

Catholic Charities of Central New Mexico

While Catholic Charities is still open and available to those who utilize our services, access to our physical location will be limited to people who have scheduled in-person appointments. All other support services will transition as much as possible to online or phone. In order to protect the health and safety of our employees, volunteers, clients, and community, we will be implementing the following measures through March 31:

- Our main office, located at Casa de Corazon on 2010 Bridge Blvd SW, will remain open to those who have scheduled necessary in-person appointments. Efforts are being made to transition meetings to an online video conferencing platform whenever possible to prevent person-to-person contact.
- Classes and events scheduled to happen inside the building have been cancelled or moved online until further notice. For more information about a specific class or volunteer shift, contact the instructor or program director directly.
- We will maintain our current schedule, with operating hours from 8 am to 5 pm every day at our Casa de Corazon office. To contact us with questions about accessing services or to get in contact with a specific department, please call (505) 724-4670.

We hope that these measures contribute to limiting the spread of the Coronavirus in accordance with Social Distancing recommendations. For more information about steps being taken to protect our community, call us at (505) 724-4670. We are deeply grateful for the continued cooperation and flexibility from our community in addressing this serious public health matter.

Visit our website at <http://www.ccasnm.org> or check our Facebook page for the latest updates on Catholic Charities services and our ongoing response to the Coronavirus.

Catholic Charities of Southern NM

Catholic Charities of Southern New Mexico's office has been closed to the general public since Monday. Today, we are shutting down the office completely and asking all staff to work from home. We have suspended all detention center visits, face-to-face consultations, etc. The staff that are working from home will do phone consults, however. Unfortunately, client phone calls to the office have stopped coming in.

Disability Rights New Mexico

DRNM's physical offices are closed until April 1, which may be extended. Like others, we have a skeleton staff working at the office for now so that there is business continuity with case handling, new applications for services and business operations. Everyone else is working remotely. Calls are being handled by intake staff and routed for processing and possible assignment to attorneys and advocates, who are handling everything by phone, fax and email.

Any "field work" ---meeting with clients, monitoring facilities, meetings with others, hearings, travel- needs prior approval of supervisors.

DNA People's Legal Services

DNA offices are not accepting walk-in applications for legal services. This is a temporary measure which may be suspended after April 1, 2020. Until that time, if you'd like to apply for services, you may do so by calling your nearest DNA office and we will accept your eligibility information by phone. You may also start an online application at www.AZLAWHELP.org. If you are applying for services and you have a court hearing within 7-10 days, or you are being evicted within 5-10 days, or if you have a legal emergency, please provide that information to the DNA staff person taking your call. If you are current client, please contact your attorney through phone or email.

Native American Disability Law Center

We remain open for intake & services over the phone. We are not providing in-person services, unless it is an emergency & there is no other way to assist the client or potential client. All staff who can are working at home & easily available via email & work provided cell services.

New Mexico Immigrant Law Center

The New Mexico Immigrant Law Center's physical office is closed to clients, however, we are still open and serving clients. All of our staff and attorneys are working remotely. At present, we plan to reopen the office on April 6, 2020, but of course, will follow all federal, state, and city recommendations.

We have temporarily suspended our SIJS Pro Bono Workshop, Asylum Pro Se Workshop, and weekly Wednesday Citizenship Workshop. However, we are still performing intakes and serving clients may be reached during business hours at (505)247-1023. We have installed a secured client dropbox outside our office to collect timely client forms.

New Mexico Legal Aid

NMLA is as fully operational as we can be. Like SCLO most of our staff are working from home. We have minimal staff in offices handling tasks that can only be accomplished on site. We are not seeing walk-in clients until further notice. We had to set up a temporary intake number because the phone system we have does not accommodate remote connections without expensive alterations that our contractor does not really know how to do. We have signed a contract for a new cloud based phone system that will be up in the next week or two, then we can go back to our 833 number. I know this is confusing, but it's the best workaround we can arrange and it should not last long.

Pegasus Legal Services for Children

Pegasus is open. We have a skeleton crew in our office. All other staff are working from home. We are doing intakes for kinship guardianship, via phone, and providing assistance with benefits. We are going to court when required but primarily have been able to do kinship guardianship cases via phone. With our abuse and neglect cases, we visit our clients as we see fit and are following the guidelines from Children's Court. All staff have protected access to the Pegasus server.

Senior Citizen's Law Office

SCLO's physical office is closed. We have a skeleton staff working at the office for now. All of our attorneys are working remotely. Calls are being handled by intake staff and routed to our attorneys who

are handling everything by phone, fax and email. We had initially closed our physical office until March 31. That will no doubt be extended to mid or late April.

United South Broadway Corporation

USBC's service levels for legal and housing counseling assistance will continue during the coronavirus emergency declared by the Governor, but we have modified service delivery to interact with clients through phone and email only.

The physical offices are closed to the public but we have a skeleton crew of two staff in the office M-Th in case of emergency.

USBC can be reached 24/7 at 505-764-8867, ext. 223 or outreach@unitedsouthbroadway.org, which will be monitored throughout the day M-F. Our staff will monitor their individual office phones and emails remotely.

We have procedures in place to handle exchange of documents.

Pro Se Foreclosure Education Workshops: Sandi Gilley will continue to take referrals for workshops, consultations and intake, which she will conduct individually by phone.

Housing Counseling Wednesday intakes: Homeowners are encouraged to call in advance on 505-764-8867 ext. 223 to request current information. At present, nearby homeowners may pick up application packets outside our offices from 2pm to 5:30pm on Wednesdays and take them home to fill out and return. We also will mail or email application packets to homeowners. Packets include housing counselor cell numbers for assistance.