CHANGING THE STORY of Albuquerque’s Systems for People Experiencing Homelessness
Over the course of 2018, approximately 5,615 households experienced homelessness in Albuquerque.

Coordinated Entry System Data CY2018, compiled by the NM Coalition to End Homelessness (Albuquerque CES, 2018)
2019 Albuquerque Point in Time Count
1,525 People on a Given Night

2019 Albuquerque Point-In-Time Count, NM Coalition to End Homelessness (Albuquerque Point in Time Study, 2019)
UNSHELTERED HOMELESSNESS

43% Substance Abuse Issues

45% Mental Health Issues

2019 Albuquerque Point-In-Time Count, NM Coalition to End Homelessness (Albuquerque Point in Time Study, 2019)
CHRONIC HOMELESSNESS

Reside on street or other place not meant for human habitation, or in shelter system

Homeless for 12 months straight or a combined total of episodes over three years

Has a disabling condition that is long lasting and impedes their ability to sustain housing.

39% ON A TYPICAL NIGHT
242-COPS 9-1-1

AFR Response
16,598 calls

Engine + Ambulance
15,346 calls
Est. Cost: $94 per call

Hospital ER

BLS
1,261 calls
Est. Cost: $56 per call

Not Located, Not Transported or Call Canceled

APD Response
1,374 calls

2 Units
1,374 calls
Est. Cost: $84 / hour

19 people arrested.

Zero transports to social services.

$1.7 million to send 6,952 people to the ER. + $13.9 million in ER expenses.
Only 110 had life-threatening conditions.

10,195 “ghost calls” cost nearly $1 million.

The Current System
(August 1, 2018 – July 31, 2019)
TRANSITIONAL HOMELESSNESS

Commonly enter the shelter system for a short stay, due to precarious housing or a catastrophic event.

Often are families or younger individuals

61% ON A TYPICAL NIGHT
WE NEED TO GET PEOPLE FROM HERE WITHOUT GETTING LOST HERE TO HERE
SYSTEM PROBLEMS NEED SYSTEM SOLUTIONS

Coordinated Entry

Medical Care

Outreach

Supportive Services

Permanent Housing
EXISTING SYSTEMS

MANY STRONG PARTNERS

LACK OF CENTRALIZED EMERGENCY SHELTER CONNECTED TO PARTNERS
INTERIM SHELTER STRATEGY

Extend operations of Westside Emergency Housing Center

Partner with UNM-HSC and others for medical services

Partner with Bernalillo County for case management

Exorbitant transportation costs unfeasible in long-term
EMERGENCY SHELTER STRATEGY

Centrally located

Open 24 hours/7 days a week/365 days a year

Onsite case management services

Connection to medical care, behavioral health care, substance abuse treatment

Strong exit strategies to permanent housing with support as needed
Provide services to help residents quickly obtain permanent housing, including case management and employment services.

Allow residents to bring their pets.

Provide safe storage for residents’ personal belongings.

Provide parking, both for staff and residents.

Have a secure perimeter.
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Allow residents to bring their pets

Provide safe storage for residents’ personal belongings

Provide parking, both for staff and residents

Have a secure perimeter
2019 Planning process using state funds
  - Preliminary conceptual design
  - RFP for full architectural design
  - National experts conduct study to determine right number of beds

November 2019 - GO Bond Election

2020 - Site selection and design

2020-21 - Construction
OTHER KEY STRATEGIES

Supportive Housing
Vouchers

Behavioral Health Services
and Triage

Affordable Housing

Street Outreach
Photographs in this presentation are used with permission from and our sincere gratitude to the Albuquerque photographer Sal Gomez, who has been working to tell the stories of people experiencing homelessness in Albuquerque since 2015. His work highlights the humanity in this often misunderstood population.