



# AGENDA

HUMAN SERVICES  
COMMITTEE  
AUGUST 17, 2021  
3:00 PM  
ATTEND VIRTUALLY

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## SPECIAL PROCEDURES FOR HUMAN SERVICES COMMITTEE MEETING

Attendance: In response to the risks identified in the State's declaration of a Public Health Emergency and the Mayor's Proclamation of Emergency and the emergency orders issued to reduce those health risks, the Governing Body meeting will be conducted virtually.

Viewing: Members of the public may join the Zoom meeting by internet or phone, as follows:

Internet: To join the Zoom meeting: <https://santafenm-gov.zoom.us/j/92065081715?pwd=MXQ4NG9wS2cxZkhKT0QxNUVhdzNxUT09>

Passcode: 900540

Attendees should use the "Raise Hand" function to be recognized by the Chair to speak at the appropriate time.

Phone: To join the Zoom meeting using a phone, use the following phone numbers and Webinar ID: **US: 1 (346) 248-7799 - Webinar ID: 920 6508 1715 - Passcode: 900540**

Phone attendees should press \*9 to use the "Raise Hand" function to be recognized by the Chair to speak at the appropriate time.

The agenda and packet for the meeting will be posted at <https://santafe.primegov.com/public/portal>.

1. **CALL TO ORDER**
2. **ROLL CALL**
3. **APPROVAL OF AGENDA**
4. **APPROVAL OF MINUTES**
  - a. Approval of June 30, 2021 Meeting Minutes
5. **MATTERS FROM THE PUBLIC**
6. **PRESENTATION**



# AGENDA

HUMAN SERVICES  
COMMITTEE  
AUGUST 17, 2021  
3:00 PM  
ATTEND VIRTUALLY

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- a. HSC Contractor: Kitchen Angels, Program and Navigation Overview (Tony McCarty, Executive Director, and Jeanette Iskat, Client Services Manager)
- b. HSC Contractor: Food Depot, Program Overview and Navigation Services (Jill Dixon, Deputy Director and Chris Blumenstein, Resource Navigator)

## 7. DISCUSSION/ACTION ITEMS

- a. FY21 Grantee End of Year Overview (Julie Sanchez, Youth and Family Services Division Director)
- b. Update: FY22 HSC Strategic Planning
- c. Update: HSC Data Consultant RFP 22/01/P

## 8. MATTERS FROM THE COMMISSION

## 9. MATTERS FROM THE CHAIR

## 10. NEXT MEETING: Tuesday, October 19, 2021

## 11. ADJOURN



# MINUTES

HUMAN SERVICES  
COMMITTEE  
JUNE 30, 2021  
ATTEND VIRTUALLY

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1. **CALL TO ORDER**

Meeting started at 2:00 pm

2. **ROLL CALL**

**Members Present:**

Member Brian, Serna  
Member Douglas, Zang  
Member Tres, Hunter Schnell  
Committee Member Emily, Hazous  
Member Christina, Bruce

**Members Excused:**

Member Patricia Boies  
Member Carrie Thielen

**Others Attending:**

Julie Sanchez, Children and Youth Division Director  
Kyra Ochoa, Attendee  
Anna Cale, Attendee

3. **APPROVAL OF AGENDA**

**MOTION:** Member Hunter Schnell moved, seconded by Member Bruce, to approve the as presented.

**VOTE:** The motion was approved on the following Roll Call vote:

**For:** Member Serna, Member Hunter Schnell, Committee Member Hazous, Member Bruce



# MINUTES

HUMAN SERVICES  
COMMITTEE  
JUNE 30, 2021  
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**Against:** None

**Abstain:** None

## 4. APPROVAL OF MINUTES

- a. Approval of April 20, 2021 Meeting Minutes

**MOTION:** Member Hunter Schnell moved, seconded by Member Serna, to move the forward with no recommendation.

**VOTE:** The motion was on the following Roll Call vote:

**For:** Member Serna, Member Hunter Schnell, Member Bruce

**Against:** None

**Abstain:** Committee Member Hazous

## 5. MATTERS FROM THE PUBLIC

No matters from the public

## 6. DISCUSSION/ACTION ITEMS

- a. Welcome New Committee Members and Introductions (Brian Serna, HSC Chair/Tres Schnell, HSC Vice Chair)

New Committee members we're welcomed

- b. Discussion: 2021 Strategic Plan; Plan, Timeline and Dates (Julie Sanchez, Youth and Family Services Division Director)

A overview of the yearly strategic planning session was given including a proposed meeting date of September 2021.

- c. Action: Communicate Collective Impact Plan (Tres Schnell, HSC Vice Chair)



# MINUTES

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Explore next steps on how to communicate the work of the committee with the community, Christina agreed to volunteer to be part of the subcommittee.

