



WESTCARE EXPRESS



The WestCare Foundation Employee Newsletter

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August 2010

Millions of yearly visits to the ER involve patients with mental disorders and substance abuse problems

By Jeannine Stein – *Los Angeles Times, July 9, 2010*

Not every emergency room visit involves a physical problem. Out of 95 million visits made to emergency rooms by adults in the U.S. in 2007, 12 million, or 12.5%, had to do with mental disorders, a substance abuse problem, or both.

The findings are from a report recently put out by

the U.S. Agency for Healthcare Research and Quality, part of the Department of Health and Human Services.

Of those 12 million visits, about 66% involved patients with mental disorders, about 25% involved patients with substance abuse issues and the rest involved patients who had both a mental disorder and a substance abuse problem.

Almost 41% of those 12 million visits resulted in the patient being admitted to the hospital, which is more than 2.5 times the rate of hospitalizations for other conditions.

Almost 54% of the mental health/substance abuse-related visits were from women. About 47% of the visits were by people age 18 to 44, and about 35% were by people age 45 to 64.

The top five conditions that made up 96% of all the mental health/substance abuse cases were (in order) mood disorders, anxiety disorders, alcohol disorders, drug disorders, schizophrenia and other psychoses, and intentional self-harm. One patient could have multiple diagnoses.

As for how the 12 million visits were billed, 30% went to Medicare, 26% went to private insurers, 20% went to Medicaid and 21% of patients were uninsured.



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National Health Center Week 2010

AUGUST 8th - 14th

Celebrating America's Health Centers:
Turning the Vision into Reality

The second week of August each year is dedicated to recognizing the service and contributions of Community, Migrant, Homeless and Public Housing Health Centers in providing access to affordable, high quality, cost-effective health care to medically

vulnerable and under served people in the U.S. This year's commemoration is special because 2010 also marks the 45th Anniversary of the creation of the Health Centers Program.

"Celebrating America's Health Centers: Turning

the Vision into Reality" is our theme for National Health Center Week 2010. This theme highlights the 45 year record of Health Centers in providing affordable, high quality, cost-effective health care to all people, regardless of ability to pay.

The Village South LIFE Program (Living Involves Family Empowerment) Goes Countywide

By Paul Staffelbach – LIFE/OP Director

Working with teenagers can be a difficult population for any health and human services field. Our Village South Florida LIFE staff has met this challenge and far exceeded our expectations. The LIFE program has currently 13 full-time therapists and 3 case managers, all of whom have received their Master's degree. The LIFE staff has received training in evidence-based practice models such as Motivational Enhancement Therapy (MET) and Adolescent Community Re-enforcement Approach (ACRA). The key to our program is that home-based

therapy that is family focused involving a structured process of continuous engagement with the adolescents along with their siblings, parents and other family members.

Our service area has expanded from the original 15 mile radius to now include all of Miami-Dade County. An extra emphasis on the county's most southern and western areas has been the focus with the expansion of services, which have previously been underserved and thus had limited access to treatment. The entire community has embraced

this expansion and as a result referrals are coming quickly from a variety of sources; including the court, juvenile services (both county and state) and the Miami-Dade Public school system. With our dedicated staff, we are constantly striving to improve our services and from the looks of things to come, there's a bright outlook on the horizon for our entire agency but also our county's residents.

Florida



Thought for the Month

"Your beliefs become your thoughts. Your thoughts become your words. Your words become your actions. Your actions become your habits. Your habits become your values. Your values become your destiny."

– Mahatma Gandhi



Wonderful Summertime Nonalcoholic Drinks

"Here are some wonderful, cooling non-alcoholic drinks perfect for a hot summer barbeque or after working in your garden."

PEACH, ORANGE & GINGER FIZZ:

Thaw a 10-oz package of frozen peaches in light syrup according to the package directions. Puree peaches in a food processor or blender. Divide the peach puree evenly among 4 10-oz glasses. Add 1/2 cup of orange juice and a handful of ice cubes to each glass. Top each with a splash of ginger ale. Stir gently and garnish with orange slices.

Serves 4.



WHITE GRAPE JUICE SANGRIA:

Peel the skin of 1 orange into one long spiral. Repeat with a lemon. Fill a large pitcher with ice. Add 1 28-oz bottle of white grape juice, 1 32-oz bottle of seltzer, the juice of the orange and the lemon, and the orange and lemon zest spirals. Stir well. Pour into wine glasses and garnish each with a slice of lime.

