



# WESTCARE EXPRESS



The WestCare Foundation Employee Newsletter

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May 2013

## Who Cares? WestCare!!

### WestCare Ramps Up 40th Anniversary Plans

A message from President/CEO Dick Steinberg

In 1973, nation-changing events occurred: 12 years of combat activity in Southeast Asia coming to an end, and Richard Nixon accepting responsibility for Watergate. Skylab became America's first space station. Postage stamps cost 8 cents. Top movies were American Graffiti and The Exorcist. And the Fitzsimmons House was founded in Las Vegas, Nevada. Named after then-Teamsters Union President Frank Fitzsimmons, Fitz House was established to treat male heroin addicts in that city. Within a few years, the small program began offering expanded services to men and women for abuse of alcohol and other drugs.



Not long after I returned from a second tour as an Army medic in Vietnam 35 years ago, I joined the agency and have served proudly to this day. Now, 40 years after West Care's creation, we are preparing to celebrate a milestone. First growing our services beyond Nevada into Arizona, California, Florida, Georgia, Kentucky and Illinois . . . today, we find ourselves offering vital behavioral health services in over 15 states and 2 U.S. territories. You should be very proud, as I am, to be part of this incredible family.

In the days to come, you will be notified of a series of events, (both internal and external) and local ideas for your region to help shine a wide spotlight on our nationally-recognized non-profit organization. While WestCare got its modest start in Nevada, our growth continues to respond to the needs of a nation.

Thank you for being part of our team. Thank you for making our mission, your mission. Thank you for changing lives. Thank you for joining us in celebrating 40 years of Uplifting the Human Spirit.

Because . . . Who cares? WestCare!

- Dick



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UPLIFTING THE HUMAN SPIRIT

# A Wing-Ding of a Spring Fling!

By Jasmine Troop – Community Involvement Center Supervisor

*Editor's note: WestCare Nevada offers an assortment of adolescent and adult services in Pahrump, a community just southwest of Las Vegas. Their healthy activities are frequent and fun.*

The Pahrump Community Involvement Center hosted its 2nd annual Spring Fling on 4/2/13. The event featured a performance by the Methodologies Project, a collaboration between Nye Communities Coalition and WestCare, encouraging youth to avoid risky behaviors and focus on positive activities. The event was started as a celebration of the spring, to enjoy the nice weather, and to enjoy time with children while on spring break. Clients celebrated with a BBQ, live DJ, games, and prizes.



## Nevada

# Memorial Day is May 27th



Memorial Day is a United States federal holiday which occurs every year on the final Monday of May. Memorial Day is a day of remembering the men and women who died while serving in the United States Armed Forces. Formerly known as Decoration Day,

it originated after the American Civil War to commemorate the Union and Confederate soldiers who died in the Civil War. By the 20th century Memorial Day had been extended to honor all Americans who have died in all wars. It typically marks the start of the summer

vacation season, while Labor Day marks its end.

Many people visit cemeteries and memorials, particularly to honor those who have died in military service. Many volunteers place an American flag on each grave in national cemeteries.

# Behind Every Successful Program Are...

Administrative Professionals Day is celebrated in April, and WestCare Illinois thought it would be nice to get to know some of our support staff. Here are “snapshots” of Cook County Jail administrative assistant Sonia Gonzalez and Sheridan administrative assistants Roberta Cline and Jeani Riccolo.

**Sonia Gonzalez** started working at the Cook County Jail twelve years ago as administrative assistant. When WestCare began providing services at the jail in January 2010, she accepted the position of administrative assistant.

- My favorite part of the job is Intake. I meet people from all walks of life, and have heard hundreds of interesting stories.
- My favorite past times are spent with my family shopping, picnicking, and playing games. I also enjoy dancing when I get the chance. I love the summer. I enjoy cooking my favorite authentic Dominican dishes outside.
- The most exciting place I've visited is Puerto Rico, and look forward to going again. I've been told my best quality is my ability to bring out the best in others, and I'm a good listener.
- My pet peeve is anyone that gives up on themselves. My life goal is to continue my education. My biggest accomplishment to

date is helping raise two beautiful children. The best advice I know to give anyone is, follow your dream. I look up to any female that has overcome hardships and became successful in spite of.



**Caption: (left to right: Cheryl McMurren, Jami Jacobs, Jeani Riccolo, Roberta Cline, Ashley Swanson, Kelley Burke**

**Roberta Cline** began at Sheridan as a chemical dependency technician in 2003, then became a historian, and has now been an administrative assistant since February.

- Favorite past times are: Spending time with my grandson Gabriel, reading, and sharing a meal with friends.
- Most exciting places: Hawaii
- Favorite foods and places to eat out: My favorite dish is Chicken Oscar. My husband makes the best. If I am out shopping, I have to visit Portillos.
- Favorite time of year: The fall. I love all the bright colors. I'm always sad that it is gone too fast.
- Best quality that I possess: I think that I am a good listener and a loyal friend.
- Pet peeves: When I am driving and someone pulls out in front of me and then goes slow. The real kicker is when I look in my rearview mirror and see that there is no traffic behind me.
- Life goals: Wow, I struggle with that question all the time. I know that there are a handful of places I would like to travel to. Maybe I should make getting rich my first goal!

- Biggest accomplishment: Raising two great children. They have a great sense of humor, good work ethic, and are always trying to help somebody in need.
- Best advice I could give the next generation: Remember to slow down and take the time to enjoy life. You will wake up one day and be my age. Always put money away. Know that children grow up and are gone in the blink of an eye.
- Someone I admire: My mother. She has always been very strong and loving person.

**Jean Riccolo** started at Sheridan in 2007 for another vendor. She joined the WestCare team as an administrative assistant in 2010. I find this job challenging and rewarding at the same time. My favorite part is to see so many clients come and go, and see what progress they make from the time they come into the therapeutic family until they reenter their communities.

