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WESTCARE EXPRESS

JULY 2020

THE WESTCARE EXPRESS NEWSLETTER

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A Welcome by our President/CEO, Dick Steinberg



Dick Steinberg

“WestCare Family,

I would like to take this opportunity to welcome you to WestCare’s National Newsletter, **The WestCare Express**. Our first new issue was received incredibly well and wouldn’t be possible without the efforts of many talented staff from across our organization.

Thank you to all who played a part!

With each passing day comes new headlines regarding conflicting opinions regarding the COVID-19 pandemic that boil down to political differences amidst surges in new cases. However, we must remind ourselves that this is a public health issue. As an organization that provides a variety of behavioral health and human services, we intend to continue to take our response seriously, make creative changes where needed and remain steadfast in all efforts. Whether it is wearing masks in public spaces, being mindful of social distancing outside of work, helping disinfect our facilities or conducting daily surveys with staff - we pledge to continue to do our part, however long it takes. After all, this affects everyone that we know, love, respect and serve. If the phrase, ‘We are only as strong as our weakest link,’ has ever held unsurmountable credence, it is now. In closing, I would like to thank each and every one of you for your efforts in preventing the spread, both big and small. We will get through this. But first, we must all commit to continue to be a part of the solution.”

Thank you,
Richard “Dick” Steinberg
President & CEO





ARIZONA: "An AZ Alumni Celebrates Five Years As Staff!"

By Cheryl De Batt, Director, WestCare Arizona



"The goal of every counselor, case manager, director and any staff member is to help clients rebuild their lives and leave our programs self-sufficient and much better off than when they walked in.

When we are able to look

back and smile, we know we have done our job and to the fullest. When our hearts are full, it helps us to move on to helping the next person. It makes us especially happy when the person returns wanting a position within WestCare.

Emily Selby completed our program about seven years ago and two years later, applied for a position and was given the opportunity to help others walk her walk and succeed the same way that she did. I will never forget the day that I gave Emily a WestCare badge. It was a first for me with her eyes full of tears and the biggest "Thank you!" that I have ever received. Once again, my heart was full!

Today, Emily has been with WestCare Arizona for almost five years and is working on her Bachelor's Degree in substance abuse counseling. Her drive and strength

shine each day as she offers her knowledge and education in guiding others through their own recovery. We are very proud and couldn't be more excited that Emily has chosen the WestCare family for her journey in becoming a counselor!"

"I will never forget the day that I gave Emily a WestCare badge. It was a first for me with her eyes full of tears and the biggest 'Thank you!' that I have ever received."

- Cheryl De Batt, Director, WestCare Arizona





CALIFORNIA: "A Month of Staff Recognition!"

*By Michael Mygind, Marketing Specialist,
WestCare California*

"Every day, our WestCare California staff go above and beyond for those that they serve! In recognition, this past June, we awarded our Employees of the Month for the previous quarter as well as staff who were nominated by their peers for exemplifying the CORE (Characteristics of Remarkable Employees) traits of Encouragement, Dedication and Customer Service! Our staff truly embody our mission and vision in all that they do and for that, we would like to offer our sincere thanks and congratulations!"



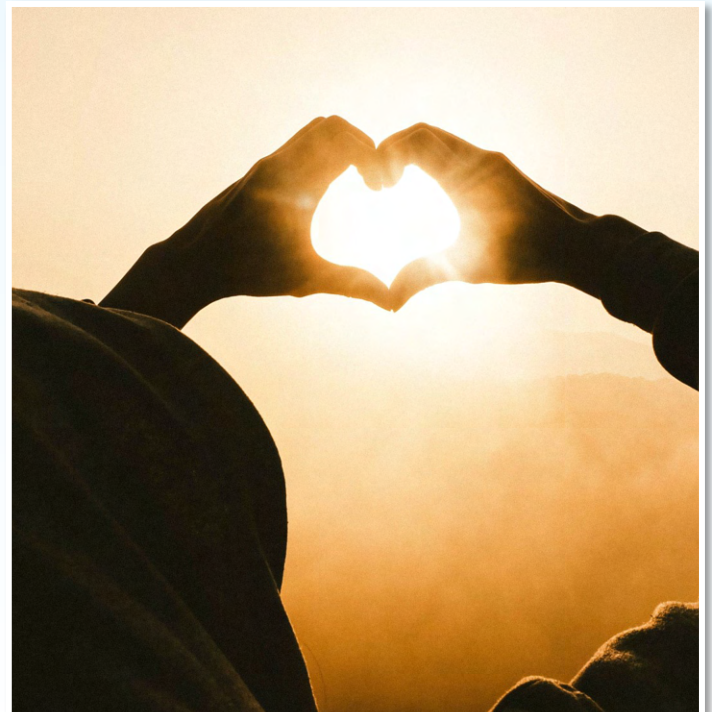
**FLORIDA - Florida Keys: “The G/CC Receives Support from SAMHSA”**

*By Maureen Dunleavy, LMHC, Regional Vice President,
WestCare Florida – Guidance/Care Center*

“The **Guidance/Care Center (G/CC)** was awarded a COVID-19 Emergency Response grant through the **Substance Abuse and Mental Health Services Administration (SAMHSA)**. This federal grant will enhance current programming that prevents suicide and suicide attempts among at-risk adults age 25 and older in the Florida Keys. Since 2014, Monroe County, Florida, home of the Florida Keys, had the highest suicide rate in the state (24.29%). Many Monroe County residents do not have money to pay for Mental Health services with 48% of the target population being uninsured, 32% being unemployed and another 48% that qualify as ALICE (Asset-Limited, Income-Constrained, Employed). The G/CC serves as a one-stop-shop for mental health, crisis and suicide prevention services to individuals that have been referred by local police departments, emergency rooms and fellow service providers. Self-referrals for care are also accepted. The full continuum of care includes assessment, psychiatric services and therapy available county-wide at all three locations in Key Largo, Marathon and Key West as well as virtually via our G/CC Telehealth. With this new funding, we will be able to increase the availability of and access to free mental health

services to prevent suicide and suicide attempts among our local adult population. This funding starts July 31, 2020 and runs through November 30, 2021 and is much needed support for the G/CC to continue to save lives and Uplift the Human Spirit! On behalf of our staff, those that we serve and their loved ones, thank you, SAMHSA!”

SAMHSA
Substance Abuse and Mental Health
Services Administration





FLORIDA - Gulf Coast: "A Welcome to Our New VP of Operations!"

By Maureen-Ann Traci, Executive Assistant/HR
Generalist, WestCare Florida



"Larry McArthur recently joined WestCare Florida's Gulf Coast region as our new Vice President of Operations. Larry transferred from WestCare's operations in the U.S. Virgin Islands where for the last 18

months, he was working as their VP of Operations. He has over 25 years of experience in the social services sector including time as a direct care tech, case manager, recreation director, unit manager, program director and even running his own residential treatment center for adolescent boys who have experienced trauma!

Larry also served a two year mission for his church in Mexico City and spent a lot of time working with impoverished individuals living on the streets there. He is bilingual. He and his wife have six wonderful children, five of which are adopted from Haiti. Outside of work, he and his wife have been volunteering and assisting in Haiti in various capacities for the last 18 years.

We are excited to have Larry here in the Gulf Coast because he brings years of experience and a renewed energy to our region! In the short time that he has been here, he has already brought new ideas and innovations to the programs. We are looking forward to growing and enhancing the services that we provide to our clients in the years to come!"



FLORIDA - Gulf Coast: "The Maintenance Team Works To Ensure Safety"

By Maureen-Ann Traci, Executive Assistant/HR
Generalist, WestCare Florida

"Our amazing maintenance team, Thomas Heid and John Tyson recently installed protective shields for our front desk staff at the Davis Bradley Community Involvement Center and the Mustard Seed Inn Veterans Community Living Center! Thank you for helping protect our staff during the current pandemic!"





GEORGIA: “A New Men’s Treatment Program Opens in GA”

By Joyce Randle, Administrative Supervisor/HR Compliance, WestCare Georgia

“Westcare Georgia is pleased to announce the opening of a new 10 bed residential treatment program! The **WestCare Georgia Guidance Center**, located in Barnesville, GA in Lamar County, will provide free services to men who are Georgia residents between the ages of 18 - 26 and have either a substance use disorder or a co-occurring disorder.

