



THE LIFE LINK

AGENDA

- Introduction
- History
- Mission
- Successes
- Challenges
- Needs

INTRODUCTION

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HISTORY



- The Life Link has been serving Santa Fe and surrounding areas since 1987. We are committed to providing accessible, culturally appropriate, supportive and effective services to persons experiencing homelessness and/or behavioral health challenges. The Life Link accepts city, state, and federal funding, grants, and private donations in order to provide quality, affordable services.

MISSION

- The Life Link helps hungry, homeless and displaced individuals and families achieve self-sufficiency through emergency assistance, housing, employment services, and other supportive programs including advanced addiction and mental health treatment services.



The Life Link Services

Individual Therapy: One-on-one treatment to work towards a client's established goals.

Group Therapy: Group treatment to work with others' on evidence-based curriculum and receive peer support. This includes our Intensive Outpatient Program (IOP) that utilizes integrated treatment for dual disorders.

Comprehensive Community Support Services (CCSS): One-on-one support to the client in five functional domains (independent living, education, occupation, social and recreation).

Medication Assisted Treatment: Evidence-based practice utilizing agonist therapy for treatment of opioid use disorder.

Psychiatry/Medication Management: Medical care that prioritizes the whole person and utilizes behavioral and biological care to prescribe and monitor psychiatric medications.

Psychosocial Rehabilitation/Clubhouse: Open to all clients of The Life Link. Clubhouse is a safe place where clients can socialize, build confidence, and work on other essential life skills.

Human Trafficking Aftercare: New Mexico's only comprehensive aftercare program dedicated to supporting survivors of human trafficking. Services include crisis response, intensive case management, advocacy, access to essential benefits, mental health and substance use support, emergency and permanent housing, trauma-informed treatment, and connections to additional community resources.

Outreach: Community based services providing outreach and "in-reach" (i.e., emergency shelters, public libraries, partner organizations), with an emphasis on low barrier access to services. Our overall goal is to get our clients into supportive services available in the community.

Outreach Services

PATH (Projects for the Assistance to Transition from Homelessness): SAMHSA funded street outreach grant designed as an access point for people to receive services (NM Minimum allocation state so funding covers 1.5 FTE). This program is designed to have street outreach workers build rapport, increase engagement, provide case management, send referrals and ultimately link individuals to housing. To be found eligible for PATH services, our clients must meet the criteria of having a severe mental illness (SMI) and be literally homeless.

Street Outreach: Funded by the City of Santa Fe (ARPA) funds. This team was developed around the PATH model and currently employs 4 FTE (manager and three outreach workers). The overall goal is to provide the lowest barrier services and guide our unhoused community members to housing and more supportive services (i.e., medical, behavioral health, shelters, etc). Street outreach has also staffed the Code Blue emergency shelter for the past two years.

Navigation Services: Navigators will screen for needs and connect individuals to safety net services and navigate them to other priority community services. Our navigators receive many referrals from the community for social service case management. City Navigation focuses on the literally homeless and those facing homelessness while County focuses on those who will be entering homelessness after release from incarceration.

RISE (Reintegrating into Society Equally): A transitional housing program funded by Santa Fe County. This program focuses on individuals coming out of incarceration and completed a recovery program (Matrix) who would otherwise be entering homeless or instability. This program has a FT navigator who provides intensive case management. This includes daily living skills, job placement, housing search, referrals and developing self-esteem and autonomy.

Outreach Services (cont.)

Micro-Communities:

Arroyo Chamiso - 10 unit shelter that provides low-barrier shelter to those who are identified through street outreach teams in the community (The Life Link, SWC, La Sala, SF Park Rangers, HUGS, SF County Engage, MIHO/ARU). These clients are provided with daily case management from the site navigator and site coordinator, two meals a day (What The Truck), groups with a focus on community building.

Richard's Ave - TBD. Higher barrier. Services will look similar to ACMC, however, referrals will look different.

Partnerships for Success 2025 (PFS25): New SAMHSA grant awarded to the outreach team in October 2025. This grant focuses on providing education to the community regarding polysubstance use in Santa Fe County. (Planning year). More to be announced as we enter Year 2 and implementation.





THE LIFE LINK



OUR CURRENT SITE

Located at
Christ Lutheran Church
Property in District 2



10 PALLET BRAND
SHELTERS



OPENED OFFICIALLY
APRIL 18, 2024
CELEBRATING 2 YEARS!

OUR IMPACT SO FAR



53 TOTAL RESIDENTS
THUS FAR



25 RESIDENTS STAYED
ONLY A FEW DAYS



18 RESIDENTS SUCCESSFULLY
ASSISTED INTO THEIR
OWN APARTMENTS
OR HOMES



LOOKING AHEAD: NEW SITE IN THE WORKS!

