



CITY OF ALBUQUERQUE
**VISIONING A FUTURE
FACILITY FOR YOUNG
ADULTS EXPERIENCING
HOMELESSNESS**

JULY 2022

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VISIONING A FUTURE FACILITY FOR YOUNG ADULTS EXPERIENCING HOMELESSNESS

Prepared for
COUNCIL SERVICES,
CITY OF ALBUQUERQUE

Prepared by

groundworkstudio

fbt | architects

ACKNOWLEDGEMENTS

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INTRODUCTION

The purpose of this report is to establish community values, priorities, and vision for the development of a non-traditional shelter for young adults in Albuquerque, New Mexico. It is the result of a planning and design process that took place between June 27th, 2022 and July 21st, 2022. The report aims to inform the next steps in an on-going planning process which will result in the development of a new shelter facility serving young adults experiencing homelessness

BACKGROUND

This study was the follow-up to the “Comprehensive Needs Assessment of Young People Experiencing Housing Instability and Homelessness in Bernalillo County, New Mexico” completed in February 2022. The study was conducted in collaboration by the Pacific Institute for Research and Evaluation (PIRE), Child and Adolescent Services Research Center of UCSD, and the UNM Office for Community Health with support from the City of Albuquerque, Bernalillo County, New Day Youth and Family Services, Youth Development Inc. (YDI), and NM Children, Youth and Families Department (CYFD). The study focused on youth ages 15 to 25 and consulted with a youth advisory board made up of young adults experiencing homelessness or housing instability.

The needs assessment sought to count the number of young adults experiencing homelessness, understand root causes and experiences of homeless young people, assess both assets and gaps in local services for young adults

who are homeless, and develop appropriate recommendations for creating a comprehensive network of services addressing youth homelessness in Bernalillo County.

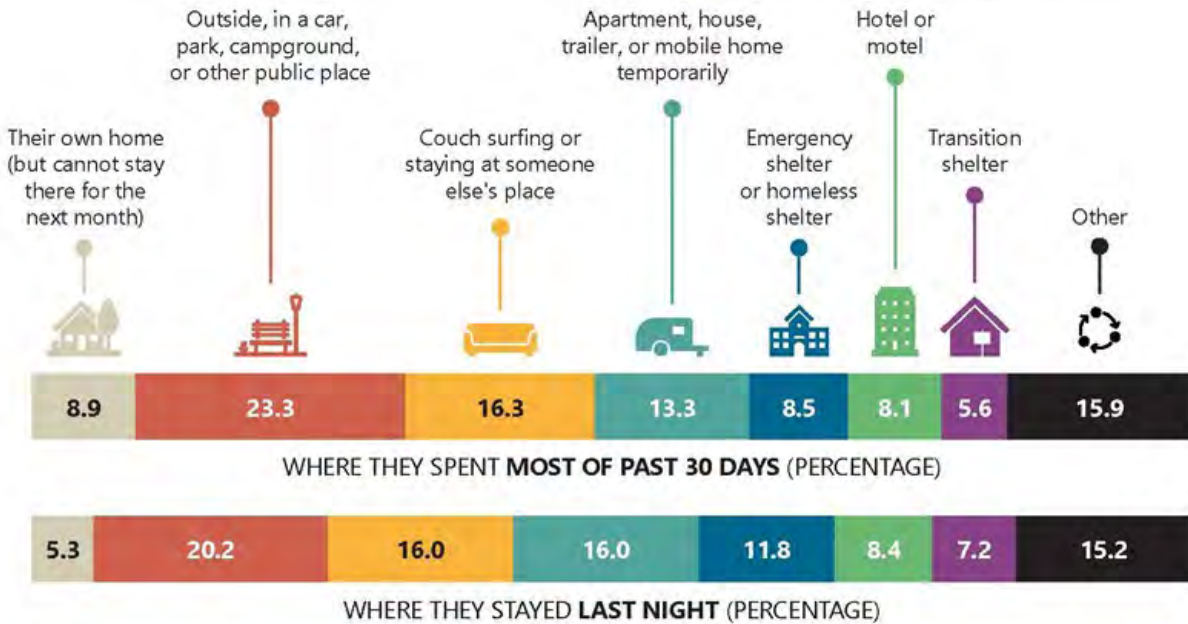
The report used the data to create four major recommendations for Homeless Services in Bernalillo County.

1. Emphasize collaboration, centering youth voice, improving coordination between community-based organizations and public sector service providers, and creating more transparent structures for cross sector partnerships.
2. Invest in multiple housing options, ensure timely access to behavioral and educational supports, and remove structural barriers to stable housing.
3. Promote public awareness of available supports, ensure early intervention, and address unique needs of vulnerable populations (LGBTQ, indigenous youth, POC) who face additional barriers to housing.
4. Strengthen the capacity of service providers with financial and educational support for care workers, planning assistance for agencies, and encouraging collaboration between agencies.



2021 Comprehensive Needs Assessment of Young People Experiencing Housing Instability and Homelessness in Bernalillo County, New Mexico

Where Young People without Stable Housing Are Sleeping (Findings from the New Mexico Youth Count and Housing Survey)



Between
1,088 to 2,314
young people
aged 15-25
are without
stable housing

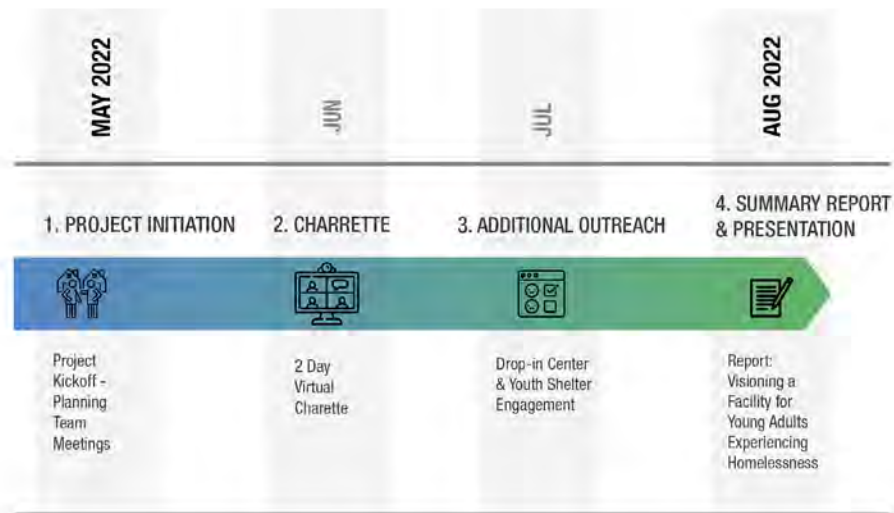
Self-Reported Health of Young People who are Unstably Housed or Homeless

- 28.2%** Poor or fair general health
- 24.2%** Visited the emergency room three or more times in the past year
- 38.3%** Physical disability or long-term health condition
- 38.3%** Mental health NOT GOOD most of the time or always in the past 30 days

This work was funded by the State of New Mexico Children, Youth and Families Department.

PIRE Southwest | <https://southwest.pire.org> | info@pire.org

April 2022



Location Considerations



- Proximity to public transit:**
- Within or near transit corridors
 - Within or near Premium Transit Station Areas
 - Within 1/4 mile of bus stop



- Parcel considerations:**
- vacant lot or building
 - minimum lot size
 - property ownership



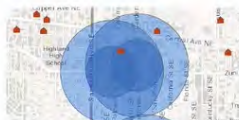
- Food access:**
- proximity to food pantries
 - proximity to SNAP grocers



Proximity to community centers



- Zoning codes**
- MX-L, MX-M, and MX-H



Proximity to Social Services



Proximity to public parks



City Council District

- Additional considerations:**
- Proximity to schools
 - Proximity to childcare
 - Proximity to urban centers





Hope, Dignity, and Self-Esteem

We celebrate each individual's inherent worth, communicating positivity, emphasizing strengths, and maximizing potential.



Connection and Community

We create spaces that encourage camaraderie and collaboration—among residents as well as between residents and staff—and offer the opportunity to belong, helping residents to rebuild relationships built on trust.



Joy, Beauty, and Meaning

We honor culture and identity while creating spaces that spark and nurture imagination, hope, and aspiration.



Peace of Mind

We cultivate a comfortable, calm ambiance that supports relaxation, self-soothing, stress management, and coping through design details such as lighting, sound mitigation, natural elements, and access to nature.



Empowerment and Personal Control

We encourage individual agency, welcome self-expression, and offer choices for residents.



Safety, Security, and Privacy

We understand that residents' perceived safety is just as important as actual safety. We prioritize clear wayfinding, sight lines, and boundaries; minimize negative triggers; offer vantages of both prospect and refuge and paths of retreat; and recognize the role of program staff in creating a sense of safety and security.

ENGAGEMENT PROCESS & OUTCOMES

The primary goal of engagement activities was to gather feedback from stakeholders as to what spaces the young adult shelter should include, how it should function and the designs that should be incorporated. The participation process was multifaceted and involved several activities designed to engage the stakeholder groups. Due to an uptick in COVID-19 infections, the project team used a combination online engagement tools to gather stakeholder input. These activities and the results are summarized in the following pages.

STAKEHOLDERS

City of Albuquerque (CABQ):

CABQ Council Services initiated and shepherded this project. Staff participation from other departments was key for setting up multi-disciplinary coordination and partnerships.

- Councilor Tammy Fiebelkorn (District 7)
- Councilor Renee Grout (District 9)
- Councilor Brook Bassan (District 4)
- Senior Council Policy Analyst Abigail Stiles
- District 9 Policy Analyst Rachel Miller
- District 7 Policy Analyst Laura Rummier
- Tom Menicucci, Associate Director, Community Projects, Council Services
- Petra Morris, Associate Director of Planning and Policy Development, City Council
- Elizabeth Holguin, Deputy Director, Homeless Solutions
- Doug Chaplin; Operations Manager, Department of Family and Community Services
- Cristina Parajón, Systems Analyst, Family and Community Services

Shelter staff and social service providers for young adults who are unhoused:

The experience of individuals working in social service organizations with young adults experiencing housing insecurity and homelessness is invaluable to understanding the unique challenges that this population faces.

- Brooke Tafoya, CEO of New Day Youth and Family Services
- Farra Fong, Director of Evaluation and Training, New Mexico Children, Youth, and Families Department (CYFD)
- Jack Siamu, Senior Associate Director, Youth Development Inc. (YDI)

Young adults who have experienced homelessness or are experiencing homelessness:

This population has lived experience with homelessness and is the target demographic who will use the future shelter. Feedback from this group is highly prioritized.

- Trevor Selbee, Young Adult
- Rochelle Alvarado (Youth Advocate for CYFD)
- In addition, we received input and feedback from 17 young adults and youth (ages 14-21) at the New Day Youth Drop-In Center, Youth Shelter, and Life Skills Academy in Albuquerque.

Albuquerque Public Schools Homeless Services:

Connecting with Albuquerque Public Schools staff who work with youth experiencing housing instability helps inform the design and programming of the facility by understanding the needs of the most vulnerable young adults in our city.

- Shannon Trujillo, APS Lead Resource Teacher
- Jami Ramos, APS Family Stabilization Project
- Jeffrey Beg, APS Lead Resource Teacher

Bernalillo County Behavioral Health Initiative:

- Charlie Verploegh, Special Projects Coordinator

University of New Mexico:

- Dr. Assata Zerai, VP for Equity and Inclusion and Professor of Sociology @ UNM
- Tom Neale, Real Estate Director

2021 Comprehensive Needs Assessment of Young People Experiencing Homelessness in Bernalillo County' Report Writers:

- Cathleen Willging, Senior Research Scientist at PIRE (Pacific Institute of Research and Evaluation)
- Quinn Donnay, Independent Contractor and Advisor

Educational, Art and Study Space



A



C



B



D

After the visual preference discussion, participants further explored application of Trauma Informed Design concepts. Workshop participants were randomly assigned breakout groups in which they discussed case studies involving shelters that implemented Trauma Informed Design. Four case studies were assigned, with a different study for each group. The Groundwork Studio and FBT Architecture staff facilitated each of the breakout group discussions.

Participants were asked to identify what they liked and disliked about the example shelter and highlight elements of the example shelter they would like included in a local facility. These case studies were not meant as templates for the future Albuquerque shelter, but instead as platforms for discussion to allow for context-relevant preferences to be voiced and documented.

