



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



WESTCARE EXPRESS

AUGUST 2020

THE WESTCARE EXPRESS NEWSLETTER

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A Welcome by our President/CEO, Dick Steinberg



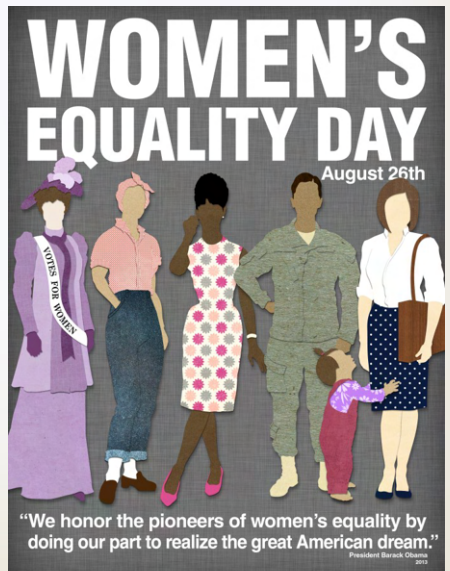
Dick Steinberg

“WestCare Family,
Welcome to WestCare’s National Newsletter, **The WestCare Express**, which wouldn’t be possible without the efforts of many talented staff from across our organization!

For many of us, August immediately brings to mind back to school season. While this is unlike any other year, for our children, school is continuing whether it’s in person or through distance learning. On that note, I’d like to thank all of our parents in our WestCare family for pulling double duty with their little ones and those that we serve!

But, August is also host to **Women’s Equality Day**, which is observed on August 26th. First celebrated in 1973, this special day commemorates the 1920 adoption of the 19th Amendment, which prohibited the states and the federal government from denying anyone the right to vote based on their gender, but only pertained to white females. It wasn’t until 45 years later that the Voting Rights Act of 1965 enabled everyone to vote - regardless of their ethnicity. This was only 55 years ago. While we have made progress since these dates, like a lot of inequalities we face to this day, there is still work to be done when it comes to true equality for women in this country, much less other parts of the world. But, in line with our mission to Uplift the Human Spirit of all which whom we come into contact with, we as an organization are proud to stand firmly on the side of progress. Of our approximately 1,450 staff organization-wide, 68% are female. We understand and value the different lived experiences that women bring to the table to compliment that of their male colleagues. To the amazing women that have so graciously chosen to work for this organization that we call home, thank you. Together, we will make a change for the better for our communities and those that we serve through the crucial services that we provide to those in need!”

Thank you,
Richard “Dick” Steinberg
President & CEO



ARIZONA: "Aiding Recovery Through Art Therapy!"

By Emily Selby, Case Manager/BHT, WestCare Arizona

"Therapy is more than talking at WestCare Arizona. Here, we offer art therapy as a tool for clients to share their imagination. This allows for our clients to open up in a different way by drawing or painting. The clients love this idea and get creative by drawing or writing on tiles that we can then display. Every so often, we feel that the clients need a little break from the stressors of life. This activity allows them to talk with one another and then share their finished product with the group. The clients will tell stories related to their art or they may just write their favorite quote to inspire others. It is a great conversation piece as well as a relaxation technique for them to enjoy."





CALIFORNIA: "A Parade For Our Heroes!"

*By Michael Mygind, Marketing Specialist,
WestCare California*

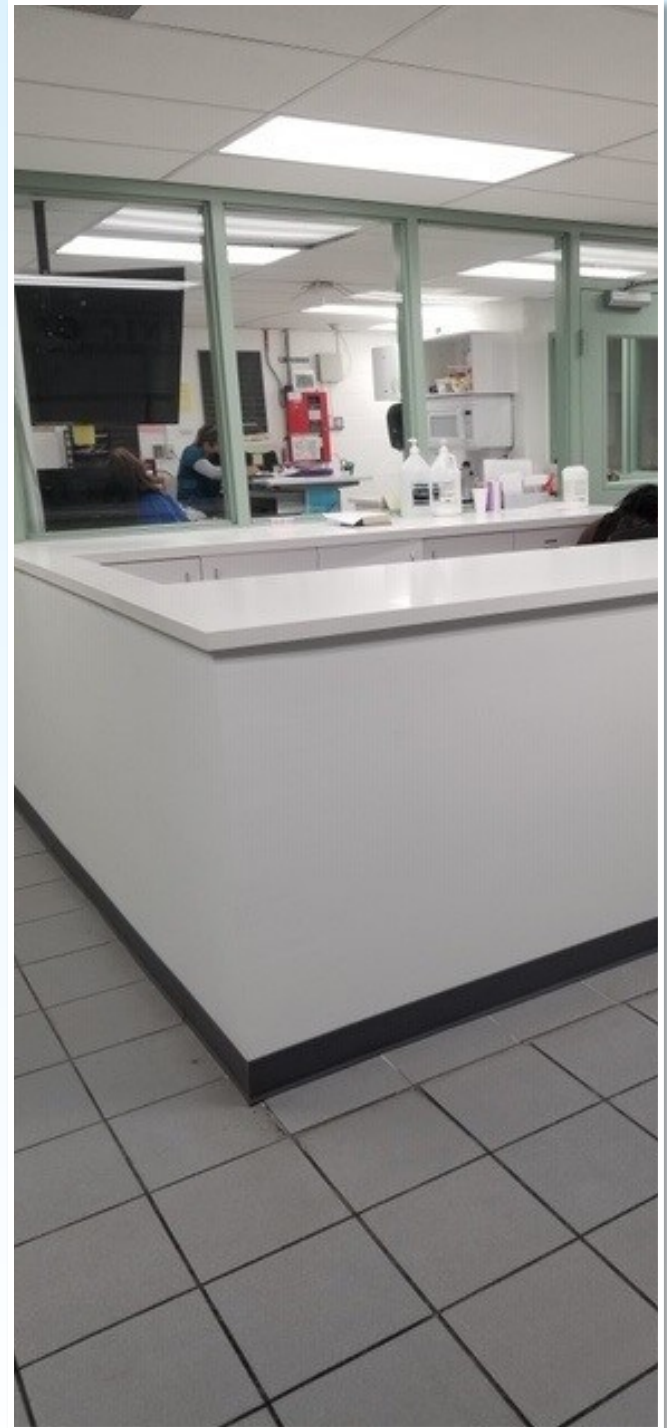
"In August, our WestCare California staff along with friends and family, organized a special car parade at our MLK Residential facility to lend encouragement to our staff and clients who were sheltering-in-place during the current pandemic! Thank you to all who took part in this amazing event for Uplifting the Human Spirit of the fellow members of our WestCare Family!"



FLORIDA - Florida Keys: “Renovations at the Guidance/Care Center!”

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

“After a long renovation period (Due to COVID 19), The **Guidance/Care Center** got an updated Behavioral Health Tech and Nurses Station in our Crisis Stabilization/ Detox Unit! Through local grants and state funding, we have new cabinets, countertops, electrical, security cameras, glass and window frames, ceilings and a fresh coat of paint. Updated restrooms and flooring for the rest of the unit are next on the list! This will help us provide more efficient service to our clients as well as an appealing and safer environment for all. We celebrated our new additions with a luncheon on National Psychiatric Technician Appreciation Day on August 4th!”





FLORIDA - Gulf Coast: *“COVID-19 Survivor Fights Back and Volunteers for MASK UP! ST. PETE Campaign”*

Wire Article Published in The Weekly Challenger on August 21, 2020 By Dr. Katurah Jenkins-Hall, Ph.D, Co-Founder, MASK UP! ST. PETE



Dr. Katurah Jenkins-Hall and older sister, Katrina Tucker.

“I thought the risk of a homeless person with substance abuse issues contracting COVID-19 was low. They live in the woods, under shelters and are not mingling in mainstream society,” said Katrina Tucker.

Tucker is the manager of **WestCare Turning Point**, a homeless shelter for persons with substance abuse issues. She has dedicated her life to the treatment of substance abuse after becoming clean and sober 33 years ago.

On April 3, 2020, **WestCare Turning Point** was quarantined for 14 days because Tucker had tested positive for COVID-19.

“It was as if COVID-19 had touched me personally,” says Dr. Katurah Jenkins-Hall, Co-Founder of **MASK UP! ST. PETE** and older sister of Katrina. “When I think about my ‘Why’ for working hard to eliminate the spread of COVID-19, I think of my own family and friends in 33705, 33712 and 33711,” she reflected.