We are currently working with the City of Santa Fe to open a second site that will host approximately **36 PALLET BRAND SHELTERS** GEARED TOWARDS YOUTH AND FAMILIES.



OPENING DATE:
TBA

WE ARE THANKFUL FOR OUR INCREDIBLE PARTNERS!



Thank you for consistently supporting our mission and the people we serve.



WE APPRECIATE THE LOVE AND SUPPORT
WE'VE FELT SINCE OPENING OUR MICRO COMMUNITY
AND HOPE OUR NEXT SITE WILL RECEIVE THE SAME
POSITIVE RECEPTION.

*Thank you,
Santa Fe!*



TOGETHER, WE CAN HELP ALL THOSE IN NEED.

Arroyo Chamiso Micro Community (Safe Outdoor Space)

At Arroyo Chamiso Micro Community, we're more than just a shelter; we're a bridge to stability. To date, we have welcomed 53 residents into our community. Unfortunately 25 of those residents did not stay long enough with us to receive services. We are incredibly proud to have helped 18 of those who did stay, move into their own homes. We also provide a vital safety net for those seeking recovery, holding units for the eight residents we've assisted into detox / 30-day treatment programs. Our community thrives through local partnerships—from daily meals by What The Truck Catering to enrichment through Vital Spaces Santa Fe and Santa Fe Community Yoga. By offering Daily Living Skills and Case Management, we aren't just housing people; we are equipping them for their future.

