# **Caritas** Quarterly

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/'karita:s/ (noun) love of humankind, charity

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# Connection to resources and the spirit to hustle past expectations are defining features of Utah Parent Center

If you want to see the best example of what hustle culture should achieve, look no further than the Utah Parent Center. For 40 years, the Utah Parent Center has worked tirelessly to link needed resources with parents of children with disabilities. The Utah Parent Center is one of 50 statewide centers that act as connection points for helping parents navigate the overcomplicated labyrinths that are today's various medical, educational, legal and mental health systems.

Jessie Dennerline, development co-coordinator at the center, said that working connections and finding the resources needed by parents and their children looks different for each case. Sometimes, it means explaining the child's disability benefits paperwork, recommending legal options for guardianship or connecting differently abled children with summer activities. The key is that support will be there at no cost. "We don't charge for anything, ever," Dennerline said.

The center's work in advocacy and education has homed in on best practices over the past 40 years of operation because of its peer model, where those who assist parents parent consultants — not only have the training of the Utah Parent Center, but personal experience navigating these same waters.

Each of the 40 women employed at there has a direct connection to someone who needed or still needs the support of the Utah Parent Center. They understand the gravity of the situations and are ready to help.

"Once people realize the parent center exists," Dennerline said, "they then have someone available who has been a parent who knows what they are going through who wants to help."

The center's peer connection isn't just the crown jewel of its work, it is the workhorse that charges through the various barriers, specifically institutions whose best interest isn't the family's success, like insurance companies, doctors, landlords and more. But these ladies are up to any challenge.

Other times, the work is done where the child's success is most important to everyone involved. The center's work in school districts through parent consultants is a win for every party, including the school districts themselves. Dennerline explains the role of these parent consultants as mediators who look to create the best scenario possible for students. This "person-centered planning" among all parties is highly effective, resulting in a tailored learning program that shows the value of students of all abilities.

That recognition of the individual is a key part in the Utah Parent Center's work. If the community is able to move past the stigma of disability and recognize these challenges only come from the same genetic differences that make everyone unique, that would be a major step forward.

What else does the group need from the community?

"Cash," said Sarah Dalton, fiscal assistant for the Utah Parent Center. Her wry smile betrays a real need for cash to solve problems big and small. They are solution-oriented, always finding corporate and public grants to fund new programs and solve specific community problems. Instead of treading water with grants, additional funds build upon the center's good work assisting families.

Because of the shoestring budget and the limited outcomes required by the grants, the challenges are an impediment. "If people only realized

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The Utah Parent Center is involved in helping students excel in school.



Arantxa, daughter of Patricia Vigo, one of the UPC parent consultants, celebrates the holiday season.



The Utah Parent Center assists families whose children have disabilities.



A Parent Center success story: Liam and Aiden were born at 24 weeks, received lots of help from the center and today the twins are finishing high school.

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that donating \$5 a month adds up to \$60 a year," said Dalton. "People underestimate how much they can help." Without limitations, those additional funds would go toward the center's good work assisting families.

Beyond cash, Dalton mentioned donating resources and new items for the organization's auctions. The hustle to get things done is real for everyone employed there. Beyond the grants, auctions and donations, the group even sells coffee to fellow tenants in their Murray-based office building.

In just a short time meeting with the center's team, one finds their passion and resourcefulness is contagious. They are a team, according to Dalton. "They collaborate, they work together" and find the best solutions available.

One recent, grant-funded solution involved the COVID-19 response. As vaccines rolled out in 2021, the Utah Parent Center received funding on its proposal to help vaccinate the deaf, hard-of-hearing and hearing-impaired communities. Dalton mentioned a specific win that came from helping an anxious patient with a serious fear of needles to take the shot, keeping him and others safe from the worst effects of COVID-19. These wins are meaningful, all of them building on the momentum of the organization, parents and children.

The Utah Parent Center has allies in many corners — the Disability Law Center and the Utah Children's Center both reside in the same building — because the work they do is so essential for families in need of support in challenging times, or, as LuWenn Jones, project coordinator for the organization, said, "It's just connecting with someone who can say, 'I know what you're going through."

