

# THE *Express*

OUR WESTCARE STORIES  
FROM AROUND THE WORLD



## Welcome from Dick Steinberg

*President & CEO*

The month of June has been an important month for so many, WestCare included. Of the many achievements made, we launched **WestCare Talks**, an ongoing speaker series that will host honest conversations pertaining to race, social justice, sexuality, education, wealth disparities, and more. The inaugural event featured a discussion on Juneteenth with a longtime friend of WestCare and valued member of the National Board of Directors, **Senator Spencer Coggs** of Wisconsin. I would like to personally thank the Diversity, Equity and Inclusion Staff Workgroup and the National Board of Directors' Diversity, Race and Social Justice Committee for tirelessly working to host this event. My sincerest gratitude to all who came together to turn this vision into reality. Keep an eye out for further communication regarding our next event.

I would also like to take this time to wish a very happy **247th birthday to the United States Army**, our longest-standing branch of the U.S. Military. The U.S Army as we know it was first formed as the Continental Army on June 14th, 1775. The formation came as the Second Continental Congress agreed that we needed a united force amongst the 13 colonies to fight the British Empire in what would soon become known as the Revolutionary War.

Personally, having served as an Army Medical Clinical Specialist during the Vietnam War, I can attest to the extensive lessons that I've learned which in return have shaped who I am today. Just as it has done for me, I know this sentiment is shared amongst the countless Military Veterans before and after my service.

Another notable success within the Family comes from another one of our Diversity, Race and Social Justice National Board Committee Members, **Major Markus Hughes** of the Saint Petersburg Police Department. In conjunction with **Pride Month**, Major Hughes, head of the LGBTQ task force for Police Department, was invited to throw the first pitch at a Tampa Bay Rays game. This honor depicts Major Hughes' positive influence and great respect within the St. Petersburg community, and we are just as honored for the extensive time he gives to WestCare. Congratulations, Major Hughes, for all that you have accomplished. You are deserving of much recognition and appreciation.

I am extremely proud to say that June has been a pivotal month for amplifying diversity as well as our continued commitment to achieving true equity and inclusion. I hope that you will stand with me as we recognize the importance of this past month and the conversations it held. In closing, I would like to share my sincere appreciation for all that you do for both your colleagues and those you serve.

Stay safe and well,

*Dick Steinberg*



### The Colorado River Women's Council's Leadership Program

By Emily Selby, *Counselor/BHT*

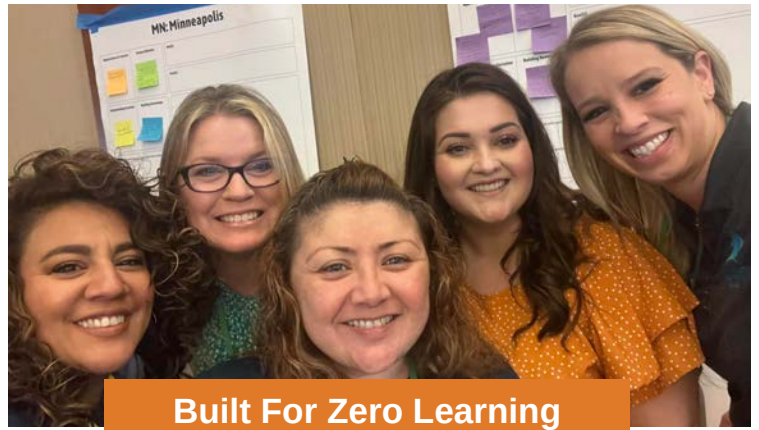
Our System Advocate, Stephanie Bethards, has been attending the **Colorado River Women's Council's Leadership Program** for the past nine months. During this intense training, Stephanie was able to gain key leadership skills pertaining to negotiations, board service, strategic alignment, and leading with authenticity and vulnerability. The program is designed to help emerging leaders lead and influence their community, develop important skills to support advancement, and expand their community. Stephanie will use the valuable tools learned in this program to help enhance her position as an advocate in and around our community! It is programs like this that we depend on to continue providing the best quality and care to our wonderful community. **Congratulations, Stephanie!**



WestCare Arizona



@westcareaz



### Built For Zero Learning Session: Chicago

By Michael Mygind, *Director of Marketing*

In May, our state was honored to have representation on behalf of our California Administration and San Joaquin Valley Veterans program join other community partners on behalf of the **Fresno Madera Continuum of Care** and **Built For Zero - Fresno/Madera** at May's **Built For Zero Learning Session** in Chicago to share our progress, problem-solve with other communities, and come up with new strategies to use in our efforts to reach functional zero for our brothers, sisters, and Veterans who are experiencing chronic homelessness! As with previous learning sessions that we've attended, our Fresno cohort continues to shine for the great work that we are doing for our unhoused populations and are proud to be able to not only share about these efforts on such a large platform, but learn from and possibly even inspire other communities!



