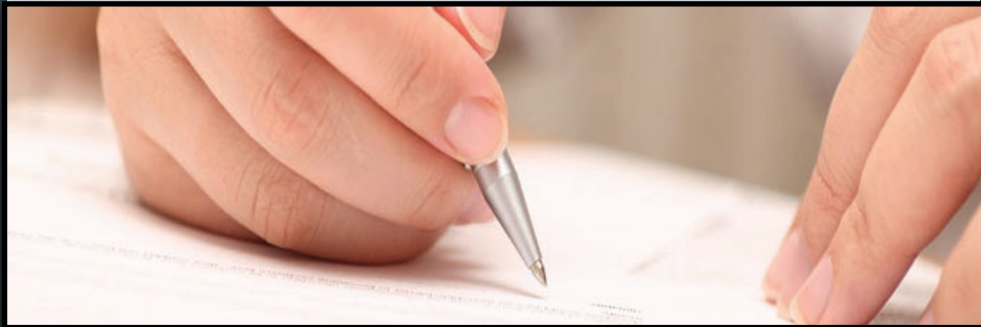


"From a Number to a Name"

A Story About WestCare Clients

(Excerpted from kickstarter.com, written by IPRC Project Director A.M. O'Malley)



The **Independent Publishing Resource Center's** prison-writing program empowers incarcerated men with creative writing, self-publishing, and communication skills.

"In this class I've learned the power of words. In this class I've learned about the power of writing. In this class I've found freedom inside a prison. In this class I've written about hard time, laughter and fate. In this class each week I was able to escape."

- Akiaz King, Program Graduate

Every Tuesday evening since 2012, I've traveled to the Columbia River Correctional Institution (CRCI) in North Portland to facilitate a writing and publishing workshop with incarcerated adult men (WestCare clients, pictured). Each session lasts 8-10 weeks and culminates in the publication of a class zine, *From a Number to a Name*:



- 1** From a Name to a Number
- 2** Wyoming
- 3** Human Resources
- 4** Kentucky
- 6** Foundation News
- 7** The Question Corner
- 9** California
- 11** Nevada
- 12** Kudos!
- 14** Wisconsin
- 15** Illinois
- 16** Pacific Islands
- 17** Georgia
- 20** The IT Corner
- 21** Calendar of Events

WESTCARE CLIENTS: *"From a Number to a Name"*

My goals for this class are to give an outlet for people who go largely unseen and unheard in today's society, and to create a safe and confidential environment that encourages creative risk taking. Participants also learn important writing and communication skills that help them with parole letters, applications and resumes. One recent participant used his new writing skills to earn a **Portland State University scholarship!**

"In this class, I have learned a new way to express myself, and how to explain some of the tragedy in my life. To learn something new about myself and release some of the guilt and shame that I've had for a very long time."

- Michael K. Ogelsby, Program Graduate

(Note: To learn more about this unique program, go to kickstarter.com)

WYOMING: *A Visit to Wild, Wonderful Cowboy Country*

By Robert Branham, Area Director

Stan Brooks, Program Director at the **Sheridan Correctional Center (WCIL)** spent a week at the **Wyoming Medium Correctional Institution** in Torrington, WY. The purpose of Stan's trip was to provide hands-on training for the WestCare Wyoming staff and the Wyoming Department of Corrections staff who work in the Therapeutic Community. The training was very well received by both staff and inmates.

Stan had previously visited Torrington in 2010, and his return trip was just as beneficial as the first. His extensive experience in TC concepts and practices will help bring the relatively young TC program in Wyoming to the next level of program delivery. A follow up visit is planned for some time later this year.





HUMAN RESOURCES

By Michael Shields, Vice President Human Resources

Happy summer, everyone! I hope the weather is treating you kindly wherever you are in WestCareLand. We have some pockets of operations where, depending on the season, life can become a bit tense! Here in Las Vegas, although it is in the “blow-dryer heat” part of the year, this is all we have to worry about. That and the occasional errant tumbleweed!!

Aside from my regular ramblings about steering all of you to the **WestCare Career Portal** located at careers.westcare.com to see what new opportunities are available; to refer good, solid, qualified candidates to the site as well; and to make sure you always notify HR of any status changes you may have (name; address; additions to the family), I would like to touch on another common theme:

Working together as a supportive team.

