

The Impact of Hope

ANNUAL
REPORT
OCTOBER
2018



Esperanza Shelte



From the President of the Board and Executive Director

Dear Friends:

As a non-profit agency that provides domestic abuse services, we help our clients embrace their dreams for better days ahead. We help them plan, set goals, and design their futures in a way that will allow them to fully engage in healthy relationships. We help survivors of domestic abuse gain confidence, build self-reliance, increase resilience and believe in hope.

Even just a glimpse of hope can change a survivor's outlook and ultimately her life. Norma and her daughter, pictured on our cover, know about change. Norma was severely abused as a young girl. Her parents abandoned Norma and her relationships brought more abuse. But hers is a story of triumph and she gives much of the credit to Esperanza's programs. Today she is in a happy, healthy relationship and she treasures her family, friends, new job and the way she holds her head up high.

Hope can change a child's life. The Esperanza staff recently arranged a birthday party for a 12-year-old girl who was living in the shelter. She said, "This is the first birthday party when I was safe."

Hope can even touch the life of someone who has used abusive power and control against another—helping him to deal with the childhood abuse he experienced and learn to stop the brutality. One former offender told us an Esperanza counselor "taught him to love." Esperanza is the reason he stopped abusing others.



Hope is a gift that Esperanza offers to those impacted by violence, humiliation, and cruelty. Hope is precious and powerful. *Hope is impactful.*

We are proud to present to you the first annual report that Esperanza Shelter has published in years. It has been both a busy and fruitful fourteen months at the agency; we had a great deal of work to do and relationships to repair after a difficult few years. We have been transparent with the community and our funders about the challenges we have

encountered. We have met those challenges head on and have made tremendous improvements across the agency.

Our diverse board of directors is greatly committed to the people we serve and the agency's mission. The Esperanza staff is talented, diligent and fully engaged in the work we do. Collectively, we are a team that feels privileged to do this work and to witness the courage and transformation of our clients.

It is with profound gratitude to our community, funders, individual and corporate donors, and volunteers, that we present this annual report. Thank you for your continued support and for believing in our team. Together we are making a difference in the lives of hundreds of people every year, providing them with a vision of hope.

Marcos Zubia
President,
Board of Directors

Anji Estrellas, M.A.
Executive Director

Esperanza Means Hope

Esperanza opened its doors in 1976 with just a few beds for women fleeing their abusers. Over the years, Esperanza has expanded its services to meet the needs of a greater number of survivors and the increased complexity of the trauma they experience. Today Esperanza provides a 24/7 crisis hotline, a 34-bed emergency shelter and a comprehensive non-residential services program. Services include counseling, advocacy, groups, substance abuse therapy and referrals to community partners.



THE YEAR'S HIGHLIGHTS

Esperanza Leadership

Esperanza Shelter is fortunate to have Board President Marcos Zubia and Executive Director Anji Estrellas leading the way to a brighter future. Together they have worked to improve and expand services.

Zubia knows better than most what it is like to be an Esperanza client. He and his mother fled his abusive father and lived in the shelter when he was seven-years-old. Zubia is passionate about making Esperanza the very best domestic abuse services agency. In 2017, he was named one of the "Ten Who Made a Difference," a prestigious community award.

Estrellas was hired after a nation-wide search that yielded dozens of candidates. A native New Mexican, she has extensive experience in nonprofit leadership, contract management and strategic planning. She has brought her commitment and experience in innovative programming for trauma survivors to Esperanza Shelter.

A Thoughtful Plan for the Future

Thanks to the generosity of the Gale Family Foundation, Esperanza was able to contract with a consultant who has extensive experience with the Results Based Accountability model of strategic planning. The entire staff and board, several of whom are survivors of abuse, participated. We are proud of the map we have drawn and look to the future with confidence.

A Better Model of Care

Esperanza Shelter has provided excellent client care for decades, but we decided to bring that care to an even higher level. Trauma-informed care practice was integrated into all Esperanza departments and programs. This not only benefits clients but also supports staff. Trauma-informed care emphasizes physical, psychological, and emotional safety for both clients and staff, helping all to heal from trauma while building resiliency and confidence.



