

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

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ACKNOWLEDGEMENTS

CHARRETTE PARTICIPANTS

CABQ Councilor Brook Bassan **CABQ** Councilor Renee Grout CABQ Councilor Tammy Fiebelkorn CABQ Council Staff CABQ Family and Community Services Department CABQ Department of Municipal Development **CABQ Homeless Solutions** Young Adult Participants NM Children, Youth and Families Department New Day Youth and Family Services Youth Development Inc. Albuquerque Public Schools Bernalillo County Behavioral Health Initiative University of New Mexico Pacific Institute of Research and Evaluation Independent Consultants

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EXECUTIVE SUMMARY

Previous studies, including "The Comprehensive Needs Assessment of Young People Experiencing Housing Instability and Homelessness in Bernalillo County, New Mexico," clearly highlight the need for the City of Albuquerque to develop facilities and services addressing the specific needs of young adults (ages 18-25) experiencing homelessness. This initial stakeholder engagement process and report is the first step in the process to develop a temporary residential facility specifically designed to meet the developmental needs of young adults experiencing housing instability within a Trauma Informed Design (TID) framework. TID principles inform design and programming with the intent of not re-traumatizing those who have experienced chronic housing instability.

Albuquerque City Councilors and Council Services staff initiated and guided the visioning process for this facility, which included coordination and planning meetings, research, a virtual design program charrette and in-person engagement with youth and young adults experiencing homelessness at the New Day Drop in Center and Youth Shelter. Stakeholders involved in the process included shelter providers, advocates for the unhoused, and young adults with lived experience of homelessness, with representation from multiple City of Albuquerque Departments, Bernalillo County, Albuquerque Public Schools, the University of New Mexico, the Pacific Institute for Research and Evaluation, New Day Youth and Family Services, Youth Development Inc., and the New Mexico Children. Youth and Families Department.

Stakeholder engagement activities, which included an overview of TID principles, visual preference surveys and discussion, case study evaluation, and location considerations analysis informed the development of a preliminary design program, facility adjacency diagram, and weighted scoring tool for location identification. The group confirmed that the project should move forward within the Trauma Informed Design framework and prioritizing developmental needs of those aged 18-25. Key themes for design considerations included comfort, safety, privacy, flexibility, inclusivity, and maintainability within a space that creates a sense of community, joy, and play. Key location considerations include proximity to transit, employment, SNAP grocers, and medical services and zoning that allows for shelter facilities as a conditional use.

The design program includes recommended square footages for all of the spaces the stakeholder groups identified as being critical for inclusion in the facility, both indoor and outdoor. Based on these recommended areas and compliance with relevant City development ordinances, this report recommends that a minimum lot size of 1/2 acre is needed for the facility. Next steps include development of a service provider program and RFP, location identification and purchase (if applicable), community engagement and education, and procurement of a design team with a commitment to a framework of TID. It is imperative that the facility development process moving forward prioritizes a high level of engagement with young adults who have lived experience with homelessness.

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.

- Emphasize collaboration, centering youth voice, improving coordination between communitybased 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.
- 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





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PIRE Southwest https://southwest.pire.org info@pire.org

April 2022

METHODOLOGY

Purpose

The number one need identified by young adults experiencing housing insecurity in the Comprehensive Needs Assessment was a lack of transitional and affordable housing specifically geared for those aged 18-25 in Bernalillo County. (9, PIRE). City Councilor Tammy Fiebelkorn of District 7, Councilor Brook Bassan of District 4 and Councilor Renee Grout of District 9 commissioned this study to address this need and gather stakeholder input on design, location, and programming of a new shelter facility for young adults experiencing homelessness. In order to address the complexities of providing effective and targeted services to this young adult population, there is a need to develop a new and different shelter model.

Approach

This report is the outcome of a series of coordination and planning meetings, research, design charettes, and drop-in center and youth shelter engagement activities in May - August 2022.

