

FEBRUARY 2015  
**THE WESTCARE EXPRESS**  
IN THIS ISSUE

*Forward With Hope... and the Flame Within*



**Patrick Davis**, a student in the **WestCare Wisconsin Face Forward** program, had made a laundry list of things he wanted to work on in the New Year. They included completing his GED, being a better father to his son, and finding employment. On January 5th, Patrick added 'finding a place to stay' to his list.

He smelled smoke and heard odd noises around 4am on that Monday, began inspecting the premises, and saw large flames from the upper unit of his Milwaukee apartment complex. Immediately, he began waking up the residents, which included his 8 month old son, Noah. That done, he beat on neighbors' doors to alert them to the fire, while at the same time managing to call 911. Thankfully, everyone got out safely. Eleven adults and six children lost everything in that devastating electrical fire. Except their lives.

Patrick's next call was to his WestCare Case Manager, **Eric Allen**, notifying

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## COVER STORY: *Forward With Hope... and the Flame Within (Cont.)*

him of what had happened and getting advice on what to do and where to go next. Patrick's involvement in the Face Forward program was an important part of his New Year's resolution. His decision to join the program grew out of his frustration with the direction his life was headed. At 20, he hadn't completed his GED, didn't have stable housing or a stable income. And he'd just learned that he was a father. Under a tremendous amount of pressure, Patrick made his way to WestCare to self-enlist in Face Forward which he'd heard about at church.

"When I joined Face Forward, I just felt like I was in good hands. The staff made me believe that if I just worked with the program, everything would be okay, and so when I realized that me and my son were out on the streets with nothing...I couldn't think of anybody else to call." (Patrick Davis to Fox 6 News).

Once Eric learned of Patrick's situation, he notified Program Director, **James Ferguson**. From there, another fire began to break out. This time, the 'fire' was of people from all across the city donating clothes, diapers, pampers, furniture and food to help WestCare's student during his time of need.

"I'm really proud of WestCare," said Ferguson. "When we learned of Patrick's situation, we immediately shifted into a 'what can we do to help?' mode. In a matter of hours, we had Goodwill Industries of Southeastern Wisconsin, McDonald's, Walmart, Red Cross and State Senator Lena Taylor, lined up to lend a helping hand. Our mission and motto, '*uplifting the human spirit*', literally came to life in a very real and tangible way for our student."

Patrick Davis is very moved by the outpouring of support he received from WestCare and from the community and is moving forward strong. As for his list of New Year's resolutions, he's making good progress. He and young Noah will move into a new apartment on February 1st.



## FLORIDA: State and WestCare Partner to Protect Children

*By Maureen Kempa, Regional Director of Clinical Operations (G/CC)*

Last year the **Miami Herald** did an investigative series called ***Innocence Lost*** which questioned the 480 child deaths in the state of Florida which had child welfare involvement. The series listed untreated parental substance abuse as one of the main contributing factors to these preventable deaths.

As a result, the state of Florida has been revamping their child welfare system, including their safety methodology and how hotline call cases are investigated. To assist in this initiative, a request for proposals was released to develop treatment programs to address the parental substance abuse and parenting issues. Seven treatment teams were created throughout the state of Florida. WestCare's Guidance/Care Center, Inc. was one of the recipients of the **Family Intensive Treatment Team (FITT)** and has partnered with WestCare Village South to provide these services in Monroe and Miami-Dade Counties.



Our goal is to serve at least 65 families. We are excited and grateful to be part of such an important initiative and in the lives of children and families. It is our hope that any further child deaths can be prevented. The FITT program is clearly on its way to saving lives and uplifting the human spirit.

## SETTING IT STRAIGHT

A photo in the January issue of The Express inadvertently misidentified the *Leadership Team Member of the Year* in the Florida Keys. She is **Deb Genners**.

We congratulate Ms. Genners, and regret the error.



