SMART Handbook
February 2021
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About SMART

The University of New Mexico is committed to maintaining a campus environment that is free from sexual harassment. Sexual violence can cause tremendous distress and greatly impact the life of a victim. To ensure the best, most effective services and processes for handling sexual violence on our campus are available, UNM has created a Sexual Misconduct and Assault Response Team (SMART).

SMART is part of the university's overall efforts to reduce sexual violence on campus. SMART is a victim-centered, victim-controlled, coordinated response team composed of community and university organizations to quickly and effectively respond to instances of sexual violence while providing appropriate services to all parties involved. SMART responders make services for victims a priority. Victims of sexual violence may choose to activate one or all components of the response team: medical, counseling, law enforcement, and/or the student conduct process.

Mission Statement

The University of New Mexico’s Sexual Misconduct and Assault Response Team (SMART) is a multi-disciplinary collaboration comprised of university and community partners, all committed to facilitating healing and mitigating trauma while promoting accountability.
**Name of Agency:** University of New Mexico’s Women’s Resource Center

**SMART Coordinators:**
Caitlin Henke, Interim Director  
Mesa Vista Hall, Room 1160, MSC06 3910  
Ph: 505-277-3716  
E-mail: crhenke@unm.edu  
Web: www.women.unm.edu

**Description:**
The University of New Mexico’s Women’s Resource Center provides advocacy, support, information, and community and campus referrals. The Women’s Resource Center also provides primary prevention workshops in an effort to reduce sexual violence, increase awareness, and support victims.

**Commitment:**
The Women’s Resource Center is committed to providing compassionate and culturally appropriate support services to any persons affected by sexual violence. The Women’s Resource Center will, at all times, work cooperatively and inclusively with our community partners and the rest of the UNM Community to ensure the highest level of support and response is provided to any victim of sexual violence.

**Procedure:**
An individual may seek support and information from the Women’s Resource Center by:
- Walking into the center between the hours of 8am and 5pm, Monday through Friday, 1160 Mesa Vista Hall
- Calling the WRC at 505-277-3716
- Emailing the WRC at women@unm.edu
- Requesting to speak with a trained and confidential staff member in an effort to explore options and obtain appropriate referral information.
- The process of seeking information and referrals at the Women’s Resource Center is confidential, victim-controlled and victim-centered; therefore, final decisions are made by the victim rather than a staff member from the center.
**Expectations:**

Persons affected by sexual violence can expect the following when coming to the Women’s Resource Center:

- The Women’s Resource Center provides a safe and confidential space to talk, seek support, advocacy, and appropriate referrals.
- Non-judgmental staff are trained and available to provide resources and support.
- The Women’s Resource Center will explain the difference between, and the availability of, mandatory and confidential reporters on and off campus.
- The person affected makes determinations about who supports them through any chosen processes.
- All processes, protocols, and expectations are clearly explained to the victim before any decisions are made.
- An advocate may be available during any step of a chosen process: legal, administrative, medical, etc.

**Reporting:**

The University of New Mexico’s Women’s Resource Center is a confidential site. We can assist victims in making a report by acting as an advocate, or simply providing the appropriate resources and referrals. Being a confidential location means:

- A formal investigation is not triggered by disclosing sexual violence to an employee at the Women’s Resource Center.
- Aggregate data is collected for statistical purposes. No identifying information is used; instead, tally marks are used to indicate the nature of the assault.
Name of Agency: University of New Mexico LoboRESPECT Advocacy Center

SMART Coordinators:
   Lisa Lindquist, Director
   Angela Catena, Training and Development Specialist
   University Advisement and Enrichment Center, Room 262
   Ph: 505-277-2911
   E-mail: ldelgado@unm.edu
          acatena@unm.edu
   Web: www.loborespect.unm.edu

Description:
The University of New Mexico’s LoboRESPECT Advocacy Center provides advocacy, support, information, and community and campus referrals. The LoboRESPECT Advocacy Center also provides primary prevention workshops in an effort to reduce sexual violence, increase awareness, and support victims.

