



Honoring All Who Served

By Dan Bernal - WestCare Foundation, Director of Veteran Services



• Tuesday, November 11, 2014 •

While each year on Memorial Day at the end of May the nation honors those who paid the ultimate sacrifice in service to our nation, **Veterans Day** is recognized as the time to pay tribute to all of who have served our nation in the uniform of our Armed Forces.

At WestCare, we believe that every day is the proper time to pay tribute and respect to our nation's Veterans. With that in mind, WestCare's Senior Leadership and Management Team, along with members of WestCare's National Board of Directors who serve on the Veterans Sub-Committee, assembled in Las Vegas to set the course for improving and expanding WestCare's Veteran Services.

CEO/President and Vietnam veteran **Dick Steinberg** reminded all that serving our nation's Veterans makes economic sense and most importantly, it is the right thing to do.

NOVEMBER 2014

THE WESTCARE EXPRESS

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COVER STORY: *Honoring All Who Served*

During 2014, WestCare was one of six agencies selected to participate in **Duke University's Veteran Culture and Clinical Competency (V3C)** training. And strategies are underway for implementation training of the V3C curriculum throughout WestCare. Stay tuned – V3C is coming to you!!

Certainly a spotlight of the two-day summit was a Veteran panel “lunch & learn”, consisting of five stellar Southern Nevada Veterans. A genuine, heartfelt and informative session, the panelists fielded all questions, and were incredibly effective in conveying the Veteran perspective to what is presently needed in terms of service to transitioning and reintegrating service members.



WestCare Washington and our **Washington Department of Veterans Affairs (WDVA)** partners provided a comprehensive briefing on development of **VetPods** within the prison system, along with information of Veteran Treatment Court developments.

The culmination of the two-day summit was the re-kindling of Dr. James White's thinking with regard to Patriot's Promise: *“They promised to serve their country. Now, we promise to serve them.”*

As we honor our nation's Veterans and enjoy the Veterans Day holiday, remember to take pictures, and forward your area's celebration highlights to share in next month's Express. Let us hear from you as to how we can improve and expand our services to Veterans.

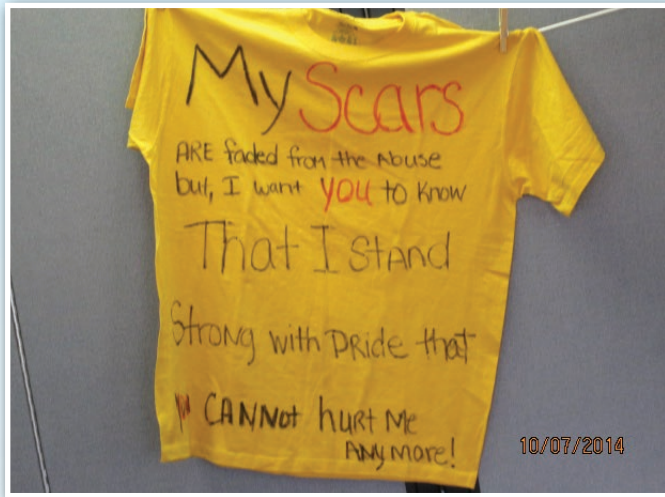
ILLINOIS: *The Clothesline Project*

By John Zidek, Assistant Program Director

WestCare Illinois at Sheridan acknowledged **Domestic Violence Awareness** month by partnering with **Illinois Department of Corrections (IDOC)** to bring *“The Clothesline Project”* to Sheridan Correctional Center. During the week of October 6th, clients and staff were able to see the effects of domestic violence. More than 1,800 clients reviewed the project and then discussed in group the effects of violence and impact on families.



ILLINOIS: *The Clothesline Project (Cont.)*



The Clothesline Project allows survivors to tell their stories in their own unique way, using words and/or artwork to decorate shirts. Once finished, survivors hang their shirts on the clothesline, serving the purpose of an educational tool for all who view it and also as a healing tool for all who make a shirt. It also allows those who are still suffering in silence to understand they are not alone.

With more than 500 projects nationally and internationally, there are approximately 50,000 shirts among 41 states and 5 countries currently participating in this amazing project.

PACIFIC ISLANDS: *WestCare in the News*

(Excerpted from Marianas Variety, Oct. 6)

WestCare to help Guam veterans at risk of homelessness

HAGÁTÑA — WestCare Pacific Islands received a federal grant which will be used to assist veterans on Guam who are homeless or at risk of being homeless, according to **WestCare Pacific Islands** Vice President **Sarah Thomas-Nededog**.

Thomas-Nededog said with this funding the non-profit organization will be able to provide transportation to appointments, assistance in accessing legal services, child care, case management and counseling to qualified veterans. The grant funding will also be used to make third party payments for veterans who may be at risk of losing their homes. WestCare aims to serve 150 veteran families in the coming year.



CALIFORNIA: Successful First Year for Parolee Work Program

By Derrick Bressel, Program Director

The Day Reporting Center (DRC) hosted a one year celebration in recognition of the successful Caltrans program. Since July 2013, WestCare has been part of a collaborative effort with **Butte County Office of Education, California Department of Corrections and Rehabilitation (CDCR)**, and their subcontractors to provide delivery of the *Transitional Caltrans Parolee Work Crew Program*.

The Fresno DRC program was assigned two “Work Crews” consisting of eight positions each. Eligible DRC clients are able to interview and obtain paid positions.



