



# WESTCARE EXPRESS

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THE WESTCARE EXPRESS MONTHLY NEWSLETTER

MARCH 2016

### *Faced with an Epidemic, a First for Roane County*

*By Stan Grubb, Community Outreach Manager*



WestCare Tennessee and the Roane County judicial system have launched the county's first *Recovery Court* program. It received a public unveiling on February 1st at the courthouse in Kingston, and captured the attention of local media as well as a documentary crew from National Public Radio. A wide variety of public officials and citizens (pictured) observed the beginnings of what many hope to be at least a partial solution to the opiate epidemic that has plagued the region for some time.



WestCare's CEO, **Dick Steinberg** along with Sr. Vice Presidents **Jeff Caudill** and **Steve Hornsby** and Deputy Administrator for Tennessee

### TENNESSEE: *Faced with an Epidemic, A First for Roane County (Con't.)*

**Sue Karber** joined the entire Recovery Court team to celebrate the historic occasion. It culminated countless hours of planning, preparation, research and the implementation of a lot of hard work.

Recovery Court coordinator **Ashley Freberg** presented the first three cases to Judge **Dennis Humphrey**, who listened intently and then addressed each participant with dignity and respect and reminded them that while they did have a measure of freedom at this time, each participant would be held responsible and accountable for their actions.

According to **Janiece Foust**, Program Director for WestCare's *Recovery Court Treatment Program* in Roane County, TN, each participant is given the Level of Service Inventory-Revised assessment (LSI-R) and the Readiness for Change Assessment (URICA) to assess for appropriateness of the referral to Recovery Court. The LSI-R is designed to assess the level of risk and need, therefore being a tool to assess likelihood of reoffending.



*Recovery Court Participant  
with her incentive*

On the other hand, The URICA is designed to indicate where the individual is in the stages of change, thus allowing for best recommendations on how to provide services. If the individual being assessed is seen as both a high risk/high need person that is resistant to change, then a more appropriate recommendation will be presented instead of recovery court. These assessments are a

wonderful tool to have a more clear understanding of each individual and provide quality recommendations to the Roane County Recovery Court Team.

WestCare is proud to serve as the treatment provider for this bold program, and looks forward to the many successful recovery stories along the journey.

### *Spring Forward for Daylight Saving Time*

Here's a friendly reminder (for those in the US) that Daylight Saving Time will occur on Sunday, March 13, 2016. So don't forget to spring forward and set your clocks one hour ahead. The only two states that do not observe daylight saving time are Arizona and Hawaii. U.S. territories Puerto Rico, the Virgin Islands, American Samoa, Guam and the Northern Marianas also do not observe daylight saving time.



## ARIZONA: *Former Youth Shelter Will Now Serve Veterans*

For an unknown number of years, a sprawling single story ranch house built on sand and sagebrush not far from the beautiful Colorado River, quietly sheltered a thriving business: One of the country's largest marijuana growing operations, complete with hydroponics in the cavernous basement. Then, law enforcement, and subsequently national media, caught wind of the setup... so to speak...and in 1993 the operation was shut down and the rambling house put up for grabs.

WestCare grabbed.

The Colorado River Regional Youth Shelter in Mohave Valley, near Bullhead City, became a gem on the northwestern edge of the Arizona Desert, a widely praised refuge for troubled teens. WestCare Arizona ran the successful CRRYS shelter until 2009, when funding eventually ran out. It sat idle and empty, in contrast to the lively activity across the river in Laughlin, Nevada.



Now, the property will be re-purposed for a different, but equally important social service: Taking care of homeless military veterans. The center, approved by Mohave County Supervisors in mid-February, will be for veterans suffering from post-traumatic stress disorder, physical injuries or other disabilities from multiple military deployments. It will be configured with 20 beds.



WestCare's Chief Operations Officer **Maurice Lee** says veterans feel more comfortable being around other veterans when transitioning to civilian life. Lee also told the supervisors that there will be a controlled environment with video cameras and security and be staffed 24 hours a day. The project will be helped by \$300,000 in federal funding from Community Development Block Grants, which will go to add a new roof and repair the kitchen and a fence at the center.

### NEVADA: *WestCare States Begin Donation Blitzes*



*Artwork courtesy of Razoo / Big Give campaign.*

WestCare Nevada is gearing up for Nevada's *Big Give*, 24 hours of online giving on March 10th to raise money for our Community Involvement Centers (CICs) in Las Vegas, Pahrump, Reno, and Tonopah.



