

THE *Express*

OUR WESTCARE STORIES
FROM AROUND THE WORLD



Pictured: Dick Steinberg, Bill Brear (Former Mayor of Las Vegas), Bob McNutt, Bill Crenshaw (1980)



Welcome from Dick Steinberg

President & CEO

Welcome to The Express! This marks a very special issue as we celebrate our 48th anniversary this October! Since our humble beginnings in 1973 as Fitzsimmons House, a therapeutic community treatment program in Las Vegas, we have been blessed to be able to enjoy so many memorable years as an organization. Through many amazing moments, countless lives changed, and some occasional difficult decisions - our organization has adapted, evolved, and grown to effectively meet the diverse needs of those that we have been so fortunate to serve.

With just two years until we celebrate our next milestone of 50 years, I am reminded of my main interest since my time working with the YMCA so many years ago - helping people build better lives. It brings me joy to say that thanks to the contributions, passion, efforts, and compassion of our amazing family of staff, volunteers, and community partners - we are doing just that and so much more! We have established the name of WestCare within our communities as an organization that can help individuals be only their best self and gain the confidence to pursue their goals, reconnect with their families, and live life to the fullest!

Since changing our name to WestCare in 1988, we have been fortunate to establish programming in other states and parts of the world, and continue to expand the variety of services that we are able to provide. To have grown from one single program to an entire family of operations in 16 states, three U.S. territories, and two republics is a remarkable feat that we owe only the most sincere thanks to our staff and community partners for helping us accomplish! Examples of this growth can be seen throughout this issue with various photos of programs that we've been so fortunate to open over the years!

While our mission of Uplifting the Human Spirit can be seen as a lofty goal, we are indeed meeting it each and every day for those who have chosen us to help show them a better way. While we were once small and mighty, it is our devoted team and the lasting partnerships that we have built that have allowed us to grow the strong foundation that we are so thankful to have today. To many more amazing years of Uplifting the Human Spirit and helping people build better lives...

Thank you!

Dick Steinberg



Arizona Shows their Support for Suicide Prevention and Celebrates Recovery!

By Emily Selby, Case Manager/BHT



In honor of **National Recovery Month**, **WestCare Arizona** sponsored and participated in several events in and around our community in September including the **Third Annual Suicide Prevention Awareness Walk** and the **12th Annual Recovery in the Park**, both held on September 18th at Rotary Park in Bullhead City! The combined all-day event gave us a chance to meet with other service providers in our community and help increase the awareness and understanding of mental health and substance use disorders while also celebrating those who have overcome them and those who continue the fight. This is a very special event to us since each year, we are given the opportunity to see many past clients who have reclaimed their lives while within our care. National Recovery Month reinforces the positive message that behavioral health is essential to overall health, is effective, and that people can and do recover. We are proud to be a part of this growing event and look forward to participating for many years to come!



Learn more about programs



WestCare Arizona



@westcareaz

An Open Discussion in Support of National Gay Men's HIV/AIDS Awareness Day

By Michael Mygind, *Marketing Specialist*, with a Client Testimonial from Rogelio



Every year, September 27th marks **National Gay Men's HIV/AIDS Awareness Day**, a day of awareness regarding the impact of HIV/AIDS on gay and bisexual men in the United States. To continue the conversation, we'd like to share a testimony from an individual that we serve.

While this day of awareness has passed, let's continue to have open conversations about our experiences like Rogelio's and the importance of testing, condoms, PrEP, and the medicines that treat HIV! For more information on resources and testing near you, please visit gettested.cdc.gov.

"I would like to start by saying, Happy National Gay Men's HIV/AIDS Awareness Day! I honestly never thought that I would genuinely want to share the joy that this day brings me. I will admit that I embrace my status as a part of me. I found out that I was HIV positive in March of 2018. Being in an active addiction with meth and engaging in unsafe sexual encounters, I knew the risks. Nevertheless, finding out my status was still hard for me. Not to mention how hard it was coming out to my loved ones about it. What did make the process a bit easier was how advanced medication is. Becoming undetectable is the goal, so thanks to modern medicine, it is possible. I was undetectable within three months of starting my medication. Remaining undetectable, letting people know about your status, practicing safe sex, and taking your medications as directed are all important to the safety of others and ourselves. I chose not to be anonymous, because I want to be a part of breaking the stigma attached to being a Gay man living with HIV." – Rogelio



Follow for more news



WestCare California



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@westcarecalifornia

The Ocean Reef Community Foundation Funds ADHD Testing

By Denise K. Costa, Office Manager



Children and adults with undiagnosed Attention Deficit Hyperactivity Disorder (ADHD) can develop significant problems which can affect all aspects of their lives. Medication is effective for treating ADHD symptoms, but until now, it has been difficult to achieve adequate screening because traditional procedures are subjective, time-consuming, and expensive. In addition, ADHD is usually treated with psychostimulants and proper testing is critical to avoid prescribing to those who have substance use issues or those who may sell their medications.

The Connors Continuous Performance Test (CPT) not only scores their overall performance, but provides an evaluation of attention in four different aspects: inattentiveness, impulsivity, sustained attention, and vigilance. These results, combined with the Connors Continuous Auditory Test of Attention, (CATA) will assist our clinicians in targeting our clients' specific attention needs and help to develop behavioral interventions to aid in their treatment.

Our initial target group was adults and we've had very positive feedback from those that have taken the test. One example is a young male who came to see the doctor after being arrested for assault. He was unemployed, homeless, and estranged from his family due to his impulsive behaviors. This patient reported having attention problems in school when he was younger but had no record of a diagnosis or history of taking ADHD medication. He was one of the first patients referred for the new ADHD test and his results strongly suggested problems with inattentiveness, impulsivity, and sustained attention. He followed up with the doctor and began medication. After one month, the client reported improvement in his attitude and impulsivity. In time, he has started working again and began rebuilding relationships, and getting his life back on track.

