



Sandi O'Neil meets with one of the men on her case management schedule.

WHAT DOES LOVE LOOK LIKE? SUPPORTIVE SERVICES AT THE EUGENE MISSION

"What does love look like? It has the hands to help others. It has the feet to hasten to the poor and needy. It has eyes to see misery and want. It has the ears to hear the sighs and sorrows of men. That is what love looks like."

~ Augustine

We usually focus our newsletter stories on a guest or two to share the progress they are making in their lives since coming to the Eugene Mission. Sometimes folks just need a place to land, to regroup, and to move on. But more often than not, our guests come to us with significant issues that have led them to homelessness and existing barriers to overcoming those issues – addiction, evictions, unemployment, mental illness, domestic violence, physical or emotional abuse, criminal histories, etc. Many are so overwhelmed by their life circumstances that they become dejected, depressed and stuck. They often don't know where to start to unravel the mess they have made

"What does love look like at the Eugene Mission?" The first step is providing basic and loving "stabilization" services – food, shelter and clothing. But that's just the beginning! As a "wellness center for the homeless," the Eugene Mission is committed to ending homelessness permanently for the people we serve, one person at a time. This is an arduous task given the lack of affordable low income and/or supportive housing in Lane County. However, we have committed significant Mission funds to hire a cadre of devoted case managers and have enlisted enthusiastic counseling interns who are meeting with each of our guests to tackle their barriers, provide encouragement, and to set goal plans. Our case managers work in cooperation with dozens of local social service agencies to help our guests meet their goals and eventually, hopefully, move out, move on, and move up! We focus this issue of our newsletter on our Supportive Services team members – both staff and interns – who are making a difference in the lives of men, women and children who so desperately need direction and hope.

MEET OUR SUPPORTIVE SERVICES STAFF



**Denise Jubber,
Director of Supportive Services**

Denise Jubber is a Licensed Professional Counselor and Spiritual Director. Her career has included working as both a case manager and mental health therapist at various behavioral health agencies, including Christians As Family Advocates (CAFA). In the 3 years just prior to coming on

board last fall as the Supportive Services Director of the Eugene Mission, she led the Behavioral Science Team at Hawes Financial Group. She currently serves as the SoulCare Ministries Director at CitySalt Church where she attends and has a small private practice in the community. Denise lives in the country and enjoys leisure activities in the outdoors (like hiking, canoeing, camping, and star-gazing) with her husband Ron.

"Working as the Director of Supportive Services at the Eugene Mission is the most rewarding job I've ever had. Seeing lives move in the direction of wellness through the power of focused hope is not only inspiring, it gives purpose to my life by carrying out Christ's mandate to love others."



Sandi O'Neil, Case Manager Lead

Sandi lived on Whidbey Island, WA for 25 years before moving to Eugene, OR three years ago. She has a degree in Criminal Justice, which she earned while raising her two "amazing children." Sandi worked as a Legal Advocate for Citizens Against Domestic and Sexual Abuse (CADA) and then for 15 years as Domestic Violence Probation Officer – which was a "dream come true" for her.

Sandi moved to Eugene to be closer to family and was hired as a Supportive Services Case Manager at the Eugene Mission. "I don't know how I got blessed to have a second career that I love! Because of my background, I provide case management to all of the male guests who are on Parole and Probation, Pre Trial Release and/or are sex offenders. We identify their barriers and work toward successfully overcoming them."

Sandi shares, "My successes are counted as the weeks go by. In my initial meeting with a client, I often find that he is broken, perhaps newly released from prison, fighting his demons that try to lure him to return to drug/alcohol/criminal behavior."

continued



From left to right: Kristin Kintigh, Sandi O'Neil, Denise Jubber, Jack Tripp, John Roderick, and Maria Cortez

“Oil and perfume make the heart glad, So a man’s counsel is sweet to his friend.” Proverbs 27:9

In this month’s newsletter we highlight what is one of the most important, if not THE most important “wellness initiative” implemented at the Mission in its history. That initiative is what we call “Supportive Services.”

One of the key components of chronic homelessness is the lack of anyone listening to the issues of the individual person and guiding them towards a specific track of wellness. We see this from a Christian standpoint as a lack of sharing two great characteristics of God which are Wisdom and Love.

We started case management in earnest last fall to help our guests figure out what it was that was keeping them from having a fulfilled life. Our case managers do initial intakes to assess the specific needs of each guest and guide these folks to the right resources to gain housing, employment/sustainable income, physical health, recovery from addictions and many other issues. Often they transport guests to appointments and do much hand holding to ensure talk becomes action. We are now offering classes addressing common issues holding our guests back. Pain Management is an example of a class just implemented because many of our guests are dealing with chronic pain issues. That is sharing Wisdom and the results are powerful. Many more folks are achieving employment, gaining housing and physically getting well based on these efforts.

