



Home at St. E's

Vol. 31 No. 02

Winter 2020

Keeping Clients Housed



Outreach Case Manager Kyra Thomson (right) meets with Nina Vickers outside her apartment.

Even in the current pandemic, St. Elizabeth staff continues moving more than half of the guests at the Men's and Casa Familia emergency shelters into housing. Most people do well when staying in shelter, working on the issues that led to their becoming homeless, obtaining a job or benefits and maintaining sobriety. But when they leave that structured and supervised group environment and are out on their own, things often start getting out of hand. Isolation and loneliness return, alcohol and drug use resumes, medications are forgotten, bills don't get paid and eviction follows.

Now thanks to a grant from Anchorum, the foundation formed from the sale of St. Vincent Hospital to Christus Health System, St. Elizabeth has an outreach case manager to directly address this.

Kyra Thomson stepped into this new position late last year and is working to reduce the number of former clients who return to St. Elizabeth after having been placed in housing but end up losing it and becoming homeless again.

"We see a lot of our former guests return to us after losing their housing, but until now we've never had the funding to properly track the numbers or help them stay housed," says Edward Archuleta, St. Elizabeth's executive director. "We do know that more than 20 percent of those we place into housing return to us within five years, and 75 percent of these returnees come back within the first two years. But since this number only reflects those who return to St. Elizabeth, we really don't know how big the overall problem is."

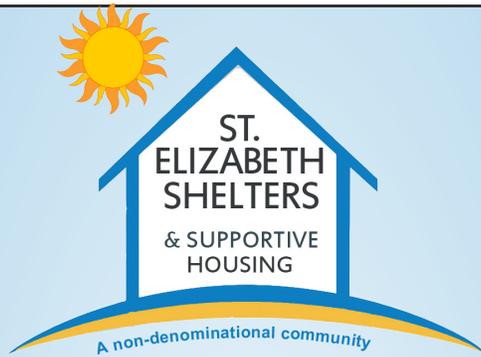
Kyra aims to change all that. She initially came to St. Elizabeth in 2016 as an intern to complete course work for her master's degree in social work from New Mexico Highlands. Staying on, she became case manager in 2018.

In her new position, Kyra communicates regularly with case managers at both emergency shelters and receives information regarding those guests leaving for housing. From this she can make an initial assessment of those who might need the most assistance. She then meets with everyone before departure and gets their contact information. The next week she calls to inquire how they are doing, triaging them according to need. Those appearing to be fine will be followed up via another phone call in a month, while those struggling will get an immediate follow-up visit. During the visit, besides an interview, she assesses their situation by viewing the state of the apartment and their surroundings and provides whatever intervention might be needed to keep them functioning and housed.

continued on page 4

Inside

- 2 Director's Corner
- 3 Covid Changes
- 4 Deductible Donations
- 6 Hungry Mouth Festival
- 7 Chef's List



MISSION

St. Elizabeth is dedicated to assisting homeless individuals and families by providing emergency shelter, food, case management, counseling, supportive housing and referrals to partnering human services agencies.

BOARD OF DIRECTORS

Sam Baca, President
Emily Smith, Secretary
Grant C. Davis, Treasurer
Toni Abeyta
Marcel Legendre
Dan Nickelson
Sunil Sakhalkar
Kathryn Ugoretz

Edward Archuleta, Ex-Officio

ADMINISTRATIVE STAFF

Edward Archuleta, Executive Director
Michael Bartlett, Business Manager
James Podesta, Director of Development
Eric Lopez, IT, Data & Development Manager
Calvin Fields, Special Events & Community Outreach
Deborah Stump, SOAR Coordinator
Kyra Thomson, Outreach Case Manager

MEN'S EMERGENCY SHELTER

Dusti Nichols, Program Manager
Courtney Winter, Case Manager
Tim Almodovar, Shift Supervisor
Adolph Cata, Shift Supervisor
Tang Dao, Shift Supervisor
Ben Myler, Shift Supervisor
Ozell Brown, Overnight Supervisor
Bob Robrahn, Overnight Supervisor
Bailey Steele, Intern
Mattie Thrasher, Intern

