ANNUAL PROGRAM REPORT
FISCAL YEAR 2021
Two things that separate good teams from great ones are each person’s ability to prioritize the needs of the collective above the individual, and the ability of the team to stay united and mission-driven throughout any challenges that may come their way. Faced with an overwhelming amount of operational hurdles and fear for the health and safety of the entire community, a year ago at this time we weren’t sure how we would make it through Covid-19 in one piece. While it has not been easy, now on the other side of the fiscal year, I’m proud to say that more than any other time in Delores history, in FY21 we proved to ourselves just how great we truly are when we are united in a common cause.

While I may be partial as their supervisor, to me the greatest champions of FY21 are our Program Managers. In deep and unyielding commitment to every member of their teams and to all those we serve, they stepped up in ways previously unimaginable over and over and over again, and their team members, both tenured and newly hired, beautifully followed suit. While so many moments of our year were filled with stress, overwhelm, exhaustion, doubt, and a hefty dose of fear, our program team staff didn’t let these things deter them from continuing to provide the most dignified and healing-centered service to our guests and residents. As I reflect on the tremendous commitment demonstrated by all of our staff, I’m overcome with awe, deeply humbled, and not surprised in the least. For as long as I’ve known Delores, which is half a head of gray hairs at this point, one of our greatest strengths is the ability to rise to any occasion.
In each challenge that has come our way in the past handful of eventful years, we’ve met them with creativity, compassion, and determination. In the face of the scariest season we’ve known yet, Covid-19, our staff stepped up to the plate like never before and transformed what could have been a time of great loss in our community into a time of noteworthy programmatic growth success.

Coming out of FY21 we now offer on-site behavioral healthcare and housing-focused case management to every single guest who walks through our door. Since November, we have helped forty of our shelter guests exit into their own housing. For those who have transitioned into their own housing, we now provide temporary rental support, as needed, and community-based case management to ensure their ongoing housing stability. In supportive housing, we skated FY21 through with no Covid outbreaks and are beginning to lean back into community engagement events and wellness programming for residents. In the past year, we hired 21 new program team staff members, all of whom embody a beautiful commitment to our mission in their own unique ways. And across all programs teams, we had an 82% staff retention rate, 12% better than the human services industry average. In a time of crisis and operating under a tremendous amount of stress, our program team staff have spun their own distinct Delores brand of magic, meeting our guests and residents with more services and support than any other time in Delroes’ history. I am humbled to get to call these people my teammates and so excited for what’s next.

Thank you for being part of our community.

Emily Wheeland
Program Director
OUR PROGRAMS

24-7 SHELTER
Operations

BEHAVIORAL HEALTH
Supports shelter guests & supportive housing residents.

REHOUSING
Shelter-based case management.

SUPPORTIVE HOUSING
The Delores Apartments at Arroyo Village.

CONTINUED CARE
Home-based case management.

pathway to housing
OUR PROGRAMS

24-7 Shelter
What began in the year 2000 as a winter-only, overnight shelter for women has morphed into a robust, 24-7 low-barrier shelter serving 60 women and transgender individuals year-round. While with us, each shelter guest is provided an assigned bed, locked storage for their belongings, 24-7 access to showers and hygiene, on-site laundry facilities, transportation assistance, and three meals and two snacks each day. We have at least two staff members working at all times to help maintain a safe, inclusive, and trauma-informed shelter environment and, all guests are offered on-site housing-focused case management and behavioral healthcare which includes 1-on-1 counseling as well as processing and art therapy groups. As a low-barrier shelter, we believe housing is a primary intervention to homelessness and that individuals are better able to find stability and achieve their goals when their basic needs are being met.

Rehousing & Continued Care
While the shelter team manages day-to-day shelter operations and works to maintain a physically and psychologically safe environment for all guests, the Rehousing team helps guests find safe, appropriate, and affordable housing. This team has three on-site Rehousing Case Managers who assist guests in identifying and working towards their goals, housing-related and otherwise, a Housing Navigator who serves as the intermediary between guests and landlords and who regularly provides available housing resources to guests, and two continued care Housing Specialists, one of whom is a Peer, to provide community-based case management for shelter guests who have transitioned into housing. This team embraces a housing first model of care, working to get individuals out of the shelter system and into housing as quickly and safely as possible while providing the necessary support before, during, and after the transition into housing.