The four case studies focused on Mary's Place Shelter in Seattle, WA, the Delores Apartments in Denver, CO, Laurel House Apartments for Youth in Grand Junction, CO, and Family Village Shelter in Portland, OR. After the breakout groups discussed their case study, one person in each group reported back to the larger group on their preferences and conclusions. Summary responses are included in the next section of this report. The case studies and complete feedback from the discussions can be found in Appendix F.

Day Two

The goal of day two was to better understand priorities for facility location along with important limitations related to facility definition and zoning. During the second day of the charettes, the attendees reviewed key design and space preferences from the previous day, considerations for the location of the non-traditional shelter, questions to address in the next phase of the project, proper classification of the facility and pertinent Albuquerque zoning codes.

During a location preference activity, participants evaluated the degree of importance each of the following categories should play in deciding where to locate the facility.

- Proximity to public transit
- Access to food pantries and grocery stores
- Proximity to community centers
- Proximity to parks
- Proximity to social services
- Proximity to urban centers (employment opportunities)
- Proximity to schools and childcare
- Zoning codes
- City council district
- Parcel considerations like lot size, property ownership and vacant lots

For each category, participants could answer “Not Important”, “Less Important”, “Important” or “Very Important” to indicate the degree to which that factor should be considered when choosing a location for the shelter. After participants voted virtually, the *Poll Everywhere* platform was used to tally the responses and a discussion followed to allow for deeper feedback on location preferences. Location preference outcomes are detailed in the next section of the report. Responses to the poll can be found in Appendix E.

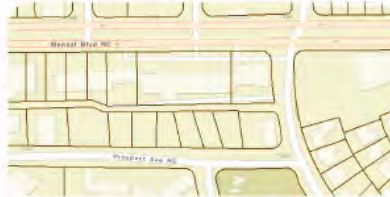
The last segment of the charettes focused on city zoning codes and proper classification for the proposed facility. Petra Morris, Associate Director of Planning for City Council presented on housing categories related to the project. She explained IDO zoning categories such as Multi-Family, Community Residential Facility (Large), Group Home (Medium), and Overnight Shelter. Factors that will determine the proper zoning category for the facility include a person’s length of stay, which population is served, and whether services would be provided on site. Definitions for these zoning classifications can be found in Appendix D.

Location Considerations



Proximity to public transit:

- Within or near transit corridors
- Within or near Premium Transit Station Areas
- Within 1/4 mile of bus stop



Parcel considerations:

- vacant lot or building
- minimum lot size
- property ownership



Food access:

- proximity to food pantries
- proximity to SNAP grocers

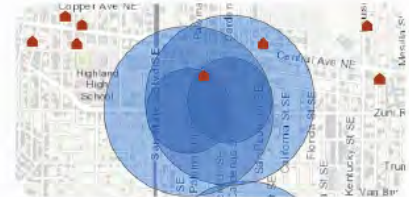


Proximity to community centers



Zoning codes

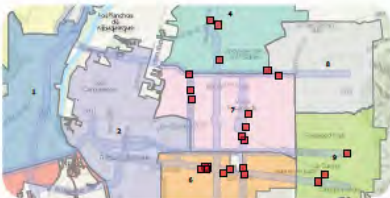
- MX-L, MX-M, and MX-H



Proximity to Social Services



Proximity to public parks



City Council District

Additional considerations:

- Proximity to schools
- Proximity to childcare
- Proximity to urban centers

CHARRETTE OUTCOMES

Visual Preference Survey

Indoor Gathering and Social Space



Shelters Built with Trauma Informed Design
Shelter for Young Adults Experiencing Homelessness

JAN 2022 groundworlstudio

Indoor Gathering and Social Space

Most Popular Image=B

Least Popular Image=D

Concerns were expressed about noise in spaces like D, where surfaces are hard, and ceilings are vaulted. The importance of shared community space, warm lighting/colors, soft furniture, a feeling of "home" and natural materials like wood and plants were highly valued in the other spaces.

Educational, Art and Study Space



Educational, Art, and Study Space

Most Popular Image=D

Least Popular Image=B

Participants liked the flexibility to rearrange the space and sense of quiet that spaces D and A would facilitate. C and B were less popular because the seats lacked backs in C and B felt too institutional and classroom-like.

Shared Kitchen and Dining Space



Shelters Built with Trauma Informed Design
Shelter for Young Adults Experiencing Homelessness

JAN 2022 groundworlstudio

Shared Kitchen and Dining Space

Most Popular Image=C

Least Popular Image=A

Kitchen C was the favorite because it was spacious, comfortable, and contained a flexible use of space. Some participants preferred B because they liked the separation between eating and cooking and appreciated the plants. The most common critique was that spaces B and D looked too institutional. People liked the natural materials of A but were concerned that the space was too cramped.

Lobby/Entry



Shelters Built with Trauma Informed Design
Shelter for Young Adults Experiencing Homelessness

JAN 2022 groundworlstudio

Lobby/Entry

Most Popular Image=D

Least Popular Image=A

Service providers emphasized the importance of designing an appropriate entryway that is both safe and welcoming. Participants preferred option D because it was the least institutional of the choices, allowed for separation from the rest of the facility, maintained building security, and was carpeted which would buffer noise. Some voiced that option B had nice shapes and colors but looked too much like a school.



Nested Spaces



A



C



B



D

Shelters Built with Trauma Informed Design
Shelter for Young Adults Experiencing Homelessness

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Outdoor Healing Garden and Quiet Space



A



C



B



D

Shelters Built with Trauma Informed Design
Shelter for Young Adults Experiencing Homelessness

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Nested Spaces

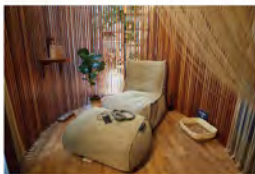
Most Popular Image=A

Least Popular Image=C

Nested spaces are used to create "rooms within rooms" that allow for differing degrees of social interaction depending upon the user's comfort level.

People gravitated toward choice A because they explained it offered a sense of comfort. The only concern expressed in all of these spaces was the wear and tear possible on furniture upholstered with fabric.

Quiet Meditation Space



A



C



B



D

Shelters Built with Trauma Informed Design
Shelter for Young Adults Experiencing Homelessness

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Quiet Meditation Space

Most Popular Image=C

Least Popular Image=B

Meditation spaces C and A were preferred choices due to their nature themes and simplicity. Overall, participants disliked B and D because of the white walls and institutional feeling that felt clinical. However, some people liked choice D because of the variety of seating for differently abled users. There was also concern that a meditation space like A could be too small and cramped.

Outdoor Healing Garden and Quiet Space

Most Popular Image=B

Least Popular Image=C

People choose healing garden B as their favorite because it offered beauty and used native New Mexican plants, which would be low maintenance for staff. Both B and D were described as tranquil, peaceful spaces. There was a concern that a raised bed garden, such as that shown in photo A, would depend on a high degree of maintenance and time that shelter staff lack. Additionally, the use of a chain link fence in photo A appears hostile.

Outdoor Gathering and Social Space



A



C



B



D

Shelters Built with Trauma Informed Design
Shelter for Young Adults Experiencing Homelessness

© 2022 groundworlstudio

Outdoor Gathering and Social Space

Most Popular Image=D

Least Popular Image=B

Choice D was the preferred outdoor gathering space because of the inclusion of shade, use of greenery, privacy and because the flexibility of the space would allow for various outdoor activities. Participants disliked choices A and B in which furniture appeared to be immovable and the space lacked options for a variety of uses.

Summary

Additional Possible Spaces

- Space for pets
- Work out room or space for physical activity
- Room for one-on-one advisement
- Basketball courts
- Meeting rooms
- Crafting space
- Storage rooms
- Visitation rooms
- Set of small offices

Guiding Themes

- Comfort
- Safety, Security, and Privacy
- Flexibility and Choice
- Accessibility and Inclusivity
- Maintainability and Cleanliness
- Sense of Community
- Sense of Joy and Play

Design Elements to Incorporate

- Warm, neutral colors
- Natural materials like wood, stone, and plants. Spaces that mimic nature
- Spaces that are nested that allow for varying degrees of privacy and interaction
- Fabrics and carpeting that allow noise buffering
- Artwork that is connected to young adults' culture and identity. Art, furniture, and design connected to Hispanic and Pueblo cultures.
- Moveable furniture to allow for space reconfiguration.
- Outdoor shade
- Security considerations for belongings, like lockers
- Spaces that feel homey, comfortable and community oriented

Design Elements to Avoid

- Institutional, clinical spaces
- Loud, bright colors
- Spaces that mimic the design of hospitals, schools, and other institutions
- Hard floors, seating and walls that create poor acoustics and loud spaces
- Generic artwork
- Bolted down furniture
- Spaces that create additional maintenance duties for staff

CHARRETTE OUTCOMES

Case Study Discussions

The case study discussions allowed participants to view concrete examples of innovative shelter design in four different cities. Small groups were asked to read their case study in virtual break out groups and then discuss which aspects of the highlighted shelter they would keep, which elements they would change and what sorts of spaces or characteristics were missing.



Case Study 2; The Delores Apartments- Arroyo Village, Denver, CO

What would you keep?

- Transition opportunities
- Manageable scale of rooms
- Two common areas
- An area for tent camping
- Outdoor space for smoking
- Cameras in certain areas for safety

What would you change?

- Too many hard surfaces



Case Study 1; Mary's Place Family Center, Seattle, WA

What would you keep?

- Accessibility to jobs
- A variety of types of rooms that are suited for both short term and longer term stay

What would you change?

- Family dining instead of industrial style





Case Study 3; Laurel House, Grand Junction, CO

What would you keep?

- Use of wood
- High ceilings
- Alcove spaces

What would you change?

- Consider sound mitigation strategies
- Consider longevity of materials used
- More mature palette and healing colors

What might you add

- Artwork



Case Study 4; Family Village Shelter, Portland, OR

What would you keep?

- Soft colors
- Natural materials
- Areas for play

What would you change?

- Feels a little like church and could bring back traumatic experiences for some people

What would you add?

- Considerations around childcare

LOCATION CONSIDERATIONS

By far the most important location consideration according to charrette participants is proximity to public transit. Participants discussed the importance of access to main bus routes with connections to employment opportunities and urban centers. Proximity to employment, followed by proximity to food banks and SNAP grocers were the next most important location considerations. The location considerations are ranked according to importance from most to least.

- Proximity to public transit
- Proximity to employment
- Proximity to food pantries and SNAP grocers
- Proximity to medical care
- Proximity to schools
- Proximity to community centers
- Proximity to urban centers
- Proximity to public parks
- Proximity to childcare

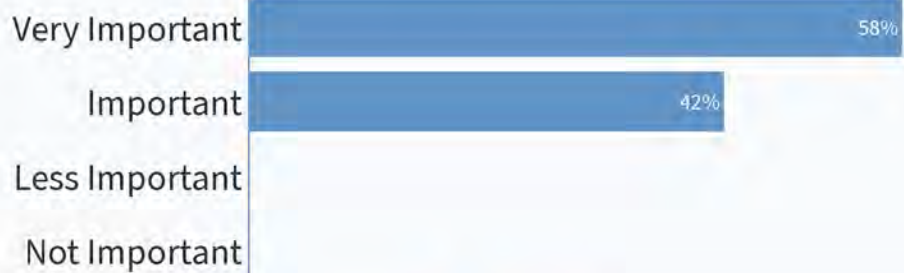
Other location considerations that were brought up by charrette participants included proximity to libraries, proximity to places to secure key documents such as licenses and Social Security cards, availability of bike trails, neighborhood walkability, and access to places for socializing. Participants also stressed that the shelter should not be located near adult shelters.

Proximity to Public Transit



Powered by Poll Everywhere

Proximity to employment



Powered by Poll Everywhere

Proximity to Food Pantries/SNAP Grocers



Powered by Poll Everywhere

FACILITY TYPE & ZONING CLASSIFICATION

Due to the non-traditional nature of this facility, considering the age of the population it serves and the goal of flexibility in length of stay, the group discussed which facility type and zoning category it would fit best into. Below is a chart detailing facility types, zoning categories, length of stay, number of residents and services provided in each facility category. Participants weighed in on these zoning codes and discussed parameters for the young adult facility.