I recently came across a quote I like, and would like to share it:

“Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around.” – Leo Buscaglia

I know all of you in the treatment side of WestCare understand this as it relates to the clients you serve. Many times, we forget to follow that same philosophy in our daily interactions with our co-workers, and our families. The hands-on treatment folks at WestCare-ALL of you-have the toughest jobs on the planet. Some days, after supporting your clients, you can reach a “compassion deficit”!!! I completely understand.

Even though it’s tough sometimes, small steps in that direction yield big results. We all know we “get what we give”. Whatever progress we make in “uplifting” each other, the better off we all are.

Thanks, and be well.

Mike



KENTUCKY: *Sunshine Helps WestCare Grow*

By Renee Alexander, Central Kentucky Area Director

Joshua Bills, Energy Efficient Enterprises Program Coordinator with the **Mountain Association for Community Economic Development (MACED)** presented the Estill County Community Involvement Center a new solar pump designed for the Grow Appalachia Organic Garden located in Irvine.

The solar pump system for this WestCare garden will be used for irrigating garden beds in hoop houses designed to extend the growing season. This arrangement allows using locally sourced water (there is a surface spring and a small creek nearby) with energy from sunshine, thus, avoiding the expense of water delivery from a nonlocal source. Perhaps the greatest benefit, however, is an opportunity to extend vocational rehabilitation assistance beyond gardening to include an introduction into renewable energy.

The grant that funds this solar pump project originated from the **Ford Foundation** and was administered by MACED. A number of criteria for qualifying applied to each awarded projects, including:

1. Supports a novel technology, energy efficiency (EE) or renewable energy (RE), or a high leverage energy project
2. Creates useful or unique example or story of EE/RE project
3. Project has meaningful impact on the entity or community
4. Sufficient community ownership of the project
5. Recipient willing to share their story

The system goes into operation just in time for some much needed water in the local garden. Irvine hasn't received any rain in quite awhile so we are expecting great outcomes with the new solar pump.



Josh knows how all this works!



Green beans thriving

KENTUCKY: Youth Outreach Project Helps WestCare Shelter

By Anna Coleman, Program Director

WestCare Emergency Homeless Shelter in Pikeville, KY was recently visited by **Youth on a Mission**. Each year the shelter gets a different group of YOM visitors during the month of July. This year our visitors were from **Hebron Presbyterian Church** in Manakin, Virginia.

The four chaperones and six young folks were able to organize a food drive at the local Walmart and a car wash at AutoZone. With the help of our generous community, they supplied the homeless shelter with 15 buggies of groceries, hygiene and cleaning supplies. In addition, the group raised enough funds to purchase the shelter two window air conditioning units and a stove.



It is refreshing to see Youth on a Mission team up with WestCare to make such a profound impact in Appalachia.



FOUNDATION NEWS: *Zero Suicide. A Comprehensive Approach.*

Excerpted from National Suicide Alliance via Heather Shoop, WestCare Foundation



WestCare participated in the **National Action Alliance for Suicide Prevention's** first-ever **Zero Suicide Academy** to transform health care systems to dramatically reduce suicides among clients in our care. In this two-day training, sponsored by the **Substance Abuse and Mental Health Services Administration (SAMHSA)**, organizations learned how to incorporate best and promising practices to improve care and safety for those at risk for suicide and collaborated with the Zero Suicide Academy faculty to develop action plans.

“The Zero Suicide Academy grew out of a rising interest by health care organizations to learn how to provide better care for those at risk for suicide. The tools exist to improve care for those struggling with suicide and there is evidence that a comprehensive approach works,” said Julie Goldstein Grumet, Director of Prevention and Practice, Suicide Prevention

(From left to right): Jeannie Lewis, Area Director, WestCare Georgia; Heather Shoop, Quality Improvement Coordinator, Western Region; Gwendolyn Maxwell, Program Manager, WestCare Illinois

Resource Center, and part of the leadership team for the Action Alliance's Zero Suicide priority. “Suicide is preventable and health care systems need to embrace and work towards the aspirational goal of preventing ALL suicide deaths for their patients in care.”

WestCare is a full participant in this nationwide initiative and will be implementing Zero Suicide tools and strategies across WestCare in the coming months.

THE QUESTION CORNER

“Who was the most notable pop culture icon that serves as the best role model for today’s children?”