Supportive Housing
Directly above our 24-7 shelter at Arroyo Village sits The Delores Apartments (TDA), a 35-unit Supportive Housing building serving those who were previously chronically homeless and have some type of disability, whether physical, developmental, psychological, or substance use disordered in nature. All units at The Delores Apartments come fully furnished and all residents are offered on-site case management and behavioral healthcare, as well as life skills programming and ongoing community engagement events and activities. Individuals in Supportive Housing pay 30% of their income is for rent (or a minimum of $50/month for no-income residents) and the remainder is paid for by a housing voucher attached to the unit. At TDA there is Housing Assistant staff on-site 24-7 to provide a sense of safety and community for residents and a team of TDA Case Managers dedicated to connecting residents to benefits and community-based resources.

Behavioral Health
Our Behavioral Health Counselor works collaboratively with all other program team staff members, offering on-site individual and group counseling to shelter guests and supportive housing residents. Behavioral Health also assists in managing our relationship with Colorado Access, helping guests and residents enroll in teletherapy and psychiatry, and facilitates Mental Health 101 in the shelter Life Skills Workshop Series.
After a few months of practice, we were in the groove with new COVID shelter operations in July 2020. Our new normal included a shelter that was open 24/7 with only half the beds filled so that guests could have adequate spacing from one another. The shelter guests had Stay at Home orders which required them to limit outings to only essential activities, avoid gathering with family and friends and be in nearly constant communication with staff about their comings and goings.

Both staff and guests grew tired of this process as the months went on, but everyone displayed a lot of patience and cooperation to keep each other safe. We held regular on-site COVID testing that was required for both staff and guests. Our staff stepped up in numerous ways, providing additional staffing at the Coliseum shelter and coming up with creative and compassionate ways to engage our shelter guests in safe and fun activities like outdoor movie nights and art and journaling workshops.

To keep up with the 24/7 staffing of our shelter and supplemental staffing of the Coliseum, we began hiring more shelter assistants. In addition, we decided to upgrade our guest showers to a more trauma-informed and comfortable version and underwent some more construction. The heat of the summer and the aftermath of the murder of George Floyd and the protests that followed were impacting our community and sensitivity, tenderness, and vulnerability were felt among us. Some exhaustion of dealing with COVID had already set in, but looking ahead to the long road of recovery in front of us, the signature resiliency of The Delores Project was palpable, alive and well with guests and staff, who encouraged and supported one another through each phase of the year.
Our rates of positive COVID cases remained low throughout the year, never resulting in an outbreak, due to our stringent COVID policies. However, some staff members and guests did contract COVID throughout the year. New policies for staff allowed for those members to get paid time to quarantine without suffering a huge loss in income. Guests who tested positive were able to be referred to Activated Respite motels rooms where they could quarantine and return to shelter once cleared. We worked closely with the Denver Department of Health and Environment to develop good strategies for keeping the shelter clean, conducting regular COVID testing, making quick and effective referrals to Activated Respite, and developing backup plans for quarantining guests on-site if needed.

At a house meeting in October, we introduced our initial core Rehousing Team to the guests. These were all familiar faces to our guests as the team was made up of shelter staff who had been promoted to new positions. We began our transition to becoming a true housing-focused shelter with the ability to provide comprehensive case management to all of our guests. Although we might not have noticed at the time, this signified a shift from the holding pattern that the beginning of the pandemic had created. We had traversed the difficult days of restructuring our shelter to just keep everyone safe in a pandemic and we started a new chapter of resiliency, growth, and opportunity for our shelter community. After months of adapting to all of the constrictions COVID created; all of our shelter guests finally had the opportunity to sit with a case manager, talk about their barriers and their goals, and start working on a plan focused on their housing, self-sufficiency, and success.

Several more internal promotions to the Rehousing Team also meant continuing a seemingly constant process of hiring and training new Shelter Assistants for the rest of the year. We found a lot of great people and built a team that faced each change, challenge, and moment of growth with patience, enthusiasm, and a lot of care.

While Denver moved up to level three Safer at Home orders around the holidays, we in turn limited guests’ outings further in the winter. During the holidays and the height of COVID spread locally, guests struggled with not being able to see family and friends. Some new staff members, having gotten a handle on all of their Shelter Assistant duties, stepped up to offer groups and activities for our guests to keep their minds occupied and to create a positive environment in a very challenging time. We were also able to offer an Anti-Racism workshop and Wellness Week activities for guests.