Stakeholders

The team that guided this process was comprised of City Council members, policy analysts, shelter providers, advocates for the unhoused, and Groundwork Studio staff. This group identified the goals and approaches for stakeholder engagement. This team was committed to engaging experts in the field of young adult homelessness, particularly those with lived experience. A two-day design charrette was planned which included representatives from City of Albuquerque Councilors and staff, service providers, young adults with lived experience, NM Children, Youth and Families Department (CYFD), Bernalillo County, Albuquerque Public Schools, the University of New Mexico and PIRE.

Values

Trauma Informed Design (discussed in the next section) was identified as a guiding framework to support the planning and design of a facility intended to promote healing, safety, and connection and ultimately leading to better long-term outcomes for the residents of the facility. This framework was discussed during visioning charrettes and was overwhelmingly supported as a framework and value system for guiding the design and implementation process.

Data

Over the course of the two-day design charrette, two visits to the New Day Drop-In Center, and one visit to the Life Skills Academy, both quantitative and qualitative data was collected which helped to identify community values and preferences.

Tools

Due to Covid concerns, the design charrettes were hosted virtually over Zoom. Using screen share, visual precedent boards were displayed, and participants were surveyed using an online tool *Poll Everywhere* to determine preferred spaces and locations and frame further discussion on design considerations.

Analysis - This report is the outcome of analyzing stakeholder feedback gathered through meetings, a two-day charette process, and visits to a Drop-in Center and Youth Shelter.





TRAUMA INFORMED DESIGN FRAMEWORK

Trauma informed design is a relatively new architectural framework. It grew out of Trauma Informed Care, which acknowledges past harmful trauma and considers peoples' experiences when creating a plan of care. Trauma Informed Design, or TID, is implemented in design projects with vulnerable populations like those suffering from mental illness, chronic illness, addiction, or homelessness. It's based on the premise that people in precarious housing situations can be re-traumatized within the shelter system and seeks to instead promote healing, safety, and connection through various healing design principles. One of the central aspects of TID is designing with, rather than for, those who have experienced on-going trauma.

In 2015, Shopworks Architecture, the University of Denver Center for Housing and Homelessness Research, and Group 14 Engineering collaborated on designing a new Denver homeless shelter. Their research on intersections between trauma informed care and the built environment led them to explore and create materials and a process for Trauma Informed Design to share with the larger affordable housing community (See "Implementing a Four Phased Trauma Informed Design Process"). TID uses the following principals to guide the design process.

- Hope, Dignity and Self-Esteem
- Connection and Community
- Joy, Beauty and Meaning
- Peace of Mind

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- Empowerment and Personal Control
- Safety, Security and Privacy

This study used these findings and the TID framework to shape our discussions on the design and locations for the future facility for young adults who are unhoused. Trauma Informed Case studies of shelters, affordable housing and transitional housing that employed TID were examined during the charette process. The case studies allowed stakeholders to concretely assess benefits and challenges of creating a space for unhoused youth using this framework. The case study examples can be found in Appendix F.

Additionally, through the needs assessment study, local youth workers, researchers, and service providers concluded that young adults aged 15 to 25 (often aging out of the foster system), have specific developmental needs that are not being addressed by our current shelter system. Brain research has extended adolescence to age 25, with the recognition that the pre-frontal cortex and other areas of the brain are not fully formed until the mid-twenties. This inhibits logical decision making, and often leads young adults who are homeless to take greater risks, and have a difficult time making healthy, safe decisions. Therefore, this report recommends including developmentally appropriate programming in the design of the future facility housing young adults.

References:

https://hr.mit.edu/static/worklife/youngadult/brain. html

https://www.ncsl.org/research/human-services/ homeless-and-runaway-youth.aspx



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.

