

Have a Safe and Happy 4th of July!!!

Betsy Ross' seamstress skills will be forever remembered for purportedly giving America its first flag, albeit a 13-star prototype of the stars and stripes.



239 years later, her lovely little home in Philadelphia remains preserved, as will the stately Betsy Ross Building in Orting, Washington, home of WestCare's *Women Veterans Housing Program*. Our funding, and collaboration with the **State Department of Veterans Affairs**, has led to exciting upgrades to better accommodate our clients, and to provide a full program to honor them for their service.



The Original Ross House

Please enjoy the traditional joys of the holiday, and remember you are WestCare's **stars**...and you have earned your **stripes**!



The Betsy Ross Building in Orting, WA

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NORTH CAROLINA: *Staffers Become "Sheroes"*

By Paula Bowden, Administrative Assistant

How do you define a hero? A hero is anyone who, through personal effort or example, makes a positive contribution in the lives of others. In North Carolina, we have two ladies that fit this definition.

As **Melissia White** and **Crystal Richards** were leaving WestCare after their 3pm-11pm shift, they saw that a yard and a tree were on fire at the end of the driveway. They stopped their cars and called out to see if there was anyone outside. After getting no answer, they went to the nearby homes, knocked on the doors and woke up the elderly residents inside. The residents had no idea that their yards were on fire. Melissia and Crystal called 911 and helped pull water hoses to put the fire out. This was especially difficult for Melissia who suffers with asthma. Talk about being in the right place at the right time.

The residents were extremely grateful for the help they received and brought "thank you" cards to our facility for Melissia and Crystal. This is a great example of "*Uplifting the Human Spirit*"!



HUMAN RESOURCES: *WestCare Wellness Committee Up & Running!!!*

By Michael Shields, Vice President of Human Resources

After a lot of years, and a lot of starts and stops, the **WestCare Wellness Program** is out of the gate! While we didn't blast out like "*American Pharaoh*," we did finish strong!

Through the help of a great Team at Willis, the insurance broker we have used for years, and their Wellness Division, we now have a team of 20, from all parts of the WestCare globe and a wide variety of departments and functions. The committee members proudly serving are: **Angie Wells, Barbara Rüter, Camarin Shiroma, Carolina Botero, Claudia Brewer, Diana Alvarez, Diane Werts, Jerod Thomas, Kimberly Marino, Mark Genovesio, Michael Langford, Mike Shields, Nicole Triplett, Oriana Kilgore, Peggy Quigg, Raquel Decardenas, Renee Salyers, Rochelle Trujillo, Sixto Garcia and William Ware.**

The first quasi-official acts of the committee were to conduct a survey about health interests, name the committee and select a Chairperson. I am proud to say, all three tasks are completed!

And the winners are:

Name: "**Wild About Wellness**"

Submitted by: **Maureen Carson** (Guidance/Care Center, Florida)

Survey drawing winner: **Ilana Weberman** (The Village South, Florida)

Committee Chairperson: **Angie Wells** (WestCare Nevada)

Maureen and Ilana will each receive a FitBit wireless wristband as a prize. Angie's prize is the respect and support of her peers. as she takes on the task of leading the committee forward in to the action needed to improve the health and wellness of the WestCare staff! (Well, that and a procession down the Las Vegas Strip, with full media coverage!)

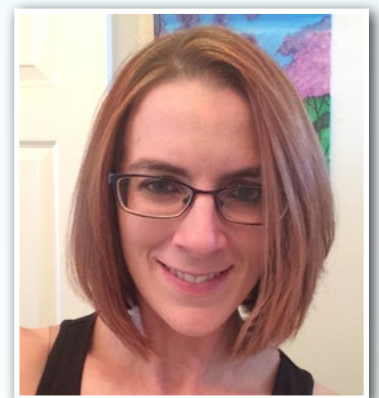
Please congratulate and support this new Team. We look forward to great things in the near future. Watch for details!