Kim Rogers

Foundation, Grants Coordinator



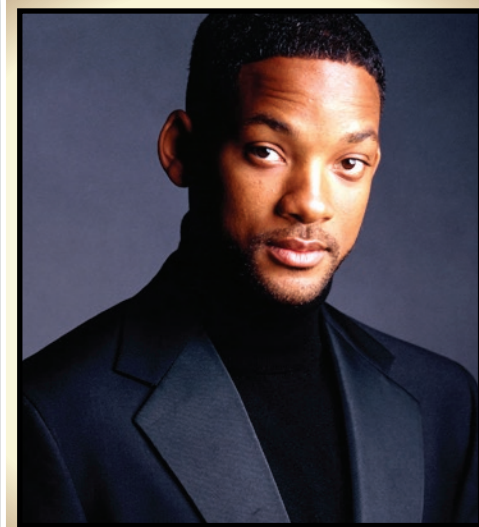
“When he began playing for the Dodgers in 1947, at age 28, **Jackie Robinson** was older than the typical rookie. Baseball fans and players reacted to Robinson with everything from unbridled enthusiasm evident in newspaper headlines, to wariness and open hostility expressed in aggressive pitches and death threats. The color barrier was broken. His athletic abilities prevailed and he is one of the most respected ball

players of all time. Jackie’s story teaches children important life lessons. Among them: Never give up no matter how hard it is to keep pushing forward, respect yourself, exhibit self-control, live your dream, be courageous, and always be a team player.”



Alicia Ledesma

California, Reconciliation Specialist



“**Will Smith** because he managed to rise above the drug use that many young celebrities of his time fell into and has continuously presented a clean cut image of himself.”

THE QUESTION CORNER *(Cont)*



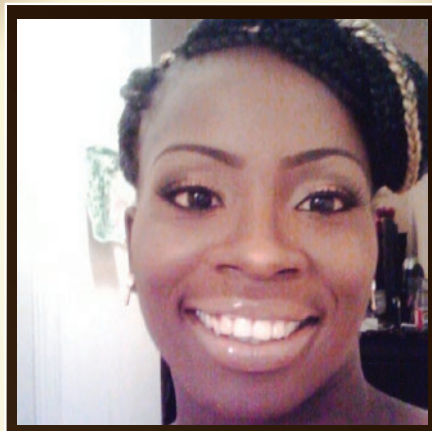
Patricia Pelaez

Illinois, Supervisor (Sheridan)



“When we talk about the reduction of culture and the void of positive young female role models in music, it’s almost easy to forget that the biggest, best-selling pop star for the last two years running has been the bold and beautiful **Adele**. The flashy pop stars and their ever-present scandal may get all the tabloid attention, but when you look to the very top, Adele outlasts all the gimmicks, sex and hype. If you need any more proof that substance can sell, and you don’t need sex or shock to get

get attention, there has never been a better example. This is why she is definitely someone to look up to. Also, she does not care about having a perfect body image that most celebrities desperately try to achieve. Adele confidently struts her curves and gives great messages to young girls about eating healthy and feeling good about yourself. Yes, definitely a Pop Culture Role Model!”



Ekemini Nsentip

Georgia, Women Specialist



“**Taylor Swift** showcases that it’s possible to be a successful woman artist without having to wear provocative clothes or sell your sex image. She writes all her own music and she’s one of the few mainstream artists out there that can explain every single line of every single song she’s ever released. In most young kid’s opinion, she is very grounded and a hardworking person. She’s a classy woman that dresses decently but also likes to take risks sometimes.

(continued)

THE QUESTION CORNER *(Cont)*

Like she's said: "For me "risky" is revealing what really happened in my life through music. Risky is writing confessional songs and telling the true story about a person with enough details so everyone knows who that person is. That's putting myself out there, maybe even more than taking my shirt off."

THE QUESTION CORNER: *September Question*

This month's question is:

"What do you enjoy most about your job?"

Please submit your answer and a photo by August 20th to: john.wallace@westcare.com

CALIFORNIA: *Promoting Healthy Eating*

Bakersfield's **SASCA** staff scheduled a healthy eating potluck in an effort to promote eating healthy during the summer months. So many people are hospitalized during the summer months for poor eating habits, heat exhaustion and not drinking enough water, so staff in the SASCA office wanted to remind everyone to take care of themselves and eat the right foods. Residential staff also took part in the potluck with foods such as fresh fruits and baked chicken.