Facility Types	Zoning	Number of residents	Length of stay	Services	Additional
Multi-Family Housing	Permissive Use: R-ML, R-MH, MX-T, MX-L, MX-M, MX-H	Up to 5 people who are unrelated per unit	Longer term, month to month or annual	No services on site, just housing or part of a mixed-use development	2021 IDO Update allows conversion of non-residential uses to residential, if a city project
Community Residential, Large	Permissive Use: R-ML, R-MH, MX-T, MX-L, MX-M, MX-H	Between 9-18 residents FHA protected class	More than 24 hours	On site services - meals, personal assistance, personal care, protective care	If in a structure originally built as residential, you must follow the development standards for the zone district the property is located in
Group Home	Permissive Use: MS-L, MX-M, MX-H or conditional in R-ML, R-MH, MX-T	Between 9-18 residents <i>not</i> FHA protected class	More than 24 hours	On site services - personal assistance, personal care, protective care	Prohibited within 1,500 feet of a lot with another group home. No more than 30 Group Homes per Council district.
Overnight Shelter	Not a permissive use in any zones; Conditional Use - MX-M, MX-H, NR-C, NR-BP, NR-LM, NR-Gm	6 or more	Less than 24 hours	On site services - meals, social services	Any facility open to clients between 10:00 P.M. and 7:00 A.M., providing sleeping accommodations for less than 24 hours is considered an overnight shelter.

Below are concerns and opinions expressed by charette participants in the discussion grouped by topic.

Number of residents

- Possibly maximum of 18 residents if categorized as a Group Home or Community Residential
- It is possible to include different facility types on one lot if the number of beds associated with a Group Home and how many would be associated with Community Residential is clearly shown on the site plan. With both, the site could house up to 36 beds. Multi-Family is possible with a detailed site plan to differentiate uses.
- Work closely with the Planning Department to ensure clear illustration of uses in the site plan. Portions of the site could be dedicated to different populations and needs.

Programming Needs and Length of Stay

- There is a need to develop a plan for programming and think through the management, services, length of stay, whether people are staying during the day, etc.
- After programming is more solidified, the group can work with the Planning Department regarding zoning enforcement and classification.

Conditional Use and Naming the Facility

- MX-M and MX-H are the most flexible zoning areas because most facility types are permissive use in these areas and these are the only zoning categories where overnight shelter are a conditional use.
- The conditional use process has a 45-day pre-application period with neighborhood outreach. It would be important to build some support before that. It's about a 6-week process as long as the application doesn't get appealed. The average time frame is 6 months but could take much longer.
- The definition of an overnight shelter doesn't reflect the programming of a youth shelter. The goal would always be to have people stay longer

than 24 hours.

- This is not just a shelter, but also doesn't clearly meet the definition of transitional housing. It's more of a supportive housing environment.
- The Gateway Center has had significant challenges around the 24 hour terminology and the way "shelter" is being defined.
- We need to be able to communicate with the public so that our communities understand and support these young people in need of support, care, and service.
- Could we create a new category and new name? It would require an update to the IDO. Precedent in safe outdoor spaces amendment: this use has been in the news and is very controversial

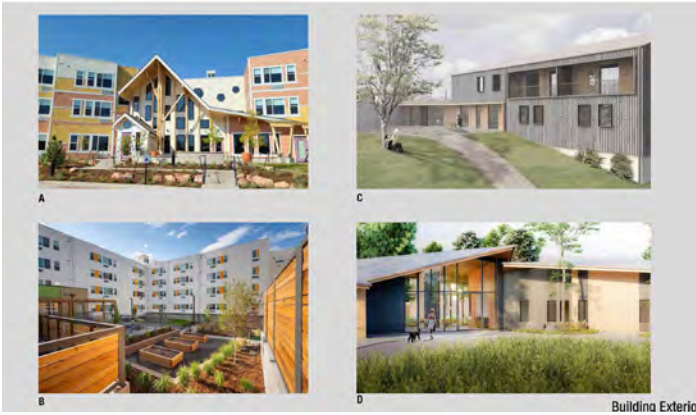
Companion Animals

- Animals can be a source of comfort but also a source of fear and can complicate things. It's an important complication to work through. The facility needs to honor both groups of people.
- There is a program used by domestic violence shelters for companion animals. The start-up manual is helpful and addresses allergies, responsibilities for care, fear of animals, and partnering with local animal shelters to house animals who cannot be housed at the shelter for a variety of reasons, etc. <https://saftprogram.org/>

The preference images used in the Drop In classes were slightly adjusted after the charettes, according to comments from the charette sessions.

The outcomes of this outreach will be analyzed in the next section and preference board surveys can be viewed in Appendix G.



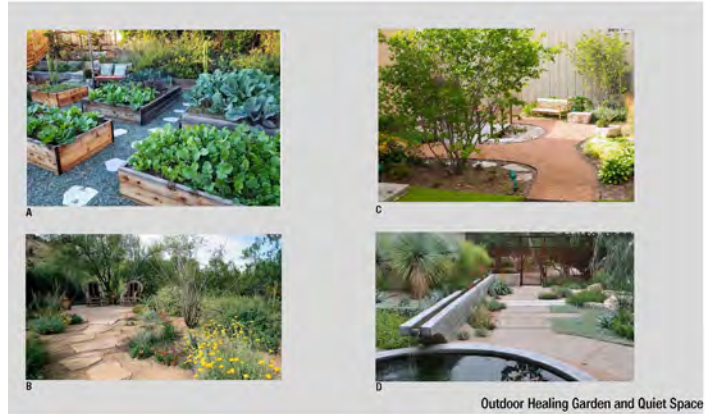


Building Exterior

Building Exterior

Most Popular Image= D
 Least Popular Image= C

Option D included comments favoring its design and the windows which give a view of what is going on outside. Some participants noted that building A had an appealing a-symmetric design and that they like the nature incorporated in it. Others wrote that building C looks depressing and option B was 'too hotel like', although they favored the garden space. For option A, participants thought it looked inviting. Again, the theme emerged favoring warmth and home, over spaces that feel more institutional.



Outdoor Healing Garden and Quiet Space

Outdoor Healing and Garden Space

Most Popular Image= A & D
 Least Popular Image=C

Participants liked the healing water fountain and wide paths. Commenters liked the 'secret garden' feel. A swimming pool was suggested. Others noted that option A doesn't have enough seating and gives 'rehab vibes'.

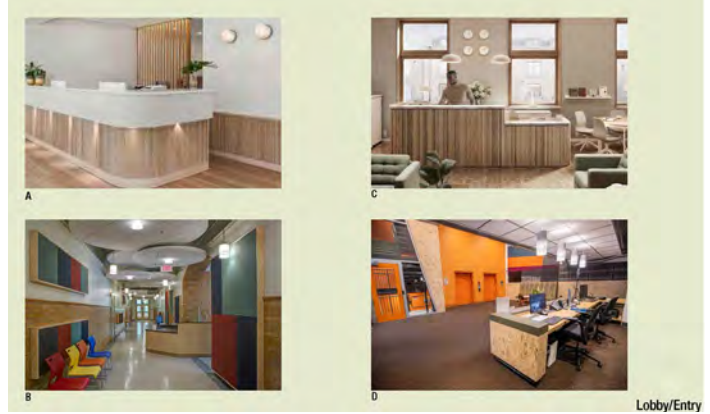


Outdoor Gathering and Social Space

Outdoor Gathering and Social Space

Most Popular Image= B
 Least Popular Image=A

Participants commented that outdoor space B looks homey and inviting. Others noted that option A needs more shade. A basketball court and space for grilling were also suggested.



Lobby/Entry

Lobby Space

Most Popular Image= A
 Least Popular Image= B

Many participants liked the natural colors and light in Entryway A. Others commented that they didn't like the institutional feeling in B ('fun ceilings but looks too much like a school/office'). Option C was described as peaceful but boring. Option A included the feedback: 'reminds me of a fancy hotel'.



Location Preferences

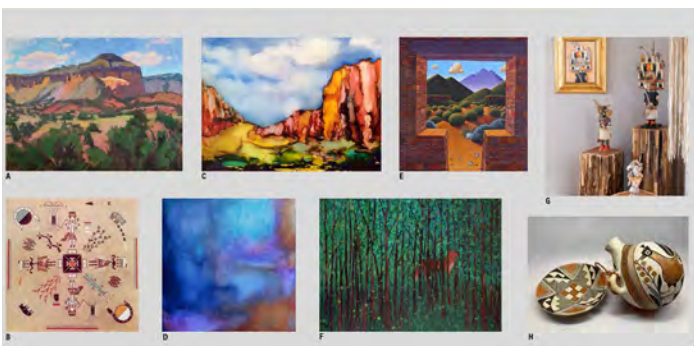
Based on this feedback, public transit, employment opportunities, and food banks/SNAP groceries should be prioritized when looking for a location for the young adult shelter.

Areas the facility should avoid:

- 'Not on Central'
- 'Keep away from drug infested area'
- 'Not near the Hood (War Zone)'

Other important considerations for location:

- 'Remember excluding factors, focus on inclusivity'
- 'Consider extending age cutoff from 18-25 to 18-30' (this comment was voiced by several participants during the discussion in the third session).
- 'More into the city'
- 'I think a facility next to a college campus is important'
- 'Close to socialization centers'
- 'Close to socialization locations: mall, libraries, sports leagues, board game libraries etc., Uptown or Downtown'
- 'Community Services: Art Street, New Day, TGR, school (CNM)
- 'Plasma Donation Centers'
- 'Deprioritize childcare – parents prioritize their childcare differently, not always concerned with convenience'



Art

The art options sought to encourage a discussion about grounding the facility in the identity of the young adults using the facility. One participant noted that they believed it was important to include art they felt connected to. Overall, the paintings of landscapes were preferred but further exploration of this subject is needed.

ENGAGEMENT OUTCOMES SUMMARY

Key Design Preferences

1. **Noise/sound** should be a major design consideration, taking into account the lack of quiet spaces available to unhoused individuals as well as a history of trauma that often has overly stressed their nervous systems. Carpets, soft furnishings, and sound barriers should be incorporated into the design of the facility.
2. The importance of **shared community space** and creating a “**home-like**” atmosphere cannot be underestimated. Young adults who experience housing instability have often been through trauma and have spent a good deal of time in institutional spaces.
3. Finding ways to personalize spaces through **culturally appropriate artwork** rooted in local history and identity is a key in fostering self-respect and dignity in the young adults who stay at the facility.
4. Using **warm, neutral colors and natural materials like wood and plants**, was favored by a majority of charette participants. They noted that these colors and materials create a feeling of safety and tranquility.
5. **Flexibility** to move furnishings and use spaces for multiple purposes was emphasized.
6. **Shade, greenery, and flexibility** were cited as important characteristics for an outdoor space.
7. There was a preference for spaces that **combined open and “nested” areas** to allow for varying degrees of privacy.
8. People were concerned about having **sufficient space**; some visuals were described as too cramped.
9. The facility’s design should **balance the need for safety/security with spaces that feel welcoming** and allow individuals to connect with one another.
10. When designing bedrooms and bathrooms, the future facility must consider individuals’ **needs for privacy** alongside practical concerns around shelter **capacity, safety and prevention of isolation**.
11. **Storage areas that lock** are important in preventing theft.
12. Consider guidelines for communal living while keeping **companion animals**.
13. The facility may host a variety of programs, therefore needing a few **offices** for staff, small **meeting rooms**, as well as the flexibility to use **spaces in multiple ways**.
14. **Spaces for physical activity**, like a workout space or an outdoor basketball court, are also important in considering the needs of young adults.
15. **Windows and views of nature** were valued by participants in all sessions.
16. Participants emphasized their **distaste for institutional spaces**. Photo visuals that reminded them of schools, hospitals, clinics, prisons or churches all carry traumatic memories for them.

“Looks too much like my past when I was in facilities that were treatment centers.”

Young Adult from New Day

Key Location Preferences

The participants in the two-day charrette as well as the young adults from the Drop-In Center and Shelter, named the following three characteristics as the most important considerations when choosing a location.

