



WESTCARE EXPRESS



The WestCare Foundation Employee Newsletter

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January 2014

WestCare's Volunteer Board Carries Vision Into New Year

On Thursday, January 23, the Board of Directors for WestCare Foundation gathered in St. Petersburg, FL to mark the beginning of the 2014 Annual Board Meeting. **Frank Rabbito**, Senior Vice President – Florida and the Caribbean, served as the evening's emcee. The Board members were joined by WestCare Senior Leadership, members of Florida staff, Florida dignitaries, and community partners. Awards were given such as WestCare Florida Gulf-Coast Employee of the Year, the Arnold Andrews Leadership and Humanitarian Awards, and Community Partner Recognition.

Throughout the weekend, the dedicated Board members moved from one meeting to another. They heard presentations from Senior Leadership, the Year in Review from **President** and **CEO Dick Steinberg**, and met with their committees to discuss future plans and vision. With Board representation from across the nation, it is safe to say that WestCare is in good hands. We are humbled to have these amazing individuals give of their time to help guide our organization. Take the time to get to know them by visiting the WestCare website: https://www.westcare.com/page/who-we-are_02a



Board members share with senior staff



Arnold Andrews Humanitarian Award for Volunteerism, Sally Carrill, is joined by President and CEO Dick Steinberg and Senior Vice President Robert Neri



Nearly every WestCare state is represented

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Happy Valentines Day!

WestCare Innovator Helps the Homeless

By Maureen Kempa – *Director Children and Families, Guidance/Care Center*

Larry Prescott, Site Director for the Guidance Care Center in Key West, was presented the Board Appreciation Award by the Monroe County Homeless Services (MCHS) Board on January 9, 2014. Larry was recognized for his and GCC's leadership in the development of a county-wide comprehensive assessment and information/referral process for those seeking placement into available housing and out of homelessness within the Florida Keys. The program design removes barriers to housing and streamlines the process so a client only has to do one intake which will then be used by all housing providers to find the most appropriate housing placement. A client handbook was also created listing all housing providers. Rules, regulations, fees, and expectations of the various programs were also included so prospective residents would know what is required before they make the commitment to enter the program.

The Monroe County Homeless Services team is the lead agency responsible for the

submission and monitoring of all HUD grants for housing within the Florida Keys. GCC is an active member of the board and has been for the last ten years.

Larry Prescott is a graduate of Troy University and has been involved in the provision and administration of substance abuse and mental health programs in the Keys since 1993. He is also the founder and director of the Addiction Studies Program at Florida Keys Community College in Key West. This Program has trained over 270 human services professionals for direct service provision of mental health and substance abuse services. There is a 100% passage rate for FKCC students taking the International and Florida-specific exams for substance abuse/mental health certification.

Florida



Facts from the WestCare website: (westcare.com)



Understanding homelessness requires a grasp of several social issues: poverty, affordable housing, disabilities, and others. According to the National Alliance to End Homelessness, there are 643,067 people experiencing homelessness on any given night in the United States. Of that number, 238,110 are people in families, and 404,957 are individuals. 17 percent of the homeless population is considered chronically homeless, and 67,000 are veterans.

Special Help for Young Offenders

Submitted by Sheridan Correctional Center staff

WestCare Sheridan began the Young Men's Aggression Management Group (YMA) in September 2008 as a way to target young offenders. This program serves clients between the ages of 17 and 26. The Young Men's group meets once a week for 21 weeks and utilizes the three workbooks in Paul Kivel's curriculum *Men's Work: Breaking the Cycle of Male Violence*. In addition to violence, the curriculum focuses on areas of gender, anger, domestic violence and battery, addiction and dependency, parenting, spirituality/religion, and communication.

Participation in the YMA group appeared to have a significant effect on client behaviors. Clients reported they received three tickets on average prior to participation in YMA. Seven clients had ten or more tickets. While participating in the YMA group, there was a 141 percent reduction in the number of clients

who received tickets.