To get an idea at how connected this group is, Dalton tells a story of a woman and her wheelchair-accessible husband who have two daughters, with one of them also needing a

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wheelchair. Unable to pay their rent, the mother reached out to the organization to come up with a better plan than she had — separating the family into three different shelters and institutions.

The Utah Parent Center scoured the area for a place to help the family remain united and remove the financial burden from them as they regrouped. Together, they found a church with an unused, ADAaccessible basement with all the space they needed.

If there's one thing the Utah Parent Center hates to hear, it's something they hear all too often: "I wish I would have found you sooner," said Jones. She said that it can be incredibly lonely for parents whose children need specialized attention and care.

To help with loneliness and isolation that parents experience, the

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These Utah Parent Center supporters came into the UPC COVID clinic day to receive

the vaccine and participate in the #GivingTuesday disability inclusion campaign.

organization has run hundreds of workshops and conducted thousands of consultations to find the right resources for these families.

One program resource is "Transition University." It helps families set expectations and get the help they need as children transition from the resources and support of school to living full-time at home, gaining employment or getting involved in other community support networks.

Another, the Utah Parent Center's "Family Voices" program, covers medical concerns, assisting with complex medical needs. "If you can't find a specialist in your area or maybe insurance isn't covering everything needed, we can refer [parents] to those who can help," Jones said. Their tireless work ethic has left the group incredibly connected to allies, the community at large and parents and their children.

If there is a phrase that perfectly encapsulates what the Utah Parent Center does, it's this from Dennerline: "The people who work here move mountains for kids."

and I support



Adam, son of Tina Persels, who works as a Utah Family Voices Parent Consultant at the Utah Parent Center.



Utah Parent Center staff member Amy Weyrich with her family.



Jennifer Lapachian, pictured in her graduation gown with her family, has been one of many assisted by the Utah Parent Center.

## **Impact of the Utah Parent Center**

5,346

Services by phone, in person or

**300** Workshops held statewide **35,053** Participated in virtual training 3,251

raining Attended trainings and workshops

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### Follow the data, trust the survivors

The Utah Domestic Violence Coalition is committed to its mission: End domestic violence in Utah through advocacy, education, collaboration and leadership.

With 26 member organizations working together, the coalition's work is both broad and deep. They assist survivors, children of survivors and even pets of survivors; hold trainings to help safe havens successfully work with victims and address their most urgent needs; educate schools and businesses to recognize signs of domestic violence and how to respond; create public policy to bring about new laws and enforcement; and maintain the LINK phone line to connect victims to safe and secure resources.

That would be a lot for one organization, but thankfully it is a true coalition consisting of shelters, crisis centers, legal aid clinics and more across the state. That multi-pronged approach makes the organization better together as special, localized parts, with each organization looking for the best practices unique to its local area and the people it serves. Whether it is through criminal justice, healthcare or legal means, the coalition exists to address the complex needs of survivors within the current, flawed system.

The work done outside of the

organization mirrors what goes on inside. Members of the coalition are introspective and work around "the barriers within our programs that prevent [coalition members] from doing their great work," said Jen Campbell, executive director for the Utah Domestic Violence Coalition.

A current focus is data collection. With various systems requiring data in order for programs to be successful and receive funding, this is a gargantuan task, but not because the data isn't there. Campbell drives the point home about how domestic violence is already happening — established statistics have already proved that. The problem is consistency; no one is keeping track of issues and outcomes of the various data points in a unified way.



L to R: Erin Jemison (policy director, UDVC), Rep. Karen Kwan, Jen Campbell (executive director, UDVC) during the 2022 Utah legislative session.

But the coalition is hard at work trying to remove that roadblock. Member organizations seek to work with law enforcement, religious organizations and other community partners to standardize the data gathered by all, report on it and build on best

> practices to create the best outcomes for those who utilize coalition services. That data doesn't just reveal statistics, however — it also uncovers trends.