The program offers six months of intense residential treatment and life skills curriculum - prepare participants to gain meaningful employment and independent living.

The program is provided in partnership with WestCare and the Georgia Department of Behavioral Health and Developmental Disabilities’ (DBHDD) office for addictive disease and represents the first state-funded program to service this target population in Georgia.

Ray Cox is a seasoned professional with over 25 YEARS of administering treatment service has been tapped as the Program Director and has hired a team of competent and professional staff from the Barnesville Community.

‘We are extremely excited about the lives that will be touched as a result of this new program. It is a great opportunity for young men to get help and break the chains of Addiction.’ stated **Michael Langford, Regional Vice President of WestCare Georgia.**

Georgia Guidance Center will proudly serve all 150 Georgia Counties and will include the following features and benefits:

- *Residential Treatment using a Therapeutic Community Model*
- *Credentialed professional Counselor(s) on staff*
- *Vocational Counseling, Case Management and Recovery Coaching”*



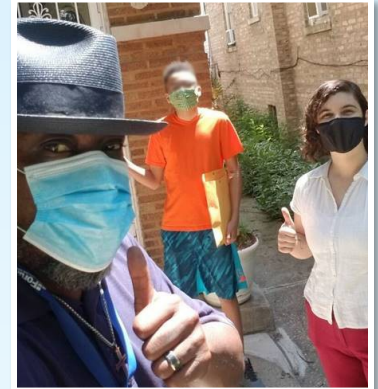


ILLINOIS: "The Chicagobility Program Starts Up!"

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

"The Chicagobility program kicked off on June 29th with 20 participants. This program is held during the summer for six weeks and the purpose is to help orient youth to preparing themselves for their future through storytelling methods such as writing, art, journalism and social media. They will receive stipends for their participation as well as gain knowledge of work experience. This summer will be a unique experience as it will be completely remote. In the weeks prior to the launch,

staff participated in trainings and webinars to prepare themselves for such a task. Methods of interaction include Zoom meetings as well as independent activities. Nicole Negrete and James Peek are co-facilitating the programming and Yolanda Bradley manages attendance and payroll for the participants."



ILLINOIS: "A Farewell to Jim"

By The WestCare Staff of the Sheridan Correctional Center



"In June, Jim Carr, the Assistant Director for **The Therapeutic Community** at the **Sheridan Correctional Center**, announced that he'd be retiring in late August. He has been with us since the program opened!

We want to congratulate, recognize and thank Jim for all of his dedication to our clients. He has always been fair and consistent with our clients and staff. His calm presence, even in the midst of chaos, has helped us all get through difficult situations. He has always represented WestCare well with his work with the various departments within the Illinois

Department of Corrections (IDOC), especially the Training and Adjustment Committee. He is duly respected by WestCare, IDOC staff, Treatment Alternatives for Safe Communities (TASC) and the Community Support Advisory Council (CSAC). It has been a pleasure to see him work. When we think of Jim, we are reminded of his dedication to the treatment of those suffering from addiction, his commitment to clients and staff and his perseverance in the face of difficulty. He is a man who truly cares about the well-being of others and is deserving of only the best in his retirement. 'Push up!' He's always kept clients and staff first in his decisions, ideas and feedback. Although his voice is quiet, his message is loud. Jim truly knows how to Uplift the Human Spirit for clients and staff. He will be truly missed."



IOWA: "A Veteran Family Shares Their Housing Experience"

By Kerry Gunderson, Veteran Advocate, WestCare Iowa

"When our Veterans are exited from the **Supportive Services for Veteran Families (SSVF)** program, we send out surveys to rate their experience and how they are doing after the program has ended. Sometimes, we get feedback that is so amazing that it makes all of the hardships we face in this position worth it and then some. Recently, there was a family of five that went through our SSVF program that were directly affected by COVID-19. The father, an Army Veteran, lost his job and his wife was on maternity leave. They found themselves living with a family member in a one bedroom apartment due to their landlord selling the home that they were renting.



With all of that happening, they found the good in our program and had nothing but great things to say. Without SSVF, this family would not be where they are today.

This is what he had to say:

"Your reps, Amanda and Rose, are absolutely amazing. Your organization above and beyond anything that I could have expected. From the moment that I received my initial call to my family moving into our wonderful house on May 3rd, our experience has been nothing short of extraordinary! Amanda did all of the leg work with processing. It is a shame we couldn't have met her since the house and job that we found were out of her counties. But, the transition to working with Rose was great and a smooth hand off. Even though I served 17 years in the Army, I'm not used to smooth, hiccup-free programs. Outstanding work to all of you! Thank you so much!

P.S. I'd also like to send special thanks from my kiddos!"

Amanda and Rose worked together to ensure that this family would not be displaced any longer and helped them find a place that they could call their own. Way to go, ladies! Keep up the good work!"

KENTUCKY: "A Spotlight on KY MATTERS"

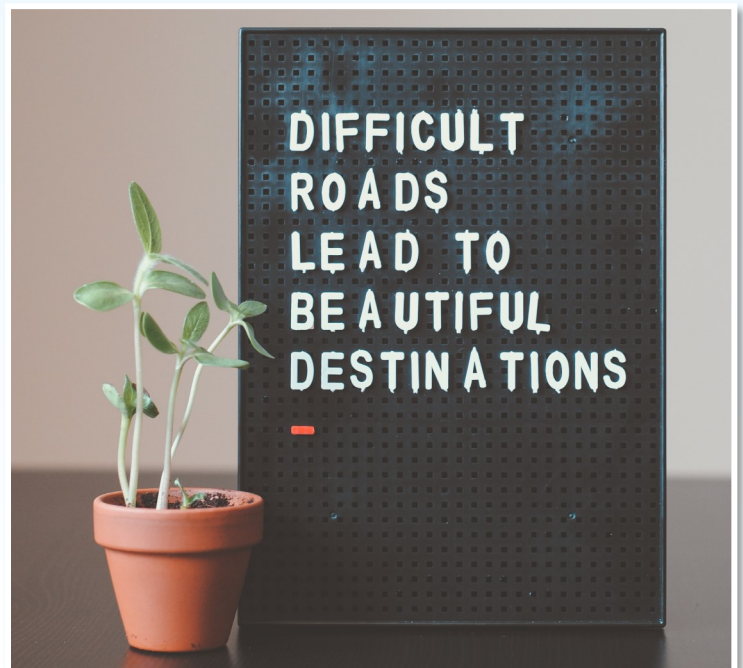
*By Jeremie Delauder, MAT Research Assistant,
WestCare Kentucky*

"The National Institute on Drug Abuse reported that there were 1,160 drug overdose deaths involving opioids in Kentucky throughout 2017. This ranked Kentucky fifth in the nation for such deaths. In 2018, WestCare Kentucky was awarded the **KY MATTERS** grant by the **Substance Abuse and Mental Health Services Agency (SAMHSA)** to provide medically assisted treatment to individuals with a substance abuse disorder. Since beginning the program in January 2019, **WestCare Kentucky** has integrated Medically-Assisted Treatment (MAT) services into its men's residential substance abuse program at the **Hal Rogers Appalachian Recovery Center** and its outpatient programs at the **Perry Cline Emergency Shelter**.

Jeremy Johnson, Director of KY MATTERS, has over 15 years of experience providing substance abuse services. His team includes Dr. Dustin Cantrell, Reginald Kaigler, and Jeremie Delauder. Reginald provides counseling and case management services at both facilities. Dr. Cantrell and Jeremie are in charge of data collection, analysis and reporting. Reginald and Jeremie are both trained in Moral Reconciliation Therapy (MRT) and facilitate classes.

As of June, KY MATTERS has enrolled 186 clients that have received Buprenorphine and/or Naltrexone through its partnerships with Dr. William Collins from the Sterling Primary Care Clinic and Dr. William Fannin from the East Kentucky Rehabilitation Center. Nearly all of the clients completing Kentucky's MAT program report no illegal drug use, no recidivism and stable living conditions after six months.