- Proximity to public transit
- Proximity to employment
- Proximity to food pantries and SNAP grocers

Participants noted that locations should avoid:

- Adjacency to adult shelters
- High crime areas

LOCATION CONSIDERATIONS for a Residential Facility



Residential Facility for Young Adults Experiencing Homelessness

JULY 2022

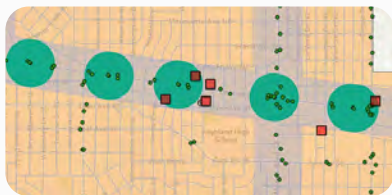
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LOCATION CONSIDERATIONS

The following location considerations were analyzed using ArcGIS Pro:

- Vacant Properties
- Parcel size
- City council districts
- Within walking distance of transit corridor
- Proximity to behavioral health facilities
- Proximity to food banks
- Proximity to SNAP grocers
- Proximity to community centers
- Proximity to public parks
- Proximity to universities
- Proximity to urban/activity centers

Location Considerations



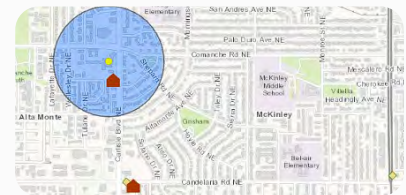
Proximity to public transit:

- Within or near transit corridors
- Within or near Premium Transit Station Areas
- Within 1/4 mile of bus stop



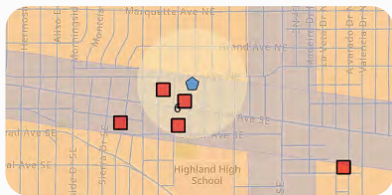
Parcel considerations:

- vacant lot or building
- minimum lot size 1/2 acre
- property ownership



Food access:

- proximity to food pantries
- proximity to SNAP grocers



Proximity to community centers



Zoning codes

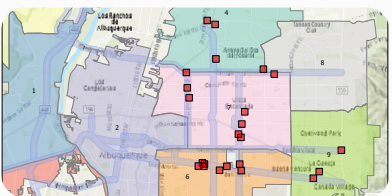
- Permissive or Conditional Uses
- MX-L, MX-M, and MX-H



Proximity to Social Services



Proximity to public parks



City Council Districts Prioritize 4, 7, 9

Additional considerations:

- Proximity to schools
- Proximity to childcare
- Proximity to urban centers

UNWEIGHTED SCORING MODEL

Prior to charrette and shelter engagement, locations were identified using GIS analysis and then ranked using a simple unweighted scoring model developed in Excel. Locations were assigned points for each criteria that the property met. Locations with the greatest number of points offer proximity to the most resources and services.

Within an unweighted scoring model all location criteria receive the same number of points. For example:

- Within 1/4 mile Premium Transit Center = 1 point
- Within 1/4 mile to Urban/Employment Center = 1 point
- Within 1/4 mile to Community Center = 1 point

Benefits of a scoring model:

Using a scoring model helps to rank locations based on their proximity to other services or amenities.

Not all locations offer the same quantity or quality of nearby resources, and by assigning points, we can be more confident that the selected location can provide additional resources and support to the residents of the future facility.

Drawbacks of an unweighted scoring model:

This process served as an initial framework for site evaluation and selection discussion but did not give greater weight to the location considerations that are most essential to the functionality of a young adult facility. For example, proximity to a food bank might be more important than proximity to a park. Because of this, a weighted scoring model was developed based on feedback from participants in the charrette and engagement activities.

WEIGHTED SCORING MODEL

During the design charrettes and engagements at the Drop-In Center and Shelter, location considerations were discussed and ranked, giving greater priority to certain proximities over others. Using these priorities, a weighted ranking tool was developed which better reflects the location criteria that the stakeholders identified as being most important to meet the needs of the young people who will be residents at the facility.

A weighted scoring model is a matrix tool used to guide decision-making based on a weighted scoring system. In this model, certain criteria are prioritized and assigned greater value than others to better understand and rank various options. In the case of the young adult shelter, certain location criteria are given greater weight based on feedback about the proximities which are most important to the success of the shelter.

The location criteria were assigned a weight associated with the importance and ranked preferences discussed during charrettes and shelter engagements. The top three preferences (proximity to transit, employment, and SNAP grocers) were given the greatest weight.

In a weighted scoring model, criteria receive different points based on their importance. The total points of all criteria add to 100.

Example of weighted scoring model points:

- Within 1/4 mile Premium Transit Center = 20 points
- Within 1/4 mile to Urban/Employment Center = 14 points
- Within 1/4 mile to Community Center = 4 points

After adjusting for availability and appropriateness of each site, the locations that were identified by the unweighted and weighted tools were the same, although they were ranked differently. This is likely due to a small sample size and the elimination of many sites due to unavailability or undesirable adjacencies.

Further development of the scoring model:

This model serves as a jumping off point for identifying ideal locations for a new shelter facility. Access to more complete and up to date GIS data could help to streamline the development of attribute tables which are the foundation for the Weighted Scoring Model. Further, as additional criteria are identified, the point system can be adjusted. The weighted scoring tool has been provided to the City of Albuquerque for use in ongoing efforts to identify potential and desirable locations for the facility.

DESIGN PROGRAM

Based on information gathered during the charrette and follow-up engagement with young adults, the following proposed design program was developed. The program includes all of the spaces that were identified, both indoor and outdoor, as being critical for the facility’s ability to achieve the identified goals.

Based on the recommended square footage for each space, the total minimum lot size should be roughly half an acre.

ARCHITECTURE

The architectural program is divided into four primary zones: public entry/reception, communal space, dormitories, and an administrative wing. It is critical that residents feel safe and secure and that staff are able to control and monitor residents and visitors. To this end, only the entry zone is accessible to the public. Included in this boundary are the exterior amenity spaces, which should be wrapped by the building or tall opaque fences. A covered outdoor entrance patio allows prospective residents to wait off the street and out of the elements in case the lobby is full. Adjacent to the lobby are three spaces to facilitate intake of residents and control of visitors: reception, an intake booth/room, and a de-escalation room. The intake booth can be a small, semi-enclosed or enclosed area that allows for privacy for confidential information disclosure at intake. The de-escalation room is intended to be a quiet place to allow staff to intervene with residents or visitors in the event of an incident.

Beyond the secure public boundary, the resident spaces are organized into social (communal/noisy) and quiet (introspective/learning/calm) space. A large living room, kitchen, and dining room should be open and brightly lit with ample daylighting. The laundry room should be directly adjacent one of

these spaces, with open sightlines to allow residents to do their laundry without fear of their clothes being stolen. An area for lockers is critical as well to give residents peace-of-mind that their belongings are safe. Activity and Conference rooms should be large open plans to allow maximum flexibility for staff to change their use as needs and opportunities arise, including the potential to serve as overflow dorms at night.

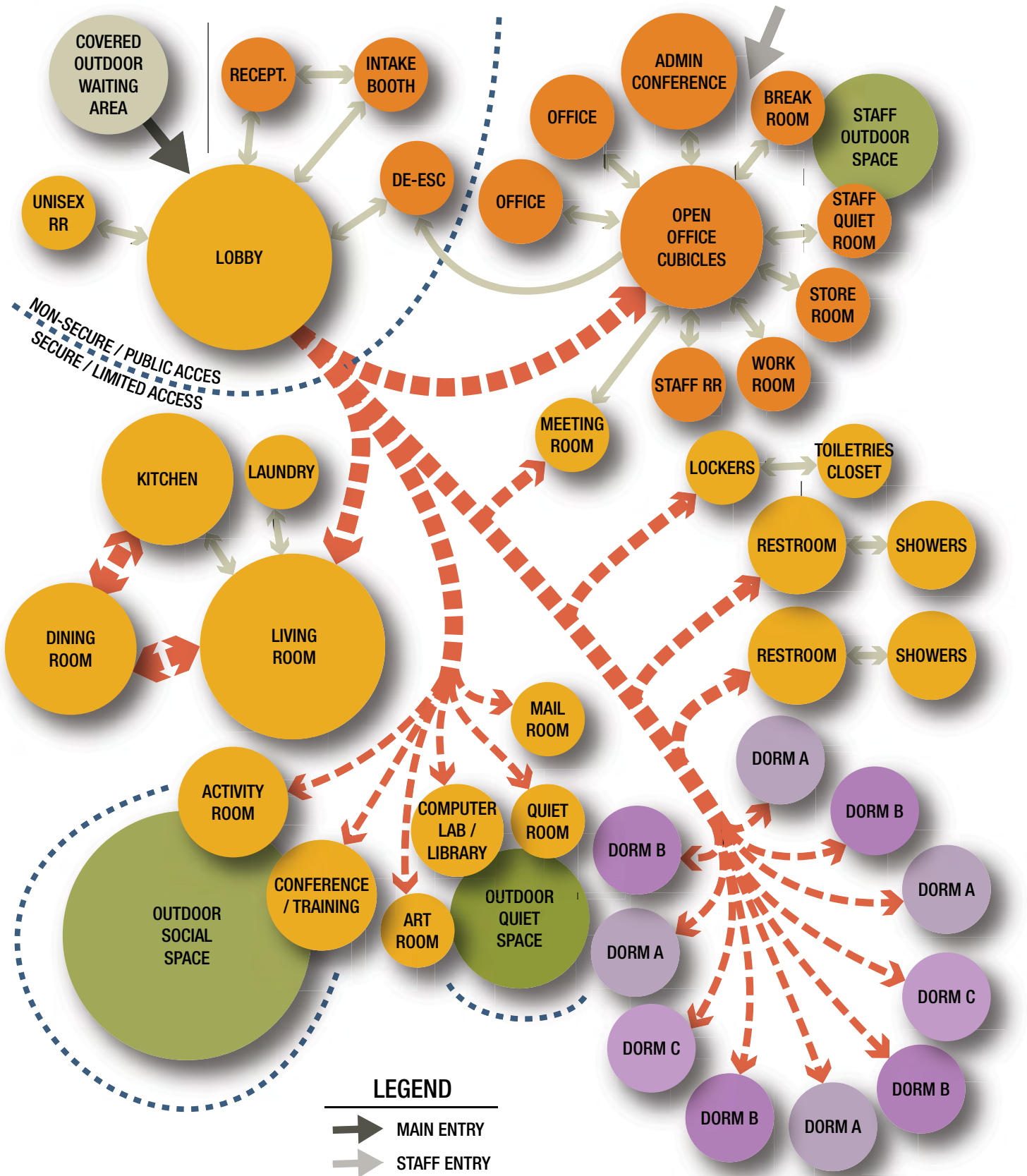
A variety of dorm types will allow flexibility for staff to group residents as needed for best outcomes, as well as creating incentives for positive progress.

The administrative suite should have plenty of transparency and sightlines to the rest of the program, while allowing for some level of acoustical separation and privacy. A staff quiet room has been included to provide a place for staff to retreat to for a break or to deal with vicarious trauma should need arise. This space can also serve as a mother’s room.

Main outdoor spaces include an outdoor gathering space, a quite outdoor space, entry landscape and parking. The square footage noted will accommodate 14 parking spaces, including two universally accessible spaces. The number of spaces was estimated based on the assumption that spaces would need to be provided for staff, some residents, and for visitors. The amount could be reduced if the location selected has ample adjacent on-street parking. Based on the recommended square footage for each space, the total minimum lot size should be roughly half an acre.



ADJACENCY DIAGRAM



SPACE SUMMARY

Room Description	#	Total NSF per Space	Total NSF	Total Sub Area Space	NOTES
Bedroom Spaces				1,470	26 Residents
Residents Bedroom - Quad Occ	4	150	600		
Residents Bedroom - Dual Occ	4	150	600		
Residents Bedroom - Single Occ	2	135	270		
Social Spaces				1,805	
Living Room	1	600	600		
Craft Room	1	100	100		
Activity Room	1	240	240		Doubles a overflow dorm at night
Conference Room	1	240	240		Doubles a overflow dorm at night
Kitchen	1	225	225		
Dining Room	1	400	400		
Quiet Spaces				380	
Meditation/Quiet Room	1	100	100		
Meeting Room/Case Management	1	100	100		
Computer Lab / Library	1	180	180		
Administrative				1,886	
Enclosed Office	2	120	240		
Open Office Cubicles	4	64	256		
Workroom/Copy	1	80	80		
Reception	1	100	100		
Intake Interview Booths	2	80	160		With privacy for confidential information disclosure per HIPPA
Admin Conference	1	240	240		
Storeroom	1	80	80		
Lobby	1	450	450		w/ transparent security boundary
Break Room	1	120	120		w/ kitchenette
Staff Quiet Room / Mother's Room	1	80	80		
De-escalation Room	1	80	80		
Support				1,232	
Staff Unisex Restroom	1	80	80		
Unisex Restroom	1	80	80		public restroom off lobby
Shower Room	2	144	288		
Restroom	2	168	336		
Locker Room	1	120	120		
First Aid Room	1	80	80		

Room Description	#	Total NSF per Space	Total NSF	Total Sub Area Space	NOTES
Laundry Room	1	120	120		
Mail Room	1	64	64		
Toiletries Closet	1	64	64		
Subtotal Net Area				6,773	
TARE @ 30% of Gross (circulation, walls, stairs, elevator, etc)		30%		2,032	
GRAND TOTAL BUILDING AREA				8,805	
OUTDOOR SPACES				12,341	
Parking	1		5,100		14 Spaces with 2 accessible spaces
Outdoor Social Space	1		1,600		
Outdoor Quiet Space	1		500		
Landscape	1		2,641		
Walkways/Driveways/Other	1		2,500		
MINIMUM SITE AREA				21,146	Approximately 0.5 ACRE

SITE

Main outdoor spaces include an outdoor gathering space, a quiet outdoor space, entry landscape and parking. Outdoor gathering space should be adjacent to, but screened from outdoor quiet space to allow for visual monitoring with a buffer from noise and activity. Shade was identified as critical and should be a key part of outdoor space design. Plants were also highlighted as being very desirable, so the landscape design should include trees and shrubs that are relatively easy to maintain, low-water use and otherwise appropriate for Albuquerque’s climate. An automatic irrigation system will allow for plants to thrive without creating additional maintenance requirements.