CASA FAMILIA URGENT TRANSITION CENTER

Cara Latil, Program Manager
Jennifer Buffalo, Case Manager
Jennifer Barbero, Shift Supervisor
Victoria Bennett, Shift Supervisor
Stephanie Ortiz, Shift Supervisor
Samantha Vigil, Shift Supervisor
Brittany Greenback, Overnight Supervisor
Veronica Hernandez, Overnight Supervisor

SONRISA FAMILY SUPPORTIVE LIVING PROGRAM

Neal Windham, Program/Case Manager

CASA CERRILLOS SUPPORTIVE LIVING PROGRAM

Neal Windham, Program Manager
Brian Durel, Case Manager

Trancito Caldelaria, Maintenance Supervisor

SIRINGO SENIOR HOUSING PROGRAM

Samuel Chavez, Program Manager

St. Elizabeth Shelters & Supportive Housing
 804 Alarid St. Santa Fe, NM 87505

Director's Corner



If it takes a village to raise a child, it takes all the combined efforts of the city, county, state and social services non-profits to deal with COVID.

This winter it's all hands on deck as we counter this crisis. Personally, I'm spending most of my days coordinating efforts via Zoom with my peers at various agencies, while continuing to administer

our five residential programs. We're all working as hard as possible to keep our most vulnerable and at-risk population, particularly the homeless ones, safe from the virus, weather, hunger, other health issues and the dangers of living on the streets.

To wit, I'm coordinating with the Interfaith Community Shelter and the city-run Midtown Campus on an immediate plan to house as many people as possible, even with current occupancy limits, through a combination of shelter beds and motel rooms to prevent hypothermia deaths. At the same time, St. Elizabeth and a coalition of 25 government agencies and non-profits is crafting a permanent system for short-term and long-term housing for homeless individuals and families.

We also are working with the county on a CARES Act grant to provide rental assistance, motel vouchers and other necessities to keep our clients housed. And another CARES Act grant from the New Mexico Mortgage Finance Authority will enable us to upgrade our heating, ventilation and air-conditioning systems to suppress COVID transmission at the Men's and Casa Familia shelters, as well as purchase additional personal protection gear.

Finally, we're partnering with the New Mexico Department of Health and Healthcare for the Homeless to provide COVID testing and flu immunizations, along with working with the Department of Health, Christus St. Vincent and Presbyterian hospitals to devise protocols if there is an outbreak of the virus. But stay tuned. Winter isn't even here yet.

Edward Archuleta
 Executive Director

How Has Covid Changed Your Job?

Jennifer Buffaloe,
Casa Familia Case Manager



It's disheartening that we can't help as many people as before due to COVID occupancy limitations. I feel we could do more for people and it was safer for them and staff when everyone was staying at Casa Familia. But it's now a quarantined building so we can keep staff and guests safe. That means we cannot let overflow guests from the hotel inside or anyone from the public. As a result, I'm doing all our intakes over the phone, on Zoom or meeting potential guests outside. It's good for safety but it's harder to get a full assessment and to determine whether people are being open about their situation and their challenges when it's not face-to-face.

We have some really high-needs guests and those with severe mental health issues can be hard to work with and help over the phone. And in person it can be difficult to keep safe as they often struggle to keep their masks on or to maintain social distance. I have a responsibility to keep myself safe so I don't infect my co-workers and other guests. And that makes it hard as I spend a lot of time out in the community meeting people or at the Green Tree Inn where we're housing overflow guests. I'm also in charge of buying food, supplies and prescriptions for guests staying at the Green Tree, so spend much of my time driving back and forth between there, Casa

Mattie Thrasher, Men's
Emergency Shelter Intern



One big difference is fear – our guests' fear of catching COVID as well as mine. The job has changed, too. My main priority used to be making sure the evening meal was ready for all the guests. Now it's keeping people safe, getting them off the streets quickly and into housing.