- d. Action: Direct the Youth and Family Service Division Director to release and award new allocated Human Services GRT funding in the amount of \$182,002.00 to the Committees agreed upon priority areas (Brian Serna, HSC Chair)

## 7. PRESENTATION

- a. Santa Fe County La Sala Crisis Center; Services, Collaboration and Challenges (Informational) (Rachel O'Connor, Santa Fe County Community Services Director/Alex Dominguez, Behavioral Health Administrative Program Manager)

Committee members received a presentation and update from Alex Dominguez, Santa Fe County Behavioral Health Program Manager.

- b. City of Santa Fe Alternative Response Unit (informational) (Kyra Ochoa, Community Health and Safety Department Director)

Committee members received a presentation from Kyra Ochoa, Community Health and Safety Department Director.

- c. Built For Zero Initiative, Ending Chronic Homelessness in the City of Santa Fe; Collaboration, Challenges and Gaps (informational) (Anna Cale Pendas, Youth and Family Services Project Administrator)

Committee members received a presentation from Anna Pendas, Youth and Family Services Project Administrator.

## 8. MATTERS FROM THE COMMISSION

## 9. MATTERS FROM THE CHAIR

## 10. NEXT MEETING: Tuesday, August 17, 2021

2:00pm to 4:00pm

## 11. ADJOURN



# MINUTES

HUMAN SERVICES  
COMMITTEE  
JUNE 30, 2021  
ATTEND VIRTUALLY

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Committee Ajournd at 4:05PM

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Liaison

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Chair



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## CITY OF SANTA FE HUMAN SERVICES COMMITTEE FY21 4TH QUARTER REPORT OVERVIEW

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### COMING HOME CONNECTION

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#### HIGHLIGHTS

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- ◇ In FY21, Coming Home Connection provided home care to 123 unduplicated clients, navigation to 41 unduplicated clients, trained 5 caregivers, and provided 460 loans through the equipment exchange, loaning 682 items. In Q1 the navigation caseload was 13 and grew over the year to 26.
- ◇ In FY21, 98% of clients and/or caregivers rated the quality of care from CHC as Good/Excellent.
- ◇ Over the FY, 28 home care clients (92%) and 9 navigation clients (93%) reported a decrease in falls over 4 months of receiving services from CHC. A total of 12 navigation clients (94.5%) reported having an improvement in circumstances after working with the navigator!
- ◇ Great navigation success stories, of a woman who was independent until losing her job due to the pandemic, the client was able to get emergency funding for utilities, phone, rent, and food. When local resources were exhausted, the navigator and individual determined that she would move to another state to live with a friend that could assist. The client shared what a difference navigation made in her life. Another client who was in a nursing facility was able to transition to their child's home.
- ◇ CHC was awarded a \$25,000 grant for increasing navigation services in the Santa Fe area.
- ◇ CHC received a grant from Next 50 out of Colorado to supplement the navigation program, giving the program greater sustainability.

#### PROGRAM UPDATES

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- ◇ Patti McLaughlin has been hired as the full-time Navigator/Volunteer Coordinator.
- ◇ Coming Home Connection (CHC) has streamlined systems and improved processes to provide better navigation, including a navigation plan template and packets for clients.
- ◇ Continue to explore ways to expand navigation services and work with area agencies more effectively, including working to increase in-home care volunteers to provide navigation services and a partnership with First Christ Church to utilize some of their volunteers to provide meals for homebound navigation clients
- ◇ Some of the challenges have been the unexplained dip overall in the number of referrals throughout CONNECT.
- ◇ Trainings have slowed down due to Covid, but CHC was able train 5 caregivers to receive certification. An upcoming training is scheduled for this summer for 10 caregivers.
- ◇ Next goal is to serve 125 seniors annually in the Santa Fe area, streamline services, and determine the effectiveness of the new navigation plan template, while exploring ways to more actively engage clients in solutions.
- ◇ Systems for data have improved after working with Aspen Solutions prior to submitting this final report to work on any concerns or issues.

#### FEEDBACK FOR AGENCY

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- ◇ Thank you for submitting your HSC report. Congratulations on hiring Patti, it's clear that a full-time position for volunteer-coordinator and navigation make a difference. Your success stories are great examples of Patti's work and the impact your work has on your clients. You've done great work reviewing and refining systems, as well as obtaining new grants! We truly appreciate your kind words.

# ESPERANZA

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## HIGHLIGHTS

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- ◇ In FY21, Esperanza served a total of 18 unduplicated clients through navigation and a total of 107 clients in total, with 30 navigation clients reporting an improvement in their circumstances (100%).
- ◇ Due to flexibility with COVID, clients have been able to stay at the shelter for longer, which helps to create stability, 19 clients have had a 90+ day stay over this FY.
- ◇ Esperanza has been able to assist more residents this quarter to acquire the housing, due to more services opening as the pandemic safety guidelines changed, this leads to more safety/independence.
- ◇ Esperanza has raised enough funds to open a transitional housing program with nine units and a Transitional Housing Coordinator.
- ◇ Amazing success story of a client who was able to get her car registered and insured with the support of the navigator after years of experiencing challenges and her abuser trying to destroy the vehicle. Two other residents were housed.

