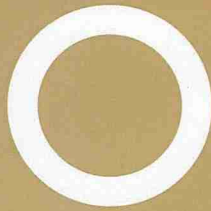


El Paso Human Services, Inc.



THE EPHSI staff is comprised of diverse, bilingual, professional, paraprofessional, dedicated and amazing individuals!



EL PASO
HUMAN
SERVICES INC.



Locations

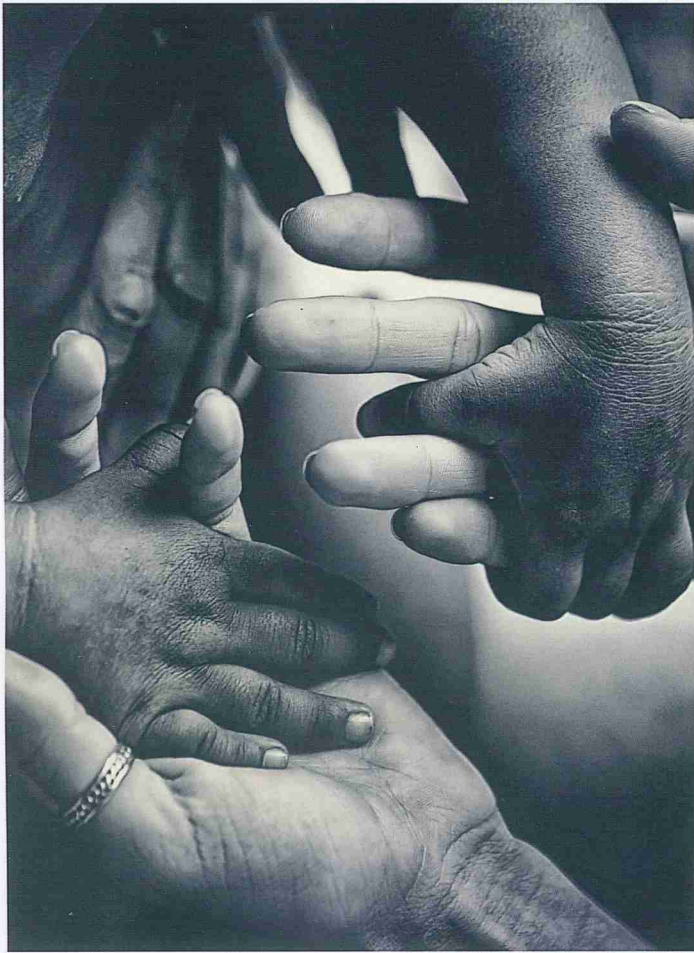
Administration Offices: 1001 Montana Ave. El Paso, TX 79902 (915) 534-7227

PRIDE Center: 820 Montana Ave. El Paso, TX 79902 (915) 533-4200

Winchester House: 810 Montana Ave. El Paso, TX 79902 (915) 790-2232

elpasohumanservices.org
facebook.com/EIPasoHumanServices

OUR STORY



In the Spring of 1984 two ambitious, young women assisted by a local CPA drew up the paperwork to open a non-profit organization to serve a population in El Paso that was underserved in our community. Child Protective Service (CPS) children, classified as “priority one” were not being afforded opportunities to participate under State subsidized programs due to challenging child behavioral problems, lack of transportation, and neglectful/abusive parents with limited resources.

On June 1, 1984, the Director for El Paso Human Services, Inc. (EPHSI) was hired. That summer, under the guidance of a Board of Directors, the agency began providing services in the community with a Summer Camp contract exclusively serving Child Protective Service children. Ninety days later, on September 1, 1984, the Assistant Director/Comptroller was hired and the agency implemented a second contract to serve CPS children in day care sites. This drove the agency to initiate a third contract which was the Child and Adult Care Food Program in sponsored family day care homes in January 1985.