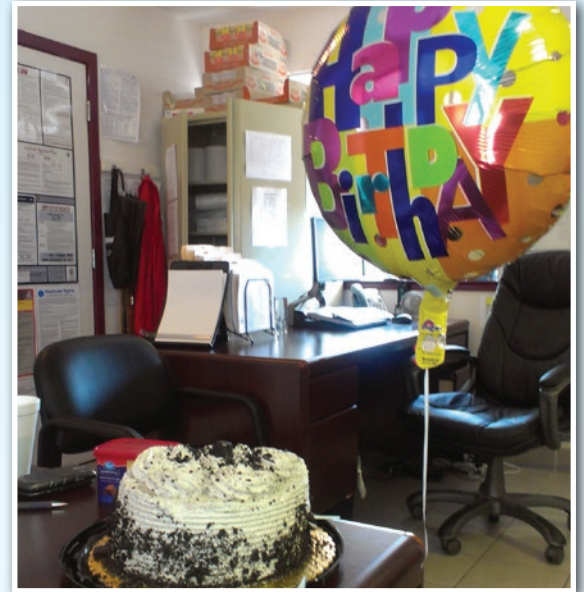
CALIFORNIA: SOS... A Two-Year Success

Supervisor **Bob Hulse** checks in:

“On July 9th The Support and Overnight Stay program (SOS) celebrated its two year birthday. It was two years ago that staff were moving a refrigerator, desks, and a photocopier/printer all over MLK (the main residential treatment facility) in order to get the program going. We went through all the usual struggles of setting up a program, but staff is proud of what has been accomplished.

Thank you to all the staff at SOS that has made these two years a success. We look forward to another year of service.”

(Note: SOS serves those with serious mental health issues who are released from facilities during the night)



CALIFORNIA: Custody to Community Program Opens in San Diego



WestCare California is proud to announce the opening of the new Custody to **Community Transitional Reentry Program (CCTRP)** for women who are nearing the end of a prison sentence. The program is a stand-alone facility that will provide education, training, vocational services and counseling as well as gender responsive programming for adult female offenders who have been approved for participation in the **Enhanced Alternative Custody Program (EACP)**. This program is funded by the California Department of Corrections and Rehabilitation (CDCR), but will be operated by WestCare California, Inc.

Up to 85 female participants will be placed into the program with up to two years to serve for low level offenses. Curriculum for the program will include substance abuse education, money management, re-entry skills, healthy relationships and relapse prevention. Participants will be on site August 4th ready to start the next stage on their journey home.

NEVADA: Alums – A Red-Hot Fireworks Sale...Literally!

By Leo Magrdichian, Deputy Director Harris Springs Ranch

Although being required to put up with a heat wave, which brought triple digit temperatures, the **WestCare Nevada Alumni Group** courageously operated a fireworks booth for another successful annual fundraiser. The temperatures throughout the week leading up to the 4th of July reached as high as **108 degrees** in the Las Vegas area; however, this did not prevent the Alumni Group from demonstrating their commitment to assure the money earned could benefit the clients that WestCare serves.

This year proved to be one of the most successful 4th of July seasons in relation to the amount of money raised. Sales of fireworks were in the neighborhood of \$19,000 with a profit of \$6,500. All of the proceeds earned go right back into the WestCare Nevada programs that initially provided services to the Alumni in the first place.



There are four annual events that the Alumni host within the residential programs each year in Las Vegas from their profits. These quarterly events (**Spring Fling, Summer Slam, Beast Feast** and **Music on the Mountain**) have proven to be a great way to show clients in treatment that a great deal of fun and good times does exist in recovery. Typically, each event is held on a Saturday at the men's and adolescent boy's campus at **Harris Springs Ranch** and then again on a Sunday at the **Women & Children's Campus**. Good barbecue food (chicken, steak and hamburgers), music, outdoor games and an Alumni meeting usually fill the day.

The amazing thing about the WestCare Nevada Alumni Group and the events that they host is that all of the costs associated with these events come directly from the money they raise at the fireworks booth. The Alumni also finance additional events for themselves, such as bowling and movies throughout the year. The Alumni Group not only provides support for clients who have successfully completed WestCare programs, they also provide a great deal of support for each other as they demonstrate their gratitude and the true meaning of giving back in its truest form. Congratulations Alumni for doing such a profitable fundraiser. We are so proud of each and every one of you! Thank you.