I'm doing intakes on the phone now instead of in person. I'm also spending more time outside the building, buying phones and phone cards for those staying in motels so we can keep in touch, preparing and delivering food boxes to them, bringing other supplies and needed documentation.

When all our guests were staying here at the shelter, I felt totally responsible for their lives like a mother. Everyone was living together in a stable, sober environment that we intensely supervised. At the motels, they're more independent. Obviously, we can't be with them every minute, so it's more monitoring progress than constant surveillance. It seems to be working as we're still successful getting people jobs and moving into housing.

Brian Durel,
Casa Cerrillos Case Manager



At first it changed a lot with everyone completely sheltered in place in their apartments. They weren't even out in the courtyard talking to their fellow residents. For many, I was the only person they were seeing face-to-face for several months. I was coordinating Zoom calls and telemeetings for medical calls and human services providers, making sure everyone was set up and everything working. I also was running around town trying to find toilet paper, food, hygiene products, prescriptions, etc. for everyone.

Since all our residents have behavioral health issues, the major change affecting them now is the increasing challenges they face. They no longer can see their therapists in an office setting, and it's difficult for the professionals to provide the needed therapy over the phone. For new clients, in particular, it's difficult to build the trust necessary for the doctor-patient relationship in a non in-person setting. So now I spend a lot more time being a passive and neutral ear listening to our residents' problems and concerns. And I'm also using more time giving rides and accompanying residents to appointments as we want to keep them off public transport for fear of infection.

For people with mental health issues, being told that there is a

continued on page 7

Outreach Case Manager cont'd

“A lot of my job is helping clients navigate the next steps,” she says. “A lot of them, particularly those unable to work due to disability, don’t know how to fill their time and can end up hanging out with old friends and relapsing.”

A major difference for some former shelter clients now on their own is that they no longer have to stay sober, often making it harder to keep in touch with them and provide follow-up.

“That’s perhaps my biggest challenge,” Kyra says, “trying to assess what they are capable of accomplishing when using. One thing I encourage everyone to do is to talk openly with their landlord about their condition and struggles. If the landlord knows them better and then something goes awry, there’s less chance of their being evicted. I also reach out to landlords and ask them to call me if they see problems because it gives me the opportunity to quickly correct the situation.”

Besides the many clients she touches base with at least monthly, Kyra has worked closely with 30 high-needs clients this year that she visits weekly and, for some, daily. Two have died, one lost housing but has a Section 8 voucher so will be rehoused soon, and 27 remain housed.

Nina Vickers is one of the 27. Originally from the Espanola area, the 59-year-old had been living in California with her husband and two children. Then he died and the loss seems to have brought on serious behavioral health changes.

Estranged from her children, she returned to New Mexico and was homeless for two years, in and out of Casa Familia, getting housed and then losing it. Her latest arrival was early this year, and she stayed there for four months before moving into the Vista Alegre apartments off Airport Road in July.

“Nina’s condition can be managed with medication,” Cara Latil, Casa Familia’s program manager says. “But she often forgets to take them and her life begins to unravel. We were concerned that she would need a lot of support living alone due to her past history. Thanks to Kyra, this is the longest she’s stayed housed.”

Kyra calls Nina several times a week and visits at least once. She picks up her medications and makes sure she takes them. She also brings groceries and hygiene items, makes sure her bills are paid and helps mediate between her and the complex’s management to ensure compliance.

“Kyra is indispensable,” Nina says. “I couldn’t do this on my own. She has helped me tremendously. When

my wallet and phone were stolen, she got me a new phone and helped fill out all the complicated paperwork I needed to get new IDs and replace my Social Security card. She takes care of everything for me.”

Given its early success rate at keeping people housed, the program is off to a good start.

“Outreach case management has been one of our goals for many years,” Edward says. “The lack of follow-up on guests who moved into housing had been the missing link in our programming, resulting in a significant number returning to us homeless again within several months. Now with this funding from Anchorum, we’re starting to reverse that.