<https://nvbiggive.razoo.com/us/story/Westcare-Nevada>

(See our other story which shares the wonderful things our CICs do!) We're busy gathering pictures, making videos, updating our email list, creating posters and donation jars, and a dozen other things!

This is WestCare's second time participating in the *Big Give*, a statewide day of online charitable giving, now in its fifth year. It's similar to *Giving Tuesday* which you may have heard about. You know, the day after Cyber Monday following Thanksgiving each year. Giving days encourage people to support their community and charities of choice with tax-deductible donations.

Is there a giving day in my area? In the WestCare world, **Illinois**, **Kentucky**, and **Oregon** have statewide events on *Giving Tuesday* (November 29 this year). Many states have their own giving days such as **Wisconsin** – *The Big Share* (3/1/16), **Arizona** – *Arizona Gives* (4/5/16), **Tennessee** – *Big Payback* (5/5/16), **Georgia** – *Georgia Gives* (11/17/16), and **Minnesota** – *Give to the Max* (tbd November 2016). Other locations have giving days on a smaller scale such as countywide or regional. There is also a national day dedicated to **LGBTQ** programs - *Give OUT Day* (5/19/16).

Now that you know a bit more about giving days, take some action. Donate now! Spread the word! Participate in your local giving day! If there isn't a local giving day, get one started!

Find us on social media and get more information on WestCare's participation in Nevada's Big Give! Visit us on Facebook at: [www.facebook.com/WestCareNevada](http://www.facebook.com/WestCareNevada)

### NEVADA: *CIC's: Providing Services Statewide, Urban AND Rural*

By Susan Decker MPA, Electronic Communications Coordinator and Darlene Terrill, Director of Development



*Photo courtesy of Mark Halloway via Wikimedia Commons*

Roads stretch to the horizon with no town in sight. Your nearest neighbor is more than a mile away down a rugged dirt road. It's at least a two-hour drive to the nearest Wal-Mart. You don't own a car, there's no public transportation, and you need to find substance abuse treatment. Now, imagine being the only service provider in the area! This is the reality for those working at WestCare's Community Involvement Centers (CICs) in Reno (Washoe County), Pahrump and Tonopah (both in Nye County). Nye County as a whole is designated by the U.S. Census Bureau as a "Frontier" area with six or fewer residents per square mile. Reno has more people, but services are still scarce.

The CICs help people in need every day. Services include intakes and assessments, outpatient substance abuse

treatment, adult drug court and re-entry programs, prevention outreach, telehealth and simply being there to provide resources and referrals for individuals who walk through the door. Doing these things at the CIC in urban Las Vegas (Clark County) is difficult enough; doing it in outlying rural towns takes some very special people to tackle the challenges, but the rewards make it worthwhile.



*(From left) Mashal Malik, Diana Mancilla, and Stephanie Gardner*

The Reno CIC is managed by Director of Operations **Lisa Leatham**. Her team is comprised of Assistant Director **Mashal Malik**, Therapist **Diana Mancilla** and Case Manager **Stephanie Gardner**. The Reno CIC provides psychiatric evaluations, outpatient groups, individual therapy, and case management. They work closely with the State of Nevada and courts in Reno to provide comprehensive care for individuals and also provide medical detoxification and mental health triaging for adults.



## NEVADA: *CIC's: Providing Services Statewide, Urban AND Rural (Con't.)*



*(From left) Sally Holzer, Tamara Jones, and Abigail Guggisberg*

The Pahrump CIC currently has three employees: Supervisor **Tamara Jones**, Counselor & Prevention Specialist **Abigail Guggisberg**, and University of Nevada Las Vegas Practicum student **Sally Holzer**. Tamara likes “being able to connect with clients to help them reach their goals” and says the biggest challenge in Pahrump is finding qualified employees to adequately staff their office. She finds joy in seeing her clients succeed, stay sober and become the person they were meant to be.

In Tonopah, it's a one-woman show for Counselor **Rowena Holland** who handles clinical duties, runs the office, and is the community liaison. Rowena enjoys the wide variety of clients she helps. She says WestCare is one of the only



*Rowena Holland*

agencies bringing much needed drug and alcohol treatment and mental health counseling including telehealth into the rural and remote community. Her biggest challenge is not having other resources such as sober living homes, transitional housing and public transportation available locally. In spite of these challenges, there are success stories.

WestCare continues to fill needs in a variety of communities, regardless of size or location. Human spirits need uplifting everywhere.