Maureen Carson



Ilana Weberman



Angie Wells

THE GREEN CORNER: *FitzHouse Enterprises, Inc. Goes For More Green!*

By Barbara Mason, Grant Coordinator, FitzHouse Enterprises Inc. / WestCare Foundation



This time last year FitzHouse saw the completion of a new solar field at the Women and Children's Campus. It was a **FitzHouse Enterprises** project, and was accomplished through the assistance of an incentive program offered by **Nevada Energy** and expertly installed by **Black Rock Solar** for just under \$300,000.00. We have been recognizing great savings ever since it went live!

This year, FitzHouse has applied for and been awarded several incentives through NV Energy's **Sure Bet Incentive Program**. We are happy to be working again with Black Rock Solar to implement these additional energy saving measures.

Sure Bet offers technical assistance and cash incentives to commercial customers to select energy efficient equipment that will save energy and lower utility bills. These incentives are available for new construction, major renovation and existing facility project improvements. The program offers measures ranging from lighting, refrigeration and commercial kitchen equipment to HVAC, variable frequency drives and more.



FitzHouse selected three facility sites in Las Vegas – the **Women and Children's Campus**, the **Community Triage Center**, and our **Foundation Headquarters** for interior and exterior lighting retrofitting to save electricity and recognize savings which we can pass directly on to our clients. We have completed the retrofit at WCC and are in the process of retrofitting our 4th Street, Las Vegas CTC. The Foundation will be the third building to be completed.

In total, *we will have received \$17,000 - \$20,000* to make these improvements, with a yearly savings estimate of nearly \$8,000!

FOUNDATION: *Social Media Dos and Don'ts*

By Jennifer Hilton, Director of Training and Technology Transfer



Did you know that there are conversations that are happening online right now that directly relate to the cause YOU work for? In the social media world, all you have to do is 'listen.' Are you involved in treatment services, mental health care, prevention and education, homeless services, Veterans services, or the many other areas of care within WestCare? Individuals are championing the causes they believe in online through blogs, pictures, videos, and groups; if you take a look you will find a whole community of people who believe in giving back, just like you do! We want you to talk about the work you do and how it is changing lives! We want you to be sharing the great work of WestCare! But of course, you need to know your Social Media DOs and DON'Ts.



1. BE SMART

A blog or community post is visible to the entire world. Remember that what you write will be public for a long time. Be respectful to all.



2. WRITE WHAT YOU KNOW

You have a unique perspective on the cause you champion. Share your knowledge, your passions and your personality. Never spread gossip, hearsay or assumptions.



3. IDENTIFY YOURSELF

Authenticity and transparency are driving factors of the social media world. If commenting in a public arena and speaking about WestCare services, list your name and role at WestCare. Be sure to let a supervisor know so they can share your post to a WestCare site.



4. RULES STILL APPLY

You cannot violate any HIPAA and/or C.F.R. parts 160 & 164 regulations; you must maintain client confidentiality—just like the 'real world.' Online you must abide by the same standards as you do on a normal basis. You must understand that your personal social media dialogue that may include/promote WestCare still does not allow you to communicate with current or past clients. The bottom line: contacting clients is prohibited; allowing clients to connect to your personal pages is highly discouraged, for your own protection. Always contact a supervisor for guidance when approached in social media by a client.

FOUNDATION: *Social Media Dos and Don'ts (Cont.)*



5. INCLUDE LINKS

Find out who else is talking about the same topics you are! Make a post on their blog, page, or account, and when referencing WestCare services don't forget to link to the website or pages! It connects us to the bigger conversation and reaching out to new audiences.



6. INCLUDE A DISCLAIMER

If you blog or post to an online forum in an unofficial capacity, make it clear that you are speaking for yourself and not on behalf of WestCare. If your post has to do with your work or subjects associated with WestCare, you must use this disclaimer. "The postings on this site are my own and do not represent WestCare's positions, strategies or opinions." This is a good practice but does not exempt you from being held accountable for what you publicly write.