“Kyra is doing an incredible job working with some of our most challenging clients,” he says. “She’s keeping them housed, keeping them stabilized, keeping them off the streets and in their own apartments. It’s a win-win for everyone involved.”

Charitable Contributions Deductible Again

You are now allowed to deduct up to \$300 from your 2020 taxes for charitable contributions. The CARES Act stimulus package stipulated this was an above-the-line deduction, which means you don’t have to itemize to claim the deduction, so everyone can take advantage of it.

Thank You Donors!

Please visit our website www.steshelter.org to view the list of our generous donors from July 1, 2020, to October 31, 2020

How Has Covid Changed Your Job?

Courtney Winter, Men's
Emergency Shelter Case Manager



It has presented so many new challenges that I've had to adapt to – navigating how to meet people and stay safe, balancing my time between guests staying here at the shelter, at the motels and those still living on the streets. Now I spend more than half my days driving people around town for appointments because we don't want our guests on public transportation for fear of infection. I'm also their delivery service, picking up and bringing medications, items from stores, groceries, etc. to them.

I'm glued to my phone now more than ever because everything is done over it. Our limited shelter capacity makes it difficult to respond as we'd like to individuals wanting to enter and agencies trying to get their clients admitted with us. Even with the motels, there simply aren't enough rooms in town for everyone to go to. That means a larger chance for people trying to recover to relapse because they can't get in our program right away. And it's more difficult to monitor our guests at individual rooms in the motels than when they were staying in the shelter.

Our former clients now housed are feeling trapped, freaking out about COVID, about not being able to go out, about losing contact with their community support systems. There's nowhere public for anyone to go to gather, to socialize, to eat, to use a computer, charge a phone

Edward Archuleta,
Executive Director



I'm not getting much sleep at night, waking up worrying about how to keep everyone safe. We've closed both shelters to the general public and limited occupancy to seven people at each, all of whom have to test negative for the virus. We've severely restricted our guests' movements and have staff transport them to appointments. To keep as many homeless people housed as possible, we're renting rooms at local motels and bringing our services to them along with meals. We're buying extra food, personal protective equipment, air filters and an array of cleaning and disinfectant products.

All of this costs money and has increased our budget, so I'm spending a lot of time working with donors, foundations and government funders. Thanks to their generosity, we've been able to keep people sheltered, off the streets, safe and healthy so far.

I'm spending more time than I ever could have imagined on COVID-related Zoom meetings, much more time than I ever did on personal meetings pre-pandemic. It's incredibly taxing, but seeing all my peers working just as hard as me provides strength. As does personally witnessing the incredible work and dedication of our tireless staff members, who are putting their own health on the line every day in service of our guests.

Deborah Stump, SOAR
(Social Security/Disability) Specialist



I've had a decrease in the number of clients due to the limited occupancy at both emergency shelters. Except for those few clients staying with us, I'm doing all my interviews now over the phone since the public can't come into the shelter and my office. I've always done a large part of my work that way, researching medical conditions, tracking down clients' past doctors and diagnoses – so that hasn't changed. But where it has changed is that I no longer can personally observe individual behavior that might suggest a qualifying condition for SSI or SSDI, like PTSD – for instance, are they pacing or hyper-vigilant. If I have such behavior noted in my files, it's easy for the adjudicator to make positive decisions on their cases.

In the future those having contacted COVID, for whom it's created new potentially qualifying conditions for disability, might make more people eligible. But this hasn't come into play yet since Social Security requires you to be sick for at least a year or longer or have a condition that is expected to end in death to receive benefits.

continued on page 7

THANK YOU! THANK YOU! THANK YOU!