Commitment:
The LoboRESPECT Advocacy Center is committed to providing compassionate and culturally appropriate support services to any persons affected by sexual violence. The LoboRESPECT Advocacy Center will, at all times, work cooperatively and inclusively with our community partners and the rest of the UNM Community to ensure the highest level of support and response is provided to any victim of sexual violence.

Procedure:
An individual may seek support and information from LoboRESPECT Advocacy Center by:
   • Walking into the center between the hours of 8am and 5pm, Monday through Friday, University Advisement and Enrichment Center room 262
   • Calling at 505-277-2911 (24-hr hotline)
   • Emailing the Advocacy Center at lboorespect@unm.edu
   • Requesting to speak with a trained and confidential staff member in an effort to explore options and obtain appropriate referral information.
   • Staff members are trained and confidential.
• The process of seeking information and referrals at the LoboRESPECT Advocacy Center is confidential, victim-controlled and centered; therefore, final decisions are made by the victim rather than a staff member from the center.

Expectations:

Persons affected by sexual violence can expect the following when coming to the LoboRESPECT Advocacy Center:

• The LoboRESPECT Advocacy Center provides a safe and confidential space to talk and seek support, advocacy, and appropriate referrals.
• Non-judgmental staff are trained and available to provide resources and support.
• Staff will explain the difference between mandatory and confidential reporters on and off campus.
• The person affected makes determinations about who supports them through any chosen processes.
• All processes, protocols, and expectations are clearly explained to the victim before any decisions are made.
• An advocate may be available during any step of a chosen process: legal, administrative, medical, etc.

Reporting:

The University of New Mexico’s LoboRESPECT Advocacy Center is a confidential reporting location. We can assist victims in making a report by acting as an advocate, or simply providing the appropriate resources and referrals. Being a confidential location means:

• A formal investigation is not triggered by disclosing experience of sexual violence to an employee at the Advocacy Center.
• Aggregate data is collected for statistical purposes. No identifying information is used; instead, tally marks are used to indicate the nature of the assault.
Name of Agency: University of New Mexico LGBTQ Resource Center

SMART Coordinators:
Frankie Flores, Education Specialist
Ph: 505-277-LGBT (5428)
E-mail: fiyero81@unm.edu
Web: www.lgbtqrc.unm.edu

Description:
The LGBTQ Resource Center strives to create a welcoming and inclusive atmosphere for all members of the University of New Mexico and surrounding community. As a Safe Zone environment, we stand up against homophobia and value the worth and dignity of all people. Through education, we aim to bring a heightened visibility of the LGBTQ community on campus and to issues that affect LGBTQ individuals. Through leadership development, we promote a more civically engaged campus community committed to equality and equal opportunity for all people.

Commitment:
The LGBTQ Resource Center is committed to providing compassionate and culturally appropriate support services to any persons affected by sexual violence. The LGBTQ Resource Center will, at all times, work cooperatively and inclusively with our community partners and with the rest of the UNM Community to ensure the highest level of support and response is provided to any victim of sexual violence.

Procedure:
An individual may seek support and information from the LGBTQ Resource Center by:
- Walking into the center between the hours of 9am and 5pm, Monday through Friday, 1919 Las Lomas Rd. Building 168
- Calling at 505-277-2911 (24-hr hotline)
- Emailing Frankie Flores directly at fiyero81@unm.edu
- Professional staff is trained and confidential.
- The process of seeking information and referrals at the LGBTQ Resource Center is confidential, victim-controlled and victim-centered; therefore, final decisions are made by the victim rather than a staff member from the center.
Expectations: Persons affected by sexual violence can expect the following when coming to the LGBTQ Resource Center:

- The LGBTQ Resource Center provides a safe and confidential space to talk, seek support, advocacy, and appropriate referrals.
- Non-judgmental staff are trained and available to provide resources and support.
- Explain the difference between mandatory and confidential reporters on and off campus.
- For the person affected to make determinations about who supports them through any chosen processes.
- All processes, protocols, and expectations are clearly explained to the victim before any decisions are made.
- An advocate may be available during any step of a chosen process: legal, administrative, medical, etc.