## CONCERNS

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- ◇ Residential services continue to experience challenges from the pandemic to meet the needs of residents, with staff continuing telecommuting and a majority of services being remote. The main challenge is gaining access to safe and affordable housing, due to limited openings at apartment complexes or rental homes that have reasonable rates.
- ◇ Partner agencies continue to have to adjust their services due to the pandemic making it even more challenging to connect residents to the critical services they need. Many outside resources previously relied upon have long waiting lists and limited office hours due to the pandemic. Although, more community services have started opening up and resuming services.

## PROGRAM UPDATES

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- ◇ The board of directors has been helpful with funding throughout the pandemic. They continue to recruit a new treasurer. The board development committee is actively recruiting new board members.
- ◇ The fiscal policy manual is now complete, board approved and submitted to funders. Esperanza has begun writing both the Shelter Operations Manual and Clinical Handbook, and this FY will start drafting a Risk Management Manual.
- ◇ Esperanza continues to adapt services to meet the needs and ensure an array of services for clients. Flexible services such as using the client's preferred communication tool (phone/text/email/zoom).
- ◇ Esperanza's navigator has been working with the New Mexico Coalition to End Homelessness to utilize the Vi-spdat to increase the number of housing lists they're placed to expedite housing placements. Other partnerships include Life Link, emergency funding from the Crime Victims Reparation Commission (CVRC) to obtain hotel stays, rental assistance, and legal assistance, Casa Milagro, Valencia Shelter Housing Program and Safe Escape, Christus St Vincent domestic violence prevention advocacy program and additional internal resources.

## FEEDBACK FOR AGENCY

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- ◇ Thank you for submitting your HSC report. Great job adapting to the pandemic and finding new and improved ways to support your clients. You have done tremendous work in supporting your clients to get housing and providing more long-term support throughout the pandemic. Thank you for sharing your incredible success story that demonstrates the huge impact of walking with a client to overcome obstacles. One question, in the Level I section: you report serving 18 clients through navigation, but in Level 4 outcomes, you report 30 clients / 100% with improved circumstances. Is this because you billed the city of 18 clients but actually served 30? Please let us know. Thank you

## FEEDING SANTA FE

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### *PROGRAM UPDATES*

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- ◇ Feeding Santa Fe Continues to purchase food for Food Depot at \$10,000 per month.
- ◇ Feeding Santa Fe's board will be meeting to take formal motions to close down etc. and dispose of its assets.

### *FEEDBACK FOR AGENCY*

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- ◇ Thank you for submitting your HSC report and your continued efforts to help address food insecurity in Santa Fe. The support you provided the Food Depot throughout the pandemic has been incredible, both with food purchasing and supporting systems implementation as they created the drive through food pantry. Thank you again for all your work to the Santa Fe community over the years. We wish your volunteers and board well as you move forward with closing Feeding Santa Fe.

# THE FOOD DEPOT

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## HIGHLIGHTS

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- ◇ The Food Depot acquired over 12.6 million pounds of food in FY21 and distributed 12.1 million pounds, 46% or more was fruits/vegetables. *Note from report: the percentage of fruits and vegetables provided dropped significantly in Q3/Q4. This is due to a complex inventory issue and does not accurately reflect reality. A significant amount of food was distributed in boxes that combined multiple types of product—protein, produce, dairy. Our current inventory system did not allow for accurate recording of each type within the same box. As a result, the data is inaccurate and has not been reconciled yet. It is expected that the fruit/vegetable percentage will be between 57-60% once accurately calculated.*
- ◇ In FY 21, a total of 45 non-profits were served, 30,368 low-income people (21.2% were seniors) were served with over 2.9 million meals, and 197 SDOH screens were completed by the navigator.
- ◇ SNAP enrollments increased in Q4.
- ◇ Key navigation program successes include: providing food and/or diaper assistance (51,520 diapers (with wipes), connecting individuals/families to a wide range of other resource needs, the Home Delivery Program provides food to 80+ individuals/families on a weekly basis, and partnered with the Global Give A Book organization to provide award-winning children’s books to more than 150 families

## PROGRAM UPDATES

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- ◇ The Food Depot aims to add a full-time bilingual navigator in FY22, continuing to improve services for Spanish-only populations.
- ◇ The Food Depot will continue partnership with NM Highlands University school of social work as a site for MSW students.
- ◇ The Food Depot recently adopted a new strategic framework. Wrap around services to reduce the need for emergency food assistance is a key priority.
- ◇ The Home Delivery Program continues and provides many participants with an “easy-prep” box, often these participants are persons experiencing homelessness or being housed in motels.
- ◇ In Q4 the navigation program found that acute crisis needs from the pandemic has receded as businesses slowly reopen. Distributions were modified according to need, eliminating the Saturday food distribution that had been taking place at the Santa Fe Place mall for the past year. Thankfully the number of people accessing food at the remaining distributions and through The Food Depot’s partners has slowly begun to decline through June, a small indication that community members are beginning to recover economically. Services will continue to be adapted with input from partners to evaluate need for services.
- ◇ A challenge over the past quarter included decreased access to flex funds available through CONNECT and NM Emergency Rent Assistance Program. The navigation program continues to see the most need in areas of rent and utilities assistance.