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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 Rummler
- 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

CHARRETTE PROCESS

After initial meetings with City Councilors Bassan, Fiebelkorn and Grout, their policy analysts, shelter providers and homeless youth advocates, Groundwork Studio convened a two-day virtual charette on June 27th and 29th, 2022. The workshop series sought to gather stakeholder input for a nontraditional shelter facility for unhoused young adults. Due to COVID concerns, charettes were held virtually via zoom.

Day One

The goal of day one was to confirm values and framework for the project as well as identify key features, characteristics, and design considerations for the facility. During the first three-hour session, participants reviewed the concept of Trauma Informed Design and weighed in on a visual preference survey with 11 categories. The survey allowed participants to rank various example photos of different shelter spaces from those they liked best to those they least preferred. After each set of photos, the group discussed what people liked and disliked about the various spaces. This activity allowed the group to evaluate and prioritize design elements for the future facility. Summary results are included in the next section of this report. Full results of the visual preference survey can be found in Appendix E.

Attendees weighed in on precedent boards with different examples of:

- indoor gathering and social space
- educational, art and study space
- shared kitchen and dining space
- outdoor gathering space
- outdoor healing garden and quiet space
- nested spaces
- a lobby/entryway
- a quiet meditation space
- bedrooms
- bathrooms
- building exteriors

Educational, Art and Study Space



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 .



Proximity to community centers



Proximity to public parks



Parcel considerations:

- vacant lot or building ٠
- minimum lot size •
- property ownership .



Zoning codesMX-L, MX-M, and MX-H



City Council District



Food access:

- proximity to food pantries •
- proximity to SNAP grocers .



Proximity to Social Services

Additional considerations:

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

CHARRETTE OUTCOMES

Visual Preference Survey



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

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 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 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 Most Popular Image=I

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.





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

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





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Quiet Meditation Space Most Popular Image=C

Built with Trauma Informed Design for Young Adults Experiencing Homelessness

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 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 immoveable and the space lacked options for a variety of uses.

CHARRETTE OUTCOMES

Visual Preference Survey



Bedrooms

Most Popular Image=C Least Popular Image=D

There were differing opinions on bedrooms. Many liked bedroom C because it offered privacy (which unhoused young adults lack), a closet, and a feeling of security. Others preferred bedroom A because it felt "homey", included a vanity and a closet. Still others chose room B because they liked the natural materials and color scheme better than in either A or C. Those who liked D cited the variety of spaces and a preference for bunk beds. A concern expressed by service providers was the importance of creating connections between youth and avoiding isolation. They emphasized avoiding single occupancy and a preference for housing 2-3 people per room in order to accommodate more people



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Bathrooms

Most Popular Image=B Least Popular Image=C

Most people like bathroom B the best because it offered security, they preferred shower doors to curtains, and offered a degree of privacy. While most bathrooms will have to accommodate multiple people, participants noted that there should be an option of a single occupancy bathroom for transgender young adults. Additionally, lockers are a necessity so that residents can safely store belongings.



Building Exterior Most Popular Image=D Least Popular Image=B

Participants preferred single story building D. They cited the natural materials as creating a warm, welcoming feeling. Some commented they liked the multi-floor building A because it would allow for shelter facilities on the ground floor with additional permanent housing above.

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 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 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 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.







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 Not a permissive Shelter 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 preapplication 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 startup 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/

DROP-IN CENTER & SHELTER ENGAGEMENT

During the charette planning meetings and again during the charette, participants emphasized the importance of centering the voices and lived experience of young adults who are experiencing or who formerly experienced homelessness. New Day Youth and Family Services CEO, Brooke Tafoya, suggested that the Groundwork Studio team engage additional youth experiencing housing instability through their Life Skills Academy at the Drop-In Center (142 Truman NE, Albuquerque, NM).

New Day collaborated with Groundwork Studio and FBT Architecture to organize and conduct three outreach sessions for young adults experiencing homelessness. During the workshops, Groundwork and FBT staff presented career talks about architecture, landscape architecture and city planning and surveyed youth on their shelter design and location preferences.

