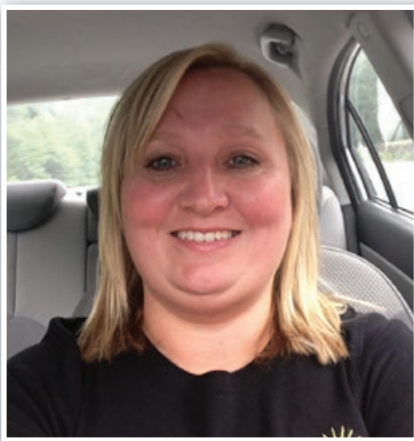




## A Second Chance at Life

By Anna Coleman



My name is **Anna Coleman**. I am the **Program Coordinator** for the **WestCare Emergency Shelter** in **Pikeville, Kentucky**. Today that title defines me, but there was a time I had quite a different title with a much different story.

I am a recovering addict, and on September 29, 2014 *I will be six years clean and sober*. I am a success story of

the WestCare Women's Jail Program. I owe my life and sobriety to Mrs. Debby Baily (Counselor) and Mr. Rodney Bentley (Counselor). I am truly grateful to WestCare because it gave me a second chance at life.

I had a normal childhood. I am an only child of a single mother who raised me with morals and values. She protected me and got me out of trouble every time I needed her. That might have been my downfall because there came a time when she could not save me anymore and I had to save myself.



OCTOBER 2014

# THE WESTCARE EXPRESS

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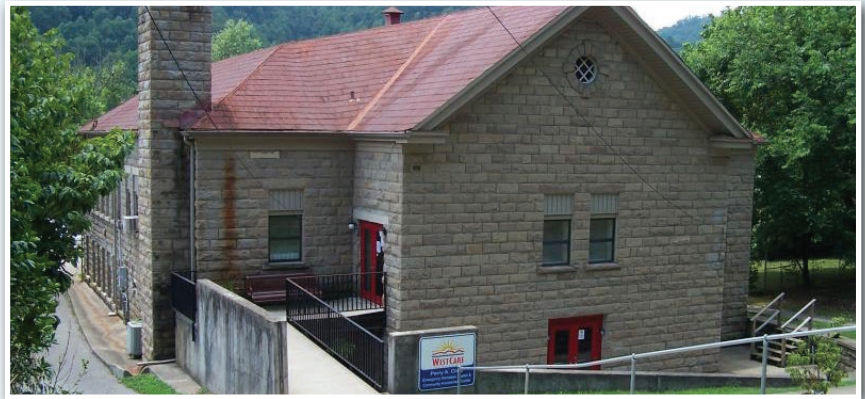
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## COVER STORY: *A Second Chance at Life*

I worked for a doctor from age 18 to 33 years old. During those 15 years my addiction continued to spiral out of control. At first I only used occasionally, but it progressed until I started calling in my own prescriptions and taking money from my employer to support my habit. I knew what I was doing was wrong, but I felt like I was in a split body. Then, one day my employer confronted me about my problem. I walked out of the office that day. I thought my battle was over but it was just beginning.

In the months to come, I was sentenced to five years in jail. I decided to go to the WestCare program because it would take three months off my sentence. I had no intention of changing; all I wanted was the three months closer to home. I decided I would lie my way through the program or just keep my mouth closed and fly under the radar. I did that for about three weeks until Mr. Bentley confronted me during a class. He could see straight through me. I went back to my cell that night, climbed up on my bunk and had a long hard talk with God. The next morning I got up with a different attitude, I started working my program, talking about the things that happened to me and working my issues.

During my incarceration, my mom and daughter were the only ones who faithfully visited me. I left the jail program on November 7, 2010 and I was able to hug my mom and Taylor for the first time in **769 days**. In July, 2011, I started a job with WestCare Emergency Shelter. I am also enrolled in college and I graduate in the spring with my Associates degree in Human Services. My goal is a Masters and I will not give up until I



achieve it. Today, I am 6 years clean. My recovery has been a long, hard road with a lot of peaks and valleys, but there was a time when I reached a plateau and things got easier. My struggles were worth it, I now see the plan God had for me all along. I was trying to live my way and He had to get my attention.

My life is different and better today. I am married to a wonderful man, who coincidentally is a 2009 WestCare graduate. I live at a slower pace and evaluate my wants and needs continually. I believe you have to work your program daily to remain free from the chains of addiction. This experience, albeit a difficult one, prepared me for the work I currently do at the shelter. I am slower to judge and quicker to understand because I have suffered from the disease. WestCare prepared me for many opportunities..... and saved me from myself.



## FLORIDA: *New DCF Secretary Visits Families in Transition Program*

*By Frank C. Rabbito, Sr. Vice President*



*(L-R) Florida Department of Children and Families South Region Director **Gilda Ferradaz**, Assistant Secretary for Child Welfare **Janice Thomas**, North West Regional Director **Vicki Abrams**, Sr. Vice President for Florida/Caribbean Operations **Frank C. Rabbito**, Florida Department of Children and Families Secretary **Mike Carroll**, and Village South Clinical Director **Dr. Anslie Stark-Bloom**.*

On September 10th, **Department of Children and Families Secretary Mike Carroll** along with **Assistant Secretary for Child Welfare Janice Thomas**, **South Region Director Gilda Ferradaz** and **North West Regional Director Vicki Abrams** met with staff and heard testimony from three program clients. The clients all had involvement with the department's child welfare, with two having their children removed from their homes due to parental substance abuse.



