



Community of
HOPE and LIGHT



Esperanza Shelter

D O M E S T I C

A B U S E

S E R V I C E S



ANNUAL REPORT 2022-2023

MESSAGES FROM THE BOARD CHAIR AND ACTING EXECUTIVE DIRECTOR



Dear Friends,

It is easy for Esperanza Shelter to focus on its mission. The suffering endured by those we serve constantly reminds us to stay focused on the present. Yet, even as we attend to clients' immediate needs, the communities of Santa Fe and its surrounding regions are changing. In response, with COVID no longer a pressing issue, Esperanza's Board of Directors is looking into the future.

Beginning in the summer of 2023, the Board started collecting data about other helping agencies. For example, what are the current facilities for housing those threatened by domestic violence? What are the multiple issues beyond domestic violence that our clients experience? How can Esperanza cooperate with other agencies when their missions mesh with ours? What does the word "shelter" in our name mean in the 2020s? How do we coordinate with other agencies "to support healthy relationships"?

In summary, the Board is embarking on an exercise in strategic planning. To chart a new course, we will involve our Executive Director, the other directors, the staff, and other agencies in the great Santa Fe area. The outcome will be a document that places Esperanza Shelter as a critical player in the community dedicated to helping those threatened by domestic violence.

John Littrell, Ed.D.
President, Board of Directors



Dear Supporters,

It's not easy to step into an organization that is mission-focused and experienced and ask it to accept change. Stepping into Esperanza Shelter, what I have seen are its strengths – its committed and passionate staff, its long-term and steadfast supporters, and its desire to grow to meet the needs of the community.

Emerging from COVID, we are taking advantage of its lessons. We are continuing to serve survivors and their families in emergency, short-term, and transitional housing. To remove transportation and childcare barriers, we are continuing to use Zoom to serve our non-residential clients. We are continuing to provide 24/7 crisis call information and referrals, and legal advocacy. We are also stretching and are offering adult mental health counseling, mental health clinics, and after care groups to those who need it.

I want to thank the Board members who are taking us through this transition: John Littrell, Marisa Ornelas, Mark Fabion, Cheryl Ancell, Shannez Dudelczyk, Robin Hammond, Jules Natowitz, and Jo Ann Ward, who is completing eight years of service.

As Esperanza shifts and becomes Esperanza 2.0, it will remain the well-loved and respected community staple it has been for the past 47 years. By the time we reach 50, we will be stronger and more resilient than ever.

Pamela Villars
Acting Executive Director

Community of HOPE and LIGHT



My story is important and powerful. It's also tragic, dark, and messy. What matters most, however, is that my story is NOT unique. It is a story I hear repeated back to me by strangers almost every day - "I don't know what to do. I'm so scared... I just know next time he's gonna kill me". Every time I hear these words, they wrap around me with such familiarity that for a split second, I freeze. Then, I breathe. I take a moment to remember who I am, where I am, and what I need to do. I ask how I can help. Even if all I do is listen, I know it helps because someone once listened to me. **Someone once heard me without shame, guilt, or judgement.** Those moments of compassion and support were the first rungs of a ladder I used to climb out of a very dark pit. They kept me alive, and I hung onto these moments with every ounce of preservation I had left in me.

Every day of my life was a success, whether it was shadowed by darkness, or shined on by light. Every day provided me with the knowledge and strength I have now.

Live, I did, or more accurately, I stayed alive. Slowly but surely, I started seeing light again and putting the pieces of my life back together. In the beginning, I did not have the support of an organization like Esperanza Shelter. I can only imagine how much less difficult things might have been if I had. Instead, I pushed forward on my own and occasionally met kindred souls that helped me to stay on my healing path. My journey eventually brought me to the door of Esperanza - not as a victim in need of services, but as a survivor ready to pay it back in kindness. It felt like a long shot but I applied for a position, uncertain if I would be welcomed into this fold of healers. It turns out to have been one of the best decisions of my life because I was indeed welcomed.