We just began the second phase of growth for Supportive Services by offering individual mental health counseling on-site for those many guests that case managers deem need this specific help. We are using interns from NCU and Liberty University to provide counseling, while the interns are achieving the requirements they need to complete their Master’s Degree. We have a long-term initiative slated for next year (Phase Three) that would create a permanent Supportive Services Clinic with full-time employees and expanded counseling services. This is a pure sharing of God’s Love as our counselors help folks who have been isolated for years – often carrying and being held back by the burdens of childhood – unload those burdens to start getting healed.

This is all the Lord’s doing and it is humbling to watch. We praise God, for you, our supporters because none of this could happen without your donations of time, goods, and very importantly, your financial support.

In His Wellness,
Jack Tripp
Executive Director

*“Comfort, O comfort My people,” says your God.”
Isaiah 40:1*

SUPPORTIVE SERVICES STAFF *continued*

“And often, only a week later, there’s a small smile in the corner of his mouth when I pass him in the hallway. Another week goes by and his face is less confused and scared and his eyes are staring forward and not down. His eyes are clear... he recognizes me and says a small hello. A week later, I walk in the Day Room, and I see my client with a huge smile and he’s asking me how my day is going. By now, this homeless man, my client, our Mission guest, has clawed and scraped together four weeks of sobriety and his “cloud” is clearing. That’s when I see God in his eyes and we are both thankful for my client’s hard work and God’s grace. And now it’s time to talk about the next step...a job.”



John Roderick, Case Manager holds a Master of Arts degree in Clinical Mental Health Counseling from Northwest Christian University and an Associate’s degree in Applied Sciences from Lane Community College as an Electronics Technician. In addition to working in the Eugene Mission Supportive Services, John runs his own counseling private practice. John’s biggest passions are being a supportive husband and loving father to his twins.

“Working to have our guests feel like someone does care about their well-being is the biggest motivator to me in working in Supportive Services. I love how we improve our guest’s lives in their short term future by finding solutions for their basic needs and are creating a positive path for them beyond their stay at the Eugene Mission by providing the resources they need to succeed.”



Maria Cortez, Case Manager has been at the Eugene Mission since January. Her social services career started as an AmeriCorps member working on Los Angeles’s Skid Row, helping homeless senior citizens access services and find housing. Since then, she has worked with homeless Veterans through the HUD VASH program and homeless adults at a shelter in Santa Monica, CA. Maria has bachelor’s degrees in Geography and Environmental Studies as well as a master’s degree in Public Administration. She has a passion for God, family, affordable housing, and social justice.

Regarding her work as a case manager, Maria says, “We are chipping away at barriers day-by-day to work toward our short and long-term goals.”



Kristin Kintigh, Case Manager Several years ago Kristin began volunteering at Hosea Youth Services, and decided to go through the Family and Human Services program at the U of O, with the intention of working with homeless youth. She interned at the Mission while working toward her bachelor’s degree, and said she “was very thankful to be offered a position here upon graduation.” She continued, “I have really enjoyed working with homeless women and families, and have been here for almost 2 years.” Outside of the Mission she enjoys hiking, biking, and gardening, and being outdoors.

“I love being a case manager at the Mission because I love getting to be a part of our clients’ success stories. Many of the people who stay here have had to overcome a lot of barriers in their lives. It’s a privilege to be in a position where I can play a small part in their successes and get to share in their excitement and celebrate with them when they meet their goals.”



Interns Crystal Falk, Shannon Smyth, Rebecca Robinson, and Sandy Skladany



Intern Angie Gilchrist

MEET OUR SUPPORTIVE SERVICES INTERNS

The Supportive Services Department currently has five graduate level interns serving our guests. They will be on campus from 6 months to a year, depending on their programs. Each comes with a rich body of knowledge, a passion for serving our guests, and a gifting in their chosen area of focus. Four are filling vital roles as on-site counselors for guests in both Centers and the Life Change Program. The fifth is a case manager assistant in the Women's and Mothers & Children's Centers. These are unpaid internships and this dedication is inspiring! We are so thankful they are with us to both learn and serve!

Crystal Falk is a Master of Clinical Mental Health intern from Northwest Christian University. Crystal has experience in the mental health field including wraparound facilitation, skills training, and a supervisory role at the psychiatric state hospital for adolescents. Crystal has a three year old son and two nephews that she spends every ounce of her spare time with, climbing trees, pretending to be superheroes, etc.