In attendance during the celebration were representatives from WestCare, Caltrans, Butte County Office of Education, Fresno Parole, Northern County Construction Training and work crews present and past.



CALIFORNIA: *Sober Stock 9 Rocks Out for Recovery*

By Michael Mygind

In late September, the **9th annual Sober Stock** kicked off with a concert at Fresno's **Manchester Center** for another year of celebrating recovery and community.

The event continued the following morning with more live music, a classic car show, guest speakers including **Fresno Chief of Police, Jerry Dyer** and a huge grocery giveaway from the **Open Hands Pantry**. The event is organized annually by **Community Partners 4 Recovery**, a cooperative effort that includes various groups from the Central Valley with an emphasis on education, prevention and recovery.



CALIFORNIA: *Live Healthy and Thrive*

Lisha Vecchiarelli and Michael Mygind



WestCare California's LiveSMART Project, a healthy living program for families, was recently introduced to the families at Parc Grove Commons, a facility operated by the **Fresno Housing Authority**. The on-going project will include workshops that offer residents healthy-eating and active living education where they will learn how to make healthy meals, shop on a tight budget, plan healthy meals using WIC and food-stamp purchases, read nutrition labels and cook together. Families were provided information and nutritious snacks while playing together in their beautiful clubhouse and outdoor area. LiveSMART was made possible by a generous grant from **Kaiser Permanente Fresno**.

CALIFORNIA: *A Day of Caring*

WestCare California recently took part in two community service projects as part of the **Day of Caring** presented by the **United Way of Fresno County**. Our first project was beautifying the outside of our men's Sober Living facility with help from the generous volunteers from **Principal Financial**. They planted a row of bushes and a rose garden. Needless to say, it looks amazing! Our second project was a trash sweep of the neighborhood around Ventura & E Street in Downtown Fresno with help from our MLK volunteers and students from **Fresno Pacific University**. We made a big difference on an often overlooked side of town. We would like to thank all community volunteers, clients and staff that helped make these projects a success!



Principal Financial with Sober Living volunteers.



Fresno Pacific University with MLK residential volunteers.

CALIFORNIA: *Cute Little "Punkins" Visit the Pumpkins*

Just prior to Halloween, clients from the MLK women's unit and their children visited Fresno's popular **Simonian Farms**. The pictures tell the story.



NEVADA: *Top State Official Visits Moms and Children*

By Darlene Terrill, Development Director

The WestCare Nevada - Women & Children's Campus was honored to have the **Nevada Attorney General, Catherine Cortez-Masto** visit and tour the facility on October 10. **WestCare's Community Action Council Vice Chair Marilyn Moran** organized the event.



We appreciated having this wonderful opportunity to share the work WestCare does with Ms. Masto and her staff. WestCare's Chief Executive Officer **Dick Steinberg** also was on site and was able to join the tour, ending with a special visit with a mother and being able to hold her newborn child (Our newest bundle of joy on the campus). Babies have a habit of stealing everyone's heart!

NEVADA: *"Healing, Growth, Change" Commencement*

The 2014 WestCare graduates were honored in late September at the **College of Southern Nevada - Horn Theatre**. There were a total of **88 graduates** from the **Community Involvement Center Outpatient Services** in Las Vegas and Pahrump, **Harris Springs Ranch** and the **Women & Children's Campus**.



NEVADA: "Healing, Growth, Change" Commencement (Cont.)

Mr. **Jerod Thomas**, Deputy Administrator of the **WestCare Kentucky** programs traveled to Las Vegas to share his personal journey of how he had made millions in his life, had an opportunity to be a National Football League Player, and lost it all to addiction. His speech was very motivational and inspiring, and he shared his ultimate pride: the sobriety coin he carries in his pocket.



Congratulations to the graduating class of 2014. Best Wishes to each one of you as you continue on with your daily travels in life.

NEVADA: *WestCare in the News*

(Excerpted from Las Vegas Review-Journal, Oct. 6)

WestCare plans more beds for mentally ill

Additional triage beds for the mentally ill in Southern Nevada will open by Nov. 1, according to Richard Steinberg, president and chief executive officer of the WestCare Foundation. WestCare also plans to open another facility early next year, he said.

The burden of treating the mentally ill in emergency rooms not equipped or staffed to handle them "is still there," said Dr. Dale Carrison, chief of staff and head of emergency services at University Medical Center. "But I'm absolutely convinced things are moving in the right direction."

Mr. Steinberg added: "It's a little risky on our part (to open the beds by November 1), but we have got to take the risk. It needs to be done."

NEVADA: Church' "Serve Day" at Women & Children's Campus

Submitted by Darlene Terrill - Development Director, and Heather Frost - Residential Services Director

The Crossing, a Christian Church, has become a place of impact for Las Vegas.

It conducts an annual serve day, where over 1,500 volunteers each year set aside a day to serve and beautify different areas of the Vegas Valley. This year, **WestCare's Women and Children's Campus** was blessed to be the recipient of around **450 of the Crossing Church volunteers'** hard work. The campus was filled with **artists, painters, landscapers, moms, dads, grandparents and children.**

Everyone had a mission to beautify the **Adolescent Crisis Stabilization Unit** for our runaway, homeless, exploited and detoxing youth ages 10 to 17. Vibrant colors were painted in all bedrooms and the courtyard was uplifted with plants, flowers, patio furniture re-staining and new gravel.

