

OCTOBER 2020

THE WESTCARE EXPRESS NEWSLETTER

EXPRESS

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A Welcome by our President/CEO, Dick Steinberg



"WestCare Family, Welcome to West(

Welcome to WestCare's National Newsletter, The WestCare Express! At the time of this issue's release, we look forward to the Thanksgiving holiday! While for so many, this year hasn't been a standout, we must never forget to count our blessings!

Dick Steinberg

Firstly, I am thankful for the resiliency of our staff for continuing to provide the same high level of care that we have become known for despite many necessary programmatic changes. With this, I am also thankful for the dedication of our many members of leadership who have helped shape the direction of our services during this time while also lending support to programs in need who have experienced problems due to the pandemic. I would be remiss to not recognize those that we humbly serve for their trust and cooperation as well during what have proven to be such unprecedented times.

As a Veteran, I can't help but also be thankful for the continued service of the brave men and women of our armed forces for their service to our country as well as their families for their unconditional support - all of which receive their deserved

recognition in November with Veterans

Day and Military Family Month.

In closing, I hope that you all take this time to reflect on what you are thankful for as every new day is a blessing of riches such as new experiences, joyful moments and opportunities for growth!"

Thank you,
Richard "Dick" Steinberg
President & CEO







ARIZONA: "A Day of Beauty"

By Emily Selby, Case Manager/BHT, WestCare Arizona

"Every year in October, WestCare teams up with Bentley Place Hair Design a locally owned and operated full-service hair salon to pamper the women of the WestCare Safehouse and Sober Living facility. It is a day of beauty to allow the women to feel as beautiful as they are! The women get haircuts, manicures and clothing donated by community members throughout the year. Bentley Place owner, Lora Bruno and her team do an amazing job at lifting spirits and bringing smiles to each and every face! However, this year will be different due to COVID-19 requirements and minimum capacity. The women will still get their day of beauty, just a little bit differently this year. We look forward to this event every year as it brings joy to give joy!" (Pictures featured from 2019)







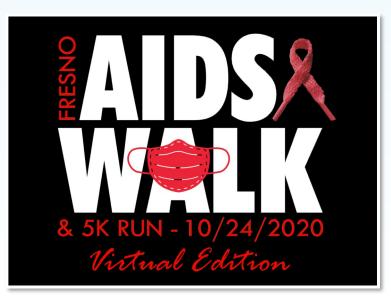




CALIFORNIA: "The 2020 Fresno AIDS Walk Raises Awareness Virtually!"

By Michael Mygind, Marketing Specialist, WestCare California

"In October, we presented our Ninth Annual Fresno AIDS Walk event in support of The Living Room, a Project of WestCare California and Fresno's only social support center for those infected, affected or at risk of HIV/AIDS. In light of the current pandemic and the health of our community, this year's event was instead presented in the form of a one hour long produced video awareness event on YouTube. While we certainly missed presenting our walk and 5k run as we usually do, this made for a great opportunity to put an emphasis on awareness of the virus's impact on California's Central Valley through the heartfelt words of community partners, sponsors and program participants. We'd like to thank everyone that participated and helped make this unique chapter a memorable one! View the event by clicking here."













FLORIDA - Florida Keys: "Gratitude for the Support of the GCC Mobile Crisis Response Team"

By Amy L. Beeler, LMHC, CAP - Team Leader, West Care Florida - Guidance/Care Center

"On January 1, 2019, Guidance/Care Center, Inc. (GCC) began a 24/7 mobile crisis program for youth and young adults experiencing a mental health crisis. The Mobile Crisis Response Team (MRT) provides immediate assessment, intervention, recommendations and linkage as well as referrals and support services. This team reports within 60 minutes to the school, home or wherever the crisis occurs to de-escalate, support and divert from emergency rooms, the criminal justice system and higher levels of care to prevent unnecessary psychiatric hospitalizations. If a youth needs to be psychiatrically hospitalized, then the team coordinates care.

One of our first MRT clients was a 16-year-old female. She wrote this letter in response to receiving the news that a second childhood friend of hers had committed suicide. It is powerful and she would like her voice to be heard:

Growing up in a small town in the Midwest has its downfalls. Some communities completely dismiss mental health and suicide altogether. I was raised in a community like this. Since I left my hometown and moved to Florida, there have been two childhood friends of mine who have ended their own lives and the community doesn't take any action to prevent others from doing the same. Essentially, I was denied help when I asked for it. The counseling committee there told me that I was fine and that I was faking my feelings for attention. They also told my parents I was making it up and refused to provide any referrals or extra help to assist me. Luckily, my parents were persistent and pursued services out of the area. Although I did see a therapist there, he did not seem interested in what I had to say and was more focused on getting me in and out of his office. He was also very expensive and my parents had to pay a ridiculous amount for the small amount of help that I was provided. I did not have to reach far for help when I came to Florida. There were services available in my school that I was made aware of. There were a lot of flyers posted on where I could go for help. When I was in crisis, people seemed genuinely interested in helping me. I was pleasantly surprised. I received the help that I had been asking for since my previous experience had left me with a negative idea of what therapy was like. My therapist at the GCC and WestCare Florida,

as a whole, has supported me and feels dependable like family. I know if I reached out, they'd be there. I also know that they're very active in the community because I see my therapist everywhere, not just at an office. I am glad that in this community, there is help and I know where to find it. What is very important for everyone to understand is that we are all human. Everyone makes mistakes; everyone has bad days. Everyone needs a hug sometimes and everyone needs a friend. We are human and we need love and affection from our community. Without this, the world can seem bleak and almost uninhabitable to some. A community is supposed to be a place of love and nourishment rather than a place of narcissism because someone's lawn is better kept than your own. Love one another like your neighbor - like your childhood friends. Disagreements happen, but don't let go of the good times because of an argument. The hope in the darkness is that suicide is preventable. Mental illness is treatable. The stigma associated with both must come to an end. Those who suffer from depression and other mental disorders are not insane or crazy. They are warriors of their own minds. Monitor yourself. Monitor others. It is okay to not be okay, but it is not okay to deny yourself help. Life is difficult for everyone, but there are so many great moments within the struggle. So, smile at strangers. Ask someone how their day is and genuinely be curious about their answer. Truth is, you never really understand what someone is going through until they're gone. I found that out the hard way.' In the past year and a half, we have had many success stories and are impacting those we serve. MRT is an invaluable resource to the Florida Keys and is truly Uplifting the Human Spirit."