Just two years apart in age, Katurah and Katrina were often treated like twins as children growing up together: Named alike, dressed alike, hair styled alike. “Though younger, Katrina always led the way,” says Jenkins-Hall. “She learned to ride a bike, swim, and drive before I did. Anything involving a risk, she did it before I did.”

As fate would have it, Katrina’s risk-taking also included the early use of alcohol and drugs, which led to a life of addictions in her 20’. Today, Katrina has a more conservative lifestyle with almost 33 years of sobriety working to help others stay clean and sober one day at a time, including those that are homeless. “It was hard to believe she now would show us how to survive this novel corona virus, one day at a time,” said Jenkins-Hall.

“Katrina has always been my secret hero who inspires me to be courageous. I’ve always thought of myself as her protector and encourager. ‘Let’s get that college degree! Let’s become a certified addiction professional.’ Together we worked to achieve these goals. When I learned she had COVID-19, my heart broke because I had failed to protect her. This false illusion of protecting Katrina from the vicissitudes of life once again reared its powerless head. All I could do was to hold space for her and encourage her as she mustered her courage to speak in a weak voice, reporting daily how she was doing, always exuding gratitude,” Jenkins-Hall continued.

“She now states that 21 days in April are lost to her. She was in survival mode in spite of fevers, indescribable aches and pain, with little sleep, no appetite, little food and no energy. For 21 days, I prayed and cried for her. I held her close in virtual spaces, but in reality, was forced to keep my distance,” Jenkins-Hall described.

Today, Katrina is healthy and strong again. In fact, she has returned to work and has clearly stated convictions about following CDC protocols - so much so, that she volunteered to assist with the **MASK UP! ST. PETE** Campaign. On Saturday, August 15th, the **MASK UP! ST. PETE** Campaign extended its outreach into the 33711 zip code and six volunteers from WestCare Turning Point distributed 2,500 masks in 1.5 hours on the corner of 34th Street and 5th Ave. South.

Katurah and Katrina worked together again, this time to reduce the spread of COVID-19 in our community. When told she might see homeless people on this corner in need of her services, Katrina simply said, “We’ll be sure to give them masks.”

Since COVID-19 arrived in the U.S. earlier this year, the virus has sickened more than 5 million Americans and claimed at least 167,000 lives. In Pinellas County, the numbers were high enough in three zip codes to render our county in the red zone. Thanks to policies regarding face coverings in Pinellas County and outreach projects like the **MASK-UP! ST. PETE** Campaign, the numbers of new infections are now decreasing.”

FLORIDA - South Florida: "Healthy Start"

*By Pam Ungvary, Healthy Start Program Director,
WestCare Florida - The Village South*



Healthy Start

"Healthy Start at The Village South is a home visiting program that provides services to pregnant women and families with children under the age of three, who are at risk for poor birth outcomes and need help with healthy child development. The Healthy Start Program has been serving Miami-Dade County for over 20 years and offers in-home education and support in childbirth, breastfeeding, women's health and parenting.

With the growing concerns revolving around COVID-19, the program quickly adapted its service delivery from in-home visits to telehealth allowing the continuation of services during this challenging time. The program has received positive feedback from mothers appreciating the flexibility of telehealth sessions, as well as reducing the risk of exposure for themselves and their families by attending sessions virtually. In addition, staff began delivering portable cribs and car seats to consumers via contactless methods. Healthy Start continues its commitment of being a source of support for its families

by collecting and distributing generous donations of much needed baby supplies such as diapers, wipes and formula to mothers unable to find these high demand items due to the pandemic. With the dedicated efforts of our staff and community partners, we continue to ensure that happier and healthier babies are born within our community regardless of the current limitations and changes."

For additional information on the program or ways you can assist us in Uplifting the Human Spirit by giving babies a Healthy Start, please feel free to contact Pam Ungvary, HS Director: pam.ungvary@westcare.com





GEORGIA: “Youth Department Hosts an Electronic Waste Event”

By Miltina Fraser, Youth Department - Program Manager, WestCare Georgia

“There is a **Dynamic Youth Leadership Program** in Atlanta, GA called **Youth Community Builders (YCB)**. One of the many tasks our young leaders were assigned was to provide services to enrich their community. Executing successful community events is a challenge task during the COVID -19 pandemic. However, our YCB team - with assistance from staff, found a way to successfully present their electronic waste recycling event on July 25, 2020.

The purpose of the event was to collect old and unused electronics from various community members. WestCare Georgia partnered with **Ecycle Atlanta** and supplied the recycling boxes. They informed the team of acceptable recyclable electronic items and collected the items after the event. The event was advertised through flyers, social media and virtual community civic association meetings with the intent to connect with older residents to provide assistance with their recycling needs.

Atlanta’s own **Portia Bruner**, anchor with **Fox 5 News**, attended our event and shared how pleased she was with the ‘Good Work’ that the team was doing in the community!”





ILLINOIS: "Celebrating Our Amazing Staff!"

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

"WestCare Illinois continues to highlight exceptional employees on the WestCare Illinois Facebook page. Candidates are nominated by other staff. Our July highlights included:

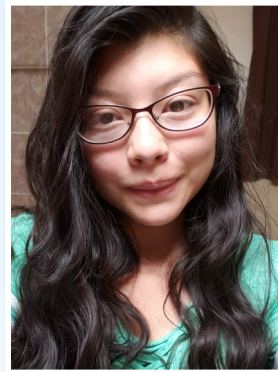
- **Patricia Pelaez**
(Counselor Supervisor, Sheridan Correctional Center)
- **Denise Schultz**
(Counselor Supervisor, Sheridan Correctional Center)
- **Christina Urban**
(Case Manager, DuQuoin Impact Incarceration Program)
- **Paul Weitz**
(Certified Counselor, Sheridan Correctional Center)



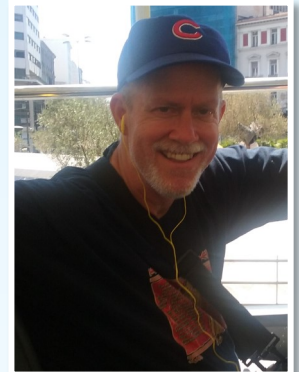
Patricia Pelaez



Denise Schultz



Christina Urban



Paul Weitz



ILLINOIS: "A Partnership for Success"

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



"Illinois' Chicago office would like to announce that we have received funding from the Substance Abuse and Mental Health Services Administration (SAMHSA) for an exciting new program, the WestCare Illinois Partnership for Success (WC-IL PFS). WC-IL PFS will provide a Strategic Prevention Framework that identifies and addresses youth substance use prevention through outreach, assessment, mentoring, trauma-informed care and 'The Seven Challenges' curriculum. The program will provide evidence-based programming to youth and young adults on Chicago's west and south sides. Working with The West Garfield Drug Free Coalition, The Grand Boulevard Drug Free Coalition and community organizations, WestCare Illinois will work to not only prevent the onset of, but reduce the progression of underage drinking, marijuana, opioid use, vaping and violence in the community."

IOWA: “The FAVA Team Helps A Veteran Family In Need”

By Kerry Gunderson, Veteran Advocate, WestCare Iowa

“When we get phone calls from Veterans or their family members, we can’t always help them all. Sometimes, they are over income, aren’t in our service area or simply don’t meet the necessary criteria. Last month, we got a call from a concerned friend of a Veteran family who was involved in a freak accident, leaving the Veteran and his son critically injured. The son came home before his father because his father was having a hard time recovering. Since he was the primary bread-winner in the home, things started to go downhill quickly. His wife was unable to work due to COVID-19 shutting her place of employment down. They had depleted their entire savings and now were unable to make ends meet. The reason they did not qualify for our program was simply because they own their home.

Jen took the call and thought that we may be able to connect them to some kind of resources in the area, so she sent the call to Kerry. Kerry was able to suggest a few resources that the family friend had not thought of before. As the two got to talking more about the situation, Kerry thought that the family needed immediate items as there were four children at home and waiting for resources may not have been an option. She went through the pantry at work and gathered a few items and took it to the family.

The children who answered the door were very happy to see what had been delivered and were very thankful for it all.