The square footage noted will accommodate 14 parking spaces, including two universally accessible spaces. The number of spaces was estimated based on the assumption that spaces would need to be provided for staff, some residents, and for visitors. The amount could be reduced if the location selected has ample adjacent on-street parking.

NEXT STEPS

At the conclusion of the second charrette, several important next steps were identified, as follows:

- 1. Develop service program and service provider RFP.** The Youth Leadership Needs Group will take on the responsibility of developing the service program requirements, which will serve as the basis for the RFP.
- 2. Identify one or more potential locations for the facility.** It was noted that if the facility were located on state property, it would not need to comply with City zoning requirements.
- 3. Coordination with the Planning Department** on land use and zoning requirements and restrictions.
- 4. Initiate community engagement and education** in the community where the facility is to be located.
- 5. Procure design team** to develop a Phased Master Plan and cost projections for the facility.
- 6. Ensure a high level of engagement with young adults who have experienced or are experiencing homelessness** throughout the planning, design, and implementation process.



APPENDICES

- A. Meeting Notes
- B. Charrette Agenda
- C. Charrette Recording Link
- D. Charrette Presentations
- E. Full Survey Results
- F. Case Studies
- G. Preference Boards
- H. Trauma Informed Design Resources
- I. Comprehensive Needs Assessment
- J. Near Heights Conversations on Homelessness

APPENDIX A

MEETING NOTES



CABQ Shelter for Young Adults Experiencing Homelessness

NOTES Pre-Charette Meeting – 06/01/22
FBT Architects, 6501 Americas Parkway NE Suite 300

Present

- ✓ Abigail Stiles, CABQ Council Services
- ✓ Rachel Miller, District 9 Policy Analyst
- ✓ Brooke Tafoya, New Day Youth and Family Services
- ✓ Quinn Donnay, community member
- ✓ Councilor Tammy Fiebelkorn
- ✓ Laura Rummmler, District 7 Policy Analyst
- ✓ Councilor Brook Bassan
- ✓ Renn Halstead, FBT
- ✓ Amy Bell, Groundwork Studio (GWS)
- ✓ Erika Robers, GWS
- ✓ Shai Haber-Thaler, GWS
- ✓ Maren Neldam, GWS

Items for Discussion

- ✓ Considerations for Charrette Content and Outcomes
 - Understanding the purpose and function of the shelter
 - Creating a space for young adults experiencing homelessness where they can stay for a flexible amount of time until they move on to the next stage, which may be transitional housing.
 - Goal- create a place that is both safe and creates a sense of movement and motivation to move forward
 - The term “shelter” has a different meaning in the world of adult homelessness. We want to move away from the 24-hour shelter mentality that keeps people unstable and unhoused.
 - Can this group create a new definition or term for what this space is?
 - Trauma Informed Design
 - Seeking to avoid re-traumatization of a population that often has been through trauma
 - Guidelines/principles include -Dignity/self-esteem, connection and community, beauty, peace of mind, empowerment/personal control, safety and security
 - Program for Building (specialized spaces)
 - There need to be quiet spaces built in- not necessarily completely private for safety reasons.
 - Front door should be locked from the outside but open from the inside
 - Other specialized spaces TBD
 - The square footage of the location hasn't been decided- check out the square footage on Safe Home or Barrett House
 - Key Layout Considerations
 - A large community kitchen is very important.
 - Ensure that noise level and buffering is considered in design
 - Safety and Security
 - There should be an outdoor space for the young adults. Needs to be a protected space.
 - Emotional and Physical Wellbeing
 - In addition to construction/design, programmatic aspects must be considered to make the space welcoming and relationship-based.
 - There should be a quiet space for yoga/meditation/reading etc.
 - Preference for both overnight stays and day-time programming- 24 hour shelter rather than a drop-in center.

One Park Square
6501 Americas Pkwy NE, Ste. 300
Albuquerque, NM 87110

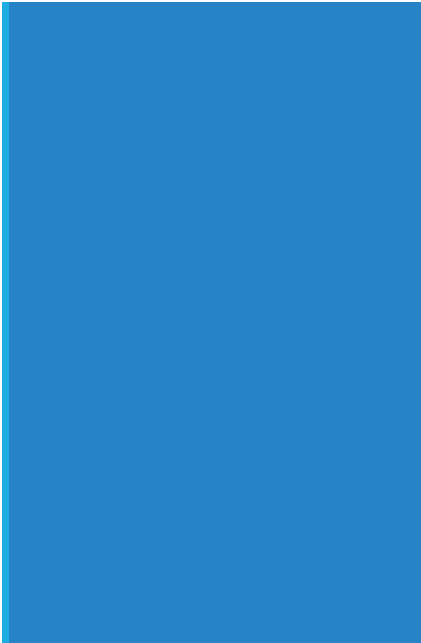
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groundworkstudio@nm.com

APPENDIX B

CHARRETTE AGENDA

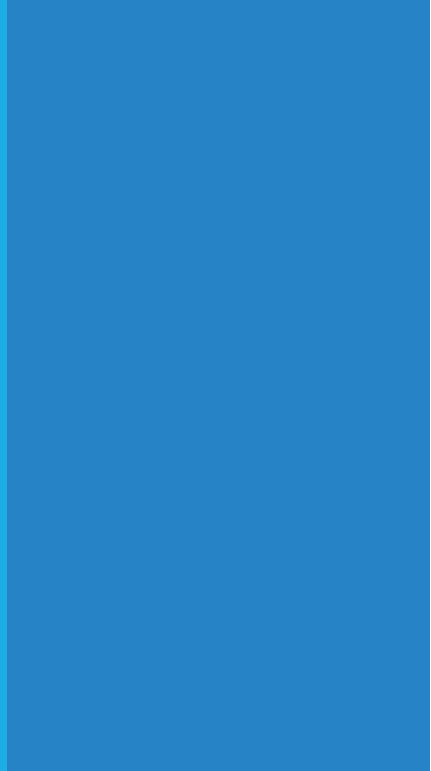
Monday's Agenda

- 1. Welcome and Introductions
- 2. Group Agreements
- 3. Project Background, Need, and Approach
- 4. Charrette Goals
- 5. Core Values and Framework: Trauma Informed Design
- 6. *5 Minute Break*
- 7. Visual Preference Activity
- 8. *5 Minute Break*
- 9. Case Study Breakout Groups and Shareout



Wednesday's Agenda

- 1. Welcome and Introductions
- 2. Group Agreements
- 3. Day 1 Recap and Discussion
- 4. *5 Minute Break*
- 5. Location Considerations Activity
- 6. *5 Minute Break*
- 7. Alternative Language for Naming Facility
 - 1. Zoning Considerations
 - 2. Naming Ideas
- 8. Next Steps
- 9. Discussion/Questions



APPENDIX C CHARRETTE RECORDING LINK

<https://fbtcloud.com/s/zKaJTfS7ib7ugB2>

APPENDIX D MONDAY CHARRETTE PRESENTATION

Programming Charrette

Monday June 27th 9am – 12pm

Wednesday June 29th 9am – 12pm



Shelter for Young Adults Experiencing Homelessness



Welcome and Introductions

Please share:

1. Your name
2. Your personal gender pronouns (he/him/his, she/her/hers, they/them/their) *Please also feel free to put this information in your zoom name!*
3. Your connection to this effort
4. What you are currently doing for self care (ie: walks, gardening, drawing etc.)

Group Agreements

- Participate at your comfort level
- Ideas from the group – please enter your suggestions in the chat



Monday's Agenda

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Wednesday's Agenda

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Project Background + Approach

Brooke Tafoya, New Day Youth and Family Services



- ✓ Confirm values and framework for the project
- 🔑 Identify key features, characteristics, and design considerations
- 📍 Understand priorities for facility location
- 🏠 Develop definition/language for a different type of “shelter”
- 📋 Outline next steps

Charrette Goals



Core Values and Framework

Trauma-Informed Design Framework

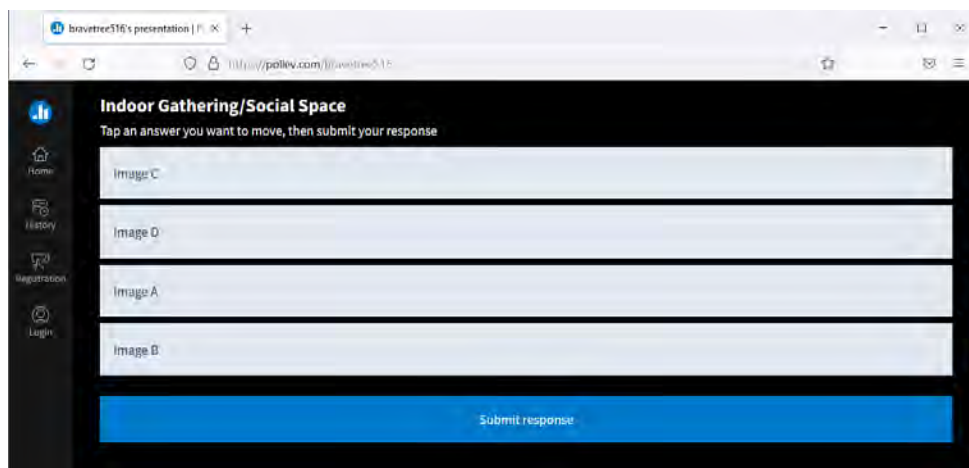


Trauma-Informed Design Framework 'Designing for Healing, Dignity and Joy' (2020). Shopworks Architecture Group, 14 Engineering, & University of Denver Center for Housing and Homelessness Research'

Visual Preference Activity

1. Review images on screen
2. Rank in order of where you would most like to spend time (1 being the most, 4 being the least)
3. Review results
4. Discuss reasons for preferences and application to/appropriateness for shelter facility

Copy/paste pollev.com/bravetree516 in your browser



Case Study Break-out Groups

What is Trauma-Informed Design?

- Realizing how the physical environment effects an individual's sense of identity, worth, dignity, and empowerment.
- Recognizing that the physical environment has an impact on attitude, mood, and behavior, and that there is a strong link between our physiological state, our emotional state, and the physical environment.
- Responding by designing and maintaining supportive and healing environments for trauma-experienced residents or clients to resist re-traumatization.

(SAMHSA's Trauma and Justice Strategic Initiative, July 2014)

Case Study Break Out Groups – 20 mins

1. Accept the invitation to join break-out room
2. Select a volunteer to read out loud about your case study
3. Select a volunteer to take notes and serve as spokesperson
4. As a group, discuss whether you like or dislike aspects of the design:
 - What would you keep?
 - What would you change?
 - What might you add?
5. When back in the larger group, have your spokesperson share highlights about your case study and responses to the above questions

Wednesday's Agenda

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6. *5 Minute Break*
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8. Next Steps
9. Discussion/Questions



Confirm values and framework for the project



Identify key features, characteristics, and design considerations



Understand priorities for facility location



Develop definition/language for a different type of "shelter"



Outline next steps

Charrette Goals



Group Agreements

- Participate at your comfort level
- Honor and prioritize youth voice throughout the meeting
- Recognize the complex nature of culture and mental health
- Consider how a Bern Co continuum of care infrastructure may inform goals of providing housing solutions
- Recognize that establishment of the shelter represents a first step to developing a robust continuum of services and supports for youth experiencing housing insecurity.
- Trauma informed is a necessity
- Ideas from the group – *please enter your suggestions in the chat*



Core Values and Framework

Trauma Informed Design + Developmental Appropriateness (ages 18-25)



Day 1:
Guiding
Themes

Comfort – “Home”

Safety, Security and Privacy

Flexibility and Choice

Accessibility and Inclusivity

Maintainability and Cleanliness

Sense of Community

Sense of Joy and Play

Day 1: Key
Design
Considerations

Natural materials, design to mimic nature, include plants

Balance of larger social spaces with smaller nooks to retreat into

Movable furniture

Sensory considerations (acoustics, water feature, carpet, etc.)