WestCare California



@WestCareCA



@westcarecalifornia



### Milestone Reached with Government Support

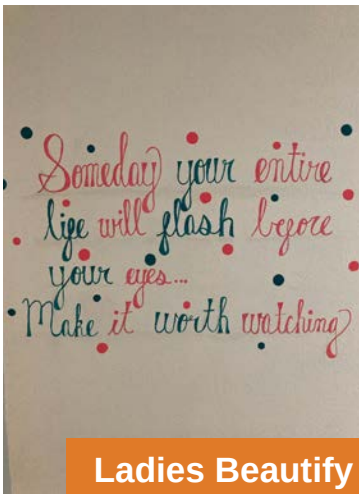
By Victoria Osuna, *Executive Director*



At **Guara Bi Dominican Republic**, we received a visit from our Chief Operating Officer for the WestCare Caribbean and Latin American Region, Cristian Duarte, who met with the Director of Planning, Miguel Rodriguez Viñas, to discuss and brainstorm a plan to raise funds for our organization. A breakthrough in public relations was made with the National Center for the Development and Promotion of Non-Profit Associations, ensuring a promising future. Mr. Duarte also met with Comptroller of the Dominican Republic, Catalino Correa Hiciano, who expressed his support for our organization.



Guara Bi



**Ladies Beautify the Davis Bradley CIC with a Symbolic Message!**

By Jack Shaw, Residential Program Director

The female clients at the **Davis Bradley Community Involvement Center (CIC)** have been keeping busy adding color to their part of the building. Two of our more artistic ladies, Donnalee B. and Lauren R., have painted murals and uplifting slogans on the hallway walls.

The tree, beehive, and rainbow mural with bees symbolizes new clients entering the community from the left, joining the beehive, and following the rainbow at the end of the program to the flowers outside. The sunset over the water symbolizes their sisters lost to addiction with a challenge to "Change the Statistics."

They are also providing color outside with planting and maintaining the landscape at both the visitors' entrance and courtyard area, going so far as painting ladybugs and flowers on the ashtrays! We now also have an actual sidewalk and grass leading to the rec area which had been dirt and tree roots for years! Thank you all for sharing your time, talents, and passion!



**Creating Linkages and Opportunities for Veterans on the Gulf Coast**

By Maureen-Ann Traci, Executive Assistant/HR Generalist

On Saturday, May 21, our Senior Vice President of Veteran Services and retired U.S. Air Force Colonel, Craig J. Knierim; our Veteran Mentor Recruiter for the Gulf Coast and Marine Veteran, Lonnie Winbush; and Veteran Mentor and Navy Commander, Carrie Robins, represented **WestCare's Veteran's Mentoring Program** at **Congressman Gus Bilirakis' 16th Annual Veterans Resource Fair** in New Port Richey, Florida. Craig, Lonnie, and Carrie engaged with Veterans regarding our Veteran Mentoring services and two Veterans at the event signed up to receive additional information. Veterans at the event were able to utilize various services including assistance with filing healthcare claims, applying for education benefits and gaining linkage to job placement, employment services, housing, and other social services. Colonel Craig took advantage of the event to have a conversation with Congressman Bilirakis, whom represents the 12th District of Florida, regarding the needs of our Veteran population. Thank you to our amazing Veteran Mentoring team for representing us and our Veterans at this great annual event!



WestCare GulfCoast - Florida



@WestCareGCFL



**The GCC Provides Offenders the Skills to Recover and Succeed**

By Myriam Carter, *Adult Clinical Coordinator*

Working with offenders can be challenging and rewarding at the same time. In our community, clients are court-ordered to come to the **Guidance/Care Center (GCC)** for evaluation and treatment of substance abuse problems. Thankfully, the GCC provides them with a safe place to explore their substance abuse-related issues, identify and acknowledge their addiction, and develop healthy coping mechanisms to decrease their chances of relapse and reoffending.

For example, a client reluctantly attended groups because he was six months sober (mostly during jail time), but while in outpatient services, his ex-wife started using drugs. She lost custody of their five-year-old daughter and our client began working with the **Florida Department of Children and Families (DCF)** and gained custody. This was full circle from felon to father and proves that recovery does work. He was grateful that our program was there when he needed it!

The GCC utilizes the relapse prevention curriculum, which is an evidence-based practice aimed at reducing the risk of relapse by teaching a variety of tools. Having a safe environment where ideas are allowed to grow provides this population with more opportunities for change. Many clients must battle dilemmas related to stigma, criminal justice involvement, and a lack of insight. For the GCC team, the work is endless, but fulfilling. I am a firm believer in not locking up the problem as this can make things worse for the offender. We must face these challenges head-on and treat this as a disease and a mental health crisis in our community.