GCC MRT Team- Front Row: Rebecca McKamey, Tasha Turner, Stephanie Hassell <u>Back Row</u>: Amy Beeler, Sarah Rollo, Donald Mesier





FLORIDA - Gulf Coast: "SAMHSA Awards Funds For Workforce Grant"

By Sandra Patnode, Community Projects Coordinator, WestCare Florida - Gulf Coast



"WestCare Gulf Coast - Florida is pleased to announce the award of a

SAMSHA Workforce grant in the amount of \$500,000 a year for five years. WestCare Gulf Coast will provide programs that support individuals with a substance use disorder, either actively in treatment or recovery, who are experiencing barriers to obtaining or maintaining employment with a livable wage and self-sufficiency.

WCGC's Employment Services has had a successful employment program in place at our residential program for 12 years. The grant allows us to expand the program and provide employment services to Mustard Seed Inn,

Turning Point and outpatient by providing additional staff, a computer lab and virtual training to our existing employment program. WCGC will partner with our local workforce development board and employers to identify gaps in the workforce due to substance use disorders and will coordinate employment training and activities that support statewide initiatives for employment. WCGC will work in partnership with CareerSource Pinellas to provide a wide range of professional services including: Employee referral and recruitment, training and retaining, employability skills and workshops, labor market statistics, targeted career fairs, tax credit information and other customized support for a well-trained workforce.'

Congratulations to the grants team and Gulf Coast staff that worked so hard to submit a winning application!"







FLORIDA - South Florida: "Macy's Provides A Generous Gift to The Village South"

By Beatriz Del Rio, Marketing Director, WestCare Florida – The Village South



"In late August, Macy's made a generous donation to The Village South consisting of more than 1,000 brand new and unworn outfits including children's clothing and junior prom dresses! Throughout their company's history, Macy's has shown that they are committed to giving back in times of need and this gesture illustrates that perfectly!

During the current pandemic, many families have faced challenges - including those that we serve. The donated clothing will certainly warm some hearts!

Danny Blanco, Vice President of South Florida/The Village South, commented, 'With an abundance of gratitude, we receive the donation valued at \$75,000 benefitting the women and children that we serve. This donation will empower our women and children to garner independence and strive for a bright future.' On behalf of our staff and all of those that we serve, thank you, Macy's for Uplifting the Human Spirit!"









GEORGIA: "Welcome Home, Vets!"

By Joyce Randle, Administrative Supervisor/HR Compliance, WestCare Georgia



"In keeping with the vision of WestCare Foundation, in 2014, WestCare Georgia opened the doors to a new program for Veterans experiencing homelessness called VetsCare. The birth of VetsCare, a permanent supportive housing program provides one bedroom homes to the men and women that have served our country. An eight unit apartment complex was rehabilitated for this purpose. VetsCare is truly Uplifting the Human Spirit for some that gave unselfishly to protect the American public.

The John A. Bascom VetsCare Complex was completed in collaboration with several agencies. Through the City of Atlanta's Community Development Block Grant program, the units were renovated by WestCare Foundation's Fitzhouse Enterprises. The business community also lent a helping hand. Home Depot donated hardware such as bathtubs, sinks, microwaves, stoves and refrigerators for each unit. Aaron Rents provided queen size beds, mattresses and sofas. A friend of WestCare Georgia

donated the landscaping. When our Veterans enter their new dwelling, they have all the necessities of a home.

VetsCare freed men and women's spirits who had found themselves in homeless environments, sleeping in shelters, extended stay hotels and on the couches of their friends. The program has helped give them back their dignity which allowed them to enhance and enjoy their life in the manner that they desire, which is truly deserved. One resident with her life back on track, has decided to return to college to pursue an undergraduate degree.

Home is a place of solace, relaxation and security. VetsCare's aim is to give homeless Veterans a place to call their own and a happy ever after to their story. The VetsCare Program is an empowering opportunity for Veterans to engage in a process of healing, growth and change.

On April 4th, 2018, VetsCare was renamed to the John H. Bascom Complex, a longtime employee, Veteran and community activist. Each year, John Bascom's family shows appreciation to the Veterans at VetsCare with gift cards as a reminder of how much they are appreciated.

As we celebrate Veterans Day on November 11th, we would like to give a wholehearted THANK YOU to all Veterans for your service to our country!"







ILLINOIS: "Youth Pay Tribute To Those Impacted by Suicide"

By Melissa Valentine M.Ed., CADC, Program Coordinator, WestCare Illinois

"This past September observed Suicide Prevention Awareness Month and the Illinois Youth Center's (IYC) Program Director,
Hannah Herrin and her staff assisted clients with paying tribute to those impacted by suicide. Hannah and her staff provided supplies
such as seeds, soil and planters to the youth in treatment so they, in turn, could honor those impacted by suicide in a respectful and
meaningful way. The youth planted flowers with the names of individuals who died by suicide placed within them. They then nurtured
these plants to fruition so individuals who have been impacted by suicide could be gifted with a living tribute to their loved ones."







ILLINOIS: "Partnering With the Community to Prevent Opioid Use"

By Melissa Valentine M.Ed., CADC, Program Coordinator, West Care Illinois



"WestCare Illinois' John Zidek and Carlos Rodriguez joined with Chicago's WestSide Heroin/Opioid Task Force and participated in a 'Pop-Up' event. This event is hosted in a different Chicago neighborhood each time it is held, thus the name 'Pop Up' The purpose of this very important event is to educate communities about the dangers of opioids as well as bring awareness to treatment services and preventative measures. Free resources such as Naloxone kits are distributed to citizens and demonstrations on how to use these kits are provided. Carlos and John both agree that the opportunity to pair with the Task Force has been beneficial and

rewarding as it has given the opportunity to reach out to the community on a more personal level to fight the ongoing opioid battle."