The funding that we have received from the **Ocean Reef Community Foundation** has ensured that the individuals that we serve at the **Guidance/Care Center, Inc.** who are in need of medications truly have an ADHD diagnosis thanks to a laptop and software that the funds have provided for conducting assessments on-site.

The psychiatrists at the GCC are excited to have this new tool available to aid in a more thorough evaluation of ADHD in children and adults. They have been referring their clients for testing, even those with a current diagnosis of ADHD, to help them pinpoint the exact nature of the problems.

Thank you to the Ocean Reef Community Foundation for ensuring that essential and appropriate mental health services are available to the Upper Keys residents that we serve!



Connect with the G/CC



Guidance/Care Center by WestCare

Connecting with Leaders to Create Change

By Elena Hoyos, Administrative Services Director



On September 27th, leadership from **The Village South** had the opportunity to host the **Florida Department of Children and Families' (DCF)** Secretary, Shevaun Harris and Assistant Secretary, Erica Floyd-Thomas as well as Broward County Commissioner, Nan Rich, and regional leadership from our management entity, the **Broward Behavioral Health Coalition (BBHC)** and the DCF. Frank Rabbito, Chief Operating Officer (COO) for WestCare Foundation and Danny Blanco, Vice President of The Village South, led a tour of the residential facility, their state-of-the-art childcare program and gave a presentation on the wide array of services that The Village South has to offer in South Florida.

We are thankful to our partners with the DCF and Broward County for the opportunity to showcase the great work that our staff does on a daily basis to serve the South Florida community and fulfill our mission of Uplifting the Human Spirit!



Connect with The Village South



The Village South, Inc



@thevillagesouth



@thevillagesouth



Frank Rabbito was selected to lead the **Florida Behavioral Health Association's (FBHA)** advocacy efforts on behalf of the **Florida Council for Behavioral Health (FCBH)** at their October board meeting held in Tallahassee.

Going into the 2022 Florida legislative session, beginning in January, Frank will lead the association's legislative and advocacy agenda.

The FCBH conducts policy analysis and advocacy related to behavioral health issues, reviews and proposes legislation, guides legislative advocacy initiatives, and supports the work of Florida's statewide Behavioral Health Association (BHA).

Attending the Board meeting were WestCare Florida Vice Presidents, Danny Blanco, Maureen Dunlevy, and Larry McArthur. The board meeting included a legislative reception held at the FBHA headquarters. Twenty-two members of the House of Representatives and the U.S. Senate were also in attendance at the event.

Frank Rabbito, COO is Elected Chairman of the Florida Council for Behavioral Health

By Wendy Ramos, *Executive Assistant*, WestCare Foundation



Celebrating National Recovery Month

By Kendra Webb-Muhammad, *Program Director*

In September, the **WestCare Georgia Youth Academy** welcomed youth, staff, and community partners to join us in celebrating recovery! We gathered in a circle and shared our thoughts and aspirations about the importance of recovery and the daily challenges associated with the fight for sobriety. Each participant was provided with an opportunity to share stories of their past, their current struggles, and their goals for recovering from the addictions that have impacted their functionality. At the conclusion of our dedication to recovery, each participant released a purple balloon in

remembrance of those who have lost their battle with addiction while celebrating the recovery of those who remain in the fight! Each balloon had positive affirmations, well wishes, and personal messages on them to encourage others. The event was a total success and a beautiful collaboration among a group of individuals striving for personal recovery and in support of each other's journey. Although National Recovery Month is over, the fight lives on. Join us in celebrating recovery one day at a time!



Follow for more about Georgia



WestCare Georgia



@westcarega



A Donor's Kindness Goes a Long Way in Helping Our Veterans

By Barbara Ruitter, *Data Entry*

When private donor, **Jodi Eliason**, stopped by the **WestCare Iowa/Family Alliance for Veterans of America (FAVA)** office, she was carrying a donation of 15 handmade mats woven out of plastic bags. She wanted to give the mats to us for the homeless Veterans to keep them warm this winter. We have a lot of Veterans who will not go to a shelter until we can find suitable housing for them. The mats will

give them some warmth and dryness as they prevent the wetness from seeping through. She even added straps on them to carry them like a backpack. They are very lightweight. Staff will be able to store some in the FAVA vehicles to give out as needed until we can get the Veteran into housing.

The mats were each made from 70 plastic bags. Jodi shared that

it takes about three weeks to complete one of them. As she made them, she thought that they really needed a handle so they could be easily carried. This does allow the Veteran to roll them back up into a nice little compact bundle.

Thank you, Jodi, for your creativity, hard work, and support of our Veterans. We appreciate your kindness so much!



Follow FAVA for more stories



FAVA (Family Alliance for Veterans of America)



Happy Retirement, Barbara Ruitter!

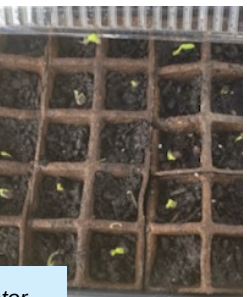
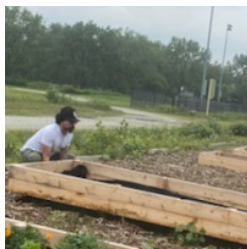
By Darlene Terrill, *Regional Administrator of Iowa Operations*

Family Alliance for Veterans of America (FAVA) gained a dedicated employee when **Barbara “Barb” Ruitter** started in October of 2013. She is the first contact for many that enter the office looking for assistance and the primary person to answer the incoming calls. She knows absolutely everyone in town as she is also the Mayor of Forest City, Iowa’s wife.