One program client was asked the following day what he thought about the new look in the unit and his response was, *"I have read every message in every room and I will continue to read daily as the words are so encouraging! I love it."*

Thank you **Einstein's Bagels** and **Starbuck's Coffee** for donating food to help keep our volunteers nourished..... and to **Arnold Stalk, Ph.D.** for your ongoing support, commitment and partnership with the Crossings Church Serve Day at the Women and Children's Campus!



FLORIDA: *Securing Our Future*

By Heather Baker, Program Director



In recognition of **Car Passenger Safety Week**, **The Village Healthy Start** program and **The Healthy Start Coalition of Miami-Dade (HSCMD)** sponsored a car seat event at **The Village Families in Transition** residential treatment campus.

Certified Passenger Safety Technicians **Heather Baker** and **Mary-Ann Andre** provided instruction on the importance of keeping children rear-facing in vehicles as long as possible, how to properly secure children in car restraints, appropriate types of car restraints for children of different ages and sizes, how to properly install car seats in the vehicle, and the importance of seat belt use for all passengers.

With the generous donation of car seats by HSCMD, four car seats were raffled at this event, and technicians assisted clients in installing their new car seats.

FLORIDA: *Tickled Pink* - Observing Breast Cancer Awareness Month

Many WestCare sites observed **Breast Cancer Awareness** month. Florida's many locations were "*tickled pink.*"



Guidance / Care Center (Marathon)



Gulfcoast Administration



Heron House



Key Largo



Key West



Miami Administration



Miami Clinical Staff



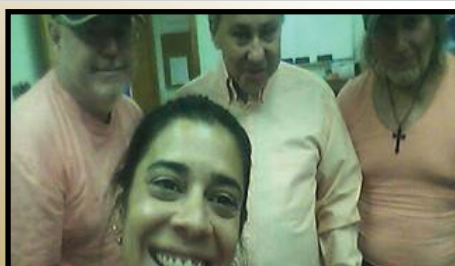
Miami Clinical Staff



Miami Day Care



Pasco County Outpatient Staff



Personal Growth Center



Turning Point Staff



FOUNDATION NEWS: *Introducing AmazonSmile*

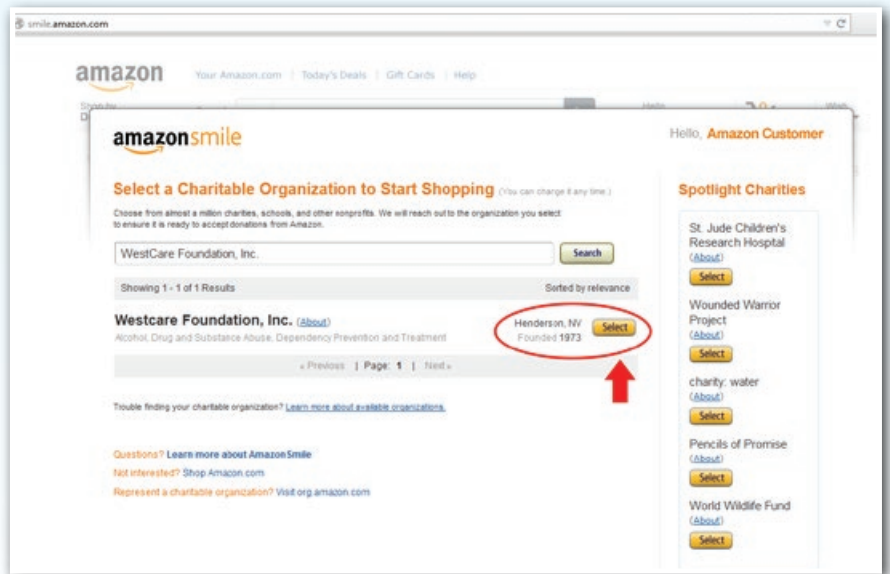
WestCare is proud to be a part of Amazon's nonprofits program called **AmazonSmile**.

AmazonSmile is a simple and automatic way for you to support your favorite charitable organization every time you shop, at no cost to you.

When you shop at **smile.amazon.com**, you'll find the exact same low prices, vast selection and convenient shopping experience as Amazon.com, with the added bonus that Amazon will donate a portion of the purchase price to the WestCare Foundation.

It's a great way to help WestCare with a charity contribution every time you shop on Amazon. From your web browser, simply visit **https://smile.amazon.com** and sign into your Amazon account as you would normally do. Then, at the field that asks you to pick your charitable organization, enter "WestCare Foundation Inc." and press the search button. The last step is to select WestCare on the following page.

You can also visit westcare.com and click on the AmazonSmile button on the right side of the page to automatically select WestCare as your charitable organization for AmazonSmile. WestCare appreciates your continued support. Your contributions go a very long way in helping us *uplift the human spirit*.



Helpful Tip: A quick way to automatically select WestCare as your AmazonSmile charity is to copy & paste the following URL:

<https://smile.amazon.com/cb/86-0852629>



FOUNDATION NEWS: *WestCare Wishes*

For over 40 years, WestCare has prided itself on providing the struggling and the hurting a chance to live healthy, comfortable lives. Indeed, with their spirits uplifted. As a 501(C)3 agency, we are primarily dependent on the finite availability of public funding. However, it is the private giving sector that will determine how much we grow, and how many more individuals and families our programs can reach.