## FLORIDA: *Ties that Bind - Reaching Out to Restore Hope*

Rebecca Reynal, Founder of the Florida Reentry Academy, recently presented an informative program, “*Finding the Ideal Path*”, to the Presbyterian Women of St. Andrew, located in Sun City Center, FL.

The presentation highlighted the difficulties people face upon their release from jail and the benefits of educational classes, community resources and mentoring.

Florida Reentry Academy, Inc

HELPING PEOPLE IN TRANSITION  
RECHARGE, RETOOL, AND RESTART!



Based on Rebecca’s presentation and her involvement in the community, the Presbyterian Women’s Circle at St. Andrew will be assisting with basic needs for men who have been released from Pinellas County Jail and are currently participating in WestCare’s *Second Chance Mentoring Program*. They are donating new items or gently used ones such as interview dress and casual shirts, slacks, socks, jackets and shoes, along with toiletries, towels, sheets, blankets, sweatshirts, boots, items for getting to work, bus passes, bicycles, backpacks, rain

ponchos and items for setting up a house. St. Andrew also established a collection box at the church and hundreds of dollars has been raised. Sandy Patnode, Project Coordinator says: “These items will assist our clients as they transition back into the community and reunite with their families”.

“*Bless the Guys Without Ties*” is a marketing campaign to reach out to the faith based community for items needed for the clients in WestCare’s *My Recovery Matters for Successful Reentry/Second Chance Mentoring Program*.

## ILLINOIS: "Orange is the New Black"...But Not Here

By Kathy Gubbins, Clinical Manager



*Sheridan Staff: Sydney Sanchez, Stephanie Wright, Megan Hyslop, Shawn Cook, Bruce Thies, Darlene Johnson and Lamont McCune*



In most correctional institutions, the holiday season looks and feels no different than any other time of the year. Cell blocks are the same drab color they always are. Luckily at our Sheridan program, based on our good work and the forward-thinking administration of IDOC and WestCare, our **1,858 clients** were given the opportunity to decorate their environments.

It helps them deal with their various feelings regarding the holiday and where they are spending it. But it also lets them share memories of previous holidays and builds teamwork, togetherness, and eases the pain of being away from loved ones.

## DID YOU KNOW?



**President's Day** doesn't fall on the actual birthday of any American president. Four of our elected chiefs (George Washington, William Harrison, Abraham Lincoln, and Ronald Reagan) were born in February, but none of their birthdays coincide with the federal holiday. President's Day is always celebrated on the third Monday of the month to honor all of the American Presidents, regardless of their birthdays.

*Information courtesy of HISTORY.*

## ILLINOIS: *The Gratitude of Another "Starfish"*

*(Editor's note: Adaptations of the original "Star Thrower" have been around since 1969. They all call attention to the ability of one caring person to positively change another person's fate. Here is an example, received by administrators at WestCare Illinois.)*



*"My name is Lesley McCain and I am a former client of the Cook County jail impact program, and the Sheridan project. I send you this email to humbly thank you, and your entire WestCare staff in both of those locations for tolerating me during my process of admitting and believing that I am powerless over alcohol and that my life is completely unmanageable when I am indulging in destructive behavior.*

*I have come a long way as a human being, and I am eternally grateful to WestCare, and your skilled personnel for (literally) holding my hand and guiding me through the process of returning to humanity with a different school of thought. I followed, and continue to follow, the suggestions of the program. I attend meetings regularly. I have a sponsor who's been clean a substantial amount of years, and he lives the program. I am grateful to have him in my life.*

*I was released from Sheridan in 2013 and went to a halfway house, and began to put my life in its proper perspective. I began the healing process with those I've wronged and hurt, acquired all of my necessary identification, obtained employment, and I am currently in school to further my education in psychology. I desire to give back what was so freely given to me.*

*Thank you for caring. WestCare will always have a place in my heart. God bless you and your program that you may continue to plant fruitful seeds to the sick and suffering.*

*Best Regards,  
Lesley McCain"*





## GEORGIA: *The Legacy and the Children*

WestCare Georgia was a part of the 86th birthday of **Dr. Martin Luther King Jr.** celebration at the MLK Jr. Center, along with students from across Metro Atlanta.