Reporting: The University of New Mexico’s LGBTQ Resource Center is a confidential reporting location. We can assist victims in making a report by acting as an advocate, or simply providing the appropriate resources and referrals. Being a confidential location means:

- A formal investigation is not triggered by disclosing experience of sexual violence to an employee at the Resource Center.
- Aggregate data is collected for statistical purposes. No identifying information is used; instead, tally marks are used to indicate the nature of the assault.
Name of Agency: Student Health and Counseling (SHAC)

SMART Coordinators:
Medical Services – Andrea Goodman, PA-C, Kara Stiles, ANCC
Counseling Services – Antoinette Kuehn, CSW
Building: 73 MSC06 3870
Ph.: 505-277-3136; after hours option #3
Email: amgoodman87@unm.edu
klucero26@gmail.com
Web: www.shac.unm.edu

Description:
Student Health and Counseling (SHAC) provides outpatient health and counseling services to currently enrolled UNM students. SHAC scope of services includes the following departmental services and programming:

- Same-day appointments
- Primary care/scheduled appointments
- Travel health
- Women’s health
- Men’s health
- LGBQ health
- Trans health
- Allergy and Immunization Clinic
- Physical therapy
- Massage therapy
- Nutrition
- Pharmacy services
  - Including (but not limited to): Prophylactic medications, PrEP, PEP, contraception, Plan B, Ella
- Laboratory, radiology, and medical records
  - Including (but not limited to): STI screening, HIV testing
- Counseling services and psychiatry
- Health promotion/wellness programs
Commitment:

SHAC is a confidential, on-campus clinic that provides trauma-informed clinical treatment, providing victims with the following:

- Information about the traumatic effects of assault/abuse
- Multidisciplinary treatment collaboration to address medical and psychological treatment planning
- Options counseling, should victims choose to report an incident to LoboRESPECT and/or connect to community agency services (e.g. SANE, NMRCC, NMDVRC, etc.)
- Consultation and support for peers, partners, and staff/faculty members
- Health promotions focused on consent, communication, sexual health, social media literacy, trauma, and supporting survivors

Procedure:

SHAC seeks to eliminate harm, violence, and oppression through compassionate treatment of survivors. Medical and counseling providers foster collaborative relationships between campus and community systems to ensure a survivor-centered, multifaceted approach to provide the following:

- Walk-in services for medical or counseling during business hours, Monday-Thursday, 8:00am-5:30pm, and Friday, 9:00am-5:00pm.
- After-hours number is 505-277-3136, medical option #2, and counseling options #3
- Connection to emergency services and/or referral to specialty services for higher level of specialty treatment
- Safety planning to address immediate mental or medical treatment
- Aftercare services, upon successful completion of higher level of care, and a return to campus/academic life
- Referral services to substance-related and addictive disorders treatment

Reporting:

SHAC is a safe, confidential site. Counseling and medical providers do not submit data as provided in the Clery Act.
**Name of Agency:** Counseling, Assistance, and Referral Services (CARS)

**SMART Coordinator:**
Aria Ponciroli, LCSW, CEAP
1800 Mesa Vista Road, MSC02 1770
Phone: 505-272-6868
Direct line: 505-272-6969
Email: kclapp@unm.edu
Web: www.cars.unm.edu
Office hours: 8:00 am to 5:00pm, Monday through Friday

**Brief Description of Services:**
CARS is the Employee Assistance Program (EAP) for faculty and staff of the University of New Mexico. All benefits-eligible faculty and staff (those receiving sick and annual leave benefits), their spouses or domestic partners, as well as UNM retirees are eligible to receive services at CARS. For those eligible, CARS is a free and confidential service.

