



THE WESTCARE EXPRESS

EMPLOYEE NEWSLETTER - APRIL 2014

EXPRESSIONS

IN THIS ISSUE

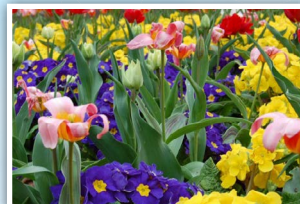


By John Wallace, Editor

Dear WestCare Family:

It has taken a while in some areas, but we are now starting to enjoy the beautiful and comforting embrace of Spring. And the month we are just snuggling into brings Easter, Passover, Arbor Day, Earth Day and, of course...April Fool's Day! (Quick! Look at your nose! Just kidding.)

Of behalf of Mr. Richard Steinberg, our Senior Vice Presidents and administrators, and the hard-working Community Council and Board volunteers, we wish you a season of good health and prosperity.



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ILLINOIS: *What is the Client Thinking?*

(Editor's note: All WestCare sites and programs frequently hold mandatory trainings and refreshers for staff, honing skills and learning new strategies. The Sheridan Correctional facility in Illinois is a leader in use of "best practices.")

By Melissa Lee, Clinical Supervisor

Phillip Barbour from **Treatment Alternatives for Safe Communities (TASC)** recently conducted a staff training at Sheridan on Criminal and Addictive Thinking. The two types of thinking are very similar, with the primary difference being victim stance (criminal thinking) and self-pity (addictive thinking). WestCare staff learned that there are ten different thinking errors, and through a staff role-playing exercise we discovered the one used most often by our clients is closed channel thinking. This type of thinking is both a criminal thinking error and an addictive thinking error. Criminal thinkers are often closed off from being receptive, being self-critical, from disclosing truths about themselves. Any of these three components lead to criminal thinking and must be corrected for change and growth. They need to be receptive, self-critical, and self-disclose.



Learning more about the different thinking errors has allowed the staff to use motivational interviewing techniques and adjust their treatment plans to aide our clients.

Thank you to Phil for a very informative training session.

OREGON: *WestCare Supports Portland Benefit*



WestCare Oregon staff members **Jen Olsen, Josie O'Leary, and Chaela Manning Ferguson** (pictured) attended the Love for Life Gala Auction on March 7, in Portland. The event raised money for the nonprofit Lines for Life, a company dedicated to preventing substance abuse and suicide. Their 24-hour crisis lines receive more than 35,000 calls each year, delivering front-line assistance to those struggling with thoughts of suicide, mental health issues and addiction.

We are proud to support our surrounding community.

NEVADA: *Building a Resume and Becoming a Lifesaver*

By Darlene Terrill, Development Director - WestCare Nevada

Elk's Lodge Exalted Ruler **Derek Duncan** wrote a grant to the Elk's Lodge Foundation to support WestCare clients in obtaining certifications in Adult, Child & Infant Cardio Pulmonary Resuscitation / Basic First Aid / Automatic External Defibrillator (AED) and Bloodborne Pathogens. Two Instructors from the Las Vegas Red Rock Search and Rescue Team, **Robin and John Peterson** (pictured with Darlene Terrill), volunteered their time to teach the class which was free to our Safe Haven, Veteran and Residential clients.

The first class was such an uplifting moment to watch as 17 clients sat in the outdoor courtyard at the Women & Children's Campus for the 6 hour class, pass the tests and be over 100 percent engaged the whole time! Mothers were able to come and learn a skill as they cared for their young infants; some women needed the renewal for their jobs that they will return to after treatment; and the others were ecstatic to be able to gain the knowledge and skill. All said they would not have had the financial means to do this without assistance. A second class was held where more clients became certified.

We were so moved that the Elk's Lodge provided this for our clients. Thank you so much **Derek Duncan**. This is the first time we ever provided a certification skill on site that the clients can put on their resumes. Robin and John Peterson were above and beyond teachers and truly made this class interesting and captivating for our clients to learn these important skills. Thank you to **Dave Blankenburg** from the Lodge and also a member of the Red Rock Search and Rescue Team for documenting this class through your photography. Also, thank you to the in-coming Exalted Ruler, **Don Boyer** for your part in supporting this opportunity. This class superseded everyone's expectations! You all made a huge difference in the lives of our clients and for that we are very appreciative!



FLORIDA: *A Safe Sleep Lullaby for Mommy and Baby*

By Heather Baker, Healthy Start Program Director - The Village

The Village Healthy Start program, in collaboration with Miami-Dade Family Learning Partnership, hosted a **Safe Sleep and Home Safety** class where clients received education on the importance of an appropriate sleep environment for every baby. Each attendee received a Pak n Play and swaddle blanket.