I have found the place where I belong. Getting to work with victims of domestic violence, combined with the nurturing professional environment, makes it a unique and absolute fit for me. Over the past two years of working at Esperanza, my skills-based knowledge has increased exponentially, and my personal growth has been tremendous. Through the work of helping others in addition to the compassion of my team, my heart has continued to heal. I am now at a place in my life where I am truly living, not just surviving. I am perpetually grateful to Esperanza Shelter. **To me, Esperanza means. . . Hope and Light.**

—Matilda Hadzic
Residential Services Supervisor



THIS YEAR'S HIGHLIGHTS



Residential Services

As we emerged from the extreme conditions that COVID-19 created, Esperanza Shelter found itself following new best practices for sheltering domestic violence survivors. While living in residential hotels and apartments, our survivors thrived living outside of a communal setting. We provided the same intensive support and advocacy: food, clothing, system navigation, crisis support, and assistance with permanent housing. Having intensive support and living independently fostered new confidence and skills.

Last spring, we focused our appeal and grant efforts on funds to help renovate our shelter property to prepare it for future use. The renovation project consisted of updating bathrooms to meet ADA requirements, installing 35 double-paned windows, re-stuccoing the building, retrofitting rooms to accommodate family units, and landscaping our Hope & Play Garden. The garden's before and after pictures are astonishing and we are grateful to all who contributed time, money, and love to make it happen.

Non-Residential Services

- Our non-residential service advocates meet with participants remotely in individual and group sessions. We host approximately 150 clients per month in Path to Hope and Path to Peace groups. We have also started an after-care group for survivors who have graduated from our Path to Hope groups. These groups offer ongoing support to those who no longer need an intensive program.
- Our Hope and Comfort fund allows us to provide participants with help with rent, utilities, food, clothing and educational supplies, and other resources that assist with basic needs.



Cheryl Ancell,
board member,
at the Pride
Parade

- Our court advocate and volunteer work with participants at the First Judicial courthouse both remotely and in person to support survivors needing legal services.
- We have hired an adult mental health therapist and are offering hybrid mental health clinics to our participants.
- Our Seeds of Hope children's program grew significantly this year. We now have three children's therapists and a life skills coordinator. The growth has allowed us to reduce our waiting list significantly. The program serves children and adolescents in both shelter and non-residential settings, remotely and in person.
- Our development team is back in action, reviving the SOAR newsletter, campaigning for the Hope & Comfort fund, and planning our Trees of Hope event in November.

Court Advocacy Program and Volunteer Extraordinaire

The Esperanza Shelter legal advocacy department helps our clients navigate the court system. Our Bilingual Court Advocate Ruben Rodriguez and Bilingual Court Advocate Volunteer Donna Seifert work individually with clients in the civil court system, assisting them with orders of protection, custody matters, and divorce. Additionally, Ruben and Donna work closely with the criminal



Donna Seifert

justice system in collaboration with the District Attorney's victim services program to keep clients informed of criminal proceedings. Court advocates are not attorneys; however, they can make direct referrals to New Mexico Legal Aid for legal advice and representation. This year, the legal advocacy department began holding a monthly legal clinic in collaboration with New Mexico Legal Aid, which provides clients with pro bono advice and counsel from licensed attorneys. We are extremely grateful to our partnership with New Mexico Legal Aid as well as to Donna Seifert, who has donated an incredible amount of time and service to supporting our court advocacy program. Donna also supports Esperanza at outreach events and even in the garden. Donna, we appreciate you!

Success Stories From the Front Lines

A mother and her three-year-old daughter with a recent diagnosis of autism living at the shelter were referred to the Seeds of Hope counseling program. Shifting services from the shelter to the support center, especially at the time of a family's transition out of shelter, can be stressful. However, within the first few weeks of therapeutic services, the three-year-old widely expanded her vocabulary (she was not articulating many words; she was mostly using incoherent mumbling and what is sometimes called "minion talk"), she expressed empathy, and she actively engaged in play with her mom and the therapist. Early intervention is crucial, and we are proud to have made a difference for this little girl's future.