*Secretary Carroll and one of the Day Care children having a serious life conversation*

While participating in treatment, the families were reunited with their children and expressed their gratitude and appreciation for the services they along with their children have received while at the Village South. The group then toured the residential campus including the Gold Seal Accredited Children's Services Center and the Medical Clinic.



*One of the clients and her child.*

Over the past 11 years every Department Secretary and other Children and Family officials have visited the Village South programs.

## FLORIDA: *If I Could Talk to the Animals...*

*By Shajuana Williams, Day Care Director*

The **Village South Child Care Program** went on a summer field trip to **Miami Metro Zoo**. The children enjoyed seeing all of the different animals, but the tigers, zebra, monkeys and elephants were their favorites! The children also had the chance to see different reptiles, birds and plants on display that day. Before leaving, they rode on the monorail which enabled them to see the entire park in a different view. Last but not least was getting to see a giraffe face to face and even getting to feed it!



## FLORIDA: *Hump Days*



And here's a fun new way to observe "Hump Days"...

Florida has started celebrating "WestCare Wednesdays"! Wear your WestCare gear and join us in support of our AWESOME AGENCY!!!



## FLORIDA: *Gulf Coast Salutes Employee Milestones*

On August 28th there was a luncheon to celebrate 28 employees with WestCare Anniversaries.

*(Photo submitted by David Rosynsky, who celebrated 8 years with WestCare)*



*(L-R) Back Row: Andy Rapier (3 yrs), Carol Renard (11 yrs), Jean Jones (9 yrs), Terrian Denny (3 yrs), Heidi Jacobsen (8 yrs), Dale Majzel (3 yrs), Deborah Farina (5 yrs), Tim Lancaster, and Terry Jones. Front Row: Liz Roosevelt (2 yrs) Mary Coburn (2 yrs) Susan Rinaldi (10 yrs), Carlton Williams (3 yrs), Michele Sanders (3 yrs), Adrianon Marion (2 yrs).*

## CALIFORNIA: *Recovery Happens*

*Articles submitted by Michal Mygind, Special Projects*



Thousands gathered in celebration of **National Recovery Month** at the State Capital in **Sacramento** as part of **Recovery Happens**, an annual free rally and resource fair. WestCare California staff was on hand with an information booth and a prize wheel.



## CALIFORNIA: *Art for AIDS Raises Money for Fresno AIDS Walk*



In early September, the **Chinatown Youth Center** in Fresno organized an art showcase and sale of locally donated art benefitting the **2014 Fresno AIDS Walk**. The walk will take place on November 22nd and will benefit **The Living Room**, a project of WestCare and Fresno's only social support center for those infected, affected or at risk of contracting HIV/AIDS. To register to walk for free, please visit [www.fresnoaidswalk.org](http://www.fresnoaidswalk.org).



## CALIFORNIA: *AmeriCorps VISTAs Take Part in a Day of Service*

This past **Patriot Day** marked the **National Day of Service and Remembrance for AmeriCorps VISTA** members in the **San Joaquin Valley**. Our WestCare AmeriCorps VISTA members did their part by picking up trash at **Roeding Park** and were treated to a visit to the **Chaffee Zoo** afterwards. Great work, Volunteers in Service to America!





## CALIFORNIA: *Recovery Month Proclamation*



The **Fresno County Board of Supervisors** officially proclaimed September to be **Recovery Month** in local communities. WestCare staff and other representatives from **Community Partners 4 Recovery** and the **Sober Stock** planning committee pushed for this and came out to show their support.

## CALIFORNIA: *Central Valley Veterans Stand Down*



*“WestCare was on hand at the 25th Annual Central Valley Veterans Stand Down for 2014. It ran from September 16th through the 19th at the VFW Post 8900 in Fresno. Our own San Joaquin Valley Veterans staff was on hand volunteering and running a booth offering services to veterans. Operation Stand Down is designed to help veterans get into recovery, resolve legal issues, find employment, and access health services and benefits.”*

- AmeriCorps VISTA member **Lisha Vecciarelli**

## NEVADA: *Community-Minded Business Steps Up...Again!*

*By Darlene Terrill, Director of Development*



**Sue Hayles**, Sales Associate for the PSS Division of **Caltrol, Inc.** in Las Vegas, Nevada took a special interest in supporting **WestCare Nevada's Women and Children's Campus** last Christmas by providing \$5,000 worth of gifts for our children and adult women. Sue worked hard with her company employees to make this happen. She decided to do another company drive in August to gather up "Back to School" backpacks and school supplies (value \$3,000) to assure WestCare children in the residential programs and the children being served through our **Community Involvement Center Outpatient** programming each had a backpack when they started school this month. We are filled with gratitude for all of Sue's efforts and for Caltrol's company-wide support!

