

Mother's Tribute

*While we honor all our mothers with words of love and praise
While we tell about their goodness and their kind and loving ways
We should also think of Grandma, she's a mother too, you see....
For she mothered my dear mother as my mother mothers me.*



Dr. Judi Kosterman (with Doris) - Sr. VP Government and External Relations, National Veterans Program

"Ninety years ago, **Doris Jean Soliday Kosterman** began her life in the Pacific Northwest. The only child of parents who thought she was very special, Doris proved that, indeed, she is! I could cite all of her accomplishments and you would agree... but let me me simply say, as the oldest of her four children, Mom has been and still is an inspiration!

Even as she is leaving us a little at a time in her Alzheimers, without a wrinkle in her face (Funny how not worrying about anything erases them!) and yet, with the identifiable 90-year-old twinkle in her eye and beautiful smile, she inspires us still every day! Happy Mother's Day, Mom!"

"My beautiful mommy, **Daisy**, is my inspiration. She has taught me so many things that I use in life and others that I will use in the future. She is a wonderful mother and I hope one day to be just like her. One thing I have learned from my mom is her generosity. She is always giving to others in need, even if it means she stays with nothing.

I am so proud to call her My Mom!!!"



Irene Gutierrez (with Daisy) - Data Programming Assistant, CA

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MOTHER'S TRIBUTE: *Honoring the Mothers of the WestCare Family (Cont.)*

“My Mom, **Lidia Nereida Rodriguez**, was one out of 10 siblings. She was born and raised in Puerto Rico and later moved to New York at the age of 17. She stayed in New York where she worked for years in Manhattan making belt loops on industrial machines. She is a woman who always worked extremely hard to ensure her three children had everything they needed. She is non-judgmental, spiritual, beautiful and a powerful woman. She is a cancer survivor and has never lost faith. I LOVE her dearly as she is my foundation, my ROCK.

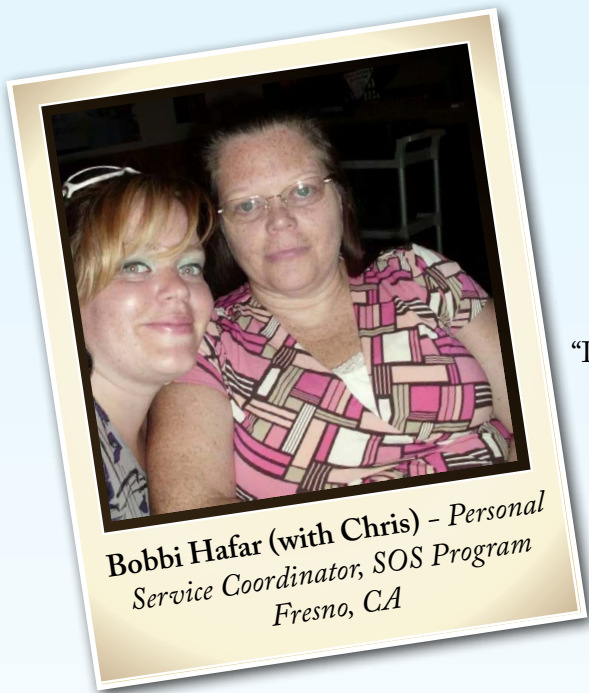
Happy Mother's Day, MOM and thank you for just being YOU.”



Diana Alvarez-Mendez (pictured is **Lidia Nereida Rodriguez**) - *South Florida HR Director*

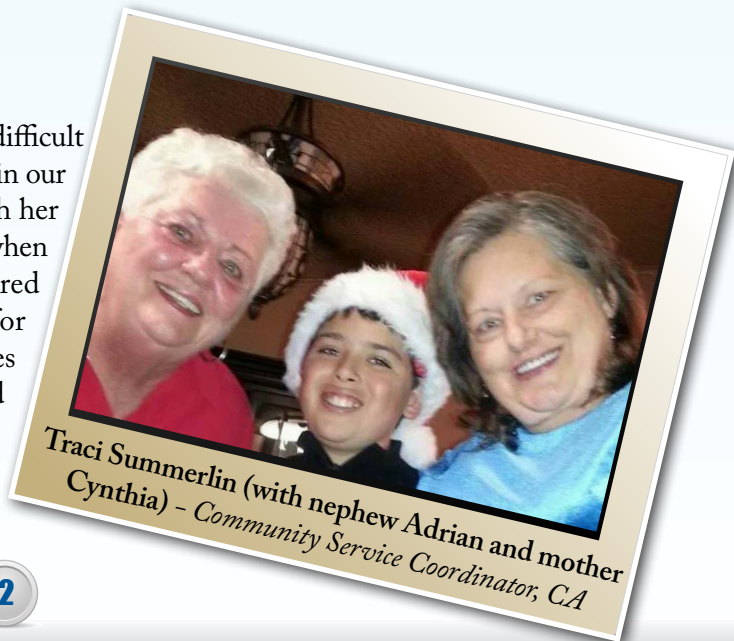
“I've learned to be a strong woman, and to stand up for what I believe in. She taught me it is better to give than to receive, and to always be kind to those less fortunate. My mom, **Chris**, has always been a hard worker holding down many jobs. She taught me to be independent. She is my best friend and always will be.

I love her with all my being!”



Bobbi Hafar (with **Chris**) - *Personal Service Coordinator, SOS Program Fresno, CA*

“Life was not always easy and my mother had to make some difficult choices. This made for some very unpleasant times for all of us in our family. I guess you could say that after all of her mistakes with her three grown children, Mother (**Cynthia**) got a second chance when she raised three granddaughters. Their life experiences differed from ours in a great manner. After being clean and sober for almost five years, Mother needed me to take one of my nieces because she was starting to experience using drugs. This started the reunification of our family. Today, I live with my mom, and with all of the ugly past we have persevered and have a great relationship. The past stays where it belongs - in the past.”