Campbell goes over some of those trends and how they relate to the data, all of which is intimate knowledge to the member organizations and their staff.

"Having jobs that pay well reduces violence," began Campbell. "Providing child care reduces violence, education that shows people options reduces violence." Staying employed and the flexibility to shift direct deposits or checks from work to a victim helps — actionable items in any business. The coalition needs grassroots support to bring these issues to the forefront and eliminate domestic violence, Campbell said.

"The community must come together to demand funding in these areas," said Campbell. Not just funding, but laws that help bring about successful outcomes. Campbell said that residents need to use their voices to hold cities, politicians and business leaders accountable for ending violence in the community, too.

But Campbell wants one point abundantly clear: "The revolution will not be funded," she said. That's not just the title of a book about the work in nonprofits, it's exactly what needs to be said *within* these nonprofits. "Doing change-making

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work will not fall under a grant," she said in nonprofit-speak.

Why? Because this is the system current priorities have given us; the data proves it. National Network to End Domestic Violence's 2020 report showed that domestic violence programs in Utah served 1,205 victims of domestic violence and received 359 hotline calls. Programs were unable to meet the needs of 309 individuals due to lack of resources and lack of funding. The Utah Department of Human Services Child and Family Services reported that 3,168 adult and child clients were served in domestic violence shelters; 2,191 requests for shelter went unmet.

As things stand currently, these aren't winnable odds. "No fear," said Campbell. There are a lot of actionable steps that can be done every day by any person to bring about positive outcomes.

"Shame is a great deterrent to this work," she continued. "Recognizing that violence is happening in our communities — to people we care about and love — is triggering, but we can't sit and be inactive."

Letting domestic violence hide instead of eradicating it will require some reckoning. "It's not only physical violence," said Campbell. No two cases are totally alike, whether that is the violence, victim or response. "And we need to know how to respond" to all of them.

Acting on the data is a priority for the coalition, too. One piece of action comes through training to show participants what domestic violence looks like and how to best work with victims and survivors. The coalitions train with businesses, book clubs — "anywhere you would have us," said Campbell.

That training helps create spaces that do not tolerate domestic violence, one of those preventative measures that Campbell pointed to earlier. "Create protective environments," she said as she listed off actionable steps that everyone can take. "Talk about power dynamics. Put words to the injustices suffered by survivors."

Perhaps most importantly, "believe survivors," she said. Recognizing that violence took place, even if the person hearing the story hasn't lived the experience, is essential. If a survivor is telling someone, it is because the survivor trusts that person. "Honoring that is a huge part of reducing violence."

Through these practices, there are safe households, neighborhoods, schools and communities. But again, the data point comes up. Campbell wants everyone who is able to do a better job of collecting data on what happens after survivors access services, shelters or suffer domestic violence in any way.

Data collection on program outcomes and successes isn't straightforward, Campbell said, because "success" for survivors isn't easy to track, graph or chart. Sometimes, victims are endangered and they need help getting out of their situation. Other times, the help they need is a listening ear.

To be able to do provide assistance at all levels of need is a skill that has been carefully honed by the coalition. Campbell speaks about "best practices" in this field and what the top solutions look like from coalition members. With buzzwords always flying about, people talk about what it takes for the coalition to be "trauma-informed." It is based in client empowerment, where individual

#### **CONTINUES** on page 10



Erin Jemison, policy director of the Utah Domestic Violence Coalition, presents at a regional planning session hosted by the Utah Office for Victims of Crimes in Ogden.

# Utah Domestic Violence Coalition

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choice and control in their care are prioritized, where safety and security are guaranteed and where staff members are educated on healthy boundaries and working with all sorts of clients.

"Trauma-informed is survivor-led," Campbell said. "It's looking at the way we best engage as staff and what our priority is here."

Put bluntly, "It's us getting out of the way — removing barriers," she said. Sometimes those barriers are good intentions from the coalition, like misguidedly telling someone to leave a situation or only advocating for an immediate resolution to something so complex, so nuanced.

