



COLD WEATHER SHELTERING PLAN

2024-2025



ACTIVATION OF EMERGENCY SHELTERING

- To ensure the safety of all residents, the City will activate winter sheltering protocols when outdoor temperatures reach critical levels, putting individuals at risk of cold-related injuries such as frostbite and hypothermia. By proactively monitoring these conditions, the City is committed to minimizing health risks and providing critical sheltering resources to our community's most vulnerable during extreme cold.

STAFFING

Staffing will be determined on a case-by-case basis.

TRANSPORTATION:

First responders (ACS, AFR, APD, and City Security) will provide 24/7 drop-off.

ACS is once again operating its after-hours transportation service.

Call: (505) 418-6178 to request transportation to a public or private shelter.

EMERGENCY SHELTERING ACTIVATION STEPS:



STEP 1

Expand capacity at Gateway West by 30 beds



STEP 2:

Overflow sheltering is activated at Gateway Center.



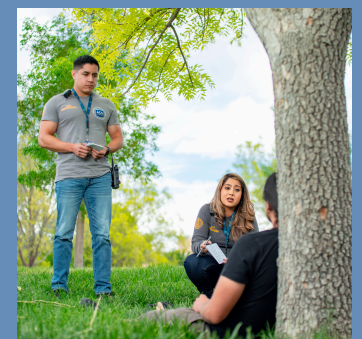
STEP 3

If demand continues to rise, 10 additional cots will be added to each dorm at Gateway West, accommodating 100 additional clients.



STEP 4

If additional capacity is needed, Multigenerational Centers and Community Centers will be activated.





COLD WEATHER SHELTERING PLAN 2024-2025

Maintained By: The Department of Health, Housing, and Homelessness in partnership with Albuquerque Community Safety, Office of emergency management, youth and family services and Senior Affairs

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SECTION 1: INTRODUCTION

PURPOSE

THIS PLAN OUTLINES THE CITY'S STRATEGY FOR PROVIDING EMERGENCY SHELTER DURING EXTREME WINTER WEATHER, LEVERAGING CURRENT RESOURCES AND INFRASTRUCTURE TO MEET INCREASED DEMAND EFFICIENTLY. IT DETAILS THE STEPS TO ACTIVATE OVERFLOW SHELTERS AND EXPAND CAPACITY AS NEEDED, WITH A CLEAR ESCALATION PROCESS WHEN EXISTING CAPACITY IS EXCEEDED.



SECTION 2: THRESHOLDS

2.1 SHELTER ACTIVATION THRESHOLDS

The following criteria in consultation with AFR and upon National Weather Bulletin notifications will be used to assess when winter sheltering and warming centers should open to support those in need:

1. **Temperature Thresholds:** Winter sheltering will be considered when temperatures are forecasted to drop to 32°F (0°C) or lower, as frostbite risks begin at freezing temperatures, particularly for individuals with prolonged exposure.
2. **Severe Cold and Wind Chill:** When temperatures fall below 20°F (-6°C) or wind chill values indicate an "effective temperature" below 0°F (-18°C), sheltering services will be prioritized. These conditions can lead to frostbite on exposed skin within 30 minutes and hypothermia with prolonged exposure, even for those who are adequately dressed.
3. **Weather and Additional Factors:** Heavy precipitation, wind speeds, and humidity will also be taken into account, as these factors can increase the risk of freezing and heat loss. Sheltering activation may be adjusted based on these elements to provide timely intervention.



SECTION 2: THRESHOLDS

SHELTER OPTIONS ACTIVATION ORDER:

All activations are contingent on the weather conditions thresholds listed above.

1. Threshold for Opening Gateway West 30 client Overflow:
 - a. If Gateway West has met its total bed capacity of 660-bed threshold. (Available 1 time a month)
2. Threshold for Opening Gateway Center Overflow:
 - a. If Gateway West has met its total bed capacity of 660-bed threshold and 30 client overflow has already been used that month or,
 - b. There is difficulty accessing Gateway West shelter due to road conditions.
3. Threshold for Expanding Gateway West Client Capacity by 100 clients
 - a. If Gateway West has met its total bed capacity of 660-bed threshold
 - b. Gateway Center Overflow is full or no longer financially viable.
4. Threshold for Opening OEM and YSC Community Centers
 - a. If Gateway West has met its total bed capacity of 660-bed threshold
 - b. Gateway Center Overflow is full or no longer financially viable.
 - c. Gateway West 100 Client Expansion is full or not viable

These triggers will initiate the next available sheltering option. When one option is at capacity, the next will be activated sequentially.

