

We DO Make a Difference!

Determination and persistence...by both client and WestCare staffer

By Darlene Terrill, Director of Development

Raymond Dake came to WestCare “depressed, empty, physically, mentally and emotionally bankrupt,” according to Case Worker La Wanna Calhoun at the Las Vegas Triage Center. Ray had lost his wife to cancer in 2010 and became homeless shortly thereafter. He never said much to anybody. La Wanna took notice as she passed by his dorm room one day and saw him sitting in his wheelchair looking out the window with a blank stare. La Wanna expressed that she felt he was wishing he could walk again which motivated her to go to her office and start researching “How to get a donated limb”.



Several opportunities surfaced leading her to contact one clinic who took measurements of Ray’s limb and said that without any insurance that was all that they could do and that the waiting list was 2 years. This did not stop La Wanna who contacted Limbs for Life to request an application.

La Wanna asked Ray to write a short life story about himself and sent that along with his picture. She told Ray that “she planned to get him a leg for Christmas”.

One day, La Wanna was at a ribbon cutting ceremony where Governor Sandoval was present. She went to the Governor, introduced herself, shook his hand and said “Excuse me Mr. Governor, my name is La Wanna Calhoun, I work for WestCare and I have a client who needs a prosthetic limb, so will you help me get him one?” He looked at her, smiled and gave her one of his cards and told her that he would be back in Carson City and to call his office as he would see what he could do.

La Wanna made the call and was asked to Fax all the information from Limbs for Life. It worked! A little fire had been put in motion and on January 6, 2014 a leg was there for Ray. La Wanna states, “It came a little after Christmas but it was better that the original two years”.

Ray says he had given up on life until La Wanna and WestCare gave him some hope and a dream. He now wants to help others by sharing his story. He is a changed man and up on his feet walking again.

La Wanna is a special angel who truly mirrors the WestCare mission of “Uplifting the Human Spirit”. Congratulations for a job well done, **La Wanna**.

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WestCare Adds the Mount Rushmore State. Welcome to South Dakota!

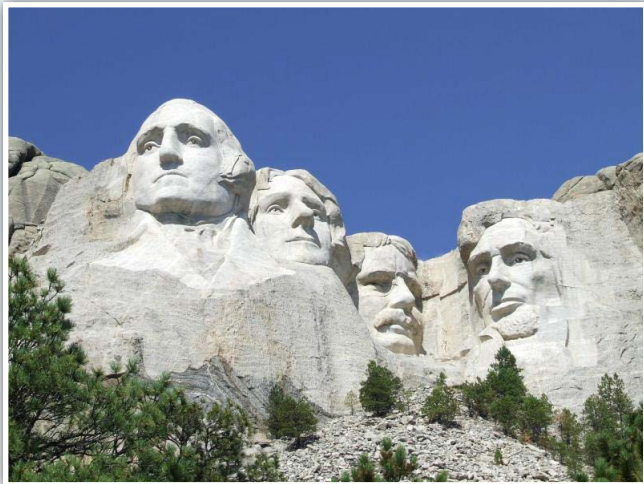
On March 1, 2014, WestCare will begin programs in Sioux Falls, South Dakota. This new venture in collaboration with Armor Correctional Health Care will operate in the Minnehaha County jail and will target those with Substance Abuse and Mental Health issues.

A new program blend, the 26-bed capacity will provide services to both those who are incarcerated and those who have been detained under the Civil Protective Custody detainment when they are found intoxicated in the community but don't face any formal charges. Those individuals will be required to sober-up prior to being released back to the community and to local resources, and will be offered services and education as well as treatment in an effort to decrease recidivism. Armor's role is to provide the medical and infirmary services to those in the jail. They also will assist with WestCare's program staff providing detoxification and will address medical issues as they are recognized. WestCare will provide approximately seven employees. This new partnership will also open a program in the Washoe County jail in northern Nevada in April, with similar services.

We are excited about expanding our footprint of behavioral health services to this beautiful state!