To all the sponsors who made the 8th Annual Hungry Mouth Festival possible



Thank you for the culinary delights of our amazing lady chefs of Santa Fe

2ND PLACE



RENEE FOX
ARABLE RESTAURANT

1ST PLACE



HUE-CHAN KARELS
OPEN KITCHEN

3RD PLACE



CATHERINE O'BRIEN
TERRACOTTA WINE BISTRO

HONORABLE MENTION



KATHLEEN GOODE-CROOK
MARKET STEER STEAKHOUSE

HONORABLE MENTION



MICHELLE CHAVEZ
SANTA FE
SCHOOL OF COOKING
MONTE DEL SOL
CHARTER SCHOOL

Finally, thank you, to all the SUPPORTERS who have always been there assisting St. Elizabeth Shelters & Supportive Housing. In this very difficult year of uncertainty, you have shown us that you really care about what we are doing for so many of our community's at risk men, women and children. We and our guests appreciate you and hope you have a very happy Holiday Season.

Cheers,

Calvin A. Fields

Event Fundraising & Community Outreach
St. Elizabeth Shelters & Supportive Housing

Thank You to Our Dedicated Chefs!

Toni Abeyta
 Andrea Adams
 Amma Center
 Rose Babcock
 Kaelyn Badura
 Sendin Bajric
 Marilyn Batts
 Sheena Begay
 Bethlehem Lutheran Church
 Blaze Christian Fellowship
 Joni Brenneisen
 Bob Butler
 Christ Church of Santa Fe
 The Cowgirl
 Theresa Daddio
 Joseph Dean
 Susie Dixon
 Jackie Dulle
 Episcopal Church of the Holy
 Faith
 Calvin Fields
 First Christian Church
 Vickie Gabin
 Kari Graven
 Greater Santa Fe
 Church of Christ
 Dana Greenblatt
 Aaron Hodges
 Ellie Hoffman

Randi & Brian Hughes
 Interfaith Cooking Group
 Joanne
 Rayshauna John
 Kayla
 Michaelene Kyrala
 La Familia Medical Center
 Susan Little
 Los Alamos Group
 Los Hermanos Crusados
 Lutheran Church of the Servant
 Vanessa M
 Jennifer Maddox
 Eileen Marcillo
 Herminia Martinez
 Linda Miller
 Sharon Mitchell
 Mormon Families of White Rock
 Matthew Ortiz
 Our Lady of Guadalupe
 Church- David Upaya
 Over the Arroyo Hiking Group
 The Pantry
 Papa Murphy's St. Francis Drive
 Juanita Perry
 Karen Peterson
 Susan Peterson
 Ron & Frances Porterfield
 Presbyterian Birthing Center

Elizabeth Rice
 Bob Robrahn
 Theresa Rosales
 Dan Rusthoi & Friends
 Bud Ryan & Friends
 St. Bede's Episcopal Church
 Michael Salizar
 Santa Fe School of Cooking
 Santa Fe Vegan Meetup
 Lisa Schutz Family
 Secular Franciscan Order
 Rick Seibelli
 Jane Shea
 Margie Stockton
 Mary Stramel
 Temple Beit Tikvah
 Temple Beth Shalom
 Irene Thomas
 Tomasita's
 Unitarian Church of Los Alamos
 United Church of Santa Fe
 Upaya Zen Center
 Sheila Vaughn
 Karen Warthen
 Westminster Presbyterian
 Church
 Kate Wheeler
 Friends of Father Jim Wolff
 Kim Ulibarri
 Zia United Methodist Church

Jennifer continued...

Familia, the Food Depot and various stores.

So many of our clients are grateful to be staying in a motel, but that makes it tougher on us to thoroughly monitor and keep track of them than it was when everyone was staying at Casa Familia. When I meet with them at the Green Tree, I don't know how long they will take or what surprises they might spring on me. I also don't always have all the papers or documents I might need right on hand as before. So it's good that the Green Tree is going to provide us with office space where we'll be able to meet guests, keep paperwork, forms, files and other needed items.

Finally, COVID has made it harder for our guests to find jobs, particularly the older women who may have been out of the workforce for a while.