*John Bascom of WestCare Georgia, who spoke at this glorious celebration; Naomi King, wife of Dr. King's brother A.D. King; and a student from Thomasville Elementary School*

## QUESTION CORNER: *Valentines Shout-Outs*



The tables are turned on **Maureen Kempa**, Director of Adult and Family Services at the Key West Guidance/Care Center, as her main squeeze **Kevin Dunleavy** says:

*"She doesn't know I'm sending this, but she does know that I love her."*

*Awwww.*

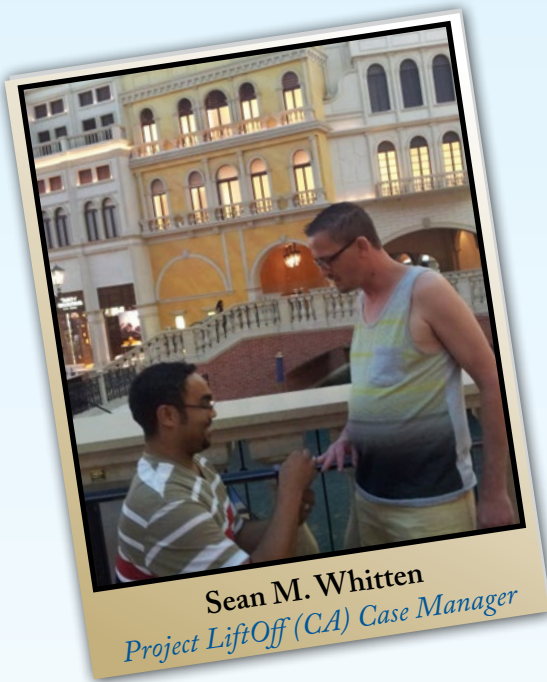
## QUESTION CORNER: *Valentines Shout-Outs (Cont.)*

*"My shout-out goes to my amazing husband (**Justin**), and most of all, my best friend. He is always there for me through thick or thin. Not only am I blessed to have him in my life but our daughters, as well. I couldn't ask for a better husband or father!"*



**Andrea Smith**  
*Wyoming Re-Entry Coordinator*

*"My Valentine is my Partner **Jeffrey Davis**...the kindest, most caring person I have ever met in my life!!!"*



**Sean M. Whitten**  
*Project LiftOff (CA) Case Manager*

*"My Valentine is my husband, **Cleodus**. He is my rock, my best friend, the one that I want to grow old with, who's seen me at my best and at my worst, and the one who keeps me grounded."*



**Erin Shelton**  
*SJVV (CA) Veterans Advocate*



## QUESTION CORNER: *Valentines Shout-Outs (Cont.)*



**Angelita Edwards**  
*SJVV (CA) Lead Veterans Advocate*

*"My son **Jaxson** is my Valentine this year. He is the only other man (other than daddy) to steal my heart."*



**Lenora Phillips**  
*STOP (CA) Lead Data Entry Specialist*

*"**Thomas** has been my Valentine for 21 years. We have not missed a beat."*



**Lynn Pimentel**  
*California Deputy Administrator*

*"My Valentine? My **Chocolate Chip Cookie!!**"*

## THIS MONTH'S QUESTION

For the March Issue: **"What is something others might find surprising or interesting about you?"**

Please send your response by February 20th to [john.wallace@westcare.com](mailto:john.wallace@westcare.com).

## CALIFORNIA: *My Favorite Dish*

*By Karl B. – WestCare California Alumnus*

**Here's a former WestCare client who REALLY knows how to score points on Valentine's Day!!**



You're the syrup on my pancakes - You're my coffee's flavored cream,  
You're the girl in my fantasy - You're the angel of my dreams,  
You're the brightest star in heaven - You're the rainbow in the sky,  
You're the promise never broken - You're the apple of my eye.