Minnehaha County Jail



Mount Rushmore



Downtown Sioux Falls

IN THE NEWS: *Celebrity Deaths Intensify Spotlight on the Heroin Epidemic*

(Editor's note: The recent much-publicized overdose death of actor Philip Seymour Hoffman, along with 'Glee' star Cory Monteith, singer Chris Kelly and many others before him, has renewed a focus on the surge of heroin use in the U.S. It is estimated that over 4 million Americans over age 11 have tried heroin. **Robert Neri** is WestCare's Senior VP for Clinical Services. He is nationally recognized for his knowledge of addictions and treatment systems.

Here is his brief summary of what is occurring with this fast-rising "drug of choice.")

The prescription drug epidemic is being replaced by heroin.

Over the past few years prescription monitoring has seriously reduced the flow of prescription drugs on the street, but quickly moving in to fill the need for opiates is a resurgence of heroin. Many states in the WestCare system are seeing the heroin spike in new admissions.

The lower cost of heroin -*now being smoked as well as injected*- has quickly become the drug of choice in many communities. Also, nearly 30% of overdose deaths are related to an offender being released from jail or prison and overdosing within 30 days- most often on heroin used with other drugs-

SAMHSA has a new overdose prevention tool kit and WestCare has created an OD risk screening tool. For more information on either please contact **Jennifer Hilton** at the Foundation.



Setting It Straight



WestCare Leadership Academy participant **Eric Singleton** (Florida South, Miami) was inadvertently omitted from an article in the February issue of The Express.

Also, in our coverage of the Board of Directors meeting it should have been noted that Carol Renard received the prestigious Arnold Andrews Humanitarian Award. It was presented by (her husband) Sr. VP Bob Neri and President/CEO Dick Steinberg.

The Express regrets the omissions.



KUDOS! *Our Monthly Shout-outs to Exceptional Employees*

"I would like to give Kudos to a coworker, **Ashley Wahlmeier**. She is the perfect combination of fun and function. Ashley dedicates herself to ensuring her work is accurate and timely, all the while helping her coworkers cover groups and individual sessions. She has been a life-saver to new employees, training and explaining the program, taking on the task of teaching extra classes while we have been short staffed and meeting with clients regularly to ensure no one is overlooked.



The clients look to her as a solid advocate and caring individual that holds them accountable and can help them see the light at the end of the tunnel- not an easy task when working with clients in a controlled environment. In short, Ashley lights up the room with her enthusiasm and free spirit, she truly embodies the WestCare mantra 'Uplifting the Human Spirit.'"

- **Sarah Cox**, Lead Substance Abuse Counselor Jail In-house Program, Guidance/Care Center, Key West FL



We're hearing about the yeoman's job that **Irene Gutierrez**, a Data Program Assistant, is doing in California. She is heading up the Health and Wellness Committee's creative 'WestCare's Got Talent' contest, a series of staff auditions leading up to a big show next month. We'll be sure to do a follow up on this fun event.

Thanks for your hard work and leadership, Irene!

FLORIDA: *Health Fair - Informing, Screening, Assessing*

Submitted by Maureen Kempa, Director-Children and Families, Guidance/Care Center

On February 1st, Guidance/Care Center staff Barbara Blair, Beth Kruse and Susan Ambrosius participated in the 43rd Annual Florida Keys Health Fairs. There were three health fairs throughout the Keys that provided free screenings and services including vision exams, skin cancer checks, HIV testing, breast exams, mental health screening, smoking cessation and blood glucose testing.



This initiative was sponsored by the Florida Keys Area Health and Education Center, Inc. and the University of Miami School of Medicine. The goal was to promote health and wellness through education, screening and assessment.

GCC prevention staff participated by setting up a booth at each location and distributing materials about GCC services. It was a great opportunity to interact with the community and further our prevention efforts.

CALIFORNIA: *Putting Personal Thoughts to Paper*

Articles submitted by Michael Mygind, Special Projects

“The WestCare Journal,” the working title for a newsletter to be written not only for, but by clients in residential treatment is in its early stages of receiving its first round of submissions.

This brand new monthly publication hopes to be not only a source of inspiration to clients, but another source of stability through the stories, words of encouragement and poetry that some will provide and many others will read. Expect updates and possibly content soon from this exciting new project!