The first session took place July 5, 2022, at the Drop-in Center. The class began with a presentation about professions, presenting the three fields that are involved in designing the young adult shelter: architecture, landscape architecture and planning.

The purpose of this class was twofold: it gave young adults a better understanding of design concepts so they could give more informed feedback for the programming and design of the shelter, and secondly, it exposed participants to various career paths and was incorporated into the Life Skills Academy curriculum. After the class, youth were asked to mark their preferences on printed photo boards: green stickers placed next to images indicated a space that they liked; red stickers next to images they disliked. Sticky notes were used to explain their preferences and give further suggestions.

The second session on July 13, 2022, also took place at the Drop-In Center. The participants were asked to give feedback on the design preference boards. These boards were hung up at the Drop-In Center for two weeks, so that people who had not attended the sessions but still frequent the space, could give feedback as well.

The third engagement session took place on July 21, 2022, at the Life Skills Academy building adjacent to the New Day Youth Shelter. This session began with an explanation of the Young Adult Shelter project and what kind of feedback the project sought from the participants. This workshop included a discussion of what the participants expected from the shelter and what kinds of needs were important for such a facility to meet. After the discussion, the participants gave feedback on the preference boards.

In total, about 17 youth and young adults experiencing housing insecurity participated in the survey. The young adults who participated in the sessions received \$20 an hour for participating in the survey sessions. 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.



DROP-IN CENTER & YOUTH SHELTER ENGAGEMENT OUTCOMES





Indoor Gathering and Social Spac

Indoor Gathering and Social Space Most Popular Image=C

Least Popular Image=A & D

Concerns were expressed about design cohesion and that there are too many windows in option D. The importance of shared community space, warm lighting and colors, soft furniture, a feeling of "home" and natural materials like wood and plants were highly valued in the other spaces. Image B evoked discussion: people liked the seating and plants but felt that the space could be warmer (with lighter ceiling and natural light). Participants noted that space C 'is too crowded, needs more spacing between seating.' For option B, others commented "like how it looks welcoming" and "Does not look comfy, needs more living space."



Educational, Art, Study Space Most Popular Image=C & D Least Popular Image=A

Participants were concerned with crowdedness and small spaces. Participants liked having different options both in terms of activities and types of space. Regarding space C, participants added, "this one is cool, it looks like a spaceship", "I like the idea of a dark library. I just don't like the chairs; it reminds me of a mental hospital."



Shared Kitchen and Dining Space

Shared Kitchen and Dining Space Most Popular Image= D Least Popular Image= B

Participants liked the spaciousness of kitchen and dining space D and the different workstations. Kitchen B sparked a lot of comments; while some people liked it, others commented that the tiles can be hard to clean and that they did not like the separation between the kitchen and the seating areas. According to one participant, A 'feels like a movie set rather than a home'. Additionally, staff noted that 'safety is priority! Staff need to easily see residents.'



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 Gathering and Social Spa

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.



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'.



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'.



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

Youth commented that they liked open space that is easy to see people in and natural colors with unique patterns (not too busy). One commenter urged ensuring enough electrical outlets.



Quiet Meditation Space Most Popular Image= B&C

Least Popular Image= A

The only comments on this section noted that they liked the open space of B.



Bedrooms Most Popular Image= E Least Popular Image= G

People mentioned that a one-person bedroom would be preferable in the facility but also recognized that this population needs supervision. Others commented that two to three people per room seemed ideal. The importance of designing bedrooms to feel homey rather than hotel-like was also expressed.



Bathrooms Most Popular Image= C Least Popular Image= A

One commenter noted that Bathroom A had 'jail vibes' and was too closed in. On the contrary, people felt option B was too open. Some participants pointed out that showers needed doors, rather than curtains.