You're the chili in my hot sauce - The sharpest kitchen knife,  
You're the answer to my questions - You're the sunshine of my life,  
You're the sprinkles on my ice cream - You're the bubbles in my bath,  
You're the roses in my garden - The moonlight on my path.

You're the song all birds are singing - You're the teddy bear on my bed,  
A billion words get spoken - But you're the prettiest ever said,  
You're the butter on my biscuit - You're the jelly on my toast,  
The cruise control on my Corvette - And baby we're on coast.

You're the best gift God has given - You're the mittens on my hands,  
The ringtone on my cell phone - And you're the lifetime plan,  
You're the bow on every ribbon - You're the float in my parade,  
You're the secret never told - The best decision that I made,  
You're a million wishes granted - You're the smile on my face,  
If I had to live without you - This life would be a waste.



## FOUNDATION: *The Links to the Communities We Serve*

WestCare's volunteer **Foundation Board**, comprised of community leaders from the areas we serve, met in late January. President and CEO **Dick Steinberg** and Senior VPs led discussions about policies and programs, and mapped short and long-term plans for the agency.

Las Vegas Mayor **Carolyn Goodman** and City Councilman **Ricki Barlow** addressed the Board, praising them for their tireless work and thanking WestCare for the crucial service it provides in southern Nevada.

The Board members also joined **Nevada Community Council** representatives for a tour of WestCare facilities, including the **Women and Children's Campus**.



## FOUNDATION: *The Plight of Homeless Veterans... Hits Home*

### *WestCare in the News*

*(Editor's note: Your attention is directed to the January issue of **Military Officer Association of America** for an excellent article detailing the swelling ranks of homeless veterans.*

*<http://content.yudu.com/A39i5g/201501January/resources/index.htm>*

*WestCare Sr. Vice President **Dr. Judi Kosterman** and Veteran Services Director **Dan Bernal** are quoted extensively. Mr. Bernal has such a compelling story to tell, most certainly worth accessing the article. It vividly explains why WestCare has the well-being of veterans as one of our priorities.)*

*"A little embarrassing, humbling. . .and a little scary knowing that a lot of folks in the military officer ranks who know me, but did not know about the five or so years where I pretty much dropped off of the planet, will be seeing this piece. But, it's part of my journey, and a reminder that life is a marathon, not a sprint and we all have the ability to author (and preferably co-author with the help and collaboration of others) the next chapters in our own personal storybooks. Any shame, guilt or embarrassment I feel is minimized \*if\* my story can assist any of my brother and sister Veterans.*

*Also, it's a good beginning of the year reminder that the mission is not close to being complete. Way too many Veterans are still taking their own lives and suffering on and off the streets. Realizing that we can and should do better, we are looking forward to improving and expanding our services to Veterans in 2015."*





## THE GREEN CORNER: *Volume Four*

### NEW ELECTRONICS? DON'T FORGET TO E-CYCLE THE OLD ONES!

Donating or recycling electronics conserves resources, avoids pollution and greenhouse gas emissions caused by manufacturing virgin materials. Electronic products are made from valuable resources and materials, including metals, plastics, and glass, which require energy to mine and manufacture. Donating or recycling consumer electronics conserves our natural resources and avoids air and water pollution.



#### FACTS

- *Recycling 1 million laptops saves the energy equivalent to electricity used by 3,500 US homes annually.*
- *For every million cell phones we recycle, 35 thousand pounds of copper, 772 pounds of silver, 75 pounds of gold, and 33 pounds of palladium can be recovered.*

#### Before Donating or Recycling Your Used Electronics

- *Consider upgrading the computer hardware or laptop software instead of buying a brand new product.*
- *Delete all personal information from your electronics.*
- *Remove any batteries from your electronics; they may need to be recycled separately.*