CALIFORNIA: *More Outreach to Veterans*



Raymond & Patricia, case managers from our San Joaquin Valley Veterans (SJVV) Program, have begun their regular visits to the Madera County Library. They are reaching out to local veterans in need of walk-in services at our Fresno branch, or to see if they qualify for housing assistance through their Supportive Services for Veterans and Families (SSVF) grant. They will be at the library on the first & third Wednesday of each month.

This is just one of numerous services for homeless male and female veterans provided by SJVV, in addition to VA access and transitional housing.

ALL IN THE WESTCARE FAMILY: *What's Your Favorite Comfort Food?*



Michael McElroy, Program Director
Florida Gulf Coast



"Pot roast, yellow rice, mac and cheese, collard greens with okra, and a big glass of ice tea!!"



Eric Singleton, Food Supervisor
Miami, FL



"I like Gumbo because it brings back memories of my childhood; the times when my siblings and I would help my dad prepare a pot of Gumbo. I try to make it at least once a year. It's an excellent one pot dish, if you haven't had it, take a trip to the Northern Gulf Coast and have a bowl or two or three!"



Maureen Kempa, Director, Children & Families, Guidance/Care Center



"Pizza!! I don't know why, but it is delicious. Dr. O'Lear (Joseph, Medical Director) likes to treat staff to pizza Thursdays in our Key West office, so sometimes I have it more often than I should!"



Kelly Jensen, Program Director
Guam



"Anything and everything that has CHEESE!"



Domenica Jimenez, Case Manager
Fresno, CA

"My favorite comfort food is peanut butter and jelly sandwich!!! My mom packed this delicious sandwich for all my field trips in grade School (wonderful memories)..."

This month's question: How do you like the new design look of The Express? What would you like to see changed or added to our monthly newsletter? Please include your photo and title.

ILLINOIS: *Murals for Recovery*

By Charlene Hamann, Recreation Therapist

WestCare Sheridan clients began designing and painting wall murals for each of the four units in the re-entry building last fall for recovery month. Three of the four murals have now been completed.

One is the re-entry unit's philosophy on a scroll with quill and ink. Another depicts a colorful fall hillside scene (photo) that reminds clients that each day is a new beginning, watching leaves fall to the ground leaving behind bad habits and attitudes while looking to the new growth and blossoms on the tree with positive attitudes and new beginnings each day.



A third mural is painted with reminders that allow the clients to see how drugs, alcohol, addictions, and gang affiliations can ruin lives, jobs, and families. The only one left to be completed, will offer a window of opportunity with a stairway consisting of 12 steps leading up to and through the window.

All of the steps will have familiar components that are part of our WestCare program and of the AA traditional 12 steps in recovery. Clients were selected to work on these murals through their counselors by showing their willingness to participate, give back to the community, commitment to the program, and commitment to changing their lives.

Staff members who oversaw this therapeutic activity included (left to right) **Erin Deobler, Yolanda Barnes, Larry Hayes and Cheryl McMurren.**

WestCare "Weathers" Winter

The second week of February brought a blast of snow and ice to 49 states. (We're pretty sure Hawaii was the holdout) And WestCare programs and facilities in several states bore up fairly well under the rugged conditions. Here are a few photos from our correspondents:



Scenes at around Pikeville and Estill Counties in eastern Kentucky, where overnight temps got down to well below zero

And in NORTH CAROLINA: SNOWMAGGEDON!

By Kimberly Marino, Program Administrator
WestCare North Carolina Girls Program



Most consider North Carolina the "South," and some even move here from the North to escape winter (ME), however a week ago, no one would have known it! A record 8 inches of snow and ¼ inch of ice fell last week with Winter Storm Pax, and we learned quickly how important weather preparedness can be, especially when you're located in a remote area.

Staff proved the concept of a "team effort," by staying two days straight at the location, while transportation to and from the facility was impossible. No one complained, even when we had to sleep on the floor and wear the same clothes for two days! Our vans even got stuck in the driveway, so we hiked all over campus (264 acres). Since school was cancelled, we played outside, and may or may not have had a snowball fight or two? We were thankful for our two generators, as we lost power during the night. Staff never slept, but our girls were curled up in bed, safe and sound, and were shocked the next morning when we told them about our evening. We knew that the Boggs (GA) program had it worse than we did, so we remained thankful, and thought a lot about their boys and staff!