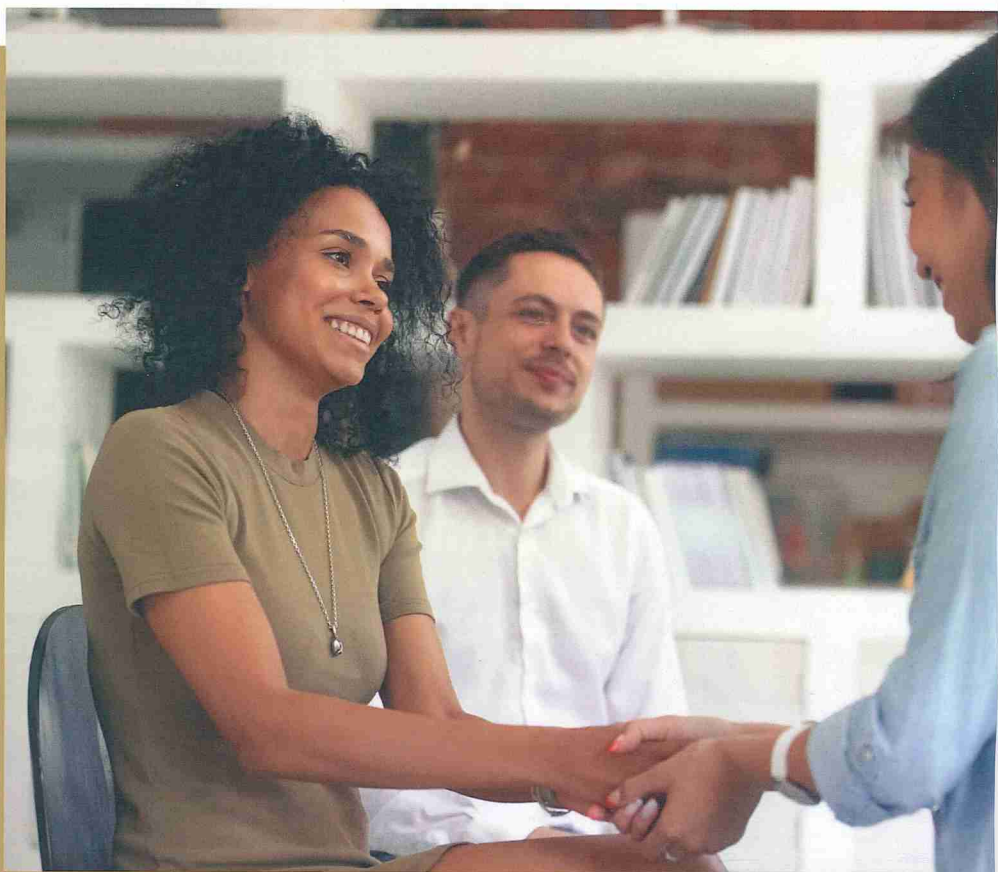
Within one year the agency quickly grew to 3 contracts and 4 employees. The initial 2 contracts in 1984, were for \$30,000 and \$50,000 respectively. EPHSI staff agreeably worked under-paid, cramped into a shared office space at the St. Anne’s Community Center in central El Paso and later into a basement office on Montana Avenue. Through cultivated community partnerships, exceptional audits and successful execution of contract awards, the agency matured.

At present, 40 years later, EPHSI has 19 contracts, 43 employees and an annual budget of almost \$9,500,000. Services are being offered out of 3 building sites, all located on Montana Avenue and within walking distance of one another. The administrative staff of EPHSI consists of bilingual professionals and paraprofessionals who are trained and experienced in the areas of administration, government contracts, and subsidized programs. Our case management staff has knowledge of working with victims of interpersonal trauma and traumatic stress especially victims of child abuse currently in foster care system, including LGBTQ youth.

OUR MISSION

The mission of El Paso Human Services, Inc. (EPHSI) is to empower children, youth and families in crisis, through the provision of quality and individualized services. The majority of programs continue to focus on service delivery specifically for youth and young adults who are victims of child abuse and neglect, have issues with mental health and substance abuse, and are homeless or at-risk of homelessness. Under the varied Programs, EPHSI serves over 10,000 children and youth and 500 adults each year.

“EMPOWER
CHILDREN,
YOUTH
AND
FAMILIES
IN CRISIS”



EXECUTIVE DIRECTOR

Susana Reza As the founder and Executive Director of EPHSI, Susana Reza has been leading the agency for 40 years. Her vast experience in grant writing, contract procurement, program administration and personnel management has been fundamental to the success of the agency. She has exemplary vision for both program and staff development and leads with patience, empathy, integrity and grit. Susana is a member of several local and national non-profit boards including Adult Protective Services-Silver Star, El Paso Coalition for the Homeless, and the National CACFP Forum (President from 2016-2019)



PROGRAMS

Evaluation and Treatment Services



EPHSI is contracted by the Texas Department of Family and Protective Services to provide psychological evaluations and counseling services to individuals and families who have come under the scope of Child Protective Services. We have been providing these services in the El Paso community since 1991.