SECTION 3: SHELTERING OPTIONS

3.1 GATEWAY WEST EXPANSION (OPTION 1)

ACTION:

- Expand Gateway West's capacity by 30 beds without increasing the operator's contract, for a short-term period of 24-48 hours during extreme weather events.
- This should not exceed more than once in a month.

IMPLEMENTATION:

This is the first response when the 660-bed capacity threshold is met. The additional beds can accommodate emergency demand without needing additional staff or contract increases.

30 OEM cots, blankets and pillows will be stored in J Dorm, Store Room B.

SECTION 3: SHELTERING OPTIONS

3.2 GATEWAY CENTER OVERFLOW (OPTION 2)

ACTION:

If Gateway West's 30-bed expansion is insufficient, overflow sheltering will be activated at Gateway Center.

IMPLEMENTATION:

- Utilize Building 11 and/or other available spaces, such as the men's shelter or the medical sobering unit, depending on availability.
 - These areas will provide shelter for up to 35 additional clients in addition to the 50 beds in the men's shelter for a total number of possible beds of 85.
 - The First Responder Receiving Area can also sleep 20 people in an emergency winter situation.
 - HMIS Intake will be taken in print format and transferred to NMCEH for input/tracking
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SECTION 3: SHELTERING OPTIONS

3.2 GATEWAY CENTER OVERFLOW (OPTION 2)

SERVICES:

- Basic services such as cots, restrooms, snack packs, and shelter from the elements will be provided. No showers will be available onsite.
- Transportation to day shelters providing showers, meals, and other services will be provided each morning to those sheltered.

FIRST RESPONDER SUPPORT:

- First responders (ACS, AFR, APD and City Security) will provide 24/7 drop-off and support staffing for the overflow shelter, ensuring safe and secure operations for additional clients.

COST:

- Staffing 35 clients at Gateway Center/Building 11 from 6 p.m. to 8 a.m. would cost approximately \$5,292 per week or \$22,900 per month. Staffing 50 clients would cost approximately \$7,938 per week or \$34,370 per month, assuming similar staff wages and overhead costs.
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SECTION 3: SHELTERING OPTIONS

3.3 EXPANDED CONTRACT WITH GATEWAY WEST (OPTION 3)

ACTION

If demand continues to rise, we will expand the Gateway West contract to add 10 additional cots in each dorm, accommodating 100 additional clients.

IMPLEMENTATION

Temporary staffing will be funded to handle the increased capacity. The contract extension will be for emergency staffing to cover peak demand during severe weather.

COST:

Staffing Costs: Hiring temporary staff for 100 additional clients at Gateway West would require **8 staff members**, costing approximately **\$8,000 per week** or **\$34,640 per month**, including overhead and administrative costs.

SECTION 3: SHELTERING OPTIONS

3.4 USE OF OEM OR YFS COMMUNITY CENTERS (FINAL OPTION)

ACTION

Demand for beds beyond capacity under options 1, 2, 3 will result in utilization of Multigenerational Centers and Community Centers to be activated by OEM.

IMPLEMENTATION

- Centers can be operational within six hours and accommodate up to 200 individuals for up to 48 hours.
 - Facilities will be used, offering cots, locker rooms, showers, and basic kitchen services.
 - Individuals will be transported to these centers using Gateway West or ACS transportation, with no walk-up service.
 - City Security or a Security Agency will need to be on-site or on call to be available for security concerns.
 - Morning Transportation will be provided to day shelters to reduce impact on the facility and community and to assist those seeking shelter to have a safe, warm place with services during the day
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SECTION 3: SHELTERING OPTIONS

3.4 USE OF OEM OR YFS COMMUNITY CENTERS (FINAL OPTION)

COST

- The total estimated cost for 48 hours is \$18,120, which includes:

LOCATIONS IN PRIORITY ORDER FOR YFS

- TED GALLEGOS COMMUNITY CENTER
- MESA VERDE COMMUNITY CENTER
- THOMAS BELL COMMUNITY CENTER

LOCATIONS IN PRIORITY ORDER FOR MULTI-GENERATIONAL CENTERS

- NORTH DOMINGO BACA
- MONZANO MESA
- PALO DURO

SERVICE LIMITATIONS:

Regular operational services at identified locations may be suspended or adjusted. The membership will be notified via social media and list serve communication options.