This was one of those times where belief in, and dedication to the program from our staff was humbling. WestCare truly promotes a "family environment," and again, I am proud to be a part of it! (P.S. NO MORE SNOW!)

HUMAN RESOURCES: *What Makes a Good "WestCareian"?*

By Michael Shields, VP Human Resources

In the January edition of The Express there was a list, courtesy of Richard Rutherford, titled "Top Traits of Great Employees". Oddly, (And thankfully!) these bullet points match very closely to the "Heart of WestCare" questions asked of every candidate interviewed for a position with WestCare.

Speaking for the HR Team, while we do our best to select/recommend candidates with the education, skills, training and experience required for a particular position, these "heart" traits are equally important. Maybe even more important! The mindset/heartset we are looking for requires these traits, which are a part of the DNA of every successful past, present and future WestCare staff member. Having a belief in what we do as an organization; the drive to work together for the betterment of the clients we serve; the skills to get along with other humans during the course of an action-packed, high-stress (see "NORMAL") day; and to do all these things tactfully; empathetically and with compassion for all are critical components of a good "mental resume".

For those of us here already, we (myself included) sometimes need a reminder of why we do what we do, and what it takes to be successful at it. Putting on my HR Recruiter hat for a second, I urge all of you to recommend friends and colleagues of yours who have these traits-and the necessary skills and experience-to come join us. As you see from the constant barrage of "Opportunity" messages, we have career opportunities all across the country, ocean to ocean, all the time.

Please refer people to <http://careers.westcare.com> to see what is available at any time. Help build the WestCare Team!!!

Top Traits of Great Employees

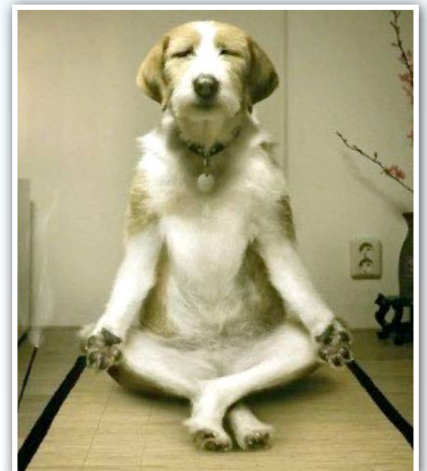
- Dependability
- Team Spirit
- Taking Direction
- Trust
- Confidentiality
- Participation
- Likeability
- Confidence
- Tact
- Attitude

Uplifting the Human Funnybone

Inner Peace

- If you can start the day without caffeine,
- If you can always be cheerful, ignoring aches and pains,
- If you can resist complaining and boring people with your troubles,
- If you can eat the same food every day and be grateful for it,
- If you can understand when your loved ones are too busy to give you any time,
- If you can take criticism and blame without resentment,
- If you can conquer tension without medical help,
- If you can relax without liquor,
- If you can sleep without the aid of drugs,

...Then You Are Probably The Family Dog!



PACIFIC ISLANDS/GUAM: *New Opportunities for the Future*

Submitted by Shirley Untalan



Sharon Dejesus, 54, from the village of Agat has been participating in our Sagan Mami, Work Enrichment Program (WEP) for the past six months. The program serves to provide work experience for persons who have not been previously employed or have not been working for an extended period of time in order to prepare them for permanent employment within the community. Sharon, a mother of four with 13 grandchildren has just completed the six month program and is looking forward to the future. She was assigned to the Agat Mayors office as an assistant and had the following to share with Project Coordinator Shirley Untalan:

“I was able make a lot of friends and was able to socialize with other people instead of staying home and being bored. I have learned the ins and outs of how the Mayors Office operates on the daily basis and how important “Teamwork” and coming together to help out means. Even if it’s the littlest job at least I was able to contribute to it.”

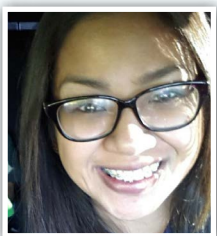
Sharon also had some words of advice for incoming WEP consumers, “First and foremost you have to enjoy where your at, be willing to work and be courteous to others. Try not to limit yourself to the duties that are under the scope of work and be more open to new ideas and opportunities. Have the willingness to share and be flexible to what is to come.”