Guidance/Care Center by WestCare



**The Village South and the Community Join Forces to Ensure a Happy Mother's Day!**

By Elena Hoyos, *Administrative Services Director*

Holidays are a time of joy and celebration with family and loved ones. However, for the mothers and children in our residential facility, a joyous day like **Mother's Day** can present a rollercoaster of emotions. So, our team at **The Village South** put together a beautiful surprise celebration for our residential consumers to help enlighten and celebrate the day. This Mother's Day event took a "village" to pull off! The largest group room was beautifully decorated by the clinical and administrative team, exquisitely presented treats were made by our food services team, and every mom received a cupcake and a rose. With the help of our **Pembroke Pines Children's Academy** team, the children made artwork for their mothers. Additionally, handmade centerpieces made by teens were donated from a juvenile correction facility nearby for our décor! The clinical team had an amazing speaker for this occasion. Lastly, the engagement of the community was a key element with Irvene Foster, Executive Senior Sales Director for **Mary Kay** and her assistant, Malynne Whisman, raising funds to provide 38 individual gift bags for our residential moms with Mary Kay products included! Our residential clients were truly grateful and uplifted by this event!



The Village South, Inc



@thevillagesouth



@thevillagesouth



**The WestCare Georgia Guidance Center is Officially Open!**

By Ray Cox, Program Director

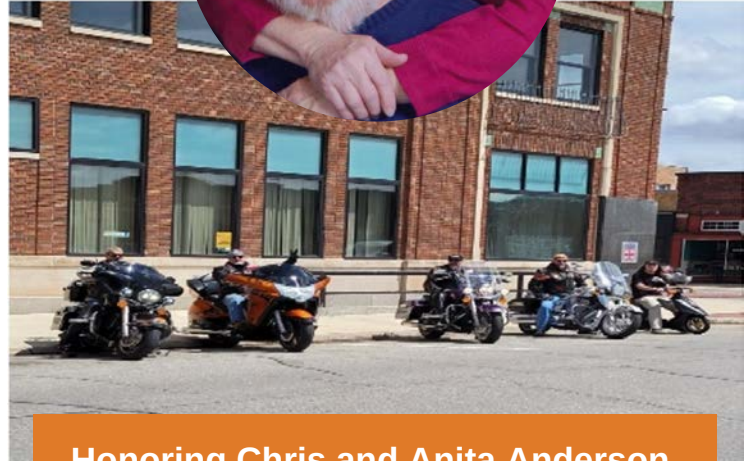
On May 24, after successfully taking in our first residents during the COVID-19 pandemic, the **WestCare Georgia Guidance Center** officially opened! There were over 70 guests in attendance including local dignitaries, business owners, WestCare senior leadership, members of our WestCare Advisory Committee, and Alumni of the program. Among those in attendance were Pastor for Christ Chapel Church, Hugh Smith; Lamar County Commissioner, Ryran Traylor; WestCare Advisory Chair, Dr. Eugene Walker; Regional Vice President, Stephen Wright; Georgia Vice President, Derrick Boazman; and WestCare Foundation's Chief Clinical Officer, Dr. Jason Engel.

The residents and staff worked tirelessly to prepare for the event, sharing in the cooking of the hamburgers and hot dogs and preparing the grand spread for the guests. The facility was standing tall and is the crown jewel of the WestCare Georgia facilities!

The program started with an invocation by Pastor Hugh Smith, followed by our keynote speaker, Commissioner Traylor. Stephen Wright shared WestCare Foundation's history and overview. Derrick Boazman spoke of the history of WestCare Georgia, sharing about the runaway that was found in Nevada at WestCare, which sparked the initiation of WestCare coming to Georgia. Michael Langford was the person who went to Nevada and his passion for helping people started the programs in Georgia. Dr. Walker spoke of Georgia's history and Michael Langford's passion. I talked about the dedication of facility to the memory of Michael Langford and emceed the program. Residents and alumni took guests on a tour of the facility and discussed the day-to-day operations of the program.



Facebook: WestCare Georgia  
Instagram: @westcarega



**Honoring Chris and Anita Anderson**

By Jon Hanni, Data Entry Specialist

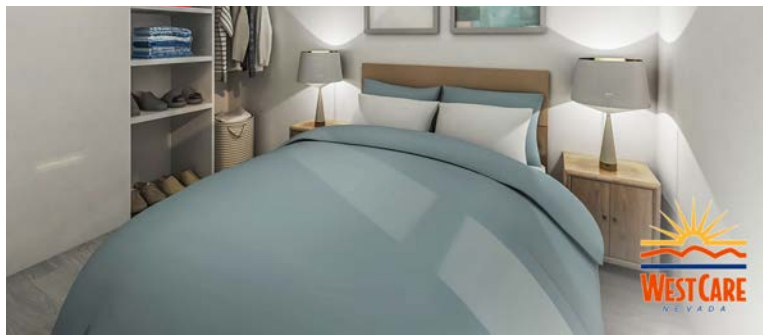
On Saturday, May 21, the **Family Alliance for Veterans in America (FAVA)** team in Forest City, Iowa, participated in a "Poker Run" organized by the **American Legion Motorcycle Riders** from Osage, Iowa. Their organization had contacted FAVA to be a part of a stop on the run, which was presented in honor of **Chris and Anita Anderson**, owners of Anderson's Produce and Antiques of Mason City, Iowa who were struck and killed by a drunk driver on September 4, 2021, near Mason City. Chris and his wife were active members in the American Legion & VFW activities in Northern Iowa. Chris had served in the U.S. Air Force. Both were committed to the community through the Mason City Community Betterment Association.