Here is a brief summary of our humble requests for assistance in several of the areas we serve. Your help and dedication will definitely go a long way. If you would like to make a monetary donation, visit our website's donation section at www.westcare.com/donate. For all other kinds of donations such as in-kind gifts, please send an email to donate@westcare.com or contact specific WestCare state leaders listed on www.westcare.com.

Thank you.

California



- **Electronic Health Record:** An EHR system would improve our ability to make better clinical decisions with more comprehensive information regarding the patients we serve. We could improve our monitoring, collecting and billing and would have more accurate and complete information.
- **Solar Power at All Facilities:** This is self-explanatory, as we could reduce our electricity cost and put the cost saving in a reserve or back in the aging facilities.
- **Warehouse:** We are currently renting storage space for files. We could store files at our main site and not have to pay monthly rent.
- **Energy Efficient Doors and Windows at MLK (Main in-patient facility):** The windows and doors are very old and contribute to high use of electricity.
- **Swap Chiller at MLK for Package Units:** This system is aged that requires a lot of maintenance. As the system ages, the cost to run and maintain it will only increase.

THE GREEN CORNER: *Volume One*

From the Green Committee (First in a Series)



It's time for WestCare to **GO GREEN!!**

If you are already taking environmentally friendly steps at home, it's a natural extension to take similar measures at work, both to save energy and to create a healthier workspace environment.

Making the environment more pleasant for yourself, energy efficient and eco-friendly will increase your enjoyment of the workplace and lessen its impact on the environment as a whole. Being energy and resource efficient and conscious of improving the health and well-being of the work environment can also reduce the costs of running a business. It's time to "go green" at work, WestCarians!

And just because you don't make the purchasing decisions, it doesn't mean you can't influence them. Do your research and point out the financial savings to management, enlist the enthusiasm of your team members and join the Green Committee. A greener workplace is more productive and more creative! The US Environmental Protection Agency suggests creating a Green Team that includes everyone from the CEO to the office intern and to set a goal to make your building the most energy efficient one in your country!

What is our Plan?? Show by doing and create the momentum, all just because we care. We will be encouraging EVERY office to join, participate in surveys, and to start a recycling program.

GREENTIP OF THE MONTH: *Try making green actions fun! Get everyone to pack their lunch and eat together. Not only do you get to share tasty morsels, but it's a great chance to get to know your coworkers outside the daily work grind.*

WYOMING: *Special Guests Salute Employee Excellence*

Article by Jessica Reffalt-Herrera, Counselor

WestCare Wyoming staff gathered at the **Petroleum Club** in **Casper** for our annual employee appreciation lunch and training. **Michael Seeley**, Program Director of the Sex Offender Treatment Program at Wyoming Medium Correctional Facility, presented an informative and enlightening presentation on Professional Communication.

We were very excited to have **Maurice Lee**, Chief Operating Officer of WestCare, attend our training and luncheon. Also, we were pleased to have some **Wyoming Department of Corrections** staff from the Central Office as well as WDOC staff from the **Wyoming Honor Farm** in **Riverton** join us for this occasion. WestCare's extraordinary guest list did not stop there! As well as WDOC staff, also joining us for our special day were the TAC (Technical Advisory Committee) members. We had a full house of special guests to join us for our employee appreciation and training event.

The presentation was educational and the gathering was a success. Thank you to all of our WestCare employees and special guests for making this a delightful get-together!

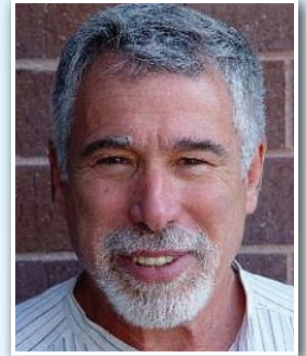




WYOMING: *Once Again, Dr. Milkman Delivers*

By Bill Porter, Peer Specialist

WestCare counselors and Wyoming Department of Corrections staff from three different Therapeutic Communities attended a training seminar conducted by **Dr. Harvey B. Milkman**, renowned professor of psychology at **Metropolitan State University** in **Denver**. The three day seminar focused on the new curriculum Criminal Conduct and Substance Abuse Treatment, Strategies for Self-Improvement and change. This new curriculum is evidence based and is a 50 session treatment program which has a manual that guides the client through the program. The program is designed to benefit adults ages 18 years and older who display a criminal history along with alcohol and other drug abuse issues.



Dr. Milkman

The main idea of the program is its socio-centric approach, incorporating ways to change anti-social thinking and behavior by emphasizing pro-social thinking attitudes, and beliefs. Clients focus on techniques that allow them to grow in areas of empathy skills and their moral responsibility toward others and to their communities.

Dr. Milkman described moral responsibility as “*respecting the rights of others; being accountable to the laws and rules of society; living in harmony with the community; having a positive regard for caring about the welfare and safety of others; and contributing to the good of the community and society.*” (Milkman, 2006).

WestCare was honored to host Dr. Milkman, who is a nationally respected expert on creative new approaches in behavioral health.

GEORGIA: *WestCare Walks it Out*

By Dwayne King, Outreach Specialist

WestCare’s “Walk it Out” team was proud to support this year **AIDS walk**. Officials reported that it was one of the biggest turnouts on record. This year was the 24th year of the walk and they have helped over 500,000 people in Georgia.

GEORGIA: *WestCare Walks it Out (Cont.)*

We were proud to be part of this awesome event by bringing support to the community and strengthening the bond within the **WestCare Georgia Team**. We are looking forward to providing even more support next year and making sure that we are part of the changes that are going on in our great community.