On New Year’s Eve, we hosted a Restaurant Night in place of our normal dinner service. This was one of our most popular and uplifting events during a difficult winter. Staff members and volunteers showed up to decorate the dining room with table cloths, place settings, and flower arrangements; escort the guests to their seats, take their orders from a small menu, deliver and clear off the meals. Staff provided excellent service, rushing around to get orders out and fill water glasses. Everyone had a fun time with the change of pace this event created.
During the winter months, our Rehousing team was in full swing and the steady stream of guests moving into housing was a phenomenon that most of us working in or utilizing shelters for many years have never seen before. This did create some anxiety for guests who were eager to get access to the resources and scared that the help might run out. Our case managers hustled to give every guest the best chance at success and Shelter Assistants had many late-night chats with guests to reassure them that their housing opportunity would soon come. This also created a lot of excitement and camaraderie, many guests not only working on their own housing plans but encouraging and assisting others in meeting each of their goals so that no opportunities would be missed.

In February, our staff became eligible for vaccination and started to make appointments right away. In April, sixty people, including our shelter guests and some PSH residents, were vaccinated at an onsite clinic. With the majority of our community vaccinated, we were able to ease up on some of our Safer at Home orders for guests. Staff and guests both breathed a sigh of relief at this change and tensions and frustrations created from the Safer at Home orders began to dissipate. We also took this time to have a deep spring cleaning day in the shelter and plant a beautiful garden.

As the year came to a close, we began preparing to increase our capacity back to sixty guests. The city of Denver began making similar transitions out of COVID sheltering and into regular shelter system operations, we were in good communication with other shelters and homeless service providers to identify gaps in services and create programming that would provide a welcoming environment to those who need to shelter with us, find housing and move on to their next phase of life. At the end of our year, we said goodbye to a long-term, dedicated, and incredible staff member who has seen Delores through so many of these types of years - challenging, trying, complex but full of growth opportunities, change, and leveling up to be the best version of The Delores Project that we have ever been.

What Delores feels like now is a bustling, busy, fast-paced environment in which everyone is waking up to a new day of challenges and opportunities. Guests have access to more than shelter after they walk through our doors. They have a case manager who is focused on helping them achieve their individual goals, access to onsite Behavioral Health support, a comprehensive life skills program to help them prepare to return to stable housing, and 24/7 access to safe, comfortable, and inclusive shelter.

The temporary pause that COVID created is over and we’re full steam ahead - providing more services to our guests than we ever have before. We won’t be returning to the days when we closed our doors at 8 am and reopened at 5 pm. Our staff won’t have to wonder if a guest might be able to get access to the resources they need; we can provide that access. Our guests won’t have to wonder where to look first for the help they need, they can start right where they wake up each morning.

Although the year could have been defined as a pandemic year, at Delores we defined this year as a challenge that would lead to opportunities for growth. At each turn, staff fought for the most favorable outcomes for our guests, guests adapted to complex and frustrating situations, and teamwork prevailed.
FY21 SHELTER AT A GLANCE

- Number of guests served: 160
- Average guest age: 45
- Youngest & oldest guests: 22 and 79
- % of chronically homeless guests: 34%
- % of guests with chronic health condition: 43%
- % of guests with a disabling condition: 53%
- % of guests with mental health problems: 49%
- % of guests who were staying in a place not meant for habitation prior to TDP: 23%
- % of guests who exited shelter into permanent housing: 25%

% of shelter population and % of shelter population who obtained housing

- People of Color
- Transgender/ nonbinary
- Hispanic/ Latino
June is LGBT+ Pride Month

On this board, we will be featuring different modern and historical LGBT+ figures throughout the month. Be sure to check back regularly.

Happy Pride!

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Ristorante Delores
The Delores Project's First Annual Restaurant Night

APPETIZERS

Vegetarian Puff Pastries/Petites Quiches
Bruschetta on Hearty French Bread

ENTREES

Vegetarian Pesto Gnocchi
(served with arugula salad dressed in balsamic vinaigrette with parmesan, and a garlic knot)
Pan-Seared Steak
(served with oven-roasted gold and red potatoes with tender baby carrots, and a dinner roll)
Spaghetti Carbonara
(served with crisp green beans with toasted almonds in a buttery sauce, and a garlic knot)

DESSERTS

Cheesecake
Brownie à la mode

“At this time, Ristorante Delores cannot allow any changes or substitutions. Thank you for your understanding.”
In the Fall of 2020, The Delores Project joined the Denver Rehousing Collaborative (DRC), which is made up of six homeless service providers in the Denver Metro area. Funding for the DRC came from the CARES ACT and joining the collaborative allowed Delores to provide one year of rental assistance to guests. In November 2020 The Delores Project started the Rehousing program with two case managers and a Peer Housing Specialist to fully transition to a housing first shelter and assist more guests in transitioning into stable housing.