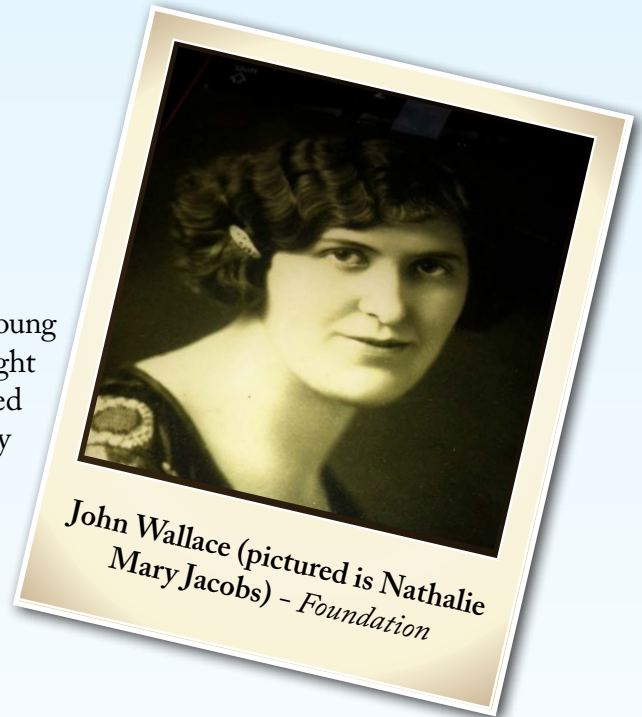
Traci Summerlin (with nephew **Adrian** and mother **Cynthia**) - *Community Service Coordinator, CA*

MOTHER'S TRIBUTE: *Honoring the Mothers of the WestCare Family (Cont.)*



"This is (husband) Cleadus' "Granny" (**Virginia**) and she is an inspiration to both of us. She is 91 years young and lives on her own. She is still very independent, does the laundry, cooks meals and does housework. What we have learned from her are family values and morals, rigorous honesty, and independence. Cleadus looks to Granny as a mother figure since his mother's passing in 1998. She is an awesome lady who is very much loved."

"**Nathalie Mary Jacobs** was a talented lady who passed away at a very young age. My recollections as a boy were of a doting mother of four who taught violin and played in symphony orchestras. All of us were encouraged to include music in our lives, and all did. Parental traits are frequently inherited, whether we are aware of it or not."



THE QUESTION CORNER

This month's question, naturally, is:

"What have you learned from your Dad?"

(Father's Day is June 15th) Send your responses with a photo by May 15th to john.wallace@westcare.com.



FLORIDA: *Focusing on New Experiences for Clients*

By the Gulf Coast Staff

The **FOCUS** program at **WestCare Gulf Coast** is expanding traditional class concepts to offer an innovative recovery experience that aims to re-engage the client's enthusiasm for life. By offering a variety of experiences with more than therapeutic values, FOCUS provides experiences clients can continue on their own after treatment.

Slam Poetry

Poetry of any rhythm or topic recited in competitive forum that attempts to elicit the largest response from the audience by connecting to them, shocking them, or charming them with wordplay and/or rhythm. Clients benefit from this expression by feeling a connectedness to their community, approval for expressing the emotions and perceptions, and experience a new way to engage in their communities when they are released, if they choose.

Clients have said: *"I must say I really enjoy Slam Poetry. It helps me express myself on a deeper level than I would normally be able to do in a regular conversation. I love the nervous feeling I get right before I read my poetry in front of a crowd. When I'm done sharing, it almost feels like a natural high. Slam Poetry has helped my confidence and I plan on making it a big part of my life."* -R.C.

"It gives life to the pain I often hide behind a door of shame. Slam has helped me by giving me an outlet for my view on life and how I see it, as well as feel it." -E.B.

Dog Training at the SPCA

Our clients have the opportunity to train, exercise and socialize dogs transitioning through the SPCA, so the dogs will be more desirable for adoption. Clients are paired with a behavioral specialist who trains the clients to work with the dogs. The clients return weekly to offer obedience training, on and off leash exercise and quiet time at the **Pinellas County SPCA** facility. Caring for animals allows the client some experience with the joy of being of service, identifying behaviors and figuring out how to develop a trusting bond with different personality types. This program is a "win-win" for both FOCUS and the SPCA.



FLORIDA: *Focusing on New Experiences for Clients (Cont)*

Theater

Our winter production of the adapted version of **The Wizard of Oz** was written, performed and staged by our clients. Every member of the community contributed to building the set or character in this recovery based adaptation. Clients funded their own budget with carwashes, wrote songs, choreographed and memorized lines over the course of 5 months to put on this brilliant production. The therapeutic value of this event and everything that went into it was monumental. Clients organized their time, worked together and planned all aspects of the play to bring it together. They worked tirelessly without giving up. The pride and recognition in the community is still present today (4 months later). Talk around FOCUS is that clients would like to do another play before too much time passes. We look forward to seeing what their next production will be.



Journaling Groups

Clients explore various types of **journaling** including: **goal oriented logging, healing journal, dream journal, reflective, spiritual, and the unsent letter.** Journaling is a way to communicate honestly, explore feelings, and track progress made in recovery. It provides insight into patterns of behavior that are self-defeating, identify strengths, and open dialogue between counselor and client.

Art Therapy

Art allows for a new form of communication and self-reflection that is particularly useful to those in the beginning stages of change. Any variety of media can be used to achieve a higher level of awareness and gain feelings of confidence and self-worth.

Choir

Clients literally find their voices and break out of their comfort zones in a positive way while having the support of other community members. Clients who choose to explore their vocal talents have the opportunity to participate in **choir rehearsals weekly and perform at various events.**

FLORIDA: *Focusing on New Experiences for Clients (Cont)*

Graduation

Graduation night for our participants is celebrated with family and peers in a ceremonious fashion that pays proper tribute to the life work accomplished within the 12-18 months clients have worked toward their goals. This ceremony affords all involved the opportunity to express and take in the powerful, emotional moments that go into the successful completion of the FOCUS program. The clients in early phases of treatment have an opportunity to realize the internal satisfaction and true pride is for those who see it through and finish strong. A client stated: "This is the first thing I've graduated from in my life." We hope the rewarding feeling is one they will seek to repeat in other areas of their lives.