(If you haven't already, please like us on Facebook, at WestCare Georgia Community Health and Wellness!)



GEORGIA: *Young Men Think Pink and Go the Extra Mile*

By Jacqueline Francois

The boys at **Boggs** took a long walk to observe **Breast Cancer Awareness** month. Saturday October 18, the City of Augusta, Georgia held its annual **Miracle Mile** walk to celebrate survivors and supporters and to bring about continued awareness of Breast Cancer. It was a beautiful day, and the sun was shining, participants were smiling and downtown was painted in a sea of pink. For many of the residents you could see the pride and joy on their faces, not because the trek was finally over but because they could now say they were part of a community tackling something bigger than themselves.

Breast Cancer doesn't only affect women but statistics say almost every 1 in 8 will be diagnosed. The Miracle Mile walk not only provided much needed exposure and awareness, but for the boys at Boggs they now can look at the color pink and understand that it means much more than just another color or the rainbow.



BOGGS Clients accompanied by Program Director, Audrey Mack, Recreational Therapist, Jacqueline Francois, & Youth Care Counselor, Calvin Norris.

GEORGIA: *Sobriety - Encouragement From Young and Old.*

By Audrey Mack, Program Director



While Recovery Month celebrated its 25th year, the **WestCare Georgia (BOGGS Program)** held its **3rd Annual Recovery Celebration**. The event was an overwhelming success, fun and insightful.

The celebration was filled with many firsts; such as the event being held at a local park in rural South Augusta which allowed invited guests and walk-up guests who spotted the banner when passing by to come and join the celebration. Over 200 people attended and the majority said that this was their first time attending any type of recovery event, with some guests saying they didn't know that people in recovery could have so much fun!



Several young people shared their stories of new-found sobriety, and another highlight was a proclamation that was presented by **Linda Wilkes**, Keysville mayor. Mrs. Wilkes took office earlier this year; she and the City of Keysville continue to be supportive in many ways to the young men at WestCare-Boggs. Accompanying Mrs. Wilkes was the Honorable Mayor **Emma Gresham** (former mayor of Keysville for almost twenty years who is responsible for the incorporation of Keysville). Mrs. Gresham, a retired school teacher (who is only a year shy of ninety years old!), challenged and encouraged the residents of Boggs to get up everyday thanking God and doing their best!

IOWA: FAVA Gets Crazy Creative

Submitted by Laura Lindsay, Business Manager

Family Alliance for Veterans of America (FAVA) continues to find new ways of raising funds to better serve local military men and women. One example was their third annual **Chili Cook Off** in mid-October. The participants dressed up in goofy gear as part of the judging. Money raised will be put toward a vehicle to be used for veteran advocacy and veteran transportation.



Coming up next is the 2nd annual “*Deployment with FAVA*” fundraiser during which participants from the Forest City community go on a “mock” deployment making phone calls to get pledges from the individuals they reach out to. Depending on the dollar amount that they establish as they make calls, they “rank up” ... each rank providing them with a greater and greater incentive - everything from gift certificates to FAVA staff washing their car!

THANKSGIVING MYTHS: *You Don't Actually Eat 4,500 Calories*

The Calorie Control Council estimates that Americans average 4,500 calories on the day of Thanksgiving. The New York Times, however, points out that that estimate represents the interests of the diet food industry. The paper's investigation of a substantial Thanksgiving meal yielded 2,486 calories (which doesn't include drinks and finger foods).

No matter how many calories are available to you, your body really does have several measures in place to help you stop (if you're so inclined to listen to them). After about 1,500 calories in one sitting, the gut releases a hormone that causes nausea. Average stomach capacity is about 8 cups, although it can range from 4 to 12.

Trivia courtesy of The Huffington Post.

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



The Stand Down Volunteers
Fresno, California

Fresno held its annual **Stand Down** in September, and with the help of numerous clients (some of whom are veterans themselves) it went off without any snafus. In their honor, **San Joaquin Valley Veterans (SJVV)** and the **Men's Residential Facility** held a pizza party for those who participated in the Stand Down. Lead Veterans Advocate **Erin Shelton** presented each with a certificate and thanked them for their service, not only in the military but also for this cause.

The Community Council serving WestCare Florida - Gulf Coast sponsored another special event, this one an **Employee Appreciation Picnic**. The late-summer gathering took place at **Fort De Soto State Park** south of **St. Petersburg**.



Employee Appreciation Picnic
Gulf Coast, Florida



Officer Wohl & Rachel Calloway
Sheridan Facility, Illinois

For helping prepare and deliver food trays for the clients during a recent **Sheridan Correctional Center** lockdown. Great job by ALL staff!

Numerous WestCare employees, including those from **Support and Overnight Stay (SOS)**, donated to the Breast Cancer Research Foundation and were rewarded with a Pink Casual Day.



All Participating Staff
California

NORTH CAROLINA: *Girls Program Leaders at National Think Tank*

The North Carolina Girls Program represented WestCare at the 20th National Symposium on Juvenile Services, held close to home in Greensboro, North Carolina. Agency representatives, state employees, and government officials from 47 States and seven Countries discussed current trends in juvenile justice and areas for improvement in services provided. Program Administrator **Kim Marino** and Clinical Supervisor **Rachel Richmond** attended as exhibitors (photo), answering questions and attending discussion forums regarding current issues, such as applying PREA to Juvenile Confinement Facilities, LGBTQI Topics, and Adolescent Sex Trafficking. WestCare North Carolina is working to expand its scope of services in the near future.