7. BE RESPECTFUL

It's okay to disagree with others, but cutting down or insulting readers, employees, bosses or partners and vendors is not. Respect your audience and never use obscenities, personal insults, ethnic slurs or other disparaging language to express yourself.



8. RESPECT THE PRIVACY OF OTHERS

Never publish or cite personal or confidential details and photographs about WestCare clients, grantees, employees, Trustees, partners or vendors without their permission.



9. DON'T TELL SECRETS

The nature of your job may provide you with access to confidential information regarding WestCare clients, partners, or fellow employees. You are required to ALWAYS respect and maintain the confidentiality that has been entrusted to you, both in person and in the online community.



10. BE RESPONSIBLE

All social media online dialogue (unless posted by the official WestCare sites) is individual interactions, not corporate communications. WestCare staff is personally responsible for their posts.

(Points Adapted from AVI CHAI)

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

In Milwaukee, Wisconsin, the local Fox News station calls it *“the first of its kind in the nation.”*

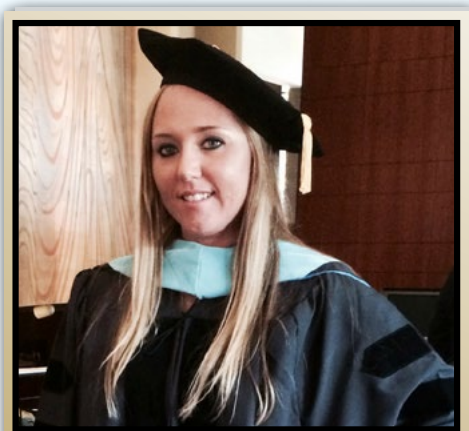
Thanks to the generosity of Mr. **Robert Pyles**, a WestCare Wisconsin Community Council member, 50 *Face Forward* students will receive comprehensive job readiness and professional development that will end with real and unsubsidized employment within his company.



Mr. Robert Pyles with *Face Forward* Staff and Students

Milwaukee, Wisconsin

Pictured with Mr. Pyles is the first group entering *The Power of Harambee Youth Employment Collaborative*.



Dr. Melissa Rhea

West/Pacific Islands

Here's an update on our Director of Evaluation and Quality for the West/Pacific Islands, who we featured in a previous issue.

She is now Dr. **Melissa Rhea**. On May 26th, Melissa graduated with her Doctorate of Education in Leadership and Management with emphasis in Counseling Psychology from Alliant International University. This has been a life-long dream and process for her as she is a first-generation college student and graduate coming from a low-income and addiction upbringing. Says Dr. Rhea: *“Success is a process, not an end, and my Ed.D. is hopefully the beginning of a bright future with WestCare and contributions to our profession.”*

Congratulations, Dr. Rhea!

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

It's always great to see our professionals invited to share their knowledge. In Wyoming, two staff members from the *Sex Offenders Treatment Program* presented at the Criminal Justice Association conference in Cheyenne.

Program Director **Michael Seeley** and Senior Counselor **Christal Wagner** spoke on the topic of: Understanding Sex Offenders and What Constitutes Sex Offending.



Michael Seeley & Christal Wagner
Cheyenne, Wyoming



Marie Baptiste
Village South, Florida

Village South is celebrating **Marie Baptiste** -- her baby is on the way! She is Village South's Medical Case Manager / Payroll Clerk.

Congratulations, Marie!

FUN FOURTH FACTS

Benjamin Franklin disagreed with the choice of the bald eagle as our national symbol. He called it "*a bird of low moral character.*" Instead, he preferred the turkey, which "*is courageous, and a true native of America.*"



NEVADA: *Employee Pool Party Picnic*

By Darlene Terrill, Director of Development



The **Public Relations Committee** arranged for an internal fundraiser which included selling \$5 tickets allowing staff to wear blue jeans to work on a Monday for every ticket they purchased. Tickets were sold over six weeks and generated \$1,000 which paid for the rental of the Multi-generational Center Pool in Henderson, Nevada. All the food was donated by one of our vendors, Sysco/ Whole Foods.