(Caltrol is the largest representative organization in the Southwest dealing solely with **Industrial Process Automation**. They are an "Employee Owned Company" and the exclusive Local Business Partner for **Emerson Process Management**, a division of Emerson. Being continuously in business since 1934, Caltrol is headquartered in Las Vegas with sales offices in California, Arizona and Hawaii.)



## NEVADA: *Walk in Memory, Walk for Hope*

*By Heather Shoop, Coordinator of Quality Improvement*

In support of **Suicide Prevention Week**, WestCare Nevada participated in the **8th Annual Walk in Memory, Walk for Hope**, sponsored by the **Nevada Coalition for Suicide Prevention**. The state of Nevada has the sixth highest suicide rate in the United States and many WestCare Nevada staff have experienced the pain of suicide loss personally, professionally or both. So it is no surprise that clients, staff and their families were willing to get involved in spreading awareness.

On September 13th, more than thirty clients, staff and their family members in Las Vegas, Reno and Pahrump supported the cause by managing resource booths and walking with thousands of other Nevada residents. It was truly a united front to “remember those we lost and protect those they left behind.”

(Note: **International Survivors of Suicide Day** is **November 22, 2014**. Please visit the website for the **American Foundation for Suicide Prevention** at [www.afsp.org](http://www.afsp.org) to find events happening in your area.)



*Walk in Memory, Walk for Hope - Las Vegas*



*Walk in Memory, Walk for Hope - Pahrump*



*Walk in Memory, Walk for Hope - Reno*



## FOUNDATION: *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](http://www.westcare.com/donate). For all other kinds of donations such as in-kind gifts, please send an email to [donate@westcare.com](mailto:donate@westcare.com) or contact specific WestCare state leaders listed on [www.westcare.com](http://www.westcare.com).

Thank you.

### Arizona



- **Colorado River Youth Shelter** - CRRYS was once a youth shelter for adolescent children in the Tri-State area; Arizona, Nevada & California but has had no funding for approximately 9 years. CRRYS is in need of complete refurbishing and furniture in order to re-open the facility with 20 beds for children between the ages of 0 -12 years of age.
- **Safe House** - The Safe House is a 24 bed facility for women and children of domestic violence and is in need of refurbishing. Over the past year the facility has housed over 300 women and children helping them to stay safe and give them the tools needed to rebuild their lives.
- **Legacy Apartments** - Six individual apartments used for “transitional living” for adult women and their children. Several of the units are in desperate need of carpeting, paint and new furniture.
- **Diamond House** - A sober living facility for up to 12 men located in the heart of Bullhead City. The house is in need of new carpet and living room furniture. With more than 60 men residing in the home over the past year and no updates for approximately 10 years, the house needs help!
- **Blossom House** - The first sober living home in the Bullhead City area. Houses up to 12 women. Among other things, the carpeting needs replacement. Over the past year, Blossom House has helped over 50 women in recovery rebuild their lives.





## FOUNDATION: *WestCare Wishes (Cont.)*

### Florida & Offshore

.....

- **Gulf Coast - The Mustard Seed Veterans Center** is a newly renovated single room occupancy and transitional living program designed to serve homeless Veterans in a supportive living environment.
- **Miami - The Village South Midtown's Wellness Center** offers a variety of health and wellness programs that assist current clients and alumni in their recovery from substance abuse.
- **The Keys - The Heron House** is a licensed adult living facility with a mental health certification. The Heron provides complete living accommodations, supervision of medication and transportation services to 16 adults with a mental health diagnosis. Available are access to a wide array of mental health services that include: Psychiatry, therapy, case management and psycho-social rehabilitation.
- **U.S. Virgin Islands - Susanna's Place.** Located on Saint Croix, U.S. Virgin Islands is an intensive outpatient program for women with a focus on substance abuse, mental health and HIV. This is the first behavioral health care home in the Virgin Islands. Child care, transportation and case management are included.

*(Note: Donations to any of these Florida-Offshore programs may include cash, personal hygiene items, books, DVDs, games and computer equipment)*

### Georgia

.....

- An appropriate campus/facility that will accommodate up to 30 male adolescents who are in residential treatment.
- A facility in the Atlanta area that has adequate group space and room for individual sessions to accommodate expanded Veteran services to include a Veteran Resource Center that provides outpatient counseling, peer support, referrals and information, as well as separate space to provide adolescent counseling and mentoring.



## FOUNDATION: *WestCare Wishes (Cont.)*

### Kentucky



- **Lookout Women and Children's residential program.** Major funds are needed to complete renovations.

### Nevada



- **Women & Children's Campus** - Home to a 130 bed facility providing services for substance abusing women that are pregnant or parenting, Veteran women in need of emergency housing, services for women that are chronically homeless / mental health issues and an adolescent program for runaway, homeless, exploited, and detoxing youth. The building is a 35,000 square foot campus that is desperately in need of a new roof and energy-efficient windows.
- **Harris Springs Ranch** - The Ranch is home to a 56 bed facility providing services for substance abusing adolescents and men. It is located 35 miles out of town, nestled in the mountains in a very rural setting with no utilities available. There is an urgent need for a large industrial-sized generator to run power to 12 separate buildings.
- **General Need** - WestCare Nevada is in need of a new ½ ton pickup that would have a heavy duty towing package that can be used to travel to all Nevada sites delivering program supplies, food and equipment for repairs, along with picking up donations.