WISCONSIN: *Always Involved*

Our hard working and creative WestCare employees in Wisconsin are always involved in great community and social programs. Pretty fancy stuff!!



ARIZONA: *WestCare Captures Prestigious Award*

An excited group of **WestCare Arizona** employees celebrated a momentous occasion last week. For the first time in the 17 year history of the cherished honor, they won the **Laughlin Community Social Service Award!** The beautiful trophy, accepted proudly by Area Director **Cheryl DeBatt**, is given annually by the local Chamber of Commerce to salute non-profits in the Laughlin/Bullhead City area. Saturday night's gala was held at the Aquarius Hotel along the Colorado River.



Outstanding work, Arizona!!

EXPRESSIONs

Guest contributor Larry Prescott, Site Director Key West Florida



Many of us can remember exactly what we were doing on 9/11/01 and how we felt once we learned of the barbaric and repulsive acts perpetrated by those who used religion as justification for flying planes into the World Trade Center, the Pentagon, and a field in Pennsylvania. I was sitting in this very same office here at the **Guidance/Care-Center** on that dreadful day. We had turned on the television after hearing of an "accident" and were soon to discover this was no accident. Our entire staff gathered around the television in horror as yet another plane crashed into the WTC.

EXPRESSIONS *(Cont.)*

Everyone, of course, was affected to some degree by this unbelievable tragedy that we had all witnessed. Some were more deeply affected. One of these is **Kevin Collins**, a G/CC therapist, who recounted that day. *“I was still living in Brooklyn Heights across from lower Manhattan at the time and working at Bellevue. My condo faced the city. I saw everything after the first plane hit. I spent the rest of the day on our roof deck not believing what I was seeing. My wife’s company (Deloitte & Touche) had moved out of the WTC into the World Financial Center after the first bombing in ’91. They had been on the 94th and 95th floors in Tower Two. To this day I can’t watch anything on the TV related to the tragedy.”*

Kristin Flores, Research Assistant, recalled, *“My mother called me at work, which she NEVER did, to tell me to ‘hurry up and turn the television on!!!’ My first feeling was of fear and whether or not my family in New York was safe. Once I realized the “accident” had actually been an act of terror I was absolutely appalled, frightened and felt a little unsafe.”*

These accounts offer glimpses into how terrorist acts such as 9/11 affect us differently often depending upon how close we are to the actual event. However, this day affected all Americans. Some have healed these emotional wounds while others are still in the process of growth and understanding – even thirteen years later. Terrorist acts will one day hit our shores again taking the lives of innocent people for the latest unjust and barbaric cause, and once again we will each rise above the shock, fear, and hate to witness the *endurance of the human spirit*.

THE QUESTION CORNER: *What Are You Most Thankful For?*

“What are you most thankful for?”

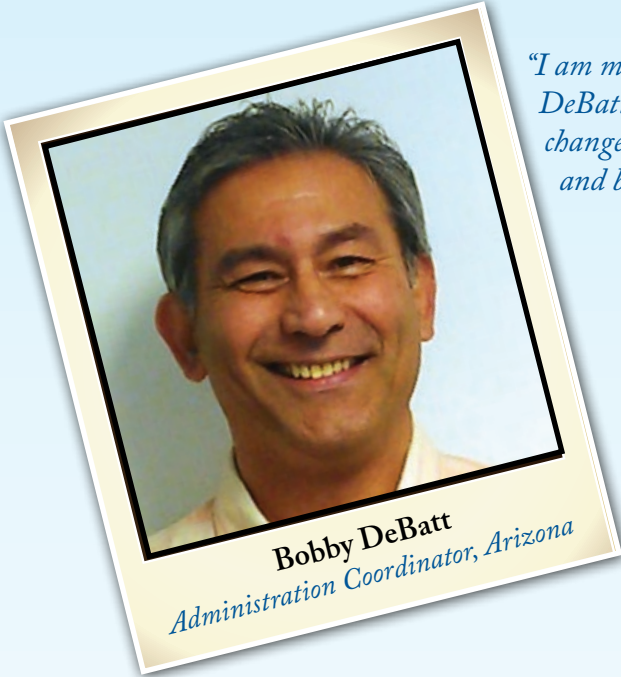
*“I am most thankful for **my family**, especially those **grand-teens** I have! I am so thankful for an opportunity to do the work that I love so much. My job is never the same each day, and I am most thankful that I get to work with such a great group of people whose focus is **Uplifting the Human Spirit**.”*