#### Where to Donate or Recycle

- <http://www.Call2Recycle.org> collects rechargeable batteries and cellphones
- <http://search.earth911.com> searches for recycling solutions
- <http://www.ecyclingcentral.com> everything you need to know about electronics recycling
- <http://greenergadgets.org> lists nationwide manufacturer, retailer and certified e-Cycling locations

**GREEN TIP OF THE MONTH:** Join a recycling incentive program - Need a little incentive to recycle, like earning points that you can redeem for stuff? As a member of RecycleBank, you can earn points by participating in a curbside recycling program. If they are not in your area you are rewarded with points when you complete an interactive feature. Points are redeemable from over 1,500 partners such as Bed, Bath & Beyond, Whole Foods, CVS Pharmacy, etc. To date, the material recycled by the households they service has enabled RecycleBank to save cities tens of millions of dollars annually in landfill disposal fees, save over 1.5 million trees, and save millions of gallons of oil.

To join the **WestCare Green Committee** to make a difference while uplifting the human spirit, contact Stacy Munroe or Cecily Moreland.

## NEVADA: Year-Long Makeover Begins at Women & Children's Campus

By Darlene Terrill, Development Director

In the spirit of service projects in honor of the Martin Luther King Jr. holiday, WestCare Nevada kicked off a “makeover” series of renovations at WestCare’s **Women and Children’s Campus** in Las Vegas.

The first session started with the laundry room and will continue every other month throughout 2015 in different areas until the entire campus is renovated. The renovations are part of an effort to completely update the facility to better serve the pregnant and parenting women and children, along with female U.S Veterans with children, who call it home.

Each year, **HOPE Worldwide** volunteers around the country join in to serve in the communities where they live in honor and observance of the National MLK Day of Service. Volunteers came to help with a variety of skills including: painting, and installing new ceiling fans, washing machines and dryers. Huge thanks as well to **Campbell Appliance Repair** and to **Crazy Pitas**.

**Arnold Stalk**, Planning & Development Consultant for WestCare captured the feeling in his statement; *“When taking the necessary steps to change one’s life, having a bright, cheery and comfortable environment is essential.”*





## NEVADA: *Preventing Confrontations Between Police and the Mentally Ill*

(Excerpted from KNPR-Las Vegas: <http://knprnews.org/post/new-team-hopes-prevent-confrontations-between-police-and-mentally-ill>)

In the Las Vegas valley and across the country, police encounters with the mentally ill have resulted in officer-involved shootings and death. Up until a month ago, there were three possible outcomes for people in need of mental health services who encountered police: a hospital emergency room, jail, or being left alone after Metro Police officers made sure no one was in danger.

But a grant-based program called the **Mobile Outreach Safety Team**, wants to change that. The program is a partnership with WestCare Nevada and Clark County.



*“We are looking to provide wrap-around case management to the individuals that are frequenting the high-cost system,”* Area Director for WestCare Nevada **Erin Kinard** told KNPR’s State of Nevada. She pointed to a case with a woman who had traumatic brain injury and was self-medicating with drugs and alcohol. She also had a history of domestic violence and hoarding. The team was able to clean up her home, get her into programs to help with her addictions and get her onto balanced medications.

*“If we can deploy a team that can help prevent these crises from ever happening and prevent these individuals from ever hitting these high-cost systems, it is a win-win situation,”* Kinard said.

## HUMAN RESOURCES: *On Being “Resolute” in 2015*

*By Michael Shields, Vice President of Human Resources*

Happy 2015 everyone!!!

How can it be 2015 already? Wasn’t everyone on the planet freaking out about “Y2K” only a couple of years ago? It sure doesn’t seem like FIFTEEN years ago!!

## HUMAN RESOURCES: *On Being "Resolute" in 2015 (Cont.)*

I am not sure how many of us have created our resolutions for 2015. If you did, I hope you made yours actually attainable. I gave up on (obviously!) developing that "chiseled" look long ago. That, and making money playing baseball or hockey. Or, getting Letterman's gig. I have also (mostly) given up on completely changing the world.