Even though the COVID-19 pandemic has drastically reduced enrollment, Jeremy Johnson and his team continue to provide education and medically-assisted treatment options to a vast group of Kentucky citizens battling opiate use disorder."





NEVADA: “A Legacy of Philanthropy Continues”

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



“Barbara Mulholland, former WestCare Nevada Community Action Council Board member, suddenly and unexpectedly lost her life a few years ago. It was a great loss for her family, friends and WestCare. Her

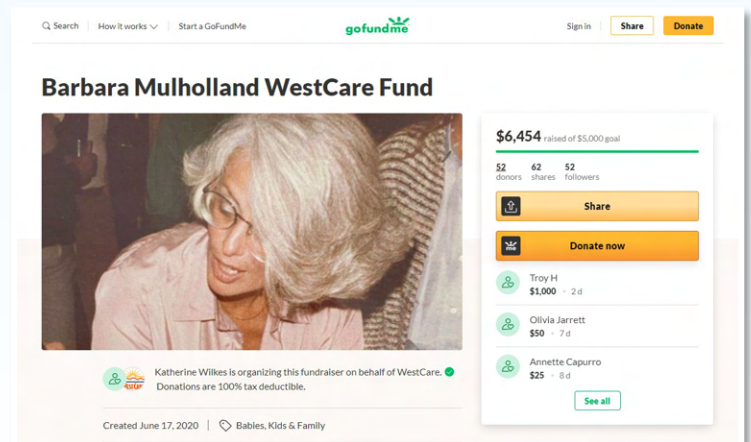
granddaughter, Katie Wilkes, decided to do a GoFundMe fundraiser this year in memory of her grandmother to celebrate her 25th birthday. All proceeds raised will benefit WestCare Foundation's Women and Children's Campus, a cause that was close to Barbara's heart. With her help, in 2016, the facility celebrated their largest grant that they've ever received. As a result, more women and children's lives were touched, changed and saved.

Originally, Katie set the goal of raising \$2,500, but was able to reach that amount in the first hour that the page was posted. She extended the goal to \$5,000 until the day of her birthday, July 10th. To date, 52 donors have donated a grant total of \$6,454.

Katie shared the following: *Thank you so much for allowing*

us to do this fundraiser in my grandmother's honor. I cannot overstate how much WestCare meant to her and how much it means to us, her family, to be able to honor her memory this way. I want to assure you that this fundraiser is something that I plan on continuing to do every year for my birthday. I was absolutely speechless when my mom told me about the resource room dedication. Once again, thank you so much for all of the support and kind words about my grandmother. I know she loved WestCare and all of you deeply!”

WestCare Nevada's Community Action Council Vice-Chair, Marilyn Moran, expressed sincere gratitude regarding this donation which will make over a room at the Women and Children's Campus that is full of resources and computers to assist women in preparing for self-sufficiency. The room will be dedicated in her memory as the Barbara Mulholland Resource Room.”



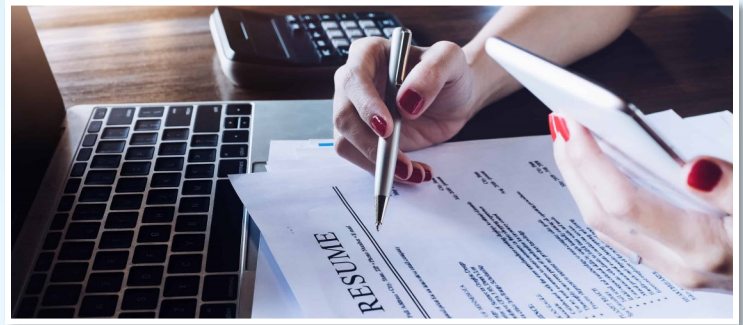


OHIO: “Celebrating 180 Days of Employment!”

By Beth McFadgen, Program Manager, East End Community Services/WestCare Ohio

“One of our Work Experience Program (WEP) clients celebrated 180 days of employment in June, marking a successful completion of the program! During her six months of employment, she overcame various obstacles to stay employed and further her job readiness. After having her car stolen one month into employment, she was able to purchase a new car to regain reliable transportation.

Additionally, she was approved for funding from the Workforce Innovation and Opportunity Act (WIOA) to return to school in pursuit of a nursing degree. We are excited to see where her journey takes her next!”



OHIO: “A Recovery Reminder for the Community”

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

“Our Peers For Change program saw a huge win last month with the completion of a beautiful mural that



serves as a reminder of *the power and possibility of recovery to those who are struggling with addiction. The mural, which shows an image of a lighthouse to symbolize hope, was commissioned in-part by Alan Walder, a former Certified Peer Supporter here at East End Community Services. Alan worked with us for two years changing the lives of many men and women in pursuit of long-term recovery. The mural, found on the Dayton Fellowship Club building in Dayton, Ohio, is a huge win and a beacon of hope for our team, our partners at The Recovery Alliance of Montgomery County Ohio (RAMCO), The Alcohol, Drug Addiction and Mental Health Services (ADAMHS) Board of Cuyahoga County and everyone struggling with addiction in our community.”*

OREGON: “Students Honor Our Veterans Through Art”

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

“Santiam Christian School in Corvallis, Oregon has a tradition of giving to the community. This year, the students in their art/woodshop departments worked as a team to create a mural that stands almost seven feet tall and seven feet wide. They displayed this mural at their annual Veterans’ Day Commemoration in November. VETcare had the distinct pleasure of being the recipient of this mural to display in our transition center. Due to weather concerns, we were unable to permanently display

the mural until last month. It is now proudly displayed at the entrance of our center for all to see. Each student who worked on the project signed the back so there will be a record of their contribution in the future.

The school was informed about our center from Mark Bucholz, the Founder and Co-Chairman of **Honoring Heroes**, non-profit organization dedicated to assisting Veterans and active duty personnel. He has been an amazing resource for us and has solicited donations from the community for our center as well as many other worthy Veterans organizations in the Salem, OR area.”





PACIFIC ISLANDS: "A New Program Starts for School-Based Services"

By Beverlyn Coleman, Clinical Program Director, Ma'lak Na Ha'ani - Bright Futures, WestCare Pacific Islands

"Even in the midst of a pandemic, WestCare Pacific Islands (WPI) continues to explore innovative ways to expand its scope of services throughout the island community. As a result of these efforts, June marked an exciting milestone as WPI welcomed its newest program, **Ma'lak Na Ha'ani** or **Bright Futures**. Ma'lak Na Ha'ani comes to WPI by way of a \$1 million disaster response grant funded by the **Department of Health and Human Services - Substance Abuse and Mental Health Services Administration (SAMHSA)**.

In close partnership with the **Guam Department of Education**, Ma'lak Na Ha'ani aims to provide

school-based mental health services for Guam youth ages 11 - 17 affected by 2018's Typhoon Mangkhut and now, COVID-19. These services include crisis counseling, direct mental health treatment services, coordinated referrals to community agencies and follow-up with these students and their families.

Ma'lak Na Ha'ani welcomes a Clinical Program Director, an Administrative Assistant, three School-Based Clinicians and three Youth Service Specialists to the WPI family! As the island gears up for a school year unlike any other, Ma'lak Na Ha'ani's team is ready to tackle it head-on to provide quality mental health services for our island youth and their families!"





PUERTO RICO: “Helping Stop the Spread of COVID-19”

*By Yolanda Gonzalezmalave, Program Assistant,
Caribbean and Latin American Region*

“On June 18, the Department of Health and the Department of the Family, together with the support of Puerto Rico’s National Guard, conducted COVID - 19 testing with staff and consumers at our Elderly Care Center, Guara Bi Bartolo Joy in Vega Baja. Elders are the most vulnerable and contagion-prone population and represent the highest rate of death related to the novel coronavirus.

To our satisfaction, all the tests were negative. This shows the effectiveness of the protocols established by the Guara Bi Hygiene and Safety Committee and all the ongoing education that is given weekly to our staff and consumers regarding good hygiene and health practices. We are happy and very pleased that both, the staff of the Guara Bi Bartolo Joy Program, as well as Guara Bi in general strive daily to keep our precious community of elders as well as all our participants safe and in good health.”