That's why they look to create the best opportunities for survivors to interact with staff and volunteers. Campbell brings up volunteer opportunities like attending the LINKline crisis hotline, staffing tabling

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and education events, sorting donations or providing meals at the shelters.

It's scary to be trauma-informed and say, "we trust you to make the right decision for you," Campbell said. "To ask, 'How can we give you the resources you need?' and then get out their way." The coalition understands this and it's committed to this type of work.

The data shows the results and the best outcome: empowerment - when people have the choice and the resources to make the right decisions for themselves.

"Empowerment is hard to achieve," Campbell said. "Challenging and worthwhile, it is what will protect survivors and create healthy communities capable of grappling with everything surrounding domestic violence."

So their work continues. Sitting down with the Legislature and fighting for funding; training therapists, lawyers and victim advocates to be traumainformed; spreading the message of empowerment; and demanding safety and security for everyone in the community.

It's this way — survivor-led and supported by the community — that domestic violence will end in Utah.

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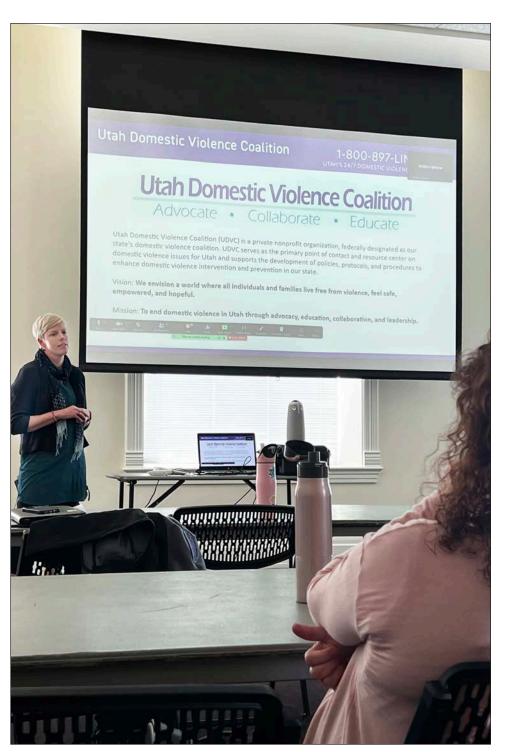
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Marcie Tucker Outreach Coordinator II

Kimmi Wolf Communications & Engagement Specialist



L to R: Kimmi Wolf (communications and engagement specialist at UDVC), Jill Anderson (CEO of CAPSA) and Jen Campbell (executive director at UDVC) touring one of UDVC's member organizations.



Utah Domestic Violence Coalition Executive Director Jen Campbell addresses community advocates on the coalition's statewide domestic violence assessment.

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Sharon Evans, executive director for Oasis Housing, has been involved in housing before. Her background includes co-founding a group home for children coming from the state institution for developmentally disabled

USI

OAS

in Montana. When she and her husband, Jesus, began dating, she recognized that his two older sons, who were both diagnosed with schizophrenia, would need help to live on their own and navigate independence. But nothing was out there to fill that need. At least, nothing that was immediately available.

When she went to a family support group for the National Alliance on Mental Illness (NAMI), she talked to other families Oasis Housing saves and changes the lives of high-risk individuals with mental illness by providing transitional and permanent housing with on-site supportive services

and found them searching under similar circumstances.

"I had people tell me they had been looking for years," Evans said, "all of them trying to find anything that allowed their adult children independence and safety. Overall existence of such programs was scarce and those that did exist had multi-year waiting lists."

"[Available programs] were only serving [0–18-year-old] children with developmental disabilities," recalled Evans of her time researching available programs or resources. Instead, she set out to create a solution for Jesus' two adult sons. She and her husband would make their home into a boarding house for those with severe mental illness — Oasis Housing, which was formed in 2015.

Evans took classes to learn what it would take to be successful in the nonprofit world and help not only Jesus' sons, but the other families in need.

As she and her husband were trying to figure out how to make Oasis Housing work, tragedy struck. They lost their son to death by suicide in 2016 after his illness became unbearable. It created a newfound resolve for Evans to get Oasis Housing successfully running.