In a survey, the clients most frequently mentioned the group discussions and their ability to participate openly and honestly in these discussions as their favorite part of the YMA group. Clients also stated they liked the dynamics of the group, e.g., small size, bond among participants, different from regular group, etc.

Facilitators **Darwin Williams** and **Larry Hayes** have made a major impact in the lives of our clients by teaching social skills and role-modeling male behavior. Great job gentlemen!

Illinois



▲ Facilitators Larry Hayes and Darwin Williams

Industry News

From the Center for Substance Abuse Research

Alcohol and Marijuana Most Prevalent Drugs Used by U.S. 12th Graders (excluding tobacco)

Alcohol and marijuana are the most prevalent drugs used by 12th graders in the past year, according to data from the 2013 national Monitoring the Future (MTF) survey. Nearly two-thirds (62.0%) of high school seniors reported using alcohol in the past year and slightly more than one-third (36.4%) reported using marijuana. Approximately one in twelve (8.7%) reported using amphetamines, 7.9% reported synthetic marijuana use, and 7.1% reported using narcotics other than heroin.

All other drugs were used by 5% or less of 12th grade students, including bath salts (0.9%) and heroin (0.6%)—both of which have received recent media attention. Only three drugs had statistically significant changes from the previous year, and all were decreases—synthetic marijuana (from 11.3% in 2012 to 7.9% in 2013), Vicodin® (from 7.5% to 5.3%), and salvia (from 4.4% to 3.4%) (data not shown).

While the decrease in synthetic marijuana use is encouraging, it remains the fourth most prevalent drug used by high school seniors in the past year. According to the study's principal investigator, "synthetic drugs are particularly dangerous because their ingredients are unknown, they have not been tested for safety, and their ever-changing ingredients can be unusually powerful. Users really don't know what they are getting . . ."



The Story of James

Submitted by R. Trusty – CSW Senior Counselor/Outpatient Program Coordinator Wyoming Honor Farm

WestCare client James completed Intensive Outpatient Treatment and continued as a Peer Mentor until his acceptance to an Adult Community Corrections work release center (ACC). In the beginning James was resistant to the idea of change, did not believe that he had any issues that needed to be addressed in a substance abuse treatment program. James expressed that “I have smoked pot for 37 years and I’m not gonna stop now.” Most of us who work in a prison system understand all too well when our clients attempt to use tactics and thinking errors and James was no exception to this type of thinking. James loved to use the ‘victim stance thinking’ error to portray himself as the victim because he was in prison, the judge revoked him (for smoking marijuana at an ACC), and being “forced” to go to treatment.

As time continued and through extensive motivational enhancement techniques, the so called ‘light bulb’ was discovered by James. Through this change process James states that he began to write songs again, something that he has not done in over 30 years. With each song written, he was excited to share these with everyone, as the confidence grew, and

the changes continued to blossom, a better way of living and thinking was shared through his music. James has written a total of 36 songs in the past six months. James stated that as he began to continue to develop these life changes and follow his life long dream of writing country music songs, life opportunities started to arise such as contacts with two possible music producers. James has a smile on his face when he is playing his music for others. James has admitted that in all the years that “I was smokin’ pot I did not write any songs, and once I opened my mind the music started flowing.”

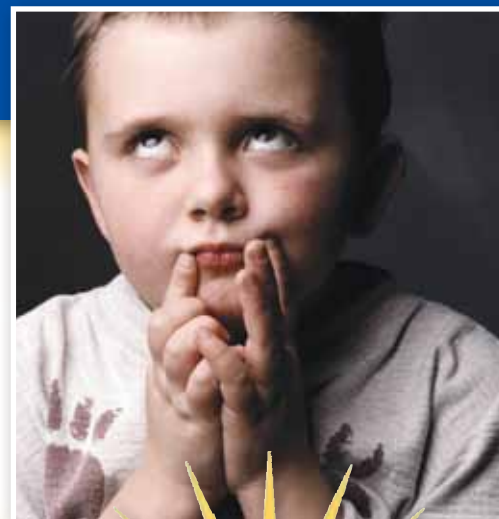
James has written songs inspired by his wife, children and parents. During a group role play activity, another peer mentioned that his ex-wife was never going to kick him or his dog again, and in an instant another song was inspired. James states that one of his goals in life is to be a great song writer like Hank Williams, Sr.