The President of the American Legion Riding Club Jeff Bausman contacted FAVA and I to set the event up at our office. I, along with our Lead Veteran Navigator, Rose Holmes, set up snacks and beverages for the participants. It was an amazing group of riders that stopped by and we were able to give a lot of information on what FAVA can do for Veterans in need. The riders and their club are about helping needy Veterans. It was a wonderful day at FAVA to have them stop in and we were pleased to have them take an interest in learning more about our program.

We are looking forward to developing a new partnership with this club in the future. The unfortunate tragic loss brought us together for a reason. We were honored to be asked to share details about our program with the riders. Our sympathies go out to their family for this tremendous loss and to the riders who thought so highly of both.



Facebook: FAVA (Family Alliance for Veterans of America)



## Women and Children's Village Awarded Grant from MGM Foundation

By Andrew Moran, *Development Director*

In May, the **WestCare Nevada Women and Children's Campus** was gifted an amazing donation from the **MGM Resorts Foundation**. WestCare Nevada was given a one-time grant of \$72,900 to furnish 11 apartments at the planned transitional living community, **The Village at the WestCare Nevada Women and Children's Campus**.

Per their website, "The MGM Resorts Foundation was established in 2002 as an engagement opportunity for employees to contribute to important charitable causes. Since inception, the Foundation has raised over \$100 million and supported more than 1,500 charitable organizations in U.S. communities and locations where MGM conducts business. In 2021, the MGM Resorts Foundation distributed more than \$3 million to local organizations."

During their stay at The Village, our women served will live on-site as they work with our specialized and licensed staff to gain the skills, employment, confidence, and means to live on their own. The total length of stay can range from 90 days to a maximum of 18 months. With nearly half of the total project cost already raised for the construction of the 84 units, this gift brings us closer to beginning the first phase of construction. This first phase will include 22 one-bedroom apartments, 4 two-bedroom apartments, and two multi-purpose rooms. We hope to break ground on this project by this fall!

Our entire team would like to thank the MGM Resorts Foundation for their act of kindness in furnishing these much-needed apartments for our families to continue to heal. It will give our mothers and children served a sense of belonging and a comfortable, safe place to call home!



WestCare Nevada



@westcarenevada



@westcarenevada



## VETcare Expands Services to Include Vocational Support

By Raymond Powers, *Program Director*

I would like to thank our various WestCare team members that helped **WestCare Oregon/VETcare** with our application for the **Homeless Veterans' Reintegration Program (HVRP)** grant from the **U.S. Department of Labor**. Through all of your hard work and dedication to our Veterans, WestCare Oregon/VETcare has been awarded the HVRP grant to help Veterans achieve steady full-time employment. Full-time employment is the first step to becoming self-sufficient and being able to start getting their lives back on track. Thank you once again for everything!



## Steer Ignites Resilience



By Leslie Estrella, *Program Manager*


**WestCare Pacific Islands** recently introduced our newest program, **Steer**, a program focusing on prevention education around the risks of substance misuse, HIV/AIDS, and Hepatitis C. Steer aims to create an inclusive environment that is free of stigma or fear. Its goal is to serve as a hub for advocacy in the promotion of wellness and resilience in the lives of Guam's youth and young adults.

Since their launch, Steer has hit the ground running. The program quickly established relationships in the community through partnerships with the local university, community college, government agencies, and other nonprofit organizations. Through their initial social marketing campaign, Steer has laid the foundation for robust community outreach to increase public awareness. The team behind Steer continues to soar with receiving certification as Prime For Life instructors and hosted their first set of prevention education sessions with the **University of Guam's** social work students.

Their journey has just begun. Steer is on a mission to ignite resilience in Guam's youth and young adults. They envision a generation of youth equipped with the confidence, skills, and knowledge to effectively navigate through life.



 WestCare Pacific Islands  @westcare.pi

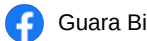
 @westcare.pi



**Recreational Therapy Under the Sun**

By Elizabeth Roldan, *Administrative Assistant*

Knowing that recreational therapy has wide-ranging positive impacts on the physical and mental health of our clients, a group of staff accompanied by Lymarie Rodríguez, Chair of **Puerto Rico's Community Action Council (CAC)**, organized a beach day for our transitional housing clients at **Guara Bi - Caguas**. At one of the best beaches on the east coast, our clients had the opportunity to enjoy outdoor recreational activities, board games, conversation with their peers, and a delicious lunch while listening to the sound of the sea. For the recovery process of our participants, this type of outdoor activity is great to help them find a state of relaxation.