Joyce Randle
Administrative Assistant, Georgia

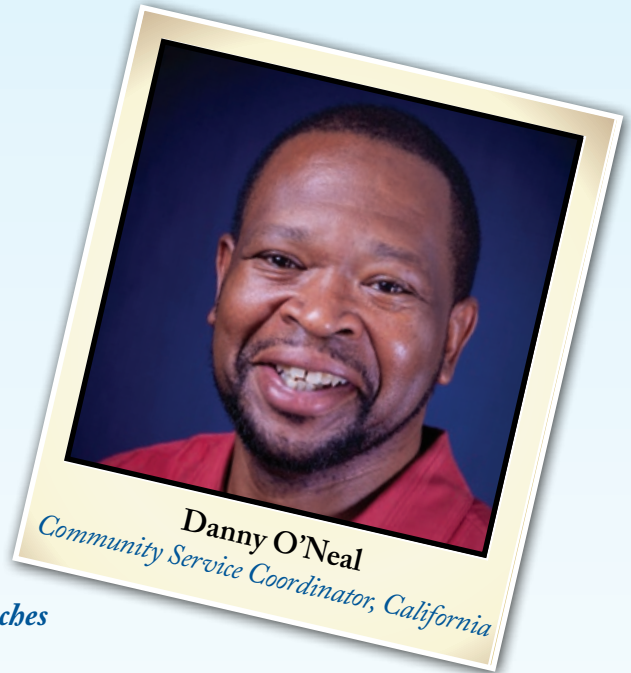


THE QUESTION CORNER: *What Are You Most Thankful For? (Cont.)*



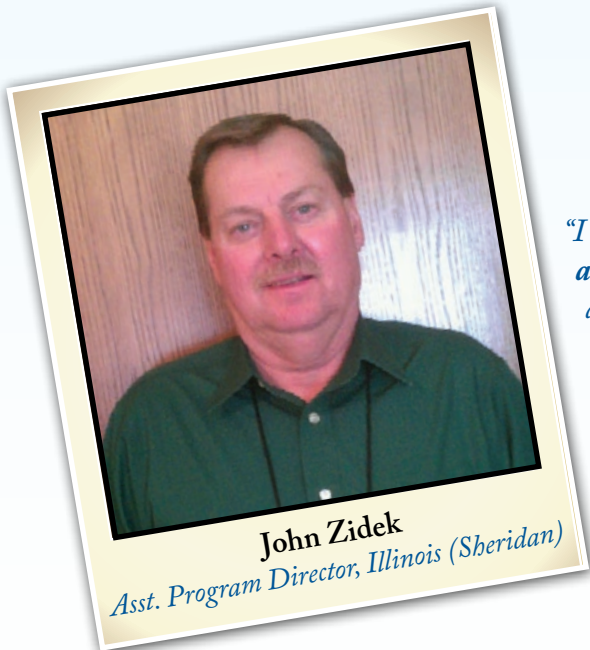
Bobby DeBatt
Administration Coordinator, Arizona

*"I am most thankful for my wife, WestCare Arizona Area Director Cheryl DeBatt. I am thankful for her believing in me, giving me the courage to change my life, and supporting me five years ago to apply at WestCare and begin practicing my passion of being a helper... **Thank You Cheryl!!!**"*



Danny O'Neal
Community Service Coordinator, California

*"I am most thankful for my loving family. They have supported me through the good times and bad times. **Family is more valuable than riches and gold.**"*



John Zidek
Asst. Program Director, Illinois (Sheridan)

*"I am most grateful for a loving family, friends, supportive coworkers and my **Higher Power** that guides me through a maze of daily activities with a positive attitude."*

THE QUESTION CORNER: *What Are You Most Thankful For? (Cont.)*



Heather Frost
Director of Residential Services, Nevada

"I am most thankful for my life...my life that is framed with my children, my friends and the hope of always a better tomorrow."

"I have so many things to be thankful for in this life, but it is very simple to say what I am the MOST thankful for... my kiddos. My four children are the joy of my life and are the reason I look forward to each and every day. Many of you may understand this: My kids saved me and are the reason I am here today. Thank you a million times for the blessing of being a mom."



Didi Buono
Human Resources Manager, Nevada



Didi's Kiddos
Nevada

THE QUESTION CORNER: *December Question*

This month's question is: **"What is the best gift you ever GAVE?"**

Please send your answer and a photo to john.wallace@westcare.com by November 20th.