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



Katie Lanzillo
Mental Health Counselor
Key Largo, Florida

Both recently passed their state licensure exams, and Katie is now a Licensed Mental Health Counselor. Katie and Sasha both started at Guidance/Care Center in 2012 as Behavioral Health Therapists immediately following their graduations. Katie graduated from Nova Southeastern with her MS in Mental Health counseling and Sasha graduated from the University of South Florida with her MSW. This is a great accomplishment and GCC is very proud of them. Way to go Katie and Sasha!



Sasha Thompson
Behavioral Health Therapist
Key Largo, Florida



Distinguished Veterans
Pacific Islands / Guam

The first Veterans Health Conference, “Pump Up Your Health: Embracing Your Mind, Body and Soul” paid tribute to two very distinguished Veterans: Mr. Francisco Carbullido and Mr. Gordon Mailloux both in their 90’s. Mr. Carbullido served in the United States Navy and was a prisoner of war in China. He attributes his longevity to going out dancing weekly. Mr. Mailloux served in the Air Force during World War II and later served as a Guam senator. He exercises everyday and wrote a book “Exercise for those who hate exercise” when he was 85! Congratulations and thank you for your service!

And from Miami...

“Congratulations to Jennifer Dorado on her recent accomplishment of becoming a Licensed Mental Health Counselor. She joined The Village South-WestCare Foundation family in Miami, FL in 2006. Two years later she got married and moved to Seattle, WA. In 2011, Ms. Dorado returned to our agency in Miami when she joined the Families in Transition residential substance abuse treatment program where she works as a dedicated and diligent primary therapist. Jennifer Dorado continues to be a valued clinician and delightful staff member of our agency!”



Jennifer Dorado
Therapist
Village South, Florida

KUDOS! Our Monthly Shout-Outs to Exceptional Employees (Cont.)



Foundation Staff

WestCare HQ, Henderson, Nevada

Everyone had to pull together over the summer to make a smooth transition to new Foundation headquarters in Henderson, just east of Las Vegas. With the growth of the agency, new floor space was needed. Good job.



Chaela Manning-Ferguson & Jennifer Olsen

Oregon

They scored a coup when popular “recovery comedian” Mark Lundholm did a free show at the corrections center while he was in Portland. Lundholm is a much sought-after performer throughout the country.



Katherine Arguello

Case Manager

Lower Keys, Florida

From her Supervisor: “Just wanted to acknowledge Katherine for all of her hard work with her client on targeted case management. This client has been seen by our psychiatrist for medication management for mental health issues. In addition, Katherine has worked diligently in the lengthy process of applying for and appealing SSI, and the client was finally approved! Way to go Katherine! You have made a huge difference in the lives of this client and her family!”

Goooooaaaaalllll! Well, not quite enough of them for our guys despite these enthusiastic futbol fans!

Now, are ya ready for some FOOTBALL??



Soccer Fans

WestCare Florida HQ, Miami

KUDOS! *Our Monthly Shout-Outs to Exceptional Employees (Cont.)*



**Harris Springs Ranch
Staff and Clients**

Nevada

They withstood another “earth, wind and fire” challenge. The monsoon season, coupled with the carpenter one fire from July, continued to wreak havoc on the road leading to and from the site. Every time the area receives heavy rainfall, the dirt road becomes a rock bed, stranding both clients and staff on camp until the road can be cleared.



**San Joaquin Valley
Veterans Program**

California

Client Ernest is shown with one of the bicycles donated to the program for use by veterans. They use the bikes for doctor appointments and travels around town.

WISCONSIN: *Collaborative Caring in Milwaukee*

By Auriea Mosley Sanders, Community Coordinator

It started in January as a way for me to do something to give back for my birthday and it turned into something we do every 3rd Saturday. **Guns Down MKE** is honored and proud to be able to work along side with **WestCare Harambee Community Center** to help feed our people. We collect donations of various items that could go in a bag lunch and with the help of volunteers that donate money and time to put the lunches together, we get them to the people that are hungry. Anything left over we donate to **Repairers of The Breach** and **The Milwaukee Rescue Mission**.

Guns Down MKE is working hard to bring positive change to our city, and WestCare is here to support them.



ILLINOIS: *Introduction to a Corrections Facility Therapeutic Community*

By Lauren Holt, Clinical Supervisor

When clients arrive at **Sheridan Correctional Center** to enter the WestCare treatment program, they first are placed on C25 A hall to start their orientation. Approximately 20-25 new clients arrive each week. Upon arrival, they are greeted by clients (*called cadres*) who have been through the WestCare program and are giving back by sharing what they learned and helping the new clients understand how important treatment is to their lives. New arrivals are introduced to all staff members on the unit and given a brief overview of the **WestCare Therapeutic Community**.