With the addition of the Rehousing team to Delores programming, all shelter guests began being offered housing-focused case management on site. Rehousing Case Managers worked with shelter guests to help them remove their barriers to being housed and when they were ready for housing, the Housing Navigation Team at Colorado Coalition for the Homeless stepped in to assist the guest in finding a unit. Once the guests were housed the TDP Peer Housing Specialist began to provide ongoing support to the client to maintain their housing. In addition to rental assistance, DRC clients received a bed and some household items from Delores. Through the DRC, we were able to house thirty shelter guests in permanent housing.

Thanks to our new three-year, 2.1 million dollar grant from The Department of Housing Stability (HOST), in May 2021 The Delores Project Rehousing Program began providing our own rental assistance to guests transitioning into housing. Our Rehousing program is modeled after the Rapid Rehousing Model which typically provides 4-9 months of rental assistance. We use a step-down assistance model which is individualized to each client and their income where the amount of rent they pay increases each month and by the end of their time in the program they will be able to pay the full amount of rent.
Throughout this process, the client works with the Housing Specialist on a housing stability plan to ensure they can maintain their housing after their rental assistance and continued care case management has ended. Delores Project Housing Specialists utilizes the Progressive Engagement Model to engage and empower the clients to advocate for their own housing stability. At the end of FY21, four guests who transitioned into housing were receiving rental assistance from TDP.

In May of 2021, the Rehousing team hired an additional Housing Specialist and a Housing Navigator. The Housing Navigator will help guests find housing in the Metro Area that is under fair market rent and meets the specific needs of clients. The Housing Navigator also builds relationships with landlords across the Metro Area and keeps an updated list of available properties.

The Rehousing Program also implemented a 9 week Life Skill workshops series that was created to provide the guests with foundational skills to support their independence and stability in housing. The Life skills series goes over topics such as understanding your lease, how to be a good tenant and neighbor, the importance of boundaries and how to uphold them, cooking on a budget, and mental health.

FY21 Rehousing Team accomplishments:

- Moved 40 individuals into permanent housing (33 with temporary, as-needed rental assistance, 7 without).
- Of housed guests, there was a 97.5% housing retention rate (1 eviction).
- In the last quarter of FY21, Housing Specialists completed 57 home visits and provided 103 referrals or linkages to community services.

FY22 Rehousing Team goals:

- Assist DRC clients to maintain housing after the expiration of their rental assistance.
- Hire a third case manager.
- Continue to participate in the Denver Rehousing Collaborative.
- Engage landlords in the community and develop a database of landlords that want to work with TDP.
- Provide 10-20 individuals with temporary TDP rental assistance.
FORMER SHELTER GUESTS/CONTINUED
CARE CLIENTS IN THEIR OWN HOMES.
In our second year, the residents and staff at The Delores Apartments (TDA) have had to adapt to a new and ever-changing world with the continuation of the COVID-19 pandemic. To keep our community safe during COVID, we implemented limited service hours for residents, paused the majority of our community events, and enforced a mandatory mask policy. Just as in the rest of the world, the changes brought about by the pandemic have had a large impact on our community. In FY21 staff supported many residents through drug or alcohol relapse, increased financial insecurity, feelings of isolation, and increased interpersonal conflict within the community. Some of the ways we supported residents through these difficult situations included connection to mental health resources (8 residents), helping them apply for emergency rental assistance, creating an on-site food pantry, and increased social/emotional support through individual case management.
On a more positive note, we also saw residents show a lot of resiliency and compassion towards themselves and their neighbors throughout this challenging time. This illustrated the strong bonds that residents have formed with one another, and also highlighted the increased emotional/mental capacity that housing stability has brought them; all of this is to say that many residents are now equipped with resources and community previously unavailable to them to look during difficult times.

With COVID cases decreasing and many things in our society reopening towards the end of the fiscal year, we were excited to start reopening services and programming such as life skills programming and community engagement events at TDA as well. This helps us foster one of the most unique and valued things about TDA: our sense of community among residents and staff. Since May staff and residents have engaged in poetry writing, wellness classes, and fun resident-planned get-togethers and immediately began to see a positive shift in the community. Over the next fiscal year, we will be focusing on continuing to substantially build out on-site programming for residents.