IOWA: "A Veteran Shares His Appreciation for FAVA"

By Kerry Gunderson, Veteran Advocate, WestCare Iowa/ FAVA

"Here at Family Alliance for Veterans of America (FAVA), we strive to keep our Veterans happy and taken care of. We work tirelessly to give what they need when they may not be able to get it for themselves. We know that when we meet our new Veterans, they are going through a very hard time and sometimes, all they need is a friendly face and someone to listen to them. We always know that they appreciate our help, but once in a while we get a Veteran who wants to make sure that it is known how our Advocates are doing and that they appreciate it all. The following is a note written by a Veteran who wanted to give special recognition to his Advocate.

"FAVA needs to know what kind of an excellent Veteran Advocate they have in Kerry. In the first minute I met her, I knew I was in very good hands. She's straight and to the point without any nonsense. She never gave me any false promises. Kerry is the kind of Advocate whose work is going to take her a very long way. Outstanding job, Kerry!"

These are the kind of notes that make our Advocates want to go above and beyond for our Veterans to ensure they get all of the care they need. We cannot thank them enough for their service, so when we get this kind of recognition, it makes it known that we are helping our Veterans get through their tough times and that they truly appreciate all we do for them."

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KENTUCKY: "A Special Thank You"

By Jeremie Delauder, MAT Research Assistant, West Care Kentucky

"With the continuing spread of the coronavirus, it is only a matter of time before most of our population has been affected by the virus in one way or another. Whether it is a positive COVID-19 test or because of direct contact, quarantines can be hard to manage in our daily lives. It can be especially difficult when it happens at one of our facilities. This was the case at the end of September at Kentucky's Perry Cline Emergency Shelter facility in Pikeville, KY.

Even though WestCare facilities adhere to strict cleaning policies and procedures and the wearing of masks, it is always possible for someone to be infected without showing symptoms and carry the virus into a facility. This may have been what led to several WestCare Kentucky employees and residents testing

positive for COVID-19 during the last week of September. Having to test and quarantine an entire facility led to some staffing issues, as you can imagine.

After receiving negative test results, three employees at the facility volunteered to split the shifts amongst themselves in order to keep the facility running while under quarantine. This month's article is dedicated to thanking them for the extraordinary work, dedication and resolve that they displayed to keep the residents and other staff at the facility safe.

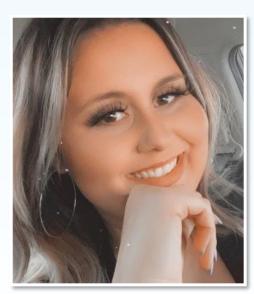
WestCare Kentucky staff and management would like to extend a heartfelt thank you to Reginald Kaigler, MAT Counselor, Jessica Burke, GBHI Case Manager and Kayla Justice, Counselor Technician, who went above and beyond to ensure the health and safety of all while continuing to embody WestCare's motto of Uplifting The Human Spirit!"



Reginald Kaigler



Jessica Burke



Kayla Justice





NEVADA: "BBQ Anyone?"

By Leo Magrdichian, LCSW, LCADC, Vice President of Operations, WestCare Nevada



"Just because you are required to Shelter in Place does not mean that you should go hungry. On two separate occasions,

WestCare

Nevada staff and Alumni volunteered their time and efforts to prepare over 60 meals for staff and clients at the Women and Children's Campus.

On one occasion, the menu consisted of double cheeseburgers, Polish sausage and chili cheese fries. Several days later, it was street style chicken tacos with pineapple salsa on one taco and strawberry/peach salsa on the other. Beans and rice also made it on those trays that day.

Anyone hungry yet?"











OHIO: "Expanding Neighborhood Outreach and Camp Mariposa Opportunities!"

By Wendy Berkshire, Prevention Services Coordinator and Elizabeth Freeze, FARE Coordinator, WestCare Ohio



"During the month of September, our Food Access
Resiliency Enterprise (FARE) team was hard at work
continuing and expanding our food access program. We
created and filled five (soon to be six) Neighborhood
Outreach Specialist positions. They will be playing a vital
role in our community, keeping our clients connected to a
holistic, community support resources!

Each Outreach Specialist will be working to deliver frozen, chef-prepared meals from Miami Valley Meals while also assessing the needs of their delivery area and families to connect individuals to other East End Community Services programs or area agencies. East End has been partnering with Miami Valley Meals to deliver 1,500-2,000 meals to families in need of food support every week since the program was started in March in

response to growing food insecurity brought on by COVID-19.

Special kudos to Prevention Services Coordinator,

Wendy Berkshire for a successful virtual Camp

Mariposa and to our Miracle Makers team for launching their after school program in an online format! Both teams organized and hosted supply pickups to equip campers and students with supplies, games, snacks and other resources needed to take part in their educational, social and mentoring activities! We are excited to continue these virtual services while working towards safe in-person opportunities in October and November."









OREGON: "Dreams Do Come True: The Story of Ron M."

By Nancy Pine, VETcare Program Case Manager, WestCare Oregon/VETcare Transitional Program



"This month, VETcare Salem would, once again, like to recognize one of our success stories. Ronald M. was a resident of VETcare, Salem from January 2020 until September 2020. During his time with us, he worked with our local Easter Seals SSVF program to obtain his Commercial Driver's License (CDL) training and

eventually, his license. He is currently a full-time driver for Western Express and says he's 'Living the dream.' Here is Ron's story:

Ron was abusing drugs and living in a local park with his registered service dog, Maggie, for years prior to joining our program. He was referred to us by a local community partner and he quickly found out that our Veteran Transition Center was exactly what he needed to get his life back on track.

What many people didn't know was that Ron was experiencing extreme depression and contemplating suicide. If it weren't for his faithful companion, Maggie, he says he would have ended his life.

When Ron entered the program, he was counseled on what

paths he could take to be successful. He met with our community partners and after some soul-searching, decided he wanted to try getting his commercial drivers license. Easter Seals Oregon's employment assistance manager laid out what he needed to do to complete the training and get his license. After months of training, Ron passed his drivers exam and became a certified commercial driver.

Ron interviewed with a number of companies and despite inexperience and because of his positive attitude, was offered numerous positions. After weighing the pros and cons of the various companies, he chose to become a team member with Western Express. He is currently driving long haul freight out of the Los Angeles area to cities throughout the western United States. On numerous occasions, he has driven through Oregon and on each occasion has visited with VETcare staff to keep us up to date on his success and let us see our unofficial mascot, Maggie.