*Continued on next page*



# Behind Every Successful Program Are...

*Continued from previous page*

- My favorite pastime is golfing, and I am an avid collector of antiques.
- I have traveled all the U.S. States with exception of the West Coast. One of my favorite trips was by motor home going from Illinois up to Maine during the fall peak season. The colors of the leaves were magnificent. On our trip we made many stops to see: Fenton Glass Company and watched glass being blown and shaped. Trump Towers Casino and the Jersey Shore boardwalk, Washington D.C. visited Kennedy's Grave in Arlington National Cemetery, saw the Vietnam Wall, all the beautiful statues, and the changing of the guard of the Unknown Soldier. Visited Pennsylvania and saw the Amish community,

- best meal I ever ate was at an Amish Restaurant. Finally made it to Maine and you guessed it LOBSTER!!! It sure was good.
- My favorite food is Pizza, and my favorite place to eat is Anne's Hideaway in Naplate, IL.
- My favorite season is summertime. I love baseball, golf, and outdoor activities. I love to go watch my twin grandsons play baseball! Love to swim in my son's pool with all six grandchildren. Proud Gramma of 6! One in college three in high school, one in grade school and our caboose is only 3!
- Best quality I possess is I mind my own business.
- My pet peeve is people that complain all day long when we have so much to be thankful for.

## Illinois

- My life goal is to be the best that I can be.
- My biggest accomplishment is raising two fine children, one daughter, and one son, who turned out to be great loving parents.
- My best advice to give the next generation is to be kind to your fellow man, make every day count and try to save money for a rainy day! Life is short living it to your fullest.
- My Grandmother is the one I admire the most, she is gone now but in my heart every day.

# Refreshing in the Caribbean

By Kendall Tutein

## US Virgin Islands

Congratulations!!! To The Village VI Sion Hill Residential Treatment Staff who participated and completed a refresher of the 14 session Therapeutic Community training facilitated by Kim Nosek, Director of Treatment Services at The Village VI.

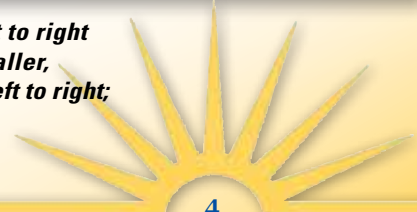
Ms. Nosek utilized lots of interactive exercises to assist staff with practicing implementing the TC and techniques to engage with clients, as well as enhancing the training by including discussions about cognitive behavioral theory, social learning theory, and special needs of persons with co-occurring disorders. Survey data collected identified the role plays as the most enjoyed activity by participants.

We are already seeing the benefits of the refresher training in our TC community. Staff has begun to ensure that the TC views and community as method approach is used daily to teach and guide our clients towards understanding Right Living.

The 14 session Therapeutic Community Training has been submitted for certification by NAADAC.



**Staff successfully completing the training are; left to right standing; Kendall Tutein, Mark Genovesio, Gary Kaller, Patricia George, Kim Nosek, Felisha Felix, sitting left to right; Marsha Taylor, Armando Severino, Jose Rivera, missing Petra Auguste.**



# Human Resources

# Corner

## WestCare HR Stays on the Cutting Edge

By Michael Shields – *Human Resources Director, WestCare Foundation*

Your WestCare HR Team participated in a 2-day training session in lovely Alpharetta, GA. The program was at the ADP training center and enormous campus about 30 miles north of Atlanta. The training was for ADP's "Virtual Edge" applicant tracking system which will automate the way WestCare requests and approves filling open positions; how candidates apply; the interview process; and how the initial data gets entered in to the existing ADP Payroll/HR system.

We are moving-kicking and screaming-into 21st century technology!!! All aspects of the process will be automated. We will use social media to "steer" candidates to us, and they will be directed to a website where they will apply electronically. The system will



speed up the hiring process; make it consistent across all of WestCare; and,

through a process of automated questions, requirements, etc., help us find experienced, qualified new hires.

But enough with the "shop talk" already! There will be more of that as we move towards a May start up.

More importantly, the entire HR Team was together, at the same place, at the same time, for the first time ever!!! While we have all talked on the phone or sent tons of emails over the years, many of us had never met face-to-face! It was a great "bonding" couple of days. We all worked like crazy, and participated in 2 full days of intense training on the new system. I can tell you, "The Ladies and I" are rarin' to go!!!

I am proud to have these ladies working together with each other, and with me to help serve our clients-all of you!!! We all know each other better now; we shared stories; we laughed (a LOT!); compared notes and recommitted to serving all of you.

You will hear more about the ADP system in the weeks to come. I can say for certain that "Mike and the Mikettes" will help make this a smooth transition! I can also say we need to find another reason to get together again more often!!!



Standing, L-R: Didi Buono-AZ/NV; Kathy Rodman-GulfCoast Florida; Susan Rinaldi-Regional HR Director Eastern Region; Me (Dad); Raquel DeCardenas-Village South; Mollie Duncan-Wyoming; Elsie Tiller-Kentucky; Paula Bowden-North Carolina  
"Scrunching," L-R: Tara Estrada-CA; Kim Anthony-Georgia; Jacky Stinson-Illinois

# May is National Recommitment Month

Between work, school, friends, and family, it is very easy to become overwhelmed with our adult responsibilities. National Recommitment Month is a chance for us to sit back, take a deep breath and realize the importance of what we dedicate ourselves to, and why we do it.



# Persistence. A Personal Story

By Chris Carney

## Wyoming

**M**y name is Chris Carney. I am a 48 year old male who has suffered from drug addiction for 35 years. At the age of 18, I went to prison for the first time and never was able to graduate from high school. I continued my drinking and drug use after my release and little did I know that things would only get worse throughout the years to come from being in and out of trouble, jails and to losing family members and friends due to addiction. At 43 years of age, it all finally caught up with me and I was returned to prison with an 8-12 year sentence. It was at that time I finally sat back and looked at myself and realized that at my age prison wasn't where I wanted to spend the rest of my life.