Wyoming



Did You Know?

- August has the highest percentage of births
- Unless food is mixed with saliva you can't taste it
- The average person falls asleep in 7 minutes
- A bear has 42 teeth
- An ostrich's eye is bigger than it's brain
- Most lipsticks contain fish scales
- No two corn flakes look the same
- Lemons contain more sugar than strawberries
- 8% of people have an extra rib
- Dreamt is the only word that ends in mt
- Cats spend 66% of their life asleep
- In every episode of Seinfeld there is a reference to Superman
- The Grand Canyon can hold 900 trillion footballs



WestCare Foundation

News

WestCare's 2nd Leadership Management Academy

By Carol Renard – *Director of Program and Staff Development, WestCare Foundation, Inc.*

WestCare Foundation, Inc. began our Second Leadership Management Academy in August 2013 and this special group of managers concluded their experience in January 2014.

The primary goal is to cultivate new, emerging leaders through the enhancement of knowledge and development of competencies. Each Sr. VP, the Foundation and Affiliates were offered slots for 16 total nominees. The following employees, from all regions and the Foundation Office were our participants:

Andee (Hardesty) Marquez, Torrington, Wyoming, **Alyson Martinez**, Las Vegas, Nevada, **Shirley L. Untalan**, Guam, **Cleadius Shelton**, Fresno, California, **Ronald L. Carnegie III**, Fresno, California, **Melodie Everest**, Bakersfield, California, **Elizabeth Menard**, Key West, Florida, **Sandra Patnode**, St. Petersburg, Florida, **Kimberly Marino**, Manson, North Carolina, **Sixto Garcia**, Chicago, Illinois, **Steven Wright**, Ashcamp, Kentucky, **Jeffrey Caudill**, Senior VP Appalachian Region, Kentucky, **Susan A. Rinaldi**, Foundation Regional Human Resources, St. Petersburg, Florida, **Michele Gordon**, Foundation, Las Vegas, Nevada and **Kimberly Rogers**, Foundation, Las Vegas, Nevada. Please take time to offer them your "Congratulations" for their enthusiastic participation.

The Center of Creative Leadership facilitated the "Leadership Effectiveness Inventory" surveys for each Academy employee, covering 94 research grounded competencies (also known as a 360° evaluation). The surveys

were based on individual analysis as well as completed by several other employees at their request, at every level of the organization. This provided a comprehensive perspective of how the individual perceives their functions and character and how they were recognized by their peers, supervisees and supervisors in their current role. Each member received an individual, confidential interpretation via phone from The Graduate School, and an opportunity to ask questions. We asked our employees to summarize what they learned, and as you can imagine, this can be an eye-opener! They will all complete a unique Professional Development Plan from this feedback.

First, each member completed a series of 7 on-line Leadership Courses titled, "*Foundations of Leadership*." Instructors were selected as experts in their topic to facilitate 4 Webinars. The topics were: "*Supervision/Corrective Counseling*," "*Budget Development and Management*," "*Advocacy*" and "*Data-based Decision Making*." Most Webinars were accompanied by a homework assignment. The participants will receive credit for 27 hours of coursework, and will have dedicated approximately 40 hours of their time prior to January, 2014.

At the end of January the Sr. Management Team gathered for their yearly meeting, held in St. Petersburg, Florida. They all participated in a call with the members to facilitate their "Graduation" from the Leadership Management Academy. This was a heart-warming encounter,



Carol Renard

as each person received personal feedback and shared their learning experience with the group and with their Supervisor who nominated them.