## FEEDBACK FOR AGENCY

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- ◇ Thank you for submitting your HSC report. You have done an incredible job building the navigation program throughout the pandemic. It is quite a feat to provide 51,000+ diapers and build the Home Delivery Program. There are so many accomplishments over this year, including the huge achievement of acquiring and distributing over 12 million pounds of food in FY21. Thank you for including the explanation about the fruit and vegetable percentage. We are impressed with the Food Depot’s ability to use data to adapt and adjust programming as the community needs ebb and shift as we get through COVID disruptions.

## INTERFAITH SHELTERS

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### HIGHLIGHTS

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- ◇ Over FY21, Interfaith provided 26,715, meals and served 1985 guests with 16,486 bed nights and 3,726 showers.
- ◇ 214 clients received case management services and a total of 42 guests received navigation services in FY21.
- ◇ A major success over FY21 was that only about 1% of guests had visits to the emergency room.
- ◇ Two great success stories, first, a middle-aged man who lost both his house and property during the pandemic was connected with Guests Services and able to obtain both a stable job and home. Second, a woman who struggles with an addiction to opiates was able to get support from the navigation program now called the Department of Support and Outreach Services. She is a mother whose children are in state custody. Interfaith directed her to a partner who began job training and development. To date, she continues to hold the job down and is beginning to save as she lives with friends.

### PROGRAM UPDATES

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- ◇ The Board of Directors hired its new Executive Director on May 10, 2021. He is a seasoned shelter leader with years of both professional and volunteer experiences in shelters in several states and two countries.
- ◇ Interfaith is currently reviewing its data collection process in the hopes that it can capture robust statistical data. Over the past quarter there was difficulty collecting data to demonstrate measurable changes because of staffing changes.
- ◇ Partnered with Consuelo's Place to secure long term housing and HCH for increasing COVID vaccination.
- ◇ Next steps are to improve data collection and final outcomes of guests.

### NEEDS

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- ◇ Aspen: Interfaith may ask for support through Aspen Solutions as they determine services provided but not documented.
- ◇ City: *None*

### FEEDBACK FOR AGENCY

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- ◇ Thank you for submitting your HSC report. It was great to read your success stories. Interfaith provides such great services to people who are struggling in our community. Your work continues to be critical to our community and especially your guests. Natalie and I would love to meet with you again to help support processes for data collection and support your work in documenting the amazing outcomes you contribute to in the community.

## KITCHEN ANGELS

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### HIGHLIGHTS

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- ◇ Kitchen Angels reached 325 unduplicated customers in FY21. In total 516 clients were served an average of 62 meals per month per client.
- ◇ The navigator helped 201 unduplicated clients over FY21, including completing 79 new SDOH screens.
- ◇ In Q3-Q4, 97% of clients report being satisfied with Kitchen Angels services and an improved diet, 73% report improved ability to live independently, and 79% report an improved quality of life, and half of all clients consume the full meal provided (which went down in Q3-Q4 from previous reports).
- ◇ Kitchen Angels clients decreased emergency visits after receiving services from 92 to 32 and decreased overnights in the hospital from 84 to 35.
- ◇ Last year, during the COVID-19 pandemic, we delivered 146,259 meals to more than 500 clients, a 32% increase in client enrollment over 2019. We also made sure the companion dogs and cats with which many of our clients live had enough to eat through our *Pet Angels* program.
- ◇ The financial support we received from our community of donors and funders in 2020 was extraordinary. Not only did donors rise to the challenge of offsetting our loss of revenue because we weren't able to hold our annual fund-raising events such as Angels Dine Out, we received three Legacy Gifts, allowing us to exceed the one-million-dollar goal we set for our Endowment.

### PROGRAM UPDATES

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- ◇ Over this FY Kitchen Angels began the *Caring Callers* initiative, pairing clients with a volunteer caller. Many clients experience social isolation and, with that isolation, feelings of loneliness. The pandemic exacerbated both their isolation and their loneliness. Ensuring the safety of clients has meant the delivery volunteers can't have the same face-to-face interactions with clients they normally have, yet the phone calls help. Dually ideal for volunteers who could no longer come into the Kitchen Angels building. Volunteers who relied on the "community" they found through Kitchen Angels could remain involved and connected without leaving the safety of their homes.
- ◇ Some of the clients at Kitchen Angels have truly known the restrictions that many only experienced due to the pandemic. As one client wrote shortly after the pandemic began, *"We live with these kinds of restrictions every day. For us, nothing has changed."*
- ◇ Throughout the pandemic, Kitchen Angels did a tremendous job of implementing safety precautions. One, who was undergoing chemotherapy at the time, told us, *"This is the only place I feel safe coming to outside of my home."*
- ◇ CONNECT is proving to be an excellent means of acquiring additional services from multiple agencies.