After meeting those children, she knew that she had to do more, so she reached out to her friends and family who are always willing to help out our Veterans. She was able to get food, laundry items, toiletries and money donated to the family so they wouldn’t be stressed about where the items were coming from. Soon, many of the employees at FAVA will be taking a trip to drop them off at the Veteran’s home. Jen is very excited to meet them since she took the initial call and rarely gets to meet the people she speaks to on the phone. She is very passionate about helping the Veterans and is truly humbled when she gets to meet them.

Thanks to all of these efforts, this Veteran family doesn’t have to worry about where their next meal is coming from or how they will get their laundry done. It is these types of situations where we pull together to help someone who doesn’t qualify for our program.

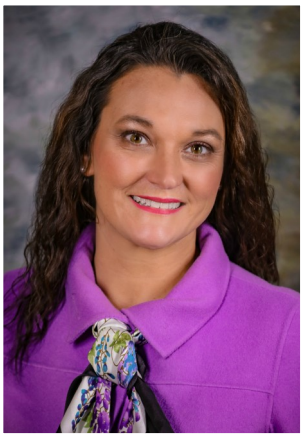
Way to go, Jen and Kerry! Keep up the good work!”





KENTUCKY: "We Write Our Story!"

By Jeremie Delauder, MAT Research Assistant,
WestCare Kentucky



Dr. Tiffany Slone

"Dr. Tiffany Slone holds a Ph.D. with an emphasis in clinical psychology and is a licensed psychologist in Kentucky. Since 1998, Dr. Slone has provided therapeutic services in community mental health, psychiatric inpatient and foster care, as well as residential and correctional settings. Dr. Slone joined the WestCare team in December of 2018 as the clinician for the GBHI program at the Perry Cline Emergency Shelter. Recently, she transitioned into the position of Program Director for the WestCare Kentucky Lookout Center for Healthy Families.

Dr. Slone is certified in Trauma-Focused Cognitive Behavioral Therapy (TF-CBT). She recently applied her trauma-responsive skill set to write, illustrate and self-publish a children's trauma therapy book. 'We Write Our Story!' is a therapeutic tool to introduce children to what to expect during their trauma therapy.

Dr. Slone describes her book: *The book is written from a young girl's perspective about her and her younger brother's*

therapeutic experience. Kimber talks about their feelings, behaviors and fears. She explains how the therapist made them feel comfortable and safe. She describes skills they learned with their therapist like how to relax, how to express and cope with their feelings in a healthy way and how their thoughts, feelings and behaviors are all connected. Kimber and Colt learned that they were not alone and now they feel strong and courageous.'

Dr. Slone's book is an excellent resource and therapeutic tool for any clinician who engages in children's trauma focused therapy. If you would like information about how to purchase 'We Write Our Story!', feel free to contact Dr. Slone at Dr.TiffanySlone@gmail.com





NEVADA: “WestCare Alumni Brave The Heat to Raise Funds”

*By Darlene Terrill, Director of Special Projects,
WestCare Nevada*

“This year, unlike others, while dealing with a worldwide pandemic, WestCare Nevada’s Alumni masked and washed up to brave the 24 hour coverage from June 28, 2020 to July 4, 2020. Temperatures were well into the 100’s, but shift after shift, Alumni came in order to raise money to provide fun, food and activities for all the current clients for the next year.

The pandemic created a different year for our community where celebrations were restricted to neighborhood homes instead of large gatherings. It really showed as the Las Vegas skies were loaded with a beautiful display of fireworks everywhere for hours! This did create a unexpected landslide at our booth with us completely selling out of supplies and having to close early.

We appreciate our longtime customers for their faithfulness in supporting our mission. We’d also like to thank the staff who kept our Alumni hydrated, fed and got gas for the generator to try and provide some cool air.

Way to go, Alumni!”





OHIO: "Recognizing the Excellent Work of Peer Supporters!"

By Angie Miller, Peer Supporter, WestCare Ohio



"Our Peers For Change program is designed to provide support to those who have experienced substance use and mental health disorders by

connecting them with 1:1 peer support with a primary focus on women at risk of opioid use after leaving prison, jail or treatment. As of July, East End Community Services now has three Master Trainers on staff and three more team members being recognized to participate in a national training known as Mobilize Recovery. Everett Davis and Angie Miller were selected in July to attend a OHMHAS facilitator training in early August for certification, upon which Angie was chosen as a 'Master Facilitator.' Both Everett and Angie are currently engaged in an additional training to incorporate the WRAP (Wellness Recovery Action Plan)

program into the East End curriculum.

Peer supporters, Kelly Radich and Angie Miller, took part in the virtual Mobilize Recovery training from 8/18 – 8/20/2020. This training was originally planned as an in-person conference in Las Vegas, but due to the COVID-19 pandemic, it was moved to a virtual platform. Selection for this training was highly competitive. Kelly and Angie were two of the four people in the Dayton, Ohio region selected to attend. Mobilize Recovery targets 'Recovery Advocates' across the country, bringing them together to learn and gain access to new tools for streamlining and organizing advocacy work. Because the training went to an online platform,

Amanda Cox, another Peer Supporter from East End was also able to attend the conference."

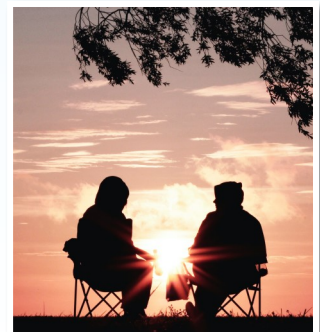


OHIO: "Leaning Into Technology and Launching New Initiatives"

By Karen Via, Health, Safety & Prevention Initiatives Manager, WestCare Ohio

"During the month of July, East End Community Services was able to solidify the launch of a new program: **Reducing Isolation Among Elderly Neighbors**. We are working with the Aging Mastery Program (AMP) to create cohorts of 10 - 12 seniors connecting virtually to combat isolation and create a sense of

community. Our Health, Safety and Prevention Initiatives Manager, Karen Via, is actively working with the Area Agency on Aging to finalize next steps to announce the program to the Dayton area and build our first cohorts of seniors."





OREGON: “Zach’s VETcare Success Story”

*By Zach Rogers and Nancy Pine, Case Manager,
WestCare Oregon/VETcare Transitional Program*



“VETcare in Salem, WA would like to recognize one of our success stories. **Zach Rogers** came to our facility after some hard times and through hard work and dedication, recently moved to a new home in Corvallis, Oregon to attend Oregon State University. Here, in his own words, is his story.

‘Hello, my name is Zach and this is my story. To start it off, I served in the United States Marine Corps (USMC). I was active duty for four years and in the reserves for another five years. I deployed and that is when my story took a major change. When I returned stateside, I started to use drugs to self-medicate and my personal life took a change for the worse. I just kept spiraling down until I hit the bottom. I knew that I

needed to do something to change my life, so I moved back to Oregon and started to fix my life. I looked around for a place that helped Vets and someone told me about VETcare. So, I came in and filled out the paperwork. When I first got to VETcare, I started to work the program that they helped me set up. I started to take advantage of all of the resources that they had available for me and I started to see the Mental Health Counselor they had on site. I started going to meetings and groups and I put in a lot of work on becoming who I am today. I started school one year ago at the local community college. When I was attending school, I found that I could do this and was able to transfer to a four year school and that’s exactly what I was able to do. I enrolled at Oregon State University (OSU). I plan to finish my degree in Psychology. If I were to tell you that I was on this journey alone, that would be a lie. VETcare was a part of my support system and gave me the tools that helped me forge through. That is what helped me and continues to help me stay sober. This month, it will be one year and four months that I have stayed clean. Along this journey, I have learned a lot about myself and have gained a ton of insight along the way.’

Congratulations, Zach! We at VETcare are proud of all of your accomplishments!”



PACIFIC ISLANDS: “Inspire/Empower/Rise, Are You PREP’d?”

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

“We have all experienced the challenges in continuing to provide our services to our community in the wake of COVID-19. WestCare Pacific Island’s Project Isa-Ta has been fortunate to continue reaching our island’s youth through our PREP’d Summer Series. Despite the island-wide state of emergency due to COVID-19, Guam’s PREP Team was able to overcome obstacles and pull off an amazing eight day program which allowed us to reconnect with the youth face-to-face once again.

Participants were given an opportunity to get back into a

routine amidst this global pandemic through our curriculum, activities and the friendships that were made while PREP’d.