What I have kept are a few reasonably attainable HR-related resolutions. I need your help to "resolve the resolutions". You have all seen me or heard me talk about following the things we are taught as children when dealing with others: The Golden Rule. Dignity and respect. Fair play. I still honestly believe these are good "resolutions" for all of us. Little gains in building better relationships with co-workers, supervisors and supervisees equate to enormous gains in the "feel" of any company.

With that comes communication. For example, we do have an "Open Door" policy in our handbook. There is also a "Grievance" policy. I am not a big fan of that particular term, but the two policies are similar in that there are steps to be taken in any attempt at conflict resolution. The infamous "chain of command". Whatever you call it, the process involves the parties having problems actually talking WITH (not to) each other. In most cases, a face-to-face, non-confrontational, professional discussion can resolve any issue, or at least start the parties down "resolution road".



I need to encourage everyone to talk through problems or concerns they have, and to do it in person. If need be, HR can "moderate" such a discussion to guarantee it doesn't spiral out of control if either party expresses that concern. I can commit HR staff-myself included-to be the third party in these discussions, if that is preferred. All of us work hard, have tough, stressful jobs, and go about 100 MPH. With that, people are going to be people and there will be problems. I believe through open, face-to-face discussions, little problems can be kept from becoming big problems. We are all here to take care of our clients..... and each other.

Can I count on you to accept my suggestions as part of **YOUR** 2015 Resolutions? It's **WAY** easier than losing weight! Have a great 2015, everyone.

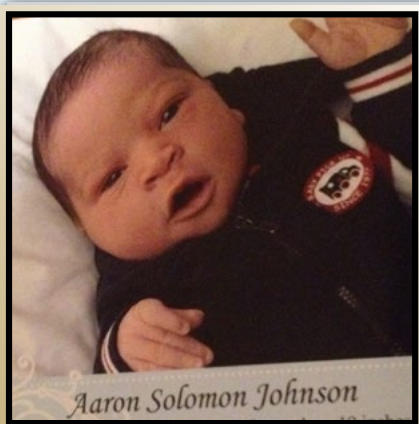




## HUMAN RESOURCES: 401(k) Plan - Thinking Ahead... Taking Action Now

- All employees who have completed six months of service and have attained age 18 are eligible to participate.
- WestCare matches \$1.00 for each \$1.00 contributed up to the first 3% of salary plus \$.50 for each \$1.00 contributed for the next 2% of salary. A 5% contribution maximizes your Company Matching Contributions.
- To enroll online, go to [www.TA-Retirement.com](http://www.TA-Retirement.com) and click "First time user? Register here".
- To enroll by phone, call **1 (800) 401-TRAN (8726)**.
- Questions? Contact your **WestCare Human Resources** department.

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



Aaron Solomon Johnson

**Tiffany & Ronnie Johnson**

*WestCare Foundation/Nevada*

As 2014 drew to a close, **Aaron Solomon Johnson** joined the WestCare family.

Congratulations to Information Technology Help Desk magician, **Tiffany Johnson**, and new papa **Ronnie**.

What a beautiful baby!

Praise from Lead Substance Abuse Counselor **Ashley Wahlmeier** in Key West for **Colette Anderson**, who *"...has continued to go above and beyond in her field and continues to be an invaluable employee and counselor for our Jail Incarceration Program (JIP). The clients look up to Colette as a positive role model and a source of moral and social support."*

Nice going, Colette!



**Colette Anderson**

*WestCare Florida, Key West*

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



**Katina McKenzie**  
WestCare Foundation

Nice words of praise from **Brenda Berrios** in Oregon:

*"I have worked around IT folks in various capacities throughout my 21 yr career in the Military as well as state entities, and I have never had the pleasure of having a person like **Katina McKenzie** (Intranet Support) respond to the needs of the folks out in the surrounding areas as she does.*

*Being new to WestCare, I found her quick response to help tickets, emails and phone calls are not ordinary. She is extremely patient, with not only me but also other new employees on my team, while we learn the WestCare database.*

*Thank you Katina, for doing what you do and doing it so efficiently and professionally!"*

After eight years working with Fresno staff in the Data Department, SASCA and most recently, STOP programs, the well-liked Administrative Assistant is transitioning into a position with the STOP office in Sacramento.

