

# Fall 2005

## Table of Contents

A Letter from Our Executive Director	pg. 2
Staff Spotlight - Re-organization and a Special Good-bye	pg. 3
Stories from the Inside - Homeless Court	pg. 4
Services Available for Those in Need - Fall Wish-list	pg. 5
20 <sup>th</sup> Anniversary Invitation	pg. 6

*Mere longevity is a good thing for those who watch Life from the side lines. For those who play the game, an hour may be a year, a single day's work an achievement for eternity.*

– Helen Hayes

*Develop success from failures. Discouragement and failure are two of the surest stepping stones to success.*

– Dale Carnegie

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## Board of Directors 2005

Board Chair	Valerie Ann Armendariz	<i>Commercial Banker/Wells Fargo</i>
Vice Chair	Hazel Hill	<i>Branch Manager/Bank of the West</i>
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Director	Donna Haltom	<i>Business Person</i>
Director	Nancy Mills	<i>Retired/CFO Food Services</i>

Saint Martin's Hospitality Center Board Meetings occur the 4<sup>th</sup> Monday of every month and are open to the public. For more information, please contact our Administrative Offices at 242-4399.

## A Letter from Our Executive Director

Lee Pattison

### Twenty Years .... And Counting

Twenty years and counting! Two decades! That's how long St. Martin's has been demonstrating compassion in action to some of Albuquerque's most vulnerable citizens. We haven't done it alone; there have been countless partners along the way: donors, funders, governmental agencies, other provider agencies, churches and civic groups, volunteers, committed staff and more individuals from the community than any of us can even imagine.

There have been many success stories that we can share. Here's one that came across my desk this week: *Ms. E. graduated from the Recovery Outreach Program. After entering the program in April, she 'got to work'. She was referred to us by one of our collaborative partners, Turquoise Lodge, after having completed an intense 30-day inpatient detoxification from methadone, heroin and other opiates. Ms. E. was immediately placed into housing and given numerous job leads. Within a few weeks, she interviewed for, and was offered a job at a local cell phone provider. She saved money and maintained abstinence from substances, as verified from frequent drug screens. After passing her testing and probationary period with the organization, she was offered a full time position with excellent benefits. She bought a car and moved into her new apartment last week. As a show of support, St. Martin's agreed to pay her first month's rent at her new place. Ms. E. has expressed her gratitude to all.*

A lot of changes have occurred at St. Martin's over the last 20-years. There have been many new programs and services added. As an agency, we just completed an intensive strategic planning session and as a result completely reorganized our Behavioral Health Department and are in the process of making other major changes in order to become more efficient in what we do. But the real changes that we point to as significant here at St. Martin's happen inside people. Like the example of Ms. E.

Some of the most significant changes occur within the people who work here at St. Martin's. When I was asked to write an article for this issue, my first thought was to try to wax eloquently about the agency, the changes that have occurred and to share some success stories. But the more I thought about it, the more I thought about the way changes have occurred in me over the five years I've been here. Exposure to our clientele can cause a person to question many formerly formulated belief systems and projections. Pat-answers tend to fade into obscurity. A person's propensity for compassion tends to expand. Tolerance and understanding tend to replace dogma. Answers come slowly and listening skills are heightened. Empowering others becomes more than a catch-phrase; it becomes a means of accomplishment. These sorts of things go on internally in the people exposed to the work at St. Martin's.

I think that the biggest impact on me personally has been observing the staff at St. Martin's. I've never been exposed to so many committed and dedicated people. Many of them make great personal sacrifices in order to serve our clientele. This may best be illustrated by telling you of an experience we had here while interviewing a case manager for a manager position within the agency. During the interview process, all his answers and concerns centered on the welfare of the clients. Even when it came to discussing his possible increase in salary, his response was that he could use the position to better implement care for clients and was not all that concerned about the salary. Obviously, he got the job.

St. Martin's is a great place and it accomplishes great things. The two major factors in its success have been the fortune of having some committed and dedicated staff and, secondly, partners like you that help make their work possible. Thank you. Here's to another twenty years!

## Behavioral Health Reorganization



The reorganization efforts for Behavioral Health were completed last month. The combined programs are:

- Comprehensive Recovery Program (formerly the Intensive Transition Case Management Program and the Psychosocial Rehabilitation Program). Program Manager (formerly Team Leader) is **Sherwin Hoagstrom**.
- Recovery Outreach Program (formerly the Chemical Dependency Recovery Program and the Dual Diagnosis Program). Program Manager is **Michelle Sanchez**.
- Self Sufficiency Program (formerly the Self Sufficiency Program and the Intensive Employment Program). Program Manager is **Whitney Burns**.
- The newly created Assessment, Intake and Client Services Program. Program Manager is **Brooks Bedwell**.

These combinations will result in a more efficient Behavioral Health Department and reduce the direct supervision of the Clinical Director.

There are still job openings for case managers and the interviewing process continues. Additionally, volunteers are needed for some activities in Behavioral Health.

## St. Martin's Says Good-bye and Thank You Suzanne Galligan

One of our longest full-time employees, Suzanne Galligan, retired after helping others for 32 years through different forms of direct care. A celebration of her commitment to individuals, families, and the community was held on July 21<sup>st</sup> at Saint Martin's Hospitality Center.

Suzanne started at St. Martin's in October of 1989 with Project Care and at that time she was only one of 4 case managers with the agency. She held that position for 10 years and then moved to her current position as Intake Specialist. However, her career in this area spans over 3 decades, which in many ways can be attributed to her mother who was also a case worker in Chicago. "I have seen many changes during my career, and today, thanks to improved medications, case management, and greater client responsibility, we talk much more about remission and recovery. Before, mental health was a diagnosis of doom. Now there is hope". Suzanne goes on to say that, "Saint Martin's is a place where you can really help people to improve the quality of their lives. When you see someone gain some independence, it makes it all worthwhile".