In addition, they were able to test the new daily ‘normal’ of using PPE, practicing social distancing and implementing sanitization measures - just in time for the new school year. PREP Guam is prepared to continue our services in person or through virtual format to provide our youth positive ways to move forward and work together while continuing to build healthy relationships, habits and positive outcomes. Are you PREP’d?”





TENNESSEE: "A Partnership for Job Training, Growth and Service"

By Janice Church, Area Director, WestCare Tennessee



"East Tennessee native, **Chris Burger**, was an art student in New York City in 2001 when he realized his life's journey needed to take a sharp turn in another direction. 'There was a conversation going on in academia about when global capitalism might break down and then 9/11 happened,' he says. 'It

became clear to me that rather than try to achieve some sort of substantial financial success or work in some industry, I needed to be a responsible tenant of the planet. I wanted to see what a sustainable farm was supposed to be and what a human life was like not being fed by regular products, but by producing things for himself.'

Chris came home to Tennessee and pitched an idea to his family: 'What if we bought a farm? What if we took a chance? I thought they'd kick me out and tell me to get a job', he recalls, laughing, 'But, they agreed that the world they grew up in was different and the new way wasn't going to last. They wanted to be on the leading edge of a paradigm shift, so we put our hands in, yelled, *Team!*, and got started. That was 15 years ago.'

The family started with 35 acres off Morganton Road in Greenback, expanded west with 117 acres toward McCollum Farm and then added 200 more acres on the Blount County side. The farm is a holistic one that relies on biological diversity. In 2017, Jen Patterson partnered with Chris Burger of Century Harvest Farms, to address two needs in East Tennessee: **1)** The number of farmers providing locally-grown produce utilizing small-scale sustainable farming practices was quickly declining and **2)** The need for a more holistic approach to job training for people experiencing hardships that serves as a hand up rather than another handout. After conducting a short pilot program, reflecting on the feedback of participants and researching best practices of workforce development programs, **Century Harvest Farms Foundation (CHFF)** was founded and the **From the Ground Up (FGU)** program was launched. Upon completion of two program seasons, CHFF narrowed its vision after realizing that individuals who are coming out of incarceration and

entering recovery (Or 'Makers') face systematic issues that make it challenging to achieve sustainable and healthy futures for themselves and for their families. CHFF further developed their programming and mission to meet the challenges that our Makers are met with.

The goals of the FGU Program are:

- 1.) *To have our Makers in our program gain a full-time and sustainable job with a living wage in the career field of their choosing upon graduation of our 40 day FGU Program.*
- 2.) *To have our Makers hold the same full-time position for over one year.*
- 3.) *To have 90% of our Makers reporting no relapse 12 months post-program.*
- 4.) *To empower our Makers to advocate for themselves and work through their current criminal charges to gain their driving privileges to ensure that they can get to and from work, legally.*
- 5.) *To increase our Makers' access to fresh produce and protein through both our FGU Program, sustainable employment and to help improve both our Makers' and their families' physical health and wellness.*
- 6.) *To help our Makers navigate the mental health system to get connected to consistent and affordable mental health treatment.*

WestCare Tennessee participants spend the first 20 days learning everything about the farm. They learn everything from agriculture and culinary training to animal husbandry and machinery maintenance. Next, each participant gets to choose how to spend the remaining 20 days based on their area of interest. If participants are particularly interested in achieving full-time employment in the food industry, then they would work under the supervision of Cordon Bleu-trained Chef, Christian Morrish. If they want to find work as a mechanic, they can focus on machine repair and maintenance. 'Our main goal is for folks to get full-time work at the end of 40 days!'



**TEXAS:** *“WestCare Texas Receives the Federal STOP Grant”*

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



“Congressman, Henry Cuellar, (TX-28) recently announced \$50,000 in federal funds to be awarded to WestCare Texas, Inc. These funds awarded by the U.S. Department of Health and Human Services (HHS), through the Substance Abuse and Mental Health Services Administration (SAMHSA) Center for Substance Abuse Prevention are from the Sober Truth on Preventing Underage Drinking Act (STOP Act) grant program. The goal of the STOP grant program is to strengthen collaboration among community entities to prevent and reduce alcohol use among youth and young adults ages 12 - 20.

‘Mental health is just as important as physical health and it is vital that our communities receive the proper assistance in caring for individuals suffering from mental

illnesses and substance abuse,’ said Congressman Cuellar. ‘This federal investment will help WestCare Texas continue their mission of enhancing one’s sense of purpose and value, while providing treatment and support to their clients in the Laredo area. As a senior member on the Appropriations Committee, I will continue fighting to fund programs that improve a person’s quality of life and gives our communities the services needed to address and speak up about mental health and substance use issues. I’d like to thank the WestCare Texas leadership and staff for their dedication and commitment in serving all those affected by mental disorders and fighting to overcome substance abuse.’

This federal funding will support our Family Assistance & Community Empowerment (FACE) Drug Free Community Coalition’s implemented strategies and programs. The FACE Coalition will use these funds to focus on initiatives that have proven to be effective in preventing and reducing alcohol use among youth, such as conducting community wide education campaigns, providing trainings for alcohol vendors and servers, mobilizing the community to reduce youth access to alcohol and strengthening and enforcing underage sales and service laws within their community.”



VIRGIN ISLANDS: "The Strengthening Families Program Reaches Out to the Community"

By Yomayra Melendez, Direct Care, WestCare Virgin Islands /The Village, Virgin Islands Partners in Recovery

"In August, our facilities have been reaching out to their communities with the help of Latoya Willis from our WestCare Recovery Home. We'd like to recognize her for her hard work during these times by reaching out to the public and giving gift bags with treats and hygiene supplies to local children and their families at events like the Curbside Carnival and Wellness Check. We'd also like to thank the Childs Party Service for joining WestCare staff for our outreach and putting smiles on faces around the islands. Balloons were given to kids as well as snacks. The kids and their families were so happy and enjoyed themselves. Here at WestCare Virgin Islands, we work together and uplift not only the human spirit, but everyone in our community!"



VIRGIN ISLANDS: "A Special Thank You to Administrator Sanes!"

By Yomayra Melendez, Direct Care, WestCare Virgin Islands /The Village, Virgin Islands Partners in Recovery



secretary to the legislature, once as the senate vice president and has

"We would to send a big thank you to **St. Croix Administrator, Samuel Sanes**, who during his three terms in the senate, served twice as a

sat on various committees. His transition from senator to St. Croix Administrator allows him to solve public crisis quicker than before and turn projects that are often neglected into reality.

Sanes has also been working with the Virgin Islands Behavioral Services (VIBS) Department. His interests are multi-faceted, allowing him to truly work for the people of the Virgin Islands. On a past visit, he spoke to us about his time serving the people in our community. In addition to his service, we'd like to thank him for making a great positive impact on not only our clients, but the staff at our facility. On behalf of everyone, we would like to thank you, Administrator Sanes!"



WASHINGTON: "It's Not Rocket Science: Positioning for Success for Justice Involved Veterans and Families"

By Donald Lachman, Special Projects Coordinator and Andrea Talmadge, Regional Coordinator - WestCare Washington



A Change in Uniforms

"John shares a picture showing him as a young soldier standing tall in his Army uniform proudly pointing to the distinct yellow shoulder patch that identifies him as an Army Ranger. A dream since high school, John was now among the elite soldiers who have graduated from what is referred to as the Army's 'Toughest school.' Its reputation is that 'Qualifying

is tough and graduating is even tougher.'

Fast forward 10 years and we find this same decorated Army combat Veteran again standing tall among a large formation of men. But, he has been issued a new uniform.

Now, he is wearing the distinct orange jumpsuit that is issued by the Department of Corrections (DOC) to all prison inmates.

Like other corrections departments, Washington State's has a growing population of men and women who formerly served in the U.S. military. Veterans who at one time, served their country honorably, for a variety of reasons and events, now find themselves incarcerated. Over 94% will eventually be released and return to their communities once again. Unfortunately, recidivism and re-arrest rates remain high with almost 40% being arrested again within two years of release for new offenses or violations of their community supervision.

It is Not Rocket Science

Years of successful real life experience on local and national levels with Veterans' courts, jail diversion programs as well as findings from multiple studies on recognized best practices informs us that successful reentry as well as reductions in recidivism are not rocket science. It requires engaging inmates in a full menu of therapeutic and support services to reduce their underlying risks and conditions contributing to criminogenic behaviors. When justice involved

populations are provided timely services and treatment combined with individual case management and accountability, recidivism is substantially reduced.