The priority of the Department of Family and Protective Services, is to protect children and to act on the children's best interest. Supportive services such as Evaluation and Treatment services are designed to assist in preventing further harm and/or neglect to the child(ren) and to keep the child(ren) safe with his/her/their family when possible. They also assist to provide permanence for the child(ren) in foster care by either resolving the family dysfunction and returning the child to the family, or if the child cannot return to the family, then making recommendations for the permanent placement of the child(ren).

Young Women's Shelter

El Paso Human Services, Inc. (EPHSI) was offered a funding opportunity to open a Young Women's Transitional Shelter Program in the El Paso community exclusively for young women ages 18 to 24 years. The project will offer assistance for up to 24 months of Transitional Housing to young women without children who are currently homeless, with a priority to those who have aged out of foster care. The Transitional Shelter facility for female youth will offer temporary housing with supportive services at a site located at 820 Montana, El Paso, Texas 79902. The location is near downtown El Paso, and will be renovated as a dormitory style facility with an 8 to 10 bed shelter for single homeless female youth. The facility will be open seven (7) days a week, 24 hours a day. The Women's Shelter is scheduled to open the Summer of 2024.

Preparation for Adult Living Program (PAL) Life Skills Assessment and Training

The PAL Life Skills Assessment and Training services program is offered to youth currently in foster care between the ages of 15-18 and who are referred by Child Protective Services. The curriculum consists of six elements with five hours of training per element and is offered three times per year, September-December, January to April and May to August. The elements are:

- Health and Safety
- Housing and Transportation
- Job Readiness
- Financial Management
- Life Decisions and Responsibilities
- Personal/Social Relationships



Each youth and his/her caregiver must complete a Casey Life Skills Assessment to determine areas where caregivers and service providers can assist with the youth's development, knowledge and progress. Classroom training occurs at the PRIDE Center at 820 Montana, with a lead facilitator, foster care alumni, interns and guest speakers assisting in the training. Experiential exercises include mock interviews, completing a job application or resume, practice making a medical appointment, and preparing a meal. Youth are also taken on field trips to banks, housing units, UTEP, EPCC, Sun Metro, and cultural centers, to name a few. Additionally, the trainers may serve as mentors for the transitioning youth.

PROGRAMS

Child and Adult Care Food Program (CACFP)

The Child and Adult Care Food Program (CACFP) is a federal program that provides reimbursements for nutritious meals and snacks to eligible children and adults who are enrolled for care at participating child care centers, day care homes, and adult day care centers. It also provides reimbursements for meals served to children and youth participating in after school care programs. CACFP contributes to the wellness, healthy growth, and development of young children and adults in the United States.

EPHSI has been a CACFP contracting entity since early 1985. As a contracting entity of the CACFP, our agency sponsors Child Care Centers, Day Care Homes, Summer Food sites and At-Risk sites to ensure healthy and nutritious meals are served to the children enrolled in these programs and in accordance with USDA guidelines. We provide training on the USDA meal patterns, required program management and reporting, menu planning, ideas on incorporating vegetables into children's meals and making meals and snacks nutritious and fun to eat. We also process the sites' claims for reimbursement. We proudly sponsor over 200 licensed and registered day care facilities, which combined serve over 1,000,000 meals each year to at least 8000 children, many of whom are from low-income households.



The Community Youth Development (CYD)

EPHSI has provided CYD services in 79924 El Paso zip code since 2003. CYD is a Prevention and Early Intervention (PEI) initiative of the Texas Department of Family and Protective Services. Through subcontractors such as Project Vida, YMCA, and Transmountain Charitable Trust, our agency provides after school activities, youth leadership, mentoring, and service learning projects for children and youth ages 6-17 who reside or attend school in 79924. The target zip code of 79924 has been identified as a Texas community with a high rate of juvenile delinquency. The CYD program is designed to lower the risk factors for juvenile delinquency, provide early intervention to problem behaviour and increase the protective factors that affect youth in the community.



PROGRAMS

Winchester House Emergency Shelter

Winchester House initially opened as a transitional living center in November 2011 where homeless male youth ages 18-24 were provided with up to two years of transitional housing. The FIRST OF ITS KIND, the goal of the program was to provide a safe and stable living environment so that these young men could gain the skills necessary to live on their own. At least half of the young men served were alumni of foster care.

Due to changes in federal funding priorities, in November 2017 Winchester House became an emergency shelter for the same homeless youth population. As an emergency shelter, the participants are allowed up-to a 90 day stay and are provided guidance and assistance with employment and housing plans. They may also be referred to affordable housing assistance programs such as those that provide rapid re-housing or permanent supportive housing. Support services are provided to the participants by case managers as well as through our other programs such as the PRIDE Center, Youth Homelessness Program and Permanent Supportive Housing for Youth Program.