Congratulations, Ron. Your hard work, positive attitude and persistence have paid off. You are an inspiration to us all!"







PACIFIC ISLANDS: "From a Tiny Spark to a Mighty Flame"

By Chanelle Ramiro, Family Educator & Regina Shiroma Research Assistant, Spark, WestCare Pacific Islands

"It starts with us.' Though a short phrase - four simple words, the meaning is two-fold. From the perspective of the participant, or rather the 'Sparkler,' healthy and happy families are built on the foundation of healthy relationships. For the Spark team, these four words have meant that and so much more. For the past five years, Spark provided healthy relationship skills and marriage education services to improve the overall well-being of parents and their children.

As the Spark program comes to a bittersweet end, we look back with gratitude to those Sparklers who entrusted us It has been a rewarding experience working with all the people who have come and gone, leaving their mark on the program and its success over the last five years. Six hundred fifty eight (658) participants and their children later, Spark has grown into a place where couples can learn about healthy relationships in a way that resonates with them on a cultural level.

with the betterment of their relationship and family life.

It is our hope that the embers we have lit continue to radiate within each person we have served and the desire for a brighter future continues to persevere. Here's to five years of phenomenal memories, meaningful connections, and inspiring experiences."









PUERTO RICO: "The Guara Bi Yocahu Program Opens!"

By Yolanda Gonzalezmalave, Program Assistant, Caribbean and Latin American Region

"It is with deepest pride and greatest pleasure that we welcome our new Puerto Rico Program, Guara Bi Yocahu, located in the Municipality of Humacao. This Program has been made a reality thanks to a grant from the Puerto Rico Department of Health and the Puerto Rico Administration of Mental Health and Anti- Addiction Services (ASSMCA) in response to the impact of the pandemic on Puerto Rico's homeless population. Guara Bi Yocahu was created to serve men and women who are experiencing homelessness that have also

tested positive for COVID-19. Our staff have been trained to that they can receive the necessary care, nutrition and support for their recovery while they are in isolation in their own well-furnished room with the comfort and dignity that they deserve. In ancient indigenous mythology, Yocahu was the creator god and a symbol of goodness. His name means 'Spirit giver of life.' During the opening events, Ms. Suzanne Roig, Director of ASSMCA, honored us with her presence and reiterated their commitment to Guara Bi and our community."











TENNESSEE: "The COVID Effect' Holds Its First Group"

By Janice Church, Program Coordinator, WestCare Tennessee

"On October 13, WestCare Tennessee held their first COVID Group. The group is named 'The COVID Effect.' The purpose of the group is to help participants in our treatment and rehabilitation program deal with how COVID has affected their life. We focus on stress, priorities, recovery, mental health and self-care. There are also door prizes and at the first group, two clients won

free haircuts. The plan is to have guest speakers and special activities like art therapy, exercise and more!"

To supplement this story, we'd like to share an insightful article on just some of the affects that COVID-19 has had on those who are in recovery or are dealing with a substance use disorder: https://www.drugabuse.gov/about-nida/noras-blog/2020/04/covid-19-potential-implications-individuals-substance-use-disorders







TEXAS: "WestCare Texas Hosts Plasma Drive to Lessen Local Shortage"

By Linda Papayanopolus, Community Engagement Coordinator, West Care Texas



"WestCare Texas has partnered with the South Texas Blood and Tissue Center to bring blood and plasma donation busses out to the community in a life-saving effort

for community members, who have recovered from COVID-19, to donate COVID-19 convalescent plasma (CCP).

CCP is plasma from someone who has been infected with coronavirus, but has recovered. The South Texas Blood and Tissue Center is the only facility in our community that directly helps critically ill COVID-19 patients in local hospitals by collecting CCP for COVID-19 treatment. Currently, plasma is being flown in from New Jersey and New York because it is in critically short supply locally, declining to around half of what is needed to adequately serve patients throughout the region. 'Sometimes, the patient doesn't have any treatment available to them for days' as the hospital awaits delivery of convalescent plasma, according to a physician with UT Health San Antonio.

Identifying CCP donors is often challenging because it involves a specific population - people who have recovered from the virus. Coronavirus can affect anyone, yet data indicates that communities of color have been hit hardest and bear the brunt of infections and deaths. Nearly 8,000 people in Bexar County have recovered from COVID, but only about 200 have donated.

In order to expand their efforts to recruit qualified CCP donors, the South Texas Blood and Tissue Center enlisted the help of WestCare Texas because of their close relationships in the community and proven effectiveness working within communities of color. WestCare

Texas is seen as a trusted member of the community who through their relationships and training, are able to engage community members at a grass-roots level and educate them about why they should donate CCP, the process for donation and the benefits of it.

'We really want to help the people who have been hurt the most by this pandemic,' said **Beverly Watts Davis**, Vice President, WestCare Texas. 'It isn't just the right thing to do, it's also the most effective way to protect those whose lives are most at risk and to treat those who contract the coronavirus.'

WestCare Texas hosted the first of several monthly Convalescent Plasma Drives on October 14, 2020 and filled all 15 appointment slots with patients signed up to donate convalescent plasma and blood. The event also included a drive-through distribution of food, PPE and health related resource information provided by San Antonio Food Bank, Metro Health, the San Antonio Police Department and other community-based organizations to help save lives in our community."

Click Here for News 4 San Antonio's Coverage of the Event!











VIRGIN ISLANDS: "The Village - VIPIR Recognizes Their Newest Graduates!"

By Yomayra Melendez, Direct Care, WestCare Virgin Islands /The Village - Virgin Islands Partners in Recovery

"The staff of The Village - Virgin Islands Partners In Recovery would like to congratulate three community members: Leonel V., Ryan B. and Julian P. for completing the program and showing the community that they have evolved, not just by maintaining their sobriety, but with trust and respect. These clients have shown great potential during the process of their recovery and continue to succeed in their endeavors. For those reasons, we have commenced them in the presence of their fellow community members and staff. Not only did we exchange words of encouragement, but we awarded the three clients with a certificate, which was presented by Petra A. our Director of Treatment/Case manager and our Deputy



Chief Operations Officer, Cristian Duarte. During this event, we all celebrated and acknowledged the three clients for their sobriety. We also enjoyed a wonderful feast with cake, ice cream and more. It was a memorable moment to have enjoyed each other's company. It has been a journey for each client, from the moment they arrived until now. We have appreciated their presence during their times of treatment and we will miss them dearly. The Village - VIPIR is very proud of these clients and we are pleased with the results from all the hard work and dedication. On behalf of The Village VIPIR, we wish the clients a fair well and good luck, for they have a prosperous future ahead and we believe in them. Congratulations to all on behalf of our WestCare Family!"