**Seeking Liaisons to Strengthen our Commitment**

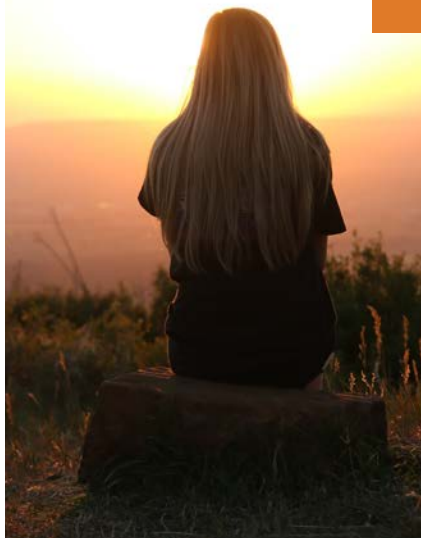
By Belinda Morales, *Executive Assistant*

Cristian Duarte, Chief Operating Officer of WestCare Caribbean and Latin American Operations, had a meeting with Senator José "Chaco" Vargas Vidot, Independent Senator of Puerto Rico, philanthropist, and Puerto Rican politician. Their meeting focused on drug rehabilitation and will lay the foundation for future collaborative agreements and projects in which we can work together for the benefit of the communities that we serve - especially assistance for those that are homeless and dealing with substance abuse.

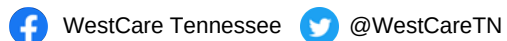
Senator Vidot presided over a public hearing of the Committee on community initiatives, mental health, and addiction on Senate Bill 778 that seeks to establish a "Plan to Address the Phenomenon of Homelessness in Puerto Rico."

**A TN Matters Success Story**

By Donna Miller, *Site Director*



Here at **WestCare Tennessee**, we work every day to change the lives of people in our community. One of our many successes involves a woman in her forties who was previously addicted to heroin, fentanyl, and meth. When she first came to us, she was homeless, had no contact with family or friends, and was completely lost. After years of addiction and failed attempts at sobriety, she found WestCare. We referred her to a detox program that she successfully completed. Afterwards, she came back to us to participate in the TN Matters medication-assisted treatment program. She has been fully participating in both individual and group therapies and works with her case manager weekly to make drastic improvements in her life. She is no longer homeless and now has regular contact with her children. You can see the happiness in her face every time that she comes by. We are so proud of her and so happy that we are able to make a difference in the lives of clients like her.





## Pride on the Eastside Festival Brings Prevention to the Forefront

By Jessica Cerda



While LGBT Pride Month focuses on the pursuit of equality and celebrates the accomplishments of LGBTQIA+ individuals, **WestCare Texas - San Antonio** is placing focus on prevention as it is one of the nation's top hotspots for new HIV cases.

Lead Prevention Navigator, Xavier Graves, teamed up with community partners to create the **Inaugural Pride on the Eastside Festival** that took place on Saturday, June 11 at Ella Austin Community Center. The festival featured and encouraged HIV and Hepatitis C testing, a keynote address from District 2 Councilman, Jalen McKee-Rodriguez, drag shows, a LGBTQIA+ market, and resource vendors.

"Pride as a person of color to me is about visibility. It's about knowing that even with every struggle that people of color have had to endure, they still add LGBT rights to the 'must be respected' list - because identities are intersectional," said The Queen Fantasia, who is serving as the event's Master of Ceremonies. "You can't truly call yourself free if another part of who you are is in societal chains. It's about the courage that it takes to be yourself regardless of the circumstances and being unapologetically authentic and knowing that freedom often has sacrifice as a precursor."

In San Antonio, this issue disproportionately affects African American and Hispanic LGBTQIA+ youth, which is the largest demographic in the Eastside where WestCare Texas is based. The stigma held within Black and Brown communities about how HIV is contracted in the LGBTQIA+ community is the leading cause for increased cases. WestCare is working to inform the community about ways to prevent HIV contraction and help dismantle any negative stereotypes in the community.



WestCare Texas



## High School Victory Celebration

By Shelisa Allen, *Administrative Assistant*

On May 17, an individual served by the **Village's Adolescents in Recovery and Community Connections (ARCC)** program displayed his high school diploma in victory at his commencement ceremony. The sky is the limit when it comes to Uplifting the Human Spirit! This was a special piece of recognition to our staff for assisting him with this milestone.