The second of the second	Not important	Lenix Important	insortant	Skry Importan
Close to public tran	nsit			-
Close to bike tr	ails		-	
Close to urban centers (Uptown, downton	vn)		-	-
Close to employment opportunit	ies		-	
Close to medical facilit	ies			
Close to food banks or SNAP grocer	ies			
Close to a libr	ary			
Close to a community cer	iter .			
Close to a p	ark			
Close to childc	are			
sidential Facility for Young Adults Experiencing Homelessness		2010	groundwo	ristudio



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.

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'

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.
- Finding ways to personalize spaces through culturally appropriate artwork rooted in local history and identity is a key in fostering selfrespect 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.
- 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.

- 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**.
- 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

How important are the following location considerations to you? Place a dot on the test scale and let us know!	Not important	Less Important	Important	Very Important
Close to public	c transit		-	
Close to bil	ke trails			
Close to urban centers (Uptown, dow	vntown)			-
Other Important considerations for Incation:				_
Close to employment oppor	tunities			
Close to medical f	acilities			
Close to food banks or SNAP gr	roceries		-	
reas the facility should NOT be located near:	a library		_	
Close to a community	y center		-	
Close tr	o a park			
Close to cl	hildcare		-	-
Residential Facility for Young Adults Experiencing Homelessness		JULY 20	groundwo	rkstudio
LOCATION INVESTIGATION

METHOD

Preliminary research was conducted to develop a methodology for site evaluation to identify ideal locations and support the eventual procurement of property for a facility for young adults experiencing homelessness. All data was publicly available through the City of Albuquerque and New Mexico Community Data Collaborative.

Vacant properties throughout Albuquerque were identified using CABQ land use data. Properties within City Council Districts 4, 6, 7, and 9 were prioritized. Parcel data, including ownership, zoning, and parcel size for each of the vacant properties within these districts was reviewed using the CABQ Advanced Map Viewer and tracked in an Excel spreadsheet.

Properties of a minimum of ½ acre and within a quarter to half mile of a major transit corridor were identified. This resulted in a list of roughly 20 properties that met minimum requirements for a facility. Proximity analysis was then used to determine whether these properties were within a quarter or up to half mile walking distance from various land uses and amenities.

Data generated using GIS was used to preliminarily rank the locations with a basic scoring model developed in Excel. Properties received points based on criteria such as proximity to food banks, community centers, or schools. For each proximity, a potential location would receive one point. In this way all proximities were given the same value. This un-weighted scoring model provided a list of properties ranked by proximity to the greatest number of facilities. Locations with amenable zoning which allowed shelters as either permissive or conditional use were selected for discussion purposes.

Limitations of method

Access to more complete and up to date data sets would be extremely helpful in the identification of a property. Many of the properties initially identified as vacant, are not available due to current land use or development activity. This requires "ground truthing" for each identified location which is time intensive.

There are limited properties that meet minimum requirements within the preferred City Council districts. Having access to data on vacant buildings would help expand the pool of potential locations. Currently, the city does not track or make available data on vacant buildings.

Current Land Use and IDO Zoning shapefiles do not contain acreage information within the attribute table. This meant that for each potential location, the CABQ advanced map viewer was cross referenced to ensure a minimum property size. Future analysis time could be reduced by building out a more complete attribute table, but this was not possible due to time constraints.

Challenges with zoning:

Zoning was not included in the scoring model, rather after properties were ranked, zoning was reviewed and properties with amenable zoning were selected. Within these zones (MX-M and MX-H) there were sometimes undesirable adjacencies such as power substations near properties that were highly ranked.