## FOUNDATION: *Training - WestCare Webinars!*

*By Jennifer Hilton, Director of Training & Technology Transfer*

The WestCare Foundation's Professional Services Department and National Training Committee believes that employees are the agency's most valuable resource. To help you, our MOST valuable resource, we have decided to join the brave new frontier of **Webinars**, with trainings offered every month on various topics for all levels of staff. We are happy,





## FOUNDATION: *Training - WestCare Webinars! (Con't.)*

excited, and proud to offer you this new learning opportunity!

We believe it is the responsibility of WestCare's leadership and management to train and facilitate professional development in every employee, using a multi-faceted approach to encourage competency. So these Webinar courses are provided to our employees free of charge in order to support continued learning. Several with pre- and post- testing are also available for Continuing Education Hours (CEH) free of charge to WestCare staff, as WestCare Foundation is an approved [NAADAC](#) CEH provider.

At the beginning of each month starting this March, be on the lookout for an email from [training@westcare.com](mailto:training@westcare.com) announcing the upcoming trainings. Some of you may have

have even seen the email with the current calendar that was sent out in February, but expect more as we have some amazing staff out there in the WestCare world and will be adding more trainings all the time!

**IF YOU HAVE IDEAS, REQUESTS, ETC. FOR ANY PARTICULAR TRAININGS, PLEASE EMAIL US AT [TRAINING@WESTCARE.COM](mailto:TRAINING@WESTCARE.COM).**

This is all for you, so we want to know what you want! Looking forward to hearing from you!

Also to sign up for and/or request more information about any of these classes you can request them through the myLearningPointe. Request a course catalog or email [training@westcare.com](mailto:training@westcare.com).

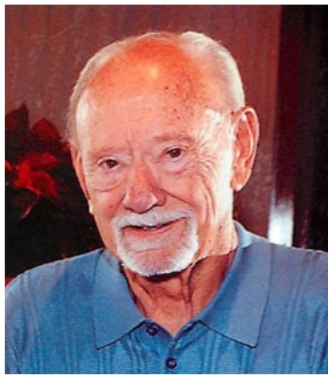


## SNAPSHOTS: *The Fab Forty-Four*



The **Eastern/Caribbean Region Leadership Team** looking sharp at their recent business gathering in St. Petersburg, Florida.

### FOUNDATION: *Remembering Dick Thomas*



**Richard “Dick” Thomas** was a part of WestCare Foundation before the name existed. In 1973, Dick was a high ranking employee with the Teamsters International Labor Union. In that capacity, he was instrumental in getting a

\$50,000 grant to help start a small heroin treatment center called **FitzHouse**. This funding established our organization and allowed us to open our doors! With this ongoing assistance, FitzHouse flourished. It was originally located at G Street and Madison and then moved to the Las Vegas Hospital on 8th and Ogden. **WestCare Foundation** was born at this time, and the name has remained the same for the last three decades. The original Board, which included Dick Thomas, hired WestCare’s current Chief Executive Officer, **Richard Steinberg**, who has been at the helm all these years.

WestCare has been in business for 43 years and grown due in part to Dick’s ongoing commitment to support those dealing with substance abuse. **Michael Lavin**, Senior Vice President of FitzHouse Inc. shares that Dick supported recovering people *“when it was not fashionable or acceptable to do so”*.



Due to Dick’s dedication over the years, he has saved thousands of lives including youth, adults, and families. Through the Bernie Buckley Charity Golf Tournament, he has ensured sizable donations annually which help WestCare continue to provide services to those less fortunate.

Dick remained an active and viable Board member from the beginning to his passing on February 21, 2016. He has consistently aided in the growth of WestCare.

WestCare Foundation will continue to honor Dick Thomas as a lifelong friend & supporter. CEO Richard Steinberg says *“he will be sorely missed by his WestCare Family!”* We were blessed to have him working with us so closely all these years. His gifts of support and friendship will be cherished forever. Dick’s legacy will forever live on in our programs. We assure his family and friends that we will keep his name, memory, and spirit alive in all we do.

In lieu of flowers, the Thomas Family request that donations be made to WestCare Foundation:

#### **WestCare Foundation**

*Attention: Denise Johnson-Williams*

1711 Whitney Mesa Dr.

Henderson, Nevada 89014

Or for online/electronic donations, please visit:

[www.westcare.com/page/memorial-thomas](http://www.westcare.com/page/memorial-thomas)





## EASTERN REGION: *Going RED for Women!!*

WestCare is always ready to support other worthwhile social causes, and the American Heart Association is among them. The annual *Go Red for Women* campaign helps raise awareness about heart disease and stroke. While they affect one in three women, they are 80% preventable!