The party was attended by approximately 200 staff including their significant others and children. This is the first time we have been able to host a family get-together with no budget. The party was a huge success, complete with swimming, eating, games, music and most important “WestCare Family” camaraderie. Lightning chased us all away near the end, but it didn’t dampen our spirits. Thank you to everyone for your active participation in this event and for buying all the tickets!

FLORIDA: *Hot Fun in the Summer Time!!!*



Actually, hot fun in May... as the Guidance/Care Center staff participated in the 7th annual Battle in the Bay Dragon Boat races in Marathon, Florida. The Battle in the Bay Dragon Boat Festival is a day of fun in the sun as well as serious dragon boat competition! Participants spend the day on the water paddling, in the sand playing volleyball, and cheering each other on to support *The Heron Assisted Living Facility*.



The Heron is a congregate, state-licensed facility which is part of the Guidance/Care Center in Marathon. *The Heron* provides supportive living services for 16 adults who have a history of serious, long-term mental health problems. Several international volunteers live in the facility and provide an active program of support and monitoring..

FLORIDA: Hot Fun in the Summer Time!!! (Cont.)



Members of the "Tropical Depression"



Dave Condra

WestCare facilities had 2 teams represented.

"See Sic WestCare"

- **Matt Costner**, Therapist
- **Melissa Costner**, Crisis Stabilization Unit
- **Michelle Carpinelli**, RN
- **Ileana Kluge**, Billing Specialist
- **Alfonsina DeAsmundis**, Personal Growth Center
- **Jackie Strama**, Personal Growth Center
- **Lisa Menard**, Clinical Coordinator
- **Colleen Sullivan**, Therapist

The Heron boat "Tropical Depression"

(They raised \$10,000 of the total \$11,393!)

- **Clare Condra**
- **Ceri Checkley**
- **Tabitha Rees**
- **Kate Hassall**
- **Dave Condra** (*pictured*) remains undefeated as the Top Individual Fundraiser 6 years running, and *Tropical Depression* was honored for the 3rd time as Top Community Team.

FLORIDA: *In Memory of "Sissy"*

Submitted by Tim Scott

Gulf Coast operations are still not quite used to the absence of **Lucretia "Sissy" Riley**. She passed away in April, after nearly 10 years with WestCare as a Licensed Practical Nurse at the homeless shelter, and after endearing herself to every one of her co-workers. She was 73.

Sissy was driven by a strong moral compass. She was a very feeling and caring individual who tried to leave her feelings out of her decision. This is what gave her the incredible amount of integrity she possessed. If there was one word to use to describe Sissy it would be that she was genuine. She proudly celebrated her 35 years of personal recovery. Her wit, blended with her sense of manners, gave her the ability to be blunt but respectful. She was quite colorful to say the least. She will be missed!



FLORIDA: *Personal Growth Center Honors Law Enforcement*

By Dean Rody, PGC Program Coordinator

Law enforcement officers play a vital role in the community, and the work that is done at the Guidance/Care Center would not be possible without a strong relationship with them. As such, on May 15th staff and members of the Personal Growth Center (PGC) in Marathon, Florida held a celebration to honor the members of our local law enforcement agencies. PGC members and staff assisted with creating advertisements and raising awareness of the event. Thanks to a generous donation from Centennial Bank, PGC was able to provide lunch for 15 officers. PGC members prepared the lunches by grilling and serving hot dogs, along with chips and a soda.