### FEEDBACK FOR AGENCY

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- ◇ Thank you for submitting your HSC report. Congratulations on creating and maintaining such great safety protocols to keep your staff and clients safe! You have served so many people throughout the pandemic that deeply needed your services. All the while increasing your navigation program and ensuring the health and wellness of your clients and their pets. Your accomplishments with funding your endowment goal and starting new programs such as Caring Callers and Pet Angels are great feats!

## LA FAMILIA

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### HIGHLIGHTS

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- ◇ Served a total of 78 unduplicated new patients in diabetes education in FY21 with the majority served in Q4 by the new full-time educator. A total of 161 patients had follow-ups in diabetes education over the fiscal year. 603 unduplicated patients were referred to nutrition over FY21. The influx of referrals continues being that the medical providers now have more support by having a full-time diabetes educator. A total of 216 referrals for diabetes education and 181 referrals for nutrition have been received by the Health and Diabetes program.
- ◇ CENA program remains on hold due to COVID.
- ◇ 100% of the 39 patients with gestational diabetes have gotten follow-up.
- ◇ No show rates for nutrition were 21.6% and 15.8% for diabetes education. The no-show rate continues to be a challenge, although phone visits have helped patients that are unable to come to the clinic. Although the phone limited the types of education provided, such as providing handouts and hands-on activities.
- ◇ Great success story of a 61-year-old patient who lowered her A1c by 2.2 points over 1-month using a team approach.

### CONCERNS

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- ◇ Continue to meet with La Familia to strengthen reporting Level 3 and Level 4 measures.

### PROGRAM UPDATES

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- ◇ Gradually resuming in-person visits for Diabetes education and nutrition and maintaining some telehealth for those who are taking extra precautions. Next in-person efforts will be to provide a community support group for patients with diabetes to share and improve their health.
- ◇ One impact of the pandemic has been increased time between appointments/testing which has resulted in patients returning with higher A1c and health conditions.
- ◇ In May was able to hire a full-time position for the new Diabetes Educator, Carmen. She is currently seeing 6 to 8 patients per day. This has helped to reach out to more patients and prioritize patients who haven't been seen and those with A1c over 9.
- ◇ Partnerships with the Farmers Market, Presbyterian Hospital, and the Fresh Rx 2021 program have continued. La Familia is also restarting the MoGro program.

### FEEDBACK FOR AGENCY

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- ◇ Thank you for submitting your HSC report. It is great to see the huge impact that Carmen has had on increasing numbers for the program, but more importantly on the patients' outcomes. You have been able to serve and follow-up with so many patients over the past several months! La Familia has handled the huge challenges from COVID by adapting and continuing to provide great services. The team approach to your success story is a great example of how meaningful your work is to the patients! Great job. In the future it might be good to revise your performance measure and make sure these outcomes are useful and relatively easy for you to track.

## LIFE LINK

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### HIGHLIGHTS

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- ◇ The Life link navigator had an average caseload of 81 clients per quarter in FY21, serving a total of 130 new clients, 110 of which were screened for the SDOH.
- ◇ Over the fiscal year, the Life Link navigator sent 74 referrals to other organizations.
- ◇ The Life Link supported clients with complex health, mental health, and life situations to engage in counseling over FY21, a total of 56 clients completed the preliminary assessment, 46 obtained a full assessment in treat-first, and 14.3% of clients engaged in treatment.
- ◇ Major accomplishments of housing chronically homeless clients. Life Link provided a wonderful story about a client who had been homeless for 10 years. Life Link was able to get the client into a hotel and then find housing for the client!

### PROGRAM UPDATES

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- ◇ Struggled with high employee turnover rate, which required constant adaptation. Increased team approach for treatment.
- ◇ The pandemic seems to have increased the number of clients with high needs in Life Link programming.
- ◇ Continue to struggle with UU system referrals because of the difficulty of turning on and off programs that have availability in the app, thus requiring manual rejection of referrals.
- ◇ Hotel housing has increased follow-up and increased communication with clients, because the housing was always a temporary solution, and the team was working to find a more permanent solution.
- ◇ Life Link goals are to have more training, including more training for the Life Link navigator on grief, loss, PTSD, and personality disorders.

### NEEDS

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- ◇ Unite Us: We discovered that when we removed the “Emergency Housing,” from City Navigation as a provided service, it would remove all the current referrals from our dashboard without us knowing. So, we were informed that we had over 170 referrals within our agency but we were not seeing them. We were then informed by Unite Us that we would have to turn off all referrals into the city navigation program before removing just one service. It would be helpful if we could just remove services in place of turning off the referrals for an entire program.

### FEEDBACK FOR AGENCY

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- ◇ Thank you for submitting your HSC report. You have done great work adapting to all the challenges of the past year of COVID, employee turnover, as well as the increase in needs of your clients. Congratulations on the many success stories of housing people who have been chronically homeless. Your success story was a great illustration of the incredible work you do and how meaningful stability is after 10+ years of homelessness. One question: Were you able to obtain supervisor access in Unite Us to help with your reporting and data access? Please let us know. Thank you.