(From left to right): Darwin Williams, Carolyn Dickerson, Atanya Miller, Kathryn Chiplis, Trista Raupp, Ed Buckley, Lauren Holt, and Angela Rickelm

Almost immediately, new clients start attending group sessions. Groups in orientation are based on the fundamentals of a TC, what to expect in the program, what the client's role is, what the role of staff is, how community works, TC concepts and terminology, TC goals, elements of a TC, rules of the program, and the program philosophy. They are also given a brief introduction into the CBT curriculum (Sessions 1 and 2). Each client also has an assessment within their first week of treatment. The information from the assessment helps determine some of their treatment goals and what areas their counselor needs to focus on with them while in treatment to help them succeed.

After three to four weeks, the clients move onto the second phase of orientation, which is C25 B hall. At that time, they still attend group sessions on orientation topics but also delve further into the CBT curriculum, completing sessions 3-20 depending on the length of time they are housed on the hall. They typically stay on that unit for a period of three to four weeks. Phase 1 (orientation) is 30-60 days, depending on the client's progress.

In order to progress into Phase 2, the client has to complete an orientation test based on the information he learned, successfully recite the philosophy, complete sessions 1-20 of CBT, have a basic understanding of the program, understand his house tools available to him, participate, become acclimated into the community, write his life story and share with his primary group, and meet with his counselor to develop his next treatment plan.

Orientation is the fundamental building blocks of the program. What clients learn in that segment of treatment will carry with them through the remainder of their treatment and, for most, the remainder of their lives.

PACIFIC ISLANDS: *Girls at Risk Program Draws National Praise*

By Melissa Rhea, Director of Evaluations and Quality

WestCare Pacific Islands houses many wonderful programs including **Project Isa-Ta**. Project Isa-Ta is a 5-year demonstration grant funded by the **Office of Women's Health (OWH)**, a Girls at Risk project. The program is located in the Pacific Island of Guam and provides HIV/AIDS prevention education to girls' ages 9-17 years old by using gender-specific approaches to reduce sexually risky behaviors. Project activities combine a 15-month prevention education program using four evidenced-based curriculum (**Girls Circle, Street Smart, Safe Dates, and Teen Health Project**), community awareness events, and community capacity building and parent training.

In the program's last year, OWH held a Girls at Risk Grantee Meeting in Washington, D.C. In attendance was the program's National Evaluator, **Melissa Rhea**, Ed.D.(c), M.S., Director of Evaluation and Quality – Western/Pacific Island Regions, WestCare Foundation, as well as WestCare Pacific Islands Vice President, **Sarah Thomas-Nededog**, M.A.



Melissa Rhea (3rd from right) and Sarah Thomas-Nededog (4th from right)

The ShowCase presentation was optional and allowed for program's to share their successes and best practices for the betterment of sharing interventions that worked well, lessons learned, and sustainability plans. The Evaluation presentation was mandatory and was strictly monitored by OWH's contracted evaluation team. The ShowCase presentation was exhibited to audiences by Melissa and received wonderful feedback. The Evaluation presentation was exhibited to audiences through a joint effort by Melissa and Sarah. This particular presentation was a highlight as responses from the audiences were superb.

Of all grantees, Project Isa-Ta stood out in a number of ways; first, we had the highest retention rates across data collection time points; Second, despite staff turnover, we were able to maintain the integrity and quality of the data being collected; And lastly, due to the assembly of outstanding community connections, we were able to build long-lasting relationships with elementary, junior high, and high schools as well as many community recreational centers located in various parts of the island.

PACIFIC ISLANDS: *WestCare Connecting the North and South Pacific*

WestCare Pacific Islands has brought greater visibility to the work of the organization at recent Pacific-wide events.

In April, Regional Vice President **Sarah Thomas-Nededog** represented Micronesia at joint **Pacific Regional Non-Governmental Organizations Alliance (PRNGO)** meetings in Suva, Fiji. The agenda included discussions on climate change, sea bed mining and on self-determination for Pacific Island countries. In June, Nededog returned to Fiji to represent Guam, Payuta, Inc. (Guam's umbrella organization of nonprofits) and WestCare at meetings with the **Pacific Islands Association of Non-Governmental Organizations (PIANGO)**. There she was formally elected as a member of the Board of Directors.