The mission of the Healthy Start program is to ensure positive pregnancy outcomes and appropriate child health and development, and to reduce the rate of infant mortality. Sudden Infant Death Syndrome is the sudden and often inexplicable death of a child under one year of age. One of the strongest correlating factors to SIDS is when a baby and parents co-sleep in an adult bed.

This class provided the necessary education for parents to make better decisions regarding baby's safety, as well as ensuring that all babies have an appropriate place to sleep.



FLORIDA: *Health Fair at the Hospital*



By Barbara Blair, Prevention Coordinator

Mariners Hospital in Tavernier, Florida held a day to celebrate health by sponsoring their yearly Community Health Fair on March 15.

Community providers including WestCare offered free health screenings, and education, prevention and early detection information.

Prevention staff member **Barbara Blair** provided information as well as services offered by the **Guidance/Care Center**.

FLORIDA: *LIFE/REACH Programs at Village South Expand Services*

By Paul Staffelbach - Outpatient/LIFE Program Director



With increasing transportation issues among clients, the need for an In-Home/On-Site program to meet the needs of the community is constantly an issue. Luckily WestCare's South Florida-based site, **The Village South**, has increased its Adolescent and Adult Outpatient Programs to help meet this need.

The newly developed **Recovery and Extended Addiction Care in-Home**, or the **REACH Program** was developed specifically to meet the demand for an after care program for residential clients that have been successfully graduated from an inpatient program to live in the community and not have to stress about transportation back and forth to group meetings at the facility. This program is closely modeled after the adolescent program, **Living Involves Family Empowerment**, or the **LIFE Program**.

Both programs utilize an evidence-based model called **Community Re-Enforcement Approach**, or **CRA**. There is at least one hour weekly clinical session that focuses on the patient and their family. The session may consist of an individual or family session as the family is involved and is crucial for the client to remain clean for the duration of treatment. More sessions per week could be deemed appropriate based on the therapist's assessment of the situation taking place with the client and if there are clinical or case management needs. Case management is provided to each client and focuses from vocational to family needs. There is weekly drug testing taking place to ensure that the patient is remaining clean.

The outpatient program has expanded tremendously over the past couple of years with a staff that started out at four clinicians to encompass 25 clinicians at its present state. With the needs of the community ever increasing, it does not look like expansion will stop anytime soon.

GEORGIA: *Love Your Body Georgia*

By Sainbou Njie, Prevention Specialist

On March 5th, **Georgia State University (GSU)** invited our team to participate in their **Love Your Body Week!** During this event we provided a wealth of knowledge concerning STDs through our interactive Jeopardy Game and conducted HIV tests for anyone interested in knowing their HIV status. Our audience numbered over 60 students and faculty. The mission of the Love Your Body Week is to bring awareness to the students of Georgia State University about how having a positive self-image is an important part of building self-esteem and self-worth! We also contributed Safe Sex Kits to GSU spring breakers through the Safer Break for Spring Break initiative by the GSU Student Health Promotion Organization!



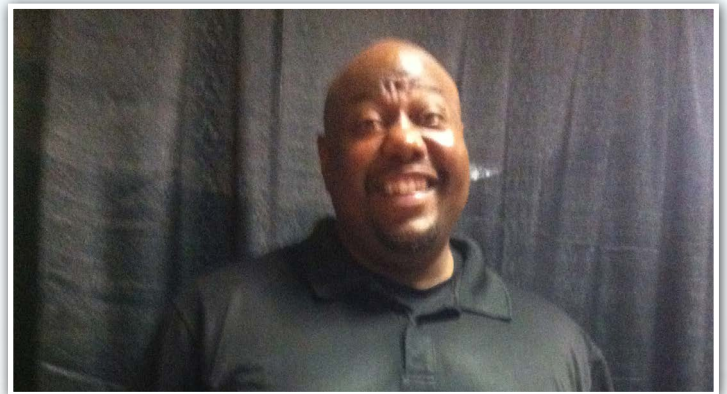
Sainbou Njie, Prevention Specialist



Safiyah Mack, Prevention Specialist, & Miltina Fraser, Outreach Specialist

In honor of **Woman and Girl HIV Awareness Day**, **WestCare Georgia's CARES Youth Department** participated in several campus events! For the past 4 years, we have worked closely with the Health and Wellness Department at Georgia Perimeter College- Clarkston Campus by providing HIV testing for over 500 GPC students. On March 4th we administered HIV Testing for traditional and nontraditional students from all walks of life that were interested in knowing more about this virus that affects 1.1 million people in the United States with almost 1 in 6 are unaware of their infection!