**Commitment:**
CARS provides timely and client-centered help in facilitating the safety and recovery of survivors of sexual assault. Treatment priority will be given to the victims of sexual assault. When CARS receives a referral we will commit to meeting with the individual on that day or the next business day.

**Procedure:**
After receiving the initial call from an individual eligible for services at CARS, the administrative staff of CARS will schedule that individual to meet with one of the CARS clinical staff, and an assessment will be performed at the first meeting. At that time a determination will be made as to what services are most appropriate and helpful to the client.

**Expectations:**
CARS provides face-to-face counseling for clients we serve, following a brief therapy model that allows up to eight sessions per treatment episode. CARS will
assist the client in navigating the different components of the system and work in coordination on the victim’s behalf. The staff of CARS is legally and ethically required to hold all information in confidence. No information is shared without the client’s written authorization. Even the fact of being a client at CARS is information that is held in confidence. The only instances in which confidentiality may be breached are: a judge issues a court order to release information; a client poses an imminent threat of physical harm to self or others; or there is a suspicion of child abuse or abuse of a vulnerable adult. While at CARS, clients wait in separate waiting rooms to further respect their privacy and confidentiality.
Name of Agency: UNM Police Department

SMART Coordinator:
Tim Stump
2500 Campus Blvd NE – Hokona Hall - 1st Floor
Ph: 505-277-1935
Cell: 505-331-8616
E-mail: tstump@unm.edu
Web: https://police.unm.edu/

Description:
The University of New Mexico Police Department provides investigative, enforcement, and collaborative services to victims of sexual assault and domestic violence. Services are provided 24 hours/day, 365 days/year by certified police officers.

Commitment:
The University of New Mexico Police Department is committed to providing an immediate law enforcement response to any victim of sexual violence, specifically those individuals who might be assaulted on the campus of the University of New Mexico or are faculty, staff, or students of the University. UNMPD will establish and maintain coordinated investigative activities dealing with sexual misconduct and assault to ensure the highest level of service is provided to any victim of sexual violence.

Procedure:
The following procedure will aid in activating a UNMPD response:
- Call UNMPD dispatch at 505-277-2241 at any time day or night or walk into the main entrance at the UNMPD.
- An officer will be dispatched to aid the victim (to include medical attention).
- Notifications will be made to the on-duty field supervisor, the on-call UNMPD SMART Team investigator, and the lieutenants of both Operations and Detectives.
- Transportation will be arranged for the victim to the SANE Unit, unless the victim has other arrangements.
- Notifications to other agencies will be made as appropriate.
• Reporting and investigative activities will be completed by both the initial reporting officer and/or UNMPD SMART Team investigator.

Expectations:

Victims of sexual assault can expect the following when contacting the UNMPD with a report of sexual violence:
• UNMPD will provide a safe space to talk and make appropriate referrals.
• Officers and detectives are specifically trained to deal with sexual assault cases and how to appropriately deal with these incidences in a professional and respectful manner.
• Transportation to and from medical facilities for medical attention, if needed (to include the SANE Unit).
• UNMPD will explain the investigative process and what can be expected throughout the process from beginning to end. Privacy and disclosure concerns will also be addressed.
• A complete and comprehensive investigation into the assault.
• Case submission to the District Attorney’s Office for prosecution of perpetrator, if appropriate.

Reporting:

The University of New Mexico Police Department has reporting requirements. These requirements are listed below.
• UNMPD will cooperate with UNM reporting requirements as noted in the Sexual Assault Response Team Report.
• Reporting will be made to the UNM Office of Equal Opportunity.
• Reporting will also be made to the UNM Clery Coordinator.
UNM Office of Equal Opportunity (OEO)

Angela Catena – Title IX Coordinator
609 Buena Vista NE
MSC05 3150
Ph: 505-277-5251
E-mail: acatena@unm.edu
web: https://oeo.unm.edu/

The University of New Mexico Office of Equal Opportunity is the university’s internal civil rights compliance office and provides administrative investigation of alleged civil rights policy and Title IX violations. Services provided are during normal business hours by trained staff.