Shannon Smyth is a Master of Clinical Mental Health intern from Northwest Christian University. He also holds a Master's degree in Media Psychology and his previous work experience includes a position as a Veteran's and Military Aide for Oregon's 4th Congressional District. Prior to that, Shannon was an active duty service member who deployed twice for Operation Iraqi Freedom. He is married and has a one year old son.

Rebecca Robinson is a Master of Clinical Mental Health intern from Northwest Christian University. She was an office manager for the Oregon Department of Justice for many years prior to entering college. She has 3 grown sons, and has recently taken up backpacking.

Sandy Skladany is a Master of Professional Counseling intern from Liberty University, and has recently moved to the great Pacific Northwest from Ohio. She is married and has the gift of an extended family through marriage. Sandy has had the privilege of working for an agency that assisted refugees and disaster survivors in the U.S. She is vitalized by the beauty of Oregon and is looking forward to exploring it more.

Angi Gilchrist is a Master of Social Work intern from Walden University. She is married to her high school sweetheart, and has a daughter who is the light of her life. Formerly Angi co-owned a local publishing company and worked for many years as an advertising designer graphic artist. She has a passion for social issues and hopes to participate in and initiate social change. She enjoys the shenanigans of her daughter and their two little dogs, "Pinky Pie" and "Jack." Angi can often be found taking pictures, seeing movies, hiking, and spending time with family.

"While filling the role of an Intern is quite overwhelming at times, it is also very rewarding. When I am at the Eugene Mission, it just feels right and I know I belong here. By being a counselor with EMSS I am able to provide a safe space for people to come and talk through their struggles. I feel honored to be present for this as well as the opportunity to assist with their healing process."

"I consider it a privilege to intern at the Mission and to work with staff and volunteers who are committed to the well-being of the guests who have found themselves in a vulnerable place. Experiencing Christ's heart and walking beside guests as they face some of life's greatest challenges has been both humbling and transforming to me as a counseling intern and a human being."

ON-SITE COMMUNITY PARTNERS

In addition to working with practically every social services agency in Lane County, we have several agencies which have a regular presence on our campus:

- ▶ **Goodwill**
Job Connections Program
- ▶ **St. Vincent de Paul SSVF**
Supportive Services for Veteran Families
- ▶ **Veteran's Administration BHRRS**
Behavioral Health Reintegration & Recovery Services
- ▶ **Shelter Care**
Housing Central Waitlist
"Front Door" Assessments
- ▶ **White Bird Clinic**
OHP eligibility case managers
- ▶ **Community Supported Shelters**
Conestoga huts for sober veterans
- ▶ **Pro-Bone-O**
Free veterinary clinic for pets belonging to the homeless

FIRE UPDATE

As of the time of this writing, the Mission's kitchen, dining room, and other affected areas have been cleared of smoke, debris, and burned equipment and furnishings. Asbestos abatement was necessary and has been completed. We are now in the "reconstruct" planning phase, with kitchen design underway and subcontractors providing estimates. In the meantime, 750-800 meals are prepared daily in our rented mobile kitchen, served from a borrowed Western Shelters tent, and eaten in a make-shift dining room set up in a section of our warehouse.

Here are a few of the things we still need:

- ▶ Groups to Provide and Serve a Meal for 100-300 Guests (to sign up your group, please email tabithae@eugenemission.org)
- ▶ Large Quantity Cooked Items, such as pans of Lasagna or Spaghetti
- ▶ Pancake Mix, Syrup, Frozen Hash Browns
- ▶ Hamburger Patties, Hot Dogs
- ▶ Butter, Vegetable Oil, Mayo
- ▶ Compostable Sturdy Paper Plates and Serving Ware

Thank You!



SWEET FAMILY FINDS A NEW HOME

Christina and Ernest arrived at the Eugene Mission with their family after Ernest lost his job and had a medical crisis. Shortly after arriving Ernest found a job and Christina worked diligently with her Eugene Mission case manager to find housing.

After applying through several management companies, Christina found an apartment that fit their budget with the help of SVDP. This family is thrilled to have their own home again. The photo was taken after they had selected furnishings for their new home from the Eugene Mission warehouse.



MY GIFT TO HELP THE EUGENE MISSION GIVE RISE TO HOPE!



Please use my August gift to the Eugene Mission to fund supportive services for needy guests, and to rebuild our new kitchen. (A receipt for this tax deductible gift will be sent by mail.)

- \$5000
 \$1000
 \$500
 \$300
 \$100
 \$50
 \$ _____
- Check Enclosed
 Please charge my credit card:
 Visa
 MC
 Discover
- Monthly
 One time only

Card Number	Security Code	Exp. Date
Name		
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Signature (required for credit card donations)		