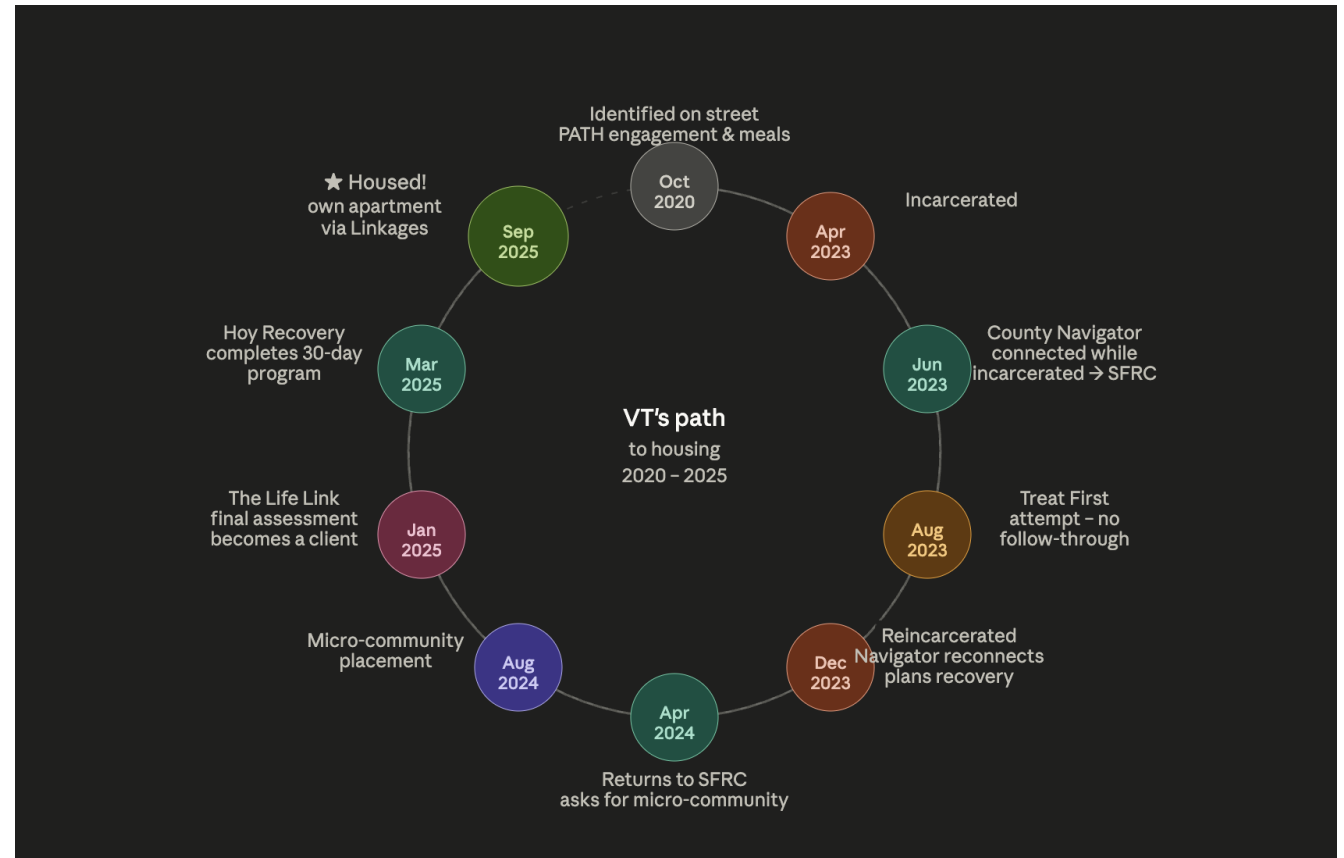
SUCCESSSES

Each program has their individual success stories...
Every person has their own success story.

Clients can be working with and cycling through
multiple programs and providers to get their needs
met.

National research and data shows us that housing
stability for someone who is chronically homeless
can take anywhere from 3-5 years.

*“Thanks for not giving up on
me and giving me a chance to
get help. Obviously, I couldn’t
do it on my own. Everything
happens at the exact moment
it does for a reason...” -VT*



Testimonials

“[The Life Link]... was like an angel arriving and saving my son from frostbite on a cold winter night.. Your organization is incredible and deserves all the support possible” (*Father of a Client, 2026*).

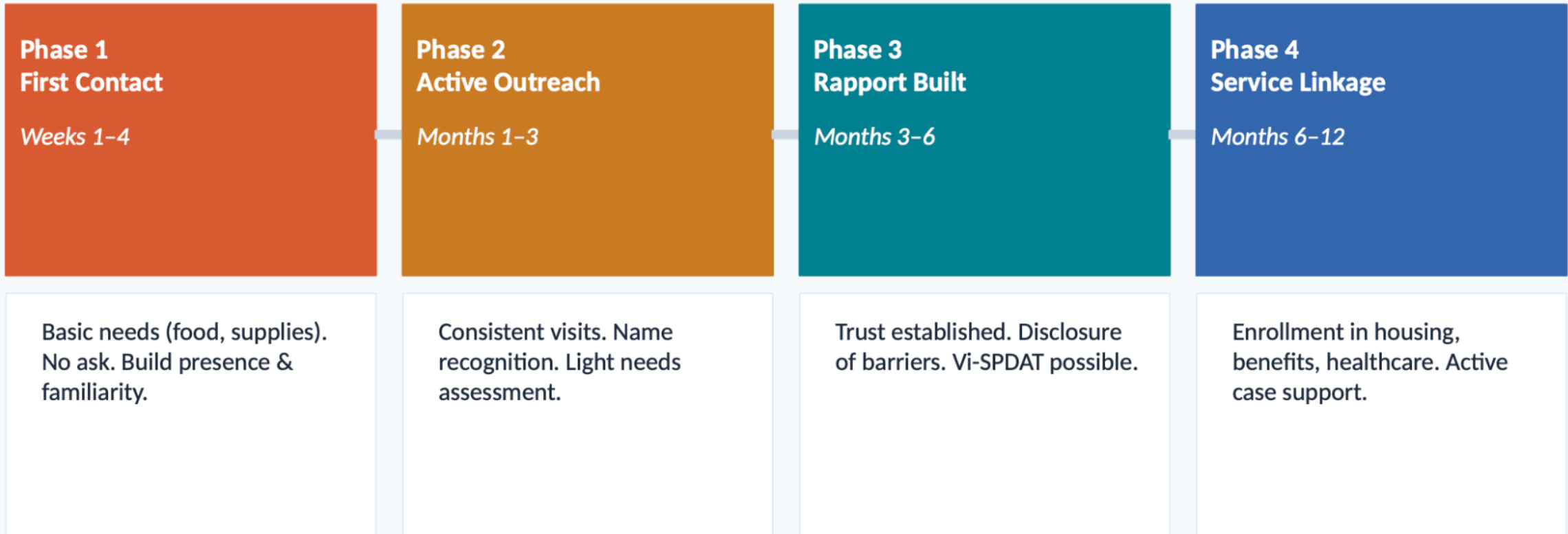
“Every time I’ve met with them.. they made me feel awesome. Anytime I was down and out, they gave me a reason to keep going. They are like my street super heroes” (*Client currently at ACMC*).

“My son was so reluctant to receive help and suspicious of others due to the schizophrenia and from years living on the street.. My son is now in a pallet shelter situation, has been receiving medications and is so much more lucid than I have seen in years! I couldn’t get my son to go to the psychiatrist but [outreach] did. My son now has resources and services afforded to him that I couldn't accomplish.