Additionally, in 2000, Suzanne was given the "Humanitarian Award" from the City of Albuquerque for her "commitment as an advocate and defender of human rights".



Thank you Suzanne for all of your hard work and support of Saint

Martin's. You will be missed, but we know that you are not far from helping those in need and that your work here will continue into the next 20 years!

## Stories From the Inside

Henry came to SMHC primarily for a meal. He was hungry, afraid, and confused. He had been out of prison for a few weeks and wound up on the streets of Albuquerque. His past was filled with institutional confinement. As a minor he served eight months in reform school for 19 different felony charges. As an adult he had been sentenced for over 11 years of prison time. Henry was dysfunctional and prone to irrational behavior and substance abuse.

Day Shelter staff members who interacted with Henry referred him to SMHC's Chemical Dependency program. The case manager there began working with him and they began to develop a relationship. The case manager's first task was to help Henry obtain short-term transitional housing so that he would not go back into his old environment on the street.

Henry was in the program at SMHC for nearly two years. During that time he identified life goals, learned living skills, worked on his substance abuse issues, and took advantage of St. Martin's ACCESS program as well as other programs. While in the program at St. Martin's, Henry earned his GED and attended Albuquerque Technical Vocational Institute. He graduated with an Associate's Degree in Computer Network Management. While in school he worked as a computer technician at TVI.

Last year he was hired as a network manager for a local company. He has maintained his sobriety and is living an independent, successful life as a contributing member of society. Henry has given public presentations to various groups about the progress he has made and was highlighted by Central New Mexico United Way in their marketing program.

Henry's success in life started with a morning meal at St. Martin's Hospitality Center and is just one of the countless success stories to come out of SMHC.

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## Homeless Court

By Karen Navarro - Client Advocate

Bernalillo Metropolitan Court Judge Victoria Grant began Homeless Court three years ago to assist homeless people to help themselves. The first Homeless Court, held on June 5, 2002, had 2 participants. Since then it has grown considerably! Approximately 20 to 30 homeless individuals appear before Homeless Court each session. Homeless Court only addresses warrants on what are known as "Quality of Life" crimes: minor traffic violations; criminal trespass, drinking in public, and other petty misdemeanors. These warrants were issued when the person failed to appear in court or failed to pay a traffic fine. A homeless individual with a warrant on a felony or a misdemeanor charge of DWI, domestic violence, or any other violence-related charge cannot go to Homeless Court.

Homeless Court was held at Healthcare for the Homeless for the first couple of years, then moved to St. Martin's Hospitality Center this past year, meeting bi-monthly. Beginning November, 16<sup>th</sup>, Judge Grant will preside over Homeless Court monthly at St. Martin's. Jill Ingraham, Probation Officer, is the supervisor of Homeless Court. St. Martin's staff members can refer our clients to Homeless Court, including in our referral what positive steps the individual is taking to better his/her life, and hopefully to get off the streets. In most cases, Judge Grant quashes the warrant, and dismisses the charges so the homeless individual no longer has to worry about going to jail. As someone who has referred people to Homeless Court and observed numerous sessions, I am so impressed with the warm atmosphere provided by Judge Grant and her staff in encouraging our homeless clients in their positive endeavors!

## Programs Available at St. Martin's

### **Day Shelter Program**

- Day Shelter
- Meals and Food
- Showers and Hygiene
- Clothing Exchange
- Post Office Services
- Telephone and voice mail messages
- Short and Long-term Storage
- Traveler's Aid
- Jobs Placement
- Advocacy Program
- Chiropractic Services
- VA Outreach
- Intensive Employment Program
- Homeless Court and Legal Aid
- New Mexico AIDS Services

### **Behavioral Health Services**

- Substance Abuse Treatment
- Psycho-social Rehabilitation Outreach
- Intensive Transitional Case Management
- Housing

- Physical Health
- Social Services
- Dual Diagnosis
- Supportive Housing Program
- Self-Sufficiency Program
- Albuquerque Continuum of Care for Enhanced Supportive Services
- Adopt a Family Program
- Family Services
- Prevocational Services
- Literacy and GED Services
- Medication Management
- Psychiatric and Nursing Care
- Client Run "Warm Line"
- Intensive Employment Program
- Intensive Employment for Individuals with Psychiatric Disability

### **Other**

- AmeriCorps VISTA Volunteers
- Community Relations Project
- Neighborhood Clean-up
- Security

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## Fall Wish-List

As temperatures drop and we see an increase of individuals and families needing our services, the items below become harder for us to keep on hand and afford. Many of you have asked what we need aside from monetary donations to help our clients. With that in mind, please review the list below and feel free to add any additional cold weather items you can think of. Thank you for your thoughtfulness!

- ✓ Vitamins
- ✓ Feminine hygiene
- ✓ Tylenol, Aspirin, Tums
- ✓ Travel size soap and shampoo
- ✓ Baby formula (all types)
- ✓ Body powder
- ✓ Brushes
- ✓ Deodorant
- ✓ Disposable diapers (All Sizes)
- ✓ Disposable razors
- ✓ Foot powders
- ✓ Hair spray
- ✓ Kleenex
- ✓ Mouthwash
- ✓ Q-Tips
- ✓ Shaving cream
- ✓ Toothbrushes
- ✓ Toothpaste
- ✓ Warm hats
- ✓ Gloves
- ✓ Coats
- ✓ Blankets
- ✓ Sleeping bags
- ✓ Long underwear
- ✓ Warm socks
- ✓ Postage stamps
- ✓ Sweat pants/shirts
- ✓ Hand soap
- ✓ Combs/brushes
- ✓ Lotion