Shaded outdoor spaces are critical

Warm and mature color palettes

Avoid institutional or hotel-like feel

2-3 people per bedroom

Group bathroom + option for private bathroom

Furniture or activities that encourage play

Include group spaces to access technology

Regionally and culturally relevant architecture, landscapes, and artwork

1-2 stories, more like a house than an apartment complex

Day 1: Key Spaces

Indoor Gathering and Social

Educational, Art and Study (include technology)

Shared Kitchen and Dining

Outdoor Gathering and Social

Outdoor Healing and Quiet

Nested Spaces

Lobby/Entry

Indoor Quiet, Meditation, Small Class

Bedrooms

Bathrooms

Indoor and Outdoor Exercise / Work Out

One to One Advisement

Kennel

Offices and Staff Rooms

Visitation and Meeting Rooms

Storage

Designated Smoking Area

Outdoor Camping

Key Questions

- Are any of the Key Spaces optional?
- Should pets be allowed?
- Should the facility accommodate young people who are expecting and/or with children?
- What lengths of stay are appropriate?
- Should transitional housing be considered (Phase 2?)
- How can young people struggling with substance abuse be accommodated?



Location Preference Activity

Location Considerations



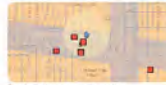
- Proximity to public transit:**
- Within or near transit corridors
 - Within or near Premium Transit Station Areas
 - Within 1/4 mile of bus stop



- Parcel considerations:**
- vacant lot or building
 - minimum lot size
 - property ownership



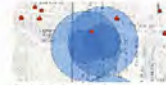
- Food access:**
- proximity to food pantries
 - proximity to SNAP grocers



Proximity to community centers



- Zoning codes**
- MX-L, MX-M, and MX-H



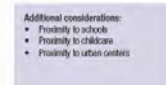
Proximity to Social Services



Proximity to public parks



City Council District



- Additional considerations:**
- Proximity to schools
 - Proximity to childcare
 - Proximity to urban centers

Location Considerations



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Proximity to community centers



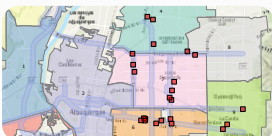
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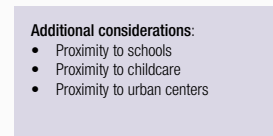
Proximity to Social Services



Proximity to public parks



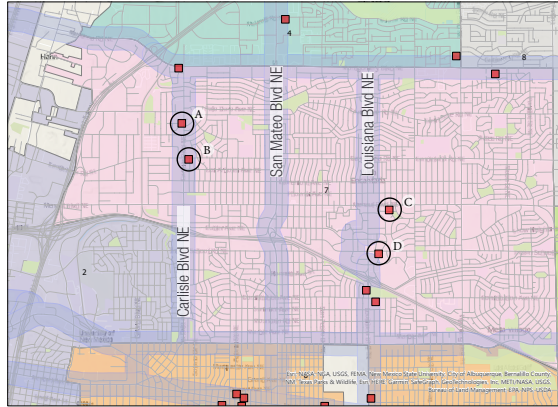
City Council District



- Additional considerations:**
- Proximity to schools
 - Proximity to childcare
 - Proximity to urban centers

Potential Locations

in District 7



3635 Carlisle Blvd NE
Carlisle Blvd NE & Cherokee Rd NE

- .75 acres
- Privately owned
- MX-L
- within transit corridor
- 1/4 mile walk to park
- 1/4 mile walk to behavioral health center



2933 Hermosa Dr. NE
Hermosa Dr NE & Candelaria Ave NE

- .59 acres (multiple parcels)
- City owned / privately owned
- MX-T
- within transit corridor
- 1/4 mile walk to park
- 1/2 mile walk to behavioral health center



Prospect Ave NE
Prospect Ave NE & Mesilla St NE

- 2.7 acres
- Privately owned
- MX-M
- within 1/4 mile walk to bus stop
- across street from park



6900 Indian School Rd. NE
Indian School Rd NE & Uptown Loop

- .681 acres
- Privately owned
- MX-H
- within transit corridor
- within urban center
- adjacent to employment

Facility Naming Discussion



Relevant Integrated Development Ordinance (IDO) Uses & Zone Districts

- There are several land uses in the IDO that may be relevant to the proposed homeless youth facility:
 - Multi family
 - Community Residential Facility - Large
 - Group Home – Medium
 - Overnight Shelter
- To understand which of these uses a youth facility would fit under depends on:
 - the length of stay,
 - the population served, and
 - whether services would be provided on site.

Multi family

- Summary: longer stays, no services on site, basically just housing. Can be part of a mixed use development, so offices etc. could be on site but they are not intended to serve only residents of the development.
- Zone Districts:
 - Permissive: R-ML, R-MH, MX-T, MX-L, MX-M, MX-H
- Relevant Use Specific Standards: 2021 IDO Update allows conversions of non-residential uses to residential uses to allow for kitchens that don't include a full stove, if it is a City project.

Multi family

- Definition: **Dwelling, Multi-family:** A building, multiple buildings, or a portion of a building located on a single lot, containing 3 or more dwelling units, each of which is designed for or occupied by one family only, with separate housekeeping and cooking facilities for each, and that does not meet the definition of a townhouse dwelling. Within mixed-use development, a building containing 2 or more dwelling units is considered multi-family.

Community Residential Facility - Large

- Summary: Housing and services for populations that are considered a “FHA protected class”, and contain between 9 and 18 residents
- Zone Districts:
 - Permissive: R-ML, R-MH, MX-T, MX-L, MX-M, MX-H
- Relevant Use Specific Standards: If in a structure originally built as residential, you must follow the development standards for the zone district the property is located in.

Group Home - Medium

Definition: Group Home: Any building, structure, home, facility, or place in which persons reside for a period of more than 24 hours designed to help the residents adjust to the community and society and that is intended to be used for the purposes of letting rooms, providing meals, and/or providing personal assistance, personal services, personal care, and protective care to persons that do not meet the definition of a handicapped person or another person protected against housing discrimination under the federal Fair Housing Act Amendments of 1988 (as amended) and court decisions interpreting that Act, but not skilled nursing care. This use shall include halfway houses for individuals in the criminal justice system or residential facilities to divert persons from the criminal justice system. Group Home is divided into 3 categories based on the number of individuals residing in the facility (not the size of the structure).

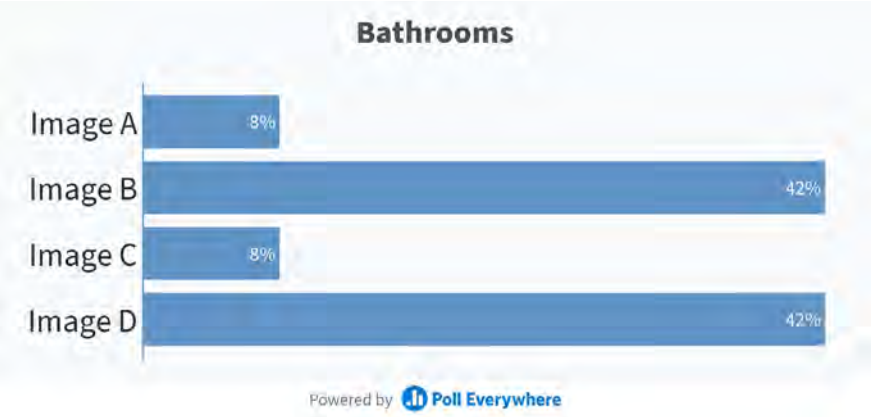
1. Group Home, Small: A facility housing no more than 8 unrelated individuals receiving services, plus those providing services.
2. Group Home, Medium: A facility housing between 9 and 18 unrelated individuals receiving services, plus those providing services.
3. Group Home, Large: A facility housing 19 or more unrelated individuals receiving services, plus those providing services.

Overnight Shelter

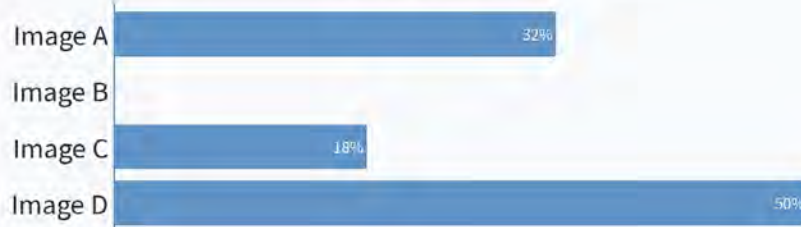
- Summary: Short stays, may include services
- Zone Districts:
 - Conditional: MX-M, MX-H, NR-C, NR-BP, NR-LM, NR-GM
 - This use is not permissive in any zone district, unless incidental to a religious facility.
- Relevant Use Specific Standards: Prohibited within 1,500 feet of a lot with another overnight shelter.
- Definition: **Overnight Shelter:** A facility that provides sleeping accommodations for 6 or more persons for a period of less than 24 hours with no charge or a charge substantially less than market value; it may provide meals and social services. Any such facility open to clients between 10:00 P.M. and 7:00 A.M. is considered an overnight shelter.

APPENDIX E

SURVEY RESULTS



Educational, Art, and Study Space



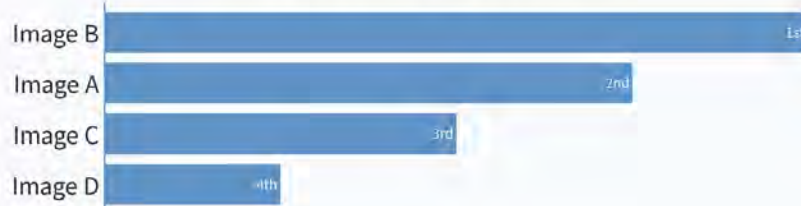
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Entryway (waiting/receiving)