OEO is committed to ensuring civil rights compliance for the University of New Mexico, specific to sexual misconduct are laws, regulations, and policies that prohibit gender discrimination, such as Title IX. We are available to faculty, staff, or students at main campus, north campus, and all branches of the University. OEO is a neutral office and we do not advocate for complainants, respondents nor the University of New Mexico. OEO houses the Title IX Coordinator and Clery Act Compliance Officer who are charged with ensuring campus-wide compliance with all aspects of these federal laws and regulations (each specifically has guidance and regulations specific to sexual and gendered violence and sexual misconduct). OEO also investigates allegations of retaliation for those who make a complaint related to civil rights violations or participate in other protected civil rights activity.

*Per University Administrative Policy 2740, sexual misconduct includes sexual harassment, sexual violence, and intimate partner violence.
Procedure:

The following procedure will aid in activating an OEO response:

• Call OEO at 505-277-5251 during normal business hours (8am-5pm MST).
• Walk in to OEO during normal business hours at 609 Buena Vista NE (just west of Dane Smith Hall).
• Email OEO at oeuonn@unm.edu or any staff member at OEO.
• Submit an online report at https://unm-advocate.symplicity.com/titleix_report/index.php/pid864339?
• Work with a campus advocate who will communicate with OEO to ensure understanding of the process, procedure, rights and options available.
• Notifications to other campus resources/departments will be made as appropriate.
• Reporting and investigative activities will be completed by an EEO Compliance Specialist in consultation with the Title IX Coordinator and Director of OEO.

Expectations:

Complainants can expect the following when contacting OEO with a report of sexual misconduct.

• OEO will conduct a thorough and neutral investigation in accordance with OEO’s Discrimination Claims Procedure.
• OEO staff are specifically trained in sexual misconduct cases and how to appropriately investigate with these incidences in a professional and respectful manner.
• OEO staff will explain the investigative process and what can be expected throughout the process from beginning to end. Confidentiality and disclosure concerns will also be addressed.
• Utilization of the Preponderance of the Evidence, totality of the circumstances, and reasonable person standards.
• OEO will explain appeal rights.
• OEO will make referrals to campus and community resources.
• OEO will promptly (generally within two business days) respond to phone calls and/or email inquiry by the parties.
• When an investigation reveals evidence (by a preponderance of the evidence standard) that university policy has been violated, OEO will refer the matter to the appropriate sanctioning office.
 Reporting:  

OEO has reporting and other requirements. These requirements are listed below:

- OEO is responsible for ensuring compliance and will take action on all reports of sexual misconduct received. This may include conducting a formal investigation, providing education or training or other informal or formal resolution processes as deemed appropriate by the university’s Title IX Coordinator.

- Reporting will be made to the UNM Clery Coordinator.
Name of Agency: Albuquerque SANE Collaborative

SMART Coordinator:
Connie Monahan, Interim Director
625 Silver Ave SW – 2nd Floor
Ph: 505-248-3152
Cell: 505-239-8907
E-mail: conniemonahan@abqsane.org
Web: www.abqsane.org

Description:
Albuquerque SANE Collaborative provides medical/forensic exams to victims of sexual assault and domestic violence. Services are always free and available 24 hours/day, 365 days/year by specially trained nurses.

Commitment:
The Albuquerque SANE Collaborative is committed to providing immediate, compassionate and culturally appropriate medical and forensic services to any victim of sexual violence, including those individuals who might be assaulted on the campus of the University of New Mexico or are staff or students of the university. Albuquerque SANE will at all times work cooperatively and inclusively with the UNM Community to ensure the highest level of care is provided to any victim of sexual violence.