We are proud to serve and educate our fellow Georgians!



Dwayne King, Outreach Specialist

CALIFORNIA: *South Valley Case Manager Receives NAACP Award*

Residential Case Manager and Committee Chair at St. John's Missionary Baptist Church, **Daniel O'Neal** successfully led a proposal to the Bakersfield Planning Commission a year ago to change the name of Hayes Street in Bakersfield to Tyree Toliver Street in honor of the late and great Pastor, who had very strong ties in the community. That following June, an official ribbon-cutting ceremony was held to commemorate the renamed street.



With Bakersfield Mayor Harvey Hall

This past month, **Daniel and his Social Action Committee** were invited to attend the NAACP 2014 Freedom Fund Awards banquet along with local politicians, businessmen, community activists and esteemed members of the secular community. There, the WestCare honoree was presented with an award of appreciation and accomplishment for his efforts. Said O'Neal: "I was excited that our committee was receiving this award for the dedicated efforts we put into getting the street name changed. The late Pastor Toliver surely deserved this award as well for his fifty years of service and community work in the southeast Bakersfield community."



Daniel (upper left) and his Social Action Committee



Daniel accepting his award

CALIFORNIA: *Chinese New Year Parade and Festival*



Articles by Michael Mygind, WestCare California Special Projects

In early March, **WestCare California and the Fresno AIDS** walk were both represented at the 14th annual **Chinese New Year Parade and Festival** that's held annually in Fresno's historic Chinatown District. The parade featured dozens of floats and groups from the community and was attended by hundreds of spectators gathered along "F" Street, despite rain and windy conditions.

CALIFORNIA: *Faces of Change*

WestCare California staff and partners from the fields of parole, corrections, mental health and treatment gathered for the third annual **SASCA Faces of Change** conference. This year's theme "*Change = Survival*" and how we need to learn to adapt to the new changes in not only policy, but new traits being shown by the reentry population of parolees. With a total attendance of almost 500 during the two day conference, this event proved to be a tremendous success.



Tony Hoffman

This year's guest speakers covered a wide variety of topics. **Tony Hoffman, Founder and CEO of the Freewheel Project**, shared his personal story of success, failure, and recovery while emphasizing that everyone can be a mentor and can tap into the potential within each and every client to ensure success. **Barbara Owen, PhD**, discussed gender-responsive practices within corrections. World renowned speaker and Licensed Advanced Addiction Counselor, **Roland Williams, MA**, closed the conference with an insightful look into working effectively with formerly incarcerated clients and how Cognitive Based Therapy can help.

The event was informative and opened eyes to not only new ideas, but new tools that we can all use to serve our clients better.



Barbara Owen

KENTUCKY: *Estill County Warms Up the Green Thumbs*

By Kyla Dyer, WestCare Eastern KY Intern

As the most brutal winter in recent memory is coming to an end, the days are warming up, t-shirts are being unpacked, and WestCare KY is finally able to begin their long awaited gardening season.

In October 2013, a **Jackson Energy Cooperative RoundUp** grant provided us with \$1,000 towards the purchase of a “high tunnel.” This high tunnel means a lot to the community garden because of the variations of temperature Kentucky has seen over the past month. The high tunnel will allow us to provide a higher temperature and humidity than that which is available in the current environment, but can also help us protect our crops from extreme heat, intense sunlight, high winds, hailstones or cold waves that could potentially destroy them.



The finished product



WestCare staff helping protect their produce

On March 20, Community Involvement Center staff members, volunteers a dozen day reporters began their first of many days on the farm, preparing and setting up for the gardening season. The outpatient clients helped with the setup of the high tunnel and by early afternoon, the completion of the tunnel was celebrated.

WestCare Kentucky also received a \$25,000 grant for **Grow Appalachia**, a program that “seeks to solve pervasive food insecurity issues by restoring the relationship between people and the land”. This grant will supply us with the plants needed for the tunnel, and has help us extend our gardening season by four months!

KENTUCKY: "We're All in This Together." GA Visitors Bring New Perspective

By Kristen W., Atlanta and Kyla Dyer, Eastern Kentucky University Intern

"Our goal was to share our experience with the steps with other addicts. We hope to be living proof that recovery is possible and that it does work." **Kristin W.** came to WestCare in January through a class offered by Columbia Theological Seminary. She worked with Renee and other recovered addicts from her Cocaine Anonymous home group in Atlanta, Georgia to organize and facilitate the workshop at WestCare.