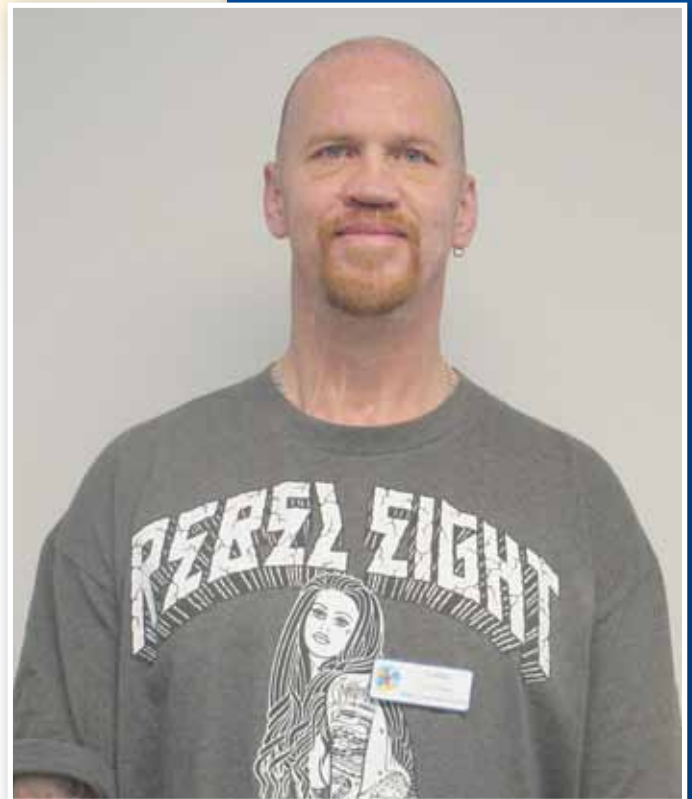
After a short period of time, I started reaching out to staff about my interest in getting into the WestCare ITU (Intensive Treatment Unit) program. I always received the same answer, "We have a two-year waiting list." For three months I talked to unit managers, counselors and case workers until one morning I was paged over the intercom to pack my things. I was told that anyone as persistent as me, they weren't going to hold back.

That's when my new journey began. I spent a solid year working on my character defects and behavior issues. I realized I wasn't so much different than others except for the poor choices and decisions I'd been making all my life. It turned out to be one of the most productive years I spent working on myself. After graduating WestCare ITU, I was granted parole, though I still

had five months until my eligibility date. Upon my release, I met a group of people who have become my support group and have been helping me achieve my goals and continue to be a productive member of my community.

Today, I have a little over four years of sobriety. I volunteer on a regular basis at Recover Wyoming, speak to school groups, and work with other addicts and recovering addicts as myself. I have been taking training courses to further educate myself on addiction with high hopes of some day being able to work again, hopefully in the recovery field, as I have been on Social Security Disability since 2004 due to a motorcycle accident I was involved in due to my addiction.

I have my wife living back at home with me who is also a recovering drug addict. She supports me in all my endeavors as well as the rest of my family. We are happier than we've ever been and it's nice to know that we now have so much more than just the drugs we used to have in our lives. My hope is that others can achieve the same type of success.



The author, Chris Carney



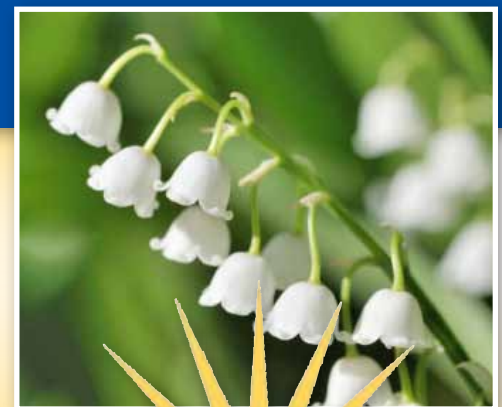
# The Month of May

**May Birthstone:** The Emerald. Some of the properties with which the Emerald is associated - loyalty, faithfulness and friendship. The Traditional Metaphysical Properties for the May Birthstone Emerald are memory, clairvoyance and faith. The healing properties of the May birthstone are reputed to be effective for health problems relating to the eyes, fertility, the spine and headaches.

**May Birth Flower:** The meaning of the May Birth Flower, the Lily of the Valley is Sweetness and Humility,

**Sign of the Zodiac and Dates:** Taurus – April 21 - May 20.

**Characteristics of Taurus:** Affectionate, Reliable, Ambitious, Practical and Patient.



# Community Council 'Friend Raiser' a Big Success

By Jana Baliki – Gulf Coast Area Director

Our Gulf Coast Community Council held its first annual Friend Raiser Breakfast at the Palladium in St. Petersburg, Florida. The theme of the event was "Addiction Affects All - Families, People, and Communities." The goal was to bring people together to talk about the impact

of addiction and to give hope that recovery is possible.

We were pleased to have Public Defender Bob Dillinger (pictured) as our keynote speaker; Valerie, a program graduate, who talked about her battle with addiction and her road to recovery; as well as Frank Rabbito, Sr. VP, who presented on the mission of WestCare and the work we do in our many communities. It was a great opportunity to introduce people in the community to WestCare and to talk about recovery.

We would like to thank the Community Council members and staff for all of their efforts in planning and making this happen. We look forward to this becoming an annual event for Gulf Coast Florida!

## Florida



Public Defender Bob Dillinger



Friend Raiser' Breakfast

# Role Models Praised at WestCare GulfCoast

By Michelle Pippin – Technician and  
Jana Balicki – Area Director

The staff and residents of West Care's long term residential treatment program "FOCUS" planned a surprise celebration in honor of Black History Month. They chose to honor staff members **Michael McElroy** and **Heidi Jacobson** in a celebration entitled "Diversity: King's Dream Still Lives On." Clients (pictured) performed songs, poetry, and shared their thoughts and feelings of how they are touched daily by Michael and Heidi's support.

*Some residents expressed their appreciation with the following:*

### **WE APPRECIATE YOU**

*Thank you so much for your hard work and dedication. You have been saving lives day by day, helping those in dire need, and making a major impact in our lives. With out you, our counselors, and the rest of the staff, we would be lost in the harsh realities of the world with no direction and taken over by the disease of addiction. There aren't many words to describe the extent of how much we really appreciate you, but we want you to know that when we take a close look at you, we identify genuine loving and caring people when we see you guys. Thank you again for everything you have done, are doing, and plan to do in the future.*

*Sincerely, "FOCUS" Clients*



WestCare clients



WestCare clients



# Offender Reentry Program Grand Finale! “The Other Side of the Fence.”

By Kathleen Costello – MEd, CAP Transition Coordinator/Offender Reentry

As one door closed, another opened! It was a bittersweet celebration. Our 3 year SAMHSA Offender Reentry Program for men and women has come to an end. Although it marked the conclusion of the program, we celebrated the clients who have embraced recovery, utilized the services provided, and gone on to reap the rewards of a substance-free life!

We celebrated the Offender Reentry graduates and their stories. As providers, we offer the opportunity for the addict to explore and learn healthy ways to deal with life in the future and heal from trauma in the past. Ultimately it is the client that must choose to do the work. We applaud those that have, against all odds, remained clean and sober since jail release!