This event provided PGC members with the opportunity to both interact with law enforcement officers in a safe environment and see the officers as fellow members of the community. At the same time, officers were afforded the

FLORIDA: *Personal Growth Center Honors Law Enforcement (Cont.)*

chance to gain a deeper understanding of the services provided, see the pride that PGC members take in their community, and witness the human side of mental illness.



Due to the success of this gathering, and the continued importance of this relationship, PGC hopes to make this an annual event.

FLORIDA: *Clients Learn to Become Advocates*

On May 11th and 12th, eight members of the Personal Growth Center (PGC), WestCare Florida Senior Vice President **Frank Rabbito**, and one WestCare staff member attended the 14th *Mental Health Transformation in Action* conference in Miami, FL. This annual conference and award ceremony is designed to showcase services for those diagnosed with a mental illness, as well as advancements in treatment. Speakers



FLORIDA: *Clients Learn to Become Advocates (Cont.)*

included consumers, advocates, members of the judiciary, law enforcement, service providers, school personnel, and mental health professionals.



This conference provided a unique opportunity for members of PGC to see the system from a perspective much different than to what they are accustomed. By focusing on the wisdom and experiences of those who have had similar experiences, PGC members were able to garner ideas on steps to improve their own local community while raising awareness of the power of self-advocacy and coalition-building.

CALIFORNIA: *TGIF... This Grub is Fantastic!!*

Submitted by Michael Mygind, Special Projects

As the perfect way to not only start a Friday, but also show appreciation for all of their hard work, MLK staff organized a breakfast potluck. The menu ranged from standard fare to home-made chilaquiles with a breakfast twist.

In more ways than one, it was the most important meal of the day!



CALIFORNIA: Fresno Rainbow Pride Parade

By Michael Mygind, Special Projects



Hundreds came together to celebrate and take part in the 25th annual *Fresno Rainbow Pride Parade*.

Staff from our administrative office, Belmont Health and Wellness and Living Room programs, were on hand to represent WestCare. They took part in the *Living Room/ Fresno AIDS Walk* float and walking group.



CALIFORNIA: *Here We Grow in San Diego!*

By Roland Bryant, Program Director – Custody to Community Transitional Reentry Program

The CCTRP / San Diego Garden started mid-March. The women began by planting corn, squash, tomatoes, gourds, watermelons, cantaloupe, cucumbers, radishes, sunflowers, snow peas, string peas, and eggplant. Then we added six different bell peppers, three different chilies, four different varieties of peppers, strawberries, okra and potatoes. All of which have bloomed and ripened and are producing a harvest!



We are proud to say all of the vegetables are being used in our kitchen and prepared in our daily meals!

ILLINOIS: *Any Man Can Be a Father. Real Men are Dads.*

Submitted by John Zidek, Assistant Program Director

On June 13th, Congressman **Danny Davis** from the 7th district in Chicago visited Sheridan Correctional Center. His office provided transportation for 14 family members and their children for Family Connections “*Visits to Dad’s program*”. Due to transportation difficulties, some had not seen their loved ones for over a year, and it was heartwarming to see our clients visit and interact with their children, who ranged from 18 months to 18 years old.



The families visited for a couple hours, after which Congressman Davis and seven clergy members from faith based communities met with the clients alone. Mr. Davis stressed that children need fathers in their lives. In this small group activity WestCare clients stated how the curriculum, *24/7 Dad’s*, *CBT book* and *Project Rise*, have helped them reconnect on being a responsible parent. Of course, as heartwarming as the beginning of the day was, it was equally heart wrenching when the families had to say “so-long”.

It is hoped that these visits will become a regular event, where IDOC, the faith-based communities and WestCare build on our curriculum involving families.

DID YOU KNOW?

The iconic Liberty Bell in Philadelphia has not been rung since 1846 for fear of further cracking.