Before she said her final goodbye, a surprise potluck was held in her honor. Numerous staff including her boss and the Director for STOP Areas 1 & 3, **Don Smith** (pictured with **Mai**) said farewell and thanked her for all she has done.



**Mai Vang**  
WestCare California



## KENTUCKY: *New Law Aimed at Changing Drug Scene*

### *WestCare in the News*

*(Excerpted from the Richmond, KY Register...as reported by Bonnie Dailey)*

Original Article: [http://richmondregister.com/news/local\\_news/new-law-aimed-at-changing-drug-scene/article/bb69a07c-a357-11e4-94b0-0f971af19037.html](http://richmondregister.com/news/local_news/new-law-aimed-at-changing-drug-scene/article/bb69a07c-a357-11e4-94b0-0f971af19037.html)

At a forum sponsored by the Madison County Agency on Substance Abuse Policy...the theme was ***“DRUGS: Diverse Resources United for a Great Solution.”***

**Jerod Thomas**, working as Deputy Administrator at WestCare Kentucky, told his personal story. Thomas said he hopes to *“expand and strengthen the future of people who are recovering from addiction.”* WestCare seeks to empower people so they can heal, grow and change, he said, which also benefits their families, coworkers and communities. *“I’m going to do my best to make a difference while I am here,”* Thomas said, *“because for 38 years, all I did was suck up your all’s air.”*

At his lowest point in his life, Thomas said he was addicted to drugs and was sentenced to four years in prison. But it wasn’t being imprisoned that upset him the most. It was that he made nothing better by being the person he was then. *“I thought to myself. I am 38 years old, and my community is no better because I’m in it,”* he said. *“My family is no better because I’m in it. My child is no better because I’m in his life, and I want to be a dad. But I don’t know how,”* Thomas said, with tears in his eyes.

Now sober and helping others get that way, Thomas expressed how happy he is to have had a second chance with life, his family and his community.



## PACIFIC ISLANDS: *For Most, It's Paradise. For Others, Not So Much.*

### *WestCare in the News*

*(Excerpted from Marianas Variety, January 22, 2015... As Reported by Jasmine Stole)*

Original Article: <http://www.mvguam.com/local/news/38845-westcare-pacific-helps-12-homeless-veterans.html>

A dozen veterans who were homeless or at-risk of being homeless have since found shelter in the eight weeks since the WestCare Pacific Islands Veterans Assistance Program was launched.

Program officials reported their progress at the Mayors' Council of Guam meeting. Outreach worker **John Blas** said most of the veterans they assisted were found in Hagåtña. He urged mayors to refer any homeless veterans they encounter in their municipalities to WestCare. Pacific Islands Vice President **Sarah Thomas-Nededog** said the program aims to serve



150 veterans and their families during the year that they have the federal grant.

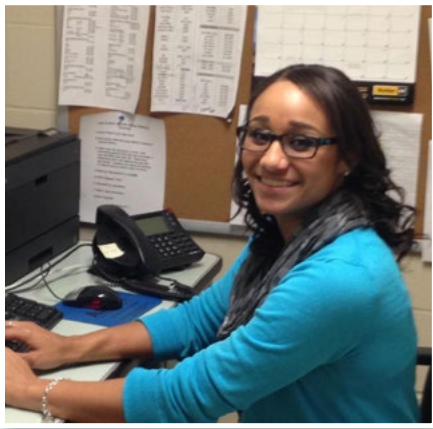
The number of homeless veterans on Guam is only a fraction of those the program aims to serve. Individuals who served one day or more in the military are considered eligible for the program. Heads of households, a member of a household, or a spouse of the head of household who has served in the military is also qualified for the program.