The Offender Reentry Program, beginning in 2009, has gone through many changes. The most remarkable and beneficial transformation came as a result of our NIATx change project. Through client surveys and conversation, we realized that we were sabotaging our initial relationship with the clients by unintentionally making the paperwork the priority. What the clients really needed upon release was an advocate! We were bombarding the new clients with papers and rules and policies and lists and questions and

more papers to sign. The ORP change project involved making the client the priority, in a welcoming, safe, and comfortable way.

We realized that the way the client felt upon entering the program, was the determining factor regarding whether or not they would continue to participate. The relationship was the key! We developed a post-release schedule that spread out the paperwork and focused on meaningful conversation and creating a safe and comfortable connection. It worked! To the tune of a 93% retention rate! So we celebrated the clients who had the determination to stay and the courage to change the direction of their lives. We feel honored and grateful to have been part of their lives.

As we said goodbye to the old, we welcomed the new Women’s Offender Reentry Program! Some new staff, new stuff, and we’re ready to rock n’ roll for another 3 years!

## Florida



▲ ORP leaders: Joan Forreider, Connie Leopold, Kathleen Costello



# Armed Forces Day is May 18th

Many Americans celebrate Armed Forces Day annually on the third Saturday of May. It is a day to pay tribute to men and women who serve the United States’ armed forces. Armed Forces Day is also part of Armed Forces Week, which begins on the second Saturday of May.

Many events across the United States take place on Armed Forces Day to honor Americans in uniform who served their country in times of war and peace. Those who are honored on this day include people who serve the Army, Navy, Marines, Air Force and Coast Guard. National Guard and Reserve units may celebrate Armed

Forces Day/Week over any period in May because of their unique training schedules. Events and activities may include:

- Multi-service military displays in areas open for the public.
- Various educational activities that teach children about the armed forces.
- “Support the Troops” themed motorcycle rides.
- Large parades and other local celebrations.





# Information Technology

An occasional column of advice from our Information Technology team

## IT Corner

By Sean Harrigan – WestCare Systems Administrator, Foundation

### Data Security

We spend a great deal of time researching and evaluating new and old security threats, and trying to stay a step ahead of the bad guys. Data security isn't just about the IT department vs. the bad guys though. We all need to remain vigilant to keep sensitive systems and data safe.

### Password Protection

Your password is the "key" that you use to access the WestCare network. You protect the keys to your home, and you should protect the "key" to the network as well. In fact, we have documented policy which is distributed to all new employees that includes the following rules:

- Never write a password down. Every bad guy knows to look under the mat for a house key, and every bad guy knows to look for passwords on paper.
- Never share your password. Everyone who is authorized to use network resources has their own password. If additional access is needed, contact the help desk.
- Never let anyone else use a WestCare system you have logged in to. If you are logged in you should be the only one using the system.

*You are responsible for keeping your password safe.*

### Keeping Files Safe

According to policy, all WestCare data should

be kept on a network location. This allows us to back up data, as well as to keep data in a location that is secure and accessible.

- Never store data on external media without prior approval (external drives, thumb drives, pen drives, CD/DVD, etc.)
- Never store or upload data to the internet (DropBox, Mega, etc.)
- Never store WestCare data on personal devices (phones, laptops, home computers)

We make this easy by storing all of our Desktop and My Documents files on the network, by having remote access options for working outside of the office, and by having network shares available for collaborative data.



### Physical Security

Often overlooked, physical security is the most important layer of security. Door locks, vigilant employees, and common sense protection are all physical security precautions.

- Keep computer equipment locked when you're not using it
- Keep doors to rooms where server and computer equipment is located locked when unattended
- Challenge or report anyone who seems out of place immediately

It only takes a few seconds for someone to breach security if we don't keep physical security at the forefront. Physical access is all access.

## National Receptionist Day is May 8th

The purpose of Receptionists Day are two-fold. First, of all it gives recognition to receptionists. After all, they are the first person your customers see when they walk through the door of your company. The great first impression is molded in large part thanks to your smiling, cheerful receptionist.

## May Calendar

**May 1st**

6:00pm - 7:00pm  
Arizona CAC Meeting  
Bullhead City, Arizona

**May 4th**

Join Hands Day

**May 5th**

Cinco de Mayo

**May 7th**

National Teachers Day

**May 8th**

National Receptionists Day

**May 10th**

1:30pm - 2:30pm  
CA-CAC Meeting  
(#1245) MLK Facility, Fresno, CA

**May 12th**

Mothers Day

**May 14th**

3:30pm - 4:30pm  
FLGC CAC Meeting  
3:30pm/PT - 6:30pm/ET  
City Center, 100 2nd Ave. S. #10

**May 15th**

9:00am - 11:00am  
FLG/CC-CAC Meeting  
Marathon Site  
Noon/ET - 9am/PT

**May 16th**

2:30pm - 4:00pm  
Village South CAC Meeting  
169 E. FL  
5:30pm/ET - 2:30/PT

**May 16th**

6:00pm - 8:00pm  
California Graduation  
Fresno, CA, Westside

**May 18th**

Armed Forces Day

**May 21st**

8:00am - 9:00am  
Executive Committee Meeting/Teleconf.  
8:00am/PT - 11:00am/ET

**May 27th**

Holiday - Memorial Day

## May

## Health Awareness

### May is National High Blood Pressure Education Month

Courtesy of - <http://www.whatthehealth.com>

Sponsored by the CDC, a US government health organization, National High Blood Pressure Education Month raises awareness about the impact high blood pressure can have on health.

Written as two figures, blood pressure is measured as the pressure when the heart has pumped (systolic) and when the heart is in between beats (diastolic). When the heart pumps blood, blood pressure is higher than when it is in between beats. The systolic measurement will be higher than the diastolic measurement.



<b>Normal Blood Pressure Levels:</b>	Systolic < 120mmHg	Diastolic > 80mmHg
<b>At Risk Blood Pressure Levels:</b>	Systolic 120-139mmHg	Diastolic 80-89mmHg
<b>High Blood Pressure Levels:</b>	Systolic 140mmHg or higher	Diastolic 90mmHg or higher

### Health Risks Of High Blood Pressure

Also known as hypertension, high blood pressure increases the risk of serious diseases and conditions such as heart disease and stroke. In the US, heart disease is the most common form of death whilst stroke is the third leading cause. Other risk factors of high blood pressure include congestive heart failure and kidney disease.