Vice President Sarah Thomas-Nededog (center of photo)

The meeting covered a diverse number of topics and regional issues including preparation for the **United Nations Small Islands Development States Summit (SIDS)** in Apia in September 2014. The **Pacific Islands Development Forum (PIDF)** was also attended by Nededog as an official delegate from Guam. At this high profile meeting were Presidents, Prime Ministers and Secretaries from various island countries and alliances of government, nonprofits and private businesses.

GEORGIA: *Blanket Atlanta Makes a Difference!*

By Canzada Twyman, Program Manager

Life's journey is a challenge and somewhere along the way, many of us lose sight of reality. We identify with that voice shouting out to us "you're worthless and not deserving!" and this characteristic is recognized as low self-worth. Many become challenged with spiritual, emotional, physical, economical and social needs. But in spite of, there is a deep desire and strong feelings to make CHANGE.

GEORGIA: *Blanket Atlanta Makes a Difference! (Cont.)*

On July 18th, the **WestCare Georgia Blanket Atlanta Outpatient Treatment Team** recognized and celebrated twenty-two men and women, who at one point in their life's journey lost touch with reality through feelings of worthlessness and inadequacies. Yes, there were many who never graduated from school, never experienced a sober celebration, and never knew what it meant to be worthy. They experienced the great accomplishment of completing and graduating from a level one intense outpatient treatment program. The '2014' Blanket Atlanta Champions graduated with success stories and a clear understanding of the life journey which they embrace today.



Deputy Chief E. Finley of the **Atlanta City Police Department**, charged each graduate to continue to build a firm foundation within their recovery network and reach-out for and to support each other within the surrounding communities. The Blanket Atlanta staff, expressed the importance to *“Walk It Out and trust that the Power Greater than Self will Work It Out!”*



This was a tremendous Community Celebration, acknowledging, the positive impact that Blanket Atlanta has had on the Atlanta, Georgia Metropolitan Area. I would like to extend special thanks and appreciation to each member of the Blanket Atlanta team, **Michele Bates**, Counselor, **Tenesha Wells**, Counselor (both pictured) and **Jerome Knight**, Recovery Coach, and the staff of WestCare Georgia!

GEORGIA: CARF Comes to WestCare Georgia!



Back row (left to right): John Bascom, Michael Langford, Joyce Randle, Michael Lamond. Middle row: Carolyn Frye, Cinnethea Springer, Marcia Jackson, CARF Surveyors Gertrude Annand, Bernadine Brown, Yuniko Tonge. First row: Safiyyah Mack, Sainabou Njie, Jeannie Lewis, Candiss Felder

By Jeannie Lewis, Area Director

CARF International, the **Commission on Accreditation of Rehabilitation Facilities**, is an independent, nonprofit accreditor of health and human services in numerous areas of behavioral health. Successfully going through the accreditation process indicates to funding sources that quality matters; that fiduciary responsibility matters and that concern for the safety and well-being of our clients is of paramount importance. WestCare Georgia's Atlanta-based programs have been going through the accreditation process with CARF since 2009 and we had our most recent accreditation survey on July 17th and 18th .

Preparing for a survey is an intensive 3 year process. CARF expects that processes that are put in place are maintained for 3 years; until your next survey. The following plans are updated annually: employee files, risk

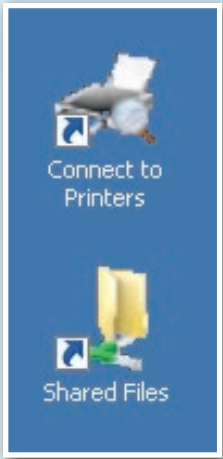
management, technology, accessibility, cultural diversity, training, input from stakeholders and an analysis of our **Strengths, Opportunities, Weaknesses and Threats (SWOT)**. Incident reports and client charts are reviewed for trends on a quarterly basis and reports are written. Annual and quarterly reports are written that include information on efficiency, effectiveness and satisfaction.

When the CARF surveyors actually arrive they interview **Community Advisory Council (CAC)** members, staff and clients, tour the property, check the vehicles, open closets, and look at things that you do not notice because you see them every day. For instance, one of our suggestions is to take a rail all the way to the end of stairway just as it is on the other side of the stairway. We walk those stairs every day and I really do not think that any of us noticed that! The value of fresh eyes is invaluable.