To say that I am grateful is a gross understatement” (*Mother of a Client, 2026*).

The Research-Based Engagement Timeline

What the evidence says about building trust and moving unsheltered individuals toward housing



Research basis:

Based on PubMed articles retrieved from peer-reviewed literature: Gorski et al. (2026) *Int J Equity Health* — systematic review of 79 studies (n=51,110) found trust, continuity of care, and consistent presence as primary facilitators of engagement. Levesque et al. (2026) *JAMA Network Open* — mean contact duration before engagement 18 months. Lowrie et al. (2026) *Health & Social Care Delivery* — holistic, consistent outreach contact cited as key by program participants.

1,028 Unique Clients

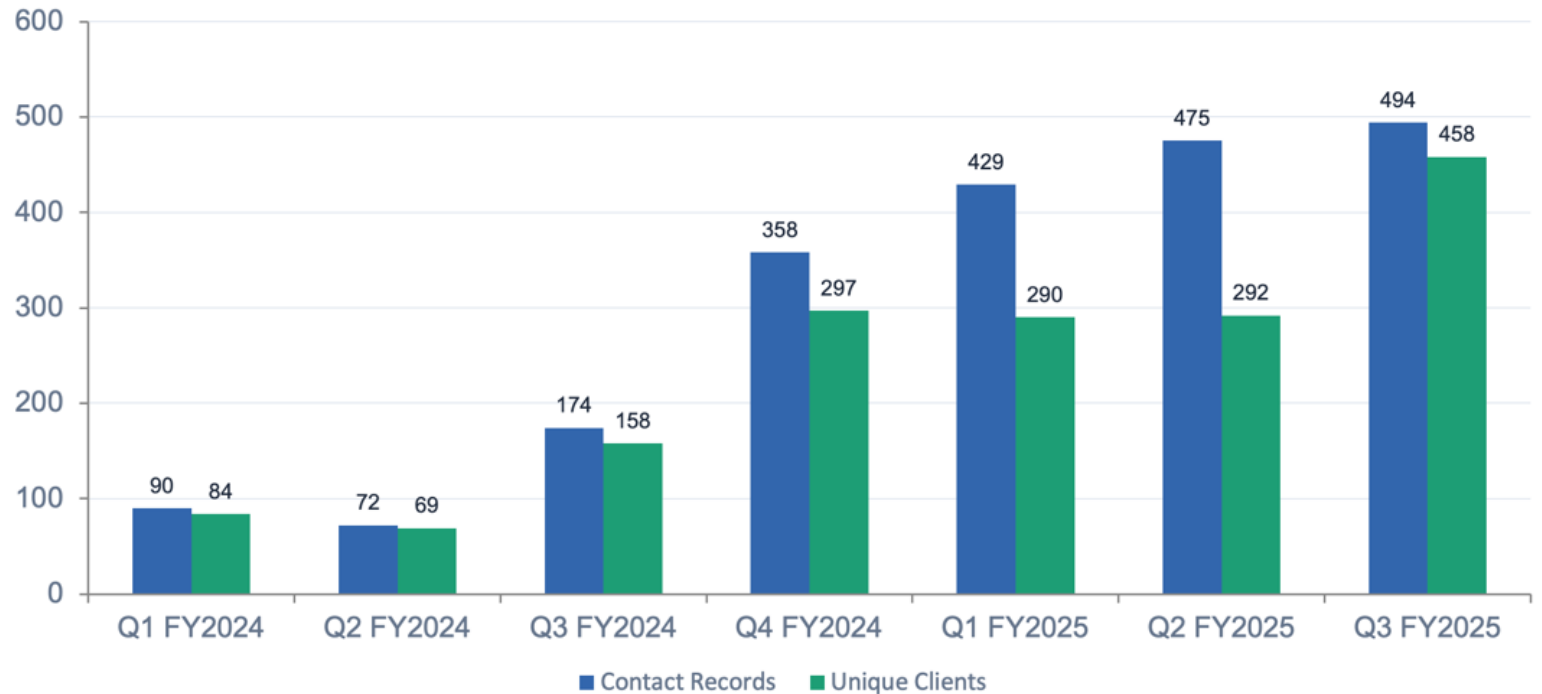
2,042 Contacts
Avg Contacts: 1.7X

For our unhoused community members, *trust* between outreach and the client is crucial for the link to services.

Program has seen a 5.5X growth in client contacts since the development of the outreach team.

We hand out an average of 150 lunches per week to the unhoused population.