High blood pressure can have a huge impact on a persons life. During 2007, over 46 million people in the US visited a health care provider about this condition. Overall, the incidence of high blood pressure is about the same in men and women. However, there are gender differences between age groups. In people under the age of 45, the incidence of high blood pressure is higher in men whilst in the over 65 year age category it is higher in women. There are also race differences; it is more common among African Americans than Caucasians and less likely to occur in Mexican-Americans. In the US, approximately 1 in 3 adults has high blood pressure, however most people are not aware they have this condition due to a lack of signs or symptoms.

### Reducing High Blood Pressure

High Blood Pressure Education Month encourages people to look at various lifestyle factors which may be contributing to high blood pressure. It is well documented that high levels of sodium (salt) is linked to high blood pressure. In the US, the majority of people consume more than twice the level of recommended sodium intake. Guidelines recommend up to 2,300mg of sodium per day for an adult.

Those at higher risk should consume even less (up to 1,500mg of sodium a day). Higher risk groups include those who have diabetes, kidney disease, existing high blood pressure and African American people. It is also recommended that people eat potassium rich foods which help lower blood pressure. Potassium rich foods include fish, green leafy vegetables, bananas, citrus fruits and potatoes.



# Personal Growth Takes on New Meaning

By Amanda Webb – Eastern Kentucky Univ. intern

The Estill County Community Involvement Center received a \$25,000.00 grant this year for the WestCare KY GROW program. The program was initiated by Ms. Renee Alexander, Area Director at WestCare Kentucky, in 2012 in response to an identified need within the local court system.

WestCare contracted with the Estill County Judicial/ Fiscal Court in 2012 to offer a 22 week day reporting program for 10 substance abuse-related offenders. The program contained 3 components: a cognitive behavioral model, life skills training, and a community service component.

The community service component assigned individuals to work in a two acre garden property provided by the Christian Worship Center, a local church. Clients began the program with little to no knowledge of the gardening process and were provided with oversight and instruction by Ms. Alexander. The garden was tilled and cultivated using manual labor. After bed preparation, a variety of vegetables were planted and tended to, which produced a substantial yield of tomatoes, peppers, beans, and other vegetables that were freely distributed to each of the participating individuals. Additionally, produce was harvested and canned at a local cannery, which produced 188 jars of salsa that were sold, generating income.

Our overall goal for WestCare KY GROW (Gardening for Recovery and Ongoing Wellness) in 2013 is to expand the program and provide opportunities for not only day release clients,

but also families and youth to participate in the garden. This year's program has allowed us to provide garden plots to 10 day release clients and 35 families



within the community to participate as well. The program began March 10th and will last through the fall. Participants are required to work in the garden 10 hours per week and we will be collaborating with our local extension office along with ECU Regional Stewardship Program to provide educational classes on gardening techniques, pest prevention, planting, maintenance, and food preservation. Eastern Kentucky University's Dietetics class, organized by Drew Riley, will be coming to host a heart healthy cooking class for all of the participants.

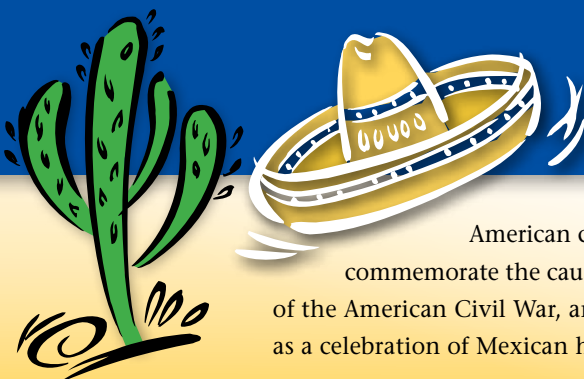
The WestCare GROW APPALACHIA program has the potential to provide substantial and transformative benefits to participating families. We expect to have a wonderful turnout this year and are looking forward to what lies ahead for the program.

## Kentucky



CIC client works on the tilling stage ▲

◀ Wayne Hurt and Jack Jones in the early steps of the project



# Cinco de Mayo Celebration!

American communities in the American West celebrate this day as a way to commemorate the cause of freedom and democracy during the first years of the American Civil War, and today the date is observed in the United States as a celebration of Mexican heritage and pride.





## AmeriCorps Spotlight

### *New Approach to Veterans' Issues*

By Amanda Webb – Intern from Eastern Kentucky University

WestCare Kentucky's Estill County Community Involvement Center (CIC) welcomed a visit from **Janis Durham**, a Specialist with the Veteran's Justice Outreach (VJO) program on April 5, 2013. AmeriCorps member, **Deb Hamilton**, arranged the visit and escorted Ms. Durham to meet with several local officials.

The main goal of VJO is avoiding unnecessary criminalization and incarceration of Veterans contending with mental health and/or other issues. The program targets three primary areas: courts and attorneys, law enforcement, and jails.

VJO Specialists provide education and training to officials about the special needs facing many veterans, especially combat veterans. With the veteran's consent, they also work as a member of the "court team" to coordinate and monitor diversion agreements. Additionally, the VJO Specialist works directly with veterans at risk or already incarcerated to assess and help secure appropriate VA services, such as health care and housing.

During her visit, Janis Durham met with WestCare Kentucky's Area Director, Renee Alexander, Estill County District Judge, Bo Leach, as well as courthouse and jail staff. She answered many questions and provided useful literature about the VJO program.

While visiting the Estill County Detention Center, Ms. Durham was introduced to a local male veteran currently incarcerated and awaiting a pretrial hearing. Since the encounter, Ms. Durham has arranged for the man to be evaluated for substance abuse and mental health services through the VA. Deb Hamilton has worked in conjunction with

Ms. Durham to gain agreement through the County Attorney's Office for his recommended treatment.

In follow up, a special meeting was held between the District Judge's Office and Pretrial Services to devise a system in which the VJO can be routinely included in the local judicial process for veterans.

The day's events proved beneficial on many levels. The Estill County CIC looks forward to working with Janis Durham and the Veteran's Justice Outreach program in the near future to help many more local veterans.



Janis Durham and Deb Hamilton

## *Standing in . . . at the Stand Down*

By G'Quari Jamison – AmeriCorps Nevada

For 10 years, the Las Vegas Veterans Stand Down has served those that have had direct exposure to acts of military conflict, although not all military conflicts or areas in which armed combat takes place are necessarily referred to as "wars." We gathered this year to aid those who are yet fighting the "wars" of poverty, unemployment, destitution, and deprivation of their basic human needs.