Barb has done the data entry required for our Homeless Management Information System (HMIS) to keep us compliant with our federal grant reporting. Of course, we all have many other duties as required in our job descriptions. So, Barb assisted in writing and receiving small grant opportunities that have built thousands of consistent dollars for the match needs in our grants. She has also led the way for fundraising activities and was the person behind organizing our locally adored chili cook-off and silent auction events prior to the pandemic. Adjustments were made and the team decided to do a drive-through chili fundraiser and the locals came to continue their support of our fundraising for the Veterans and families that

we serve. During the pandemic, she also came up with an out-of-the-box idea to present the Not a Gala fundraiser and wrote many letters to get donations for specific needs. She single-handedly raised over \$7,000 in a few months with this approach and through her amazing network of connections. Barb’s family has also been a major part of donating money, time, and goods to the Veterans in our programs. She was FAVA’s representative at the Chamber of Commerce for many years until her term ended.

Barb has been such a wonderful addition to our team and has not only been a co-worker but a wonderful friend to everyone at FAVA. We are so proud to acknowledge all of the good work that Barb has done. She will be missed by our team, Veterans, volunteers, community partners, and stakeholders. We wish Barb a peaceful retirement full of shopping, travels, relaxation, and fun. Thank you, Barb, for all that you have done for FAVA and the Veterans that we serve!



Collaborating for Community Benefit and Personal Growth!

By Melissa Valentine, *Program Coordinator*

Earlier this year, **WestCare Illinois** had a unique opportunity to embark on a brand-new journey that was funded by the **Chicago Region Food System Fund (CRFSF)**. We applied for and received funding from a new grant that enabled us to work alongside two different Chicago-based organizations: **Olive-Harvey Middle College High School** and **New Life Baptist Church**. By partnering together, we were able to implement a food system workforce within these two communities by connecting people to sustainable agricultural skills and tools. The individuals that have been working on these gardens were aged 16-80 and

their efforts blossomed into two beautifully sustained gardens cultivated by the community in areas described as, “fresh food deserts.” In addition to the physical and mental health benefits that were provided to our participants through their service, they also learned about the importance of maintaining a balanced diet and avoiding preventable diseases. By volunteering, they were able to take part in a positive alternative to at-risk behaviors, participate in regular skill-building activities, revive/beautify community areas and strengthen social connections as well as community ties.



Follow Illinois online





Celebrating National Recovery Month

By Jeremie Delauder, MAT Research Assistant

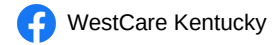
September was **National Recovery Month**. This year's theme was "Recovery is For Everyone: Every Person, Every Family, Every Community." As part of **WestCare Kentucky's** celebration of Recovery Month, the substance abuse treatment programs at our women's facility, **Judi Patton Center for Healthy Families**, and our men's facility, **Hal Rogers Appalachian Recovery Center**, participated in day-long activities.

A Recovery Month tradition for our programs has been a walk-a-thon where our clients participating in treatment walk the track at their respective facilities while carrying a medallion. This medallion is a representation of moving recovery forward during treatment, after treatment ends, and as a new life begins. Participants pass the medallion to one another as the event progresses. The objective is to keep the medallion moving throughout the event.

Along the tracks, our clients will share messages of hope and inspiration, words of encouragement, and sentiments of remembrance for friends and loved ones that have lost their struggle with addiction.



Follow for more in Kentucky



WestCare Nevada is Thanked for Their Services with Special Seats in the Home of The Raiders!

By Andrew Moran, Development Director

The **Las Vegas Stadium Authority (LVSA)** located at the Allegiant Stadium, the new home of the **Las Vegas Raiders**, sure knows how to show love for their community! WestCare Nevada applied for and was recently chosen to attend a regular-season game on September 26, 2021, between the Raiders and the Miami Dolphins from the LVSA's Community Suite!

lifelong Raiders fans on our team, this was truly an amazing experience that we will never forget! The Raiders did not disappoint either, overcoming a 14-point deficit and eventually winning the game in overtime with a final score of 31 to 28!

Eighteen members and guests of the **WestCare Nevada** family enjoyed the day's game from the suite along with its included amenities. Looking over the railing at a sold-out stadium of 68,000 fans was nothing short of a construction marvel. Allegiant Stadium, or as it's affectionately referred to as the "Death Star" by Raiders' fans, is located in the middle of the Las Vegas Strip with amazing views from above! With many

On behalf of our WestCare Nevada family of programs, we would like to send our most heartfelt thanks to the Las Vegas Stadium Authority for selecting our organization and placing us among the other amazing community-based providers that were selected for this honor! We'd also like to give special thanks to Allegiant Stadium's catering and suites teams for their stellar service and hospitality throughout the game! Thank you all for joining us in helping fulfill our mission of Uplifting the Human Spirit!