QUESTION CORNER: July 2015

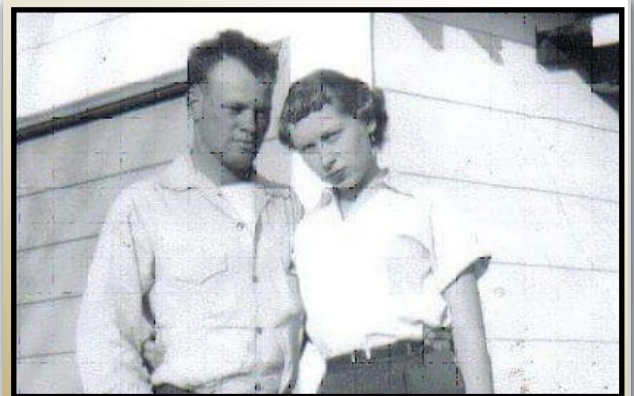
“What positive dynamic did your father bring to your family and to your life?”



James Ferguson II
Program Manager, Wisconsin

*“I was blessed to have an amazing father. My Dad, Deacon **Johnnie Ray Ferguson, Sr.**, first and foremost taught me the love of God. He and my Mom also instilled strong family values and work ethic in all eight of their children. My Dad also inspired me and all of my siblings through music. Music is now a big part of all of our lives. He loved the Lord and the community. He inspired me to spend my career in service to the community, just as he did. Father was such a special man and may he forever rest in peace until we meet again in heaven!”*

“My father Don Hilton, who passed away 11 years ago, was my hero. He taught me to be a hard worker, be honest and accept responsibility. He instilled morals and values, and right from wrong, in myself and my five other siblings. When I was young, every summer, it seemed like I managed to step on a nail and he was the only one I would let touch it and pull it out; he had a way of not making it hurt. My dad was the light of my life and the backbone of our family. (Pictured are my dad and mom, a year before I was born.)”



(Parents of) Kathleen Roberts
Supervising Counselor, California

QUESTION CORNER: August Question

For August: **“Everyone seems to take ‘selfies’ these days. Show us one you are most proud of.”**

Please send photo and description to john.wallace@westcare.com by Monday, July 20th.

WISCONSIN: *Learning About Careers that Serve*

By James Ferguson II



From Left to Right: Gail Bruce Konuah (teacher), Samiyah Franklin (student), and Officer Phillip Ferguson

WestCare Wisconsin's *Milwaukee Public Schools Project* hosted its May Career Education Seminar on Careers that Serve. Over 50 students from WestCare Wisconsin's Cognitive Restructuring Program shared a rich discussion with professionals serving in the community. The seminar gave students an opportunity to learn how they can serve the community.

One of the featured panelists of the seminar was Officer **Phillip Ferguson** who presented advice to the students on staying safe and out of trouble this summer. Another panelist, **Bria Grant**, of the Milwaukee Health Education Center, talked with students about sexual and reproductive health.

All of the panelists featured at the Career Education Seminar shared an important detail in common with the students who attended the seminar: They all were born and raised in inner city Milwaukee.

PACIFIC ISLANDS: *Operation Sandwich*

By Kelly Jensen

We have all been there. The dreaded thought of attending yet another required staff meeting knowing that there are 100 other things piling up on your desk that need to get done by the end of the day. While each meeting and training proves to be continuously useful, and in the end your attendance makes your work more efficient in one aspect or another, sometimes we just have to mix it up and add a little oomph to our daily grind.

The Mission: Each person at the table will make a plate to include a peanut butter and jelly sandwich cut in half, 5 unbroken potato chips and 4 slices of banana. To drink, everyone will have a glass of iced tea with 2 slices of lemon, and in the interest of cleanliness, a folded napkin.

The Caveat: Everyone at the table will be tied together by the wrist.

The Supplies: The table was set up with one loaf of bread, a jar each of peanut butter and jelly, a powdered drink mix of iced tea, one bag of chips, a bunch of bananas, 4 lemons and a pitcher of water. A spattering of random utensils were scattered across the table along with paper napkins and the cheapest paper plates available (you know the ones that stick together- just to add an additional element of frustration/fun).