Fatherhood Program

An in depth focus on being a single father and how to co-parent in a functional and healthy manner. This class teaches clients how to set goals specific to parenting/ fathering including mending relationships with the child(ren)'s mother and being a single parent.

"This group really opened my eyes to the limits I can take myself to that I didn't believe I was capable of. I didn't believe I could be a single parent. I now know I can be an excellent father, even though the odds are stacked against me as a single parent in the early stages of recovery." -R.R.

Day at the Park

To learn that simple pleasures have extraordinary effects, the FOCUS community enjoys days at the park playing softball, kickball and barbecuing. Competitive activities lend to team building and camaraderie as well as letting the clients blow off steam. This rewarding activity is an important dynamic of intensive therapy and living by the requirements of a highly structured environment.



FOCUS is able to offer these exciting opportunities to its clients by drawing from the unique abilities and interests of the staff. Members of the FOCUS staff reach out to members of the community to develop mutually beneficial opportunities where our clients can give back and participate in a pro-social manner.

FLORIDA: A 'Spring Break' to Remember for Kids and Parents

Submitted by Village South Children's Services Center Staff

The Childcare Staff at our award winning **Gold Seal accredited daycare** wanted the families to not only have an incredible time but also teach them how to bond together with good clean fun.

The parents and children in the Families in Transition program started the week with a trip to the Miami Seaquarium where they interacted with dolphins seals and whales. The next day they were off to Chuck E. Cheese where they ate a lot of pizza and played every game in the house, but according to our parents Disney on Ice was the highlight of the week and this activity was enjoyed by all.

However, the culmination of Spring Break was the Family Bonding Picnic that was held at Amelia Earhart Park. Over 50 parents, children and staff were treated to a huge covered pavilion that housed a massive barbecue, a deluxe bounce house and popcorn and cotton candy machines.

It was a pleasure to see all the families relax as we could not have asked for better weather. The littlest member of the Village Daycare at 2 months old bonded quietly with his parents while the oldest members had so much fun they would not leave the bounce house! This fun house was equipped with a huge slide and basketball rim and massive bounce area. After several hours of great food and plenty of outdoor fun, everybody went home much more relaxed and happier. It is activities like this that teach our families how to have fun in a good, clean environment.



ILLINOIS: *Work Hard, Play Hard... A Good Combination*

By Sixto Garcia, Program Manager at ATC



Pictured, left to right: Resident Steven Stockwell, Program Manager Sixto Garcia, Counselor Gregory Giles

The clients in WestCare's **Adult Transition Center** (a Department of Corrections work release program) have been working very hard. In fact, in addition to participating in at least 15 hours of treatment per week, about 70% are employed and 20% are in GED class. The WestCare staff wanted to not only reward the clients for their efforts but also demonstrate how to “play” without alcohol or drugs. The Creative Energy team organized different activities to keep the day fun including basketball, ping pong, games, and card tournaments. The staff also pitched in to barbeque for the clients (even in the snow and 30 degree weather!).

The ATC program is a 50 bed modified TC and is about 6 months in length. The program allows the client to continue with treatment as well as find employment or work on their education. There are two substance abuse counselors, an administrative assistant, and a program manager. The core of the program is a modified TC coupled with CBT.

EXPRESSIONs

Guest Columnist: Mike Shields, VP Human Resources



By the time you see this issue of the newsletter, you may have heard about the recent unfortunate passing of WestCare staff and some of their family members. We had more in one week than I can ever remember in my life. Our hearts, thoughts and prayers go out to those individuals, their families and their co-workers.

What struck me was the outpouring of love, help and support from everywhere. Across the country, calls, letters and emails flew. All offering support. All offering to do whatever could be done to help. All offering just to “be there” if needed.

Once again, WestCare proves to be a collection of people who truly believe in “Uplifting the Human Spirit”.

We all live it in our support of each other when situations like this occur. Much like the way the country puts its differences aside in times of national disasters, we step up for each other. I have never worked anywhere in my half century of employment, where this was so evident.

WestCare is a special place.

What I encourage everyone to do is to have that same level of support and compassion every day! We don't need to wait for a tragedy. On a daily basis, we need to support each other, encourage each other, and be positive with each other. Same with the clients we serve. They are in our care and custody. Those faced with the incredibly difficult task of working with clients every day need to realize, every day that we are here to encourage, support and “uplift” them. Without them there is no reason for WestCare to exist.

Let's lift each other up, all day, every day.

(Note: Our **Employee Assistance Program** is available to all WestCare employees to deal with personal and family situations. The free counseling service is available at **800-854-1446**.)

THINGS TO START DOING FOR YOURSELF

(Editor's note: Robert Valdez, an employee at SJVV-California, passed along 30 uplifting and practical suggestions. They are circulating around the Internet. Here are the first 10. Others will be printed in future issues)

1 *Start Spending Time with the Right People*

These are the people you enjoy, who love and appreciate you, and who encourage you to improve in healthy and exciting ways. They are the ones who make you feel more alive, and not only embrace who you are now, but also embrace and embody who you want to be, unconditionally.

2 *Start Facing Your Problems Head on*

It isn't your problems that define you, but how you react to them and recover from them. Problems will not disappear unless you take action. Do what you can, when you can, and acknowledge what you've done. It's all about taking baby steps in the right direction, inch by inch. These inches count, they add up to yards and miles in the long run.

3 *Start Being Honest With Yourself About Everything*

Be honest about what's right, as well as what needs to be changed. Be honest about what you want to achieve and who you want to become. Be honest with every aspect of your life, always. Because you are the one person you can forever count on. Search your soul, for the truth, so that you truly know who you are. Once you do, you'll have a better understanding of where you are now and how you got here, and you'll be better equipped to identify where you want to go and how to get there. Read *The Road Less Traveled*.