WASHINGTON: "Home Depot Care Kits: Offering a Container of Care and Support"

By Donald Lachman, Special Projects Coordinator and Andrea Talmadge, Regional Coordinator - WestCare Washington



"Coping with the challenges of COVID-19 particularly for aging and at-risk populations has called for changes in our lifestyle and personal habits as well as social interactions. Our nation's reaction to COVID-19 has included a historic demand on select food items, cleaning supplies, masks and even toilet paper. This upward demand for cleaning products started a steady growth in the United States during the first week of March. It has produced a 200% increase in sales compared to the previous year.

Simultaneously, some geographic regions experienced product shortages with corresponding price increases to existing inventory. A new need for limited income households to increase their regular use of cleaning

supplies may significantly impact nutrition. Many households must shift monies previously available for food to cleaning and personal protection products.

In response to Veterans experiencing these stressful choices, Perri McDermitt, our longtime Home Depot champion for Veterans, suggested an idea to directly assist with household cleaning needs. Perri recommended that WestCare and Washington Serves partner with Home Depot's Seattle district stores to:

- 1. Request Home Depot Foundation participation.
- 2. Prepare home care kits containing cleaning supplies.
- 3. Organize delivery to Veterans and Goldstar mothers.

Each care kit contains a variety of cleaning supplies such as Clorox Wipes, Dawn Dish Soap, cleaning gloves, toilet paper, paper towels, Clean Febreze, Terry Towels, Husky Clean Up Bags and more and is valued at over \$60.00. That frees money that can be used for food or other needs. WAServe's coordination of safe delivery practices for distributing Home Care Kits with partners from the American Legion, AMVETS, American Red Cross and Operation Military Families provides a valuable opportunity to connect and assist disabled and aging Veterans."





WISCONSIN: "CommUnity Bike Ride"

By Felicia Williams,

LST Program Director, West Care Wisconsin

"The CommUnity Bike Ride happened on Saturday, September 19, 2020 at Clinton Rose Park. The collaboration was with WestCare Wisconsin CBCR Program Director, Kevin Brown, Safe & Sound, Grace Fellowship Church, 5 Points Neighborhood Association (5PNA), District 5 Milwaukee Police Department and the Historic King Drive Business Improvement District (BID) #8. The bike ride initiative conversation started with the MPD District 5 Bike Patrol Officers, Deitsch Nash at the WestCare Wisconsin E.A.T.S Food pantry. The bike patrol officers stopped by to check in on our

pantry and had witnessed some of the individuals whom they know as regulars and suggested a community ride along to keep the peace. Immediately, Kevin mentioned that we could play a part to help make it successful. So, we created flyers to canvass the community, secured food for the event and invited our community partners to provide resources. There was a total of 15 bike patrol officers from various districts and 25 youth. At the ride, helmets and bikes were provided by Dreambikes, Inc. The bike ride was a total of three miles and ended with food and resources. The bikes were then given to the youth that participated."









KUDOS: Our Monthly Shout-Outs to Exceptional Employees

(California) The Staff of MLK Residential's Learning Center



"In October, the staff of MLK Residential's Learning Center in Fresno, CA went above and beyond to welcome two new baby boys born into the facility, twins, Kristan and Khyree! The poster was made by members of their team, Melissa Rodriguez, Alicin Lopez, Melissa Maytorena, Elina Herrera and Lidia Rojas. Great job, staff and congratulations to their family for welcoming these two new bundles of joy! We wish only the best for you and your family!"

- WestCare California

(Illinois) Facebook Shout-Outs for Yolanda Bradley and Hannah Herrin!

"WestCare Illinois continues to highlight exceptional employees on the WestCare Illinois Facebook page. This is such a great opportunity for the whole state to mingle and recognize one another through these difficult times. Peer interaction is positive and heartwarming!" - Melissa Valentine M.Ed., CADC, Program Coordinator, WestCare Illinois



Yolanda Bradley

Yolanda Bradley, Business Manager

"As a fellow co-worker, I would like to thank Yolanda for always making me smile and providing optimism on potentially bleak days. She has no idea that she does this, but her

thoughtfulness truly touches many every day. She always has a pleasant demeaner, positive attitude and a true gift of uplifting the spirit of anyone she meets. She is humble and gracious and no doubt, a blessing to all she encounters. Thank you, Yolanda!" - Melissa Valentine M.Ed., CADC, Program Coordinator, WestCare Illinois



Hannah Herrin

Hannah Herrin, Substance Abuse Program Manager

"Hannah has her hands full with working with such an impressionable and challenging population, but she does it with such grace that she

makes it look easy. Thank you Hannah for your continued dedication to our youth and to WestCare; you are greatly admired and appreciated!" - *Melissa Valentine M.Ed.*, *CADC*, *Program Coordinator*, *WestCare Illinois*





NOVEMBER BIRTHDAYS: Celebrating Our WestCare Family!