The AmeriCorps troop joined forces with other branches of "services" such as the VA Hospital, US Vets, etc. to form one army introducing a mighty outreach effort. The 2011 Homeless Census and Survey revealed 1,350 veterans were homeless on the streets of Las Vegas, and as a serious indication that this was an urgent/ emergency effort, we documented that there were 911 attendees of that 1,350. Over 900 veterans victimized by the scarcity or insufficiency of some sort of basic need sought our assistance. From day one as they entered in they were greeted with the glad hearts of gratitude as we all rallied to appreciate their service and sacrifice for our country!

There were 120 veterans that came to the WestCare/ AmeriCorps counter, and although the old soldiers



*Continued on following page*

# Standing in . . . at the Stand Down

Continued from previous page

may have just received relief in areas of employment, housing, been refreshed with a shower, haircut and other services, we stood at attention to meet their most dire need. Upon each individual's approach to our patriotic arrayed enclosure they received the restoration of their most powerful possession . . . their self esteem! We at WestCare/AmeriCorps endeavored to see that all that sought our aid in substance abuse and detox also departed from our dispensary with the dignity that destitution has deprived them of.

him soiled in shame and the stench of survival. Envision and empathize with his oppression. Throughout the year he/she has been toiling with turndowns and wrestling with repeated rejection. Picture in your mind he/she managing to motivate him/herself with all the might one could muster to attempt to ask for help once more. After he/she has entered the event embracing every effort given to assist them, they stand clean, clothed, groomed, housed, employed and committed to treatment; yet there is one need that we recognized they must receive before exit. It appeared

imperative that each individual must be esteemed and regarded with respect and we made that our mission!



Imagine an individual entering this event. See

## California



## “Women Empowering Women” Annual Conference in Fresno.

The women from the Martin Luther King campus and from Day Reporting Center attended the “Women Empowering Women” annual conference in Fresno. It started with dinner, then a speaker, testimonies, desert, and clothes/shoe giveaways. It was an inspiring and empowering event for WestCare’s women and everyone who attended.



# Georgia



## A Grandmother's Thanks

By Audrey Mack – Program Director

The staff members at the WestCare Boggs program located in Keysville, Georgia are dedicated and determined to provide excellent services to the youth that are in the program and their families. Here is a letter that was sent to case manager/intake specialist **Johnnie Green** from the grandmother of one of the program's current residents:

*Mrs. Green,  
Please share with the staff the appreciation I have and pray for the work and guidance that is done for my grandson.*

*I pray all your needs be met and that Angels surround you. You lift my spirits and for that I'm thankful. Together miracles are done with God's grace, mercy and love. Your crown will have many jewels.*

*Thanks . . . so very much for the excellent care you and your staff give to my child, as well as the others. You are doing loving, strong work in these young men's lives. God Bless and Thank you.*

Ms. Johnnie Green and her young charges



## FAVA News

*(Family Alliance for Veterans of America is an organization aligned with WestCare)*

## Iowa



The nation recognized April as the "Month of the Military Child" It was a time to honor youth impacted by deployment. Family Alliance for Veterans of America (FAVA) supported "Purple Up Iowa!" for military kids, encouraging everyone to wear purple as a visible way to show support and thank our military children for their sacrifices!



# Kudos!

**WestCare Honors Its Employees and Clients**  
 Our monthly shout-out to members of the WestCare family, who stand tall and 'uplift' others in their care and peers around them. Please submit your nominees by the 15th of each month.

## Congressman Hal Rogers

Congratulations to long-time WestCare supporter **Congressman Hal Rogers** for a successful 2nd annual National Prescription Drug Abuse Summit. The Orlando, Florida gathering, organized by the Operation UNITE, attracted nearly 1,000 people from 49 states and several foreign countries. Congressman Rogers, pictured here with WestCare's Dick Steinberg and others, has long been a champion of treatment programs and efforts to eradicate the scourge of substance abuse. ▶

*Thank you, Hal Rogers, for your work!*



*Congressman Rogers with WestCare's Dick Steinberg and others*

## SASCA in Sacramento California

From the SASCA (Substance Abuse Services Coordinating Agency) office in Sacramento, CA, comes this heaping of praise for an employee who REALLY didn't want to leave us!

**Deanna Kanaley** has been honored as Employee of the Month. Deanna started her career with WestCare in January 2012 when she accepted a position in Quality Assurance for Northern part of Region 1, and worked out of the Sacramento office. Deanna was then laid off on July 31st, 2012 due to budget issues.

During this time she stayed in constant contact with SCSC Roberts and Director Don Smith until a position as a Community Service Coordinator (CSC) opened up.

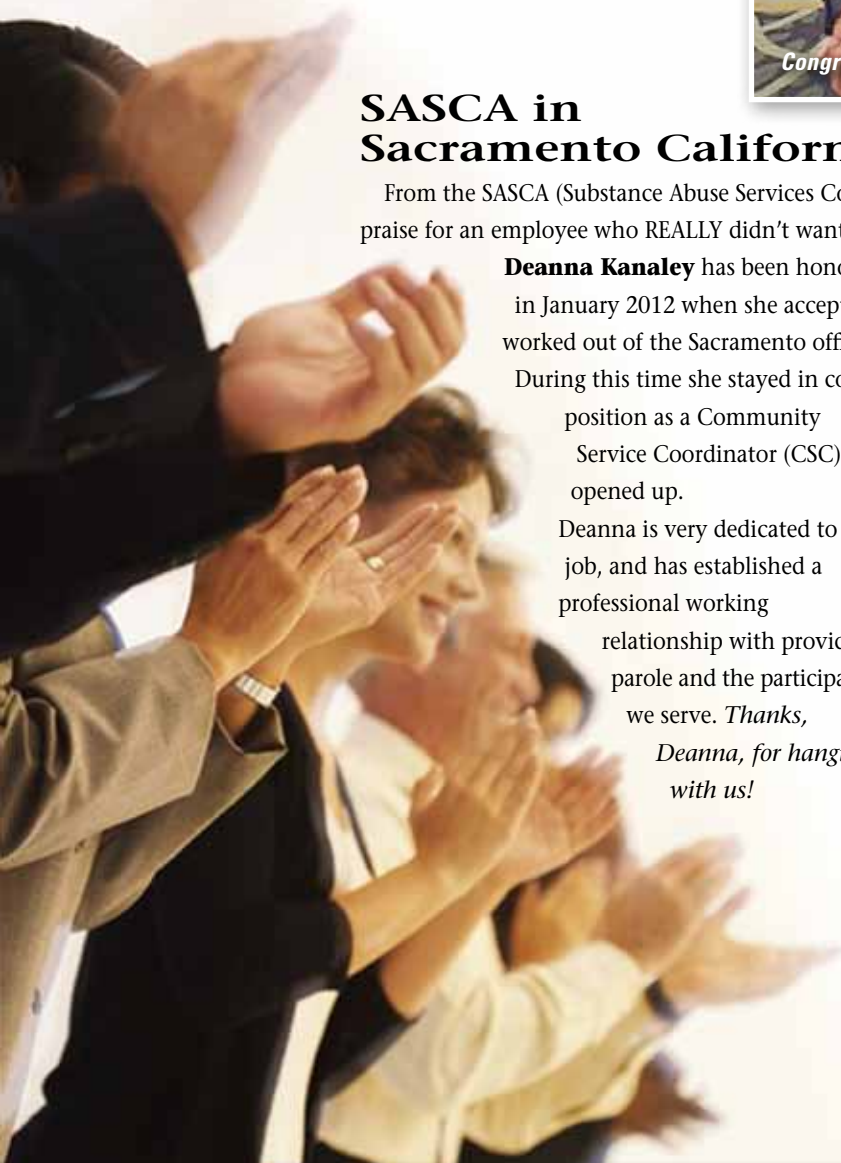
Deanna is very dedicated to her job, and has established a professional working