I must say, this is personally a very fulfilling time for me to be part of mentoring our very capable WestCare leaders and I am grateful for this opportunity! They teach me so much, too, and it was such fun to get to know this group better and watch them stretch and grow. We hope to have our 3rd Academy start up sometime later this year.



All in the WestCare Family

Last month's question:
"What would you do with an extra hour in your day?"



Anya Mendiola

Anya Mendiola – ▲
Research Assistant, Guam

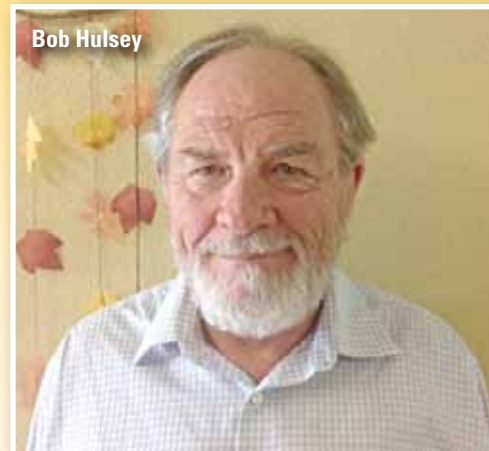
"If I had an extra hour in the day I would read for pleasure!"



Tia, Mary Coburns dog

Mary Coburn – ▲
Executive Assistant to Sr. VP/ Clinical Officer Robert Neri, St. Petersburg, FL.

"I would spend it relaxing with my husband and our 4 legged daughter Tia!"



Bob Hulsey

Bob Hulsey – ▲
SOS Program Supervisor, Fresno, California-

Bob speaks for all of us!
 "Sleep."



Kimberly Marino

Kimberly Marino – ▲
Program Administrator- North Carolina

"If I had another hour in the day, I would spend it telling the people I care about how much they mean to me. I am never able to relax at night, until I know I've 'sent that last email,' run all of my errands, cleaned the kitchen, roamed around Target looking for things to buy that I don't really need . . . all things that should never be a priority over reminding people that I love them, but somehow, it happens. Maybe, from now on, 'that last email' will just have to wait until tomorrow."



Stephanie Vasquez

Stephanie Vasquez – ▲
SSVF Receptionist, Hanford

"I would have to say that I would use it as my 'me time' to not have to worry about work or home just me and relax."



Lynn Pimentel – ▲
California Deputy Administrator

"Walk my new dog and enjoy the twilight hours."

Next Month's Question:
"What is your favorite 'comfort food'?"

John.wallace@westcare.com
 by February 20th!



February Calendar

February 1st
National Wear Red Day

February 2nd
Groundhog Day

February 4th
Rosa Parks Day

February 5th
9:00am - 11:00am
Wyoming - CAC Meeting
10:00am/MT - 9:00am/PT

February 5th
9:00am - 10:00am
Noon/ET
FLG/CC - CAC Meeting
Marathon Facility, Florida

February 7th
1:30pm - 2:30pm
CA - CAC Meeting
Admin. Bldg. 1505 N. Chestnut,
Fresno, California

February 10th
10:00am - 11:00am
CTC Workgroup Meeting - Amy Roukie
held 2nd Monday of each month
10:00am/PT - 1:00pm/ET

February 11th
3:00pm - 4:00pm
FLGC - CAC Meeting
3:00pm/PT - 6:00pm/ET
City Center, 100 2nd Ave. S. #10

February 11th
3:00pm - 4:00pm
Arizona - CAC Meeting
6:00pm/MT

February 14th
Valentines Day

February 18th
8:00am - 9:00am
Exec. Committee Pre-Board Meeting
Teleconference
8:00am/PT - 11:00pm/ET

February 22nd
Presidents Day (Washingtons Birthday)

February 24th
9:00am - 10:30am
Central Kentucky - CAC Meeting
12:00 noon/ET
Irvine, Kentucky

February Health Observances

February is American Heart Month

Courtesy of www.cdc.gov/dhdsp/american_heart_month.htm

February is American Heart Month. Cardiovascular disease is the leading cause of death in the United States; one in every three deaths is from heart disease and stroke, equal to 2,200 deaths per day. This month, we are highlighting Million Hearts™, an initiative dedicated to preventing the nation's leading killers and empowering everyone to make heart-healthy choices.