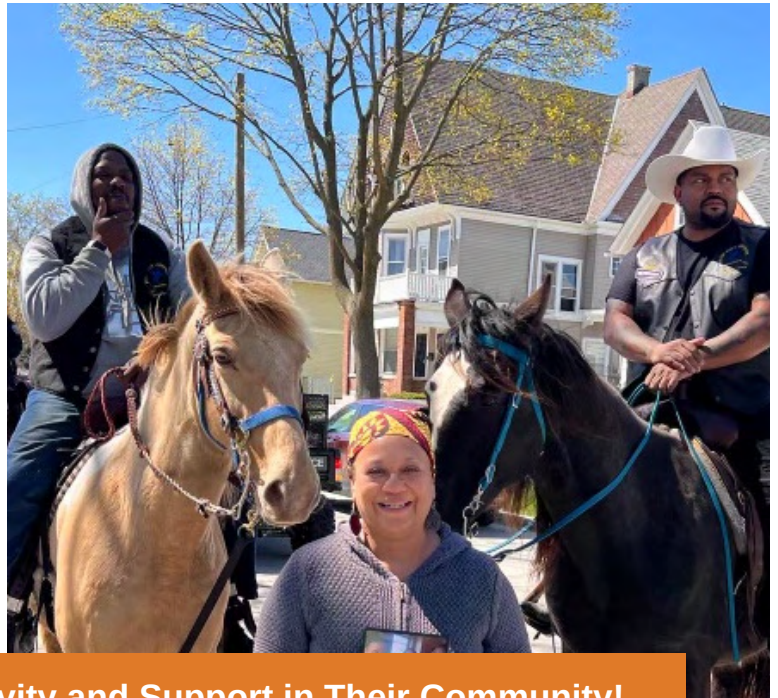


## The 50th Annual Virgin Islands Agrifest

Every year at St. Croix, our community comes together to celebrate, honor, and embrace our culture with our annual Virgin Islands Agriculture & Food Fair, better known as **AgriFest**. The Village's employees and clients joined the rest of our community at our largest agriculture festival with a beautiful educational display and promotional items as giveaways. We attended to inform the community about the wide array of prevention and treatment programs that we offer for those in need.



The Village - VI Partners in Recovery Inc / WestCare



## WestCare Wisconsin: A Force of Positivity and Support in Their Community!

By Felicia Williams, Program Director

Our team has remained busy giving back to the community and would like to share just a few of these events! On Saturday, May 7, **WestCare Wisconsin's Like Skills Training (LST)** program teamed up with **Beulah Farms**, the **Brew City Cowboys**, and the **5th District Milwaukee Police Department** to bring smiles to some of our mothers in the Harambee community. Forty lucky mothers received gift bags containing 'Mama juice' cups, their own special pen, and a homemade Mother's Day card with a beautiful carnation - all delivered by horseback!

Meanwhile, on June 2, our **Drug Free Community Coalition** team held a drug take-back event in collaboration once again with the 5th District Milwaukee Police Department. This initiative is a means for old medications to be collected and disposed of properly. Thank you to Markeda Williams, Program Director and Dawnesha Robinson, Research Assistant, for ensuring that our community remains drug free!



WestCare Wisconsin



@westcare.wi



## Uniting to Save the Lives of Veterans and Active-Duty Military

By Donald Lachman, *Special Projects Coordinator*, and Andrea Talmadge, *Regional Coordinator*

Like our colleagues in Oregon, **WestCare Washington (WCWA)/WAServe** is blessed to work with an exceptional team of specialists as we unite to develop a highly-competitive submission for the **Staff Sergeant Parker Gordon Fox Suicide Prevention Grant Program (SSG Fox SPGP)**. This funding aligns with the **U.S. Department of Veterans Affairs' (VA) National Strategy for Preventing Veteran Suicide**. It fosters a unique opportunity to wed the collective resources and experience of the VA with local community organizations in a shared mission to reduce Veteran suicides and attempts. It advances the VA's commitment to implementing a public health approach and merging community-based prevention with evidence-based clinical strategies.

This grant allows WCWA to introduce the use of the Unite US network platform. This case management tool elevates the Veterans' service experience by improving provider information sharing as well as network response and accountability.

The bare numbers below do not convey the lasting trauma of Veteran suicides and attempts in Washington. This human toll continues to rise in our state:

1. 255 Washington Veterans died by suicide in 2019.
2. For every suicide, there are nine attempts often resulting in long-term injuries and/or severe trauma.
3. 20% of all Washington suicides are Veterans.
4. 70% of Veterans used firearms.
5. 46% of Veteran suicides were 65 years and older.
6. 46% were in a relationship.
7. 33% reported experiencing stress, anxiety, or depressive states.
8. 35% left a suicide note.