Winchester House is a dormitory style dwelling that can shelter 15-17 young men at any given time. Approximately, 80 male youth receive shelter annually for an average duration of 45 days. Demographic data of these youth indicate that approximately 50% experienced mental health issues; 43% engaged in substance abuse, 9% had a chronic health condition, and 10% reported having another disabling condition (developmental or physical disability). Many of these youth experienced co-morbid or co-occurring physical and mental health conditions. In the most recent program year, at least 59% show an increased income from start to exit of their stay, and 77% exited to positive housing destinations.

Youth Homelessness Program



The Youth Homelessness Program provides financial assistance and services for youth at-risk of homelessness and homeless youth, ages 18-24. Case managers receive referrals from the Coordinated Entry system for homelessness services. They then complete applicant intakes, conduct housing search and placement and assist the youth to develop a service plan which includes plans for achieving permanent housing. Financial assistance covers short-term rental payments (up-to a 3 month period) and rent and utility deposits as part of rapid re-housing for homeless youth. It also covers payments for rental and/or utility arrears for youth at-risk of homelessness. Program participants must meet eligibility guidelines as outlined by HUD, with regards to the definitions of homelessness and at-risk of homelessness. Additionally, income persons at-risk of homelessness, must be below 30% of the annual median family income for the City of El Paso in order to receive homeless prevention assistance. Support services are provided to the participants by case managers as well as through other EPHSI programs and funding sources such as the PRIDE Center (for alumni of foster care).

PROGRAMS

Permanent Supportive Housing for Youth

EPHSI began implementing the Permanent Supportive Housing (PSH) for Youth program in October 2018. PSH for Youth offers chronically homeless youth, ages 18-24, ongoing rental assistance and supportive services. Youth must meet the definition of "chronically homeless," such that he/she must be literally homeless for one consecutive year, or four episodes of homelessness across a three year period and accumulating to 365 days. The youth must also have a documented disabling condition. Services include case management, crisis management, access to mainstream benefits, employment assistance, assistance obtaining SSI/SSDI, life skills training and referrals to necessary resources. Supportive services are provided by program case managers and other EPHSI program staff.