Some of the work our Case Managers have been doing with residents include connecting folks to benefits, medical care, behavioral healthcare, helping them transition out of survival mode, and find deeper stability after being housed for over 2 years. Below is a snapshot of demographics and quantitative results we have seen at TDA:

- 40 residents over 18 and 6 residents under 18
- A 94% housing retention rate- there were 2 evictions at TDA in FY21
- 3 residents moved on to more stable housing without support services
- 70% of residents participated in community engagement
- 100% of residents engaged in support services/Case Management
- 80% of residents retained or acquired stable income
- 4 residents were awarded SSI/SSDI this year (19 total)
- 55% of residents are fully vaccinated against COVID-19

While we move into our third year at TDA, we will be working with residents on re-evaluating their goals and helping them identify new ones. We have seen many residents make great strides in gaining stability through supportive housing and would like to help foster continued stability. For some individuals this might look like finding ways they can give back to their community now that they have the capacity, evaluating if they are ready to move on to a different housing opportunity, and/ or building out and strengthening their existing social/emotional support networks, etc.
FY21 SUPPORTIVE HOUSING AT A GLANCE

- Number of residents housed in FY21: 40
- Housing retention rate: 97%
- # of evictions: 1
- # of residents who moved on to more independent housing: 1
- % of residents who report substance abuse problems: 36%
- % of residents who report a chronic health condition: 57%
- % of residents who report a mental health problem(s): 71%
- Average resident age: 47
- Youngest & oldest residents: 4 and 64

Joseph Gomez moved into TDA in March of 2019 when we first opened and was a vibrant member of our community. Joseph took great pride in keeping his apartment clean and tidy and enjoyed cooking and being surrounded by loved ones. We will always remember Joseph as someone who liked to have fun and took great pride in his appearance after finally being awarded his SSDI in recent years. Joseph had a full life with a lot of friends and since moving into TDA, also reconnected with his sister. After experiencing homelessness for over 20 years, Joseph found a place to call home at TDA and we are so glad he was part of our community.

JOSEPH GOMEZ
6/8/1960- 12/4/2020
STAFF APPRECIATION MEAL PUT ON BY SUPPORTIVE HOUSING RESIDENTS

SUPPORTIVE HOUSING RESIDENTS PINKI, LESLIE, AND MATT.

SUPPORTIVE HOUSING RESIDENTS ESTHER AND ROSE.
SUPPORTIVE HOUSING RESIDENT DINNER AT OLIVE GARDEN

SUPPORTIVE HOUSING FREE GARAGE SALE
The Behavioral Health Counseling Program commenced in September of 2021, amid the pandemic. The program intended to offer mental health services on an as-needed basis to guests staying in shelter and permanent supportive housing residents. Guests and residents have had the option of dropping into counseling office hours weekly and can sign-up via Shelter Assistant’s or their respective case managers. Counseling was offered throughout the pandemic with the added requirement that masks were mandatory and shelter guests receive covid-19 tests monthly.

The initial response to the implementation of counseling services did not disappoint. Guests and residents sought support and several clients stated they had never met with a counselor before. Guests who were experiencing homelessness rarely had consistent access to mental health resources. Several guests did not even have access to benefits; however, they were able to acquire Medicaid through their case managers.

Over the course of the past several months, it has become evident that mental health care is necessary for a supportive housing environment as well as in shelter. Guests and residents alike sought support for a multitude of reasons such as substance use, polysubstance use, co-occurring disorders, generalized anxiety, depression, self-harm, PTSD, conflict in relationships, and domestic violence. Several clients have been in crisis and needed crisis intervention; at times they needed support beyond what The Delores Project could offer and required psychiatric hospitalization or detox. Several residents were also referred to Colorado Access, a Medicaid partnership that offers telehealth therapy and psychiatry. Other community resources clients were referred to include The Blue Bench, The Gathering Place Peer Recovery Program, Mental Health Center of Denver, Stout Street Clinic, and People’s House. A small number of residents were referred to therapists or psychiatrists that accepted their insurance.

A paramount observation that has become evident over the past fiscal year is that the main underlying issue guests and residents face is unaddressed trauma. Without a doubt, the majority of clients have experienced a traumatic experience at one point in their lives, if not multiple times throughout their lives (also known as Complex PTSD).
Homelessness is traumatic within itself and is compounded by a lifetime of life-altering experiences that have left guests and residents in compromising circumstances. Clients often lack healthy support systems and exist in survival mode. Many clients are guarded and do not trust mental health professionals and some exhibit symptoms of reactive attachment and respond with fear when they recognize they may have become too vulnerable in counseling.