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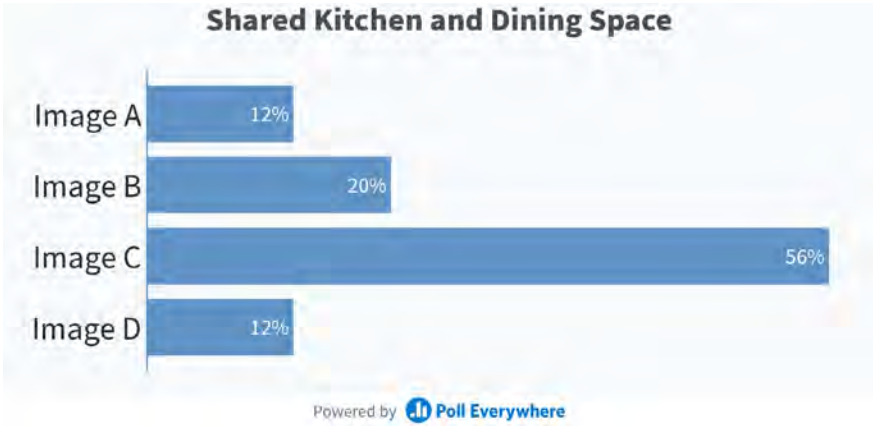
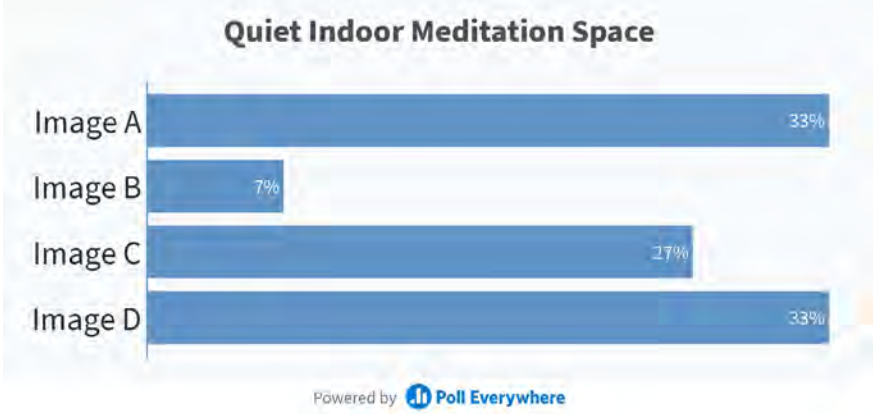
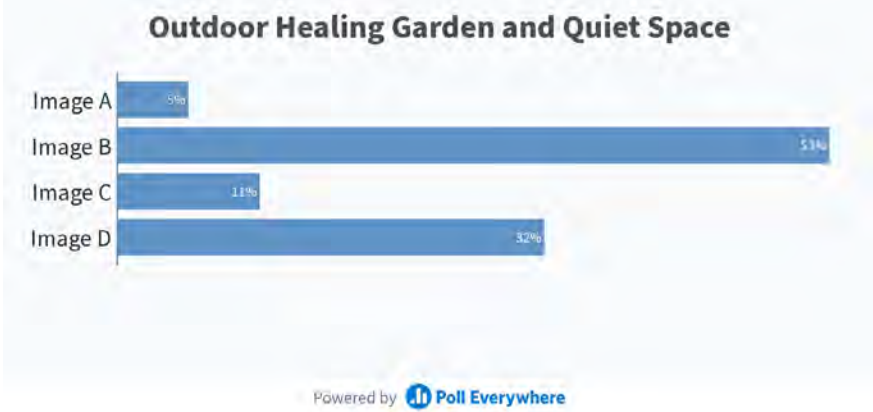
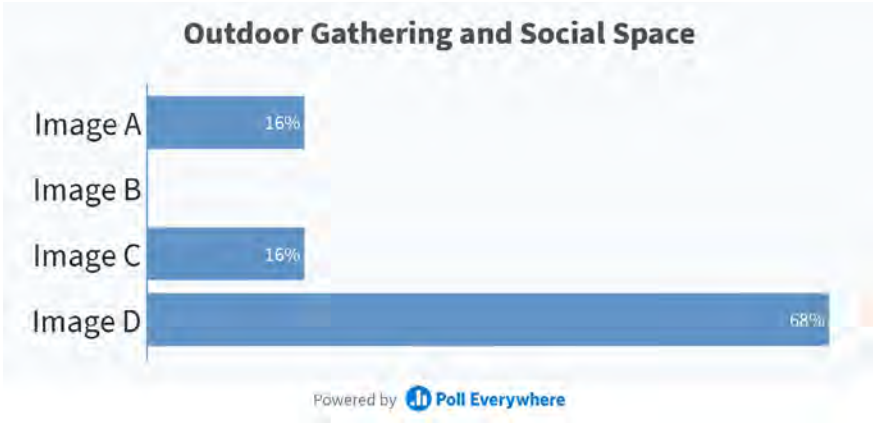
Indoor Gathering/Social Space



Nested Spaces



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Other Spaces Needed

Individual responses

Response

Visitation rooms?

crafting space

meeting rooms, kennels and LOTS of storage,
several small offices and workout area

Space to shoot hoops or throw a ball

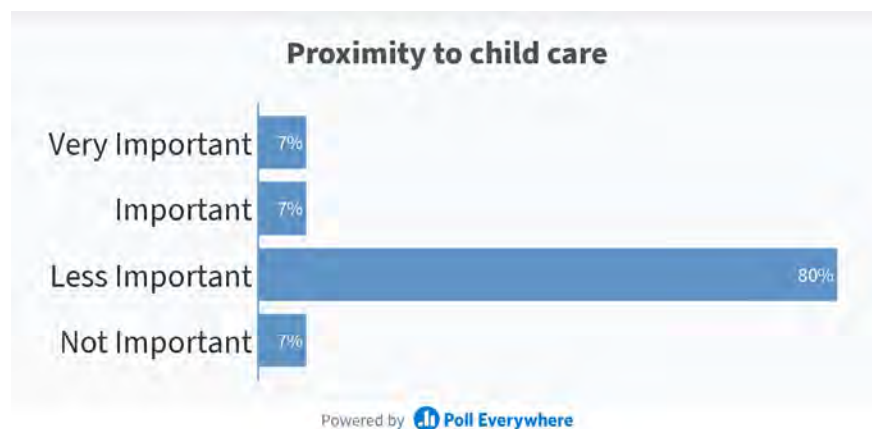
space for 1:1 advisement

Kennels or other spaces for companion animals

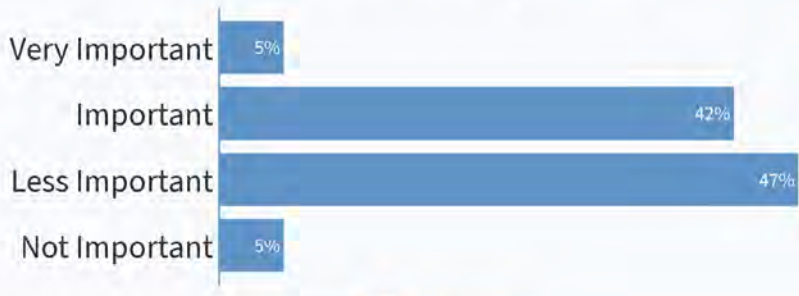
workout, gym space

Mental health resource center

Location Considerations

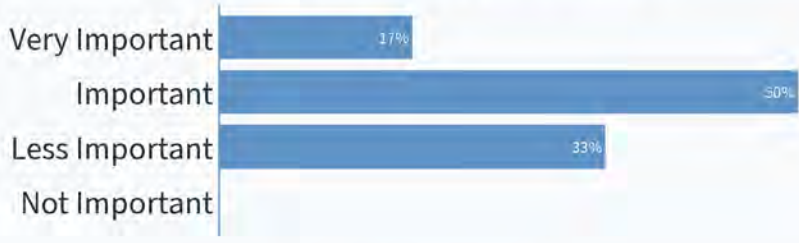


Proximity to Community Centers



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Proximity to schools/universities



Powered by Poll Everywhere

Proximity to employment



Powered by Poll Everywhere

Proximity to Food Pantries/SNAP Grocers



Powered by Poll Everywhere

Additional Location Considerations

I know this recommendation isn't about location... Can we add having a landline for uninterrupted access to communication?

Access to ART should be a priority over other transit lines due to its length and frequency

If we are allowing young parents, then access to child care is critical.

Near places to secure key documents License, BC, SS card, etc.

The mall is great because while public transportation is needed, having a walkable area would be helpful too, so I like Uptown for that reason

For me, some of my recommendations will depend on what programmatic elements are chosen. -- dog parks if we allow animals. grocery stores if we are not providing this service on site is critically important. Our young people tell us all the time that carrying groceries on public transportation can be really challenging...

Art studios

A lot of the youth I work with are on the westside and are sometimes unwilling to leave the westside - where they are familiar with things. There is very little on the westside right now.

Other shelters, the IDO prohibits shelters within 1,500 feet of each other

Libraries

Fun, entertainment, shopping

Should not be near adult homeless shelters.

Case Study #1- Mary's Place Family Center, Seattle, WA (Shai)

For the first time-ever, Mary's Place will have a permanent shelter in the heart of downtown Seattle—a shelter strategically designed, inch-by-inch, to maximize space, inspire community and support the dignity of guests in their journey out of homelessness.

The shelter, Mary's Place Family Center in The Regrade, will open in early 2020 within an Amazon office building in the center of Amazon's Seattle headquarters. The shelter will be the largest family shelter in Washington State with over 63,000 square feet of usable space to sleep 275 moms, dads, and children every night. The new building will increase the organization's shelter capacity in King County by 50 percent and will help shelter more than 400 additional families each year in the city of Seattle. The new Family Center is part of Amazon's \$100 million commitment to Mary's Place, including annual rent and utilities, over the next 10 years.

Stretched over eight floors, the shelter includes four floors designated for sleep, which is paramount to guests making a transformation in their lives. In addition to standard shelter space, the shelter also includes Diversion program sleep spaces, for families who need light assistance to quickly move into housing, and also 30 Popsicle Place rooms, for families with medically fragile children. In fact, this new shelter will triple the Popsicle Place capacity. On the additional four floors, more unique shelter features include: an industrial kitchen, a children's play area, and space for professional services such as pro bono legal support from Amazon's legal team.



“This building is equal parts durable, flexible, warm, and welcoming, to ensure that families know that here, they will be respected, they are safe, and they are loved.”

The downtown Seattle location of the shelter, with close proximity to services, mass transit, and healthcare and hospital systems, will help remove barriers for families staying at the shelter and best supports the life-saving work of the shelter’s staff and their dozens of community partners, who are also often located within the downtown core. Amazon’s downtown neighbors and the hundreds of Amazonians and other volunteers will continue to provide homework help, pro bono legal clinics, resume reviews, events like kid’s dance parties, clothing and baby supply drives and more.

The shelter, separated from Amazon’s office space, has its own private entrances and is carefully isolated acoustically from the Amazon office. This space will be a permanent home for Mary’s Place to use as long as they need it.

“This shelter will keep people safe, provide them with nutritious meals, easy access to transit, and allow them to really rest – many of the most important factors to helping families in their transformation. It also helps to have the overwhelming support of the community and feeling of hope. We’re so excited to see the construction come to life and we can’t wait to move in!” continued Hartman.



Mary’s Place Popsicle Place Bedroom- a bedroom with a lavatory that sleeps 4-6 family members

Unique features of the shelter include:

1. Private entrances and acoustical isolation from Amazon’s offices
2. Space to accommodate up to 200 family members each night and 1,000 family members each year
3. Facilities across eight floors with four sleeping floors, including a Diversion floor with flexible sleep spaces for families with an identified 30-day housing solution

4. Two Popsicle Place floors with 30 rooms for families managing the care of a medically fragile child
5. An industrial kitchen with commercial cooking equipment that will serve as the central cooking and sorting center for the entire Mary's Place organization. The kitchen will be used to produce approximately 600,000 meals per year and the spacious dining room design has been key for guests to maintain social distance
6. Several recreation spaces including a children's play area, teen room, and a rooftop deck with a garden and bike tracks, immediately helpful for fresh air breaks while following "Stay Safe—Stay Home" orders
7. A health clinic, offices, and computer labs with space for resume reviews and online housing searches
8. Six smaller rooms for more than 40 local service providers to provide virtual support, and in-person support when it's safe—while all students are learning from home. The Wi-Fi and computers in these rooms have been important for Mary's Place children of all ages to continue with their studies
9. Dedicated space for Amazon to provide monthly pro-bono legal clinics offering counsel on credit and debt issues, personal injury, housing and tenant rights, and more. Since 2018, Amazon's legal team has supported hundreds of Mary's Place guests and volunteered more than a thousand pro-bono hours. To better support families right now, Amazon has also donated 20 laptops to ramp up virtual support.



Safety & Security |

Residents reported feeling a general sense of safety through-out the building, particularly in their apartments. Cameras were welcomed in more secluded locations, such as stairwells, but were not celebrated in common areas. The parking garage was widely identified as a place of compromised safety in which anyone could access the building through the garage without a keycard. In the shelter, staff shared that one of the guest’s favorite spaces is the bathroom where they often saw guests hanging out. This area was a key focus of the design, knowing that bathrooms can often be triggering for transgender individuals. Staff also shared that guests having access to lockers where they set the lock code has had an incredible impact on guests feeling like they don’t have to monitor their belongings at all times.

2. Noise |

Noise is a commonly raised issue in apartment buildings and a key element of trauma-informed design. Residents of Arroyo Village generally shared relief and appreciation that noise and soundproofing between apartments was not an issue. However, staff noted that the lobby did not absorb noise, resulting in an echo that made an otherwise comfortable space feel less cozy and intimate.

3. Sunlight & Darkness |

Lighting is another critical TID consideration. Residents and staff alike celebrated the large windows and abundant sunlight throughout the building, including apartment units and office spaces. However, residents expressed a desire to make their apartments darker at night, particularly given that many were not afforded the luxury of sleeping in total darkness during their experience of homelessness both on

Case Study #3- Karis Apartments/Laurel House- supportive housing for youth experiencing homelessness in Grand Junction, Colorado, (<https://thehousegj.org/laurelhouseapartments/>) (Erika)

Laurel House is a large apartment building that houses some of our community's most vulnerable youth. The program features 34 one-bedroom apartments with a lot of beautiful common space. Youth can stay in their apartments for as long as needed. Laurel House is the epitome of a home. It is a place designed to house and care for the most needy youth in our community for a very long time.