Serves 8.

This is Your Day and Your Year! International Youth Day is August 12th, 2010

In line with the theme for the International Year, the theme for this year's International Youth Day is "Dialogue and Mutual Understanding." The choice of theme reflects the General Assembly's appreciation of the value of dialogue among youth from different cultures as well as among different generations.

International Youth Day will be celebrated at United Nations headquarters in New York with the global launch event of the International Year of Youth. The event will be a celebration of young peoples' energy, imagination and initiatives and will recognize their crucial contributions to enhancing peace and

development. The event is an opportunity for the international community and the UN system to demonstrate their commitment to young people. But it will also be a fun occasion with musical guests and performances. A photo exhibit entitled "Visual Voices – Youth perspectives on Global Issues" will be inaugurated in the UN visitors lobby. The exhibit will be open to the public until early September.

In addition to the global launch event at UN Headquarters, there will be celebrations all over the world, which will highlight opportunities and challenges for youth throughout the International Year of Youth in different regions and countries.

Join in the festivities and celebrate the International Youth Day and the International Youth Year with other young people from around the globe!

Celebrate!

To guide the celebrations of the International Year of Youth, the United Nations has developed the Framework Approach highlighting three key objectives for the Year, namely: increased commitment and investment in youth, increased youth participation and partnerships, and increased intercultural understanding among youth. Use these objectives to guide your activities related to youth. The complete Framework Approach is available at <http://social.un.org/youthyear/>.

Did You Know?

This year's International Youth Day is a particularly important day for youth around the world. In December 2009, the United Nations General Assembly adopted resolution A/RES/64/134 proclaiming the Year commencing this International Youth Day (12 August 2010) as the International Year of Youth.



INTERNATIONAL
**YEAR OF
YOUTH**
AUGUST 2010-2011
OUR YEAR OUR VOICE



Sheridan Clients Perform Community Service

By Jeffrey Clausen

Clinical Manager, WestCare – Sheridan Correctional Center



On June 5, 2010, a F5 tornado devastated several of the local communities surrounding Sheridan Correctional Center. Many homes were destroyed and as a result uprooted the lives of those people living in the affected areas. Unfortunately, several members of our WestCare team, as well as many correctional employees, suffered a great deal of damage.

In the face of this terrible storm it became an opportunity for an important lesson. Sheridan's WestCare therapeutic community, along with the

Illinois Department of Corrections provided aid to several of the affected communities. Work crews were quickly assembled to help in the clean-up efforts. By participating in the work crews several of our clients were able to practice therapeutic community goals: compassion for others, discipline and self-restraint, achievement, and responsibility for self/environment. As with all natural disasters, various communities united in the face of adversity and made a difference in the lives of our neighbors, friends, and family.

“Music is Our Heart”

By Darlene Terrill – Director

WestCare Community Council Member, Mr. Eric Endy, his children Nevin and Celine Endy & other students from Clark High School came to the Women & Children's Campus to perform a “*Music is Our Heart*” stringed instrument concert. All the musicians were ages 14 to 18 years old.

Nevin shared that “*Music is Our Heart*” is a non-profit club that wants to spread the love of music with our community. The group was started by Daren and Nevin Endy, who are brothers and co-founders of the club. “Our goal is to successfully touch the hearts of the ones who listen and inspire those to participate in music. We love to play in any events that come our way and we loved being at WestCare!” The Club plans on expanding this program to Arbor View High School, Faith Lutheran School and also Rancho High School.

Nevin said the Club learned that there is such a diverse group of audiences. “It was so inspiring to me when a person hears our music and wants to be a part of music, such as the woman who told us that she was trying to get back into playing the cello. It was such an inspiration and I feel accomplished and proud to be a part of such a wonderful organization.”

“The Club is a new organization and yet we are trying to do such a powerful thing. Although we are taking our time, and taking baby steps at the

moment, we hope to reach across the nation with the same goal in mind, “to lead and inspire.”

The clients and staff were engaged with the youth and really enjoyed their music. All the youth performed professionally; this made all the more impact on the clients, as they were so young & talented. The youth took the time to answer several questions about their stringed instruments and gave individual samples of the sounds each one made. The evening with music, under the stars, was a huge success. The Campus appreciated all the efforts this group made to bring this entertainment to us. Thank you for a job well done!