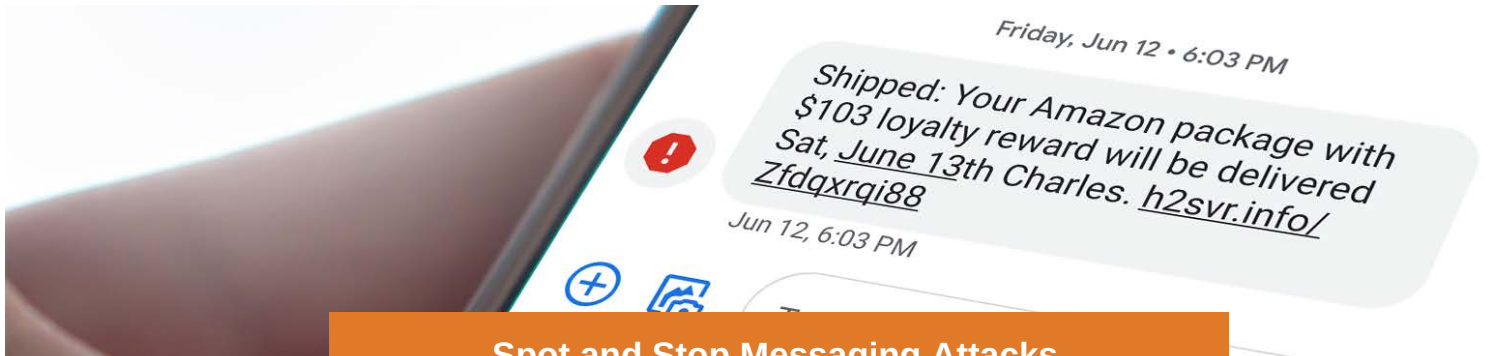
WCWA will employ the investments supported by this funding to promote and utilize evidence-based best practices in suicide prevention. We are targeting Veterans and organization staff in two of our state's most populous regions, King and Snohomish counties. This funding will allow WCWA to foster a sustainable suicide prevention and care alliance with the **VA Puget Sound Health Care System** as well as select community stakeholders. Additionally, we are emphasizing prevention services to Veterans subgroups who are at a higher risk of suicide.

Our comprehensive prevention program benefits from working relationships which have been years in the making. Local partners committed to participating include the **YWCA**, The VA's **Supportive Services for Veteran Families (SSVF)** program, **Operation Military Family**, **Brigadoon Service Dogs**, **Vet Centers**, the **VA's Expiration Term of Service (ETS) Sponsorship Program**, and **Unite US**. We have earned credibility by providing a consistently high-quality client and provider service experience.

Andrea Talmadge, our Regional Coordinator, has been instrumental in building our community standing as well as expanding participation in the Veterans' providers network. Andrea's dedication to WCWA and the management of WAServe as well as her consistent attention to our many partners, has significantly contributed to the trusted relationships required for a successful and sustainable suicide prevention initiative.



# Information Technology



## Spot and Stop Messaging Attacks

Adapted from an article appearing in the January 2022 issue of the SANS OUCH! Newsletter

### What are messaging attacks?

Smishing (a word combining SMS and phishing) are attacks that occur when cyber attackers use SMS, texting, or similar messaging technologies to trick you into taking an action you should not take. Perhaps, they fool you into providing your credit card details, get you to call a phone number to get your banking information, or convince you to fill out an online survey to harvest your personal information. Just like in email phishing attacks, cybercriminals often play on your emotions to get you to act by creating a sense of urgency or curiosity. However, what makes messaging attacks so dangerous is there is far less information and fewer clues in a text than there is in an email, making it much harder for you to detect that something is wrong.

A common scam is a message telling you that you won an iPhone, and you only need to click on a link and fill out a survey to claim it. In reality, there is no phone, and the survey is designed to harvest your personal information. Another example would be a message stating that a package could not be delivered with a link to a website where you are asked to provide information needed to complete delivery, including your credit card details to cover "service charges." In some cases, these sites may even ask you to install an unauthorized mobile app that infects and takes over your device.

Sometimes cyber criminals will even combine phone and messaging attacks. For example, you may get an urgent text message from your bank asking if you authorized an odd payment. The message asks you to reply YES or NO to confirm the payment. If you respond, the cybercriminal now knows you are willing to engage and will call you pretending to be the bank's fraud department. They will then try to talk you out of your financial and credit card information, or even your bank account's login and password.

### Spotting and Stopping Messaging Attacks

Here are some questions to ask yourself to spot the most common clues of a messaging attack:

- Does the message create a tremendous sense of urgency attempting to rush or pressure you into taking an action?
- Is the message taking you to websites that ask for your personal information, credit card, passwords, or other sensitive information they should not have access to?
- Does the message sound too good to be true? No, you did not really win a new iPhone for free.
- Does the linked website or service force you to pay using non-standard methods such as Bitcoin, gift cards, or Western Union transfers
- Does the message ask you for the multi-factor authentication code that was sent to your phone or generated by your banking app?
- Does the message look like the equivalent of a "wrong number?" If so, do not respond to it or attempt to contact the sender; just delete it.