Brian continued...

dangerous virus out there presents major stresses in their lives. The pandemic exacerbates everyone's anxiety, as does the social isolation it causes. Fear of the current world very much contributes to their own fears. Most of our residents have long histories of trauma and are working on learning how to reintegrate in society after living on the streets for so long. And when society is so insecure and so unbalanced as now, it doesn't lead to improving their stability. As a result, I've seen increases in depression and anxiety with resultant relapses in abusive drug and alcohol use. That's why it's important for me to continually provide as many constants as possible for them, such as ensuring the weekly food deliveries from Food Depot and my being available 40 hours every week.

Courtney continued...

or simply urinate. All the public restrooms are closed in buildings and in the parks. We're in the middle of a pandemic and there's nowhere for anyone to even wash their hands!



Link Your Rewards card at Smith's Grocery & they will donate every time you shop! For details visit www.steshelter.org

ROUNDUP APP

Make an impact with little effort. Donate your change to St. E's using the Roundup App. Visit your app store or go to www.steshelter.org



Non-Profit Org
US Postage
PAID
Santa Fe, NM
Permit No. 213

Winter Wish List

MEN'S EMERGENCY SHELTER

Please call (982-6611) or bring the smaller items to St. Elizabeth at 804 Alarid Street.

Clothing – Hats, gloves, boots, shoes, socks, men's jackets, sweaters, hooded sweatshirts, long underwear, and winter outerwear.

Personal hygiene – Disposable razors, shampoo, deodorant, chapstick.

Other – Sleeping bags, sleeping pads or mats, blankets.

Food – Milk, juice, fresh fruits, bottled water, cheese, ground beef, chicken, pork, ham, turkey, roasts.

Non-food items – Non-alcoholic cough syrup, Thera-flu®, multivitamins, Emergen-C® packets, cough drops, Vitamin C, lip balm, band aids, Alka-Seltzer cold®, Pepto-Bismol®, hand sanitizer, hand wipes, tissues, Lysol spray, foot powder.

Volunteers – Handyman/woman for repairs, front-desk receptionists for 4- to 8-hour blocks of time once a week, cooks for dinners any night.

CASA FAMILIA

Please call (983-2042) or bring the smaller items to Casa Familia at 1604 Berry Ave.

Clothing – Women's underwear, socks, warm jackets, rain wear, hand warmers, shoes, weather-appropriate boots; girl's/boy's clothing, school uniforms.

Personal Hygiene - Hand sanitizer, shampoo, conditioner, moisturizer, feminine hygiene products, disposable razors (female), toothbrushes, toothpaste, band aids, hair brushes, foot powder, body soap, nail polisher & clippers, nail files, deodorant (women's) Alka-Seltzer cold®, Pepto-Bismol®, over-the-counter medication (ibuprofen), baby wipes, baby powder, make up.

Food - Non-perishable food, bottled water, juice, coffee & tea, spices, \$25 gift cards for Walmart, McDonald's, Wendy's, Subway, Plaza Café, etc.

Other - Blankets, sleeping bags, tents, bed sheets (twin), diapers (all sizes, particularly 2-5), cleaning supplies, dish soap, toilet paper, paper towels, Q-Tips®, cotton balls, laundry detergent, latex-free gloves, kitchen utensils, can openers, plastic plates, silverware, kitchen pots & pans, water bottles, shower shoes, AA/9-volt & AAA batteries, backpacks (adult & children), ear plugs, headphones, bus passes (Santa Fe Trails one-day, round trip or monthly), passes for community activities (e.g. Chavez Center or Children's Museum), standard tools for home repair, microwaves, mini-fridges.

Volunteers - Front-desk receptionists from 4- to 8-hour blocks of time once a week, cooks for dinner any night.

CASA CERRILLOS

Please call (471-3456) to discuss their current needs before bringing them to the facility at 381½ Cerrillos Road.

Household Items - Kitchen appliances, cleaning supplies, pet food.

Larger Items – Flatscreen TVs, Computers & Laptops, fencing materials.