Take the Million Hearts™ Challenge Today

Prevention starts with everyone. Protect yourself and your loved ones from heart disease and stroke by understanding the risks and taking these steps:

- Drive the initiative by challenging your family and friends to take the Million Hearts™ pledge at <http://millionhearts.hhs.gov> External Web Site Icon.
- Get up and get active by being physically active for at least 30 minutes on most days of the week.

Know your ABC's:

- Ask your doctor if you should take an Aspirin every day.
- Find out if you have high Blood pressure or Cholesterol, and if you do, get effective treatment.
- If you Smoke, get help to quit.
- Make your calories count by eating a heart-healthy diet high in fresh fruits and vegetables and low in sodium and trans fat.
- Take control of your heart health by following your doctor's prescription instructions.



Together, we can all be one in a million this Heart Month and every month. To learn more, visit <http://millionhearts.hhs.gov> External Web Site Icon.

February is Nat'l Children's Dental Health Month

Courtesy of Aaron Schwartz, DDS MPH

February marks National Children's Dental Health Month, sponsored by the American Dental Association. The mission is to raise awareness to the importance of optimal oral health for children and the impact oral health plays on overall physical and psychological health, as well as performance at school.

Dental decay is the most prevalent infectious disease among school age children, with nearly 50% of all school age children diagnosed at one point during childhood. The typical "American diet" loaded with carbohydrates and juice is a major risk factor.

It is strongly recommended that children first see the dentist by age one. Pediatric Dentists, like Pediatricians, will deliver the most knowledgeable care specific to children's needs.



The Woman's Place

Submitted by Carolyn Frye – Program Manager

WestCare Georgia launches a new program in Atlanta: **The Woman's Place**. Designed to empower and encourage minority and veteran women over the age of 18, The Woman's Place provides gender-specific, trauma informed care to women who are assessed with substance abuse disorders and/or diagnosed with a co-occurring mental health disorder. Funded by CSAT/SAMHSA, services include group and individual counseling, free HIV/Hepatitis C testing, HIV/Infectious diseases prevention and education, and case management for women at risk of, or living HIV/AIDS. The 5-woman team will use evidence-based treatment practices such as RESPECT, Motivational Interviewing, CBT and Seeking Safety to address their clients' needs.

Program goals include:

1. Reduce HIV infection and transmission rates among minority and veteran women
2. Address the impact of violence and trauma to increased risk of substance abuse and co-occurring disorders
3. Increase access to HIV testing, Hepatitis C testing, substance abuse counseling, trauma informed counseling and co-occurring mental health treatment
4. Empower and educate minority women on developing safer sex practices and making informed decisions about their behavioral health

WestCare Georgia received funding from the Atlanta Community Development Block Grant to refurbish the apartment complex associated with the Atlanta property for veteran women and their children. It is anticipated that veteran women in The Woman's Place program will be able to take advantage of this community resource. We are fortunate to have **Ekemini Nsentip**, HIV Women's Specialist for The Woman's Place, prior AmeriCorps member, and active military as a part of our team. She will be instrumental in the implementation of services for this population.

"The need is tremendous," says **Carolyn Frye, Program Manager** for The Woman's Place; "however, it does not exceed our determination to create a safe and peaceful environment where women can heal and grow."

Georgia



Front row: Julianna Moore-Goosby, ▲
Cinnethea Springer
Back row: Yuniko Tonge, Carolyn Frye,
Ekemini Nsentip

WestCare Express Feedback from Our Readers

"Don't know if you realize how important the Express is for our staff - articles and photos from it are posted on many office walls!!!"