## DID YOU KNOW?

While trick-or-treating originated from similar holiday practices during the Middle Ages, the popular Halloween activity actually didn't gain national attention until the 40s and 50s when mediums such as comics, magazines, television, and national radio programs gradually permeated it into popular culture.

As always, stay safe if you're planning to partake in this macabre (yet delightful) festivity.





## HUMAN RESOURCES: *Benefit Tips*

*From Michael Shields, Vice President Human Resources*

We are about to enter the last quarter of 2014. Time flies, doesn't it? I wanted to pass on a few tips regarding getting the most out of your medical plan.

First of all, if you are enrolled in the **Anthem Blue Cross Medical** plan, remember WestCare pays the first \$1,000 of all medical services for you, and \$2,000 per family (For employees enrolled or made coverage changes after 01/01/2014 the HRA allocation is prorated based on the effective date). This is something people forget about all of the time. Whatever you don't use this year rolls over into 2015.



Also, please remember there is 100% coverage of all preventative service for both men and women, as long as you are seen by an in-network provider. It is also important to remind your Provider (especially the person at the Front Desk!), that you are there for preventative service, and they need to code their billing that way!



For those of you contributing to the **Flexible Spending Account** for non-covered medical care (glasses; non-covered dental services, etc.), you will be able to rollover \$500 of unused funds in your HealthCare FSA to your 2015 plan if you reenroll in the 2015 plan year. If you do not reenroll in the FSA for 2015 during open enrollment, remaining balance will be forfeited. The same goes if you reenroll in the FSA for 2015 and have a balance over \$500, the balance over \$500 will be forfeited. If you recall, the IRS set this up as a "use it or lose it" system. You don't want to give money away!

In addition, you have seen many "**Wellness Plan**" articles in the Express, both for medical and dental care. It is extremely important to the health of you and your covered family members that you do your best to live a healthy life style. Please take advantage of these tips. When we "slip", our health is impacted, and our costs go up. As a card carrying AARP guy, I can attest to the fact that "stuff starts to hurt" as I get older! The old joke is "If I knew I was gonna live this long, I would have taken better care of myself!"

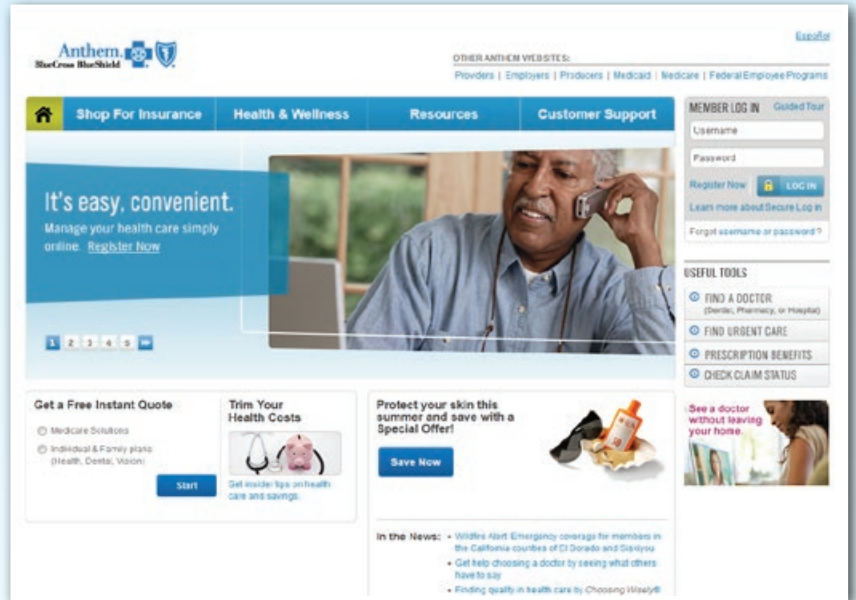
It is true. *Small things addressed early help prevent big things from happening later.*

## HUMAN RESOURCES: *Benefit Tips (Cont.)*

There are “Healthy Living” and “Wellness” incentives available through Anthem (go to their website [www.anthem.com](http://www.anthem.com) for details) and several parts of the country have Wellness Programs/sessions of their own. We are about to roll out a full, nationwide Wellness Program in 2015. Several of you have already expressed an interest in being on that Committee. If anyone else is interested, just let me know.

That’s it for now. Information on the “Open Enrollment” sessions for 2015 Benefits will be coming soon.

**Stay healthy!**



[www.anthem.com](http://www.anthem.com)

## CALL FOR RECIPES



Do you have a favorite holiday recipe you’d like to share? Perhaps your favorite main course, side dish, appetizer, or dessert?

Just a short description/directions and a photo, if possible.