# LITERACY VOLUNTEERS OF SANTA FE

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## HIGHLIGHTS

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- ◇ LVSF served 135 new students in FY21 across three programs: basic literacy (58), workplace program (12), and in the ESL program (65).
- ◇ LVSF provided a total of 2388.5 hours of tutor instruction during FY21. Additionally, they recruited 85 new tutors. 88 of the new and existing tutors have attended training, tutor circles, and workshops over 436 hours of training/workshops were provided to tutors. These create a community and support increased awareness of other programs, and opportunities to share successes and challenges of tutoring.
- ◇ 50.3% of LVSF students (68) obtained or maintained employment over FY21!
- ◇ 49% (23 of 47) students who completed testing during FY21 increased their score and 60% (15 of 47) made a level gain
- ◇ LVSF has had many successes this year including a few small grants totaling \$16,000, a student interviewed for an article in the New Mexican with a great story, a few students and tutors, coordinators, and the executive director were interviewed on KOAT (not-yet-aired), and LVSF presented at the Literacy ARC Consortium.

## PROGRAM UPDATES

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- ◇ Currently searching to fill two LVSF Board member positions, obtaining new board members will help potential to hold more fund-raising events.
- ◇ Adaptation to virtual training of coordinators in March was a challenge. In-person trainings are preferred for the 8-hour training. LVSF is hoping to resume in-person training or split the training into two 4-hour training days. Training now includes information and tools for online tutoring.
- ◇ The restrictions at SFCC have impacted the distribution of materials to tutors and students, many needed accommodations due to transportation and timing.
- ◇ A waitlist of students who need tutors has been established due to the limited tutors available. There is still hesitancy for some tutors to do tutoring online due to technology challenges, some tutors have planned trips/vacations until fall, and some tutors continue to be concerned about getting COVID-19 and are reluctant to return to in-person meetings.
- ◇ Student attendance and missed appointments have increased due to increased requirements from workplaces. Students continue to be tested virtually.
- ◇ Continued participation in using Unite Us, which has also increased referrals from SF County Community Services Department.
- ◇ LVSF's partnership with Higher Education Center has allowed for in-person tutoring using masks and social distance practices. LVSF's partnerships with Adult Education (AE) Programs such as the Academic and Career Education (ACE) Program to proctor testing during orientation and match struggling low level ACE students with tutors to increase skill levels in reading, writing, math, and digital literacy. ESL and Citizenship students who are referred to LVSF by Somos Un Pueblo Unido.
- ◇ LVSF will meet with Santa Fe Dreamers Project to explore future joint funding possibilities for collaboration in offering more Citizenship tutoring services in Santa Fe County.
- ◇ LVSF will pursue on site tutoring at the Santa Fe County Adult Detention Facility when the SFCC COVID restrictions are lifted and LVSF tutors will be allowed to tutor in person again.
- ◇ LVSF staff continues to benefit from informational meetings offered by Aspen Solutions and CONNECT Santa Fe.

## FEEDBACK FOR AGENCY

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- ◇ Thank you for submitting your HSC report. Congratulations on all your amazing accomplishments throughout this challenging fiscal year. LVSF has done incredible work in preparing tutors with tools for the virtual world, recruiting new tutors during COVID, and supporting students throughout the pandemic. You have accomplished so much including your recent and touching article in the New Mexican, the upcoming interviews on KOAT, and continued partnerships and collaborations with so many organizations in Santa Fe.

# NEW MEXICO IMMIGRANT LAW CENTER

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## HIGHLIGHTS

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- ◇ NMILC served 39 clients in direct rep and provided 23 new individual consults in FY21.
- ◇ 100% of clients receive services in their preferred language.
- ◇ The majority of NMILC clients served through the grant have survived DV, human trafficking, assault, or other crimes (92% or 36 of 39) of clients.
- ◇ Over FY21, 4 work permits were issued, 15 affirmative applications were submitted, and 3 obtained or maintained deferred action.
- ◇ Experiencing an increased demand for DACA application assistance and assisted at least 10 people in Santa Fe!
- ◇ Incredible success story about a woman who was a survivor of human trafficking over 5 years ago. The Trump administration changed the requirements for the visa she was applying for by limiting the time between human trafficking and the application for a visa to be 5-years. Fortunately, NMILC continued to pursue and under the new administration the application was adjudicated and approved. She and her children now have increased stability and her children are less at risk for being separated from her.

## PROGRAM UPDATES

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- ◇ In order to adapt for an increase in services as well as new legal compliance requirements for federal grants, and other agency changes, NMILC now has a team model with two teams dedicated to legal services, one team for assistant self-represented applicants and another team dedicated to performing intakes and referrals. This new system is being monitored to determine the extent of effectiveness, quality of services, and timeliness.
- ◇ New structure allows for improving the pipeline, maximizing attorney time, improving case management and ongoing client communication.
- ◇ Continued to maintain partnership with Solace treatment center! This spring solace and the NMILC Santa Fe-based attorney resumed meeting in-person to increase accessibility of services, especially for those with limited access/comfort using technology. In-person meetings have also been useful for developing rapport and trust with clients who have experienced trauma.
- ◇ NMILC is actively cultivating new partnerships in northern New Mexico in part due to a grant with funding prioritizing rural areas and counties in northern NM, including Santa Fe.