SECTION 4: STAFFING PLANS IF CITY NEEDS TO STAFF SHELTERS

CITY STAFF

OVERTIME PAY FOR SOCIAL SERVICE DEPARTMENTS:

- If sheltering at Gateway Center is required, overtime pay will be offered to the city's division staff for additional shifts.

PROCESS FOR OVERTIME PAY IMPLEMENTATION:

- Overtime pay will be approved for social service staff, coordinated through Human Resources.
- A staffing rotation will be created to ensure fair distribution of shifts, and employees will be informed of how to volunteer for overtime.

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SUPPORT FROM OTHER DEPARTMENTS:

- Other city department staff may volunteer to assist in managing the overflow shelters.
 - City Security and City Transit may be called upon to assist.
 - ACS will be notified if individuals choose to leave the shelter on cold nights in the hope they will be able to assist the person to stay in shelter.
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SECTION 4: STAFFING PLANS IF CITY NEEDS TO STAFF SHELTERS

EMERGENCY STAFFING AGENCY:

If internal staff are unavailable, an emergency staffing agency will be engaged to provide personnel for the additional capacity at Gateway Center, Gateway West, or community centers. In the past, City staff have not signed up for graveyard shifts, limiting our capacity to staff solely with City staff. Staffing Agency Costs are below:

COST:

Clients	Staff per Shift	Cost per night	Cost per Week	Cost per Month
35	2	\$756	\$5,292	\$22,900
50	2	\$756	\$5,292	\$22,900
100	5	\$1,890	\$13,230	\$57,660

These estimates provide the likely costs of using an emergency staffing agency to cover overnight shifts at shelters based on client numbers and assume the typical wage and overhead rates of staffing agencies.

SECTION 5: DAYTIME SHELTER, TRANSPORTATION, AND FOOD RESOURCES

BECOMING DATA-DRIVEN:

The city of Albuquerque is utilizing two trackers. This includes the bed tracker which determines the number of available beds for people in the unsheltered community. The InterACTION tracker will determine the location of encampments and current outreach operations at encampments. Each of these will inform first responders in their responses when assisting our unsheltered community.

DAY SHELTERS:

HOPEWORKS

Provides day shelter services, including meals, clothing, showers, mental health support, and housing assistance.

THE ROCK AT NOON DAY

- Services: Offers free breakfast and lunch on weekdays, along with clothing, hygiene facilities, and other support services.
- Address: 2400 Second Street NW, Albuquerque, NM 87102
- Phone: (505) 246-8001
- Website: [The Rock at Noon Day](#)
- First Nations Community Health

GOD'S WAREHOUSE

- Services: Provides dinner at 4 p.m. and allows individuals to stay until the evening, offering a warm place to escape the cold.
 - Address: 8011 Central Ave NE, Albuquerque, NM 87108
 - Phone: (505) 463-0580
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SECTION 5: DAYTIME SHELTER, TRANSPORTATION, AND FOOD RESOURCES

DAY SHELTERS:

ALBUQUERQUE RESCUE MISSION (STEELBRIDGE)

- Services: Offers day shelter services including meals, access to basic hygiene, and support for homeless individuals transitioning to self-sufficiency.
- Address: 214 Coal Avenue SW, Albuquerque, NM 87102
- Phone: (505) 346-4673
- Website: [Steelbridge](#)

BROTHERS OF THE GOOD SHEPHERD

Provides daily lunch and shelter at night, including clothing, showers, mental health support, and housing assistance.

ALBUQUERQUE INDIAN CENTER

- Services: Provides meals, food boxes, and other support services. It serves as a daytime space for Native Americans and others to receive assistance and find respite from the cold.
- Address: 105 Texas Street NE, Albuquerque, NM 87108
- Phone: (505) 268-4418
- Website: [Albuquerque Indian Center](#)

CITY RECREATION CENTERS AND LIBRARIES

- Services: In extreme weather conditions, some city recreation centers may be activated as warming centers. They can provide a temporary safe space during daytime hours.
 - Note: Availability may depend on specific weather events and emergency shelter activations.
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SECTION 5: DAYTIME SHELTER, TRANSPORTATION, AND FOOD RESOURCES

DAY SHELTERS:

LOCAL CHURCHES AND FAITH-BASED ORGANIZATIONS

Some churches in Albuquerque offer daytime warming spaces or special services during winter months to help people get out of the cold. It's best to check local listings or outreach networks for information on church-based shelters.