(Nevin Endy, Celine Endy, Nick Chang, Whisly Ng, Hayden Nguyen, Sonny Tao, Shanel Wu, Jing He, Lily Grajeda, Braizahn Jones, Megan Twildah, Brock Norred, Debbie Young, Lillian So, Brandon Lu & Ryan Gov)



Nevada



WestCare California's Alpha Zeta Phi Transitional Program and Facility

By Tim Scott – *Special Projects Officer*

A beautifully restored apartment complex in a southern Fresno neighborhood houses the young women and their children in the Alpha Zeta Phi (AZP) program. In a mere five months, WestCare California's team of men took a complex of buildings that were in poor shape and renovated them completely. On July 9th the facility opened its doors to all WestCare California staff to give a glimpse into this new transitional living program.

AZP is a voluntary program stemmed from the great need to assist homeless pregnant or parenting teen girls in the Fresno regional area, who have the heavy burden of adjustment. The program was designed to assist and support the women through various stages of personal, professional, emotional and academic growth in order to develop the skills necessary over the course of a maximum of eighteen months to lead healthy, happy and independent lives.

Upon admission to the program each woman is assigned to a fully furnished two bedroom/two bathroom apartment. Such living essentials as linens and hygiene products are initially provided. Vanessa Bradley (AZP on-site House Manager) and Jamina Hackett (Case Manager) guide the ladies in

their preparation for independent living by offering in-house care, thorough life skills trainings and prenatal and/or parenting classes.

To remain eligible for the program, each lady must obtain either their high school diploma or GED. Upon receiving their degree, they have the option of furthering their education through vocational training or attending a secondary institution, at the local community college or a four-year university. Also after the completion of their HS or GED, their case manager prepares each woman for the workforce by offering job readiness training and assisting them during the daunting task of a job search.

During the July 9th Open House Jenny Gonzalez, Director of youth/adolescent programs including AZP in WestCare California's San Joaquin Valley, along with the women in AZP conducted tours of their new home. The women also proudly answered questions and shared stories of how this program has brought them much needed stability in order to pursue the life-changing steps necessary to achieve both educational and employment goals.



◀ Before

▶ After



Women of AZP: Vanessa Bradley (middle/back), ▲ Jamina Hackett (in pink top on right), and Jenny Gonzalez (black and white on far right).

California

August 26th is Women's Equality Day ...



In 1971, after much work, and at the urging of U.S. Representative Bella Abzug (D-NY), Congress designated August 26 each year as "Women's Equality Day." This day was selected to commemorate the passage of the 19th Amendment to the Constitution on August 26, 1920. This amendment granted women the right to vote. This was the culmination of decades of effort by women suffragettes and other groups. Their efforts dated back to first women's rights convention in 1848 at Seneca Falls, New York.

Celebrate this day in a number of ways. First, stop and celebrate the accomplishments made in gaining the right to vote, and towards equality for women. Women's rights groups suggest you continue to be involved in pursuing full and equal rights for women in all areas and in all issues.



August is National Immunization Awareness Month

August is recognized as National Immunization Awareness Month (NIAM). The goal of NIAM is to increase awareness about immunizations across the life span, from infants to the elderly. August is the perfect time to remind family, friends, co-workers, and those in the community to catch up on their vaccinations. Parents are enrolling their children in school, students are entering college, and healthcare workers are preparing for the upcoming flu season.

Why Are Immunizations Important?

- Immunization is one of the most significant public health achievements of the 20th century. Vaccines have eradicated smallpox, eliminated wild polio virus in the United States and significantly reduced the number of cases of measles, diphtheria, rubella, pertussis and other diseases. But despite these efforts, people in the U.S. still die from these and other vaccine-preventable diseases.
- Vaccines offer safe and effective protection from infectious diseases. By staying up-to-date on the recommended vaccines, individuals can protect themselves, their families and friends and their communities from serious, life-threatening infections.

Who Should Be Immunized?

- Getting immunized is a lifelong, life-protecting community effort regardless of age, sex, race, ethnic background or country of origin. Recommended vaccinations begin soon after birth and continue throughout life. Being aware of the vaccines that are recommended for infants, children, adolescents, adults of all ages and seniors, and making sure that we receive these immunizations, are critical to protecting ourselves and our communities from disease.



When To Get Immunizations?