## FEEDBACK FOR AGENCY

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- ◇ Thank you for submitting your HSC report. Congratulations on all your amazing accomplishments throughout this challenging fiscal year. NMILC has done incredible work and stepped-up to work hard throughout the pandemic and support immigrant families and individuals. Your new system sounds like a promising system for improving the experience for clients as well as the time management of attorneys and staff. Please let us know if you would like additional support in evaluating your new system. Thank you for sharing the amazing success story of your client who was approved for the T-visa and now has increased stability for her and her children. A great example of how the determination of NMILC truly helps people!

## SANTA FE DREAMERS

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### HIGHLIGHTS

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- ◇ Santa Fe Dreamers served 384 DACA clients, 82 Green Cards, and provided 62 legal clinics in FY21.
- ◇ Over FY21, there were 43 U visas, 82 Green Cards, and 53 citizenships obtained by clients through SF Dreamers.
- ◇ SFDP started an online platform specifically developed for DACA clients to use to renew their DACA and several clients have used the new service. SFDP is now able to serve clients more quickly using online tools.
- ◇ SFDP is grateful for a new partnership with Earthcare, who is providing SFDP with a small contract for a series of DACA renewal clinics through the summer. Earthcare's generous contribution provides a weekly phone clinic and one in-person DACA clinic, and a location to hold the in-person DACA clinics.

### PROGRAM UPDATES

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- ◇ An unexpected change in leadership occurred when the new executive director announced her resignation in mid-May. SFDP Development Director Michael Santillanes has resumed the role of Interim Executive Director, while the search for a new director is underway.
- ◇ Santa Fe Dreamers experienced challenges this year, including a shortfall in individual giving for the FY (due to COVID-19), which led to temporarily furloughing staff, programming, phone clinic, and opening new cases in June and July. Emergency support from a partner organization was provided to continue with DACA services for 8 weeks.
- ◇ SFDP's plans to slowly reopen our in-person services as our community continues to recover from the pandemic.

### FEEDBACK FOR AGENCY

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- ◇ Thank you for submitting your End-of-Year HSC report. You have faced so many challenges this quarter. We are sorry to hear about the need to furlough due to decreased donations and departure of your Executive Director. It's great that you are able to step up again and guide Santa Fe Dreamers Project through these challenges. You have been so innovative with your resources during this time, including expanding your online tools. This is such a great way to maintain support for your clients during this situation as well as in the future when you have heavy caseloads. Congratulations on the wonderful partnership and contract with Earthcare! It sounds like a great way to continue DACA clinics, especially to support your programming through June and July. Exciting to hear you are strategically planning your in-person services.

## ST. ELIZABETH'S SHELTER

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### HIGHLIGHTS

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- ◇ Over FY21, 394 clients were screened and helped by navigators, including CARES clients. In total 238 men and boys, 156 women and girls, and 43 families were provided services.
- ◇ St Elizabeth's was able to move 14 men (11%) and 13 women (17%) to temporary housing and 21 men (16.5%) and 14 women (19%) to permanent during the pandemic across FY21 and maintained a high level of client satisfaction (4.83 out of 5).
- ◇ 84% of guests reported meeting "all" or "most" of their goals during FY21.
- ◇ St. Elizabeth's developed a system of housing people at hotels until the guest can be fully vaccinated, only when guests are fully vaccinated are they able to come to the shelter.
- ◇ St. Elizabeth's now always has a respite bed available for clients coming from the Christus hospital.
- ◇ Amazing success stories include a young mother who was able to maintain sobriety, a family that was housed and obtained childcare, so the parents were able to return to work, two elders who were able to be housed through Casa Familia. Additional stories about some men who were able to stabilize their mental health, maintain sobriety, address PTSD symptoms, and thrive after surviving domestic violence.

### CHALLENGES

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- ◇ HMIS reporting is very challenging because the HMIS and The Coordinated Entry System are apparently no longer linked together to automatically update, which creates extra in addition to the use of Unite Us. It would be ideal to have a database for the homeless who have been vaccinated for all to have access to and a less outdated platform than File Maker, which can also hold client pictures for easy identification purposes.
- ◇ Challenge will be the upcoming remodeling, which will limit the men's shelter to 1 shower.

### PROGRAM UPDATES

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- ◇ St. Elizabeth's is continuing partnerships with hotels. Some relationships have ended due to safety issues, however new relationships have been established, including with Coyote South.
- ◇ Continue to revise and reform shelter rules to streamline and use across all St. Elizabeth's buildings.
- ◇ Shelters are now open to up to 75% capacity, yet numbers have decreased from past years, which has been the case with other shelters. Possibly because many people are camping in remote areas to avoid group settings. Hopefully as the shelter increases capacity and vaccines are more prevalent, people will not be as afraid to access services.
- ◇ Case managers have learned juggling guests from the shelter and hotels requires complex systems.
- ◇ Amazing partnerships with many agencies including: Santa Fe Recovery Center, Christus St. Vincent, Interfaith shelter, Green Tree Inn, Coyote South, Healthcare for the Homeless, The Life Link, PMS, La Familia, Health Care for the Homeless, Sonrisa Supportive Housing, CYFD, the Justice System, Unite Us, the SF County, Adelante, Civic/County Housing, Housing, Kitchen Angels, Coalition to End Homelessness, NMDOH, the Santa Fe Suites and other various subsidized housing venues.
- ◇ Next steps to reach 75% capacity and continue strengthening values and mission. Continue building policies and vaccines in order to re-open to 100% capacity.