Guam is one of many states and territories that received the federal grant. More than \$500 million has been designated by the federal government to assist with veteran homelessness, according to Thomas-Nededog.



## SOUTH DAKOTA: *WestCare Family Portraits*

By Liz Moeller MS, NCC, LAC, LPC WestCare – Minnehaha County Jail, Sioux Falls, South Dakota



*“Here at the county jail I am part of a two person mental health team. Mental health responsibilities include monitoring and clearing people on suicide watch, general mental health counseling/contact, gate keeping for psychiatry, and other triage mental health services. I also attend weekly meetings with security staff to make sure we are communicating the necessary information about our clients. This helps ensure the proper care of the individuals in our custody. My first concerns are always the safety of my clients and appropriate continued care.*

*I love my job. I have always worked with individuals in the correctional system. I like that I am able to advocate for proper treatment for my clients. The job is challenging, due to some of the personalities we encounter on a daily basis, but I enjoy it because it challenges my skills as a therapist. One of my favorite parts of the job is being able to create a healthy relationship with the individuals I see. Many of them don't have healthy and appropriate relationships in their lives, so it is important for them to experience one.”*

## NORTH CAROLINA: *Game Day*

Submitted by Latonia Glover, Assistant Program Manager

Once a month, members of the community near WestCare North Carolina recognize the positive efforts our clients make by sponsoring Game Day with prizes. Clients take a break from the routine to enjoy games like bingo, Pictionary, and volleyball.

Pictured here is **Arrianna Powell** receiving a prize from Residential Counselor **Bernitia Burwell**.



## INFORMATION TECHNOLOGY: *The IT Corner*

*By Sean Harrigan, Information Technology - Systems Administrator*

### Network Shared Files

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Every WestCare network computer user should have a Shared Files shortcut on the desktop. When the shortcut is double-clicked, a list of regions is displayed. Within your region you can navigate through the directories and documents that you are allowed to access.

You can use the shared files location to place documents that you need to share with your team. By using this shared resource, you can effectively collaborate with your team to track tasks, update inventories, or anything else you can imagine.



**Shared Files**



If you need to create a new shared file folder, you can request one from the help desk. Be sure to include the name you'd like to use for the folder, as well as the names of all of the people who will need to access the folder, and the name of your supervisor for authorization. People can be granted access to read only, or to read and write files within the directory. If you need special permissions for specific users, let us know.

Once a shared folder is set up, only the people that are specified will be allowed access. If you need additional people to access the folder, you should submit a helpdesk ticket to add the person requiring access. Be sure to include the name of the person that needs access, the name or path of the shared folder, what specific permissions should apply (if applicable), and the name of your supervisor for approval.

If you'd like a shortcut to a specific location, you can right-click any folder within the Shared Folders and select "Send To" and then "Desktop (create shortcut)" and you will have a shortcut on your desktop that goes directly to that location the next time you need it.





## WESTCARE CALENDAR OF EVENTS: *February 2015*

### FEBRUARY

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

**February 17** (8am-9am PST / 11am-12pm EST)  
**Executive Committee Pre-Board Teleconference**

**February 20** (11am-12pm PST / 12pm-1pm MT)  
**WY-TAC Meeting**  
2nd Chance Ministries, Gillette, WY

**February 25** (5pm-6pm PST / 6pm-7pm MT)  
**AZ-CAC Meeting**  
Bullhead City, AZ

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### *What's ahead on the calendar*

Aside from Valentine's, President's and Groundhog days, the month of February also includes obscure observances, such as:

- **7th:** Eat Ice Cream for Breakfast Day
- **9th:** Clean out your Computer Day
- **9th:** Toothache Day
- **13th:** Get a Different Name Day
- **20th:** Cherry Pie Day
- **23rd:** Dog Biscuit Appreciation Day
- **27th:** No Brainer Day