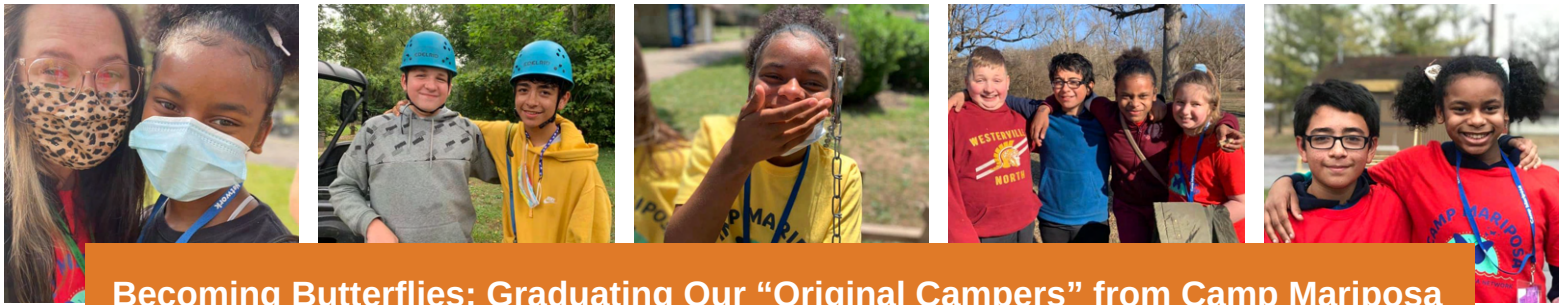


*All staff and guests were pre-screened with verified vaccination records and are pictured without masks.



Learn more about Nevada

WestCare Nevada @westcarenevada @westcarenevada



Becoming Butterflies: Graduating Our “Original Campers” from Camp Mariposa

By Abby Hofrichter, *Communications & Social Media Coordinator*, Hofrichter Creative LLC and Wendy Berkshire, *Camp Director*, Camp Mariposa

Instead of “Pomp and Circumstance,” **Camp Mariposa’s** Camp II campers graduated to the sounds of snapping fingers, teary sniffles, and laughter on a Saturday evening in October. Campers and mentors gathered in a circle to give the three graduating campers snaps for their growth and the roles that they’ve played at camp.

By the time we reach the holidays, **East End Community Services** will have graduated all of its original campers (or “OC’s” as we like to call them) from its Camp I and II sessions. These campers, now 13-years-old and ready to grow into our Teen Camp, are the perfect example of what it means to be uplifted and more importantly, what it means to uplift others in your community.

Some might find it hard to believe that these confident, kind, funny, and empathic kids were ever shy and reserved, but that is exactly what makes this season of celebration so special to Camp Director, Wendy Berkshire, the adult camp mentors, and the program itself.

When this class of campers arrived at their first session four years ago, it was also East End’s first camp. Many arrived unsure of what to expect and all of them arrived carrying their own stories of familial addiction. Over many fun weekends at camp, virtual “campfire” sessions, and group outings, each child has gone through their own butterfly process. (Mariposa means “butterfly” in Spanish.)

They’ve gained emotional awareness and intelligence, confidence, and lasting friendships. In the “Snap Circle,” the three graduating Camp II campers were thanked and praised by both their peers and mentors for their natural leadership skills, hilarious senses of humor, kindness to others, and strength.

There is no question that these “OC’s” have transformed personally, have begun transforming the lives of their friends and peers, and are ready to continue doing both at Teen Camp and beyond! We even heard a few say that they want to be Junior Counselors one day! Talk about uplifting!

“It has been an honor and privilege to see them grow” - Wendy Berkshire



Learn more about East End



East End Community Services



@eastendcommunityservices

That's a Wrap!

By Raven Saville, *Youth Educator* and Leslie Estrella, *Program Manager*

The countdown to **WestCare Pacific Islands' PREP PATHways'** finale has officially begun! Despite the global pandemic, nothing has kept the PREP teams from **Guam** and the **Republic of Palau** from connecting with the community. The teams persevered and rose to the challenge by harnessing their adaptability and resiliency. As a result, both teams implemented innovative and creative strategies.

As we reflect on the six years of the PREP grant's implementation, we leave with full hearts and happy souls knowing that we left a positive impact on countless middle-schoolers. The PREP staff has successfully reduced risky behaviors, supported healthier youth and families, and increased our youth's self-esteem and leadership

skills. The lives that we have touched are a testament to the passion and the work that PREP has done both in Guam and Palau!

Long-lasting friendships were forged and will continue beyond the PREP grant. The efforts of our community partners - the school administrators and counselors who believed in the PREP team - will never be forgotten! We close our PREP adventures with a simple message to our youth: We hope that you build and share the isa-ta (our rainbow) skills that you've learned from your time with us and continue to grow a much more colorful and vibrant future. Be inspired, feel empowered, and always rise!



**NOTE: Palau had no confirmed COVID-19 cases at the time participant group photos were taken in July 2021*



Continue the journey online

WestCare Pacific Islands @westcare.pi @westcare.pi

Guara Bi Receives Recognition for Service to Their Community

By Yolanda Gonzalez Malave, *Program Assistant & HR Coordinator*

The **Speaker of Puerto Rico's House of Representatives, Lisie J. Burgos Muñiz**, sponsored a training activity for staff working in different treatment and rehabilitation programs as part of local initiatives in support of National Recovery Month in September.

During this event, the work of several non-profit organizations was recognized including **Guara Bi, Inc.**, who was represented by Mr. Cristian Duarte, Deputy Chief Operating Officer of the Caribbean and Latin American Region. We were honored to receive recognition for the work we have been doing to support the recovery of populations in need as well as our continued commitment to the prevention of drug use. We are very proud of this recognition since it has always been our mission to provide housing, treatment and prevention services to those with the courage to fight and overcome their addiction and conflicts.



The Beyond Recovery Workshop Proves that Recovery is Possible!