relationship with providers, parole and the participants we serve. *Thanks,*

*Deanna, for hanging with us!* ▶



*Deanna Kanaley*



# Happy Mothers Day



## “To a Child’s Ear, ‘Mother’ is Magic in Any Language.”

While May 12th is the commercialized date of the American observance of Mothers Day, many countries set aside other calendar days to observe. And yet, mothers . . . especially our own . . . deserve a lofty pedestal year-round. Agree? We hope you have an opportunity to thank your mother, or remember her fondly, for what she has meant to your growth and mere existence. Here is a small sampling of WestCare ‘Moms’ who are placed in such high esteem.

### By Andee Hardesty, MS, LPC

When Mollie Duncan accepted the position of Business Manager with WestCare Wyoming, it is unlikely that she considered her experience as a mother to be a job requirement. It is also unlikely that she was prepared to “mother” 40 fellow employees.

Mollie has the daily duties of the business manager: dealing with issues related to hiring folks, providing guidance to new employees, managing inmate program pay, keeping folks informed on policy, procedure and benefits, etc. However, Mollie has also taken on the duties of making sure there is coffee (so we can all make it through the day), keeping us on track so we get paid, keeping us on budget, providing a shoulder to cry on, and making us laugh on those days when there is little to laugh about.

Ironically, approximately one year into her employment with WestCare Wyoming, one more “kiddo” (as Mollie calls us all) was added to her employment list . . . her own daughter! Megan Duncan was hired as a Data Entry Specialist to work in the ITU program in Torrington, WY. It was instantly easy to see where Megan gained her skills, taking on any project that crossed her path and conquering it!

On March 28, 2013, Megan gave Mollie the best Mother’s Day gift a girl could give her mother . . . Grandbaby #2. Although we all anticipated the arrival of Baby Raspberry aka Lily, (mainly because we had no idea what we would do with Megan gone for six weeks) Mollie fretted about attending a training in Georgia concerned that she might miss the birth of her granddaughter. However, Lily decided to wait for her grandmother to return before arriving in style!

We, at WestCare Wyoming, would like to wish all of the WestCare mothers a HAPPY MOTHER’S DAY! Our moms, or those who we consider moms, have a special place in our hearts, which is why we send a special Mother’s Day shout out to Mollie Duncan, who fills in as our Mom away from home! We could not do the amazing work we do without her!!



### And this from Dia T., a proud mother of little Noah, and a client at Fresno’s mom/child M’ella program in California:

#### “The Little One That Follows Me”

A careful woman, I ought to be;  
a little one follows me.  
I do not dare to go astray,  
for fear they’ll go, the self-same way.  
I cannot once escape their eye,  
whatever they see me do, they’ll try.  
Like me, they say, they’re going to be,  
that little one that follows me.

They think that I am good and fine;  
believe in every work of mine.  
The bad in me they must not see;  
my life to them, must, an example be.  
I must remember, as I go,  
through summer’s sun  
and winter’s snow  
I’m building for the years to be,  
for that little one that follows me.”

Author: Unknown



**Muriel Ruth Steinberg and her proud and grateful son Richard.**





# Steppin' Out in Pikeville

By Anna Coleman – Program Director

## Kentucky

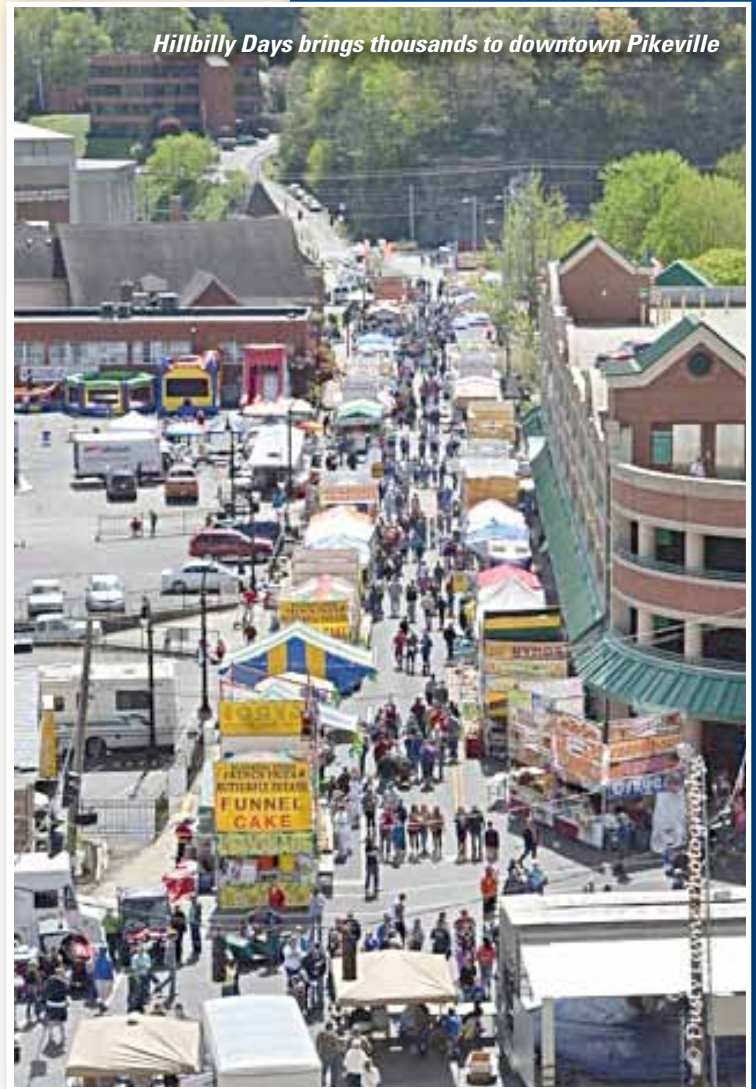
The Hillbilly Days Festival brings over 100,000 people to our town, transforming it into a bustling place where guests can enjoy spectacular scenery and celebrate our unique Appalachian heritage and culture.