Please send your submissions to [john.wallace@westcare.com](mailto:john.wallace@westcare.com) by October 20th to be included in the November Express.



## THE QUESTION CORNER

*“Do you have a favorite pro or college football team? Show us!!!”*



**Foundation Staff**  
WestCare HQ, Henderson, Nevada



**Irene Gutierrez**  
Data Program Specialist, California

*“It’s been a rivalry since and my husband and I were young. I, a hardcore Dallas Cowboys fan and he, a San Francisco 49ers fan. But I still love him!”*

## THE QUESTION CORNER: November Question

This month’s question is: **“What are you most thankful for?”**

Please submit your answer and a photo by October 20th to: [john.wallace@westcare.com](mailto:john.wallace@westcare.com)

## PACIFIC ISLANDS: *Mentorship Event with Women and Girls*

*By Kathleen Tolosa and Anya Mendiola*

The day started with a trickle of excited young girls signing in with WestCare Pacific Islands “1-to-3 Mentorship” event held on August 23rd. This unique event provided girls between the ages of 9 to 17 years old the opportunity to meet 5 women who hold leadership roles in the community. These women served as their Mentors for the day and inspire their girls to build a great foundation for a successful future.



The Mentors were selected by WestCare Pacific Islands because of their positive influence and impact in the community. Some of the Mentors include Guam’s Legislative Speaker, President of Soroptimist International of Guam, and a Social Worker who has worked with Guam youth. Each Mentor was assigned 3 girls for the event. They bonded through a series of team-building exercises and activities that encouraged communication and empowerment of one another. Participants also enjoyed **Dr. Mary Okada’s** inspirational remarks during the event. Dr. Okada is the President of Guam Community College and the Chair for WestCare Pacific Island’s Community Action Council.



She was also recently appointed as the Vice Chair of President Obama’s Advisory Commission on Asian Americans and Pacific Islanders. She encouraged the young girls to pursue higher education and continue improving from yesterday. She also reminded them of the endless opportunities and resources the world has to offer.

Since 2013, three such mentorship events were hosted. WestCare Pacific Islands will continue to empower young girls through its services. We are thankful for the Mentors who generously provided their time to instill hope and inspiration in girls.



## KENTUCKY: "One Day at a Time" Recovery March

By Renee Salyers



*With Senator Albert Robertson*

The ninth annual **"One Day at a Time" March for Recovery** from substance abuse was held on September 14 at the **Estill County Fairgrounds**. Over 300 people listened to success stories from Drug Court and WestCare participants, along with a song written and sung by **Scott Webb**. The **Estill County Marching Engineers** led the procession from the fairgrounds, across the Irvine Bridge, and seven times around the **Estill County Courthouse** to take our community back from drugs. The marchers then returned to the fairgrounds where hotdogs, chips and drinks were served.

The March was sponsored by the Estill County Fiscal Court and WestCare.



*County Attorney Rodney Davis and family marching with their dogs*

## KENTUCKY: *How WestCare Benefitted From a Centuries-Old Feud*

*By Brenda Mullins*

On August 30th, WestCare's Emergency Shelter and Community Involvement Center took part in the annual Hatfield/McCoy celebration in Pikeville.

**Jacob Perry Cline**, the great grandson and namesake of Perry Cline told the true story about Mr. Cline and his hardships in life as well as many accomplishments.

Perry Cline lost both his parents at a very young age and was raised by three very loyal Negro slaves. Mr. Cline overcame many obstacles to become not only the sheriff of Pike County and an attorney, but also a state representative where he fought for the rights of Negroes. According to legends and legacy, he owned timberland that became a bone of contention in the Hatfield/McCoy feud in the 1800s.



*Pikeville Attorney Perry Cline*

*And he donated the land where our WestCare shelter is now located.*

Says Jacob: "Although he wasn't homeless, he was destitute, and but for the love of three former slaves, he may have had a different life. I want all of your residents to understand what Perry went through as a child, and how he overcame it with love, support and sheer determination. He would be well pleased that his building is now helping give deserving folks a chance to catch their breath and maybe form a plan to get themselves back onto their feet."



Also speaking was **Ralph Wilson** who was a graduate of the school Mr. Cline founded many years ago specifically for the education of black citizens. Mr. Wilson received a full scholarship to Marquette and was also a basketball coach in Pike County as well as in Michigan. It is worth researching the amazing history surrounding the Hatfields and McCoys, the role Perry Cline played in that feud, and how WestCare Kentucky benefitted from his generosity.



## ILLINOIS: *Stepping Off the Roller-Coaster*

*By Sheridan WestCare Staff*

To observe September as Recovery month, Sheridan WestCare staff had numerous activities planned for their clients: skits, poems, songs, and writings. **Counselor Linda Martin** came up with a creative way of getting the men to recommit to recovery and treatment.