4 *Start Making Your Own Happiness a Priority*

Your needs matter. If you don't value yourself, look out for yourself, and stick up for yourself, you're sabotaging yourself. Remember, it IS possible to take care of your own needs while simultaneously caring for those around you. And once your needs are met, you will likely be far more capable of helping those who need you most.

5 *Start Being Yourself. Genuinely and Proudly*

Trying to be anyone else is a waste of the person you are. Be yourself. Embrace that individual inside you that has ideas, strengths and beauty like no one else. Be the person you know yourself to be – the best version of you – on your terms. Above all, be true to YOU, and if you cannot put your heart in it, take yourself out of it.

THINGS TO START DOING FOR YOURSELF

6 *Start Noticing and Living in the Present*

Right now is a miracle. Right now is the only moment guaranteed to you. Right now is life. So stop thinking about how great things will be in the future. Stop dwelling on what did or didn't happen in the past. Learn to be in the 'here and now' and experience life as it's happening. Appreciate the world for the beauty that it holds, right now.

7 *Start Valuing the Lessons Your Mistakes Teach You*

Mistakes are okay; they're the stepping stones of progress. If you're not failing from time to time, you're not trying hard enough and you're not learning. Take risks, stumble, fall, and then get up and try again. Appreciate that you are pushing yourself, learning, growing and improving. Significant achievements are almost invariably realized at the end of a long road of failures. One of the 'mistakes' you fear might just be the link to your greatest achievement yet.

8 *Start Being More Polite to Yourself*

If you had a friend who spoke to you in the same way that you sometimes speak to yourself, how long would you allow that person to be your friend? The way you treat yourself sets the standard for others. You must love who you are or no one else will.

9 *Start Enjoying the Things You Already Have*

The problem with many of us is that we think we'll be happy when we reach a certain level in life – a level we see others operating at – your boss with her corner office, that friend of a friend who owns a mansion on the beach, etc. Unfortunately, it takes a while before you get there, and when you get there you'll likely have a new destination in mind. You'll end up spending your whole life working toward something new without ever stopping to enjoy the things you have now. So take a quiet moment every morning when you first awake to appreciate where you are and what you already have.

10 *Start Creating Your Own Happiness*

If you are waiting for someone else to make you happy, you're missing out. Smile because you can. Choose happiness. Be the change you want to see in the world. Be happy with who you are now, and let your positivity inspire your journey into tomorrow. Happiness is often found when and where you decide to seek it. If you look for happiness within the opportunities you have, you will eventually find it. But if you constantly look for something else, unfortunately, you'll find that too. Read *Stumbling on Happiness*.

NEVADA: *Down the Mountain to Support Our Troops*

By Darlene Terrill, Director of Development

A special request came for WestCare Nevada to assist with a project on The Strip in Las Vegas. The Home Depot Foundation sponsored a “kitting” event at Mandalay Bay Hotel & Casino. And Harris Spring Ranch sprang into action.



Photo: Chris C., Tyler B., Sean N., Jacob R., Terry C., David E., and Counselor Tech Hubert Ergenbright

Six men from the residential program and one staffer volunteered for 8 hours over three days to put together gift kits for our troops overseas. The men assembled kits which included head gear lamps, gloves, batteries, beef jerky and much more. The men were physically challenged all day as the work involved a lot of heavy lifting, sorting, re-filling stations, assembling boxes, organizing and moving all to the finish area for final stacking and wrapping of the pallets to be shipped overseas.

Mandalay Bay did a great job of keeping our men fed.... including a full-course meal of shrimp, steak and the best of the best dining. After the project, the men were invited to see the off road vehicles getting ready for the “Mint 500” race.

Thank you for a job well-done. You made WestCare proud to have such a fine group volunteering to do this mission for our troops!

“Uplifting the Human Spirit” is our mission.

CALIFORNIA: *Employee Health and Wellness*

Articles by Michael Mygind, Special Projects



The fair ended with a live talent competition between WestCare staff. While everyone performed great, Irene Gutierrez (pictured with Davey D) from S.O.S. took the grand prize for her amazing vocal presence. She was awarded with a beautiful original painting by Bobbi Hafar (pictured) of S.O.S. that was painted during the day's festivities.



Our Health & Wellness Committee organized the return of the annual Health and Wellness Fair. Eleven vendors were on-hand including the Clovis Police Department. Everybody ended up winning a raffle prize because of the generous amount of raffle prize donations from the community and the vendors that were on-hand. Beautiful banners were created by the children's unit at MLK. The event was emceed by local personality, "Davey D".



Congratulations to all of the contestants, and thanks to the vendors and sponsors of what has become a WestCare California tradition.

CALIFORNIA: *First Nations Pow Wow*



We took part in the **23rd Annual First Nations Pow Wow** at Fresno State's O'Neill Park. It was a free event that featured arts and crafts and information booths, live entertainment, food and more. Staff members were on hand as well as some of our Native American clients and members from our Tribal Advisory Committee of community representatives. They meet monthly to help us provide more culturally sensitive services to those we serve in the Native American community.

March – Pictured: (6) MLK Native American clients, Staff: Gary Knepper, Mardi Palacios, Maryellen Pistalu, Sean Whitten, CAC Advisory Member & Tribal Advisory Chair: Evelyn Castro (Front right in orange) and fellow TA member: Wylenna Jeff (Front right in floral)

CALIFORNIA: *March for Babies*

Men's Residential met at **Woodward Park** to help with the event supports programs in the community that help moms have healthy and full-term pregnancies. The proceeds also fund research to find answers to the problems that threaten the health of babies.

Ten volunteers with all different personalities came together as a team in giving back to the community. They were in charge of traffic, food preparation, cheering participants at the finish-line and clean-up. We would like to thank our outstanding volunteers who demonstrated leadership, and good work ethic: **Emmanuel V., Steve H., and Tony W.**



Clients pictured: Steven H., Ikeem H., Emmanuel V., Donald B., Miguel R., and Raymond V.