When a recent resident called the crisis line at Esperanza Shelter, she reported being scared and parked in a dark place with nowhere to go. During the phone conversation with the advocate on duty, the woman disclosed how she had endured years of verbal abuse and controlling behavior by an abuser who suffered from an alcohol addiction. Because she had two children and another on the way, she felt she could no longer bear her abuser's verbal attacks in front of her children and decided it was time to leave. Soon after the call to the crisis line, she was accepted into Esperanza Shelter's alternative housing location. After she arrived at the safe location late that night, she called to inform the advocate on duty her gratitude to the staff at Esperanza Shelter for all their support and how she was relieved to be in a safe place with her children.

NEW hope&play GARDEN



Before: a desert landscape



*Melinda and Richard Hall,
Tish Fitzgerald and Stan Pierce,
Tony Ornelas.*



*After: a peaceful
playground*

Our new Hope & Play Garden took a community effort. Through the tireless work of Marcos Zubia and Jo Ann Ward, what was a Santa Fe desert became an oasis for children and families. We offer huge thanks to Marcos and Jo Ann, the Santa Fe Area Builders Association, Platinum Sky Construction, Beverley Spears, and the Rotary Club Del Sur. We are also so grateful for our group of master gardeners who built and maintain this treasure.



*Jo Ann
Ward*

THANK YOU TO OUR COMMUNITY OF PARTNERS

Community of
HOPE and LIGHT

Esperanza Shelter has numerous friends, foundations, and corporations who have provided us with funds to sustain our services. Their support has enabled us to provide emergency and short-term shelter, transitional housing, counseling and education, legal advocacy, and emergency needs support to our clients and their families.

Every effort was made to make this list accurate. Please call our development office if you find errors or omissions at 505.230.4349. This list of our donors can be found at <https://esperanzashelter.org/about-esperanza/our-donors/>

\$100,000 & above

Anonymous

\$75,000 - \$25,000

Brindle Foundation

Christus St. Vincent Regional
Medical Ctr.

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Society of The United Church
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YLW Inc.

Yvonne Chambles

\$999 - \$500

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American Endowment Foundation

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Cheryl Ancell

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 Melanie Maxon
 Meow Wolf
 Micheal Corrao
 Randall Dry
 Robert & Karen Copeland
 Robert & Maureen Shearer
 Robert Hillman & Barbara Bogart
 Scott & Sara Sandlin
 Stephen Thompson &
 Anne Weaver
 Steven & Janet Schwarz
 Stewart Title
 Stina Permild Stina
 Tom & Laura Glazner
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 Unitarian Universalist
 Congregation of Santa Fe
 Ursula Hofer
 Wayward Comedy
 William & Kathleen Harris

\$499 - Under

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 Alan Webber
 Albert & Susan Scharf
 Alexander LoRusso
 Alexandra Burke
 Alexis Dudelczyk
 Allen & Kathy Jahner
 Allen & Bernadette Roybal
 Amanda (Mandy) Stevens
 Ami Ehrlich
 Andrew Skip Saurman & Susan
 MacMillan
 Ann Aceves
 Ann Hume & Bill R. Mathews
 Anne Pedersen
 Annette Brumley
 Anthony Buchen
 April Adams
 Armando Garay
 Astilli Fine Arts Services