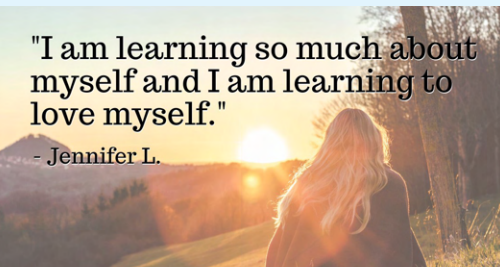
TENNESSEE: "Jennifer's Life Story"

"In Tennessee's Roane County Recovery Court, participants are required to write their life story before phasing up to the last phase of the program and read it in court. The following story from Jennifer was a clear stand out!"

– Renee Salyers, Regional Administrator, WestCare Tennessee

"I am learning so much about myself and I am learning to love myself."

- Jennifer L.



"I was born into a chaotic life from the get go. My dad was doing drugs and drinking pretty heavily. My mom

would have to go and drag him out of the bars at night, so needless to say, they were divorced by when I was four. I was five when my dad met my stepmom and six when my mom met my stepdad. At the age of 14, I started sneaking out of the house so much that my mom screwed my windows shut. I started drinking and using LSD by the age of 15. I was skipping school and hanging with the wrong crowd. So, my parents decided to take me out of public school and put me in a private school halfway through my freshman year. This caused me to rebel even more. I ended up dropping out of school the next year. At age 16, I got my GED. My drinking and partying got pretty bad. By the age of 18, I thought I knew it all and moved out of my mom's since I couldn't stand her boyfriend following her second divorce. I moved in with my boyfriend and two roommates. Our house became the party house. I was drinking daily and doing ecstasy on the weekends while trying to hold down a full-time job to pay the bills. When I turned 21, we got our own place. I bought a new car and had a few credit cards. That's when I met my next door neighbor's friend and when my life became a living nightmare. I kicked my boyfriend out of the house just to be with this guy. I found out he was using cocaine, so I tried it. Our relationship became abusive and toxic. My car, job and credit cards were eventually lost along with my family.

Nobody could believe how lost I was. I was going downhill. I wound up pregnant with a tubal pregnancy and in the hospital alone during surgery because my boyfriend didn't care. The baby didn't survive. I wanted out of that situation so bad that I asked my mom if I could come home. She told me I had to leave him and quit drugs. So, the next day while he was at work, I packed my stuff and left. I quit cocaine, but was still drinking. I started to watch my cousin's two girls while he worked, which gave me the chance to make a little money and try to repair what I messed up.

My cousin then introduced me to who would become my ex-husband. Our life was great at the beginning and I was working again. We moved in together, got married and I became pregnant with my first daughter. Shortly after her birth, I was in a car accident, hitting the guard rail on the I-95 at 70 MPH and totaling my car. I wound up at a pain management clinic and was prescribed an enormous amount of medication on my first visit. In 2000, you didn't hear about the opioid crisis that we have now. So, I thought I was doing what I was supposed to because I was prescribed them, but I was addicted to pain pills and benzos.

My husband then found out he had a tumor on his spine and had the option of undergoing surgery or visiting a pain clinic. As disgusting as it sounds, I was actually happy that he was going to the pain clinic, which meant more pills. As you can imagine, our addiction became out of control which tore our relationship to threads on top of becoming homeless and putting my little girl through pure hell. After our doctor was busted by the DEA, we began buying pills off the streets. We slept in our van, but would get a hotel room if we made any money selling pills. My husband lost his job of over 10 years.

We were fighting constantly and our relationship became physically and mentally abusive. Seven years after meeting one another, we were getting divorced, which absolutely" (Continued on Page 16)

TENNESSEE: “Jennifer’s Life Story” (Continued)

(Continued from Page 15) “devastated me because once again, I was in another abusive relationship filled with drugs. But, now I had a little girl that I was responsible for. I ended up moving back into my mom’s with my daughter. I was in the worst shape I have ever been in and was using anything that I could get my hands on. On Christmas Eve, I overdosed for the first time using heroin while taking handfuls of Xanax. My mom had me admitted to a mental hospital because she thought I was trying to kill myself. I was in treatment for the first time and spent 10 days detoxing. They sent me home with Klonopin, which I abused and wound back up using. Over the next year, I made several trips to both jail and detox. I was so messed up that one day I broke into my mom’s neighbor’s house to steal whatever I could pawn. This led to my first serious charge at the age of 31.

I found myself in county jail and made a plea to do a year-long program and with two years of probation. The program was called the Palm Beach County Drug Farm and was basically a boot camp where they tore you down to build you up. After completing the program, you would go to inpatient rehab where you could eventually go out, get a job and attend NA meetings with an imposed curfew and probation check-ins. Well, I felt that I had a hold of my recovery and decided to see some of my old friends and ended up relapsing. If I went back into rehab, I’d fail my drug test, violate my probation and go back to jail. So, with a warrant put on me, I ran for the next nine months jumping from house to house and sometimes going days without eating and sleeping because I was too busy getting high. This whole time, my daughter was without her mom. Thank God for my mom because she was the only one there for her. At one point, I was brutally raped and held hostage for almost 24 hours.

Afterwards, I went into a deep depression and had given up on life. I told my mom that I wanted to turn myself in and was tired of running. So, we talked to a lawyer and was told that I’d get prison

time. I was terrified because I was looking at three to four years plus restitution. I turned myself in, found an attorney and received two and a half years at the Homestead Correctional Facility in Florida. If I hadn’t turned myself, I’d probably be dead. I did exactly two years and got out early for good behavior. I went from prison to a work release program for the next six months in my hometown. I found a great job, had a boyfriend and was able to see my daughter on the weekends. I had my life together for once. A year later, I was pregnant again, which was a total surprise at 38 years old. I thought I was done having kids, but wouldn’t trade her for the world.

Six months after my next girl was born, we moved to Alaska for my boyfriend’s work and his family there. We stayed for a year, but I moved in with my dad in Tennessee to be back with my family. Eventually, he helped me get a place when my boyfriend made the move. However, I began using pills again, which he was firmly against. We then moved to Oliver Springs, but I was still using and about two years ago, I got my oldest daughter to move in and be a part of my life. Not long after, I overdosed even though I had sworn that I would never put my littlest girl through what my oldest did. But that just goes to show how bad my addiction was. My littlest girl is still scared to death when she hears an ambulance because she saw me hauled off in one and not breathing. I decided to finally get my act together, but it was too late for my boyfriend who had enough, met another woman and moved out. The night he left, I got drunk, took a Xanax and put my littlest girl in the car with me to go and confront him. I got pulled over and charged with a DUI and child endangerment. I spent the night in jail and a few months later, took a plea to take part in Recovery Court. This was the best decision I’ve ever made. I am learning so much about myself and I am learning to love myself. I have a sponsor and am working the steps to better myself and learn how to live a clean and sober life.” – *Jennifer L.*



TEXAS: “The COVID-19 Digital Resource Hub Opens”

By Linda Papayanopolus, Community Engagement Coordinator, WestCare Texas

“As the COVID-19 pandemic has forced students, senior citizens and many workers to shift their lives online, the lack of internet access has exacerbated an already unacceptable problem for thousands of San Antonio’s residents in low-income households. Although there are many COVID-19 relief programs providing financial assistance to families, these programs remain far out of reach for those impacted by the ‘digital divide.’ This divide is an economic and social inequity that creates a gap between those who have access to computers and the internet and those who do not. Our vulnerable communities face a tremendous amount of inequities and obstacles to the most basic of services as well as information that other people often take for granted.

WestCare Texas recognized this huge gap in service and quickly established a **COVID-19 Digital Resource Hub** to provide community members with access to computers, printers and internet service so they could apply for COVID –19 relief programs online. The Digital Resource Hub, easily accessible at the **Ella Austin Community Center**, is open every Wednesday from 9am - 4pm for individuals to come in and apply for assistance pertaining to housing, utilities, food, unemployment benefits, stimulus checks and much more.

Across San Antonio, more than 38% of households have no fixed internet access - making San Antonio one of the least well-connected among large U.S. cities, according to an

analysis by Jordana Barton, a Senior Adviser to the Federal Reserve Bank of Dallas.