– Denise Connor
Research/Evaluation Coordinator-
Florida South

"The (January) WestCare Express was beautiful, especially Dick's message and Dawn's story. Thanks . . . for always capturing the "heart" of what all of us are about and what we stand for!"

– Leslie Balonick
Senior Vice President



CELEBRATE BLACK HISTORY MONTH



Black History Month, or National African American History Month, is an annual celebration of achievements by black Americans and a time for recognizing the central role of African Americans in U.S. history. The event grew out of "Negro History Week," the brainchild of noted historian Carter G. Woodson and other prominent African Americans. Since 1976, every U.S. president has officially designated the month of February as Black History Month.

The story of Black History Month begins in 1915, half a century after the Thirteenth Amendment abolished slavery in the United States. That September, the Harvard-trained historian Carter G. Woodson and the prominent minister Jesse E. Moorland founded the Association for the Study of Negro Life and History (ASNLH), an organization dedicated to researching and promoting achievements by black Americans and other peoples of African descent.



Rosa Parks Day is February 4th

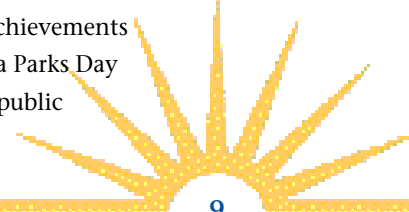
Courtesy of www.timeanddate.com



Rosa Parks Day is an American observance to honor civil rights activist Rosa Parks, who was known for refusing to give up her seat on a bus. It is a legal observance in California on February 4 and Ohio on December 1.

Rosa Parks Day promotes equal opportunities, civil rights, and fairness across communities in the U.S. Church leaders, politicians, and organizational leaders unite in states like California and Ohio to promote the day with a range of events and activities.

Many schools have classroom activities that focus on Rosa Parks' struggles for equality and achievements against discrimination. Rosa Parks Day is an observance and not a public holiday in the U.S.



Nevada Members End Tour of Duty

Dan Bernal – Director, Veteran Services

WestCare-NV had the opportunity to honor the 2012-13 AmeriCorps service of members who completed a year of service to Veterans and Military Family Members with WestCare. On January 17th, Members from North and South assembled at WestCare Foundation’s office to celebrate the commencement with a luncheon which allowed for the sharing of great memories and outstanding accomplishments.

The NV State AmeriCorps Cohort, which began service on November 1, 2012, provided services to over 2,200 Veterans and Military family members throughout the year in Nye, Clark and Washoe counties – providing service from six different WestCare host-sites.

Members included: **John Pawlak** (Pahrump); **Marlene Barajas** and **G’Quari Jamison** (Las Vegas Community Triage Center); **Ronnie Johnson** and **Rick Denton** (Las Vegas Women and Children’s Campus); **Barbara Cunningham** (Harris Springs Ranch); **Greg Schreiner** (Las Vegas Community Involvement Center); and **Lauretta Nawojski** (Reno HomeFront).

NV State AmeriCorps Program Director **Jim Wakeling** summarized the year of service, reminding all in attendance how these AmeriCorps Members consistently went above and beyond the call of duty in “Uplifting the Human Spirit” of

Veterans and Military relatives throughout the State of Nevada. Highlights from the year of service included: Accompanying community



partners in early morning sweeps of homeless encampments in Las Vegas; representing WestCare at Las Vegas Stand-Downs; serving as mentors to veterans in Veteran Treatment Courts; providing Life Skills instruction to veterans incarcerated at the Clark County Detention Center; providing peer support to Veteran clients in WestCare’s residential treatment programs; being the pivotal support team in action during the WestCare/ UNLV “From Their Point of View: National Guard/Reserve Post-Combat Conference” in May 2013 – these patriots were, undoubtedly, United By Service in outreach to Nevada veterans and their families.