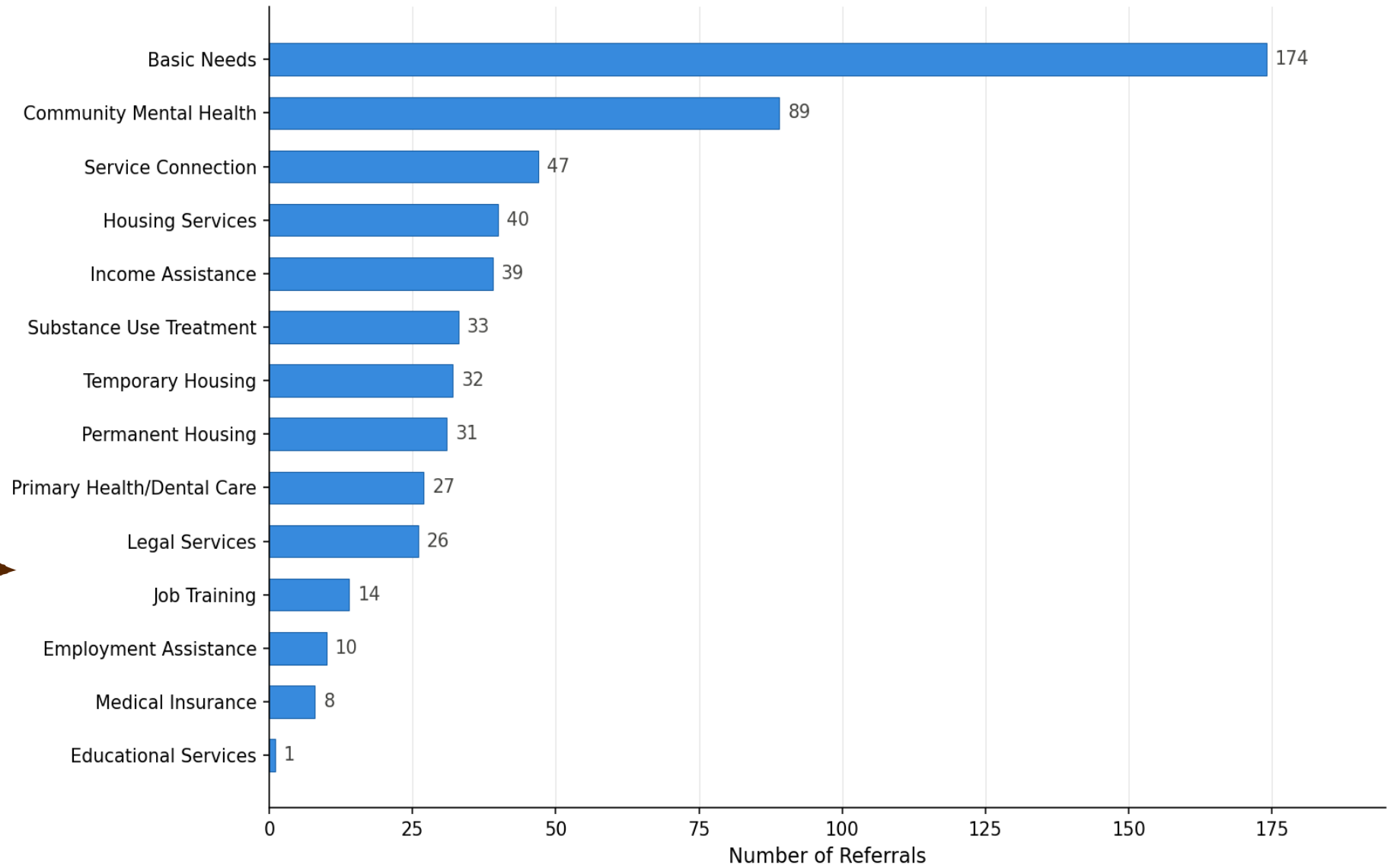
Outreach Contacts by Fiscal Quarter



DATA



Referral Types



CHALLENGES

Re-Engagement

- Hard to locate clients for continuity of care

Staff Changes

- Turn over of outreach staff. This will reset our engagement timeline.

Lack of Shelter Options/Affordable Housing

- When a client is ready to get off the streets, it is difficult to find placement.

No Comprehensive Data Collection

- We are currently working with spreadsheets and the data is not always consistent.

Lack of Trust

- Despite our efforts, chronically unhoused people are slow to trust. This leads to clients not wanting to give their names and information.

NEEDS

- A comprehensive software for data collection
- Continued funding to support the work of outreach (salaries, flexible funds for client needs, etc.)
- Additional funding for training that is necessary for street outreach (CPR, First Aid, Narcan, etc.)





THANK YOU