CALIFORNIA: *Spring Break the Addiction*



We proudly presented a pre-Spring Break Alcohol Awareness Fair at Fresno City College in conjunction with their Inter-Club Council and the California Health Collaborative. Thirteen student clubs were on hand with information booths that presented the many factors and risks of alcohol and substance use. Students were also challenged to take on our Drunk Chopper obstacle course while wearing impairment goggles that simulated the visual effects of alcohol use. The event was held to spread awareness prior to their Spring Break in hopes that the amount of binge drinking will be decreased and that wise decisions will be made.

CALIFORNIA: *Poem*

Editor's note: The following was written by a client who came to San Joaquin Valley Veterans this year in collaboration with a nearby Native American recovery program.



Unfortunately, my journey has been filled
with misery and despair.
Nothing in my life to this point
can compare.
While using, I continually lived
in all my fears.
How many I counted
brought me to tears.
All this time,
I was full of pride.
This sense of self,
I must push aside.
In my recovery,
I must not fumble.
I must try my best,
to be just humble.

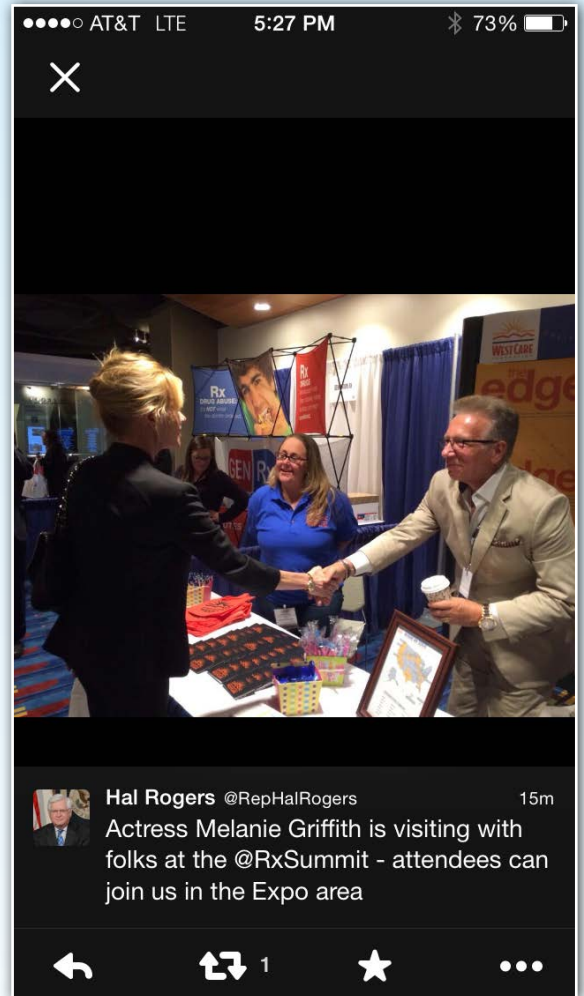
- Robert McGough, 3/26/2014

Rx SUMMIT: *WestCare Again Joins Prescription Drug Summit*

The 3rd National Prescription Drug Summit took place last week in Atlanta, continuing the effort started by long-time WestCare supporter Hal Rogers, Congressional Representative from Kentucky. Representatives from several WestCare states attended the 3-day conference.



Actress and Summit speaker Melanie Griffith with Senior VP Frank Rabbito of Florida.



The Summit is the largest national collaboration of professionals from local, state and federal agencies, business, academia, clinicians, treatment providers, counselors, educators, state and national leaders, and advocates impacted by Rx drug abuse. Through this type of collaboration, your work can be more impactful in bringing solutions to this issue that the Centers for Disease Control and Prevention (CDC) declared a public health crisis in 2012.

FOUNDATION NEWS: *Foundation is on the Move!*

The **WestCare Foundation** main office is moving on down the road! Our Las Vegas departments (including Accounting, IT, Human Resources, and more) are preparing to leave their current location on 900 Grier Drive for a new home in Henderson, Nevada.

1711 Whitney Mesa will be the moving truck's destination over Memorial Day weekend. Staff is working hard to ensure that normal business is not interrupted, but we appreciate your patience during this time.

New Address: 1711 Whitney Mesa, Henderson, NV 89014

FOUNDATION NEWS: *Social Media DO's and DON'Ts*

Did you know that there are conversations that are happening online right now that directly relate to the cause YOU work for? In the social media world, all you have to do is 'listen.'

Are you involved in treatment services, mental health care, prevention and education, homeless services, Veterans services, or the many other areas of care within WestCare? Individuals are championing the causes they believe in online through blogs, pictures, videos, and groups; if you take a look you will find a whole community of people who believe in giving back, just like you do!



We want you to talk about the work you do and how it is changing lives! We want you to be sharing the great work of WestCare! But of course, you need to know your **Social Media DO's and DON'Ts**.

1 *Be Smart*

A blog or community post is visible to the entire world. Remember that what you write will be public for a long time. Be respectful to all.

FOUNDATION NEWS: *Social Media DO's and DON'Ts (Cont.)*

2 *Write What You Know*

You have a unique perspective on the cause you champion. Share your knowledge, your passions and your personality. Never spread gossip, hearsay or assumptions.

3 *Identify Yourself*

Authenticity and transparency are driving factors of the social media world. If commenting in a public arena and speaking about WestCare services, list your name and role at WestCare. Be sure to let a supervisor know so they can share your post to a WestCare site.

4 *The Rules Still Apply*

You cannot violate any HIPAA and/or C.F.R. parts 160 & 164 regulations; you must maintain client confidentiality—just like the ‘real world.’ Online you must abide by the same standards as you do on a normal basis. You must understand that your personal social media dialogue that may include/promote WestCare still does not allow you to communicate with current or past clients. The bottom line: contacting clients is prohibited; allowing clients to connect to your personal pages is highly discouraged, for your own protection. Always contact a supervisor for guidance when approached in social media by a client.

5 *Include Links*

Find out who else is talking about the same topics you are! Make a post on their blog, page, or account, and when referencing WestCare services don't forget to link to the website or pages! It connects us to the bigger conversation and reaching out to new audiences.

