' purpose and enables AmeriCorps Members to serve their target population of Veterans and Military Family Members. AmeriCorps Members endeavor to Support, Assist, Guide and Encourage (S.A.G.E.) all with whom they come into contact.

On March 7th, AmeriCorps team members attended a graduation ceremony in the Henderson Veterans Treatment Court. At that graduation ceremony, all enjoyed hearing from three World War II Veterans, who shared some of their amazing life experiences. Evie Hallas, 90, Billie D'Entremont, 93, and Richard Zimpfer, 90, were there to be honored for their service, but they provided inspiration and wisdom not only to the two graduates of the treatment court, but to all in the gallery.



At Henderson, NV Municipal Court, Department 1- Veterans Treatment Court. WestCare-NV AmeriCorps United By Service Members, from L-R: Ronnie Johnson, Marlene Barajas, Rick Denton, Barbara Cunningham, G'Quari Jamison

National Arbor Day is April 26th

On Arbor Day, people are encouraged to plant and care for trees. A wide range of events are organized to promote Arbor Day. These include: communal tree planting ceremonies; proclamations by city governments; exhibitions and educational activities on trees and their importance to local communities and the planet as a whole; and fairs, musical performances and open days in garden centers. Schools are encouraged to plan lessons around the theme of trees. Arbor Day awards are also presented to individuals and organizations across the United States and around the world. These are awarded for outstanding service to trees, forestry or related ecological themes.



Stiles Fills CFO Post

By Peter Sullins – *WestCare Chief of Staff*

All -

I am very happy to announce **Tina Stiles** has accepted the position as Chief Financial Officer of WestCare effective April 1, 2013.

Tina has been with WestCare almost ten years and currently serves as WestCare's Controller. She is exceptionally well-qualified for the position, with an outstanding professional background and is a CPA. Tina's experience and deep knowledge of WestCare and its operations insure continuity and understanding of WestCare's financial operations, issues, and future. WestCare's financial and accounting activities and people are in very capable hands with Tina. She enjoys the full support of the Executive Committee and management of WestCare.

Tina will continue bringing the highest standards of integrity, transparency, and forthrightness to the financial and accounting matters at WestCare. She is known for fairness and consistency and will balance the financial needs of WestCare with our mission – *Uplifting the Human Spirit!* She is an outstanding individual, personally and professionally, for the job and the task.

Please join me in welcoming Tina to her new role at WestCare.

Foundation



Tina Stiles

Oregon

In Oregon, a Tradition Continues

By Jennifer Olsen – *Program Director-Columbia River Correctional Institution*



Upon graduation from the Recovery in Progress program in Portland, OR, each graduate receives a 'challenge coin' from AmeriCorps intern and Veteran, Terry "Spike" McKinsey. Every challenge coin has its own meaning and reason to be given. Our coin is given to non-veterans as a challenge to continue 'right living,' and we have a special coin for the veteran population.

The challenge coin originated during World War I. The coins were originally made by a wealthy lieutenant who ordered medallion coins struck in solid bronze and presented them to his unit. One of the unit pilots placed his coin in a small leather pouch that he wore

by the Germans who took his identification but allowed him to keep his small leather pouch he had tied around his neck. He was then placed in a small French town near enemy lines. During the night the small town was bombed and the pilot was able to escape and he succeeded in avoiding German soldiers by wearing civilian clothing. When the pilot located a French outpost the French did not recognize the young pilot's American accent and thought he was saboteur masquerading as a civilian. They were ready to execute him when he showed his would-be-executioners his coin medallion. One of the French captors recognized the squadron insignia and as a result they held off until the pilots identify could be confirmed.

How wonderful that Spike has continued this meaningful tradition at our facility!

around his neck. During the war, the pilot's aircraft was forced down behind enemy lines. He was immediately captured



Kudos!

WestCare Honors Its Employees and Clients
 Our monthly shout-out to members of the WestCare family, who stand tall and 'uplift' others in their care and peers around them. Please submit your nominees by the 15th of each month.



Sandra Ybarra

◀ California

Sandra Ybarra has received special honors in California for her ability to go above and beyond her duties while still tending to her regular Administrative Assistant assignments on a timely basis. She has stepped up and has taken on the responsibilities of shopping for the MLK canteen, taking clients to get their TB tests and chest x-rays, and ensuring that WestCare California received 3 more years of CARF accreditation. She always makes sure the front office is an enjoyable place to work, and is a valuable part of the WestCare family. **Great job, Sandra!**