In 2019, WestCare Washington joined forces with the Lacey Veterans Service Hub, Lacey American Legion Post 94 and the DOC to improve assistance and the reentry experience for incarcerated Veterans as well as DOC personnel. Our strategy includes the use of teleservices to provide convenient scheduled access to Service Officers as well as coordinated case management from Washington Serves.

Service Officers are specially trained and possess expertise on the ever-evolving world of VA benefits and the development of formal claims to secure these resources. They turn on the economic and health care engine exclusively available to Veterans and their families. Today, these resources have reached historic levels and continue to increase access to life-altering healthcare, pensions, rehabilitation services, transportation support, educational opportunities, housing services and more.

Continuous Programming Improvements

WestCare Washington and its partners share a commitment to evaluate our programming outcomes and continually explore new practices to improve the reentry experience for formerly incarcerated Veterans. In Fall 2020, this service collaboration will introduce a county-specific Veterans Roadmap for Successful Transition. This new tool was developed with input from stakeholders including incarcerated Veterans. It will help reduce confusion and promote connectivity to an evolving network of community resources."





WISCONSIN: “Men to Men”

*By Felicia Williams,
LST Program Director, WestCare Wisconsin*

“Each week, local **Walmart** locations that we are connected to via our Direct Connect blessings provide donations to **WestCare Wisconsin**. It can be anything including cabinetry hardware, children’s clothing, bikes, lawnmowers, air mattresses, car seat covers, shower curtains, house slippers, tennis shoes, women’s personal items and much more. In August, we had some young men come to volunteer that live in a transitional living

facility. Their program is helping young men 18+ who have aged out of the traditional system and have no assistance to learn how to live on their own. Since the young men were working so hard with volunteering with us, we encouraged them to look through the boxes to get any items that they might be in need of. They were very excited and decided to take items back for their fellow residents who had to work and were not able to attend. Thank you to our helpers and our local Walmart stores for their generous donations for those in need!”





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

(Ohio) Miami Valley Meals



This summer, WestCare Ohio partnered with Miami Valley Meals to send almost 2,000 chef-prepared family meals to households in Dayton each week. Many of these families were new or existing clients of **East End Community Services!**

(Texas) WestCare Texas's DFC FACE Coalition

WestCare Texas' Family Assistance & Community Empowerment (FACE) Drug Free Community Coalition stepped up to address a local shortage of personal protective equipment needed by medical professionals. In response, they donated 1,000 face masks to the **Gateway Community Health Center** to ensure their operations were able to continue and that no family went unserved during this time!



(Pacific Islands) PREP-PATHways

WestCare Pacific Islands' Palau team held a mentorship



event in July at Koror State Constitution Hall. The 11 youth and 6 mentors participated in games that addressed social issues affecting them such as bullying, alcohol and drug use. Other activities promoted the importance of teamwork, open communication and self-confidence. WPI thanks Koror State Government for the donation of the venue and the following mentors: Dr. Terebkul Ngiraingas, Kenny Reklai, Elsei Diane Tellei, Ltelatk Fritz, Olilai Chilton and Yuri Kishigawa.

(Virgin Islands) The Staff and Clients of The Village

We'd like to share the following video from a group meeting at **The Village in St. Croix**. Morning singing is one of several old traditions that are being resurrected and restored in that community. Our own Cristian Duarte can be seen participating and doing a great job at keeping the rhythm!

View the video here: <https://youtu.be/pqs61QtZDAI>



AUGUST BIRTHDAYS: *Celebrating Our WestCare Family!*



California

- August 2nd: Sherri Conant
- August 4th: Raymond Trody
- August 5th: Tonya Grier
- August 5th: Sandra Haley
- August 6th: Monica Martinez-Haley
- August 10th: Royce Dunne
- August 10th: Angela Wheeler
- August 12th: Agnes Schenley
- August 14th: Sharon Chavez
- August 14th: Kimberly Cherri-May
- August 16th: Felicia Lippen
- August 17th: Larry Sanchez
- August 17th: Mamie Welch
- August 18th: Gena Hamilton
- August 19th: Elvia Ramos
- August 20th: Christina Lopez
- August 20th: Lee Noel-Story
- August 20th: Charlene Washington
- August 21st: Cassandra Alvarez
- August 21st: Donna Cleveland
- August 21st: Crystal P. Gomez
- August 22nd: David Daniel
- August 22nd: Lashon Hamilton
- August 23rd: Kandi Carter
- August 23rd: Katelyn Whitfield
- August 24th: Stephanie Buck
- August 25th: Melissa Capece-Fairless

- August 28th: Adriana Garcia
- August 28th: Michael Jimenez
- August 28th: Joelene Jones
- August 28th: Kim Luminarias
- August 29th: Sherri Buchanan
- August 30th: Andrea Garcia
- August 30th: Tracey Hunt

Florida

- August 2nd: Alyssa Gonzalez
- August 4th: Jennifer Ellison
- August 4th: Michelle Smith
- August 5th: Robert Lacock
- August 6th: Susan Frett
- August 8th: Randall Carpenter
- August 9th: Dionne Fountain
- August 9th: Trishana Lopez
- August 11th: Denise Costa
- August 11th: Elyse Derner
- August 11th: Jennifer Snell
- August 11th: Pamela Ungvary
- August 12th: Lacy Nealy
- August 12th: Vito Pelikan
- August 12th: Natalie Widlak
- August 13th: Kenneth Butler
- August 14th: Elizabeth Darby
- August 14th: Herven Seraphin
- August 15th: Talisa Dominguez
- August 15th: Jorge Inclan
- August 15th: Odalys Zuaznabar
- August 17th: Sana Jindani
- August 19th: Anthony Wallace
- August 20th: Marta Gongora
- August 20th: Jeffrey Scarpiello
- August 22nd: Amy Beeler
- August 22nd: Ileana Kluge
- August 22nd: Lesia Lewis
- August 23rd: Maureen Dunleavy

- August 23rd: Khalil Ware
- August 24th: Darby Garner
- August 24th: Barbara Paget
- August 28th: Jaylon Grant
- August 28th: Sharon Phillips
- August 29th: Sabrina Aguilar
- August 29th: Wilmarie Lopez
- August 31st: Kurt Schulz

Foundation

- August 2nd: Cecily Moreland
- August 6th: Alexander Martinez
- August 11th: Christine Gibson
- August 12th: Beverly Watts Davis
- August 18th: Taelor Johnson
- August 20th: Joshua King
- August 21st: Lisa Matzner
- August 22nd: Virginia Martinez
- August 23rd: John Johnson
- August 23rd: Dwayne Stevens
- August 25th: Michael Lavin

Georgia

- August 5th: Matalian Little
- August 23rd: Kesley Bexley

Illinois

- August 3rd: Stephanie Wright
- August 4th: Bradley Dailey
- August 4th: Leon Jackson
- August 11th: Jennifer Barks
- August 13th: Christina Urban
- August 19th: Samantha Dantonio
- August 26th: Stacey Palmer
- August 30th: Tami Johnson
- August 31st: Matthew Gowder

AUGUST BIRTHDAYS: Celebrating Our WestCare Family! (Cont.)