By Yolanda Gonzalez Malave, *Program Assistant & HR Coordinator*

As part of the collaborative agreement for administrative support with the **Asociacion Modelo Minnesota** in Argentina, Ms. Iris De León, Clinical Coordinator of **Guara Bi, Inc.**, organized a discussion and workshop in September titled, **"Beyond Recovery."** As part, treatment and clinical professionals from Argentina were able to hear the success story of Mrs. Liz Yahaira Román, who was immersed in drugs for six years, but is now rehabilitated and today, her story is transforming lives and proving that recovery is possible! Attendees were also able to hear from, Mrs. Barbara Melendez, Social Worker with the women's organization, Casa Ruth. Liz and Barbara are also proud members of WestCare Puerto Rico's Community Action Council (CAC). What a great way to celebrate National Recovery Month!



Follow the journey online

Guara Bi



Camp Mariposa Directors Attend Eluna Network Training in Philadelphia

By Renee Salyers, Regional Administrator

During the week of September 27th, **The Eluna Network** was host to WestCare staff from **Tennessee, Kentucky, Gulf Coast – Florida, and Ohio**, along with many other Camp Mariposa members from across the U.S. and Canada. All Camp Directors were trained in the evidence-based program, Too Good for Drugs.

Too Good for Drugs' fourth-grade curriculum lays the groundwork for drug-free living through a fun and interactive journey of setting reachable goals, communicating effectively and making responsible decisions. The program focusses on developing students' social-

emotional skills and reinforces those skills through interactive activities. Students embark on a "canoe trip" to discern positive and negative friendship qualities and take on superpowers as Captain Funderwear and Princess Glitter Blast to learn the dangerous consequences of unsafe use of prescription medications. Other activities include an A-mazing maze to identify the steps to making good decisions, a "car race" to find healthy ways to manage emotions, and role-play scenarios for mastering peer-pressure refusal strategies. We look forward to implementing this curriculum in Camp Mariposa across WestCare!

We'd like to send a big THANK YOU to Brian Maus and Latoya Ford of the Eluna Network. The mission of Eluna is to support children and families impacted by grief or addiction. Our innovative resources and programs address the critical needs of children experiencing powerful, overwhelming, and often confusing emotions associated with the death of someone close to them or the presence of substance abuse in their family. No child should have to face these struggles alone and our unique programs bring kids together to ease their pain and provide the tools need to help restore hope.

In attendance from left to right:

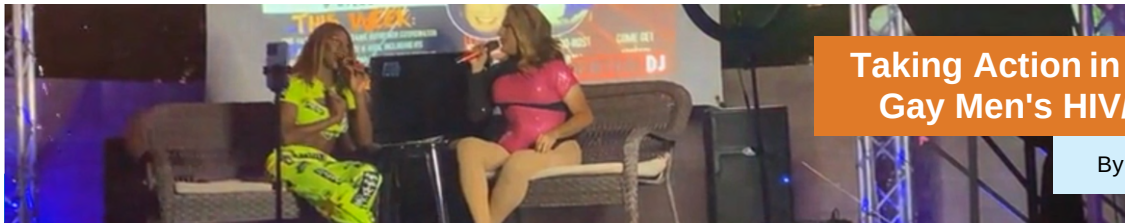
- Jennifer Bryhn-Lash, *Camp Director, Gulf Coast - Florida*
- Wendy Berkshire, *Camp Director, Ohio*
- Tessa Woods, *Camp Director, Tennessee*
- Maureen-Ann Traci, *Executive Assistant/HR Generalist, Gulf Coast – Florida*
- Renee Salyers, *Regional Administrator, Tennessee*
- Briana Gilford, *Camp Director, Kentucky*
- Stacy Smallwood, *Prevention Specialist, Ohio*



WestCare Tennessee



@WestCareTN



Taking Action in Observance of National Gay Men's HIV/AIDS Awareness Day

By Jessica Cerda

In partnership with the **Pegasus night club, BEAT AIDS, The Queen Fantasia, and Tundra Hall, WestCare Texas** presented the "Current State of HIV and Medicine," a panel discussion and Q&A with BEAT AIDS Outreach Coordinator, Elizabeth Tijerina and local drag queens, The Queen Fantasia and Tundra Hall. The panel was streamed live on Queen Fantasia's weekly podcast on Instagram, The Queen Show, and preceded The Queens of the Strip drag show at Pegasus the same night.

WestCare Texas has a new lead prevention navigator who is taking HIV/AIDS education and prevention straight to Main Street! In San Antonio, Main Street is also referred to as "The Strip," where LGBTQIA+ nightclubs sit next to each other for a few blocks just north of downtown.

Xavier Graves, WestCare Texas' Lead Prevention Navigator, says that the "Current State of HIV and Medicine" event held on September 29th in observance of National Gay Men's HIV/AIDS Awareness Day on September 27th, is just the beginning.

Additionally, BEAT AIDS provided free and confidential on-site HIV testing an hour before and after the show. Next, Graves plans to

organize a food and Sexually Transmitted Disease (STD) testing drive for the homeless population near downtown as well as conduct more outreach on The Strip. He began his role with WestCare Texas as the lead prevention navigator on September 1st and is starting his tenure with active and culturally appropriate engagement with his population of focus.

Welcome to WestCare, Xavier!

"This event was a great starting point for the direction we're trying to take this program. We would like to get involved in spaces where the people that we are trying to educate, commune, and reach live, work, and play," said Graves.



Read more online



WestCare Texas



Family Fun Day in the Virgin Islands

By Yolanda Gonzalez Malave, *Program Assistant & HR Coordinator*

The Village - Virgin Islands Partners in Recovery's prevention office recently hosted a family fun day event at the Louis E. Brown apartment complex. We invited their residents to join us for a day of family fun, bonding, and learning. We used this event as part of a recruitment effort to enroll families into our **Strengthening Families** program for residents with children ages 7 - 17.