WestCare Texas was recently featured on **KSAT-TV News San Antonio**. Per their story linked below, *‘Organizations across the county are offering families basic necessities during the pandemic: Food, masks, gloves and toiletries. But, a major necessity many people don’t think of is the Internet. That’s why WestCare Texas and a local community center teamed up with Bexar County to offer a digital resource center.’*

By bridging this divide, WestCare Texas provides a much needed lifeline that gives people the tools they need in order to overcome poverty and access the opportunities necessary in obtaining a better life for themselves and their families.”

Read KSAT-TV 12’s Full Coverage of the Resource Hub Here:

www.ksat.com/news/local/2020/07/13/covid-19-digital-resource-center-now-open-for-families-without-internet/





VIRGIN ISLANDS: “United Together During a Pandemic”

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

“Virgin Island Partners In Recovery (VIPIR) would like to not only welcome, but introduce our new management and team members who have made great changes in our facility within such a short time.

As we all know, during these hard times, it is very hard for families to come over and visit their love ones.

We’d like to say ‘Thank you’ to Cristian Duarte, our Deputy Chief Operational Officer, for the great work that he has done these past few weeks. Not only has Cristian been a great role model, but our brothers’ and sisters’ keeper during these hard times when it is needed most. He has gone above and beyond to help our clients and staff. On behalf of our staff at VIPIR, we are happy to have you here with us. You are doing more than just inspiring change, but are truly Uplifting the Human Spirit. Together, we are proud to

grant many opportunities for those who are willing to make a positive change in their lives.

We would also like to send a big ‘thank you’ to our staff, Timothy Daley for going out for outreach and helping bring in clients. We know that this isn’t easy because of the pandemic.

We would also like to send a big ‘thank you’ to our new cook, Mr. Victor Caraballo. *(See below for one of his delicious meals!)* We would like to thank and welcome you to our facility and our home. Even though he has just joined our team, he has given his heart, spread nothing but positivity and has made amazing meals for our community.

We are deeply engaged in a process of growth and when we work together, we can make changes that will not only benefit the lives of those that we serve, but also benefit their loved ones, families and communities. To all of our staff at VIPIR, we’d like to thank you all for your great teamwork!”





WASHINGTON: "WAServes Helps a WWII Vet Get on His Feet"

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



Don with Donald Lachman

“For an aging Veteran population, access to reliable residential-based services are an essential requirement to sustaining personal housing choices. The ability to manage transportation, nutrition, hygiene, laundry, medication compliance, rehabilitation, information

connectivity and health needs is vital for aging Veterans to remain safely and securely within their residence of choice.

In Washington State, the cost of in-home assistance, support and care services often ranges from \$3,000 to \$6,000 a month or more depending on a person’s needs, capabilities, social assets and risks. Thousands of aging Veterans, spouses and widows now find themselves facing this challenge as personal savings and income are consumed by the escalating cost of home care services. This is the situation that Donald and his wife confronted when they were connected to **WAServes**.

As a World War II combat Veteran, Don is a member of a very exclusive club. He served as a forward observer in a mortar company (a high-risk position) that fought its way across Hitler’s Europe. While spending time with Don, he generously shared some personal stories on his military experience. He

described the ‘biting cold’ that young American G.I.’s experienced in the Battle of the Bulge. His features hardened when he discussed their visceral reactions towards captured Nazi military who arrogantly belittled the fighting and moral qualities of American G.I.’s.

Now in his golden years, Don found he was in need of assistance. Unfortunately, like many Veterans, Don was informed by the Federal VA that he was over the maximum income to qualify for home services, benefits or pensions. Fortunately, Don was referred to WAServes and was quickly connected with Gary Walker, a Service Officer with **Lacey American Legion Post 94**. Staff like Gary possess unique expertise, training and network connections to the complex evolving world of Veterans’ benefits and pensions. Their mission is to assist, without charge, Veterans and their dependents to obtain accurate information, develop claims and obtain benefits exclusively available to them.

Connecting with a trained Service Officer has been a game changer for Donald. A VA claim for pension, aid and attendance was successfully submitted on their behalf by Gary. This claim reflected their actual annual income once they subtracted the thousands of dollars required monthly for unreimbursed reoccurring health and care expenses. These expenses are essential to sustaining them safely in their home of over 50 years in Olympia, Washington.

There are thousands of aging Don’s across our country who are struggling to pay for their reoccurring care and assistance because they are unaware of their benefits as an veteran. But, with the help of amazing staff like Gary, we can ensure that they receive the help that they need.”

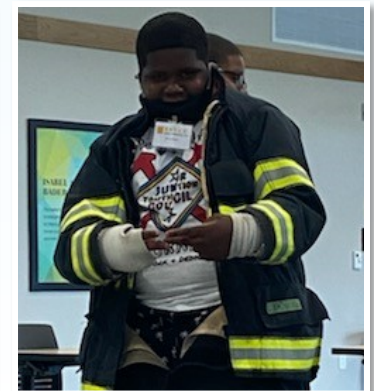


WISCONSIN: “The Jr. Youth Action Council Inspires WI Youth”

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

“The Jr. YAC was created after our Youth Action Council. We noticed that we were working with youth ages 14 - 24, but what about the youth ages 10 - 14? It is at this time that the youth are the most vulnerable and we wanted to catch them and give them some positive avenues to have in the Harambee Community. Currently, we have 10 youth that are participating in this first cohort, founded this past June. Their programming is three days a

Week on Mondays, Wednesdays and Fridays. On Mondays, they work on team building and talk in a group setting. On Wednesdays, they assist in WestCare Wisconsin’s Everything And Then Some (E.A.T.S.) Food Pantry and on Fridays, they convene at Bader Philanthropies for lunch and community guest speakers. Speakers have included a Fire Department captain, entrepreneurs and world renowned entertainers. All of which have come together to share their journeys and encouraging the future generation along their paths.”



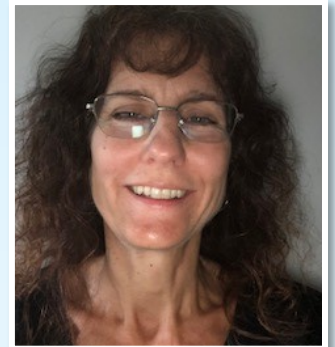


KUDOS: *Our Monthly Shout-Outs to Exceptional Employees*

(Illinois) MaryBeth O'Hara, Human Resources Manager

"All of Illinois wants to send Kudos to **MaryBeth O'Hara** at **Sheridan Correctional Center** for her hard work and dedication while working remotely. She has provided a great deal of resources to staff and continues to assist with the hiring and recruitment process. MaryBeth's motivation and efficiency is outstanding!"

- *Melissa Valentine M.Ed., CADC, Program Coordinator, WestCare Illinois*



(Tennessee) The Heroes of WestCare Tennessee!

"WestCare Tennessee is proud of our Super Heroes who have showed up every day during this pandemic!" - *Renee Salyers, Regional Administrator, WestCare Tennessee*



(Illinois) Michael Preissing, Lead Assessor, LCSW

"We'd also like to thank **Michael Preissing** from our Administration office who found a unique way to pay tribute to George Floyd. He completed this mural on June 6th in the Little Village Community in Chicago to express his support for justice for Mr. Floyd."