Iowa

- August 4th: Amanda Jones
- August 27th: Barbara Ruiter

Kentucky

- August 1st: Michael Ratliff
- August 27th: Natasha Tackett

Nevada

- August 3rd: Victor Trejo
- August 6th: Wendy Wollburg
- August 15th: Dawn Tudor
- August 16th: Renee Chavez
- August 17th: Gardis Canty
- August 21st: Ellen Takher
- August 26th: Jolene Rogers
- August 29th: Chabrian Tanguay

- August 21st: Ellen Takher
- August 26th: Jolene Rogers
- August 29th: Chabrian Tanguay

North Carolina

- August 2nd: Rakecia Brame
- August 19th: Melissia White

Ohio

- August 25th: Jessica Young
- August 27th: Michelle Garvey

Oregon

- August 10th: Roger Cameron
- August 11th: Donald Phillips

Pacific Islands

- August 27th: Jennifer Vicente
- August 29th: Daisy Santiago

Puerto Rico

- August 20th: Zulivette Rivera
- August 28th: Juan Acosta

Tennessee

- August 1st: Jamesha Westfield
- August 27th: Janice Church

Texas

- August 24th: Terence Littlefield

Virgin Islands

- August 19th: Petra Auguste-Warner



SEPTEMBER BIRTHDAYS: *Celebrating Our WestCare Family!*



Arizona

- September 14th: Kimberly Zaborsky
- September 17th: Stephanie Bethards
- September 28th: Emily Selby

California

- September 1: Desiree Calderon
- September 1: Valeria De La Rosa
- September 2: Sandra Marquez-Mesquite
- September 4: Tommy Hines
- September 7: Bridgitte Carey
- September 7: Alma De Rio
- September 8: Carolina Avila
- September 8: Jeremiah Hinojosa
- September 8: Britany Persel
- September 8: Melissa Rivas
- September 8: Sandra Ruiz
- September 9: Eric Galeana
- September 10: Collin Cook
- September 11: Travis Banks
- September 11: Tina Diaz
- September 11: Lewis Eldridge
- September 11: Dena Merrell
- September 11: Angel Ramirez
- September 12: Violetta Lugo
- September 15: Herbert Cruz
- September 16: Tyndall Elliott
- September 17: Ashley Gartin
- September 19: Steven Kruitbosch

- September 19: Melissa Rodriguez
- September 20: Deja Velasquez
- September 22: Lenora Brooks-Phillips
- September 22: Nancy Cintron
- September 22: Brittani Eriksen
- September 23: Diana Hernandez
- September 23: Brisa Mendoza
- September 25: LeeAnn Girardeau
- September 26: Pamela Conover
- September 26: Rudy McDaniel
- September 26: Gail Sanders
- September 28: Butt Calantas
- September 28: Curtis Combs
- September 28: Charlene Ju
- September 28: Tasia Lelfore
- September 29: Mary Ann Knoy
- September 30: Angelita Edwards
- September 30: Sean Simmons

Florida

- September 1: Daniel Smith
- September 2: Lucille Reynolds
- September 2: Shaquena Ylieret
- September 3: Samuel Smith
- September 4: Yolanda Lang
- September 4: Denise Myers Moore
- September 4: Tamara Sanchez Almira
- September 5: Michelle Romero
- September 7: Tina Perez
- September 7: Lucene Simon
- September 8: Darryl Blaker
- September 8: Angie Lobo
- September 8: Michael McElroy
- September 9: Troy Campbell
- September 9: Sylvia Stigar
- September 10: Linda Driver
- September 11: Teron Verma
- September 12: Bronte Walsh
- September 13: Leilani Gonzalez

- September 16: Amber Smith
- September 18: Jovanna Hill
- September 18: Ashley Monroig Del Valle
- September 19: Dainier Blanco
- September 19: Donna Lee
- September 19: Natalie Rodriguez
- September 20: Collene Brown
- September 20: Monica Dulanto
- September 20: Akeelah Holloway
- September 21: Christina Clifford
- September 22: Eduardo Vazquez
- September 23: Amber Cole
- September 23: Dianna Curry
- September 23: Alfred Fair
- September 23: Melanie Webb
- September 24: Teena Bilotta
- September 24: Jazel Rosa
- September 26: Dena Higley
- September 26: Sharon Lockett
- September 27: John Tyson
- September 28: Dana Bryant
- September 29: Yazmin Garcia
- September 30: Juzmin Molina

Foundation

- September 1: Cody Krezan
- September 5: Eleanor Barcelon
- September 10: Jason Rider
- September 11: Andrew Morgan
- September 11: Ann Oevering
- September 13: Jason Rowe
- September 14: Kenya Johnson
- September 19: Jason Engel
- September 20: Craig Knierim
- September 22: Diane Ludens
- September 24: Johnny Charles
- September 25: Martin Bimler

SEPTEMBER BIRTHDAYS: *Celebrating Our WestCare Family! (Cont.)*

Georgia

- September 5: Kendra Webb-Muhammad
- September 16: Theresa Johnson

Illinois

- September 6: Nicole Hall
- September 8: Ashley Fiscal
- September 15: Mario Arellano
- September 16: Teri Charleton
- September 24: Charlene Spellman
- September 27: Paul Weitz
- September 28: Roberta Cline
- September 28: Melissa Valentine

Iowa

- September 7: Amanda Edridge
- September 22: Rose Holmes

Kentucky

- September 4: Matthew Gross
- September 14: Crystal Johnson
- September 20: Brittany Slone
- September 21: Jeremie Delauder
- September 28: Anissa Doan
- September 29: Debby Bailey

Nevada

- September 1: Marlynn Larivee
- September 4: John Anooshian
- September 17: Patricia Palmer

North Carolina

- September 4: Margaret Jones
- September 7: Cynthia Wright
- September 19: Dianne Miller

Ohio

- September 23: Autumn Lee

Pacific Islands

- September 27: Samantha Eliptico
- September 30: Aja Ramos

Puerto Rico

- September 5: Juan De Jesus Troche

Texas

- September 11: Costella Green

Wisconsin

- September 23: Martinez Milton





EMPLOYEE ENGAGEMENT: *September Coping Calendar*

"Hello, WestCare Family! Below is the Action Calendar: Self-Care September 2020. This month we're encouraging everyone to be kinder to themselves (as well as others), especially when things go wrong. Self-care increases our resilience and helps us get more out of life. It also helps us accept others as they are too!"

- Susan A. Rinaldi, Director of Employee Engagement, WestCare Foundation



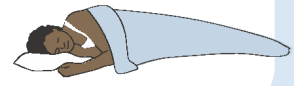
ACTION CALENDAR: SELF-CARE SEPTEMBER 2020



MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
 7 Remember it's ok not to be ok. We all have difficult days 14 Talk kindly to yourself like you would to someone you love 21 Remind yourself that you are loved and worthy of love 28 Accept your mistakes as a way of helping you make progress	1 Remember that self-care is not selfish. It's essential 8 Notice the things you do well today, however small 15 Find a caring, calming phrase to say to yourself when feeling low 22 Look at photos from a time with happy memories 29 Write down three things you appreciate about yourself today	2 Be willing to share how you feel and ask for help when needed 9 Avoid saying 'I ought to' or 'I should' to yourself 16 Notice what you are feeling today, without any judgment 23 Let go of other people's expectations of you today 30 You matter. Remember that you are enough, just as you are	3 Free up time in your diary by cancelling any unnecessary plans 10 Give yourself permission to say No to requests from others 17 Leave positive messages for yourself to see regularly 24 Ask a trusted friend to tell you what they like about you	4 Forgive yourself when things go wrong. We all make mistakes 11 Aim to be good enough, rather than perfect 18 Don't compare how you feel inside to how others appear outside 25 Release yourself from inner demands and self-criticism	5 Plan a fun or relaxing activity this weekend and make time for it 12 Let go of being busy. Allow yourself to take some breaks today 19 Get active outside and give your mind & body a natural boost 26 Find a new way to use one of your strengths or talents today	6 Focus on the basics: eat well, exercise and go to bed on time 13 Make time today to do something you really enjoy 20 No plans day - make time to slow down and be kind to yourself 27 Take your time. Make space to just breathe and be still



Self-care is not selfish. You can't pour from an empty cup



ACTION FOR HAPPINESS



www.actionforhappiness.org

Learn more about this month's theme at www.actionforhappiness.org/self-care-september

Keep Calm · Stay Wise · Be Kind

For more great tips and strategies regarding self-care, mindfulness and coping, stay tuned to your email for weekly content from Susan and WestCare Foundation! To properly Uplift the Human Spirit of those that we serve, we must not forget to take proper care of our ourselves!

**EMPLOYEE ENGAGEMENT: Wells Fargo At Work Program****WELLS
FARGO**

"Hello Everyone,

We've got some great news! At no cost to our employees, WestCare has partnered with Wells Fargo to bring you the Wells Fargo At Work™ program. This program will provide you with educational resources and tools to help increase your financial wellness.

On the topic of wellness, if you haven't yet registered for WestCare's WellRight Wellness program, now's the time to do so. In addition, since we have included a Wells Fargo challenge, you can obtain 25 points for each Wells Fargo session that you attend for a total of 100 points!

Through the Wells Fargo At Work™ program, you are offered:

- *Complimentary financial virtual workshops, which we schedule monthly*
- *Mobile, online and webinar resources*
- *Access to Wells Fargo Financial Health bankers who can provide financial tips and options to help you reach your financial goals*

To find out more, stop by any Wells Fargo branch or visit them online at www.wellsfargo.com/atwork

[Wells Fargo At Work Resources and Tools Page](#) – *On demand workshop length: 15 minutes, self-walk-through.*

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Information expires December 31, 2020.