Thanks to **Wendy Ramos**, here's a collage of our Eastern Region's participation in the February 6th Heart Association event.





## EASTERN REGION: *Going RED for Women!! (Con't.)*



### FLORIDA: *A Recipe for Success*

*By Kevin Brooks, Vocational Counselor / Special Message by The Graduates*



The Village South and The Hospitality Institute partnered with one another to fulfill a common goal to *“Uplift the Human Spirit”*.

On February 5th, eight WestCare consumers successfully participated and completed a 4-day culinary training program that prepared them for employment opportunities in the restaurant industry.

Their excitement and motivation about the training program created a desire in the group to share their experiences and to give back to others deserving of a second chance. Their message would be expressed through writing:

#### **Through Our Eyes**

*“We are very grateful to both the Hospitality Institute and the Village South for facilitating this opportunity for learning. There was a uniformed sense of empowerment that resonated among us during the job readiness training program at the Hospitality Institute. Tears of joy alluded to our bright futures. Some said it was their second chance at life. One thing was evident: we all had known defeat. Now, we aim to know success. The hospitality training program offered inspiration and visualization of growth. It gave us a new outlook on life and hope for the future. The guest speakers freely shared their knowledge as we eagerly took note. Not only did we learn skills in hospitality, we left with a powerful message: Nothing is impossible.”*

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



Congratulations to **Mayachristine Camararogers** on her recent marriage to **Chris Atwood**. The happy couple said their vows on January 11th. Maya is the Village South *Keys to Recovery* Coordinator.

A major milestone for **Shawn Jenkins**, who recently celebrated his 25th year of service. Shawn, now a Senior Vice President, was one of the original employees of WestCare California, serving in various transition and leadership roles, beginning when it was The Third Floor in Fresno. His remarkable career has significantly paralleled WestCare's service growth in the Golden State.

Congratulations and thank you, Shawn.



A proud grandpa! WestCare President and CEO **Dick Steinberg** became a grandfather on February 11th, when daughter **Katie** gave birth to a baby girl in Las Vegas.

Mr. Steinberg made sure his busy schedule included being on hand for the arrival of beautiful little **Maddie Noelle!!**

### KUDOS! *Our Monthly Shout-Outs to Exceptional Employees (Con't.)*



**Karl** is the first of many veterans that WestCare's *FAVA* program has had the honor of bringing out of homelessness.

Since then, every Valentines Day, Karl has made sure to show his appreciation by giving the ladies on staff boxes of chocolates. What a guy!!!

Thanks to **Heather Baker** for representing WestCare at the *Better Beginning Baby Fair* car seat safety event in Miami.

Heather, Program Director for *Healthy Start* at The Village, is shown demonstrating the proper use of a car seat to an appreciative new mom. Attendees at the free event received car seat education, installation assistance, and new car seats for all children in the family.



### THE GREEN CORNER: *The Sun Will Come Out Tomorrow*

*Submitted by Cecily Moreland and the WestCare Green Team*

While climate change conversations continue to swirl during the months leading up to the presidential election, it's crucial to remember that more than 70% of the world's greenhouse gas emissions come from energy-related sources.

"Weather" you are still in the trenches of Iowa's snow storm or getting the pool ready in Vegas, the sunshine is a welcome addition to any day! As an infinite resource in any weather, the sun and its solar energy is in high demand! Here comes the sun... and how you can harness the energy:



#### Solar Chargers

With so many options for solar chargers, this is a simple way to use the sun's energy! The Solar Joos Orange Portable Solar Charger is designed to charge all personal electronic devices.



#### Line Dry Clothes

An average dryer cycle uses a tremendous amount of energy and contributes to CO2 emissions. If everyone committed to hanging up one load of laundry outside each week, we would save over a million tons of CO2 in a year. Yes, you can dry them outside even in the winter!

#### Solar Flashlight

It's time to invest in a flashlight where the battery can be charged with the built in hand crank or the built in solar panel.



**More great ideas next month!!**

### ILLINOIS: *On Track to Become Certifiably the Best*

*By Loretta Berry, Clinical Manager*

Study groups have long been known to provide an enhanced learning experience for students. Being with a group where everyone is actively striving to learn is very advantageous to academic and professional success. At the WestCare program at Sheridan Correctional Center, a group of 13 noncertified counselors are meeting weekly as a study group focused on successfully completing the Illinois Alcohol and Drug Counselor Certification process.