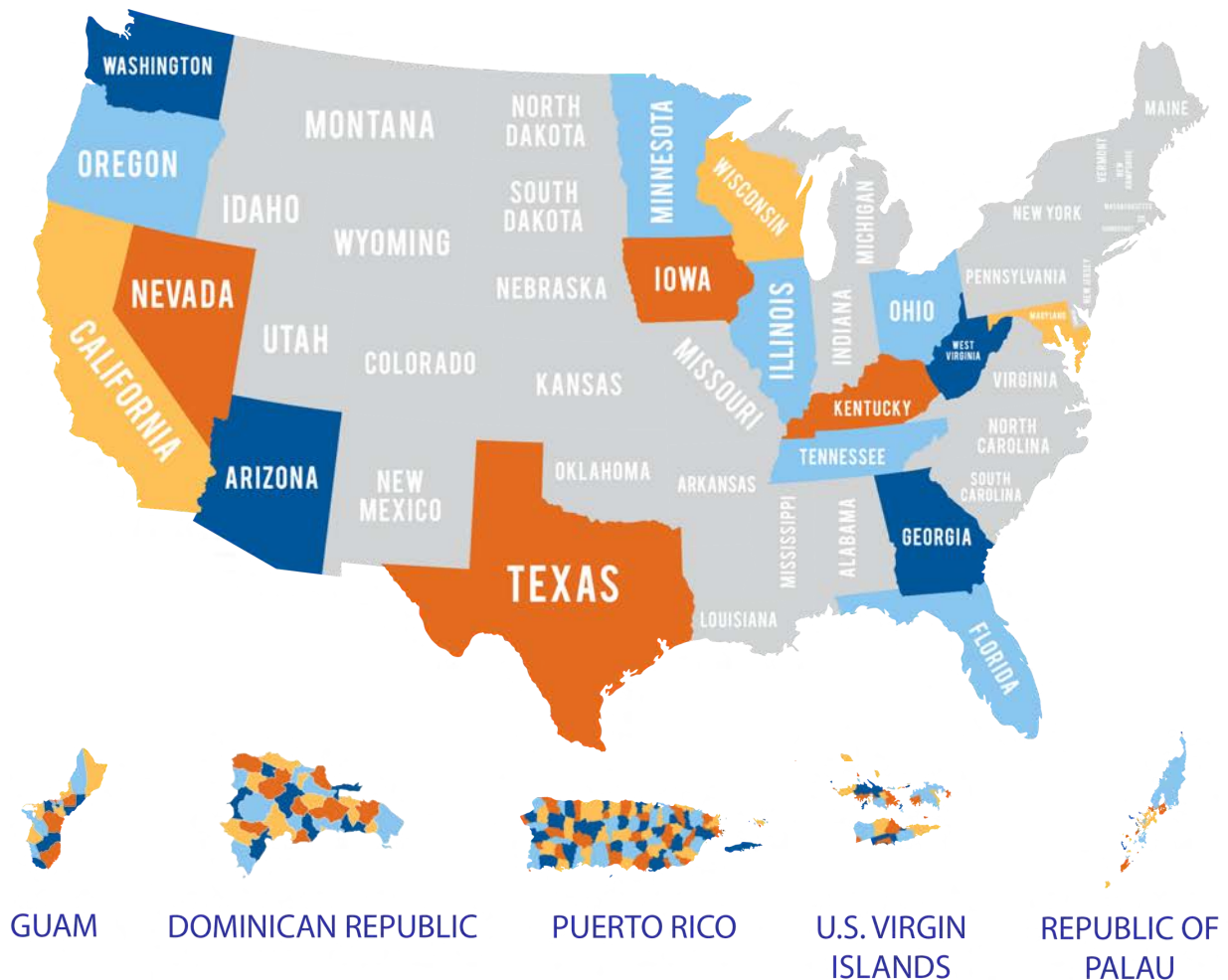
If you get a message from an official organization that alarms you, call the organization back directly. Do not use the phone number included in the message, use a trusted phone number instead. For example, if you get a text message from your bank saying there is a problem with your account or credit card, get a trusted phone number on your bank's website, a billing statement, or from the back of your bank or credit card. Also remember that most government agencies, such as tax or law enforcement agencies, will never contact you via text message, they will only contact you by old fashioned mail.

When it comes to messaging attacks, you are your own best defense.

# *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, 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.

## Proudly serving seventeen states, three U.S. territories, the Dominican Republic and the Republic of Palau



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## Storytelling is part of *The Express*

*The Express* is made possible through stories submitted by our amazing WestCare teams around the world. We know that each and every day, a positive change is happening for our clients with our support.

**Have a story to tell?** Please email [marketing@westcare.com](mailto:marketing@westcare.com) and let's share the impact WestCare makes in Uplifting the Human Spirit.



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