On describing her experience in one word, Sharon says, “Awesome” and I want to thank WestCare for this opportunity and I learned some great skills that will assist me when I am searching for a permanent job.”

Shirley Untalan notes how much progress she has seen in Sharon since she started the program: “She started off as shy and lacked effective communication skills. Now, she has completely transformed with a significant increase in overall confidence, ability to assert herself and try new things!” Sharon has already updated her resume and plans on spending the next few weeks applying for a permanent position.

We wish her a lifetime of future success!

PACIFIC ISLANDS/GUAM: *One Program, One Young Girl. A Success Story.*



By Lolita Munoz,
Program Coordinator
Project Isa-Ta

WestCare Pacific Islands’ Project Isa-Ta program is a 15-month prevention education program for girls 9-17 years old who are at risk of HIV/AIDS/STD’s, juvenile delinquency, and unwanted teenage pregnancy. It is a gender specific program that intertwines evidenced-based curricula with supportive group sessions. Topics covered include: self-esteem building, relationship building, mother-daughter relationships, empowerment, hygiene, coping skills, negotiating skills, girl friends and girl fights, and more!

As the project is nearing its fifth and final year of funding from the Office of Woman’s Health under the Department of Health and Human Services, WestCare is seeking to ensure a sustainability plan that would allow for these services to remain available to the local community.

(continued on page 11)

PACIFIC ISLANDS/GUAM: *One Program, One Young Girl. A Success Story.*

Partnerships with local non-profits and the Department of Education are sure signs of hope for the program to remain in business.

As the program coordinator, I have witnessed the great work that this program has to offer. With these services, young girls have a fighting chance at gaining independence, happiness, and turning their dreams of graduating from middle/high school into a reality.

Take for example Krista's story of overcoming obstacles to achieve her goals, something she would only dream about:

As a victim of rape, who had little consistent professional support, Krista knew she needed an outlet to deal with the frustrations she was experiencing both at home and with her sexual assault from known perpetrators. Her efforts to mask her pain had proved to be unsuccessful, as evidenced by her sexual promiscuity and complete lack of respect for all types of authority.



Project Isa-Ta

The initially shy and disconnected young lady was able to develop enough trust to disclose to her peers the very reason she was drawn to the group – she was the victim of gang rape. She looked to the group and found an increase in her self-esteem and confidence, while at the same time addressed her unsafe sexual practices.

The changes that have occurred in Krista's behavior have not gone un-noticed. Teachers, counselors, school officials and her father have all noted and voiced the positive changes they have watched develop over the course of the project. Krista has developed a renewed interest in school and found outside activities to increase and continue to build her self-esteem. She has admitted our project has helped her to not only learn from her experiences, but to grow and share with others, the importance of trusting in our instincts. Krista's father had contacted me and genuinely stated that "If I had a car, I would come to thank you personally for what you have done for my daughter." In that moment I was overcome with joy, for I knew that we had made a difference for Krista! Her success was OUR success!

Approximately one year after completion of the 15-month intervention program, Krista has reported that she is doing well. She is more than confident in her negotiating skills and does not allow for dating partners to push her around, belittle her, and most definitely does not give into peer pressure and unprotected sex anymore. She stated that she is looking forward to graduating in May 2014 and plans to pursue a higher education. She thanks Project Isa-Ta for providing her with the knowledge and skills to identify risky situations and temptations, most especially for her ability to communicate her thoughts and feelings in a more appropriate manner. Her relationships with both her parents have drastically improved and she is hopeful of a brighter future.

Krista's story is one of many success stories that I hold near and dear to my heart. I firmly believe that this program is an asset to the communities in which it finds itself in and worth more than the dollar amount that may read on its budget. I encourage other communities to look into services such as these. I am proud to have served as once a part-time youth educator, and now the program coordinator and I look forward to the many more years ahead!