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The Oasis Housing men's boarding home in West Valley City.



Women enrolled in the Oasis Housing program live in this home in West Valley City.



# Rethink the office.

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#### FROM page 12

"We are not going to stand by and let this happen to other families," Evans said. She means it now, and she meant it then. From the start, they were doing everything on credit cards to make sure that residents had the resources

to make things work, running up thousands of dollars in bills to make sure everyone was safe and fed each month as they worked to procure grants and other donations.

Evans said those first two years were a steep learning curve after the program was fully up and running with residents in 2017. A pest control salesman briefly interrupted the interview to sell

pesticides, which brought up part of that initial learning curve. Residents bringing pests with them from other locations, or pests coming to feed on crumbs in bedrooms added to challenges like helping residents stay current on staff-administered



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Sharon Evans Executive Director personal medication, exercising boundaries and keeping everyone safe. It was a daunting challenge.

Even with these newfound trials, Evans has families and mentors in her corner. "Nephi Todd has been a great mentor. We still chat periodically," she said. She speaks very highly of him, a pioneer in this field who runs what is now Todd's Care Center — also for the severely mentally ill — and has done so for decades. He helped

her run through ideas and best practices to keep her much-needed housing resource running well.

What it Looks Like Today Today, Oasis Housing is two private boarding homes in West Valley — one for men and one for women — that supply on-site care 24/7. Most residents pay rent from Medicaid and some assistance from Salt

Lake County Housing Connect. Each of the residents shares a room with another resident and is welcome to stay there as long as they like.

The two homes are full most of the time, with Evans receiving several calls a week with people looking for a place for their family members. They are looking to build on the positive momentum.

"We are working hard to find property and collaborators to grow and serve more people, including families," Evans said. She mentions that readers and others can find details about their Vision Project on their recently updated website, oasishousing.org. The project will provide targeted housing and needed support services to those currently unsheltered.

"There was a huge need for housing when we started," said Evans. That hasn't changed much since then, even if Oasis Housing itself has changed.

"Over time, we've been able to get more help," Evans said. Community partners utilized existing resources and helped to keep expenses down for Oasis Housing. "We talked to the food bank [and] we also receive [help from] Grocery Rescue." She said the residents are especially fond of quesadillas and macaroni and cheese. It's different than she thought it would be, but she and Oasis Housing are happy with the work they are doing in helping their tenants stay in the community and away from institutions. At Oasis, residents have the freedom to move about and participate in the community as much or as little they like.

"My fantasy was that people would sit together around the dinner table together and chat," she said. She paints a picture of what participation in Oasis Housing would look like — people working part-time jobs, being involved in hobbies, participating in community groups.

But that's not how it is, and that's fine. What people have is great. They have "safety and someone that cares about them. The caring, family-style, safe place to live — that's still real," she said. But sometimes, mainly on holidays, even Evans' fantasy comes to life and the group sits down, chats and enjoys a nice meal together among people who care about them. Sometimes that even includes quesadillas or macaroni and cheese. Learning to Celebrate Differences Evans' advice to the community is "be flexible."

Flexible — or at least lessrestrictive - laws would be a great start. "The community can be more flexible with planning and zoning rules," Evans said. She was happy to hear about Salt Lake City adding more accessory dwelling units (ADUs), but with in-migration only exacerbating the housing issues, she said the community needs even more ADUs – and overall more options - more microunit apartments with community gathering areas, more places for families where the caregiver/parent has mental illness and needs more assistance.

"I would like the community to open their minds and hearts more," she said. This is the second part of the flexibility. She pleads for understanding of her residents, "These are people with family. They are a child of a parent, a sibling to

**CONTINUES** next page



Rex plays with Zeus, the men's boarding house support dog.



An Oasis Housing resident cares for the chickens in the back yard of the men's boarding home.



Sharon Evans Oasis Housing Executive Director



A resident draws in her spare time.



Rebekah gets ready to go shopping with her "family."