The hard work paid off! WestCare Georgia has the distinction of being the first WestCare state to have received NO recommendations to CARF from the surveyors. This is an honor for us: to be able to represent our clients and our agency in this manner is both humbling and rewarding at the same time. Thank you WestCare Georgia Staff, CAC members and our Director of Accreditation for making this an exceptional survey.

INFORMATION TECHNOLOGY: *The IT Corner*

Connecting to Printers and Shared Folders *By Sean Harrigan, IT Systems Administrator*



Access to shared resources can now be found via a shortcut on your desktop. You'll see shortcuts titled "Connect to Printers" and "Shared Files" available on your desktop.

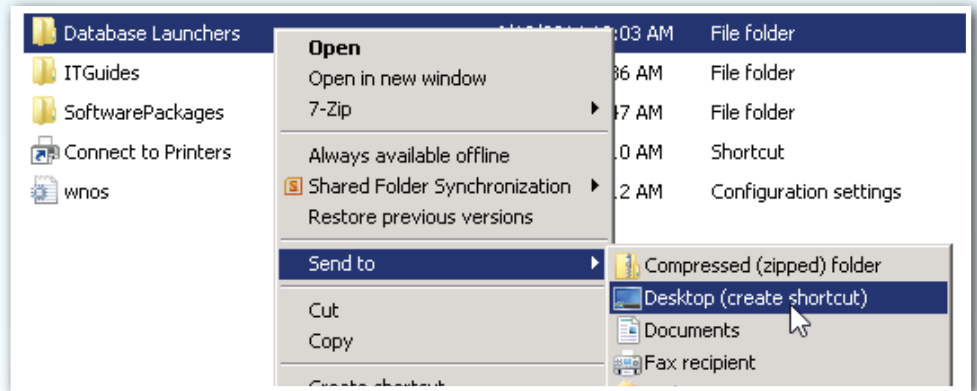
If you double-click the "Connect to Printers" shortcut, you can drill down to your region and facility to access the shared printers that are available to you. Simply double-click the printer(s) you'd like to connect to, and it will be automatically installed.

If you double-click the "Shared Files" shortcut, you can drill down through the state you work in to find the shares that are applicable to you and your work. This resource is a great way to share common files and forms that your department uses on a day-to-day basis.

You can also create shortcuts to resources that you use often, or include them in your Favorites.

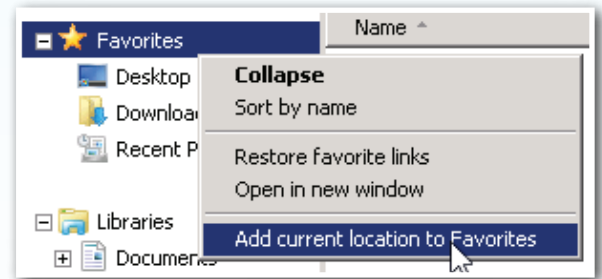
Creating Shortcuts

If you right-click on a resource (a file or folder), you can create a shortcut on your desktop by selecting Send to > Desktop (create shortcut). This will make a shortcut to the network location on your desktop for easy access.



Adding a Location to Favorites

If you use a folder often, you may want to add it to your Favorites in Windows File Explorer. In order to do this, navigate to the folder you'd like to add and then right-click on Favorites in the navigation pane to the left of the window, then select "Add current location to Favorites."



This will add the location beneath the Favorites category so you don't have to drill down to it next time.



WESTCARE CALENDAR OF EVENTS: *August 2014*

AUGUST

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
31						

August 1

WY-TAC Meeting. (9am-11am PST / 10am-12pm MDT)
Panhandle, WY

CA-CAC Meeting (1:30pm-2:30pm PST)
Admin. Bldg., 1505 N. Chestnut, Fresno, CA

August 19 (8am-9am PST / 11am-12pm EST)

Executive Committee Teleconference
Dial: 855-212-0212, Use ID: 407-244-934

August 23

Pacific Islands Gala Event

August 27 (6pm-7pm Arizona Time)

AZ-CAC Meeting
Dial: 855-212-0212, Use ID: 407-244-934
Bullhead City

Unofficial August Observances

- **National Back To School** month
- **Admit You're Happy** month
- **National Sandwich** month
- **National Catfish** month
- **Happiness Happens** month