*Group training for the Alcohol and Drug Counselor Certification*

Being a member of a study group offers many advantages. Meeting at scheduled times keeps us on track and lessens our procrastination. Working in a group also allows for the opportunity to review materials, explain concepts, exchange ideas, and get clarification more quickly than when studying alone. Study groups are also helpful for those who experience test anxiety, providing both

reinforced learning and group support. The Sheridan group uses the study guide published by IAODAPCA supplemented by materials from the recommended reading list.

The study group is currently facilitated by **Laurie Berry**, the clinical manager at Sheridan. As the study group matures, members will take on more active roles in presenting and managing the work of the group on a given day.

Currently the WestCare certification study group includes: **Jessica Bateman, Michelle Martinez, Cassandra Godinez, Kristy Hall, Kayode Gbaya, Tracy Brown, Nicole Doran, Terra Surr, Lori Wolgast, Rachel Callaway, Nellie Booker, Stacey Palmer, and Alison Jebens.** The group is open to new staff as they join the WestCare organization, providing them an opportunity to get to know their colleagues and collaborate while they focus on mastering the material required to become certified counselors.

### GEORGIA: *Welcome Home, Vets!*

By Bonni Ware, VetsCare Property Manager



In keeping with the vision of WestCare Foundation, WestCare Georgia opened the doors to a new program for female homeless veterans called *VetsCare*, a permanent supportive housing program that provides one-bedroom homes to women who have served our country. An eight-unit apartment complex was rehabilitated for this purpose. And now, two years later, *VetsCare* is truly “*uplifting the human spirit*” for some that gave unselfishly to protect the American public.

Through the City of Atlanta’s *Community Development Block Grant* program, the units were renovated by **Fitzhouse**, a WestCare entity. The business community also lent a helping hand. **Home Depot** donated hardware such as bathtubs, sinks, microwaves, stoves and refrigerators for each unit. **Aaron Rents** provided queen size beds, mattresses and sofas. A friend of WestCare Georgia donated the landscaping and the City of Atlanta continues to provide supportive service dollars to the project.

When the veterans enter their new dwelling they have all of the necessities of a home. *VetsCare* not only provide homes, it offers supportive services to its residents through WestCare Georgia’s *The Women’s Place*.



*VetsCare* frees women’s spirits who have found themselves in homeless environments, sleeping in shelters, extended stay hotels and on the couches of their friends. The program has helped give them back their dignity and allowed them to enhance and enjoy their life in the manner that they desire. One resident has decided to return to college to pursue an undergraduate degree. Home is a place of solace, a place of relaxation and security. *VetsCare’s* aim is to give homeless veterans a place to call their own and their stories will be happy ever after.

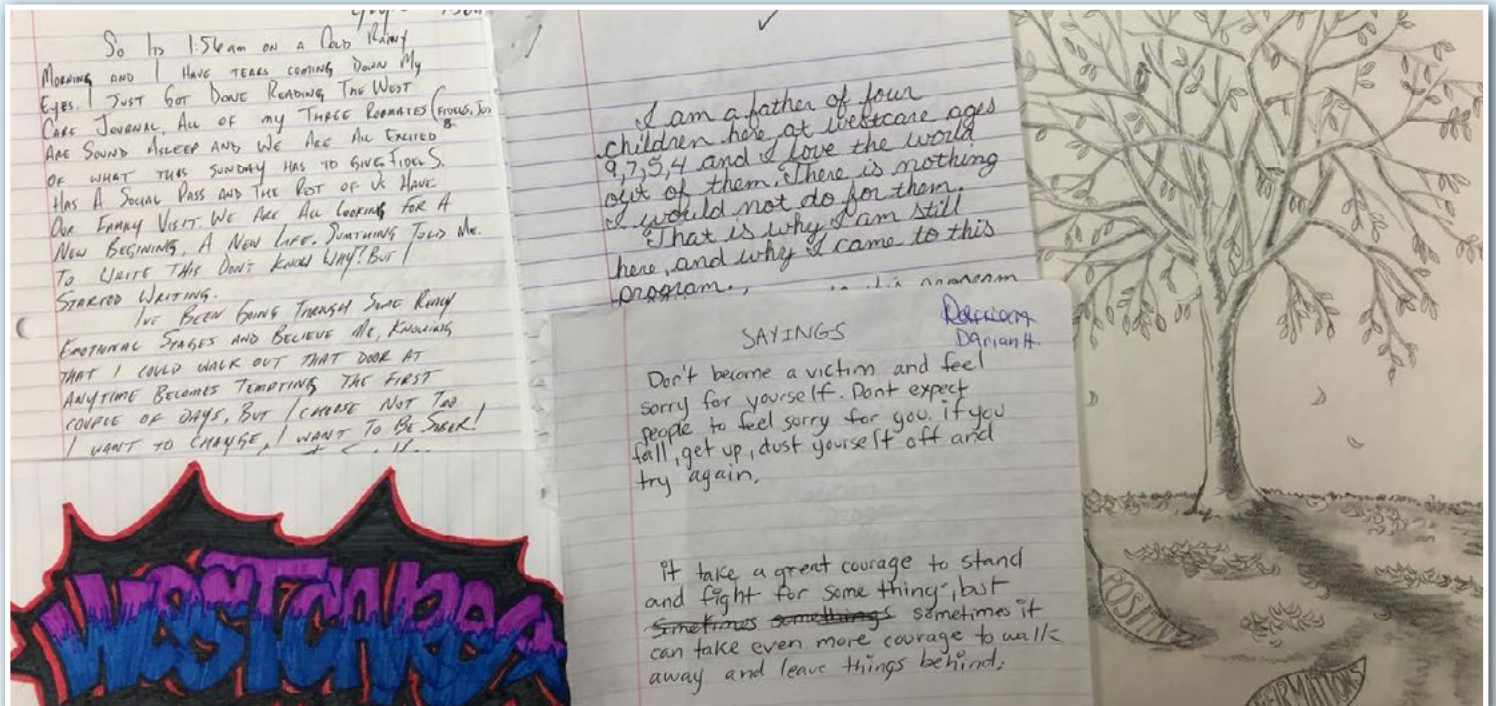
On behalf of our veterans, we would like to give a wholehearted THANK YOU to everyone who has been involved in this venture from beginning to end. Our tenants would not be in a place of relaxation, solace and security if not for you!