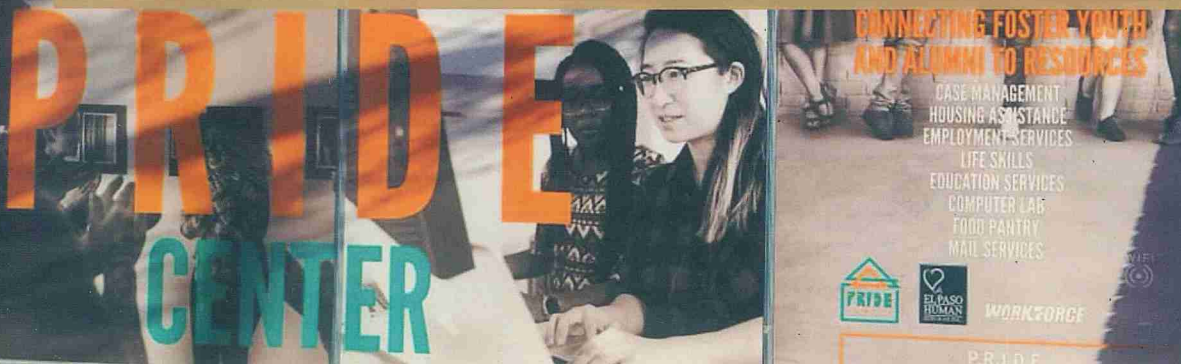


PRIDE Center

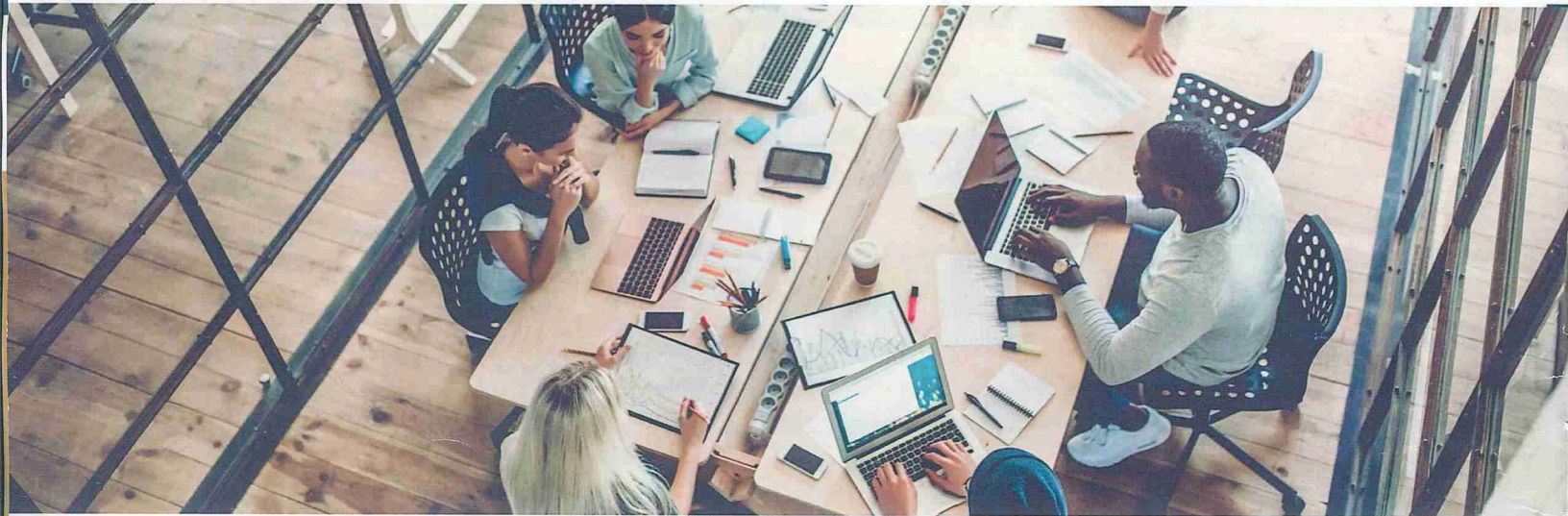
In 2008 through the help of Texas Workforce Commission and many community partners, our agency opened the Preparation and Resources for Independence with Determination and Excellence (PRIDE) Center. The first and only of its kind in El Paso, PRIDE Center is a resource center for youth and alumni of state-funded foster care, who are between the ages of 16-25 and reside within the El Paso service area. These young persons may be:

- ☐ Currently in foster care;
- ☐ Aging out of foster care;
- ☐ Formerly in foster care but still in need of assistance;
- ☐ Foster youth on probation or parole; and
- ☐ Foster youth released from a juvenile correctional facility.

Our PRIDE Center staff provides case management, employment services, education assistance, access to mainstream benefits such as TANF and SNAP, monthly food pantry, mail box access and internet/computer access to the youth. Youth are also assisted with referrals for housing assistance, counseling, substance and alcohol abuse treatment. As well, the youth are provided with bus passes and work attire as needed for employment purposes. Many of the youth view the Center as a refuge and the staff as surrogate family. PRIDE Center serves approximately 95 youth and places at least 40 youth into gainful employment each year.



EL PASO HUMAN SERVICES, INC. BOARD OF DIRECTORS



VERA CANCELLARE **PRESIDENT**

Experience/Qualifications: El Paso Independent School District Administrator at Sunset High School, School Age Parent Center, working with pregnant teens. M.A.Ed. employed by the school system since 1980. Retired in 2016.

BERTHA PEREZ, Ph.D

Experience/Qualifications: Ed. PhD - Retired Professor of Education and Bilingual Studies, UTSA and Associate Dean for College of Social and Behavioral Services. Additionally, volunteers time to schools and community groups conducting parent education, mentoring and tutoring young Latinas in San Antonio, TX.

PHILLIP BRISCOE

Experience/Qualifications: Vice President/Partner USI Southwest, Inc. - Over 12 years of insurance experience and a comprehensive background in the public sector. Successful in helping to develop and grow the business and cultural prospects in the region, as well as volunteer and serve on many boards that focus on helping the Southwest region.

ABBIE MULLIN

Experience/Qualifications: Abbie graduated Magna Cum Laude from Texas Southern University in Houston, Texas with a bachelor's degree in Finance. She earned her Doctor of Jurisprudence from Texas Tech University School of Law and became licensed to practice in 2006. She currently practices family law with a local law firm.

ROSEANN NEVAREZ

Experience/Qualifications: Customer Service Representative for CVS Pharmacy. She has lived experience navigating mental health resources, resources for persons with disabilities, employment services, homelessness services and mainstream benefits. She is a graduate of Montwood High School.