WestCare, WellRight, Wells Fargo, WOW!!

Stay tuned for future emails letting you know the details of the next scheduled event – Sept 16th!

As always, please contact me with any questions.”

– *Susan A. Rinaldi, Director of Employee Engagement, WestCare Foundation*



*By Carlos G. Rodriguez, Director of Outreach,
WestCare Illinois*

"A riot is the language of the unheard... And as long as America postpones justice, we stand in the position of having these recurrences of violence and riots over and over again."

- The Rev. Dr. Martin Luther King, Jr.

"The unrest in the nation's streets and around the world during this summer, condemning the horrendous murder of George Floyd by Minneapolis police officers, prompted us at WestCare to develop a working group. The working group is dealing directly with the issues of racism and inclusion 'In-house' through respectful and clear dialogue. We have reflected on the questions, 'Why do we do the work we do?' and 'Why do we say that Black lives matter?'

First, we do the work we do to create the conditions for change within our clients, ourselves and the communities we serve. Dr. Martin Luther King, Jr. uttered the words above more than 50 years ago. He answered the question we are asking ourselves by telling us that he didn't want us to miss the causes and factors that lead to riots.

To answer the second question about why 'Black lives matter,' one of our working group members, Mary Ann Knoy, relayed a simple, yet profound statement:

"If a house is on fire in a neighborhood, this does not mean that the other houses on the street are unimportant. It simply means we need to put out the fire and help those who have been impacted."

We are excited to help WestCare develop an environment to have respectful discussions about the issues of diversity, equity and inclusion. Our Black brothers' and sisters', to use the metaphor above, house is on fire which impacts all of us. We believe that it is essential to explore the roots of why injustices

still take place in order to help nurture positive and meaningful solutions.

Michael Langford, one of our working group members added, *'Today, we without shame say, 'Black lives matter.' Tomorrow, we could be talking about another valued community partner. Our commitment as a non-profit inclusionary family is to aggressively address the twin evils of injustice and oppression wherever they rear their ugly heads. Dr. King said it best, 'Injustice anywhere is a threat to justice everywhere.'*

Yes, our discussions will be uncomfortable at times. But as my grandfather said, when I asked him for advice on how to be a parent, 'You were born with two ears and one mouth for a reason.' We will need to listen with patience, humility and empathy to each other as we embark on this journey together."



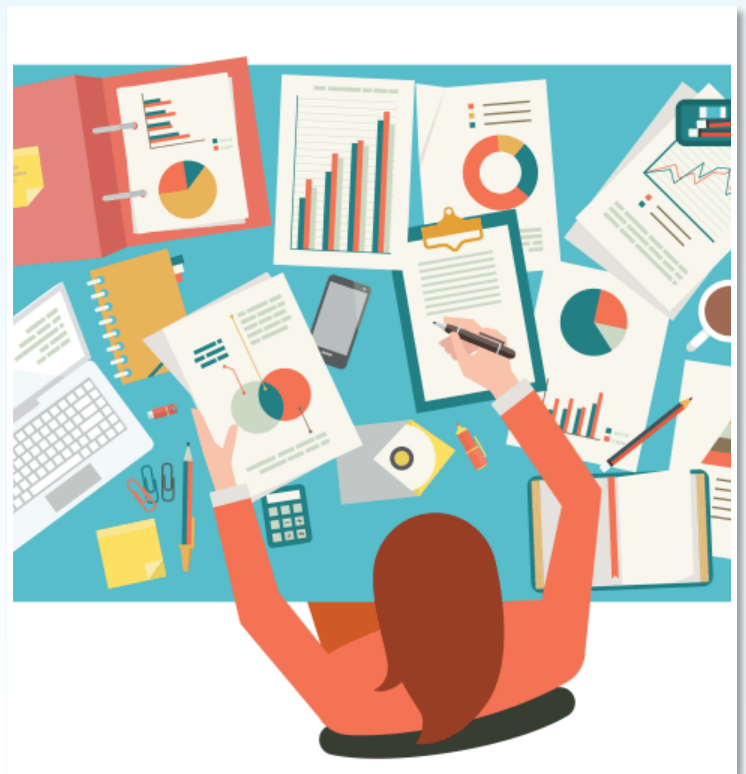
*By Lisa Jackson, Interim VP of Grants ,
WestCare Foundation*

“This time of year is fun for the Grants Team! More funding news! We received news that three new applications were awarded. **Pacific Islands** and **Illinois** received **Strategic Prevention Framework** awards for \$300,000 per year for five years and the **Guidance/Care Center** in the Florida Keys received an \$800,000 award for 18 months for **COVID-19 Emergency Response for Suicide Prevention**. Each of these applications begins in August, 2020.

When we receive these announcements, they are automatically sent to a Deputy Chief Operation Officer and the region’s Vice President. But, the Grants Department makes sure Evaluation and Finance receives a copy of the Notice of Award (NOA) so they can begin planning their role. Information Technology (IT) is notified so they can plan for the purchase of computers and other technology. Also, Veronica Mendez is sent a copy of the NOA because she maintains our contract repository and the NOA is recognized as our contract with the Federal Government.

News of the awards works its way around the agency. Soon, the Regional Vice President reaches out to HR for

any hiring that needs to occur and before you know it, the program is training staff and announcing new services to the community. There is significant planning and work in starting up a new program and we want to thank every one of you for the parts that you play in this process. The Grants Department is often around for the beginning and we do not really have a role once the funds are awarded. However, we love to celebrate these new beginnings. Congratulations to all the regions with new programs and good luck in securing more grants in the future! Let us know if we can be of any assistance.”



*By Preston Sharpston, HR Manager,
Appalachia, Great Lakes*

“Hey there, WestCarians! For this month’s newsletter, we in HR wanted to discuss some ongoing changes to WestCare’s 401k provider. Several weeks ago, an email was sent from Benefits explaining that our 401k provider is changing from **Transamerica to Voya**. We know that these transitions can be confusing, so we wanted to answer some of your questions.

1. When will this change take place?

a. This transition will be effective 9/4/2020.

2. Is there anything I need to do on my end?

a. Nope! This transition is being coordinated by our Benefits team and you won’t have to do a thing.

3. If I am a new employee, do I need to wait before signing up for the 401k?

a. Yes. If you have not signed up for WestCare’s 401k plan prior to 8/7/2020, you will need to wait until 9/4/2020 to do so.

4. Will I receive anything from Voya?

a. Yes! All WestCare staff will receive a packet in the mail from Voya Financial. This will have plenty of info on your new account(s), including how to set up and log into your new account.

5. Does this change only apply to current WestCare employees?

a. This applies to all current and former WestCare employees that have a current balance in our retirement plan with Transamerica.

6. Will there be any training on how to use Voya’s system?

a. Yes! We will have Voya representatives host education sessions shortly after the transition to assist you in accessing your accounts, how to use the advice and the other planning tools you will have available at that time.

7. Who do I reach out to if I have more questions?

a. If you have more questions, please send an email to your HR Representative and they will be happy to help.”



INFORMATION TECHNOLOGY: *Office 365 is Coming Soon!*

"Over the next few months, we will be migrating all WestCare users from Office 2013 to the **Office 365** platform, which offers many new features and functionality for enhanced collaboration and productivity. In this month's issue of the WestCare Express, I wanted to share with you some of these new things that you can look forward to.

Word

- Word's most significant new feature is its ability to translate to and from different languages. Simply highlight a section of text and click 'Review,' 'Translate,' then 'Translate Selection' and a Translator pane will appear, from where you can select your From and To languages. There's also a Read Aloud text-to-speech feature, which is handy, but unfortunately easy to trigger by accident if you happen to press Ctrl+Alt+Space.
- Also new are different ways to view your documents to help you focus on them when you're reading, including sepia and black page colors to help with eye strain as well as various text spacing and column width options.
- If you happen to have a touch-enabled device, Word now includes new tools in the 'Draw' tab that let you write, draw or highlight text with a digital pen.