They began with an explanation of CA, and reading from their home group, and over the course of two days all four recovered addicts shared their experiences with each step. They wrapped up the weekend by answering questions and sharing how they created the CA home group in Atlanta three years ago. At their meeting, they open with a reading that outlines the recovery program. The Discussion Leader will lead a topic on the step for that month and their most current experience with that step. Then, the meeting is opened up for others to share. They love and encourage questions and they close each meeting by reading the 10th step promises and reciting the Serenity Prayer.



New friends in sobriety

The goal was to share a taste of what a small group of recovered addicts could do. They created their own community dedicated to the steps, their recovery, and helping others. It's possible in Irvine, KY and is capable when one recovered addict works with another just starting the worthwhile journey to sobriety.

FOUNDATION NEWS: *Numerous Projects Keep Fitzhouse Crews Hopping*

(Editor's note: Under the direction of Senior VP for Operations Mike Lavin, WestCare facilities are constantly being built, renovated and remodeled in areas we serve. Here is Deputy Administrator Robert Adams' update)

In Florida, we are renovating a 100 year old hotel in St. Petersburg for a long term veterans care facility. It was once called the Mustard Seed Inn and we are keeping the name. **Jeremy Salyer** is heading up the construction and renovations for us and doing a great job.

In Reno, Nevada, we just finished up a project consisting of four houses that were renovated as part of a Neighborhood Stabilization project. The homes will be used for permanent housing for clients coming out of our programs or who are referred to us.

We have several projects in the Fresno, California region, and probably the largest project to date will be moving our Foundation office to a new location.

We have just begun a renovation of a 25,000 square foot building in Henderson, NV where we will move to in late April. This is a tight schedule and we are under the gun to get the building ready for us in just under 4 weeks.

One other project to note is our Women and Children's campus in Las Vegas which is going green with a solar array that will provide about 1/3 of the current power usage to the campus. This project in conjunction, with Black Rock Solar, will be completed in early May and we will be having a dedication ceremony in early June.

Thanks, and stay tuned for more!



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WORLDWIDE LIKE YOU!

Through IN THE ROOMS® WestCare is now your link to an online community of your peers. Join and Connect Live with WestCare Staff and Veterans Across the Nation in WestCare's "Veterans Online Recovery Community".

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2. Register For Free
3. Search for WestCare
4. Connect!

Together, Let's share our experiences, strengths and hopes.

WestCare's Live Starting **APRIL 1ST, 2014!**
Daily 6pm to 9pm EST/3pm to 6pm PST.



WISCONSIN: *Honoring and Strengthening Partnerships*

By James Ferguson, Program Manager

WestCare Wisconsin's Director of Corporate Affairs and the Face Forward program recently hosted a reception for **Maria Lopez Vento**, Vice President of Programs and Partnerships of the Helen Bader Foundation.



Maria Lopez Vento, James Ferguson, and Rochelle Landingham

Several WestCare employees attended the reception including WestCare Wisconsin's Executive Director Rochelle Landingham and WestCare's CEO Mr. Richard Steinberg.



Assistant District Attorney Barbara Franks, Richard Steinberg, and James Ferguson

The reception celebrated Maria's distinguished public service as well as her outstanding leadership and dedication to poor and minority communities. Over 50 non-profit, corporate, political, community and philanthropic leaders attended the reception which was held at Casa Libre, the private home of Eugene and Gladys Manzanet, in Milwaukee.

OFFSHORE - U.S. VIRGIN ISLANDS: *Howard the Hero Saves the Day!*

While conducting a routine check of the Sion Hill facility on night shift, Direct Care Worker **Howard O'Bryan** noticed smoke and flames coming out of the kitchen window in the basement floor of the Men's House. Mr. O'Bryan kept calm, and immediately implemented the fire safety procedure to ensure that all clients were alerted and vacated from the building safely. He called the fire department and with the help of a resident raced to the kitchen and extinguished the fire. Fortunately the fire was contained to one room in the kitchen with minimal damage due to the quick response.

Howard had been working with The Village VI since January 2011. He has a wonderful rapport with the clients and staff. He was truly a blessing to us all the night he saved the day!