PACIFIC ISLANDS: *Operation Sandwich (Cont.)*



The Result: Hilarious fun! Every single one of us left grinning from ear to ear! It was so interesting to watch the dynamics that played out and see how the strategies changed over the course of the “mission”. The ebbs and flows of excitement to frustration to the ultimate momentum as we neared the finish line very much mimicked an actual project. We have really been able to take what we learned about each other and apply to our everyday work. One notable lesson learned was how easily minor details, that we thought had been completed at the onset, can often be overlooked. (Somehow, just about at the finish line of the mission, our Vice President realized she had lost her paper plate.)

We all know that team building significantly contributes to staff motivation, morale and trust, but making it a regular part of our routines can often and easily be disregarded and thought of as just another item on our “things to plan checklist”, when we are constantly being tasked with doing more with less. Our *Express Newsletter* excites and inspires us each month knowing that we are part of a much larger team when we are so far away from the rest of you. **What do you all do to build morale and team spirit among your agencies? We would love to know and execute some of your great ideas!**

“A group becomes a team when each member is sure enough of himself and his contribution to praise the skill of others”
~Norman Hidle

GEORGIA: *Bouncing Into Summer*

By Jacqueline Francois, Recreational Therapist



The boys at Boggs began their summer adventures by attending an Atlanta Dream WNBA game. The entire campus was excited and inquisitive to witness, many the first time, a live professional sports game. As we arrived at the arena the level of energy began to rise and the boys knew it was soon to be game time.

The game was electric, end to end action, high energy music and thanks to Mr. **John Bascom** our seats provided the perfect view to catch all the trick shots, steals and buzzer beaters. In the end the home team escaped with a victory. And if the boys were not Dream fans before, they are now happy to jump on the bandwagon.

It's going to be a long hot and sticky summer, but with a variety of activities and exciting adventures it should be cool!!!

KENTUCKY: *Relay for Life*

Stories by Anna Coleman

WestCare Kentucky participated in the Pike County Relay for Life which was held at Bob Amos Park in Pikeville, Kentucky, on June 12th. The *American Cancer Society Relay for Life* is the world's largest and most impactful fundraising event to end cancer. Pike County's visitors and community are passionate for this cause, with many people coming out to support the relay event each year. Today, with the support of thousands of volunteers, the **American Cancer Society** is helping save more than 400 lives a day!



KENTUCKY: *Movie Night*



WCKY held a free movie night beneath the stars in the Coal Run City Park on June 13th, to increase substance abuse awareness and offer fun for the whole family. We showed *The Pursuit of Happyness*, an eye opening movie starring Will Smith. Free popcorn, hot dogs, and soft drinks were served and we raised awareness for a very important cause.

MINNESOTA: *A Somber Ceremony, Remembrance and Joy*

By Dave Turner, Facilities Manager - VICTRI Minnesota



Thirteen years ago a group of Airborne Veterans persuaded the Director of Fort Snelling National Cemetery in Minneapolis, MN to utilize a curbed grass oval of land to become what is known as “The Airborne Circle”.

Shortly thereafter, there were monuments with brass plaques commemorating an Airborne Unit, Battalion, Regiment, Brigade, Division or Corps.



On April 18th, there were 23 Celebrated Monuments with their significant plaques marking a first in national history. Included were our Southeast Asian allies— Laotian: Royal Laotian Army Special Guerrilla Units; Vietnamese: Hmong Special Guerrilla Units; Cambodian: Khmer Special Forces—named on the 24th Monument Plaque—Special Operations. Those three groups are among units as having served as well as Famous American Special Operations groups, from Merrill’s Marauders, Darby’s Rangers and OSS, to Delta Force, Navy Seals and Marine Force Recon.