- Because children are particularly vulnerable to infection, most vaccines are given during the first five to six years of life. Other immunizations are recommended during adolescent or adult years and, for certain vaccines, booster immunization are recommended throughout life. Vaccines against certain diseases that may be encountered when traveling outside of the U.S. are recommended for travelers to specific regions of the world.



For more information, go to: <http://www.cdc.gov/vaccines/events/niam/default.htm>

Georgia



▲
Mr. Johnson developed the Physical Training Program to enhance the recreational therapy activities. He creates certificates/plaques/trophies for the PT winners and participants. He also chaperones the youth during off-campus field trips.

Twenty Four Year Army Veteran and Volunteer – STILL SERVING

By Ms. Sydney White – Program Director, WestCare Georgia

Boggs Academy is pleased to acknowledge the newest volunteer to join the WestCare family, Mr. Daniel R. Johnson. With an extensive professional background in communications Mr. Johnson holds a Bachelor's degree in Liberal Arts. He is currently pursuing a Master's degree from Troy University in Adult Education with a minor in Computer Informations. Additionally, for over 20 years, Mr. Johnson has served as coach, teacher, and mentor for children from ages 6 to 18 years. He has volunteered with such organizations as Augusta Technical College, various elementary, middle and high schools, Kiwanas Club, the YMCA, church Organizations and youth services organizations.

Mr. Johnson's favorite quote is found in the Book of Matthew (9:37-38) which states, "the harvest truly is plenteous, but the labourers are few, pray ye therefore the Lord of the harvest, that he will send forth labourers into His harvest." Therefore Mr. Johnson believes that all of mankind should strive to leave this earth a little better than he found it. He also believes that if anyone is able to help, they should lend a helping hand.

Please join us in welcoming Mr. Johnson to our team!





Endowment Campaign Corner

The Endowment Campaign and The Celebrity Council

By Sharon Yates Steinberg – Major Gifts Coordinator WestCare Endowment

The Endowment Campaign and The Celebrity Advisory Council have been building relationships with people in the Las Vegas area and around the world. We have a constant stream of celebrities and business leaders touring our facilities. These valuable members of the community have helped us in getting grants for generators on Harris Springs Ranch, and donated gifts and services to our Gala on July 31 at South Point Hotel and Casino.

I believe when people see the life saving work that WestCare does everyday, they want to help. The dedication of our employees always touches the hearts of each person that I have escorted through our facilities. That is the catalyst for the help we have received over the years. Before I came from Kentucky to Las Vegas, Darlene Terrill was building lasting friendships with community members, that led to playgrounds and basketball courts being built at our women's and children's facility. There are countless stories of excellence by WestCare employees, leading to financial giving from the communities where they work and live.

Our events and fundraising galas and tournaments, are also venues for us to recognize generous people who have helped us in the past. These people who have walked along side WestCare helping through the years are certain to be the source of a strong endowment in the future.

Las Vegas Mayor Oscar Goodman, who has been a friend to WestCare over the years, has offered his service in events to build relationships with benefactors for the endowment. I am enjoying making friends with these fascinating and giving people. WestCare can't lose with friends like these.

I would like for the employees, friends, board members and Community Council Members of WestCare to feel free to contact me anytime. We are a family and the good we do, can last well beyond our years through a healthy endowment fund.

Warmest WestCare Regards,
Sharon Yates Steinberg
sharon.steinberg@westcare.com

5 Questions with Kristen Chaffee

Regional Controller – WestCare Eastern Offshore Division

Kristen Chaffee, Regional Controller for the Eastern Offshore Division, has been with WestCare almost four years. She lives in Saint Petersburg, Florida and works in our Davis Bradley building administrative offices.

1. What's the most rewarding experience or biggest challenge in working for WestCare?

It is rewarding to know that my efforts have a part in helping people who have faced roadblocks in their lives get back on their feet and find peace in their lives.

2. What do you do in your spare time?

I exercise and hang out with my family. We take the Harley out to the beach on weekends - my husband drives, and I just enjoy the ride.

3. What would everyone be surprised to learn about you?

Although I have the outward appearance of a girl who would enjoy the fast-paced lifestyle of the city, I'm really

just a person who enjoys the slower pace of country living, being outdoors and enjoying farm life. Most would never guess I can milk a cow and do farm chores just as happily as working at a desk and crunching numbers.

4. Proudest personal or professional accomplishment?

Watching my children, Jack (14) and Grace (10), grow into kind hearted individuals with giving spirits, as well as good citizens, is my greatest accomplishment in life.