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

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



Proximity to community centers



Proximity to public parks



Parcel considerations:

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



Zoning codes

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



City Council Districts Prioritize 4, 7, 9



- Proximity to SNAP grocers
- Proximity to community centers
- Proximity to public parks
- Proximity to universities
- Proximity to urban/activity centers



Food access:

- proximity to food pantries
- proximity to SNAP grocers



Proximity to Social Services

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 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 desireable 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, semienclosed 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 seperation 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 accomodate 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 apace, 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		
					With privacy for confidential information disclosure per
Intake Interview Booths	2	80	160		HIPPA
Admin Conference	1	240	240		
Storeroom	1	80	80		
Lobby	1	450	450		w/ trasparent 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	
waits, stalls, elevator, etc)		30 /0		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 quite 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 desireable, 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 accomodate 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.
- 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

groundworkstudio

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 Rummler, 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.
 - o 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.
 - o 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
 - o 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
 - o Safety and Security
 - o There should be an outdoor space for the young adults. Needs to be a protected space.
 - o Emotional and Physical Wellbeing
 - In addition to construction/design, programmatic aspects must be considered to make the space welcoming and relationship-based.
 - o There should be a quiet space for yoga/meditation/reading etc.
 - o 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 8710

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- w groundworkstudionm.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
- 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

- 1. Welcome and Introductions
- 2. Group Agreements
- 3. Project Background, Need, and Approach
- 4. Charrette Goals
- 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

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

Project Background + Approach

Brooke Tafoya, New Day Youth and Family Services





Outline next steps

Charrette Goals



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

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	Indoor Gathering/Social Space Tap an answer you want to move, then submit your response		
01 ₹ D2	limage C.		
Hatory	Image D		-
Negutration	Image A		
Login	Image B		
	Sübmit response		

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

Case Study

Break-out

Groups

- 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?
- When back in the larger group, have your spokesperson share highlights about your case study and responses to the above questions

APPENDIX D WEDNESDAY 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
- 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. A key takeaway from Monday's meeting

Wednesday's Agenda

Group Agreements Day 1 Recap and Discussion

1. Welcome and Introductions

- 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

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)



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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?)

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How can young people struggling with substance abuse be accommodated?

Location Considerations

ty to public parks

Location Preference Activity













Location Considerations



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٠	Proximity to Public Transit You can respond once
A Home	Very important
Flistory	Important
Registration	Less important
	Not Important



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Potential Locations

in District 7





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



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 ٠ Privately owned
- MX-M

•

•

- within 1/4 mile walk to bus
- stop
- across street from park



Indian School Rd NE & Uptown Loop

- •
- .681 acres Privately owned
- MX-H within transit corridor
- within urban center
- adjacent to employment ٠

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.

Community Residential Facility - Large

• Definition: **Community Residential Facility:** Any building, structure, home, or facility in which persons reside for a period of more than 24 hours and that is designed to help the residents adjust to the community and society and is used or intended to be used for the purposes of letting rooms, providing meals, and/or providing personal assistance, personal services, personal care, and protective care, but not skilled nursing care. This use specifically includes, but is not limited to, facilities for persons meeting the definition of a handicapped person or for other persons protected against housing discrimination under the federal Fair Housing Act Amendments of 1998 (or as amended) and court decisions interpreting that Act. For purposes of this definition, the term handicapped does not include persons currently using or addicted to alcohol or controlled substances who are not in a recognized recovery program. This use shall not include half-way houses for individuals in the criminal justice system or residential facilities to divert persons from the criminal justice system. See also Family and Group Home. Community Residential Facility is divided into 2 categories based on the number of individuals residing in the facility (not the size of the structure).

1. Community Residential Facility, Small: A facility housing between 6 and 8 individuals that do not meet the definition of a family in which personal service, personal assistance, personal care, and/or protective care are provided.

2. Community Residential Facility, Large: A facility housing between 9 and 18 individuals that do not meet the definition of family in which personal service, personal assistance, personal care, and/or protective care are provided.

Group Home - Medium

- Summary: Housing and services for populations that are <u>not</u> considered a "FHA protected class", and contain between 9 and 18 residents.
- Zone Districts:
 - Permissive: MX-L, MX-M, MX-H
 - Conditional: R-ML, R-MH, MX-T
- Relevant Use Specific Standards: Prohibited within 1,500 feet of a lot with another group home. No more than 30 Group Homes per Council district.