GEORGIA: *Boggs Residents Celebrate Their First Year of Recovery*

Submitted by Natalie H. Manning, CAC

Residents Michael and Austin asked if they could celebrate their one year Anniversary of being clean and sober because it was approaching shortly. I thought; why not have a ceremony celebrating this landmark event in both their lives. So we eagerly did so. Each of the Phase III residents had their primary counselors Natalie H. Manning and Michael Blackwell speak on their behalf about their journey through the program and were awarded a certificate acknowledging their 1 Year Anniversary. They also selected resident Deschaune and Kelly to read excerpts from out of the 12-Step literature. Michael and Austin both shared their life story with the staff and their peers including the circumstances that led them into WestCare-Boggs, their journey through the program, along with their commitment to remain clean and sober utilizing the tools they learned.

Then came one of the highlights of the celebration when Audrey Mack, Program Director of Westcare-Boggs presented Michael and Austin a framed letter from Nathan Deal, Governor of Georgia, congratulating them on this momentous occasion. What an honor!

Congratulations to these fine young men.



Boggs staff and residents (left to right): Bryant Ervin, Johnnie Green, Natalie Manning, Austin, Audrey Mack, Michael, Michael Blackwell

GEORGIA: *Successful Program Shares With Community Partners*

By Dwayne King, CARES Outreach Specialist



The CARES team was honored to participate in “The Many Faces of Aids: The Impact on our Community” forum in Atlanta during the Martin Luther King Jr. Holiday. Mr. Dwayne King was invited to be a panelist discussing issues related to HIV and AIDS in the African American community. He was joined on the panel by several community experts including Dr. Chris Watts (Infectious Disease Specialist), Dr. Marietta Collins (Psychologist/Emory University), Mrs. Antonia Foster (Nurse Practitioner/Emory University) and Ms. Stephanie Laster (Sister Love). The panel discussed everything from prevention to improved linkage to treatment and advancement in medical research. Dwayne was also joined by Sainabou Njie and several youth volunteers.

It was an excellent opportunity to give back to the community and build more important relationships with our community partners in the fight against HIV and AIDS.

INFORMATION TECHNOLOGY: *The IT Corner*

A regular primer/reminder by Sean Harrigan, Systems Administrator

Windows 7 Tips & Tricks

We're well on our way to eliminating Windows XP from our network and replacing it with Windows 7. For some people the interface might be a bit unfamiliar.

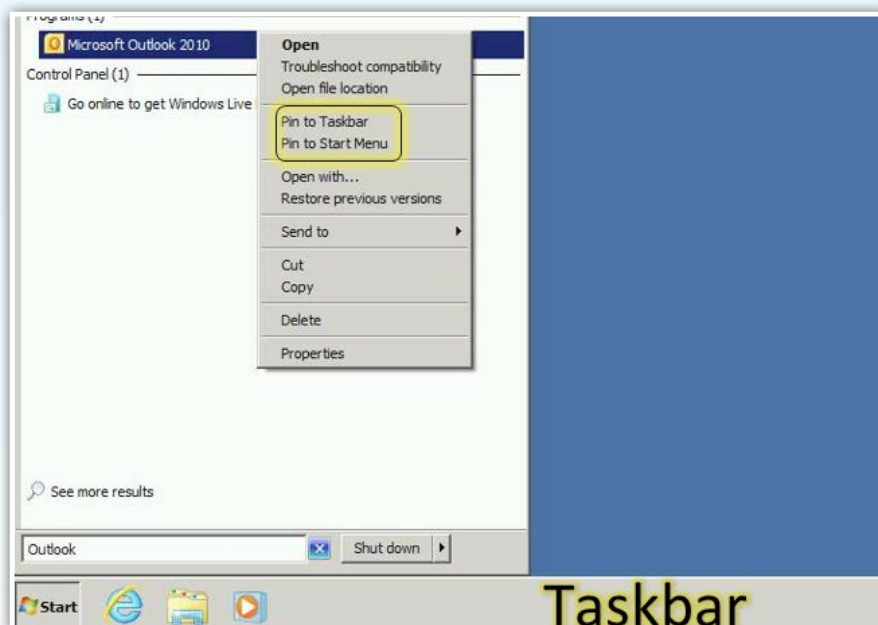
The New Start Menu

The Start Menu in Windows 7 is far more feature rich than it was in XP. When you access the Start Menu you will see recently used items, and a search field that can be used to find files and programs. If you want to use Microsoft Outlook, you can simply type "outlook" into the search field and a shortcut will be displayed right there on the Start Menu! This works for files as well.