Thank you NV State AmeriCorps Team!!

Nevada

AmeriCorps members and mentors



The Far Reach of San Joaquin Valley Veterans Services

California



A program under WestCare’s SJVV umbrella has been refunded for another year, meaning continued services to veterans and their families throughout Central California. It’s Supportive Services for Veteran Families, SSVF.

The Veteran Administration awards grants to private non-profit organizations and consumer cooperatives that can provide supportive services to very low-income veteran families living in or transitioning to permanent housing. In addition, grantees may also provide

Submitted by California staff time-limited payments to third parties (e.g., landlords, utility companies, moving companies, and licensed child care providers) if these payments help veteran families stay in or acquire permanent housing on a sustainable basis.

SSVF is serving seven counties. And a new San Joaquin Valley Veterans location is planned for Merced County to cover counties farther north.

Impressive growth indeed.



Kudos!

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

Florida-Key West – **Joe Knoth**

His supervisor sends along this praise for **Mr. Joe Knoth**: I just wanted to let you know what a great job Joe is doing with clients. One of our clients who has not had a regular job for many years due to addiction and incarceration was struggling to find something in her field because of her arrest record. She had been searching for three months with Joe’s constant help and guidance. He encouraged and supported her daily and drove her to interviews. She finally got her ‘perfect job’ (according to her) and said it would not have happened without Joe’s help. This is a turning point for her and she is so excited and grateful for Joe’s consistent help. *Outstanding, Joe!*

*Submitted by: Carol Dochow, MS
 Offender Re-Entry Program
 Addiction Therapist*



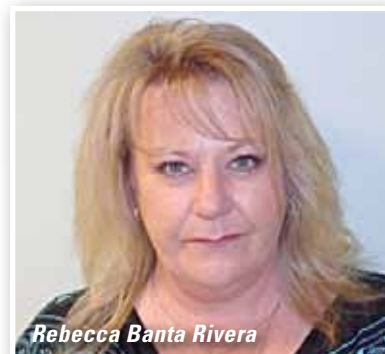
Mr Joe Knoth

Florida-Lower Keys ▶ **Rebecca Banta Rivera**

Rebecca Banta Rivera, an Advocate at the Guidance/Care Center, is literally a life saver. She responded to a very scary and potentially dangerous incident with a client in crisis. Thankfully, due to Rebecca’s previous employment in law enforcement, she was able to handle the matter in an extremely calm and collected manner thus putting the client at ease. Co-workers say her actions prevented what could have been a serious incident from happening, especially when working with a population that can become unstable at any moment.

Thank you, Rebecca.

Submitted by Sandi Lightfoot – Adult Case Manager



Rebecca Banta Rivera

Iowa ▶

Honor, the Service Dog

Jennifer Hilton, Director of Training and Electronic Transfer- WestCare, was in Forest City, Iowa at Family Alliance for Veterans of America (FAVA) giving CPI, CPR/First Aid and PCC training to staff. During CPR, **Honor**, one of FAVA’s indispensable canine assistants, decided to help out! That loveable pooch does everything!!

Submitted by Rhonda Jordal – Director-FAVA



Honor

Kentucky ▶

Brandon Mayfield

Brandon is the Lead Direct Care worker at Ashcamp, KY. He began work in February of 2013 and has been widely praised by his fellow WestCare employees. Says one: “Brandon exhibits leadership qualities and is always willing to take on additional tasks and responsibilities. His eagerness to learn, willingness to help, and happy attitude makes him a joy to work with on a daily basis.”

Submitted by Elsie Tiller, Ashcamp



Brandon Mayfield



Information Technology

An occasional column of advice from our Information Technology team

IT Corner

By Sean Harrigan – WestCare Foundation Systems Administrator

Making IT Work For You. A reminder For Us All.