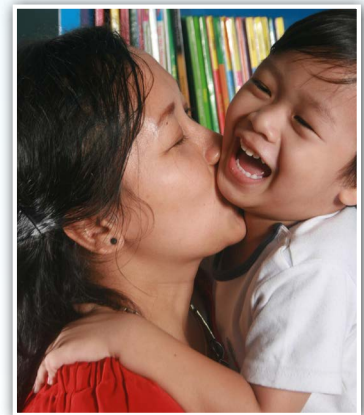
THE QUESTION CORNER

(Thanks to all of you who commented on the "new look" of The Express. Your opinions were VERY helpful.)

Here's the question for the May issue:

“What did you learn from your mother?”

Please send a photo of you and mom by **April 15th**.



KUDOS! *Our Monthly Shout-Outs to Exceptional Employees*



Ronald & Esther Carnegie
California

A hearty congratulations and best wishes to Ronald and his stunning bride, the new Mrs. Carnegie! Ronald is the Program Director of the Health and Wellness Center in Fresno.



Shirley Lee Untalan
Pacific Islands

Shirley was selected as the National Association of Social Workers Guam Chapter, "Social Worker of the Year"!!!! She is the program coordinator for the Sagan Mami program.



Carolina Botero
Florida

Congratulations to Carolina and daddy David on the birth of their son, Juan Pablo! Carolina is a Recreational Therapist at The Village South.



Barry Harmon
Kentucky

Barry, the jailer at the Boyle County Detention Center, recently provided WestCare's Substance Abuse Program residents with new uniforms. Sure beats orange jumpsuits!



**Jessica Underwood, Val Sumner,
Tammie Davis and David Smith**

These administrators and staff represent our professionals at the Central California Women's Facility. These are brand new CCWF assignments for the WestCare team.

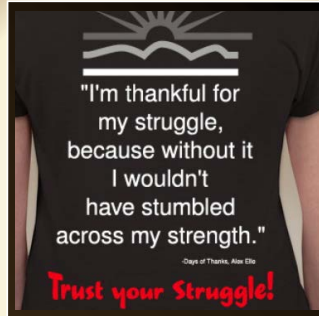
KUDOS! *Our Monthly Shout-Outs to Exceptional Employees (Con't)*



Kevin Collins
Florida

Administrators at the Guidance/Care Center in Key Largo received this note from a local elementary school counselor: "I just wanted to say thank you for allowing Kevin to come over to our school. I know we already work with several of your therapists and I really appreciate the time you guys spend with our students. We have such a high need here and it is so great to have such a partner in the community that comes in to support!"

Kevin is a Behavioral Health Specialist in the Lower Keys, Florida.



Pikeville Emergency Shelter
Kentucky

The shelter's T-shirt campaign was a big success, raising nearly \$500. The homeless facility is solely dependent on community donations and such contributions impact the lives of thousands of adults, children and families in eastern Kentucky.



St. Petersburg Donors
Florida

Metropolitan Ministries and Taking it to the Street ministries were recently honored for graciously donating gifts for children of clients in the Residential Programs: Emerge, Focus and WEmerge. The plaques were given to both agencies for their Inspiration in Uplifting the Human Spirit. Representing WestCare were Community Projects coordinator Sandy Patnode and Procurement Specialist Anthony Ferrentino (Pictured with Scott from Metro Ministries.)



Katie Lanzillo
Florida

Katie has been working with a young boy and doing therapeutic visits with him and his mother. The case was very difficult, and Katie's advocacy on behalf of her client and as well as her professionalism were all commented on. Even the Judge was impressed!

She is a Behavioral Health Therapist in the Florida Keys.

INFORMATION TECHNOLOGY: *The IT Corner*

A regular primer/reminder by Sean Harrigan, Systems Administrator

Changing Your Password

In order to comply with security privacy regulations, WestCare requires that you change your password every 90 days. Our systems are set up to automatically prompt you when a password change is required. You will be notified that you need to change your password when you log in to your computer, or when you log in to your email using our webmail system.



Password Requirements and Recommendations

In order for the system to accept a password, it must meet certain minimum requirements. A password cannot contain any part of your name, cannot be the same as any of your previous passwords, must be at least 6 characters in length, and must contain any 3 of the following:

- English uppercase characters (A through Z)
- English lowercase characters (a through z)
- Base 10 digits (0 through 9)
- Non-alphabetic characters (for example, !, \$, #, %)

Here are some examples of passwords that will work:

- Abcd12 *Uppercase and lower case letter and a number*
- Abcde& *Uppercase and lower case letter and a non-alphabetic character*
- 1234a! *Number, letter, and a non-alphabetic character*

Of course there are billions of possible combinations, and you can even use spaces in your password.