Procedure:
The following procedure will aid in activating a SANE response:

- Call SANE dispatch at 505-884-7263 at any time day or night.
- Dispatch will connect the caller to the nurse examiner on call.
- The nurse examiner will arrange a time to meet the patient, and anyone accompanying the patient, at the SANE unit.
- The SANE unit is located at 625 Silver Ave SW – 2nd Floor. Access any time after business hours is secure and will need to be facilitated by the nurse examiner or the advocate from the Rape Crisis Center.
- Nurse examiners have up to one hour to respond to a patient request for services.
- Once the patient, advocate, and nurse meet at the unit, services are explained as options. Patient consent drives the medical/forensic exam.
Expectations:

Victims of sexual assault can expect the following services and treatment to be offered while in the SANE unit. All services are voluntary and optional.

- Exam components include the following:
  - Head-to-toe medical assessment
  - Treatment for possible sexually transmitted infections
  - Evaluate pregnancy risk and offer treatment
  - Assess, document and provide care for minor injuries
  - Offer timely, thorough and professional forensic evidence collection, documentation, and preservation
  - Photo document injuries
  - Referrals for other indicated medical services
  - Referrals to community services available to sexual assault patients including counseling
  - Follow-up services

- Nurse examiners will almost always co-respond to patients with an advocate from the Rape Crisis Center.

- Patients will always be treated with the highest level of compassion, dignity, and respect. We understand that re-living the trauma of a sexual assault is difficult. The nurse provides direct services in a calm, unhurried, and safe environment.

- Patients can expect that SANE nurses are Safe Zone trained.

- Albuquerque SANE will maintain the highest level of confidentiality. Information or documentation is only released as authorized by the patient.

- Patients will always determine whether or not they receive an exam (consent) and which portions of an exam they will receive. Patients will never be coerced or persuaded to receive an exam by a nurse examiner.

- Patient consent also refers to the abilities of the patient: if the patient is intoxicated, unconscious, or other extenuating circumstances exist, measures will be taken to defer the exam until the patient can fully understand and agree to the exam.

- Nurses will educate the patient about the services available as well as the purpose and value of these services. Ultimately, the patient chooses their care while in the unit.
• Patients can expect the exam will be conducted at a pace that is comfortable for them. Exams can vary from 30 minutes to several hours depending on the services being offered, extent of injuries and patient ability to tolerate the exam.
• Patients can expect that the nurse examiner is unbiased: the nurse will not blame the patient for the assault and the nurse examiner cannot confirm nor invalidate the claim of an assault.
• The patient will receive referrals and discharge instructions from the nurse examiner.
• Patients will receive a follow-up call a few days after the exam from the SANE follow-up nurse unless the patient has specified “no calls”.

Law enforcement can expect the following from SANE staff:
• To be treated with respect and courtesy by SANE staff.
• For the nurse to obtain consent from the patient prior to conducting the exam.
• For questions to be answered to the best of the nurse examiner’s ability.
• For evidence and medical record copies to be available for pick-up the next day (except for weekends).
• Law enforcement will not be allowed to be present while the nurse examiner is conducting the patient interview or exam.

Other parties accompanying the patient can expect the following from SANE staff:
• The patient will make determinations about who supports them through the exam process; the nurse will honor the patient’s decision. Family, friends, and advocates are welcome to join the patient throughout any part of the exam, if the patient agrees to their presence.
• Individuals accompanying the patient may ask questions and seek information from either the advocate or nurse; however, both professionals are focused primarily on the patient and on protecting patient confidentiality.