Submitting a Help Desk Ticket

We all have technical problems from time to time that require assistance. Even IT people need help sometimes, and we use the same basic process that you use when we request support. This process creates a record of your request, what was done to resolve the issue, and who handled it in case there are issues in the future. This helps the IT department to staff and train properly, to identify trending issues that might indicate larger problems, and to properly and efficiently assign work. It also puts you in line to receive assistance in the order you request it.

How Do I Submit a Ticket?

The first place you should go to submit a ticket is the intranet, or the WestCare Employee Portal. You'll see a link on the left side of the page that says "Technical Support." You should fill in all of the information completely, including a contact phone number and extension, a descriptive subject line, and a description of your problem or request with as much detail as possible. Including all of this information helps us to

properly triage your request, and to contact you without any unnecessary delay.

If you can't access the employee portal, you can contact us via email at helpdesk@westcare.com. An email to this address creates a ticket in our system, so make sure to include the same information you would when you use the form.

If you have no email access you can give us a call at 702-410-7595, or at extension 10200 from a Polycom phone. We can get pretty busy around here so you may need to leave us a message. If you do leave a message make sure to include the same details you would if you were submitting a ticket via the other two methods. Leaving a message creates a ticket in our system with your message attached.

Helpful Hint

The standard HIPPA disclosure statement is automatically attached to every email leaving our organization, and is not required for internal email. If you include this disclosure in your personal email signature it will show up two times in every email sent outside of



our organization, and you should remove it from your signature.

WestCare IT Help Desk

Intranet: <https://secure.westcare.com/intra/ctl/techsupport/request>

Email: helpdesk@westcare.com

Phone: 702-410-7595 or Ext. 10200 from a Polycom phone

The Month of February 2014

February Birthstone: The Amethyst

The healing properties of the February birthstone are reputed to be effective for health problems relating to the withdrawal symptoms of any sort of addiction, headaches, insomnia, arthritis, pain relief, circulatory system issues and general healing. The Amethyst is also referred to as the "sobriety stone" as it was once believed to prevent drunkenness and used to treat alcoholism and other types of addictions.

Sign of the Zodiac and Dates:

Aquarius – January 21 - February 19.

February Birth Flower – the Violet:

The meaning of the February Birth Flower, the Violet symbolizes faithfulness, humility, and chastity

Characteristics of Aquarius:

Independent, Creative, Entertaining, Stimulating and Progressive



Happy Valentines

Sweetheart Shout-outs *WestCare California checks in .*

“Cleadus, you are my rock and I am grateful to share our life together . . . I couldn’t have asked for a better partner!”

– **Erin Shelton**, SSVF Veteran Advocate

“A Valentine’s shout-out for my fiancé and my son. I don’t know where I would be without them.”

– **Stephanie Vasquez**, SSVF Receptionist

“To my husband, Jesse: The greatest feeling in the world is being around someone who wants to hold you, kiss your forehead and wants to be around you. Thank you for loving me the way that you do. Happy Valentine’s Day, Babe. I love you Siempre!! – your wife, Irene”

– **Irene Gutierrez**, Data Program Assistant



Cleadus being Cleadus



Stephanie Vasquez with her son and fiancé

Great future ahead!



Irene Gutierrez and Jesse
Awww. Jesse's The MAN!



Sweetheart Shout-outs ◀ *From the Pacific Islands*

“Wishing a very heartfelt and warm Happy Valentines Day to a wonderful Husband and Father. Thank you for continuously supporting and encouraging me to be my best!”

– **Sagan Mami Program Manager, Shirley Untalan**



Valentine Spotlight – ◀ *Val Candy*

How could we pass up a wonderful name like this? **Val (Valerena) Candy** is based at the Guidance Care Center (GCC) in Key West, Florida and assists **Elizabeth Roosevelt**, Vice President of Health Systems Integration, with completing and maintaining facility applications, initial provider applications and re-credentialing applications to managed care organizations for Florida operations at the Gulf Coast, Village South and the GCC. They hope to implement a standard work process for tracking and maintaining all credentialing-related applications and documentation.