## CALIFORNIA: Recovery, In Their Words - The WestCare Journal

By Michael Mygind, Special Projects Officer



The *WestCare Journal* is a newsletter comprised of creative content by clients in residential treatment in California. All 200-plus clients in residential treatment receive a printed copy to enjoy. After more than sixty submissions of poetry, stories, testimonials and artwork, the newsletter is celebrating a full year's worth of publication!

This newsletter is a collaborative effort between marketing and treatment staff to provide another positive outlet for those we serve. **Cleodus Shelton**, Program Coordinator of Men's Residential, commented, "*The WestCare Journal has demonstrated to be a very powerful tool in allowing clients to express their talents. It brings a sense of ownership to the clients since it's all about them - from them.*"

*I'm very grateful to be able to witness the bright smiles it brings to their faces each month when it comes back all printed up in color. It's just another way WestCare California has found a way to uplift the human spirit."*

The Journal also features stories from our state newsletter that focus on our clients' achievements and service to our community. WestCare Journal contributor, **Orlando R.**, explained his involvement: "*Expressing my feelings towards something I've done has never been easy, maybe because of the shame, regret or the sense of failing. It's a part of my life [that] I do not want to repeat ...to show society that I am not that person I was painted to be.*"

### CALIFORNIA: *By the Numbers - Helping the Homeless*



Staff from various WestCare California programs, along with volunteers from the other social service organizations and community groups that make up the Fresno/Madera Continuum of Care (FMCOOC), took part in the annual *Point in Time* homeless count.



This three day project consisted of a night tally, a night survey and a day survey with the goal of providing an accurate snapshot of Fresno and Madera's homeless populations. In Fresno alone, 20 zip codes were divided among 20 teams, which then took to the streets. The night tally was a basic count of homeless individuals in each area, with one member of each team making notes on their map so that they could revisit that area for the survey portion. The next two days were spent conducting a survey with homeless individuals from an iPhone app. This survey gathered data from individuals, such as basic information about them, how long they have been homeless and where they are currently residing.



All gathered data essentially shows the need for homeless services and ultimately funding for such services in Fresno and Madera Counties. Thank you to everyone that gave their time for this amazing event! With your help, we can put an end to chronic homelessness!