Arizona

- November 11th: Carol Girton
- November 20th: Carl Garrett
- November 20th: Corine Mennuti
- November 28th: Kristina Romo-Ford

California

- November 1st: Dianna Henderson
- November 1st: Albert Roslaes
- November 2nd: Andrea Borge
- November 3rd: Gene Vosburg
- November 7th: Patti Johnson
- November 7th: Mary Jordan-Church
- November 9th: Osiris Almaraz
- November 9th: Phyllis Carra
- November 11th: Alejandro Ramos
- November 11th: Misty Shepherd
- November 12th: Anna Grant
- November 12th: Sonya McCraney
- November 12th: Robert Motley
- November 12th: Vivian Peichoto
- November 13th: Adrienne Macri
- November 15th: David Serna
- November 15th: Arthur Valdivia
- November 16th: Timothy Earnst
- November 17th: Delia Hernandez
- November 17th: Theresa Stafford

- November 20th: Abel Olivares
- November 21st: Pamela Sango-Madison
- November 22nd: Natalie Griego
- November 24th: Lisa Lowe
- November 25th: Marcelino Maytorena
- November 26th: Mark Binowski
- November 26th: Rodney English
- November 26th: Terri Reason
- November 28th: Nancy Montano
- November 28th: Ricardo Rivera
- November 30th: Joel Kyne

Florida

- November 1st: Gary Roberts
- November 5th: Carissa Ford
- November 6th: Thomas Heidi
- November 6th: William Johnson
- November 11th: April Jackson
- November 13th: Veronica Almy-Wright
- November 16th: Michelle Hall
- November 16th: Cindy McKnight
- November 17th: Chimere Jackson
- November 17th: Melissa Williams-Costner
- November 19th: Patrick McKeefery
- November 19th: Kristen Otero
- November 19th: Zabina Ramtahal
- November 19th: Cynthia Reese
- November 24th: Ann Brignolo
- November 24th: Donald Mesier
- November 25th: Martina Belotti
- November 25th: Ottappallil Stephen
- November 27th: Carolina Botero
- November 28th: Christopher Homberg
- November 28th: Lugannys Soto
- November 29th: Tammy Hansen
- November 29th: Joy Maria Waite
- November 30th: Sarah Cox

November 30th: Sandra Rautio

Foundation

- November 1st: David Rosynksy
- November 2nd: Kitty Ketenheim
- November 2nd: Tammy Singletary
- November 3rd: Tara Estrada
- November 11th: Laura Cronk
- November 24th: Marshall Wolfe
- November 28th: Valerena Candy
- November 28th: Kristen Chaffee

<u>Georgia</u>

- November 5th: Keith Hagood II
- November 8th: Charlene Garrett

Illinois

- November 1st: Haily Rennick
- November 5th: Catherine Rose
- November 6th: Jennifer Hall
- November 7th: Danielle Davis
- November 17th: Renee Schlosser
- November 17th: Kimberly Squires
- November 25th: David Pardee
- November 30th: Duke Johnson

Iowa

November 9th: Darlene Terrill

Kentucky

- November 4th: Reginald Kaigler
- November 21st: Steven Wright

Nevada

- November 2nd: Marybel Ramos
- November 4th: Christopher Marx
- November 18th: Sashia Whitmire
- November 19th: Brascia Briggs-Fenison
- November 22nd: Andrew Brunson





NOVEMBER BIRTHDAYS: Celebrating Our WestCare Family!

Nevada (Continued)

- November 22nd: Todd Edwards
- November 23rd: Roseline Kalili

Obio

- November 2nd: Rachael Varvel
- November 4th: Sara Dennison
- November 15th: Tawnya Lambert
- November 18th: Camila Lopez-Gomez
- November 29th: Adrienne Crawford
- November 29th: Anjanette Jarvis

Pacific Islands

November 3rd: Katrina Carranza

Puerto Rico

- November 11th: Pablo Medina Hernandez
- November 13th: Dayralis Moran
- November 26th: Jose Calderon Nieves
- November 26th: Luis Cruz Guzman

Tennessee

- November 7th: Shandi Hill
- November 30th: Kaitlyn Schaub

Virgin Islands

- November 5th: Latoya Willis
- November 18th: Elizabeth Torres

Wisconsin

• November 28th: Amina Webb







EMPLOYEE ENGAGEMENT: November Coping Calendar

"Although COVID-19 may be restricting our lives, we can find new ways to keep making progress. Trying out new things can actually boost our well-being. When we open up to new ideas, it can bring us a sense of accomplishment and boost our self-confidence and resilience! November's calendar will suggest different ways to learn new things, so we can all get those creative juices flowing. Let's all have some FUN! Feel free to send me photos/emails of what fun/creative things you have done."

– Susan A. Rinaldi, Director of Employee Engagement, WestCare Foundation



^{* &}quot;For more great tips and strategies regarding self-care, coping and mindfulness, stay tuned to your email for monthly content as the Coping and Resilience Resource Guide is returning! Remember, in order for us to effectively Uplift the Human Spirit of those that we serve, we must not forget to take proper care of ourselves. As always, be well." - Susan





EMPLOYEE ENGAGEMENT: WellRight Contest Winners

- "We are happy to announce the winners of two contests as part of our WestCare WellRight Wellness program!"
- Susan A. Rinaldi, Director of Employee Engagement, West Care Foundation

"Healthy Selfie" Photo Drawing Winner for the 3rd Quarter of 2020:

Linda Cox, Clinical Supervisor, WestCare Illinois



Linda is a Clinical Supervisor for our Logan Correctional Center in Lincoln, IL, a Women's In-Prison Program where Linda has worked for 10 years; five of them with WestCare. She has a BA in Sociology/Criminology from Northern Illinois University as well as a CADC. Linda was born and raised in Bloomington, IL and lives there with her 17-year-old son and their 10-year-old rescue dog, Sparky. Sparky is recuperating from a knee injury, so they spend a lot of time going for short works to rehab his knee. Linda's hobbies include crafting glitter tumblers, beading and baking delicious goodies during the pandemic to give to her neighbors. She also enjoys hiking and is looking forward to going to Starved Rock State Park soon to hike and look at the beautiful fall foliage.

Healthy Recipe Drawing Winner:

Stephanie Buck, Administrative Assistant, WestCare California

Stephanie is an Administrative Assistant for our STOP Area I Program in North Highlands, CA. She has worked for WestCare since April of this year. Stephanie was born in Nevada City, CA and has a BA in History from Humboldt State University. She enjoys reading, primarily fantasy – "The Lord of The Rings" series is her favorite. In addition, she is an avid knitter! Stephanie is also working on improving her cooking skills.





ATTENTION: 4th Quarter Wellness Prizes Are Still Available!

Have you been waiting to register for WestCare's Wellness Program, WellRight?

It's not too late! You can still accrue points towards:

- **Health insurance premium reduction (this may save you money during 1st quarter 2021) OR
- **Eligibility for entering a drawing for a prize valued at \$500.00 for 3,000 points by 12/31/20 OR
- **Eligibility for entering a drawing for a prize valued at \$750.00 for 5,000 points by 12/31/20

DON'T MISS THE BOAT! REGISTER NOW!