6 *Include a Disclaimer*

If you blog or post to an online forum in an unofficial capacity, make it clear that you are speaking for yourself and not on behalf of WestCare. If your post has to do with your work or subjects associated with WestCare, you must use this disclaimer. “The postings on this site are my own and do not represent WestCare’s positions, strategies or opinions.” This is a good practice but does not exempt you from being held accountable for what you publicly write.



FOUNDATION NEWS: *Social Media DO's and DON'Ts (Cont.)*

7 *Be Respectful*

It's okay to disagree with others but cutting down or insulting readers, employees, bosses or partners and vendors is not. Respect your audience and never use obscenities, personal insults, ethnic slurs or other disparaging language to express yourself.

8 *Respect the Privacy of Others*

Never publish or cite personal or confidential details and photographs about WestCare clients, grantees, employees, Board members, Council members, partners or vendors without their permission.

9 *Don't Tell Secrets*

The nature of your job may provide you with access to confidential information regarding WestCare clients, partners, or fellow employees. You are required to **ALWAYS** respect and maintain the confidentiality that has been entrusted to you, both in person and in the online community.

10 *Be Responsible*

All social media online dialogue (unless posted by the official WestCare sites) are individual interactions, not corporate communications. WestCare staff is personally responsible for their posts.

(Points Adapted from AVI CHAI foundation)

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



Tamara Sanchez-Almira
Village South REACH
Therapist, *FL*

What great feeling it must have been for Tamara when she reached a milestone that many of us may take for granted. She recently became a citizen of the United States of America. Congratulations!



Lia Molina
Companeros ("Friends")
Coordinator, *FL*

How about this show of thanks for what our WestCare employees do! One of Lia's former clients who had graduated about a year ago and is doing very well - sent her over five dozen beautiful roses as a thank you! Nice going, Lia. You obviously uplifted a human spirit!



Annie Rojas
Child Case Manager
Guidance/Care Center, FL

Her supervisor, Jessica Crocker writes: "Kudos to Annie!!!! I emailed her with a concern about one of my families needing some money to move, and Annie contacted places and identified a funding source for this family within the hour. This family is in a financial crisis, and moving to be with relatives out of state is the best option for them at this time. I so appreciate being able to call on one of our case managers to help in these situations so I can focus on the therapy aspect with the family. Annie acted so quickly to help in this crisis situation, and I'm so grateful. Thought you should know what an amazing job she did!!!!!"

KUDOS! *Our Monthly Shout-Outs to Exceptional Employees (Cont.)*



Boys Home
Honor Farm, Wyoming

Carlos Sampson, Substance Abuse Counselor, sends along this well-deserved Kudos:

“The inmates of the Intensive Treatment Unit at the Wyoming Honor Farm asked me if I would coordinate a fund raiser for them. The intent of the fund raiser was to raise money to support an agency that supports the community. It was agreed the Fremont County Group Home in Riverton would be an ideal candidate.

We sold pizza from Pizza Hut to the general population of the Wyoming Honor Farm and the proceeds would be donated to the Boys Home (pictured). Discussions have already begun concerning our next fund raiser in June. The proposal for that fundraiser is for proceeds to be donated to the Girls Home in Lander. A great way for the men to give back, and to help guide high risk kids on the straight and narrow road.”



Payu-Ta “Justice for All” Conference
WestCare Pacific Islands, Guam



The Non Profit Leadership Award
WestCare Pacific Islands, Guam

Payu-Ta, Guam’s Umbrella Association of Non Profit Organizations, hosted its 4th annual non-profit “Justice for All” conference on April 1st. Each year they seek nominations for; Outstanding Business Partner, Outstanding Government Partner, Non Profit Leadership Award and Next Generation Youth Leadership Award. WestCare was awarded the Non Profit Leadership Award! President and CEO Dick Steinberg and Executive VP/COO Maurice Lee joined Pacific Islands VP Sarah M. Thomas-Nededog at the presentation ceremony. Congratulations!

MONTH OF MILITARY CHILD

April is known for multiple causes, including the **Month of the Military Child**. Hundreds of thousands of youngsters are children of service men and women and often have separation issues when mommy or daddy is serving our country.

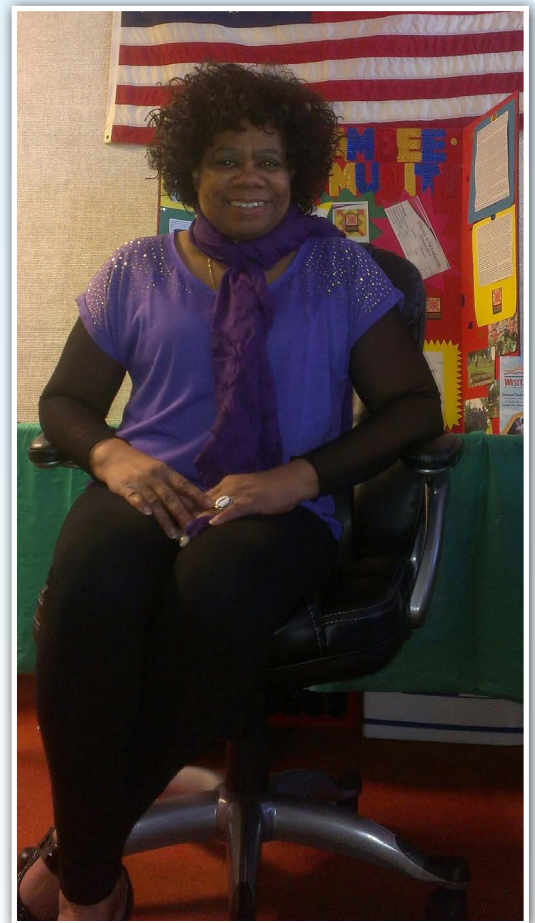
Several WestCare sites showed their support for the cause by proudly wearing purple, the official color of the month of recognition.