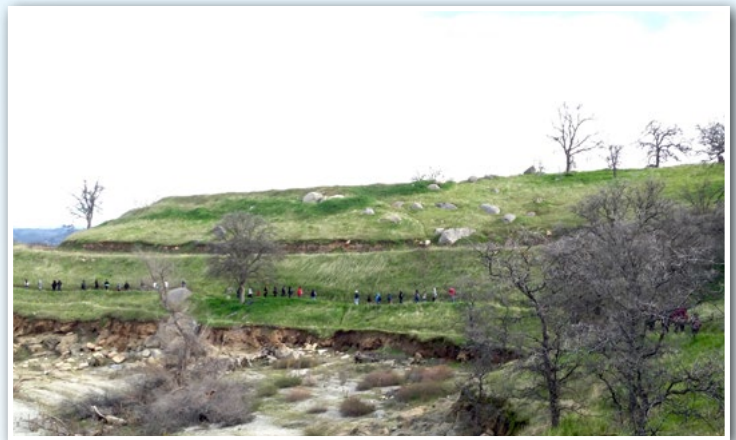


## CALIFORNIA: *Soaring With the Eagles*

WestCare staff members **Jeff Estes**, **Melissa Reed** and **Annette Ortega** recently arranged for men and women in the Native American *Mending Broken Hearts* group, to participate in the Eagle Walk at Millerton Lake, near Fresno. They completed the Mending Broken Hearts section of the White Bison curriculum with a letter burning and sage washing ceremony.



The purpose of this trip was twofold: As the name implies, they were hoping to get to see bald eagles. But more importantly, it was a chance to get back to nature to further their recovery process. The land can look so beautiful... through the keen eyes of an eagle.

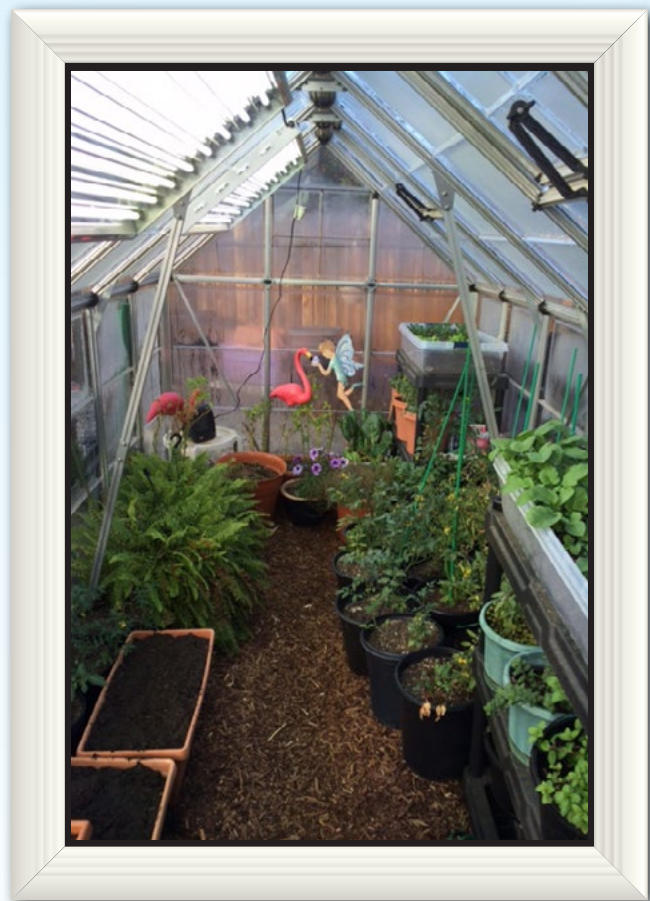


## Industry News

Ignition interlock systems in cars have prevented 1.77 million attempts at drunk driving since 1999, according to a new report by Mothers Against Drunk Driving (MADD). A study published in 2015 concluded that if all new cars had devices that prevent drunk drivers from starting the engine, an estimated 85 percent of alcohol-related deaths could be prevented in the United States.



**This Month's Question:** *"When you are off-duty, what is your favorite hobby or pastime?"*



*"I spend my evenings and weekends couch surfing and growing vegetables year round."*

*– Mark R. Leanhart, Program Supervisor, Supportive Overnight Stay Program CA*

**For April:** *"What movie could you watch over and over?"*

*Please send your response and photo by March 15 to [john.wallace@westcare.com](mailto:john.wallace@westcare.com).*

### PACIFIC ISLANDS: *The National Point-in-Time Count*

*By John F. Blas, Volunteer Registration Coordinator*

WestCare Pacific Islands staff continued to be a vital part of this year's *Point in Time* (PIT) annual homeless count. More than 260 volunteers were organized, provided pre-PIT safety training, and participated in the count, January 29th. Coordinator **John Blas**, along with **Kat Tolosa**, served as team leaders for the day, leading volunteers in both early morning and evening shifts.