Everyone in the new facility is 18 to 24 years old. For those who have already moved in, the shelter is meant to provide stability. Mok-Lamme said some cried when they got to their own unit.

"Supportive housing for homeless youth is really rare," he said. "If you look at what this kind of housing does for other populations, it provides a level of stability."

While it's impossible to know where they will go after their time at the Laurel House, Mok-Lamme wants to provide them a place to stay and some ground to stand on.

Whether it's working on their resumes, applying to jobs or school or just having a place to take a breath, Tonello wants to give the residents what they need. For every resident, what they are looking to accomplish during their stay is different. "Success may be a youth telling me that the best day she's had has been here where she is safe," Tonello said. "Her day only included getting breakfast from our staff, pancakes and bacon, sitting in front of a fireplace and then watching Netflix."

"That's the best she's had in 19 years," she said.

Others may be looking for help in their career and getting more support.

"When you are out on the street and worried about where you are going to sleep, it's hard to have that executive functioning ... This building gives us the opportunity to take a really firm stand against mental illness and address it in a way that no other facility can," he said. "It's a permanent home. They have their own units. It's very well-staffed."

The house is staffed 24/7 and two case managers and a therapist are on-site during the day to socialize and engage in activities with the residents throughout the week. On Wednesday, an 'Adulting 101' class was held to give residents resume and professional support. They have a jam night planned for later in the week, stir fry on Friday and a projector set up for a scary movie on Sunday.

The apartments come fully furnished and include a kitchen and a bathroom. There will be a common area to encourage socialization, therapy rooms and a huge backyard.



Case Study #4- Family Village Shelter- Portland, OR (Amy)

(By Angela Uherbelau December 10, 2021; Winter 2021/2022 issue of Portland Monthly)

In a Southeast Portland church-turned-residence, a children’s play area painted in gentle grays, blues, and apricots anchors what was once a cavernous worship space. Plants cascade from hanging baskets in the dining room, and a great vase of sunflowers graces the counter of a white-tiled bathroom. The living space mixes openness and refuge—you can curl up in the corner on a sofa but still have good line of sight on family comings and goings.

The former church is now the Family Village Shelter, which hosts up to 25 families with children at any given time, all of them our unhoused Portland neighbors.

Run by the nonprofit Portland Homeless Family Solutions (PHFS), Family Village is the first known Oregon shelter created using trauma-informed design, which is rooted in building dignity, restoring power, and promoting autonomy for those who have survived deep crisis. As PHFS executive director Brandi Tuck notes, “Homelessness is a very power-stripping experience.”

After PHFS bought the old Slavic church property in 2017, a mutual friend introduced Tuck to Portland-based interior designer Jessica Helgerson to chat informally about turning the building into a family shelter.

“I know a lot more about trauma-informed design now than when we first started this,” Helgerson says. While she already used some of these design principles in her business—such as focusing on natural materials and using cool colors that are more calming—others were new, like wayfinding and making sure people have a good sense of place.



Cathy Corlett of Corlett Landscape Architecture planned the Family Village gardens, creating spaces specifically designed to promote joy and play through the use of curves and round forms. “You get a sense of freedom with soft and welcoming boundaries,” Corlett says. “And part of dignity and autonomy

is growing your own food, if you choose.” The gardens include galvanized raised beds filled with flowers and vegetables. The metal tubs were arranged to resemble a sunflower when viewed from above, radiating out from a central stone water feature.

Trauma-informed design even plays a role in the Village’s garden fence: sharp edges can appear forbidding, so volunteers sanded the point of each wooden slat into a rounded shape, and the resulting “Popsicle stick” fence offers both a sense of enclosure and invitation.

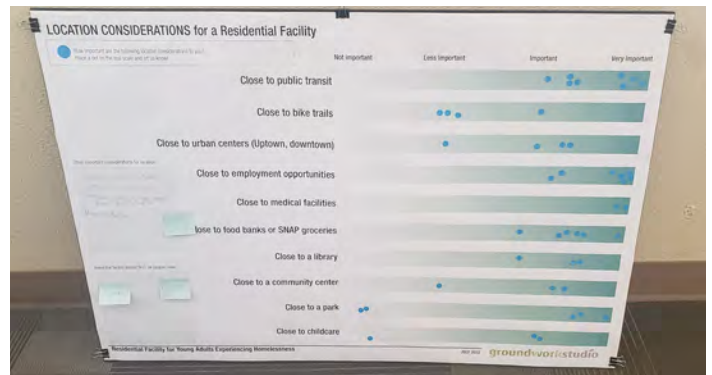
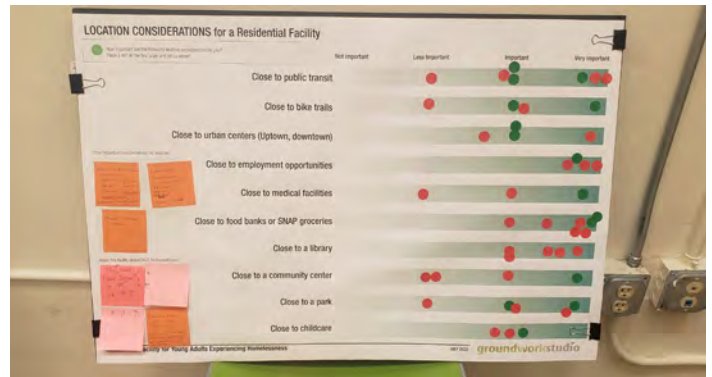
“When we put people in camps or shelters that are not trauma-informed ... we’re making it harder for them to be able to get off the streets in the future,” Tuck says. She’s encouraging political and business leaders to fund intentional facilities where people feel safe, comfortable, and part of a community. At the same time, she cautions against seeing such spaces as any kind of panacea: “We need to be spending on permanent solutions that end homelessness and end poverty.”

The care that went into designing Family Village continues to reverberate in unexpected ways. A family with a 13-year-old girl stayed there for almost two months, and the father especially loved sitting out on the grass in the garden. Like more than 90 percent of Family Village guests, they moved out into more permanent housing. Several weeks later, PHFS received an email from the parents asking if they could get married at the Village. They couldn’t think of a more beautiful wedding venue.



APPENDIX G PREFERENCE BOARDS





APPENDIX H

TRAUMA INFORMED DESIGN RESOURCES

Resource Links

[Design for Healing, Dignity & Joy](#)

[Architectural Principles in the Service of Trauma Informed Design](#)

APPENDIX I COMPREHENSIVE NEEDS ASSESSMENT OF YOUNG PEOPLE EXPERIENCING HOUSING INSTABILITY AND HOMELESSNESS IN BERNALILLO COUNTY, NEW MEXICO

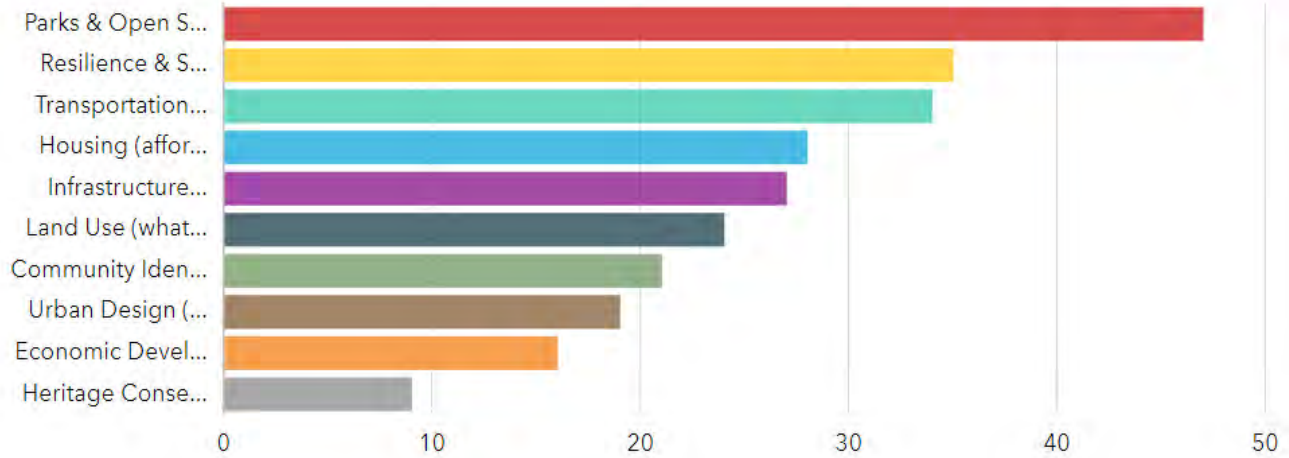
Resource Links

[Comprehensive Needs Assessment of Young People Experiencing Housing Instability and Homelessness in Bernalillo County, New Mexico: April 2022](#)

- spaces become homes for those experiencing homelessness/
- larger systemic issues but it impacts these communities
 - fewer vagrants
 - hostility toward homeless and poor
 - Use mental health professionals instead of police for most calls (Especially calls on our neighbors without housing)
 - Public restrooms for unhoused folks
 - Homeless mortality study- happening now
 - public showers
 - We need to make sure that subsidies can cover the gap between income and housing costs
 - Pass through from San Mateo to cul-de-sacs – not locked. People living in that area.
 - I just want to point out that as a long time resident I feel safe walking as long as there isn't law enforcement around. +1
 - Lack of public restrooms. Waste in alleys and parks
 - Public Restrooms that are maintained and kept open
 - Crime & Homelessness Bad
 - public restrooms/hand washing stations
 - support for people with behavioral health issues
 - pick the homeless off from the street and keep them safe
 - More access to mental health resources
 - develop-more spaces places to address homelessness
 - increase opportunities to access health care- including mental and behavioral healthcare
 - More substance abuse rehabilitation centers and outreach
 - safe injection sites
 - better community services- the area sees a lot of vagrancy - more holistic health services that include housing
 - more community health clinics
 - Is there a clearing house for organizing volunteers/seeing what needs to be done, etc.
 - People who might qualify for assistance programs may not know about them, having an office or website should clarify
 - Circumstance based assistance.
 - Need for more flexibility built into contracts and grants
 - Wise use of the VA/Gibson Med center complex.

• What are the 3 most important topics to you? *

Column Bar



Answers	Count	Percentage
Parks & Open Space (greenspace, outdoor recreation, trails)	47	52.81%
Resilience & Sustainability (green infrastructure, climate change, water scarcity, natural resources)	35	39.33%
Transportation (roads, buses, sidewalks, bike lanes)	34	38.2%
Housing (affordability, variety, and accessibility of housing stock)	28	31.46%
Infrastructure, Community Facilities & Services (water systems, fire, police, community centers, social services)	27	30.34%
Land Use (what activities can happen on a property)	24	26.97%
Community Identity (placemaking, neighborhoods, natural setting)	21	23.6%
Urban Design (parking, streetscapes, accessibility, building design)	19	21.35%
Economic Development (employment, small business support)	16	17.98%
Heritage Conservation (historic sites and districts, cultural assets)	9	10.11%

Answered: 89 Skipped: 0

Of the 3 that you chose, which is most important and why?

Housing (7 responses)

- Affordable, high quality housing
- Housing in safe neighborhoods
- Senior housing/aging in place
- Need for infill
- Need shelters and services for unhoused people

What is something that you think would benefit your community?

Housing

- Missing middle housing (duplexes, triplexes, fourplexes, condominiums)
- More homeless shelters, projects such as the Tiny Home Village
- More affordable housing
- Allow for the building of accessory dwelling units on lands zoned R-1
- More mixed use, increasing density and improving the land use
- Assistance to seniors for aging in place
- Incentives to keep ownership of naturally occurring affordable housing locally owned and in good quality condition
- More funding for the Workforce Housing Trust Fund.

Is there anything else you want to share with us about your priorities or Community Planning Area?

Housing

- Need affordable housing
- 9 Gateway Centers should be developed, one located in each District
- Support home ownership and building long-term wealth
- Affordable, quality, dense housing
- Preventing gentrification, rising home prices
- Address homelessness with permanent housing and supportive services
- Code enforcement holding landlords accountable