Office Staff at San Joaquin Valley Veterans (SJVV) in California



Honor the Service Dog standing tall with staff at Iowa's FAVA, Family Alliance for Veterans of America



Auriea Mosley Sanders, Organizer at Wisconsin's Harambee Program

KENTUCKY: *Easter Blessings in the Hill Country*

Sharon Steinberg has a special place in her heart for Eastern Kentucky. So it was no surprise that as a true Kentuckian, she and a couple of her community buddies organized an Easter picnic at WestCare's Hal Rogers Center for staff, clients and volunteers.

The Ashcamp site is literally and figuratively a breath of fresh air, a sprawling campus situated near the Kentucky-Virginia border. Games, barbeque and fellowship marked the day under deep blue skies and soft breezes. A wonderful group of volunteers brought food items and helped make Easter at Ashcamp very special!



NORTH CAROLINA: *Earth Day at the Academy*

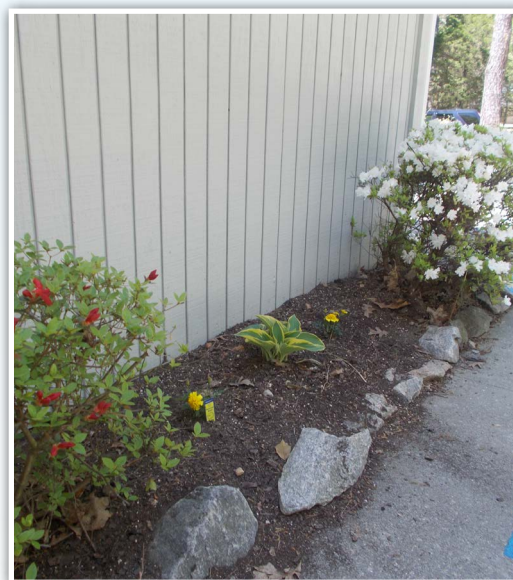
By Paula Bowden, Administrative Assistant and Nancy Snyder, Education Coordinator

On April 22nd, **WestCare North Carolina Girls' Academy** celebrated Earth Day by adding some color to the already beautiful wooded property.



The girls were divided into four groups and spent time in school researching various flowers and plants. They decided on locations for planting, according to the sun/shade needs of each plant. That morning, Education Coordinator, **Nancy Snyder**, took the leaders of each group to local stores to purchase the plants and flowers. They were given an amount to spend, along with a pencil, paper and a cart. They chose the best plants at the best prices to be able to make the most of their money. They had to add up the total of their items and then figure out tax to make sure they had enough money for their purchases. This helped them learn how to follow a budget and be able to purchase the items they needed.

The girls spent the morning pulling weeds and cleaning the beds before planting the flowers. Some of the girls had never planted anything before and really enjoyed the experience. They did a great job! The flower beds look fantastic!



SOUTH DAKOTA: *A Success After Only Two Months*

Submitted by the WC South Dakota Staff

The **Armor Correctional Health Care and WestCare partnership** is making a difference in **Minnehaha County, South Dakota**. Since the start-up on March 1, 2014, things have been very busy at the Minnehaha County Detention Center. WestCare now has 12 employees working in the Detox Unit and the mental health unit. The collaboration between WestCare and the Armor medical staff, the Minnehaha County Detention Center security staff, as well as the support of Minnehaha County Human Services and County Commissioners is resulting in a “new and improved” approach to the communities’ substance abuse issues.

When clients are admitted to the Detox Unit, whether on an Emergency Commitment or an Involuntary Commitment, not only will they be treated with care and respect, they will also be offered 90 minutes of recovery-based programming per day. The recent addition of recovery-based posters throughout the unit has created a more positive, client-centered environment. Program Director Lonna Heideman and her dedicated staff work with the clients to help them take that next step by making referrals for on-going treatment.

County officials report that they have noticed a significant reduction in the number of the “frequent flyers”, those who were used to coming in to the Detox until they sobered up, then discharging only to return in a few hours. Though the program is less than 60 days old, it is already making a big difference in Sioux Falls.



Pictured from left to right: Margaret DeNajer-Addiction Counselor Trainee, Rob Branham-Area Director, Julie Montgomery-Detox Technician and Elizabeth Wek- MA, LAC.

GEORGIA: *Get Your Healthy On!*

By Prevention Specialist Safiyyah Mach and Sainabou Njie

On April 12th, **WestCare Georgia** held a remarkable event centered on health, wellness and FUN at the **Rosel Fann Recreational Center** in the South East community of Atlanta.



We began the day with a health fair, where individuals took full advantage of the free services being offered by Dental Assistants from Everest College, Westwood College Medical Technical Students, Georgia Perimeter College, CARES HIV Testing Team, Serenity Life Wellness (massage therapy), Reiki Vibration Therapy, workout fit camps by the amazing Neal “Psycho the Trainer” Scott of MindWorx Fitness and blood pressure checks from the City of Atlanta Fire Station #30, just to name a few! Promoting healthier eating habits, we served lunches comprised of tangerines, bananas, turkey burgers and turkey hot dog! To close out this amazing event 30 people participated in the Ball for a Cause Clothing and Shoe Drive Basketball Game! The teams comprised of current and alumni students from many different schools, including Atlanta Public Schools, Marietta City Schools, Morehouse, Southern Polytechnic State University, Albany State University, Loyola State University (New Orleans), Agnes Scott College along with local mentors through M.A.D.E (Motivated Adults Developing Excellence), myDREAM (Dedicated in Reaching Excellence and Abstaining from Mediocrity) Youth and many more! Ball for a Cause benefited two remarkable organizations who strive to impact underprivileged children and adults world wide! This game collected clothing that was donated to The Village, founded by **Ms. Sirah Camara**, which is an organization that provides clothing to orphaned and underprivileged youth and adults in The Gambia, West Africa. Shoes were also donated to benefit The Soul Project, founded by **Mr. Martin Kumi**, which is an organization that provides shoes underprivileged children and adults in third world countries in West Africa, Haiti and many other countries.