**Reporting:**

Albuquerque SANE has reporting requirements, including:
• Albuquerque SANE will cooperate with UNM reporting requirements as noted in the Sexual Assault Response Team Report.
• SANE will complete the SMART data form that has non-identifiable information from UNM staff or students who access SANE services.
• Patient demographic, non-identifiable data is provided to the NM Coalition of Sexual Assault Programs for inclusion in the annual Sex Crimes in NM Report.
• Patient demographic information is reported to city and state funders as requested.
• Any additional reporting requests for SANE data will be evaluated individually to determine that patient confidentiality and HIPPA requirements are not violated.
Name of Agency: Rape Crisis Center of Central New Mexico

Main Office Location:
9741 Candelaria Rd NE
Albuquerque, New Mexico 87112
Office phone: (505) 266-7712

Albuquerque Family Advocacy Center
Advocate Office:
625 Silver Ave SW
Albuquerque, New Mexico 87102
24/7 Hotline: (505) 266-7711

SMART Members:
Diana Martinez-Granados, Case Manager
Hotline: 266-7711
Direct Line: 248-3194
Email: dgranados@rapecrisiscnm.org
Web: www.rapecrisiscnm.org

Jodie Jaramillo, Director of Crisis Services
Hotline: 266-7711
Direct Line: 291-3578
Email: jjaramillo@rapecrisiscnm.org
Web: www.rapecrisiscnm.org

Kim Stark, Executive Director
Direct Line: 505-291-3562
Email: kstark@rapecrisiscnm.org
Web: www.rapecrisiscnm.org
Description:

Rape Crisis Center of Central New Mexico (RCCCNM) provides the following services:

Crisis Services
Advocates provide emotional support and information 24 hours a day to survivors of sexual assault, including their friends and family.
- In-person advocacy and individualized safety planning
- Confidential 24-hour hotline
- Provide community resources and referrals
- Accompany all survivors through SANE medical forensic exams
- Accompany all survivors to any law enforcement interviews; court hearings; offsite locations as requested
- Emergency Restraining Orders and Temporary Restraining Order assistance

Counseling
The RCCCNM Clinical program serves adults and teens (13 and older), of any gender, whose lives have been affected by sexual violence, including sexual assault, sexual abuse, sexual harassment and incest. Clinical services are free and available to significant others, friends and family members of survivors. Counseling services are located at our main office location only. Bilingual services provided. Currently, due to CoVid-19, counseling services are being provided through Doxy.me telehealth services.

Community Education and Outreach
The CE&O program provides education and training on sexual assault and issues that affect sexual violence. Services are:
- Age-appropriate presentations for children and youth
- Presentations and trainings for community groups, university students and professional staff

Commitment:

RCCCNM provides emotional support and advocacy to survivors of sexual assault and abuse throughout Central New Mexico, and serves as a community resource on issues regarding prevention and awareness of sexual assault and abuse. All services are confidential and free.
Procedure:

- Call the 24/7 hotline (505) 266-7711 to speak to an advocate, ask questions, and receive community resources.
- During business hours, a person can visit our office by appointment or on a walk-in basis for advocacy services.
- To make an appointment for counseling call (505) 266-7712.
- To schedule a training or presentation call (505) 389-6021 or email Austin Dougherty, Program Director, Community Education and Outreach at adougherty@rapecrisiscnm.org

Expectations:

Victims of sexual assault can expect the following from RCCCNM:

- To be treated with respect in an environment that is safe, supportive and as confidential as possible.
- To pursue and receive professional services without being judged or labeled.
- To pursue and receive support without pressure or requirement to disclose to other agencies or law enforcement.
- To exercise their own choice and control whenever possible.
Name of Agency: Casa Fortaleza

SMART Coordinator:
Valerie Sanchez, Executive Director
2340 Alamo Ave SE (Main office)
Albuquerque, NM 87106
Ph: 505-910-4031
Email: executivedirector.casafortaleza@gmail.com
Web: www.casafortaleza.org

Business hours: 8:30am-5:00pm, Monday-Friday

Roxanna Balbuena, Case Management/Advocacy Program Manager
Email: roxanna.casafortaleza@gmail.com

Keyyme Anchondo, Case Manager/Advocate
Email: keyyme.casafortaleza@gmail.com

Judy Paz Espinoza, Case Manager/Advocate, Speak-out Coordinator
Email: judy.casafortaleza@gmail.com