Hillbilly Days offers loads of fun for all participants, but there is true meaning behind the event. For 37 years, Shriners have faithfully traveled all over the United States and Canada to help crippled children. Our festival is unique in that the main purpose of the festivities is to raise money for the Shriners Hospitals for Children. Shriners Hospitals for Children is a one-of-a-kind international health care system of 22 hospitals dedicated to improving the lives of children by providing specialty pediatric care, innovative research and outstanding teaching programs. Children up to the age of 18 with orthopedic conditions, burns, spinal cord injuries and cleft lip and palate are eligible for admission and receive all care in a family-centered environment at no charge - regardless of financial need. So, when you come upon Shriners all decked out in Hillbilly garb or driving one of those modified Hillbilly limousines, remember the children whose lives are being enhanced.

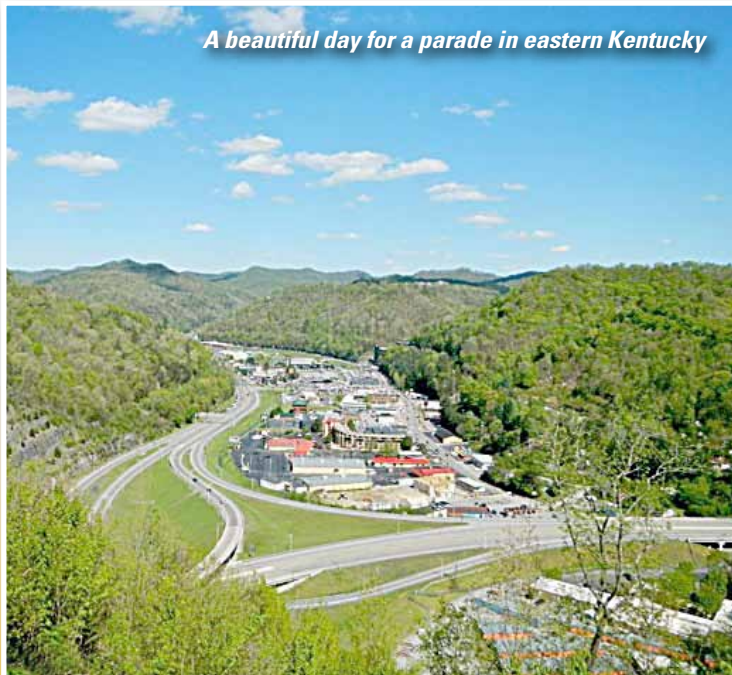
Hillbilly days improves each year as Shriners, the Southeast Kentucky Chamber of Commerce, Pike County Government, City of Pikeville and local volunteers transform downtown Pikeville into one of the most unique festivals in the world! Last year the Chamber was able to write a check for \$82,000 to the Shriners Organization from our efforts with the festival.

WestCare Emergency Shelter, AmeriCorps & TFR-Kentucky Supporter Posse teamed up for the Hillbilly Days 2013 event. We raised awareness for homelessness, Veterans and homeless Veterans. The Banner carried by Patricia and Delores was designed by Patricia Stotridge and decorated by the residents of the homeless shelter.

WestCare was proud to be a major participant in this year's festivities!



Hillbilly Days brings thousands to downtown Pikeville



A beautiful day for a parade in eastern Kentucky



Patricia Stotridge and Delores Lowe, AmeriCorps members



# “Opportunities and Chances”

By: Shirley Lee Untalan – *Project Coordinator Sagan Mami*

Sagan Mami, “Our Home,” a program of WestCare Pacific Islands, has been providing services to those persons on Guam who suffer from severe mental illness and those at-risk of becoming homeless or who are homeless. The program is designed to provide a place of respite for consumers to access the internet, socialize with other consumers, prepare small meals, and to gain access and referrals to services they may be eligible for.

It is our Work Enrichment Program (WEP). Project Coordinator Shirley Lee Untalan, partnering with the Department of Mental Health and Substance Abuse, identifies at least 20 pre-screened consumers with a mental illness to undergo a pre-employment training and participate in the WEP program. For six months, participating consumers learn valuable job skills that will boost their ability to gain and secure long-term employment at the conclusion of the program.

Sagan Mami’s WEP currently has fourteen (14) active consumers placed in the various Mayors’ offices around the island in villages of Tamuning, Mangilao, and the Barrigada, assisting our island communities in beautification projects, the senior populations, and office maintenance. We also have WEP employees working in our West Care Pacific Islands main offices doing clerical work, answering phones, gathering price quotes and facilitating groups with the homeless consumers who utilize our peer-run nightly drop-in center. We are anticipating expanding our network of job sites in the future to include restaurants and retail environments.

According to Mangilao Mayor, Nonito Blas, “we really appreciate how much pride the WEP consumers have with the job and trainings we provide. We will be willing to welcome more WEP consumers in the future!”

Maria Ochavido, (pictured), a WEP consumer placed at Sagan Mami, stated that even if she does have a mental illness, she can still do the job and is grateful for the opportunity that WestCare Pacific Islands has given her to build on her job skills.

WestCare Pacific Islands would like to send special thanks to Reina Sanchez, Community Support Service Supervisor from the Department Mental Health & Substance Abuse who provides a wealth of technical assistance and professional expertise in order for us to assist this very vulnerable and deserving population. A special BIBA goes out to all the community work sites that have opened up their doors and their hearts to allow us to “Uplift the Human Spirit” and have committed to doing so in the future.

*“Giving a consumer a chance is an answer to a prayer I didn’t know I had.”* – Alejanda Quitugua

## Pacific Islands



*Maria Ochavido, a WEP consumer placed at Sagan Mami*