### FEEDBACK FOR AGENCY

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- ◇ Thank you for submitting your End-of-Year HSC report. You have faced so many challenges this fiscal year and done tremendous work throughout the pandemic. Congratulations on your amazing accomplishment of keeping your guests and staff safe from Covid-19. Your success stories are always touching and this quarter is no different. You have truly helped many individuals and families to thrive through housing, financial assistance, and working through mental health challenges and maintaining sobriety. Clearly an accomplishment for your guests as well as your staff dedication. Excellent work! We know you have had a lot of challenges with the data entry through HMIS, FileMaker, and Unite Us. We appreciate that you have continued to provide great feedback on how systems can be improved. Great job maintaining a high level of customer satisfaction, and helping 84% of guests meet all or most of their goals during this chaotic year. This is a testament to the continued support guests are receiving and your amazing staff! We would be willing to help you think about new data systems if this would be helpful, please let us know.

# YOUTHWORKS

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## HIGHLIGHTS

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- ◇ YouthWorks provided navigation to 147 unduplicated clients in FY21 a total of 290 clients served.
- ◇ An average of 78% of clients are return clients (55% in Q1/2 and 46% in Q3/4). The YouthWorks navigator sent 64 successful referrals for their clients.
- ◇ An average of 28% (29) youth passed at least 1 GED test and 53.5% (89) youth were employed in FY21.
- ◇ YouthWorks has increased the health benefits premium percentage covered from 50% to 60% for participating staff.
- ◇ YouthWorks celebrated the grant award, our fifth round, from the U.S. Department of Labor Employment and Training funds in the amount of \$1.3 million to serve an additional 72 young people ages 16-24 with YouthBuild programming, education, training and credentials over the next two years.
- ◇ Some great recent successes include launching the environmental restoration crews, employing 20 young people and 4 rotating supervisors. The culinary training program is fully operating with additional young staff to meet demand for meals, including new Summer Meal distribution sites (5 total) and the opening of the café at Las Golondrinas.
- ◇ YouthWorks is seeking property to build or retrofit a commercial kitchen to accommodate the growth for culinary training operations.

## PROGRAM UPDATES

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- ◇ YouthWorks continues to maintain safety protocols with in-person work resuming, all staff are vaccinated, and the team is also working to encourage young clients to get vaccinated.
- ◇ YouthWorks has continued to enroll GED students through a combination of virtual and in-person classroom offerings, assist young people and clients with workforce development and job placement assistance, deliver daily meals to the homeless in City/County sponsored hotels and emergency shelters, and assist individuals with funds, resources and programming.
- ◇ YouthWorks has increased support to the immigrant population through the addition of several bilingual staff who are known to that sector of the community, delivering assistance to individuals with our case managers, instructors and funding support resources.
- ◇ The YouthWorks team has used the UniteUs platform accepting referrals for workforce development and job placement assistance, as well as striving for quick responses to meet clients needs. CONNECT has been great for networking, and getting referrals and linking clients to services quick, yet this quarter it became apparent that agencies had depleted many resources, especially housing and direct financial assistance.
- ◇ CONNECT has allowed for more interagency cooperation and connection, and also eliminated quite a bit of local underlying competition.
- ◇ Continued collaboration with local employers and organizations to design collaborative employment opportunities, and internal employment through YouthWork's programming.
- ◇ YouthWorks intends to add another classroom teacher to meet the growing demand for GED coursework as many students suffered in virtual classrooms due to COVID. This also may require YouthWorks hopes to upgrade our computer hardware and software.

## NEEDS

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- ◇ Unite Us: *Hoping to start using the integration between Salesforce and Unite Us soon.*

## FEEDBACK FOR AGENCY

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- ◇ Thanks for submitting your HSC report. Over the past fiscal year you have done amazing work adapting to the pandemic, supporting your clients and youth in the community. It is truly incredible how much you have done for the community, including increasing employment, engaging in the CONNECT program, and supporting students with their education throughout. Congratulations on all your safety practices keeping your staff and clients safe throughout the pandemic. It's great that you have improved your benefits package to be able to support your staff with increased premium coverage. We're very excited to hear about your search for a property, look forward to seeing the benefits of having an expanded kitchen! Two quick clarifications about the average % for "return clients" (78%) and average 5 "passing one test" (28%): These do not seem to align with the percentages included for Q1-Q2 and Q3-Q4. Can you clarify? Also, it'd be great if you can include the numbers (numerator / denominator) for future reports.