Residential Emergency Shelter

A significant increase in shelter stays was due in part to our new trauma-informed care approach and updated policies and procedures. We increased the numbers of shelter and bi-lingual staff to better serve our clients. Private lockers were installed so each resident can secure personal items. Work has begun on planning and updating the security system.



seeds of hope

Esperanza Shelter

Seeds of Hope

Two years ago, Esperanza formalized the children's program with a part-time child therapist thanks to a grant from the Lineberry Foundation. Esperanza Shelter was also awarded a Children's Program Capacity Building grant from the New Mexico Coalition Against Domestic Violence. This grant provides education and technical assistance to the agency to expand the trauma-informed capacity of the children's program. Today, the Seeds of Hope program includes two full-time child therapists and two child life skills coordinators. They serve both residential and non-residential children and their families. Early intervention with children is critical to help them heal from trauma, build healthy relationships, gain confidence and trust and increase resilience.



Esperanza Shelter

The Hope & Play Garden

The Hope & Play Garden will provide a beautiful outdoor space for the children and their parents who are living at the shelter. The plan transforms a sunny, open and dusty plot of land into an oasis. The project includes safer fencing, repaired concrete walkway, landscaping and a commercial-grade play structure. Anchor funding for this project is provided by Irene Ritter Foundation and Exerplay, Inc.

Non-Residential Services

Many are often surprised to learn that Esperanza has an extensive program for survivors who currently have their own housing. Non-residential services include child therapy, court advocacy, individual and group counseling. The entire team trained on experiential group processing. The newly named Path to Peace program helps participants change violent, controlling behavior.

Bluejeans, Boots & Barbecue

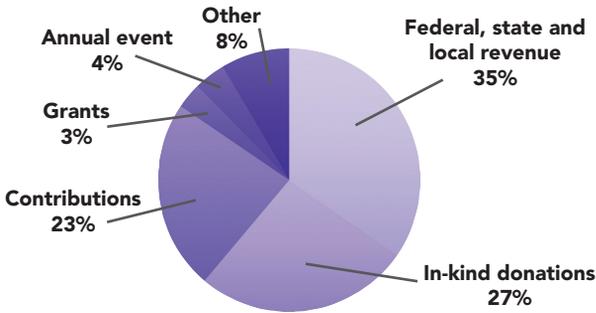
The First Annual Bluejeans, Boots & Barbecue was held in June with guests, sponsors and supporters enjoying live music, great food and company in a beautiful outdoor setting. With all proceeds benefiting Esperanza Shelter, everyone left feeling good! Because of the success of our first BBQ, we're already planning next year's event.