We provided delicious meals by an up-and-coming local chef, cotton candy, live music by local DJ, **Big Kat Sounds**, and clowns on behalf of **Child's Party Service**. Children who attended made new friends within their community and their parents got a chance to learn about the programs that we offer while enjoying the free day of family fun.

We surpassed our goal of enrolling 15 families and are excited to begin our new cohort on November 9th! We also provided free HIV and Hep C testing to residents ages 12 - 24 as part of our **Progressive Lifestyles** program that serves teenagers and young adults.



Follow along for more



The Village - VI Partners in Recovery Inc / WestCare



The Joining of Hands: Innovative Non-VA Patient Care Partnerships to Help Veterans

By Donald Lachman, *Special Projects Coordinator*, and Andrea Talmadge, *Regional Coordinator*

There is a national movement to reduce the traditional communication barriers existing amongst community stakeholders and health care providers related to improving the access, coordination, and delivery of patient care services. Helping to drive these innovations is the growing use of information-sharing platforms like UniteUs combined with Medicaid transformation. Transformation under Medicaid waivers has been incentivized with improved patient care outcomes, reduced costly hospital readmissions, and a decrease in the chronic use of emergency services.

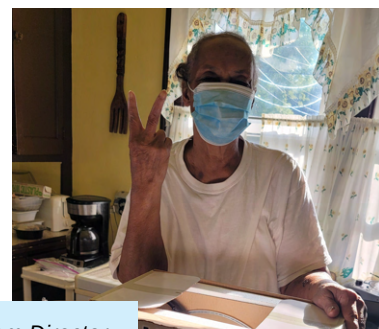
WestCare Washington's, coordinated case-management program, **WAServes**, was an early user of UniteUs. WAServes recently initiated

conversations with leadership representing the state's largest health care provider, Kaiser Permanente. These discussions raised awareness on the thousands of Washington state Veterans who are likely receiving care from Kaiser and have increased understanding of the potential value of integrating Veterans' benefits and resources into patient care support. Additionally, they highlighted the connection between Veterans' resources and Kaiser's goal of "Total Care" and explained how patient care plans enhanced with Veterans' benefits will advance Kaiser's Medicaid transformation goals with their lucrative fiscal incentives.

The implementation of a model health care collaboration advancing the use of Veterans

benefits by non-VA health care entities is a potential game-changer. Our next actions include collecting data and identifying Veterans currently using select Kaiser clinics, introducing care team coordinators to WAServes, and composing an informational article for Kaiser's staff newsletter. Our long-term vision in this groundbreaking partnership includes the recognized value contributed by WAServes' involvement and the prospect of compensation for our professional expertise and services.





Bringing Families Closer Together with Warm Meals!




By Felicia Williams, LST Program Director

WestCare Wisconsin recently assessed the needs of our Harambee residents and provided a solution. There is no better way to bring a family together than a hot meal after long and busy days! So, crockpots and healthy recipes were distributed to several families to cut down on cooking time and increase family time! Some were connected through the **WestCare Wisconsin E.A.T.S Food Pantry**, **Life Skills Training (LST)** program, and the **Neighborhood Improvement Program (NIP)**. These residents were extremely excited and shared that they couldn't wait to create meals for their families to enjoy! We are hoping that there will be lots of chili, stew, and soup on the menu during these upcoming cold winter months!

WestCare Wisconsin: #ProvidingSolutionsOneNeedAtATime



Get connected with Wisconsin

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ONWARDS TO ANOTHER YEAR OF
Uplifting the Human Spirit

Grants & Resource Development



WestCare's New Programs

By Lisa Jackson, *Interim Vice President of Grants*, WestCare Foundation

“The diversity of recent grant awards received by WestCare speaks to the comprehensiveness of services that WestCare provides to Uplift the Human Spirit of their communities,” said Beverly Watts Davis, Chief Officer of Resource Development and Program Support for WestCare Foundation.

The grant awards described below address a variety of needs ranging from treatment and rehabilitation to housing, education and prevention, criminal justice services, and more! Congratulations to all of our recipients!