*At this time I want to know if you, as a brother to this family, are willing to finally say "I've had enough! I'm done---I'm done hiding behind the mask of addiction. I'm done with coming to prison. I'm done being the absent father, brother, son, husband, grandson, grandfather, nephew..." and so forth. In order to do that, you need to humble yourself and accept that you are powerless over your addiction, whatever that may be.*



*Can you honestly say that you are ready to give it all up—whether it's drugs, alcohol, weapons, money, or lifestyle, whatever hold it had on your life? Are you willing to get off that roller coaster ride that keeps you away from your loved ones? Are you willing to give 100% to this family here that also needs words of encouragement, words of wisdom, and your support? Are you willing to be your brother's keeper? Help make this a strong family unit, one to be proud of? Lastly, are you willing to take a TC vow without asking what it is? It all comes down to this simple question: Do you have it in you to trust the process? The willingness to change is like venturing into unknown parts and sacrificing image.*

*I solemnly swear that with the rebirth of myself I will try and become the man I know I can be and the man my family deserves. I will become a positive person in the TC and help a brother out if I see him start to slip. I will in turn receive information respectfully on my own negativity that my brother sees me displaying. I will become more active in the TC and understand that we are all not on the same level. I will lose any image or mask that I am hiding behind and humble myself to change. I will do what I need to do to make myself heal.*

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



**Alderwoman Milele Coggs**  
*Milwaukee, Wisconsin*

In Milwaukee, Wisconsin, **Alderwoman Milele Coggs** was the proud recipient of the first-ever Dr. James G. White Human Service Award presented to her during the inaugural Harambee Community banquet. The late Rev. Dr. White was WestCare Wisconsin's first Regional Vice President.

Following a courtship built with loving care, a ceremony on Florida's Gulf Coast united a couple of WestCare employees, **Jeremy Salyers**, Construction Coordinator for Fitz House Enterprises in St Petersburg and **Renee Alexander**, Area Director in Irvine, Kentucky.

Pictured with Renee's son and daughter, the new Mr. and Mrs. Salyers will reside in Florida. Congratulations!!



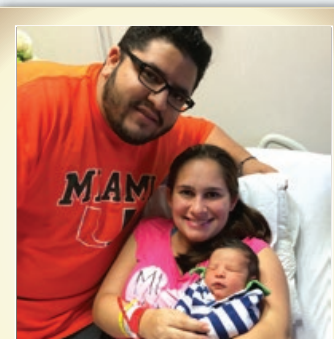
**Jeremy Salyers and Renee Alexander**  
*Gulf Coast, Florida*



**Teresa Dawes**  
Director, Community Education  
*Kentucky*

**Teresa Dawes**, Director of Community Education for Estill County Board of Education was presented with a plaque for her many years as a volunteer and member of WestCare Kentucky Community Council as she served on her last council meeting with WestCare. Teresa (left in photo) was thanked for taking time out of her busy schedule all these years to help "*uplift the human spirit.*"

Awwwww. Welcome to our world, **Nathan Andre Vera**. Daddy is **David**, mom is **Ann-Michelle Vera**, *Project Style* Prevention Specialist at Village South.

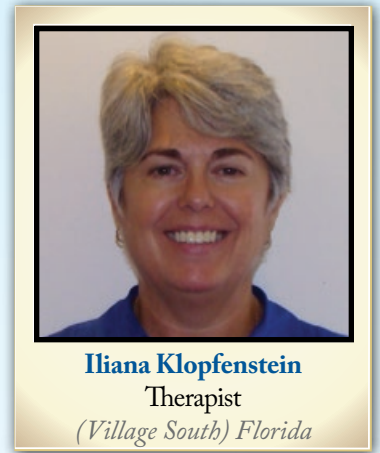


**Ann-Michelle Vera**  
Prevention Specialist  
*(Project Style) Florida*



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

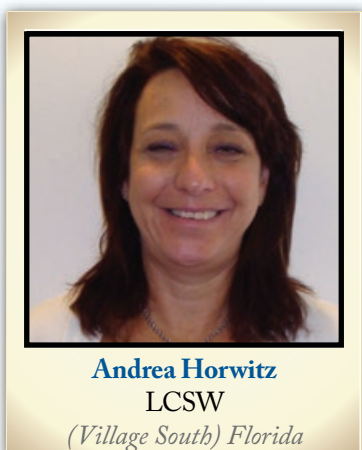
Congratulations to **Iliana Klopfenstein**, a therapist for the Adult Service Program at Florida's Village South, for passing her Mental Health Counselor exam. While practicing massage therapy at Miami's Biltmore Hotel, she attended Carlos Albizu University and graduated with her Masters in Mental Health in 2011. Iliana completed her internship at The Village South and an opportunity became available for a Ryan White Therapist and she was hired.



Also at Village South...

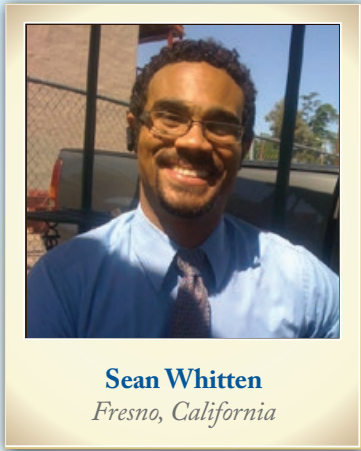
**Natalie Diaz** started with WestCare in 2010, went to school for her Masters degree in Mental Health Counseling, and became a LMHC this year.