GEORGIA: *Get Your Healthy On! (Cont.)*

None of this would have been possible without the assistance of the local community! Many came out to support and make financial donations. Over 40 representatives of 19 organizations provided free services to over 200 people in the community! Thanks to Morehouse College Resident Director **Todd Leigh**, 30 volunteers from Morehouse and Spelman helped spread the word in the community leading up to this event and acted as the helping hands throughout the entire event. The City of Atlanta Parks and Recreation, allowed us to utilize Rosel Fann Recreational Center, free of charge, with the support of community activist and leader Ms. Rosel Fann. City Council President **Cesar Mitchell** donated money to purchase the food for the event and Ms. Carla Burke, member of the South West Atlanta community and single mother of 4, donated the use of 3 brand new Bounce Houses for the youth activities! Last but not least, collegiate volunteer DJs **Aharown Sparrow**, **Simion Montique** and professional photographer/DJ **Sheikh Ndong** of SP Images volunteered their time to provide the musical entertainment.

This was a day filled with enjoyable activities and games for all ages, promoting healthy lifestyles and just old fashion fun full of free services, awareness and education that many of the participants may not have access to on a regular basis.

Prior to leaving the days activities, each participant left with wonderful giveaways from Children's Healthcare of Atlanta's Strong for Life youth health initiative and the CARES Program of WestCare Georgia! Overall, it was a positive experience, great energy from everyone that contributed and we look forward to making this an annual event!

On behalf of the WestCare Georgia staff and, or partners, Youth Connection, we would like to send a very special thanks to all of the vendors, volunteers, donors, participants, staff and the community for a job well done! Look for us next year as we continue to uplift the human spirit!



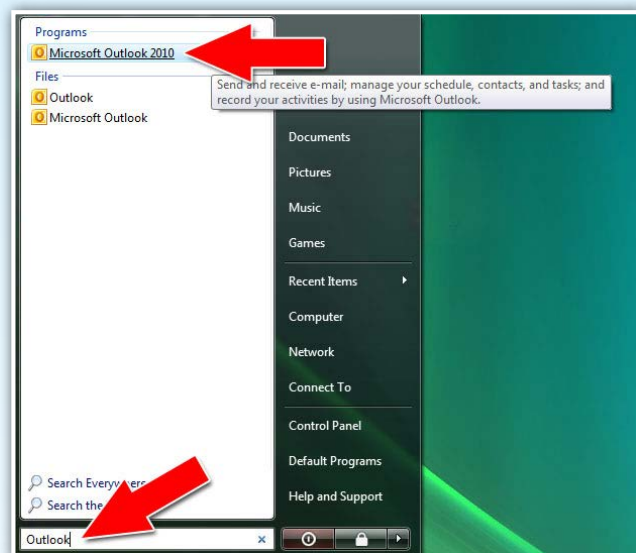
INFORMATION TECHNOLOGY: *The IT Corner*

Using WestCare Email by Sean Harrigan, Systems Administrator

Microsoft Outlook

You can access your WestCare email through the Start Menu by clicking on All Programs, then Microsoft Office, and selecting Microsoft Outlook 2010, or by typing "Outlook" into the search bar.

When you launch it for the first time, Outlook will need to be configured. You'll have to click the "next" button a few times, but all of the information will populate automatically. If it's not working, contact the helpdesk for assistance. to your computer, or when you log in to your email using our webmail system.



Web Mail

You can also access your WestCare email via the webmail portal at <https://mail.westcare.com> using your WestCare credentials to log in. These are the same credentials you use to log in to a WestCare computer.

Web mail is available anywhere using a web browser. You can access it from your home computer, from your phone, or from your tablet.

Mail Archives

Sometimes you may need to access an email that has been deleted. Fortunately, every email that you've ever sent or received with your WestCare account has been saved. You won't see it in your email though, because it's stored in a different place. This helps us to keep email performance optimal.

In order to access your archive, you can log in to <https://mailarchive.westcare.com> using your WestCare credentials. There you will find a powerful search engine that will allow you to search based on keywords, email addresses, dates, and a whole bunch of other selections.

Large Files

Our sending and receiving capability for email is limited to 25 MB by design. This allows us to keep your email working as fast as possible. You may, however, need to send files larger than 25 MB on occasion.

In order to send large files, you can log on to <https://dropoff.westcare.com> using your WestCare credentials. Once there, you can follow the instructions for dropping off or picking up files. It's very easy to use and very convenient when you need to send or receive large files.



WESTCARE CALENDAR OF EVENTS: *May 2014*

MAY						
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

May 2 (9:30am-12:30pm PST)
CA-CAC Meeting & Fresno Program Tours
Fresno, CA @ Admin. Bldg. (#1505)

May 3 (8am-11am PST)
West Board Meeting
Video Teleconference (Dial: 888-240-2560)

May 8 (6pm-8pm PST)
Graduation (Fresno)
Westside Seventh-Day Adventist Church / Fresno, CA

May 12 (10am-11am PST)
CTC Workgroup Meeting w/ Amy Roukie
Dial: 530-881-1212, Use ID: 146-936-002

May 13 (3pm-4pm PST / 6pm-7pm EST)
FLGC-CAC Meeting
Dial: 530-881-1212, Use ID: 293-872-005

May 13-14
WestCare Senior Management Meetings
Foundation Office / Las Vegas, NV

May 15-16
WestCare Senior Management Budget Presentations
Foundation Office / Las Vegas, NV

May 16 (12pm-2pm PST / 1pm-3pm MST)
WY-TAC Meeting
Wyoming Medium Correctional Facility

May 17 (11am-1pm Guam Time)
PI-CAC Meeting

May 20 (8am-9am PST / 11am-12pm MST)
Executive Committee Teleconference
Dial: 855-212-0212, Use ID: 407-244-934

May 26
HOLIDAY - Memorial Day

May 16 (6pm-7pm Arizona Time)
AZ-CAC Meeting
Dial: 855-212-0212, Use ID: 407-244-934