5. What is your favorite TV show? If you do not watch TV what is your favorite type of music?

Rules of Engagement and Sons of Anarchy. I prefer music, and I watch and listen to Olivia Newton-John's Live from Sydney concert on DVD often. My iPod is filled with all types of music from Marvin Gaye to George Strait to Led Zeppelin to Phantom of the Opera.



WestCare Arizona Gets Creative with Contingency Management to Improve Client Retention

By Tracy Stevens – Area Director

WestCare Arizona's, Arizona Families F.I.R.S.T. program (Families In Recovery Succeeding Together) is an innovative and CPS referral driven program that helps parents address substance abuse issues that are affecting their ability to care appropriately for their

children as well as how to get and keep a job. The program is funded through the Arizona Department of Economic Security, Department of Children Youth and Families.

One unique component of the F.I.R.S.T. program is that within 24 hours of receipt of referral the providers contact or attempt to contact the parents/clients. This can sometimes be difficult for program staff and as a result we have become pretty good at client "hunting." Yet an even bigger challenge over the past year, particularly in Bullhead City, has been keeping clients engaged in services. Therefore, staff has needed to get creative and figure out something extra to motivate the clients and increase the program's retention. Local businesses and individuals in the community were contacted and asked to volunteer their time to facilitate Client Workshops.

The community's response was very positive and since January, F.I.R.S.T. has held approximately 1 to 3 Client Workshops per month. Some of the topics covered have been Interview Skills & Resume Writing, Self Esteem & Body Image, Navigating a Website,

Community College Enrollment and Financial Aid, Gardening, Sun & Health Protection and River BBQ & Fun. At each workshop clients receive an incentive for their attendance. For example, after the Resume Writing and Interview Skills Workshop, staff took each client to the WestCare Thrift Store to select a new interview outfit. It is our creative twist to Contingency Management!

Client participation has been high at some workshops and low at others. With this in mind, F.I.R.S.T. decided to open the workshops up to all outpatient clients. Our staff hopes outpatient clients will take advantage of the opportunity to not only learn new skills but also to meet other clean and sober people in the community and enjoy being in a group setting where the main focus is not on treatment.

Arizona has been blessed to have a community of volunteers, who just like WestCare, believe in *Uplifting the Human Spirit* and are willing to volunteer their time and skills while never asking for anything in return.

Arizona



110 Participate in Estill Shoot Hoops Not Drugs Camp

By Dale Morton and Devin Rogers – Operation UNITE

It's all about making the right moves – both on the basketball court and in life. That has been the message conveyed at Operation UNITE's "Shoot Hoops Not Drugs." This year's camp was held June 28th and the residents of WestCare's substance abuse treatment facility were instrumental in providing volunteer assistance. UNITE's director, Karen Engle describes that "Shoot Hoops camps are fun and provide a safe, drug-free activity where children get to interact with positive role models while learning fundamental basketball skills" and continued by saying, "We're excited to be able to partner with WestCare in Estill County."

Over the last 5 years, residents of WestCare's treatment facility in Pike County have volunteered to assist with not only these camps but also other UNITE youth programs. Ms. Engle expressed her gratitude for the volunteers stating, "The energy and excitement they bring is incredible and shows others it is never too late to turn your life around."

Shoot Hoops was sponsored by WestCare Kentucky through an ARC mini-grant from the Estill-Powell

KY-ASAP Board. The camp was presented by Phoenix Products, where all youth participating in the program received a basketball and event T-shirt. In addition, this year's camp featured former University of Kentucky star Jeff Sheppard, the NCAA's Final Four Most Valuable Player in the Kentucky Wildcats' 1997-98 national championship season.

While learning fundamental basketball skills, Sheppard also explained that lessons learned from playing sports can be applied in life, "the best way to get from where you are today to where you want to be is to set a goal." Sheppard continued, "None of us are perfect, but you need to set goals, work hard and avoid being distracted by bad influences – such as using alcohol or other drugs."

During the basketball clinic the youths' parents and care-givers were invited to attend a brief education program to discuss the importance of talking with children about drugs along with recognizing behavioral and physical signs of drug use. Throughout the three-hour camp, Sheppard emphasized encouragement and effort as the most important

Kentucky



ingredients to achieve one's goals and stated, "The best way to stay on a straight line is not to try and do it by yourself." Sheppard continued, "You cannot win in life by yourself. It takes a team. It takes you hanging around the right people."