And, **Angelica Lopez** began as an intern in 2012, was hired the following year, and got her Masters degree in Clinical Mental Health Counseling from Florida International University. She is now a registered mental health counselor intern and moving towards her licensure.



Then there's **Andrea Horwitz**. She was a pre-school teacher for 15 years before returning to social work, her passion. She's been with WestCare for six years and recently became a licensed LCSW.

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



Congratulations to California's **Sean Whitten** whose co-written reflection on the local homelessness response efforts was published by the U.S. government.

View the article at:

<http://usich.gov/blog/a-sea-change-in-fresno-homelessness-crisis-response>



WestCare President and CEO **Dick Steinberg** was recently honored by Nevada Business Magazine as a recipient of its Healthcare Hero award. Honorees were selected for doing "amazing things to propel healthcare in the Silver State." Congratulations, Mr. Steinberg!

## WYOMING: *Peer Specialists... "Uniquely Qualified"*

*By Rob Branham, Area Director,*

After almost 3 years of hard work by Regional Vice President **Cherri Lester**, Sr. Vice President **Richard Jimenez** and **Mr. Sam Borbely**, Program Manager for the **Wyoming Department of Corrections**, WestCare Wyoming has implemented **Peer Specialist** programs in the **Therapeutic Communities at the Wyoming Women's Center** and the **Wyoming Medium Correctional Institution**.

A Peer Specialist is defined as "an individual who is or has been the recipient of mental health services for severe and persistent mental illness and/or substance abuse/addiction treatment services". Peer Specialists are uniquely qualified through their life experience with recovery, stability within the community, and demonstration of self-sufficiency.



## WYOMING: Peer Specialists... "Uniquely Qualified" (Cont.)

Peer Specialists provide expertise and consultation to the organization's entire treatment team to promote a culture in which each client's point of view and preferences are recognized, understood, respected and integrated.

As fully integrated team members of the WestCare treatment team, Peer Specialists assist a client to direct their own recovery and advocacy process; to utilize client self-determination and decision-making; to teach and support the acquisition and exercise of recovery skills needed for management of symptoms; to create self-determined recovery and maintenance plans; and to utilize natural resources with the community.

WestCare Wyoming Peer Specialists are **Bill Porter** and **Frederick Marquez**. Bill comes to us from Cheyenne, WY, where he spent 8 years employed at Laramie County Community College. Bill has almost 20 years in recovery and will be assigned to the Wyoming Women's Center upon completion of Pre-Service Academy in October. Bill states "I think this is a wonderful opportunity to give back what I've learned regarding what it takes to stay sober out there in the real world."



*Bill Porter*

Frederick resides in Gering, Nebraska and will be assigned to the Wyoming Medium Correctional Institution in Torrington, WY after he completes the Pre-Service Academy. Frederick brings almost 9 years of sobriety to WestCare and reports that he is excited at the prospect of being able to help others find what he's found. Frederick's interests include music, sports, and life in general.



*Frederick Marquez*



## ARIZONA: *WestCare in Line For Community Honors*

By Cheryl DeBatt, Area Director

Being part of a family is more than a job. It offers security and peace of mind, especially when the community acknowledges all the hard work and dedication.

Each year the Tri-State area acknowledges groups and individuals in several different categories for “Community Achievement Awards.” WestCare Arizona was nominated for the “Community Social Service”! This is huge! WestCare Arizona has not only been nominated, we have made it to the finals with the award announcement to take place at a formal black tie affair in late October. In addition to the Social Service award, three of our individuals were nominated for “Humanitarian of the Year.”



We are so excited and we wanted to share with everyone. This acknowledgement belongs to the WestCare family. Together we have put Arizona clearly in the eye of the community, THANK YOU!

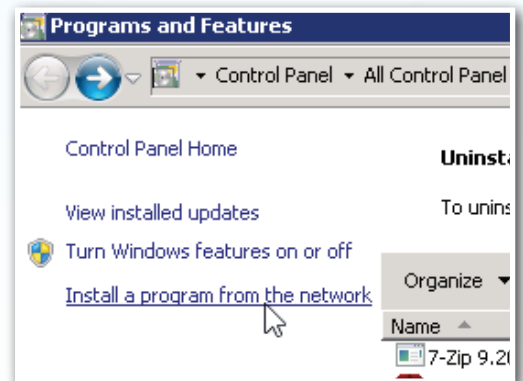
## INFORMATION TECHNOLOGY: *The IT Corner*

### Encrypting Data for External Transmission *By Sean Harrigan, IT Systems Administrator*

From time to time, as a part of our business processes, we may need to transmit data containing PHI outside of the WestCare network. Any data containing PHI that is leaving our network needs to be encrypted before it leaves. This ensures that if the data were lost, stolen, or sent to the wrong party, it would be safe from prying eyes.