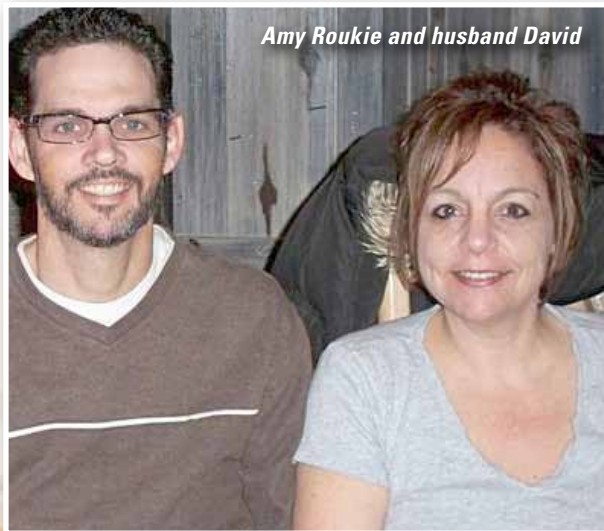


Tom Olcott

Kentucky ▲

Praise is coming in for **Tom Olcott**, Direct Care Worker for the WestCare Emergency Shelter in Pikeville, Kentucky. Program Coordinator Anna Coleman says: "Tom is a hard working employee who doesn't always get as much credit as he deserves. He pours his whole heart into his job and always has the shelter and our clients' best interest at heart. He spends countless hours working at the shelter, even when he is not on the clock. He is constantly helping to improve the look of the shelter with painting, cleaning, etc. In addition to work Tom is also a pillar in his community and church (Trinity Harvest). He also attends college full time and hopes to obtain his degree in social work. He is an inspiration to the clients and other staff. "

Keep up the great work, Tom!



Amy Roukie and husband David

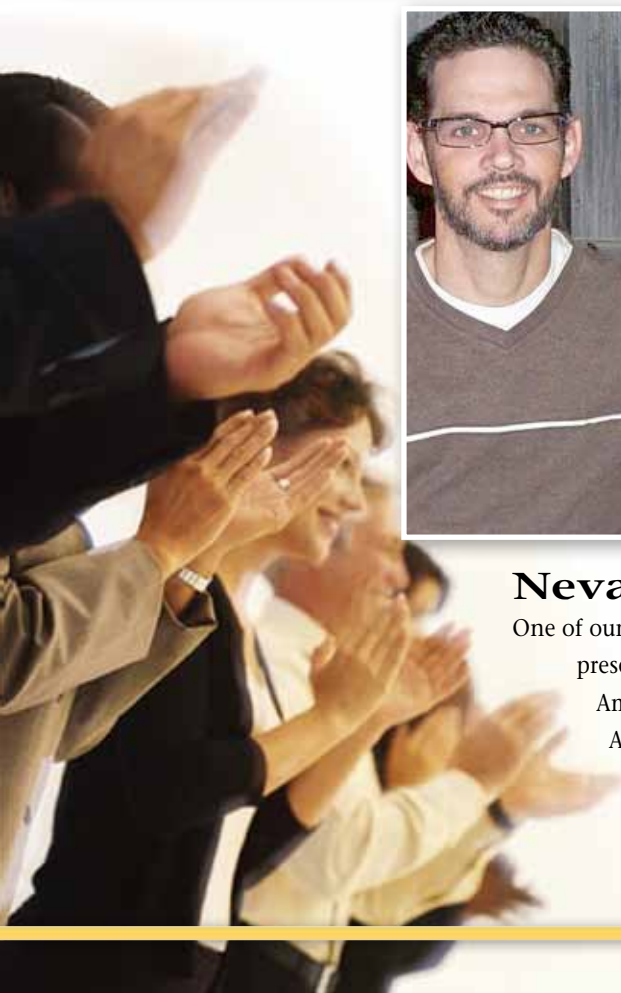
Nevada / Arizona ▲

One of our stellar Regional Vice Presidents, **Amy Roukie**, (Nevada / Arizona), has been selected to present at the National Mental Health and Addictions Conference in Las Vegas, April 8-10.

Amy's presentation is based on her submission of the proposal "The Community Triage Center-Alternative to the Emergency Room." Of 300 applicants,

Amy was one of only 32 accepted!

(Amy is pictured above with her husband, David)



Kudos!

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WestCare employees have earned special recognition from their supervisors:

Oregon ▶

Kudos to **Chaela Manning-Ferguson**. At WestCare-Oregon, they are praising Chaela for going the extra mile to bring in an outside publishing company to facilitate a creative writing class for clients once a week. Chaela has also done a great job coordinating with Department of Corrections, County Parole and Probation, and Community Providers, such as Iron Tribe, to help ensure clients' success upon re-entering society.



Chaela Manning-Ferguson

Publication Salutes Kinard, a 'Rising Star'

Editor's note: WestCare Nevada Clinical Director Erin Kinard was recently honored at a Las Vegas gala. Here is a description of the award.

The 8th Annual Las Vegas Business Press "Rising Stars of Business" honors ten up-and-coming ▶ businesspeople whose drive and diligence poise them for success. With more than 100 nominations received from every industry in the valley, the Class of 2013 show determination and passion, visible in their career achievements, philanthropic efforts, community involvement and past tribulations. They have made tremendous headway in a relatively short time and their upward trajectory is apparent. ***Congratulations, Erin. Your friends and colleagues at WestCare are so very proud of you!***

BREAKING NEWS !!!

Since the 'Rising Stars' event, Erin has been notified that she has won another top honor!

She has been selected as one of this year's Health Care Headliners by VEGAS INC. in the Manager/Administrator category.

The award recognizes "great men and women in the (Southern Nevada) medical community who have made a difference."

Erin is one of only 11 recipients, and will be honored at a special event on April 16th.

Wow, WestCare is certainly fortunate and proud to share Erin Kinard with the world!



Erin Kinard

Nevada

Erin Kinard receiving award