Ava Fullerton
 Avery Pearson
 Barbara Chatterjee
 Barbara Fix
 Barbara Richardson
 Barrie Brown
 Beatrice Trujillo
 Benita Vassallo
 Bernadette Alejandro
 Bernadine & T. J. Goldman
 Betsy Jones
 Bill Hulquist & Michael Greene
 Billy Feldman
 Bob L. Slater & Naomi R. Slater
 Brian Crider
 Bridget Green
 Bruce Anderson
 Bruce Berlin
 Bryan Wempen
 Buddy & Irene Roybal
 Cameron Graham
 Capital City Lions
 Carl & Freya Diamond
 Carlotta Bird
 Carol Aronowsky
 Carole Owens
 Caroline Jenney
 Catharine Adams
 Catherine Campbell
 Catherine Louisell & Rodney
 Houston
 Cathy Fernandez
 Cecile Hemez
 Celine Apodaca
 Charleen Touchette
 Charlotte Kinney
 Chris & Carol Calvert
 Chris Woodward
 Christine B. Boss
 Christine Wendel
 Clara Lafrance
 Claudia & Steve Harvath
 Client Outreach
 Colleen Floyd
 Connie Burke
 Connie Strifolino Charity Fund
 Courtney Morris
 Craig & Monica Blessing
 Craig O'Hare
 Cynthia Klaus
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 Daniel Keyes & Dannette Shaw
 David & Annette Groenfeldt
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David A. Gonzales
 David & Jane Beck
 David & Rebecca Donohue
 David Gunderson
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 Deana Culp & Darla Crown
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 Deborah Weinberg
 Debra Bloom
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 Donald & Sally Romig
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 Donna Sanchez-Zubia
 Doug & Diane Hanson
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 Edward & Sheila Heighway
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 Edward Ashmead
 Edward Jones Trust
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 Eleanor Edelstein
 Elena Lamb
 Elisa Montoya
 Elizabeth Stefanics
 Ellen Biderman
 Ellen Wetzel
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 Eloisa Rivera Aragon
 Eternal Life Church & Foundation
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 Hervey & Leslie Juris
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 James & Vivian Olsen
 James Porter
 James R. Harris
 James Rocha & Carol Esaki
 Jamie Gagan
 Jan Stewart
 Jana Theis
 Jane Gifford King
 Janet Gilchrist
 Janine Johnston
 Janis Gonzales
 JC & Virginia Boylls
 Jeanette & William Sveum
 Jeffrey Lunt
 Jeffrey Pitman
 Jennifer Baker
 Jessica Wilcox
 Jo Franzen
 Joan Conrow



Esperanza shelter staff

Joan Viele
 Joann Martinez
 Jo Beth & Erik Speyer
 John Bonnell
 John Cowgill
 John F. & Kathleen McCarthy
 John Kline
 John Munsch
 Jon Schrader
 Jonathon & Amy Shanks
 Joseph Frank & Joleen
 Rocque-Frank
 Joshua Hopkins
 Joyce Belanger
 Joyce Rubinfeld
 Judith Gabriele
 Judith Kahl
 Judith Weissmueller
 Judy Frankel
 Judy Hoberman
 Julia Payne
 Julie Endreson
 Julie Geng
 Julie Lopez
 June M. Galloway
 Justin Frame
 Karen & Raphael Benjamin
 Karen & Wayne Barnes
 Karen Frank
 Karen Gardiner
 Karin Tomlinson
 Kate Buckley
 Katherine Leonard
 Katheryn Brown
 Kathleen LeBeau
 Kathleen Volkert
 Kathy Reichenthal
 Kathy Segura-Salas
 Katryna McIntyre
 Kayli Nordby
 Keegan Parker
 Keith Anderson & Barbara
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 Kenn & Rebecca Farr
 Kenneth Earle & Isabel Louise
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 Kevin Daly & April Adams
 Kevin Possin & Ann Lavine
 Kevin Ribble
 Kevin Sullivan
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 Kirk & Sheila Ellis

Krista Agnello
 Kristi Michaelis & Kenneth
 Goldstein
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 Kristina Alley
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 Laurel Schnitzer
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 Lawson Drinkard
 Leah Garvin
 Leah Swanson
 Leonard Magnus
 Letitia Krakowski
 Linda Burchfiel
 Linda DeWolf
 Linda Short
 Linda Zwick
 Lisa Longnecker
 Lisa Spears
 Lois Peddicord
 Lois Sury
 Lori Lanier
 Lucille Martinez
 Ludwig Gritz
 Lynda Bain
 Lynn Dodge
 Lynn Larsen
 Lynn Miller
 Maria Cristina Lopez
 Maria Felt
 Marilyn Brodie
 Marilyn Fitzgerald
 Marilyn Winter-Tamkin
 Marisa Ornelas
 Marissa Bingham
 Mark Faubion
 Mark Ortiz
 Marvin Godner
 Mary Ellen Gonzales
 Mary Menke
 Matthew Burdett
 Matthew Donovan
 Maureen Hill
 Melanie Barnes
 Melinne Owen
 Melissa Eason
 Melissa Weiss Steele
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 Michael Owens
 Michael O'Dwyer
 Michelle L'Heureux
 Mickie-Baughman Fund
 Mikaela Barnes