With less than 2 weeks under her belt with WestCare Pacific Islands as the new Veteran Advocate, **Lina Hammond** joined staff from each of our projects. They identified homeless individuals and families whose primary nighttime residence is a public or private place not meant for human habitation; also, locations where the primary residences are substandard in some way, such as make-shift roofs, no doors, windows or floors.

Last year's count identified 1,280 persons in need of housing and other essential services. Volunteers were trained about the multitude of services available in order to provide families and individuals with referrals, and to gather much needed data in order for the government, policy makers and service providers to better understand and address the needs of the homeless population.

By the next PIT count, Miss Hammond will have likely been able to work with every homeless Veteran that was identified during the count!



*A cave behind Superior Court*



*A Primary Residence*



**NORTH CAROLINA: *Parenthood? Hmm, Maybe Not Yet***

*By Deborah Harrison-McKevie, Registered Nurse*

*RealCare Baby* is a doll that is programmed by the manufacturer to simulate the needs of a newborn. The doll's schedule of crying is computer programmed by the nurse for easy, medium or hard level of care. Each girl gets the chance, for 4 days a week, to take care of the baby, which includes day and night, school days and weekends. The girl's reactions to caring for a newborn baby have ranged from, *"It was fun, but I'm not ready for a baby,"* to *"I never want to have a baby."*

This baby coming to the North Carolina *Girls Program* has been a great teaching tool in showing our young female clientele the responsibility involved with caring for a child before they are ready.



*Ms. Harrison-McKevie, with Brandy and Tynisha*



***Let's Have a Laugh!***

- When it comes to math, there are only three kinds of people: Those who can count, and those who can't.
- I have a lasting childhood memory about a bear telling me I was the only one who could prevent forest fires. To this day I'll never know why I was chosen.
- Who needs rhetorical questions, anyway?
- How to ruin a Knock-Knock joke: *"It's open."*
- Instagram: When your parent's mother has you on speed-dial.



## INFORMATION TECHNOLOGY: *The IT Files*

### Spanish Speaking Support

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The WestCare IT department is proud to announce Spanish speaking helpdesk support. We've been able to leverage our existing personnel to provide limited Spanish speaking support for our customers who are more comfortable using the Spanish language for communication. This positions us for expansion into areas where Spanish is the language of choice. We'll be expanding in this area by seeking bilingual candidates to fill future helpdesk positions.

### Windows 10

.....



In an effort to stay current with our technology, and to provide a more secure platform, we've begun to deploy Windows 10. All new computers and re-imaged computers will be imaged with Windows 10 going forward. This will position us to be up to date when support ends for Windows 7, as well as adding security features and performance enhancements that we'll need going forward.



## CHARITABLE DONATIONS: *How You Can Support WestCare*

If you shop online, you can help WestCare by shopping at **AmazonSmile** and selecting **WestCare Foundation**. A portion of the proceeds will be donated to WestCare. You can give by going to <https://smile.amazon.com/ch/86-0852629>.



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/webapps/mpp/search-cause?charityId=74402>.



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





## CALENDAR OF EVENTS: March 2016

**March 2** (9am-10am PT / 12pm-1pm ET)

**Florida Guidance/Care Center - CAC Meeting** (*Marathon, FL*)

**Note:** *Convenes at G/CC Marathon location - 3000 41st St., Ocean*

**March 7** (9am-10am PT / 12pm-1pm ET)

**Central Kentucky - CAC Meeting** (*Irvine, KY*)

**March 8** (3pm-4:30pm PT / 6pm-7:30pm ET)

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

**Note:** *Convenes at the City Center Office*

**March 11** (1:30pm-2:30pm PT)

**California - CAC Meeting** (*Fresno, CA*)

**March 13**

**Daylight Saving Time Change**

**Note:** *Set clocks one hour ahead. Affects all states except Arizona and Hawaii. U.S. Territories also do not observe this.*

**March 15** (8am-9am PT / 11am-12pm ET)

**Executive Committee Teleconference Meeting**

**March 30** (4pm-5pm AZ Time)

**Arizona - CAC Meeting** (*Bullhead City, AZ*)

## MARCH

SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

## March Observances

- American Diabetes Month
- Bleeding Disorders Awareness Month
- Gender Equality Month
- National Cheerleader Safety Month
- National Colorectal Cancer Awareness Month
- National Endometriosis Awareness Month
- National Kidney Month
- National Nutrition Month®
- National Women's History Month
- Problem Gambling Awareness Month
- Save Your Vision Month
- Trisomy Awareness Month
- Workplace Eye Wellness Month