Rio Rancho location, by appointment only:
1005 21st St SE
Rio Rancho, NM 87125

Description:
Services are free, bilingual and confidential:

Case Management and Advocacy
Our Case Managers/Advocates provide support and information to survivors of sexual assault, including their friends and family. These services include accompaniment to any law-related appointments; offsite locations as requested, medical accompaniment, advocacy, community referrals, and Temporary Restraining Order assistance.
Therapy
Casa Fortaleza provides free individual and family therapy to anyone affected by sexual assault. Our clinical program serves adults and children, regardless of age and gender. Our therapy services are available at our main office location Monday through Friday, and at our Rio Rancho location by appointment. Bilingual services are provided.

Community Education and Outreach
Our outreach program provides education and trainings on sexual assault and the issues that affect sexual violence. Providing bilingual and age appropriate presentations for children, youth, and adults. Presentations and trainings for community groups, professional staff, and students.

Mission:
At Casa Fortaleza, we work to empower and educate the communities around sexual violence. We are a culturally specific trauma-informed agency committed to strength-based services for our clients and their family and friends. Together we can end sexual violence.

The mission of Casa Fortaleza is to organize the communities for the end of all forms of sexual violence through education and outreach, and to provide therapy, empowerment, support, and case management around sexual violence to survivors in New Mexico. Casa Fortaleza is an agency dedicated to providing support services that include a broad understanding and treatment of the life experiences of individuals and the families affected by sexual violence. Our services are aimed at recognizing the needs of our clients as well as empowering and respecting their self-determination during their time of healing. All services are free and confidential.

Procedures
- Appointments for support and/or therapy are available during business hours.
- During business hours, a person can visit our main office by appointment or on a walk-in basis for advocacy or case management services.
- To make an appointment for our services, please give us a call at (505) 910-4031.
- To inquire or to schedule a training or presentation, please call (505) 910-4031 and ask for Judy Paz Espinoza or Cecilia Parra.
Name of Agency: UNM Ombuds Services for Staff (Ombuds Services)

SMART Coordinator:
JoEllen Ransom
Anne Lightsey
Jon Lee
1800 Las Lomas NE
Phone: 505-277-2993
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Web: www.ombudsforstaff.unm.edu

Description:
Ombuds Services is a resource for staff and faculty supervising staff. The office is open Monday through Friday from 8:00 a.m. to 5:00 p.m. This is a confidential office on main campus where UNM employees can think out loud with a neutral ombudsperson about workplace concerns and available resources. Ombuds Services is not an agency that reports specific complaints or concerns to the university.

We also provide facilitated conversation and workshops on supportive listening and preparing to be a “responsible employee.”

Commitment:
We listen and facilitate each visitor’s efforts to sort out what is on the visitor’s mind, to identify what resources are available to the visitor, and to consider what next steps make sense to the visitor. In a confidential setting, we listen, reflect, and offer resources available to the visitor.

We adhere to the International Ombudsman Associations ethical code and standards of practice which require that our work be independent, neutral, confidential, and informal.

Procedure:
Visitors can call us at 505-277-2993 or come into the office at 1800 Las Lomas NE to schedule a time to visit with an ombudsperson. The visit provides an opportunity for the visitor to think out loud about their situation, be heard by an independent neutral ombuds, and hear about resources that are available to them. The conversation is confidential. The visitor determines next steps.
**Expectations:**

Please see our website, [www.ombudsforstaff.unm.edu](http://www.ombudsforstaff.unm.edu) for more information, including a description of the visit process.

**Reporting:**

Staff Ombuds Services is confidential. The only information that is gathered and shared is trend data that is not attributable to any individual. Private communications made to the Ombuds are considered confidential and off the record, and they do not constitute or initiate notice to the organization. As an independent office, Staff Ombuds Services has no requirements or duty to report the private communication of visitors. The Ombuds neither acts as agent for nor accepts notice on behalf of the university.