- The **Centers for Disease Control and Prevention (CDC)** awarded three **Comprehensive Addiction and Recovery Act (CARA)** youth prevention grants to **Texas** (Laredo and San Antonio) and **Wisconsin**. All grants began on 7/1/21 and provide \$50,000 for five years of programming.
- The **Substance Abuse and Mental Health Services Administration (SAMHSA)** awarded three Youth & Family TREE Grants to **California**, **South Florida**, and **The Virgin Islands**. These grants began on 8/31/21 and are funded for five years. While the variety of services will differ by region, they will all pertain to youth in need of outpatient treatment for a Substance Use Disorder (SUD).
- The **Health Resources and Services Administration’s (HRSA) Rural Communities Opioid Response Program – Implementation (R-CORP)** initiative was funded in multiple regions including **Kentucky**, **Tennessee**, and **Arizona**. This funding began on 9/1/21 and is funded for three years. The programs will serve individuals who are at risk for, have been diagnosed with, and/or are in treatment and/or recovery for an Opioid Use Disorder (OUD).
- California’s **Fresno County** has awarded **California** an **ESG (Emergency Solutions Grant) Homeless Services** grant which began on 9/1/21 and will operate for one year. The program will provide the following services in the following areas: 1) Madera: Emergency Shelter & Street Outreach; 2) Clovis: Rapid Rehousing & Homelessness Prevention; and 3) Fresno: Rapid Rehousing.
- **WestCare Arizona** received an **American Recovery Act** grant from the County for \$1,000,000 to provide transitional living for women served by their programs.
- **SAMHSA’s Mental Health Awareness Training** grant was awarded in **Texas** and began on 9/1/21. For the next three years, this program will educate faith-based communities to increase their mental health literacy and awareness, equip congregations for mental health ministry, engage with faith-based communities to improve access to mental health services, and more.
- **SAMHSA** funded Bexar County in **Texas** for a **ReCAST (Resiliency in Communities After Stress and Trauma)** grant and Bexar County subcontracts with WestCare to implement the program, which began on 9/30/21. The Bexar County ReCAST Program’s goal is to create an integrated, seamless safety net that is accessible to marginalized individuals and families in the community with case management and evidence-based treatment to be a provider for high-risk youth and their families over five years.
- **SAMHSA’s National Childhood Traumatic Stress Initiative (NCTSI)** was awarded to the **Pacific Islands** for five years and began on 9/30/21. The program will provide cultural-responsive treatment for trauma-related mental health issues for male and female youth ages 11-17 living in the U.S. Territory of Guam, specifically focusing on the island’s CHamoru, Filipino, Asian, and other Pacific Island subpopulations.
- **SAMHSA’s Medication-Assisted Treatment (MAT)** grant was funded in **Tennessee**, **California**, and **Florida’s Gulf Coast** as well as **South Florida**. These grants started on 9/30/21 and are funded for five years. While specific populations served will differ based on the region, the primary population served by all programs will be male and female adults (18 and over) who have an Opioid Use Disorder (OUD). In California and Tennessee, additional services will be available for those with a prescription drug disorder.
- **Florida’s Pasco County** has funded **Florida’s Gulf Coast** with two **Community Development Block Grants (CDBG)** which began on 10/1/21 and will last for one year. The first CDBG grant will be for Tenant-Based Rental Assistance (TBRA) for residents that are at or below 60% of the area’s medium income (AMI). Financial assistance will be provided for rent as well as security and utility deposits. The second grant will provide programming to support individuals in substance use treatment and recovery to live independently and participate in the workforce.
- **The City of Milwaukee** funded a new program in **Wisconsin** which began on 10/1/21 and will last for three years. Wisconsin will work with individuals coming out of corrections or detention centers and place them in jobs to help Milwaukee maintain properties. The program will help the participants develop soft skills, gain work experience, earn income, and build their resume.

Human Resources

WestCare HR Recognizes Domestic Violence Awareness Month

By Brittany Silva, HR Recruiter



During the month of October, there are many events that are happening around the world with one of them being **National Domestic Violence Awareness Month**. This month-long observance stemmed from the “Day of Unity” held in 1981 by the National Coalition Against Domestic Violence (NCADV). In 1989, Congress passed a public law to officially designate October as National Domestic Violence Awareness Month.

According to the U.S Department of Justice, 1.3 million women and 835,000 men are victims of physical violence each year. There are several reasons that people continue abusive relationships including low self-esteem, a cycle of abuse, and even danger if they leave. Additionally, the rate of domestic violence has soared through the COVID-19 Pandemic. Victims were isolated with the uncertainty of income.

Most people do not realize that they are in an abusive relationship because their partner has verbally abused them to make them feel at fault. This month, we bring more awareness to the community to build strategies to give victims hope and fight against these crimes. There are many ways to assist or get assistance with domestic violence. Reach out to national hotlines such as the National Domestic Violence Hotline at 1-800-799-7233 or to local community-based providers for information on their services and/or ways that you can give to those in need. Chances are, you could save a life.

It's Almost Time to Elect Your Benefits!

Open Enrollment starts in just a few weeks. It's the one time each year you get to elect or change your benefits (unless you have a qualified life event during the year). Take advantage of it!

1. Note the key dates on your calendar.

The open enrollment period will be from November 12th to November 19th. Don't miss it!

2. Anticipate your benefit needs.

Are they the same or have they changed? For example, if you've moved, expanded your family, or been diagnosed with a new health condition, you might need to switch things up for 2022.

3. We are here to help.

The WestCare benefits team will be holding enrollment webinars prior to open enrollment November 8th through November 11th to help answer any questions.

Look for more information coming soon!



Enroll between
November 12th to November 19
 in the Paycom system

Information Technology



Avoid the Most Common Email Mistakes

Wire Article by Steffanie Schilling as published in the SANS Institute's October 2021 Issue of the OUCH! Newsletter

Email is still one of the primary ways we communicate, both in our personal and professional lives. However, quite often we can be our own worst enemy when using email. Here are the most common mistakes people make with email and how to avoid them.

Auto-complete

Auto-complete is a common feature in most email clients. As you type the name of the person you want to email, your email software automatically selects their email address for you. This way you do not have to remember the email address of all your contacts, just their names. The problem is when you know people that share similar names, it is very easy for auto-complete to select the wrong email address for you. For example, you may intend to send a very sensitive work email to “Janet Roberts”, your co-worker, but instead auto-complete selects the email address for “Janice Rodriguez”, your child’s basketball coach.

You end up sending a sensitive work email to someone you barely know. Always double check the name and the email address in any sensitive email before you hit send. Another option is add the recipient’s email after you have drafted your message, ensuring you selected the intended individual.

Reply-All

In addition to the “To” field when you create an email you also have a “CC:” option. “CC:” stands for “Carbon Copy”, which allows you to copy additional people on your email and keep them informed. When someone else sends you an email and has CC’ed people on the email, you have to decide how you want to reply: just to the sender or to everyone that was included on the email via Reply-All. If your reply is sensitive, you most likely want to reply only to the sender. However, be careful as it’s very easy to mistakenly hit “Reply-All,” which means you would reply to everyone on the email. Once again, whenever replying to a sensitive email, always double check who you are sending the email to before you hit send.