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.

Naming Ideas

 Ideas from the group – please enter your suggestions in the chat



Next Steps

- Charrette Report
- Planning and Design



APPENDIX E SURVEY RESULTS













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Other Spaces Needed

n	dividual responses
	🗢 Response
1	/isitation rooms?
	crafting space
	meeting rooms, kennels and LOTS of storage, several small offices and workout area
J.	Space to shoot hoops or throw a ball
	space for 1:1 advisement
9	Kennels or other spaces for companion animals
1	workout, gym space
	Mental health resource center

Location Considerations

	Proximity to child care	
Very Importa	nt 7%	
Importa	nt 7%	
Less Importa	nt	80%
Not Importa	nt 7%	













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 is 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 by near adult homeless shelters.

APPENDIX F CASE STUDIES

Case Studies of Shelters with Trauma Informed Design

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 traumaexperienced residents or clients to resist re-traumatization.

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

Why Trauma Informed Design?

"Trauma-informed shelters can eliminate many of the reasons why persons living homeless on the streets refuse to live in a shelter. The reasons stem from traumatizing experiences and concern of being re-traumatized. Traumatizing experiences for persons living homeless are the result of physical and emotional abuse that can create or further mental health issues, such as depression, anxiety, and substance abuse problems. Their injuring experiences are often compounded by chronic health illnesses such as arthritis, asthma, cancer, chronic obstructive pulmonary disease and diabetes, and permanent physical disabilities. The cumulative effect of traumatic experiences has left many a person languishing and coping with life on the streets and in a constant state of survival."

Case Study Activity

- 1. Break into groups of 3-4 people
- 2. Read about how the shelter space has been designed with a Trauma Informed Design framework. Choose one person to be the spokesperson.
- 3. As a group, discuss whether you like or dislike each of the design pieces.
 - a. What would you keep?
 - b. What would you change?
 - c. What might you add?
- 4. Write down your decisions and a quick summary of your case study.
- 5. When back in the large group, have your spokesperson report back on your case study and your decisions about which design elements you liked and which you would change.

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
- 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 inperson 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.

Case Study #2 The Delores Apartments- Arroyo Village (Denver, CO) (Renn)

The Delores Project is a homeless shelter that opened its doors in 2000. The organization was challenged by a lack of suitable housing for individuals to transition into from the shelter, so, in 2015, it began exploring the option of building housing to meet the needs of their guests. On the same city block, Rocky Mountain Communities, who operated 27 affordable housing apartments, was looking at redevelopment to increase density on their site. To maximize their ability to respond to local housing needs, the organizations joined together to create Arroyo Village, encompassing a continuum of housing and shelter options for the community.

The new development is comprised of a 60-bed homeless shelter (The Delores Shelter), 35 onebedroom apartment units of permanent supportive housing.

The following details designs and features that were incorporated into the plan based on feedback gathered during various phases of the process from homeless and formerly homeless individuals as well as shelter staff.

- 1. Upon entry to the shelter, guests encounter a living room space with wood tones, rocking chairs, and a television. We wanted guests who entered to feel a sense of home, rather than an institutional space.
- 2. For the first time in the organization's history, a break room was created for staff. The room was designed to feel cozy with a kitchenette and dedicated cubbies for each staff person. Because there is only one main office for overnight shelter staff, they share desks; it was important that space was created for staff to store their belongings between shifts.
- 3. The bathrooms were designed to be welcoming to all people, recognizing that bathrooms can be highly triggering, particularly for transgender Delores guests. The spaces were designed with ample lighting, seating areas, and enough space to allow people to move around without coming into contact with one other.
- 4. Bearing in mind the principles of biophilia, the study of how nature helps us heal, and an understanding that shelter guests often felt safer outside, the shelter entry provided easy access to a large courtyard with suitable shade and fencing that instilled a sense of privacy and security.
- 5. Art was an important design element in the shelter. A dedicated space in the shelter hallways was designed for guests to display their own artwork. Additionally, artwork was intentionally displayed on concrete walls to inspire a sense of calm and delight throughout the shelter.