Mila Visser't Hooft
 Nancy Paap Waight
 Nancy States
 Natasha Rippel
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 Our Change Foundation
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 P & M.S. Westen
 Pamela Herman
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 Peter Hunt & Donna Seifert
 Peter Morse
 Peter Murphy
 Plummer & Hansen Corp
 Priscilla Lepsch
 Rachel Mintz
 Rachele Griego
 Ralph Huber
 Rebecca Warner
 Reed Bienvenu
 Renee Kershner
 Renee Lynn
 Rhoda Rein
 Richard & Patricia Hawkins
 Richard Carver
 Rob Woods
 Robert & Judy Sherman
 Robert Bell & Stirling Puck
 Robert Krupnick
 Robert Pelak & Laura Ellen Walton
 Robin & Steve Lucero
 Ronald Frank
 Rose OConnell-Marion
 Rudy & Marcella Gonzales
 Sam's Construction
 Santa Fe Capital Group
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 Schwab Charitable
 Scott Peterson
 Scott Rogers
 Sean Sun
 Shane Clayton

Sharon Shoemaker
 Shelly Koffler
 Sherry Kraemer
 Shpresa Agushi
 Smith's Food & Drug
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 Stephen Berger
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Non-residential staff at back pack giveaway

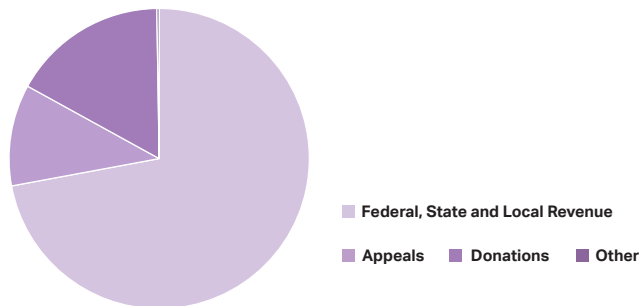
ESPERANZA BY THE NUMBERS

FISCAL YEAR 2022-2023



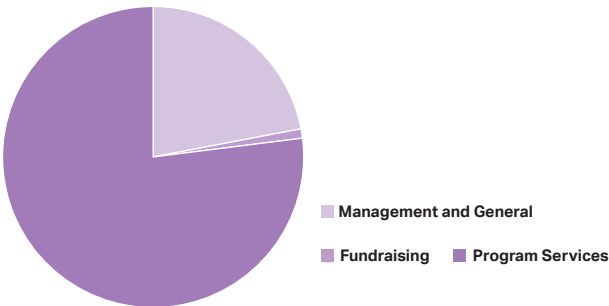
SOURCES OF FUNDS

Federal, State and Local Revenue	2,144,014	70%
Appeals	325,000	11%
Donations	498,000	17%
Other	7,500	2%



USES OF FUNDS

Management and General	22%
Fundraising	1%
Program Services	77%



■ # OF PARTICIPANTS SERVED

- 376 total participants (300 non-residential and 76 residential)

■ # OF CRISIS CALLS RECEIVED

- 1599

■ # OF CHILDREN SERVED

- 86 (43 non-residential and 43 residential)

■ # OF SUPPORT/EDUCATION GROUPS

- 364

■ # OF LEGAL ADVOCACY HOURS

- 263

■ # OF COMMUNITY OUTREACH PRESENTATIONS

- 35 presentations to 449 community members

■ # OF SHELTER NIGHTS PROVIDED

- 4587

■ AVERAGE # OF NIGHTS PER CLIENT

- 63

HOPE AND LIGHT SHINES ON —HONORING THE ZUBIA FAMILY

Community of
HOPE and **LIGHT**

There are times in our lives when a challenge is so overwhelming that we need to dig deep for whatever grains of courage we have. Yet, even during hardship, there may be a silver lining. The hope we can find in community helps us to find the hope in ourselves to get to a place that is 'beyond overcoming'.