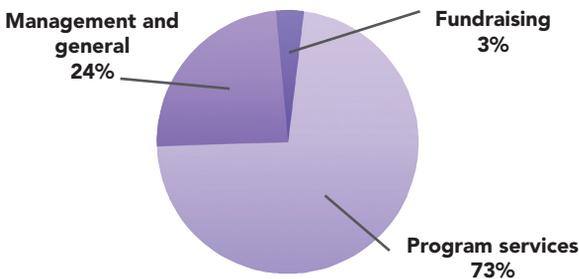


Esperanza Shelter Fiscal Year 2017

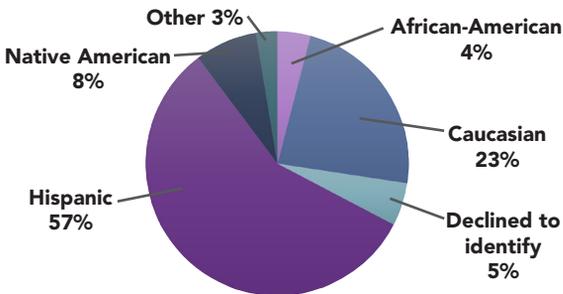
Sources of Funds
7/1/16 – 6/30/17



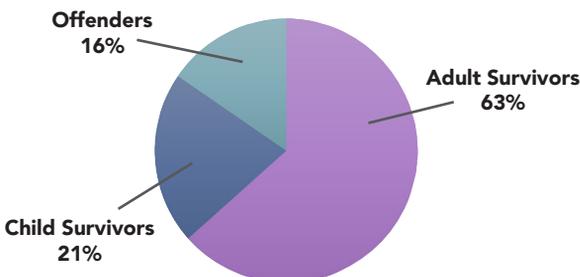
Uses of Funds
7/1/16 – 6/30/17



Client Counts by Ethnicity
7/1/17 – 6/30/18



Who We Serve
7/1/17 – 6/30/18



HOW YOU CAN HELP

- **Make a donation:**
 - Visit www.esperanza-shelter.org and click on **Donate**.
 - **Text 44-321** with the message **#wearehope** to make a donation.
 - Send a check made payable to **"Esperanza Shelter."**
- Talk to your attorney about making a gift to Esperanza through **estate planning or your will**.
- Purchase a **term life insurance policy** naming Esperanza Shelter as your beneficiary.
- Sponsor the June 2019 Second Annual **Blue-jeans, Boots & Barbecue** event. Call Denise at 505.474.5536.
- Learn more about Esperanza through our **website and Face Book** page—and help us share information about our agency and the societal issue of domestic abuse.
- **Volunteer:** Call the Support Center for more information 505.474.5536.

SUPPORT CENTER

505.474.5536
3130 Rufina Street
Santa Fe, NM 87507

www.esperanzashelter.org

24/7 Crisis Hotline:
505.473.5200 or
1.800.473.5220

Our Friends in the Community

Many individuals, businesses and foundations help make our work possible. To them we say a heartfelt "thank you" on behalf of those we serve. We also thank the hard working agencies that manage federal, state, county and city funding.

Esperanza has undergone many extensive and positive changes during the last year. We have had some hard work to do. We've had to repair relationships, provide greater transparency with regard to our financial picture and create a solid financial plan. We also had to update and improve our donor base. Find our complete donor/funder list for the past three years here: www.esperanzashelter.org. Be sure to let us know if you find an error or omission. Call the development office with any corrections: 505.474.5536.

The following donors gave \$5,000 and above to Esperanza during the past three years:

Janie Alderman Design	Prima Title, LLC
Michael Armstrong	Irene Ritter Foundation
Barker Properties	Santa Fe Community Foundation
Children, Youth and Families Division	Santa Fe Downtown Kiwanis Foundation
Michael Batte and Wanda Kile	Southside Rotary Club
Christus St. Vincent Hospital	Pamela Saunders-Albin
Exerplay Inc.	Randall Taishoff Charitable Foundation
Fonda Family Foundation	Garrett Thornburg
Frost Foundation	Thornburg Foundation
Gale Family Foundation	Turner Family Trust
HUD CoC	United Way
Shelly Koffler	Eaton Vance
LeAsmis Legacy Foundation	Diana Kay Crow Veritas Foundation
Lineberry Foundation	Victims of Crime Act Fund
Los Alamos National Bank	Jo Ann Dewing Ward
Los Alamos National Security	Walmart Foundation
Brian McMahon	Wells Fargo Foundation
Brian McPartlon Roofing	Westphal Family Foundation
New Mexico Children's Foundation	Wheless Foundation
Pueblo of Pojoaque	Wildflower International

Thanks to our 2018 BBQ Sponsors!

\$5,000

Pueblo of Pojoaque

\$2,500

Los Alamos National Bank
Shelly Koffler Humane Fund

\$1,500

Jo Ann Dewing Ward
Andrea Fisher Fine Pottery
Southwest Care

\$1,000

Richard & Janie Alderman
Margie and Tom Kintz

\$500

Kevin Brennan
Del Norte Credit Union
Guadalupe Credit Union
New Mexico Bank & Trust
State Employees Credit Union

\$100

Kathy Jahner
Robert and Maureen
Shearer
Jaap & Denise
Vermeulen



Board of Directors

Marcos Zubia, President
Jo Ann Dewing Ward, MPH,
Vice President
Rose Griego-Kiel, Treasurer
Catie Waldeck, Secretary
Janie Alderman
Laura Altomare
Elizabeth Morper
Katherine Segura-Salas
Jo Beth Speyer, MSW

Executive Team

Anji Estrellas, MA, Executive Director
Jorge Fonseca, Director of
Finance & Operations
Denise Vermeulen, MBA, Director of
Development & Communications