INFORMATION TECHNOLOGY: *The IT Corner*

Submitting a Helpdesk Ticket *By Sean Harrigan, IT Systems Administrator*

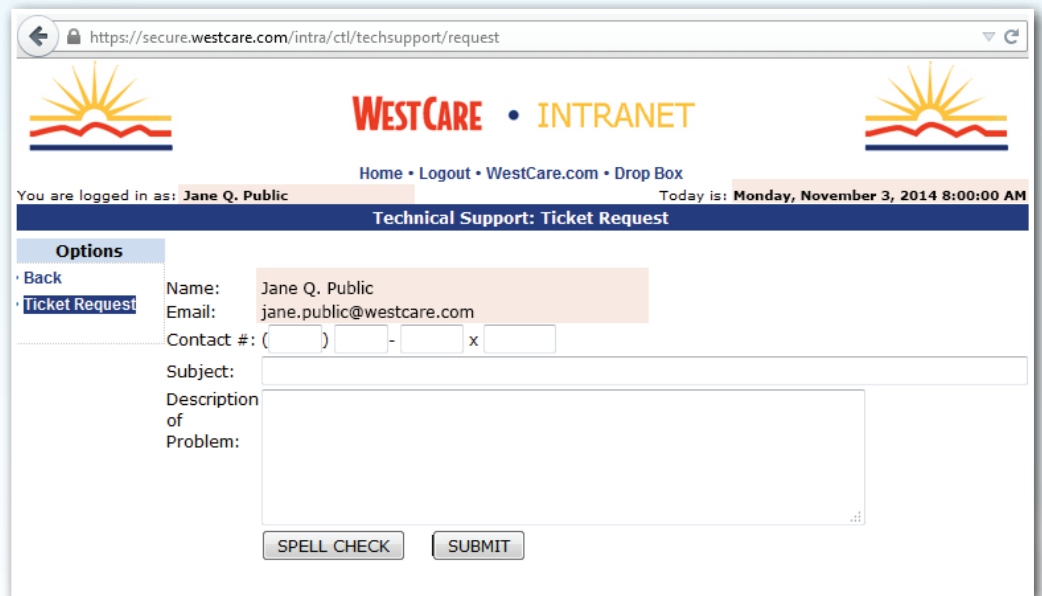


We all have technical problems from time to time that require assistance. Even IT people need help sometimes, and we use the same basic process that you use when we request support. This process creates a record of your request, what was done to resolve the issue, and who handled it in case there are issues in the future. This helps the IT department to staff and train properly, to identify trending issues that might indicate larger problems, and to properly and efficiently assign work. It also puts you in line to receive assistance in the order you request it.

How Do I Submit a Ticket?

The first place you should go to submit a ticket is the **intranet**, or the **WestCare Employee Portal**.

You'll see a link on the left side of the page that says "*Technical Support*." You should fill in all of the information completely, including a contact phone number and extension, a descriptive subject line, and a description of your problem or request with as much detail as possible.



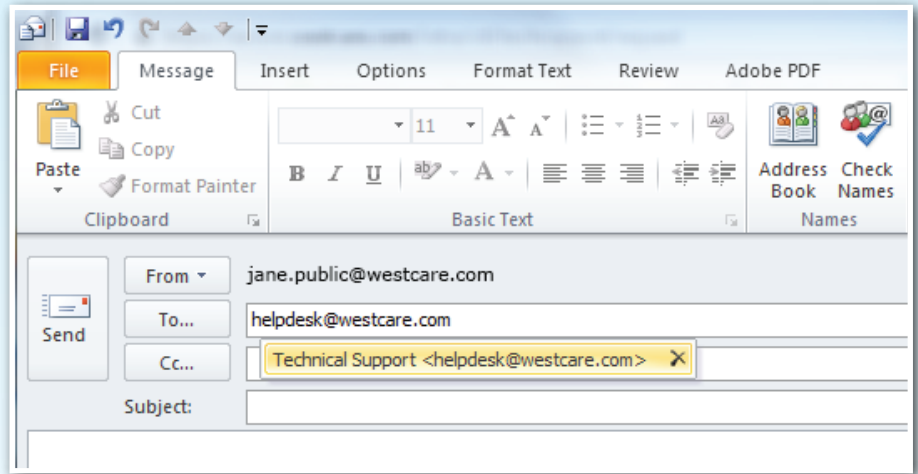
The screenshot shows a web browser window with the URL <https://secure.westcare.com/intra/ctl/techsupport/request>. The page header includes the WestCare logo and the text "WESTCARE • INTRANET". Below the header, there are navigation links: "Home • Logout • WestCare.com • Drop Box". The user is logged in as "Jane Q. Public" and the date is "Monday, November 3, 2014 8:00:00 AM". The main heading is "Technical Support: Ticket Request". On the left, there is an "Options" menu with "Back" and "Ticket Request" (highlighted). The form fields include: "Name: Jane Q. Public", "Email: jane.public@westcare.com", "Contact #: () - x", "Subject:", and "Description of Problem:". At the bottom, there are "SPELL CHECK" and "SUBMIT" buttons.

Including all of this information helps us to properly triage your request, and to contact you without any unnecessary delay.

INFORMATION TECHNOLOGY: *The IT Corner (Cont.)*

If you can't access the employee portal, you can always contact us via email at **helpdesk@westcare.com**. An email to this address creates a ticket in our system, so make sure to include the same information you would when you use the form.

If you have no email access you can give us a call at **702-410-7595**, or at extension **10200** from a Polycom phone. We can get pretty busy around here, so you may need to leave us a message. If you do leave a message, make sure to include the same details you would if you were submitting a ticket via the other two methods. Leaving a message creates a ticket in our system with your message attached.



Helpful Hint

The standard **HIPAA** (Health Insurance Portability and Accountability Act) disclosure statement is automatically attached to every email leaving our organization, and is not required for internal email. If you include this disclosure in your personal email signature it will show up two times in every email sent outside of our organization, and you should remove it from your signature.

WestCare IT Help Desk

Intranet: <https://secure.westcare.com/intra/ctl/techsupport/request>

Email: helpdesk@westcare.com

Phone: (702) 410-7595, or Ext. 10200 from a Polycom phone



WESTCARE CALENDAR OF EVENTS: *November 2014*

NOVEMBER

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						

International Survivors of Suicide Day is **November 22, 2014**. Please visit the website for the American Foundation for Suicide Prevention at www.afsp.org to find events happening in your area.



November 11

HOLIDAY - Veterans Day

November 13 (6pm-7:30pm PST)

Graduation - Fresno

Westside 7th Day Adventist Church, 2750 MLK Blvd.

November 18 (8am-9am PST / 11am-12pm EST)

Executive Committee Teleconference

November 18 (12pm-1pm PST / 3pm-4pm EST)

Florida Gulfcoast - CAC Meeting

November 19

California Tri-Annual Meeting

November 26 (5pm-6pm Arizona Time)

Arizona - CAC Meeting

Bullhead City

November 27

HOLIDAY - Thanksgiving

November 28

HOLIDAY - Day After Thanksgiving

November 28

Pacific Islands - Gala Fundraising Event