Dave Youngquist, Chairman of WestCare Minnesota and VICTRI’S **Dave Turner**, a former 82nd Airborne Member, joined many longtime members of the sponsoring “All Airborne Group” to greet, celebrate, commemorate and congratulate those Allied survivors, their families, friends and Group Members in a somber, yet joyous occasion. The photos tell the story.

EXPRESSIONs

A California (Chico) client personally and eloquently shares when many addicts begin to understand... and the recovery process begins. *Welcome back. We missed you.*



INFORMATION TECHNOLOGY: *The IT Corner*

By Sean Harrigan, Director of IT Administration

Help Desk Requests Just Got Better!

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In an effort to serve you better, we've been making changes to the way our help desk operates. That includes a new ticketing system that allows you more access to the information you submit, more access to the information we communicate to you, and more options for you to interface with the help desk and provide feedback. With the new ticketing system, we were able to integrate with our Technical Support page on the intranet. This allowed us to add drop-down menus which help us better organize and prioritize your requests. You will now also be able to attach relevant files (such as screen captures or documents) to your submissions using the intranet support page.

Take the new form for a test drive the next time you need technical support. You can find the new form in the same place the old form was located, using the *'Technical Support'* link on the left hand side of your intranet home page. Of course, if you don't have access to the intranet for some reason, you can still reach us using any of the following methods:

On the web at: <https://westcare.freshdesk.com> where you can use your WestCare email/computer credentials to log in and submit requests, or to check the status of your existing requests. You can also access some of our ever growing list of How-to and self-service articles that can save you time by solving your problem without having to wait for the help desk.

By email at: helpdesk@westcare.com if you can't access the intranet or internet pages, just send an email and a request will be submitted to the help desk queue automatically. Be sure to leave as much detail as possible, including contact information and work hours.

By phone at: (702) 410-7595 if you are unable to reach us via the other methods. If we can't get to the phone, leave a detailed message including a description of your problem, your contact information, and work hours. Your voicemail will generate a request that will be automatically submitted to the help desk queue.



WESTCARE CALENDAR OF EVENTS: *July 2015*

JULY						
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	29	30	31	

July, 2015 Bizarre and Unique Holidays

- National Anti-Boredom Month
- Unlucky Month for weddings
- National Cell Phone Courtesy Month

July 2015 Daily Holidays, Special and Wacky Days:

- 2 - I Forgot Day
- 3 - Compliment Your Mirror Day
- 4 - Independence Day (U.S.)
- 7 - National Strawberry Sundae Day
- 11 - Cheer up the Lonely Day
- 13 - Embrace Your Geekness Day
- 15 - Cow Appreciation Day
- 20 - Ugly Truck Day
- 27 - Take Your Pants for a Walk Day

July 1 - 4

WestCare Alumni Fundraiser - Fireworks Booth (Las Vegas)

Location: (Flamingo & Rainbow)

July 3 & 4

WestCare Holiday Observance (4th of July)

July 5, 6 & 8 (1:30pm-2:30pm PT)

California - Serve Fresno Volunteer Projects (Fresno Grizzlies)

Location: (MLK & HomeFront & Orange)

July 10 (1:30pm-2:30pm PT)

California - CAC Meeting (Fresno, CA)

July 13 (9am-10am PT / 12pm-1pm ET)

Central Kentucky - CAC Meeting (Irvine, KY)

July 14 (3pm-4pm PT / 6m-7pm ET)

Florida Gulf Coast - CAC Meeting (St. Petersburg, FL)

July 15 (12pm-1:30pm PT)

Nevada - CAC Meeting (FND HQ / Henderson, NV)

July 21

Guam Liberation Day

July 21 (8am-9am PT / 11am-12pm ET)

Executive Teleconference Meeting

July 24 (2pm-3pm PT / 2pm-3pm CT)

Wisconsin - CAC Meeting (Mikwaukee, WI)

July 29 (4pm-5pm PT)

Arizona - CAC Meeting (Bullhead City, AZ)