- *Melissa Valentine M.Ed., CADC, Program Coordinator, WestCare Illinois*



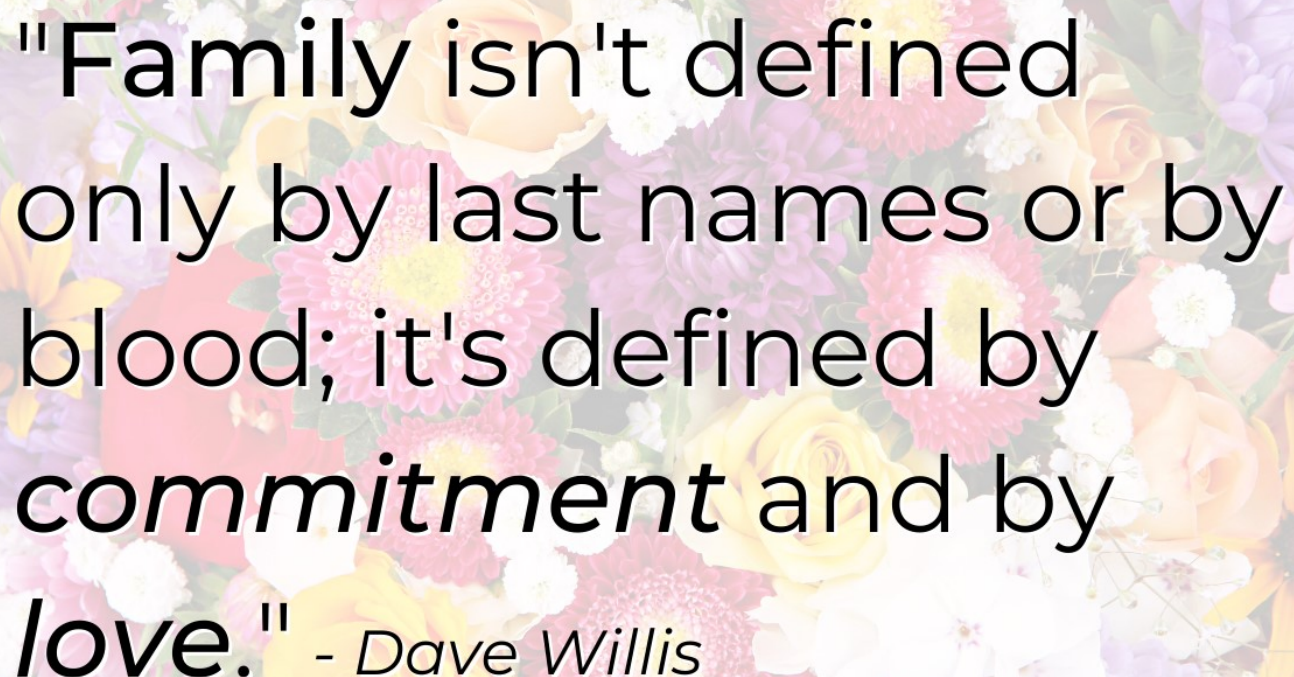
**NATIONAL PARENTS DAY: A Message to our WestCare Family**

“While Mother’s Day and Father’s Day have been long celebrated holidays, many may not know that there is also a combined observance in the form of **Parents Day**, which will be observed on July 28th. Originally established in 1994 under President Bill Clinton, the observance was initially known as ‘The Parents’ Day Resolution.’ The annual Parents Day holiday has since come to include national recognition of outstanding parents.

On behalf of our leadership and various operations, we would like to recognize all of our WestCare parents, be they staff or those that we serve. While the mind often

goes immediately to those that are biological, we would be remiss to not also acknowledge our stepparents, foster parents, legal guardians and all of our single parents who raise their little ones single-handedly. Thank you all for your dedication of love, guidance, wisdom and uncompromising devotion to your children, whether they are related by blood or not. Both on the job with those that we serve and at home with your loved ones, we thank you all for your continued commitment to Uplifting the Human Spirit!”

- *The WestCare Express Newsletter*



"Family isn't defined only by last names or by blood; it's defined by **commitment** and by **love.**" - *Dave Willis*

JULY BIRTHDAYS: *Celebrating Our WestCare Family!*



Arizona

- July 5th: Tamara Casey
- July 9th: Matthew Prichard

California

- July 1st: William Tiemeyer
- July 2nd: Joslynn Davis
- July 2nd: Toni Harrison
- July 4th: Rosalinda Nepomuceno
- July 5th: Dwayne Powell
- July 7th: Reyna Bonilla
- July 8th: Shelly Forbes
- July 8th: Bryan Garcia
- July 8th: Tracy Herrera
- July 8th: Angela Romera
- July 10th: Rebecca Savala
- July 12th: Janice Haynes
- July 13th: Dauras Cyprian
- July 13th: Jose Ganem-Castro
- July 14th: Jalyssa Davis-Slocum
- July 14th: Gerald Stith
- July 14th: Rochelle Trujillo
- July 16th: Tracy Hernandez
- July 17th: Yvette Morales
- July 17th: Maricela Velasquez
- July 18th: Donald Hollingsworth
- July 20th: Destaney Shephard-Brown
- July 21st: Jason Wheeler
- July 22nd: James. B Martin III

- July 22nd: Cherie McCarthy
- July 24th: Olivia Amesquita
- July 25th: India Brletic
- July 25th: Lisa Chavez
- July 25th: Domenica Jimenez
- July 25th: Vincent Monk
- July 25th: Rocio Quevedo
- July 26th: Brandi Monahan
- July 27th: John Enos
- July 27th: Mayra Galeana
- July 27th: Brandi Leos
- July 29th: Amanda Guzman
- July 30th: Carla Marasigan

Florida

- July 1st: Clare Condra
- July 3rd: Shelly Somori
- July 4th: Stephanie Alvarez
- July 5th: Wesley Pierre
- July 5th: Joy Rawls
- July 7th: Shante Davis
- July 7th: Jack Shaw
- July 10th: Minerva Hill
- July 11th: Lilian Moreno
- July 12th: Meghan Caudill
- July 14th: Mitchell Descollines
- July 14th: Laura Watkins
- July 16th: Danielle Beeler
- July 17th: Ophelia Rudd
- July 18th: Susan Ambrosius
- July 22nd: Yanaitso Rodriguez
- July 22nd: Alexandria Rouse
- July 22nd: Jessica Wisemiller
- July 23rd: Zamia Keys
- July 24th: Jeanne Assinthe
- July 24th: Terry Jones
- July 24th: Loida Suazo-Martinez
- July 25th: Nastassia Charles
- July 25th: Willie Jones

- July 26th: Linda Gilliard
- July 26th: Vincent Nighthroad
- July 27th: Amanda Baquero
- July 30th: Annaliese Foster
- July 30th: Bianca Mazzieri
- July 30th: Eric Underwood
- July 30th: Mindy Walsh
- July 31st: Timothy Scott
- July 31st: Vernesha Bradford

FitzHouse Enterprises

- July 1st: Daniel Gomez
- July 3rd: Jeramy Salyer
- July 6th: Jason Lavin
- July 10th: Darrin Holman
- July 26th: Laurie Zimmerman

Foundation

- July 7th: Angela Mangum
- July 8th: Savannah Jones
- July 10th: Sean Harrigan
- July 10th: Frances Hruby
- July 10th: Amy Koltanowski
- July 12th: Melanie Stevens
- July 14th: Barbara Mason
- July 25th: Carol Renard
- July 31st: Amanda Henderson

Georgia

- July 2nd: Sainabou Njie
- July 6th: Sheena Murphy
- July 18th: Becky Patterson
- July 23rd: Dakari Parker
- July 26th: Cole Johnson
- July 30th: Jasmine Copeland

Illinois

- July 7th: Jason Baron
- July 7th: Kaylin Karwoski
- July 8th: Molly Kurtz

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

Illinois (Continued)

- July 9th: Hannah Herrin
- July 13th: Michael Preissing
- July 13th: Alexander Venable
- July 18th: Linda Cox
- July 20th: Maureen Winders
- July 25th: Carol Rudnick-Goldblatt
- July 26th: Ashley Shannon

Kentucky

- July 2nd: James Browning
- July 2nd: Anna Wakeland
- July 7th: Cameron Hamilton
- July 16th: Colton Deskins
- July 27th: Scotty Morton

Nevada

- July 7th: Blaise Schafer
- July 10th: Maria Bondoc
- July 12th: Dacota Terry

- July 13th: Jeanette Sivon
- July 16th: Frank Reagan
- July 19th: Elgin Lofton
- July 22nd: Sherry Stevens
- July 28th: Tina Morton

North Carolina

- July 8th: Felicia Kearney Silvers
- July 16th: Daniel Jordan
- July 19th: Carol Venable

Ohio

- July 8th: Shawna Martinez
- July 10th: Jan Lepore-Jentleson
- July 11th: Samantha Mack
- July 14th: Frances Karamon
- July 14th: Najah Melhem
- July 29th: Julia Acosta

Pacific Islands

- July 13th: Kathryn Besalen

Puerto Rico

- July 7th: Limarie Cartagena
- July 23rd: Alessandra Negron
- July 31st: Yuliani Franco
- July 31st: Anna Lopez

Texas

- July 25th: Dalila De La Cruz

Virgin Islands

- July 8th: Rheitza Javois

Washington

- July 17th: Andrea Talmadge

Wisconsin

- July 5th: Kevin Brown
- July 16th: Shamari Tripp
- July 23rd: Dominique Williams



WESTCARE EXPRESS EMPLOYEE ENGAGEMENT: July Coping Calendar

"Hello, WestCare Family. Happy July! Below is the Resilience Calendar: Jump Back July 2020. Stay safe and continue being the wonderful people you are! Remember, we may not be able to control what goes on around us, but we can choose how we respond. Thanks again for all that you do!"