Creating Shortcuts and Pinning

The biggest problem with passwords seems to be remembering them. Of course you should never write a password down on paper, or share a password with anyone else; in fact our company policy forbids this.

There are ways to make your password easy to remember, and still secure. You can use words and numbers that have some significance and even a sentence can work as a password. Your password can be as long as 127 characters, so there's virtually no limit to the possibilities. For instance, the following is actually a valid password:

This is a valid password.

It's valid because it contains not only uppercase and lower case letters, but also spaces and a period that count as symbols. It's also super easy to remember, certainly easier than something like **HgY\$Tv1.**

Just follow the recommendations, think "simple", and you'll be fine!

ABOUT THIS MONTH: *Express Almanac & April Trivia*

April Fools' Day Pranks: While Americans will typically shout, "April Fools!" after pulling off a prank, Europeans sometimes refer to the holiday as "April Fish," as many observers will tack a paper fish to another's back and yell "April Fish!"



Millionaire Auctions Off Iceberg: In 1978, a businessman and adventurer named Dick Smith announced he would be towing an iceberg from Antarctica to break into smaller cubes for sale. He advertised that these Antarctic ice cubes would freshen the taste of any drink for the price of ten cents a cube. The media was on site in the Sydney Harbor to report on the barge towing the iceberg, which was revealed to actually be sheets covered with shaving cream and fire extinguishing foam.

Big Ben Goes Digital: The BBC reported in 1980 that the famous Big Ben clock tower would be converted to a digital clock in order to modernize the tower's look. This outraged many citizens, as the clock tower was a historical part of London's culture. BBC Japan even offered the clock hands in a contest to the first four callers, which actually resulted in some bidding.



Sweden Covers their TVs in Tights: in 1962, Sweden's only television channel announced that the station could be viewed in color if one cut up tights and placed it over the television's screen, which would bend the television's light to make it appear in color. Thousands of Swedes cut up stockings and taped them over their television only to realize they were victims of a hoax.

The Earth Loses Gravity: In 1976, BBC Radio 2 reported that due to rare astronomical alignment of Pluto behind Jupiter, the Earth's gravity would decrease. Listeners were told to jump in the air at 9:47 AM to take advantage of this, which would result in a floating feeling. Many reported that they had felt this floating sensation, one even stating that she and her friends lifted from their chairs to float around the room together.




Home Grown Spaghetti Trees: One of the most famous April Fools' pranks occurred in 1957, when BBC news program Panorama reported on Switzerland's spaghetti harvest. The region's mild winter and lack of natural spaghetti pests allowed for the fruitful production of home-grown spaghetti. The BBC received many calls from people interested in growing their own spaghetti, who were told that they should place a sprig of spaghetti in tomato sauce.



WESTCARE CALENDAR OF EVENTS: *April 2014*

APRIL						
SUN	MON	TUE	WED	THU	FRI	SAT
		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			



April 2 (12pm-1pm EST)
FLG/CC-CAC Meeting
Marathon Facility, FL

April 4 (1:30pm-2:30pm PST)
CA-CAC Meeting @ Administration Building
1505 N. Chestnut, Fresno, CA

April 8
WestCare California/FCC ICC Alcohol Awareness Fair
Fresno City College

April 8 (6pm-7pm EST)
FLGC-CAC Meeting @ City Center
100 2nd Ave. S, #109 So, St. Petersburg, FL

April 12 (10am-2pm PST)
Health & Wellness Fair @ Sierra Bi-Centennial Park
For WestCare California staff and their families

April 14 (12pm-1:30pm EST)
Central KY CAC Meeting

April 14 (10am-11am PST)
CTC Workgroup Meeting with Amy Roukie

April 15 (8am-9am PST / 11am-12pm EST)
Exec. Com. Pre-Board Teleconf.
(855) 212-0212 / ID: 407-244-934

April 16 (12pm-1:30pm PST)
NV-CAC Meeting @ Rancho Facility, Las Vegas, NV
(855) 212-0212 / ID: 407-244-934

April 16 (8am-10am PST / 11am-12pm EST)
East Board Meeting (Video Conf.)

April 28-29
FL / VI Regional Leadership Meeting
St. Petersburg, FL

April 29
FLGC-CAC Meeting
Friend Raiser Breakfast (St. Petersburg, FL)

April 30 (6pm-7pm AZ Time)
AZ-CAC Meeting
(855) 212-0212 / ID: 407-244-934