Such is the case with the Zubia family. About 27 years ago, Gloria Zubia told her seven-year-old son Marcos to exit the car they were traveling in at the next stop. Her husband was drunk and angry and something was telling her she had to escape to protect herself and her son. They walked in the rain with nothing but the clothes on their backs, and soaked, knocked at the door of Esperanza Shelter. They were received with warmth and for the next couple of months, found a safe place to live and begin to heal. Gloria describes their time at the shelter as peaceful and quiet. She was able to go to work without the usual stress, knowing they were safe for that time being.

Now in the present you see a much different portrait of the Zubia's: one of happiness, peace, and triumph. 'Beyond overcoming' for them has meant coming full circle to help those affected by domestic abuse. Having served as a past President of the Board and most recently as the Director of Development for Esperanza Shelter, Marcos says his life's mission is to help others, especially those affected by domestic abuse. Both Marcos and his wife, Donna Sanchez-Zubia have worked countless hours and have given much of their time and energy to developing and helping to support Esperanza Shelter. Their young son, Dominic, has followed his parents' example by donating some of his allowance money to the shelter. Gloria worked for Esperanza first as a volunteer and then as the Front Desk Receptionist. She retired from Esperanza this summer.



Marcos, Donna, Dominic and Michaela Zubia



Marcos Zubia and Gloria Zubia

Esperanza Shelter didn't push me away. They were there to help me no matter what situation I was in. —GLORIA ZUBIA

In the summer of 2022, Marcos accepted a position as the Chief Development Officer of the St. Vincent Hospital Foundation, continuing his passion for providing for those in most need. Esperanza Shelter is a better place for having served Gloria and Marcos many years ago. We can't thank the Zubia family enough, especially Marcos and Donna, who have found it in their hearts to give back for so long. Esperanza Shelter wishes them the very best and we know that they will never be very far as they continue to provide hope and light for us and those who knock on our door.

COMMUNITY SUPPORT



The Hope & Comfort Fund is for the immediate emergency needs of the clients and residents of Esperanza Shelter.



Soar is our quarterly newsletter, an information outreach into the latest happenings at Esperanza Shelter.



Amazon Wishlist will be used for transitional housing items for Residents of the Esperanza Shelter.



Consider adding us to the Smith's rewards program by searching Esperanza Shelter Inc. or ML873 to enroll.

HOW YOU CAN HELP Make a Donation



- Visit www.esperanzashelter.org and click on *Donate*.
- Text 443-21 with the message *WeAreHope* to make a donation.
- Send a check made payable to "Esperanza Shelter" to:
Support Center. 3130 Rufina Street. Santa Fe, NM 87507
- Talk to your attorney and/or financial planner about making a legacy gift to Esperanza through estate planning or through your will.
- Learn more about Esperanza through our website and social media pages—help us share information about our agency and the societal issue of domestic abuse.
- Volunteer: Check out our website for more information.
www.esperanzashelter.org

Board of Directors

John Littrell, President
Mark Faubion, Treasurer
Marisa C. Ornelas, Secretary

Cheryl Ancell
Shannez Dudelczyk
Robin Hammond, RN, BSN, MJ, CPHRM
Jules Natowitz
Jo Ann Dewing Ward, MPH

Leadership Team

Pamela Villars, Acting Executive Director
LeAnn Killa,
Director of Finance & Operations
Sherilyn Oldfield,
Director of Human Resources
Jarrod Cordova,
Director of Development
Sonya Romero, BSW,
Director of Residential Services

Mission Statement

Our Mission is to shelter those threatened by domestic violence and to support healthy relationships.

Our Vision is a community free of violence.



**TO JOIN
OUR TEAM:**



TO DONATE:



SUPPORT CENTER

3130 Rufina Street
Santa Fe, NM 87507
505.474.5536

info@esperanzashelter.org
www.esperanzashelter.org

24/7 Crisis Hotline:
505.473.5200 or 1.800.473.5220

**FOR CRISIS
HOTLINE:**