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



RESILIENCE CALENDAR: JUMP BACK JULY 2020

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	
 <p>We can't control what happens to us, but we can choose how we respond</p>			1 Be willing to ask for help when you need it today (and always)	2 Make a list of things that you're looking forward to	3 Adopt a growth mindset. Change "I can't" into "I can't... yet!"	4 Find an action you can take to overcome a problem or worry	
	5 Avoid saying "must" or "should" to yourself today	6 Put a problem in perspective and see the bigger picture	7 Shift your mood by doing something you really enjoy	8 Get the basics right: eat well, exercise and go to bed on time	9 Help someone in need and notice how that gives you a boost too	10 Don't be so hard on yourself. It's ok not to be ok	11 Reach out to someone you trust and share your feelings with them
	12 When things go wrong, be compassionate to yourself	13 Challenge negative thoughts. Find an alternative interpretation	14 Set yourself an achievable goal and make it happen	15 Go for a walk to clear your head when you feel overwhelmed	16 When things get tough, say to yourself "this too shall pass"	17 Write your worries down and save them for a specific 'worry time'	18 Let go of the small stuff and focus on the things that matter
	19 Notice something positive to come out of a difficult situation	20 Ask yourself: What's the best thing that can happen?	21 If you can't change it, change the way you think about it	22 Make a list of 3 things that you can feel hopeful about	23 Remember that all feelings and situations pass in time	24 Choose to see something good about what has gone wrong	25 Notice when you are feeling judgemental and be kind instead
26 Get back in touch with a supportive friend and have a chat	27 Write down 3 things you're grateful for (even if today was hard)	28 Catch yourself over-reacting and take a deep breath	29 Think about what you can learn from a recent challenge	30 Ask for help from a loved one or colleague. Be specific	31 Remember that you are not alone. we all struggle at times		



ACTION FOR HAPPINESS

actionforhappiness.org

Daily actions to look after ourselves and each other as we face this global crisis together

Keep Calm · Stay Wise · Be Kind

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



EMPLOYEE ENGAGEMENT: *WellRight Contest Winners*

"We are happy to announce the winners of two contests as part of our WestCare WellRight Wellness program!"

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

"Healthy Selfie" Photo Drawing Winner for the 2nd Quarter of 2020:

Rena Davis, Counselor, WestCare Florida - Gulf Coast



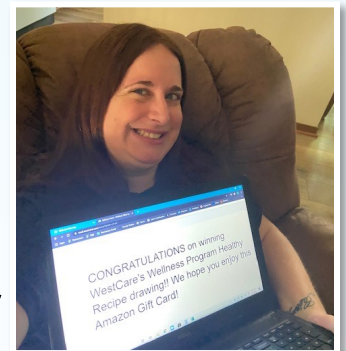
Although Rena is originally from North Carolina, she is now a Floridian. She has been a Counselor in our WEMERGE TC Program for women in St. Petersburg since September, 2019. She received her Master's degree in Marriage and Family Counseling from Southeastern University in 2019 and is an RI-LMFT. Prior to that, she worked in affordable housing property management for 20 years. Rena has been happily married for 32 years, has 4 daughters, 3 grandsons and 2 granddaughters, all of whom she loves dearly. She enjoys reading and loves the beach and being outdoors having anything to do with nature. To stay healthy she walks daily, eats healthy foods and enjoys riding her bicycle.

Healthy Recipe Drawing Winner:

Kathryn Forst, Clinical Supervisor, WestCare Illinois

Kathryn is originally from Illinois and is a Clinical Supervisor at our Sheridan Correctional Center, where she has been employed with WestCare since June, 2011. She received her Bachelor's and Master's degrees from Northern Illinois University in Sociology and Criminal Justice and is a CADAC. In addition, Kathryn is a CAAP-class teacher for inmates at Sheridan who are seeking to enter the counseling field. She is a newlywed, was married in 2019 and has a stepdaughter. She and her husband purchased their first home in April. She enjoys gardening and even has an indoor palm tree from one of her vacations to Florida as she loves the beach!

Kathryn also loves baking and cooking healthy dishes, which is why she found the teriyaki turkey bowl recipe on Pinterest and submitted it for the drawing. (See the next page for this wonderful recipe!) She also enjoys reading and traveling (when not in a pandemic) and they've recently added gym equipment in their house so they can work on staying healthy at home!



Congratulations to Rena and Kathryn on making your health a priority!

By Kathryn Forst, Clinical Supervisor, WestCare Illinois



“The delicious, sweet teriyaki sauce and the (kind of) hidden veggies in this Teriyaki Turkey Rice Bowl makes this a healthy ground turkey recipe that your whole family will love!”

Prep Time: 15 mins, Cook Time: 20 mins - **Total Time: 35 mins**

Ingredients

Teriyaki Sauce

- 1/2 cup low sodium soy sauce
- 1/4 cup water
- 2 tablespoons red wine vinegar
- 2 tablespoons brown sugar or less as desired
- 2 tablespoons granulated sugar or less as desired
- 2 teaspoons minced garlic
- 1 teaspoon ground ginger
- 1 tablespoon cornstarch
- 2 tablespoons warm water

Ground Turkey

- 1 tablespoon vegetable oil
- 1/2 cup diced onion
- 2 tablespoons minced garlic
- 1 pound ground turkey
- 1 cup finely chopped broccoli
- 2 large carrots peeled and grated
- 2 green onions diced, for garnish

Instructions

1. Mix soy sauce, 1/4 cup water, red wine vinegar, sugars, garlic and ginger in a small saucepan over medium heat. Stir with a whisk until sugar is dissolved.
2. In a small bowl, whisk together 2 tablespoons warm water and cornstarch until cornstarch is completely dissolved.
3. Heat sauce over medium high heat. Slowly whisk in cornstarch mixture and simmer until thickened. Remove from heat and set aside.
4. Heat vegetable oil in a large skillet over medium-high heat. Add diced onions and cook until soft.
5. Crumble ground turkey and garlic into the pan and cook until turkey is about half cooked. Add grated carrots and chopped broccoli and continue to cook until turkey is no longer pink.
6. Pour teriyaki sauce over cooked turkey and vegetable mixture and stir. Simmer for about five minutes to combine the flavors.
7. Spoon meat over rice or noodles. Garnish with green onions and serve immediately.

Notes

- Teriyaki Sauce is generally pretty sweet. However, feel free to cut back on the amount of sugar in the sauce. 1 tablespoon of each would suffice if you prefer a more savory than sweet flavor.
- The nutritional information is based on serving this teriyaki turkey over a cup of white rice. Use brown rice or just less rice to reduce calories and carbs.
- Feel free to customize this recipe with your favorite vegetables.

GRANTS/RESOURCE DEVELOPMENT: "Exciting Grant News!"

By Lisa Jackson, Interim VP of Grants, WestCare Foundation

"The grants department worked with several regions earlier this year to write and submit Prevention Navigator applications to the **Substance Abuse and Mental Health Services Administration (SAMHSA)**. In early June, we heard that three of these applications had been awarded. This means that Georgia, Texas and Puerto Rico will be starting new programs this fall! Each of these regions won approximately \$200,000 per year to provide prevention services to their communities.

Maryellen Pistalu worked with Angelica Rivera and Cristian Duarte to develop a program that will use a navigation approach to expedite services for minority youth and young adults. The program will provide training and education around the risks of substance misuse, educate on HIV/AIDS and allow for much needed linkages/navigation services for individuals with HIV. The populations to be served will be racial and ethnic minorities ages 13 - 24 who are living in San Juan, Puerto Rico.