Excel

- The latest version of Excel shares some of Word's improvements (including the new Draw tab tools and Translator) and offers some new features of its own.
- Perhaps, the most useful new feature is the ability to deselect cells. Now if you accidentally include one or more cells you don't want, you can hold down the Ctrl key and click to deselect any cells or ranges of cells within an existing selection.
- Excel introduces several new functions such as the new powerful XLOOKUP (an upgrade to VLOOKUP) and MAXIFS and MINIFS, which return the largest or smallest value in a range, respectively.
- Also included are two new types of charts: Map charts, for displaying different values across different territories; and funnel charts, which display values at different stages of a process." *(Continued on Page 31)*

INFORMATION TECHNOLOGY: Office 365 is Coming Soon! (Cont.)**“Outlook**

- Outlook also gets Word's new Read Aloud feature, allowing you to listen to your emails as spoken text. And there are a handful of other useful changes, including the option to mark all emails as read on deleting them and to prevent your Deleted folder from reporting dozens of unread messages.
- Perhaps the most interesting improvement to Outlook 2019 is the Focused Inbox. Focused Inbox splits your inbox into two views - one for emails that matter (Focused) and a second (Other) for less important messages, such as newsletters and mailouts. It's a great way to streamline your inbox. This will be enabled once we migrate your email from WestCare's servers to Microsoft's O365 platform.

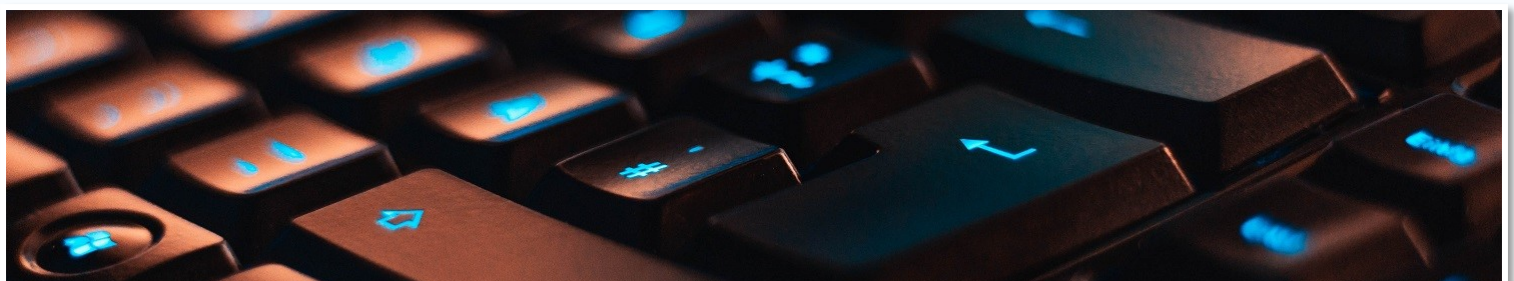
PowerPoint

- PowerPoint 2019 now includes a new Morph transition, which provides an eye-catching animation between one slide and the next. It works well with slides that are similar but include small differences such as images that are larger or in a different place.
- Other additions include ultra-high resolution 4K video, a Word-style text highlighter and a tool for automatically removing backgrounds from images in your slideshow.

In addition, all Office 365 applications also come with new themes, including a high-contrast Black theme, which can help people with reduced visibility, as well as other improved accessibility features. For example, under the 'Review' tab, you'll find a new Check Accessibility tool. This scans your documents, spreadsheets and presentations for any aspects that may make them difficult to read or edit for people with disabilities.

For additional information about Office 365, please check out the new 'Information Technology Training' section of the Intranet, which has many quick reference guides and other training materials for Microsoft Office, BlueJeans, iPhones and other types of technology that we use across WestCare.

If you experience any issues during this upgrade process, such as temporary loss of email functionality or crashing when you open documents, please reach out to the IT Helpdesk at HelpDesk@westcare.com or 702-410-7595, Extension 10200 (Option 1).” – *Dwayne Stevens, Chief Information Officer, WestCare Foundation*





ABOUT WESTCARE: *Uplifting the Human Spirit Since 1973!*

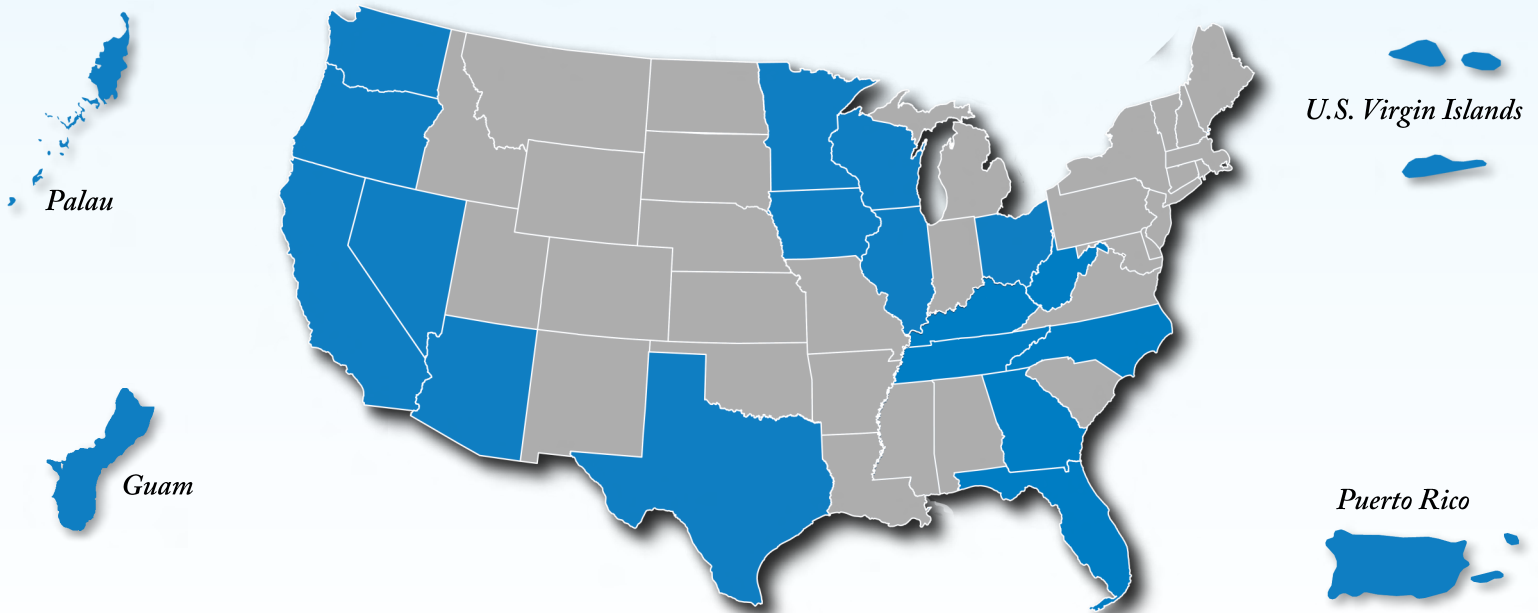
WestCare, a family of tax-exempt nonprofit organizations founded in 1973, provides a wide spectrum of behavioral health and human services in both residential and outpatient environments. Our service domains include **Treatment and Rehabilitation, Mental Health, Veterans Services, Criminal Justice, Housing Opportunities, Education and Prevention and support for those fleeing Domestic Violence.** These services are available to adults, children, adolescents and families. We specialize in helping people traditionally considered difficult to treat, such as those who are indigent, have multiple disorders or are involved with the criminal justice system.



WHERE WE SERVE

WestCare proudly operates programs in 17 states, three U.S. territories and the Republic of Palau!

- *Arizona*
- *California*
- *Florida*
- *Georgia*
- *Illinois*
- *Iowa*
- *Kentucky*
- *Minnesota*
- *Nevada*
- *North Carolina*
- *Ohio*
- *Oregon*
- *Tennessee*
- *Texas*
- *Washington*
- *West Virginia*
- *Wisconsin*



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



Meet The Editors!



While the Express newsletter wouldn't be possible without the regular submissions that we receive from our amazing staff, it wouldn't come together without our editors, Gabriela McNiel and Michael Mygind from California! When they're not working on The Express, they're handling various marketing duties including promotional materials, social media, event planning, video production and more!

CA: Gabriela Espinosa-McNiel, Director of Marketing and Michael Mygind, Marketing Specialist



Follow Us on Social Media!



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[@WestCare](#)



[@WestCareFoundation](#)



www.linkedin.com/company/westcare-foundation/



www.youtube.com/user/WestCareVideos



How Anyone Can Support WestCare Online

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



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



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