Emotion

Never send an email when you are emotionally upset; it could harm you in the future, perhaps even costing you a friendship or a job. Instead, take a moment and calmly organize your thoughts. If you need to vent your frustration, open up a new email (make sure there is no name or email address in the TO section) and type exactly what you feel like saying. Then get up and walk away from your computer, perhaps make yourself a cup of coffee or go for a walk.

When you come back, delete the message and start over again. It may even help to have a friend or co-worker review your draft response objectively before you send it. Or better yet perhaps once you have calmed down, pick up the phone and simply talk to the person, or speak face to face if possible. It can be difficult for people to determine your intent with just an email, so your message may sound better on the phone or in person. Remember, once you send that email, it exists forever.

Privacy

Email has few privacy protections. Your email can be read by anyone who gains access to it, similar to a postcard sent in the mail. Your email can easily be forwarded to others, posted on public forums, released due to a court order, or distributed after a server was hacked. If you have something truly private to say to someone, pick up the phone and call them.

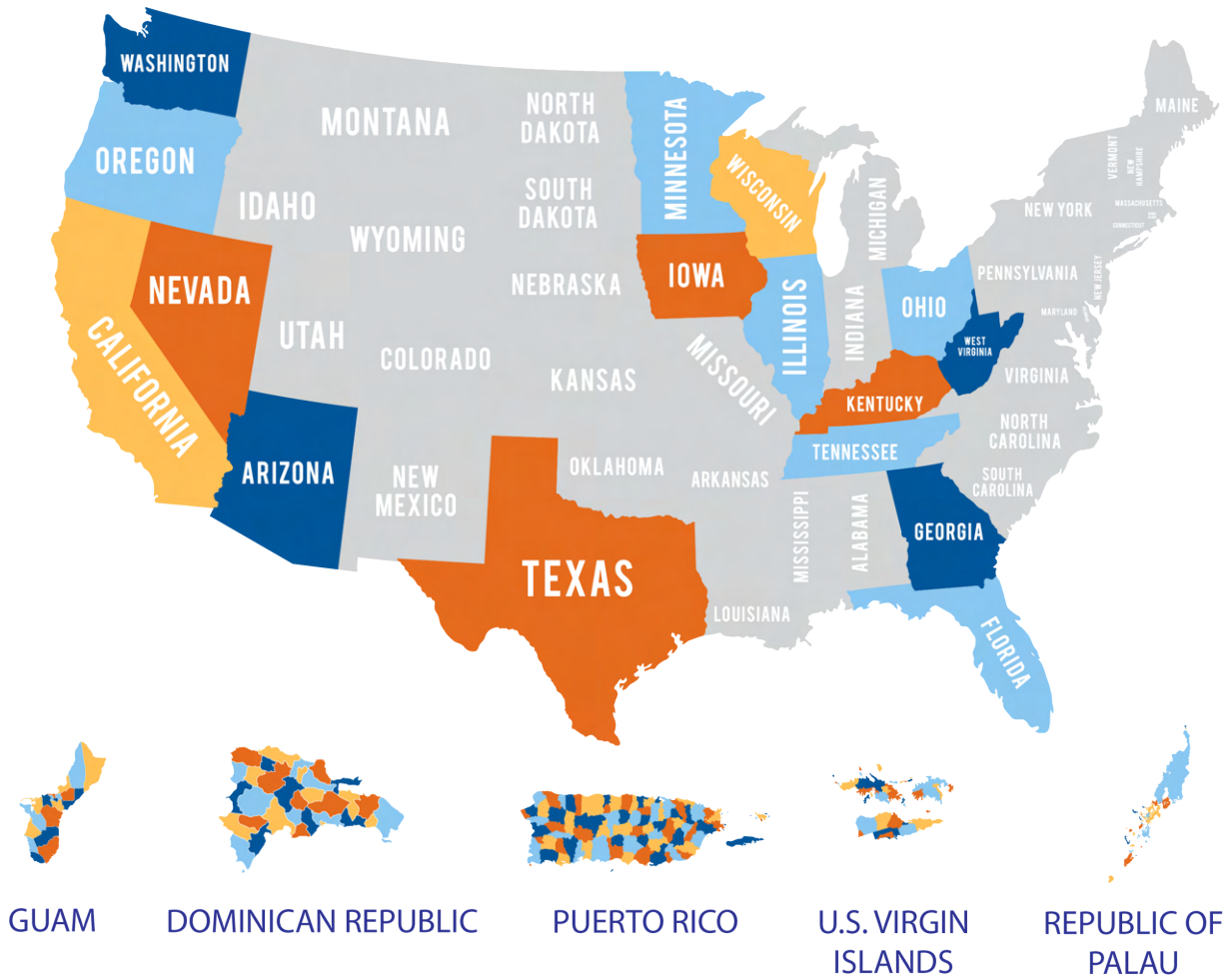
Attachments

If you’re attaching documents to your message, double-check that you’ve attached the correct versions of the correct files before sending.

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, 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.

Proudly serving sixteen states, three U.S. territories, the Dominican Republic and the Republic of Palau



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Storytelling is part of *The Express*

The Express is made possible through stories submitted by our amazing WestCare teams around the world. We know that each and every day, a positive change is happening for our clients with our support.

Have a story to tell? Please email marketing@westcare.com and let's share the impact WestCare makes in Uplifting the Human Spirit.



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Head to smile.amazon.com and select WestCare Foundation as the recipient.



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