Alicia N. Garcia and Beverly Watts-Davis worked on an application for the Eastside of San Antonio, Texas. **WestCare Texas's proposed 'Promise Zone Navigators Addressing Substance Abuse and HIV Risks,'** in one of the localities identified by SAMHSA as hardest hit by the HIV epidemic. Designated as a Promise Zone due to high substance misuse rates, HIV rates, violent crime and economic devastation, this predominantly Hispanic and African American area is young with 23.7% of its population aged 5 - 19 and 25.3% aged 20 - 39. Youth and adults aged 13 - 44 are the population of focus for this collaboration of outreach, prevention, testing, care and peer navigation.

Cecily Moreland worked with Georgia staff to develop the third Prevention Navigator award. **WestCare Georgia, Inc.'s POWER (Prevention, Outreach, Wellness, Empower and Resources) program** will serve 13-24 year olds in DeKalb, Fulton and Cobb Counties. This will be a continuum of care that addresses HIV/VH and substance use problems through counseling, testing and linkages (CLT), mentoring, trauma-informed care, Making Proud Choices! and evidence-based Botvins curricula, summer programming and individualized follow-up care. All three counties are included in the Atlanta-Sandy Springs-Roswell, GA Metropolitan Statistical Area (Atlanta Metropolitan Area) and located in designated geographic catchment areas of localities hardest hit by the HIV epidemic.

This is exciting news for WestCare and its various regions! This funding is for five years and will provide each region with new opportunities to make a real difference in their communities. Congratulations to each of the regions awarded!"



WESTCARE EXPRESS INFORMATION TECHNOLOGY: An Intro to Microsoft Teams

"The IT Department recently began rolling out **Microsoft Teams** to all WestCare computers and setting up accounts for all staff as part of our upcoming migration to the Office 365 platform. Teams is a great collaborative platform that can be used to not only chat, share and collaborate on files, but place video or audio calls to other WestCare employees. Though we still have additional work to do before all the functionality can be fully utilized, you can begin to use the platform now and explore its features. To begin, just visit the Microsoft Teams website at teams.microsoft.com and log in with your WestCare credentials (After picking 'Work or School Account'). You will then need to set up multi-factor authentication. After completing your account setup, you will be able to access the 'Web version' of Teams. In addition to this version (Accessible anywhere via a web browser), you will be able to use those same credentials with:

- The Windows PC app that is already installed on all WestCare PCs (Search for 'Teams' in Windows Search)
- The iPhone app: apps.apple.com/us/app/microsoft-teams/id1113153706

The image below shows an overview of the Microsoft Teams interface. Below the image are some quick tips on how to begin using some of the more useful features." - *Dwayne Stevens, Chief Information Officer, WestCare Foundation*

The screenshot shows the Microsoft Teams interface with several callout boxes providing instructions:

- Every team has channels**: Click one to see the files and conversations about that topic, department, or project.
- Start a new chat**: Launch a one-on-one or small group conversation.
- Add tabs**: Highlight apps, services, and files at the top of a channel.
- Use the command box**: Search for specific items or people, take quick actions, and launch apps.
- Manage profile settings**: Change app settings, change your pic, or download the mobile app.
- Move around Teams**: Use these buttons to switch between Activity Feed, Chat, your Teams, Calendar & Files.
- View and organize teams**: Click to see your teams. In the teams list, drag a team name to reorder it.
- Find personal apps**: Click to find and manage your personal apps.
- Add apps**: Launch Apps to browse or search apps you can add to Teams.
- Manage your team**: Add or remove members, create a new channel, or get a link to the team.
- Add files**: Let people view a file or work on it together.
- Join or create a team**: Find the team you're looking for, join with a code, or make one of your own.
- Reply**: Your message is attached to a specific conversation.
- Compose a message**: Type and format it here. Add a file, emoji, GIF, or sticker to liven it up!

Start a conversation
With the whole team... Click **Teams**, pick a team and channel, write your message, and click **Send**.
With a person or group... Click **New chat**, type the name of the person/group in the **To** field, write your message and click **Send**.

Pick a team and channel
A **team** is a collection of people, conversations, files and tools - all in one place. A **channel** is a discussion in a team, dedicated to a department, project, or topic. Click **Teams** and select a team. Pick a channel to explore the **Conversations**, **Files** and other tabs.

Start a meeting
Click **Meet now** under the area where you type a message to start a meeting in a channel. (If you click **Reply**, then **Meet now**, the meeting is based on that conversation.) Enter a name for the meeting, then start inviting people.

Make video and audio calls
Click **Video call** or **Audio call** to call someone from a chat. To dial a number, click **Calls** on the left and enter a phone number. View your call history and voicemail in the same area.



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

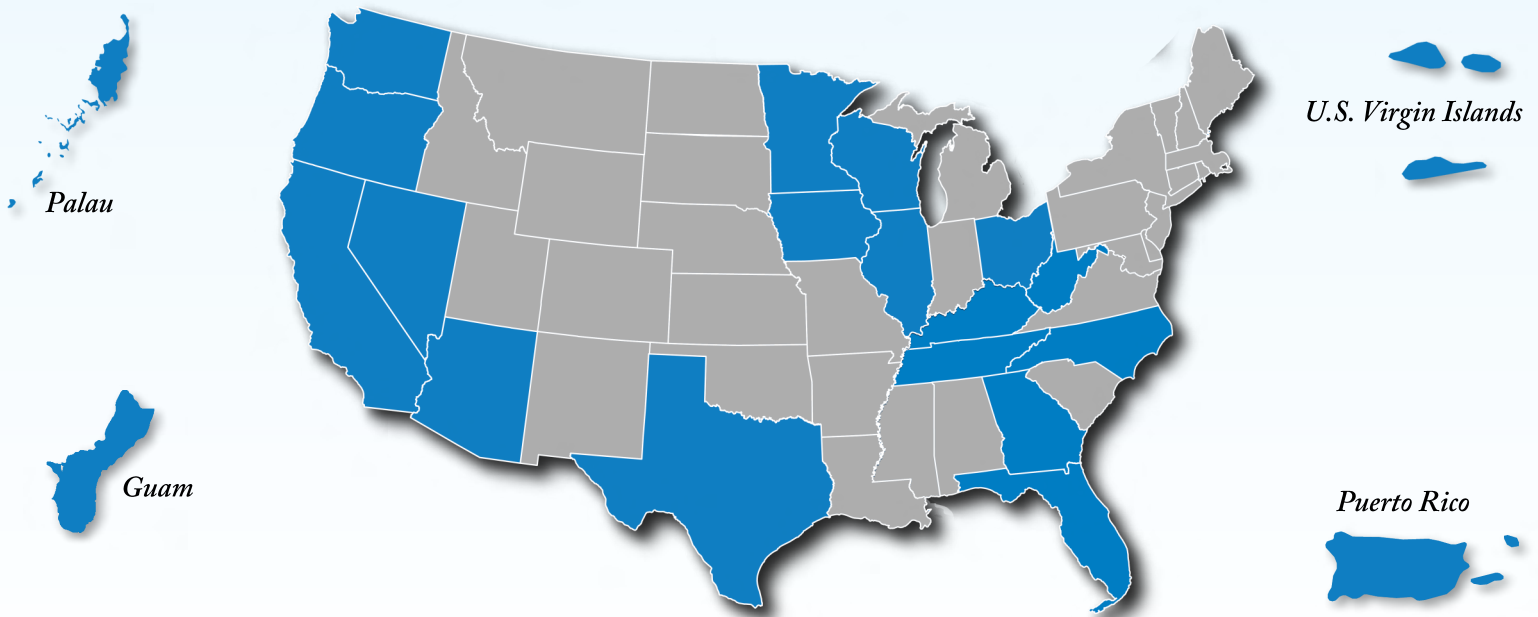
WestCare, a family of tax-exempt nonprofit organizations founded in 1973, provides a wide spectrum of behavioral health and human services in both residential and outpatient environments. Our service domains include **Treatment and Rehabilitation, Mental Health, Veterans Services, Criminal Justice, Housing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



WHERE WE SERVE

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

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



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



Meet The Editors!



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

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



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www.youtube.com/user/WestCareVideos



How Anyone Can Support WestCare Online

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



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



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