Take care of your wellness while having fun, too! Look for a system-generated email from WellRight to register or contact Susan Rinaldi@westcare.com) for assistance.





EMPLOYEE ENGAGEMENT:

"Healthy Recipe - Roasted Curry Salmon With Tomatoes"

By Stephanie Buck, Administrative Assistant, WestCare California



"Whip up this simple, yet flavorful dish in 20 minutes flat. Our Roasted Curry Salmon With Tomatoes includes a smart technique for cooking protein and vegetables in one fell swoop: Everything roasts together on a single rimmed baking sheet. So, the procedure's pretty smart, but the flavor is the real star here! These salmon fillets are seasoned with curry powder and combined with the roasted tomatoes and fresh basil, offer an aromatic, rich taste that suggests you've spent much more time over the stove. Since it requires little hands-on work right before you sit down, the dish is great for dinner parties."

Prep/Total Time: 20 minutes, Yield: Serves 4

Ingredients

- 1 cup long-grain white rice
- 1 pint grape tomatoes
- 1 tablespoon olive oil
- kosher salt and black pepper
- 1½ pound skinless salmon fillet
- 2 teaspoons curry powder
- ¼ cup torn fresh basil

Directions

- 1. Heat oven to 400° F. Cook the rice according to the package directions.
- 2. Meanwhile, toss the tomatoes, oil, and ¼ teaspoon each salt and pepper on a rimmed baking sheet.
- Nestle the salmon among the tomatoes. Season with the curry powder, ½ teaspoon salt, and ¼ teaspoon pepper.
 Roast until the salmon is opaque throughout and the tomatoes are soft, 15 to 18 minutes.
- 4. Serve over the rice and sprinkle with the basil.

Nutrition Facts

• Per Serving: 509 calories; calories from fat 147; fat 16g; saturated fat 3g; cholesterol 107mg; sodium 451mg; protein 43g; carbohydrates 44g; sugars 2g; fiber 2g; iron 4mg; calcium 54mg.





EMPLOYEE ENGAGEMENT: Ticketsat Work - Employee Perks Program

"Have you signed up yet for a free membership? There are lots of discounts to utilize...even if you are working from home!" - Susan A. Rinaldi, Director of Employee Engagement, WestCare Foundation

Access Your Employee Perks Program Today!





More perks. More savings. More of what makes you happy.

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GRANTS/RESOURCE DEVELOPMENT: "And the Hits Just Keep Coming"

By Lisa Jackson, Interim VP of Grants, WestCare Foundation

"There has been lots of good news since our last article.

Gulf Coast - Florida received a SAMHSA Workforce
application award for five years which will provide the
region \$500,000 each year to develop job opportunities
for clients. Arizona received a HRSA R-CORP (Rural
Communities Opioid Response Program) planning
application for \$200,000 for 18 months. The Pacific
Islands received a three year grant for Sexual Risk
Avoidance from the Department of Administration for
Children and Families for \$445,834. Nevada received a
five-year award for Fatherhood – Family-focused,
Interconnected, Resilient and Essential (Fatherhood
FIRE) for \$534,596 each year. Texas received a Crime



Prevention grant from the City of San Antonio in the amount of \$150,000, a \$25,000 grant to support their Digital HUB and a grant from AmeriCorps to support 12 AmeriCorps Public Allies for the 2021 program year. Congratulations to each of these regions!

But, we are having to wait patiently for other award news. We are still waiting for the CDC to award the Drug Free Communities grants and there are a copious number of other applications we are waiting to hear about. The Grants Department currently has 99 applications pending. It seems we can't rush these decisions.

We remain hopeful and are very busy. This past month, we have been meeting with the Western region to discuss what type of funding we should go after in each region, where the gaps in our services are now and where should we look to expand. Are there new populations, geographic areas or special needs we should be helping? While we are opportunistic when new and unexpected funding does appear to be a good fit, we also want to be planning where to seek new programs and services. We hope this planning will assist each region to grow and fill the many needs of our programs, our clients and our communities. We met with the Eastern region in October to conduct this same type of strategic planning."





INFORMATION TECHNOLOGY: "Don't Take the Bait! How to Avoid Office 365 Phishing Attacks"

By Dwayne Stevens, Chief Information Officer, WestCare Foundation



"Over the past few months, the Information Security Team has seen a significant increase in phishing attacks targeting WestCare staff. Most of these involve cybercriminals attempting to spoof Office 365 emails and are geared towards gathering login credentials and payment details of Microsoft accounts. The phishing emails often include realistic-looking Office 365 logos and include links that take victims to a fake website that looks just like a real Microsoft landing page. There, victims are asked to enter their usernames and passwords.

These Office 365 themed attacks are unfortunately often successful in tricking recipients, which can lead to account compromise and data breaches. This demonstrates how powerful a convincing phish attempt can be if the victim isn't prepared. There are many reasons why these attacks are so effective, including:

- 1. They appear to come from an 'official' source: Like all successful con artists, the attackers exploit the victim's trust. In this case, the cyber criminals use the Microsoft brand and a fake domain to gain the recipients' confidence so that they take the email at face value.
- 2. They trick users with subtle URL changes: Hosting the fake websites on domains with 'Microsoft' or 'Office' in the name makes the link included in the email appear legitimate so users don't suspect anything malicious. Clicking on the link then takes the target to a landing page that looks almost identical to Microsoft's actual site.
- 3. They mimic real-life processes: Messages about password expirations, quarantined emails and locked out accounts are types of emails that employees receive regularly, which the criminals exploit to devastating effect.
- 4. They trigger immediate action through a sense of urgency: By including demanding wording and setting quickly approaching due dates, the cyber criminals create a sense of urgency in their targets. The email subtly puts pressure on the recipient to act immediately so they can't investigate whether the messages are legitimate.

(Continued on Page 30)





INFORMATION TECHNOLOGY: "Don't Take the Bait! How to Avoid Office 365 Phishing Attacks (Continued)"

(Continued from Page 29) "Fortunately, there are phishing email detection and protection best practices that every member of our workforce can learn and put into action to help us avoid these threats.