TIP: Use the Windows button on your keyboard to access the start menu and you can immediately begin typing your search.

Creating Shortcuts and Pinning

You can create a shortcut by right-clicking any file or folder and selecting "Create Shortcut," that hasn't changed very much. However, you also see an option to "pin" programs to the Taskbar or Start Menu. This will create a permanent shortcut in an easy to access place. To do this, you simply right-click an open program icon on the Taskbar or a shortcut from the Start Menu and select "Pin to Taskbar" or "Pin to Start Menu."



The Taskbar

Speaking of the Taskbar, did you know that you can move it? This is particularly useful if you have a wide screen monitor. Right click an empty space on the taskbar and uncheck "Lock the Taskbar," it will then be free to move. You can now drag the task bar to any side of the monitor.

The Desktop

Here's a neat trick, to clear your desktop: click the desktop picture just to the right of the clock. This will minimize all of your open windows and leave you with a bare desktop.

Positioning Windows

Here's another useful trick using the Windows Key on your keyboard. Hold down the Windows Key and use the arrow keys on your keyboard to re-position windows.

↑ will maximize a window, ↓ will minimize a window, ← & → will relocate the window to pre-set positions. Two of these positions are half-screen (right and left). The half-screen configuration is particularly useful if you have a single monitor and need to access 2 documents at once. You can use it to perfectly align the windows with minimal effort.

Let's Talk About March

WestCare Calendar of Events

March 1 (7pm-9pm PST)
WestCare NV Fundraiser
LV Wranglers Ice Hockey at the Orleans Arena

March 4 (5:30pm-6:30pm EST)
Village South-CAC Meeting
Flagler #1300, Miami, FL

March 9
Daylight Savings Time Adjustment

March 10 (1pm-2pm EST)
CTC Workgroup Meeting - Amy Roukie
Held 2nd Monday of each Month

March 11 (6pm-7pm EST)
FLGC-CAC Meeting
City Ctr, 100 2nd Ave. S. #109

March 13 (1:30pm-2:30pm EST)
Eastern KY-CAC Meeting
Pikeville, KY

March 13-14
2014 SASCA Faces of Change Conf.
1055 N. Van Ness Ave., Fresno, CA

March 18
(8am-9am PST / 11am-12pm EST)
Executive Committee Teleconference Meeting

March 27 (11am-12pm EST)
GA-CAC Meeting
827 Pryor St. SW, Atlanta, GA

Major Observances in March

by Express Editor

04 Tuesday... Mardi Gras

ABB day. (Adults Behaving Badly) French for "Fat Tuesday" or "Shrove Tuesday". Last day of feasting before Ash Wednesday, the 5th and Lent begins.



09 Sunday ...Daylight Savings Time begins

For most of the U.S. Woo-hoo! Spring forward. Set clocks ahead one hour. (Or don't. You'll just have to turn 'em back again in early November anyway!) Our WestCare folks in Arizona and the U.S. Virgin Islands are among a handful of areas that march to the tick of their own clocks.



17 Monday ...St. Patrick's Day

Cultural religious holiday named for the most commonly recognized patron saint of Ireland. Made an official Christian feast day in the 17th century. Widely celebrated around the world. Green is great. Corned beef is good. Cabbage is okay.



20 Thursday ... Spring begins

We say good riddance to a rough winter, and welcome a usually beautiful, gentler season. Sadly, parched California never experienced winter this time around.

But WAIT...there's MORE!

Here are some of the little-known daily designations in March:

1 - Pig Day

1 - World Compliment Day

2 - Corndog Day

4 - Do Something Day

7 - Middle Name Pride Day

8 - International Fanny Pack Day

15 - True Confession Day

16 - Lips Appreciation Day

20 - Alien Abduction Day

20 - International Goof-off Day

AND NOT TO BE FORGOTTEN...

26 - Make Your Own Holiday Day