Joseph plays basketball outside of the men's boarding home.

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someone, someone who has a life that is worthwhile."

Again, Evans brings up flexibility. "Not everyone can live in the house that you do," she said when talking about everyone's varying level of ability.

The illnesses of her residents are isolating; participating in society as fully as possible is the cure. Whether that means ordering a hamburger a little more curtly, sitting on the curb and watching traffic move about or talking to themselves in the grocery store, these people are not threats, neither do they need to be checked on by police. They need a wave, a smile and maybe even a short conversation. They need community just as we all do.

Residents recognize it, too.

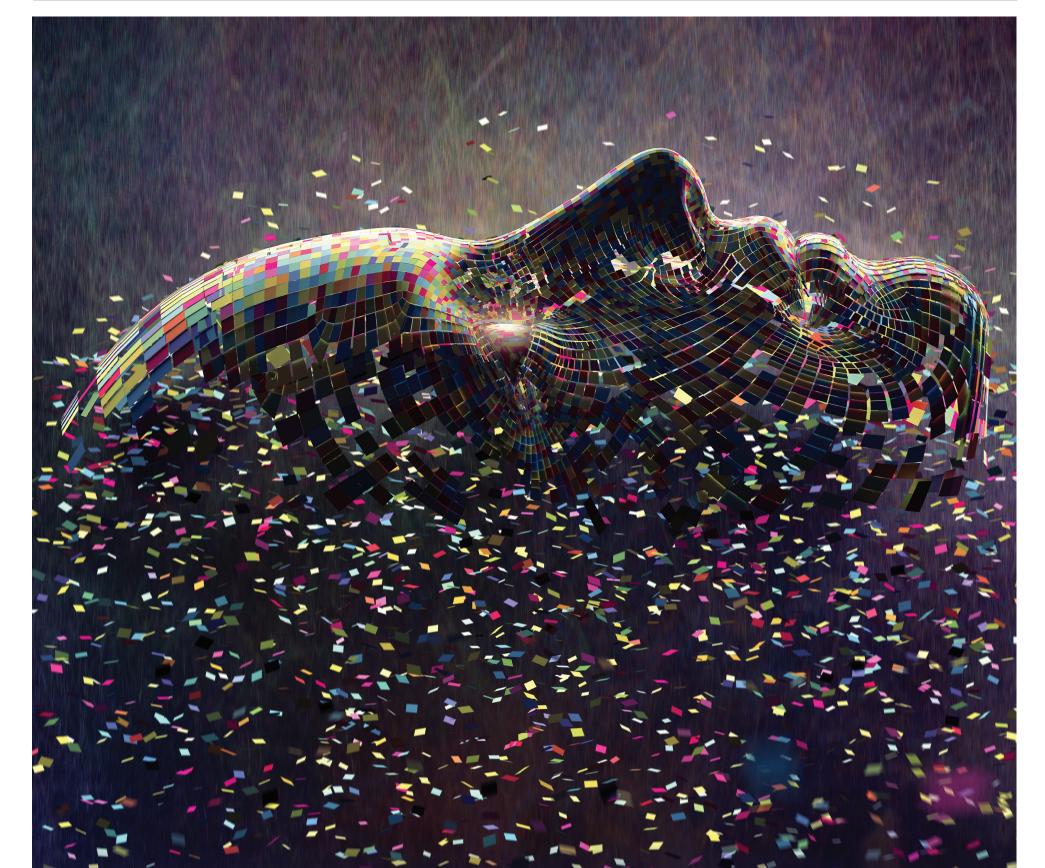
"Sharon is an angel," said one former resident. "She saved my life and gave me a place to live when I left the hospital so I didn't have to go back to the streets."

"I am happy here," said a current resident. "They treat me so well and I love it."

"I am safe and they care about me," said another. "The people here are nice."

Evans wants people to be flexible by being open to seeing the world in this beautiful shade of grey. "I want people to open their hearts, minds, pockets," she said. "Find something you believe in, if you don't like what is happening, put money to that cause."

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