Throughout the year, a total of 38 unduplicated individuals received one-on-one counseling and 95 total sessions were provided. Counseling methods that have been utilized to help support individuals in sessions include mindfulness, cognitive behavioral therapy, dialectical behavioral therapy, solution-focused therapy, art therapy, and psychotherapy. Groups that have been offered have included art therapy groups, community groups, mental health 101, meditation, and yoga.
IN FY21 DELORES PROJECT PROGRAM STAFF MEMBERS PARTICIPATED IN OVER 70 PROFESSIONAL DEVELOPMENT TRAININGS.

84% of program staff trained in Harm Reduction & Administering Narcan.

79% of program staff who participated in 1 or more Equity & Inclusion Trainings.

73% of program staff trained in Trauma Informed Care.

68% of program staff certified to administer CPR.

62% of program staff trained in De-Escalation.

59% of program staff trained in Mental Health First Aid.

In addition to the trainings listed above, program staff participated in the following:

- Anti-Racism 101
- Motivational Interviewing & Advanced Motivational Interviewing
- Suicide Prevention
- Burnout & Vicarious Trauma
- DHS and PEAK navigation
- Disability Determination Process
- Eviction Prevention
- Navigating Behavioral Health Crisis
- Supporting Clients with Personality Disorders
- Professional Boundaries & Compassion Fatigue
- Supportive Housing 101 series
- Supporting Transgender and Nonbinary Clients
- Understanding Racial Trauma in Clients
- Whiteness at Work Series
- Reframing Poverty: Building Collaboration Across Perspectives
- Traumatic Brain Injuries & Mental Health
- Targeted Self-Care
- Ups & Downs of Bipolar Disorder
- Supporting the Formerly Incarcerated
PROGRAM TEAM PROFESSIONAL GROWTH

IN JANUARY OF 2021, WE INSTITUTED TWO DIFFERENT INTERNAL DISCUSSION AND LEARNING GROUPS TO HELP THE PROFESSIONAL GROWTH OF PROGRAM TEAM STAFF MEMBERS. HERE ARE SOME OF THE THINGS WE DISCUSSED:

- **Leadership development GROUP** (16 participants)
  - Self-awareness
  - Vicarious Trauma and Burnout
  - Boundaries
  - Power at work
  - Advancing your professional Growth

- **Supervision Group** (for program managers)
  - Performance Coaching
  - Work/life balance and how to take time off/unplug as a manager
  - Equity in hiring, program team job descriptions overview & editing
  - Annual evaluation goals & outcomes
  - Situational leadership

**FY21 PROGRAM TEAM PROMOTIONS: 8**
- 1 Case Manager to Program Manager
- 1 Shelter Assistant to Supportive Housing Case Manager
- 5 Shelter Assistants to Rehousing Case Management positions

**FY21 PROGRAM STAFF RETENTION RATE** 82%

**HUMAN SERVICES INDUSTRY AVERAGE RETENTION RATE** 70%

- **Relief program staff** 23.8%
- **Full time program staff** 38.1%
- **Part time program staff** 38.1%
At 4:30 am on February 5th shelter workers across the city got an email inviting them to schedule their Covid vaccine with Denver Health. The amount of constant and massive change we had to roll with on a weekly, sometimes daily basis, is unparalleled and at Delores, our staff continued to show up day in and day out, putting their own and their families health and safety at risk to serve some of our most vulnerable neighbors. Their commitment to their work and our team is humbling.
TO MUCH EXCITEMENT, KOMBI ARRIVES ON THE DELORES SCENE.
On July 4th we said goodbye for the final time to our most tenured staff member, Rocio Rodriguez, who has been a Shelter Assistant at Delores since we lived in a little house on the Platte River 17 years ago. During her time with us, Rocio worked at six different Delores locations and showed us through example the importance of consistency and deep care in all that we do. She will live on in infamy at Delores for her die-hard work ethic and her commitment to holding those around her to the highest standards of care towards one another. Rocio was once described by a teammate as "The heart of Delores" and for good reason. Her presence during so many years of transition has been invaluable, as is the Delores ancestral history she carries and shared with so many of us over the years. As she transitions her life to Texas to be with family, we applaud her ability to put herself and her family’s needs first and hope that someday, somehow, the universe delivers her back to our doorstep. Until then, hasta luego, nuestra amiga.
DELORES BIG BOY
6/13/55- 6/8/99