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

the streets and in shelters. 4. Attention to Details |

Appreciation of beautiful, natural details throughout the building were noted by residents and staff, including soothing paint colors and wood finishes. A large piece of artwork in the lobby was repeatedly cited as a delightful detail that imbued a sense of worth and hope. One resident shared, "when I walked in here and saw that you had spent money on such beautiful artwork in the lobby, I knew that I mattered." Additionally, the furniture was noted as high quality, comfortable, and favorite elements of building. However, storage was raised as an issue for residents who requested more drawers and cupboard space in the kitchen as well as closet layouts that allowed for hanging clothes. **5. Community Spaces**

Residents and staff of Arroyo Village agreed that the building facilitated both resident-resident and resident-staff connection. The lobby (adjacent to a staffed front desk) was often utilized by residents; however, the common room (located on the second floor and separate from staffed areas) was not. This suggested that amenity spaces in close proximity to staffed areas were more desirable, as they promoted a sense of security while residents were initially engaging with one another. Outdoor space was also identified as key for socialization and community building as well as an individual outlet for relaxation and decompression.



6. Staff Care |

Staff hugely appreciated their dedicated break area as a place to share tea and build relationships with one another as well as light a candle and decompress. However, they identified a desire for windows and natural light in this area. Resident amenity areas in close proximity to staffed areas were more desirable and more highly utilized than those out of sight of staff.

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



The following features have been incorporated into the design of the space with trauma informed design as a framework.

- 1. A soaring atrium reflects residents' possibilities and potential, infusing the space with a sense of awe and aspiration.
- 2. Wood and other natural elements ground and warm the space.

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- 3. Rather than reinforcing us-them power dynamics with a traditional reception desk, Karis features a café-style lobby where residents can interact casually and authentically with staff at the heart of the building or tuck into a cozy alcove.
- 4. The main stairway opens into the lobby, corridors are short and wide with clear sight lines for resident safety, and each department has an easy connection with the central space so youth always feel close to people who care.



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 Portlandbased 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

APPENDIX J CABQ NEAR HEIGHTS COMMUNITY FEEDBACK RELATED TO HOMELESSNESS

Near Heights Community Input Related to Homelessness

Input from Miro

These comments were gathered from participants at 4 Open Houses in February 2021.

- Feb. 11, 6 pm
- Feb. 12, noon
- Feb. 15, 6 pm
- Feb. 16, noon

Other comments were added after meetings with these community organizations:

- Together 4 Brothers on Feb. 23. 2021
- IDHCC on March 4, 2021
- United Way Ready Services Strategy Group on March 12, 2021.
- Mile Hi Neigh Assoc on March 13, 2021.
- Alvarado Neigh Assoc on March 20, 2021.

The full set of comments are available for review and additional comments here: https://tinyurl.com/NearHeights-Miro Assets:

A New Day Transitional Living Program

- -Harm reduction sites / outreach teams
- -Motel/hotel outreach teams response

Coordinated Resources Guide: https://abqcrg.org/

Opportunities:

- -Opportunities to implement and test demonstration programs
- -I support more tiny homes to get folks off the streets

daytime warming centers for unsheltered people when it is stormy or just cold, and motel rooms -in the ID during extreme weather; safe outdoor spaces for camping (empty city lots, etc)

-our community members that have no home, our members that don't have a place to take a bath

-The Gateway Center on Gibson, maybe that will lead to fewer people living on the street and less litter.

- -public restrooms/hand washing stations
- -Housing 1st & Advocacy for greater subsidies where no affordable housing is available
- -ID over policed
- -Public restrooms for unhoused folks
- -Renters who don't speak english ensure navigators to access housing in community

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 waht 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.



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, pol ice, 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