### Installing 7-Zip

In order to encrypt data, we will use 7-Zip. This software is installed on all of our new computers, and can be installed by any WestCare employee who needs it if it isn't installed. You can check to see if it is installed from the Start Menu under All Programs. You will see the 7-Zip folder if it is installed.



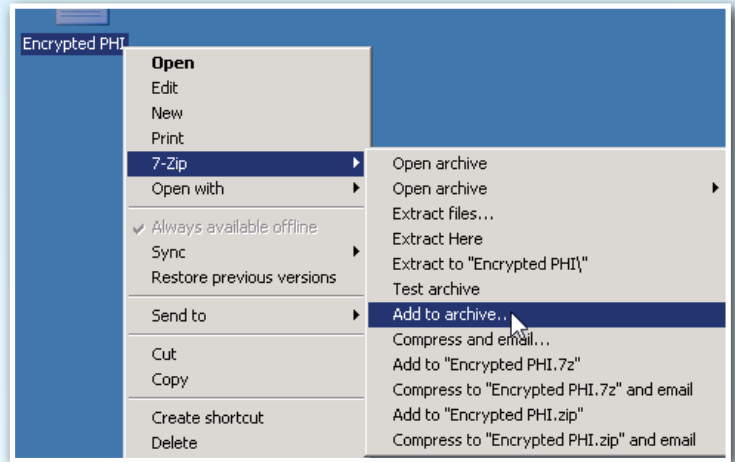


## INFORMATION TECHNOLOGY: *The IT Corner (Cont.)*

You can install 7-zip, if it is needed, from the Programs and Features tool in the Control panel. Contact the help desk if you need assistance installing 7-zip.

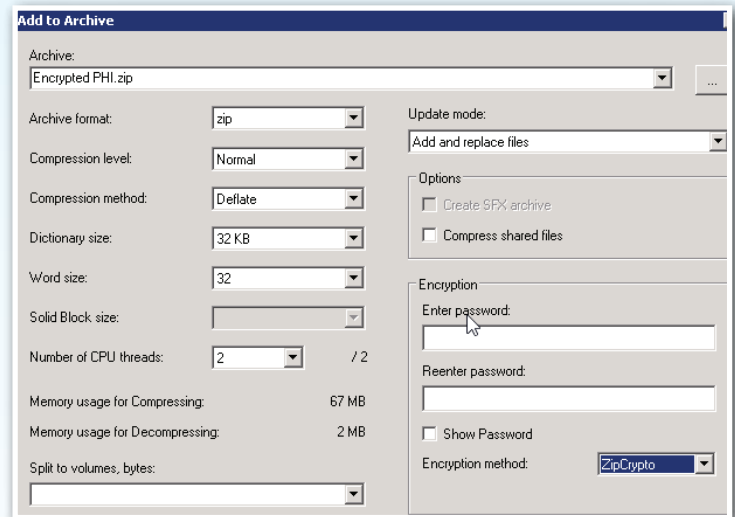
### Encrypting a Document

In order to encrypt a document, you should select and right-click the file(s), then select 7-zip > Add to archive...



NOTE: The file names are not hidden, make sure you don't include any PHI in the file names.

In the resulting window, verify that "Archive format" is set to zip and "Encryption Method" is set to ZipCrypto. This will ensure compatibility with external systems. You will also need to create a password. This password should be a strong password or phrase. A good secure option is to use a sentence for the password, punctuation included. ***This is a secure passphrase.***



Once you have completed the necessary information, click OK, and your .zip file will be created in the specified folder. You can now transmit the data safely.

### Transmitting the Data

When you send your encrypted file, make sure you're sending it to the right email address(es), and don't include the password in the email. It's best to communicate the password over the phone or in person if possible. In order to send your encrypted file, you may use email. However, some email systems don't allow .zip files as attachments. If this is the case, you can use <https://dropoff.westcare.com> to deliver your files to the intended recipient. This will send a link to the person(s) that will allow them to download the file.



## WESTCARE CALENDAR OF EVENTS: *October 2014*

### OCTOBER

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	

**October 1** (9am-10pm PST / 12pm-1pm EST)

**FLG/CC-CAC Meeting**  
Marathon Facility, FL

**October 3**

**CA-CAC Meeting** (1:30pm-2:30pm PST)  
Admin. Bldg., 1505 N. Chestnut, Fresno, CA

**October 7** (8am-9am PST / 11am-12pm EST)

**Executive Committee Pre-Board Teleconference**

**October 9-10**

**Veterans Forum Meetings**  
Foundation Offices, Henderson, NV

**October 15**

**NV-CAC Meeting** (12pm-1:30pm PST)

**October 18**

**East Regional Bd. Mtg.** (8am-10am PST / 11pm-12pm EST)  
Video Conference

**October 20**

**Central KY-CAC Mtg.** (9am-10am PST / 12pm-1pm EST)  
108 Main Street, Irvine, KY

**October 22**

**PI-CAC Mtg.** (6pm-7pm Guam Time)

**October 25**

**West Regional Bd. Mtg.** (8am-10am PST / 11pm-12pm EST)  
Video Conference

**October 29** (6pm-7pm Arizona Time)

**AZ-CAC Meeting**  
Bullhead City