SENIOR AND MULTIGENERATIONAL CENTERS

During extreme cold weather, senior or multigenerational centers may be used to shelter vulnerable individuals, offering a warm place to stay during the day. However, these services may be limited or activated only during certain emergencies.

FOOD RESOURCES

JOY JUNCTION

- Services: Provides shelter, three meals a day, and recovery programs for homeless individuals and families.
- Address: 4500 2nd Street SW, Albuquerque, NM 87105
- Phone: (505) 877-6967

Website: [Joy Junction](#)

STEELBRIDGE (FORMERLY ALBUQUERQUE RESCUE MISSION)

- Services: Offers meals, shelter, and rehabilitation programs focused on recovery and self-sufficiency.
 - Address: 214 Coal Avenue SW, Albuquerque, NM 87102
 - Phone: (505) 346-4673
 - Website: [Steelbridge](#)
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SECTION 5: DAYTIME SHELTER, TRANSPORTATION, AND FOOD RESOURCES

FOOD RESOURCES

HOPEWORKS (FORMERLY ST. MARTIN'S HOSPITALITY CENTER)

- Services: Provides day shelter services, including meals, mental health support, and housing assistance.
- Address: 1201 3rd Street NW, Albuquerque, NM 87102
- Phone: (505) 242-4399
- Website: [HopeWorks](#)
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STOREHOUSE NEW MEXICO

- Services: Operates a food pantry supplying groceries to individuals and families in need.
- Address: 106 Broadway Blvd SE, Albuquerque, NM 87102
- Phone: (505) 842-6491
- Website: [Storehouse New Mexico](#)

ALBUQUERQUE INDIAN CENTER

- Services: Provides meals, food pantry services, and various support programs to assist Native Americans and others in need. Services may include hot meals, food boxes, and community support initiatives.
 - Address: 105 Texas Street NE, Albuquerque, NM 87108
 - Phone: (505) 268-4418
 - Website: [Albuquerque Indian Center](#)
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SECTION 5: DAYTIME SHELTER, TRANSPORTATION, AND FOOD RESOURCES

FOOD RESOURCE

GOD'S WAREHOUSE

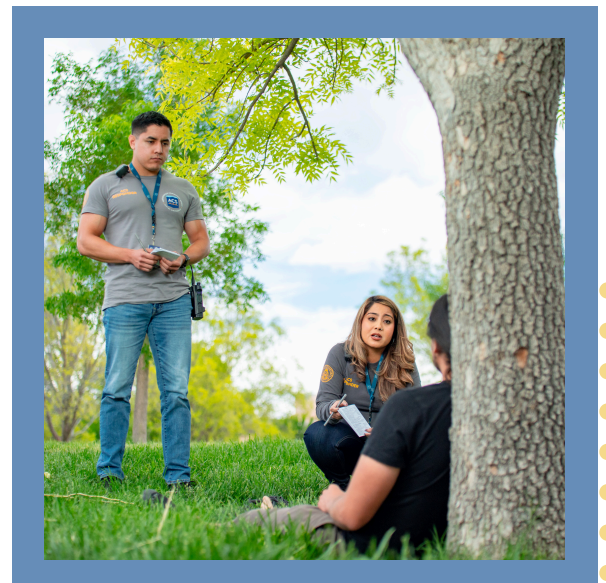
- Services: Serves dinner at 4 p.m. and provides various support services for the unhoused population.
- Address: 8011 Central Ave NE, Albuquerque, NM 87108
- Phone: (505) 463-0580
- Website: N/A

THE ROCK AT NOON DAY

- Services: Offers free breakfast and lunch on weekdays, along with clothing, hygiene facilities, and other support services.
- Address: 2400 Second Street NW, Albuquerque, NM 87102
- Phone: (505) 246-8001
- Website: [The Rock at Noon Day](#)

TRANSPORTATION SERVICES ALBUQUERQUE COMMUNITY SAFETY (ACS) WINTER SHELTER TRANSPORT

- Action: ACS will operate transportation services 7 days a week from 8 p.m. to 7 a.m.
- Purpose: To ensure individuals are transported to Gateway West or other shelter locations.



CONCLUSION

This plan prioritizes THE efficient use of existing resources and a clear escalation process for shelter capacity during severe winter weather. By expanding Gateway West first and utilizing resources such as overflow shelters, day services, and ACS transportation, we can manage the winter surge in demand while ensuring the safety and well-being of all individuals in need.