- 1. <u>Don't open email from unfamiliar senders or organizations:</u> Never open messages that originate from individuals or organizations that you don't recognize. Be on the lookout for email sender red flags, such as a lack of contact information or a generic message greeting such as 'Dear Sir' or 'Dear Madam.' Don't just look at the name of the sender, inspect the actual email address containing the @ sign.
- 2. Never click on links you don't trust: Be wary of any links included in email you receive from unfamiliar sources. The webpages you may be redirected to as a result can be unsecured and potentially infected with malware. Verify the validity of any in-text links before clicking on them by hovering your cursor over the hyperlinked text and checking the URL. If you're uncertain, visit the official website by entering the address manually.
- 3. <u>Inspect the email text for suspicious elements:</u> When you receive an email from an unrecognized source, always read the message carefully before acting. Look for spelling and grammatical errors, as well as formal or urgent language.

If you are suspicious about any email you receive, report the email to the Information Security team right away by using the Report Phish button in Outlook or OWA, or by forwarding it to phishing@westcare.com

These Microsoft Office 365 phishing scams will certainly continue, but cybercriminals are always coming up with new ways to trick us into giving up sensitive information every day. The most effective way to combat these threats is with ongoing education. Your knowledge and vigilance are WestCare's most critical cybersecurity assets."







PROFESSIONAL SERVICES:

"WestCare Employee Wins Top Scholarship Honor"

By David Rosynsky, Director of Standardization and Innovation, Professional Services Department



Sharon Lockett

"Last month, WestCare's Professional Services Department assisted Sharon Lockett, a member of the WestCare Gulf Coast- Florida team, to become the recipient of the Treatment Communities of America's Richard Pruss Professional Development Scholarship.

Therapeutic Communities of America (TCA), founded in 1975, is a not-for-profit, member-led professional consortium of over 600 providers that offer an array of integrated behavioral health services throughout the US and Canada (including WestCare).

TCA is committed to working with its members to support, prevent and alleviate the profound personal, social and economic consequences of substance use disorders.

In 2019, TCA established the scholarship to honor Richard Pruss, a founding member of TCA, and a leader in the behavioral health and human services arenas.

This year, Sharon, a Behavioral Health Technician in WestCare GulfCoast-Florida's WEMERGE program, celebrates 20 years in recovery.

'I'm proof that treatment works and that long-term recovery is absolutely possible,' says Sharon.

'I was 40 and deep into my addiction to crack cocaine,' remembers Sharon. 'I knew that as long as my life was out of control, my two children would continue to suffer. One day, I looked in the mirror and made my mind up that my children needed me more than the drugs or the streets did. That's the day that I sought help from a treatment program. That decision was the first step in a lifelong journey to sustain my recovery and be the strong woman that my family relies on today.'

This year, as Sharon turned 60, she enrolled in college classes for the first time. The TCA scholarship will help Sharon with \$1,000 towards her college expenses. Sharon hopes to earn a degree in human services and become a substance use disorder counselor in the future.

WestCare Foundation's Senior VP, Bob Neri and Jean Jones, WestCare GulfCoast - Florida's Director of Treatment Services, nominated Sharon for the scholarship. Working with members of the Professional Services Department, Sharon completed the scholarship application which included a personal essay and professional development plan.

'Sharon is the picture of resilience and determination,' says Jean.

Last month, Sharon accepted the scholarship award in a virtual TCA meeting.

Sharon is the second member of the WestCare Family to receive this honor. In 2019, TCA awarded the inaugural Pruss Scholarship to a former WestCare GulfCoast staff member. WestCare congratulates Sharon on this significant honor!"





ABOUT WESTCARE: Uplifting the Human Spirit Since 1973!

WestCare, a family of tax-exempt nonprofit organizations founded in 1973, provides a wide spectrum of behavioral health and human services in both residential and outpatient environments. Our service domains include Treatment and Rehabilitation, Mental Health, Veterans Services, Criminal Justice, Housing Opportunities, Education and Prevention and support for those fleeing Domestic Violence. These services are available to adults, children, adolescents and families. We specialize in helping people traditionally considered difficult to treat, such as those who are indigent, have multiple disorders or are involved with the criminal justice system.



WestCare proudly operates programs in 17 states, three U.S. territories, the Dominican Republic and the Republic of Palau!

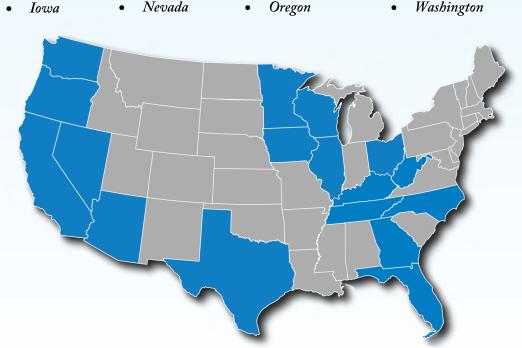
- Arizona
- Georgia
- Kentucky
- North Carolina
- Tennessee
- West Virginia

- California
- Illinois
- Minnesota
- Ohio
- Texas

- Florida
- Iowa
- Nevada
- Oregon
- Wisconsin







U.S. Virgin Islands

Puerto Rico



For more information on WestCare's many services and locations, please call (702) 385-2090 or visit westcare.com





Meet The Editors!



While the Express newsletter wouldn't be possible without the regular submissions that we receive from our amazing staff, it wouldn't come together without our editors, Gabriela McNiel and Michael Mygind! When they're not working on The Express, they're handling various marketing duties including promotional materials, social media, event planning, video production and more!

CA: Gabriela Espinosa-McNiel, Director of Marketing and Michael Mygind, Marketing Specialist



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How Can Anyone Support WestCare Online?

If you know someone who loves to shop online, they can help WestCare by shopping at *AmazonSmile* (bookmark https://smile.amazon.com/ch/86-0852629) and selecting WestCare Foundation. A portion of the purchase will be donated to WestCare at no cost to the shopper.



WestCare is registered with *PayPal Giving Fund*. When shopping on eBay or using PayPal online, users can select WestCare as their charity of choice. Donations can be made by visiting https://www.paypal.com/fundraiser/105865137050618816/charity/74402



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

