

# CHANGING THE STORY

of Albuquerque's Systems for People  
Experiencing Homelessness

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# THE SCALE

Over the course of 2018,  
approximately 5,615  
households experienced  
homelessness in Albuquerque

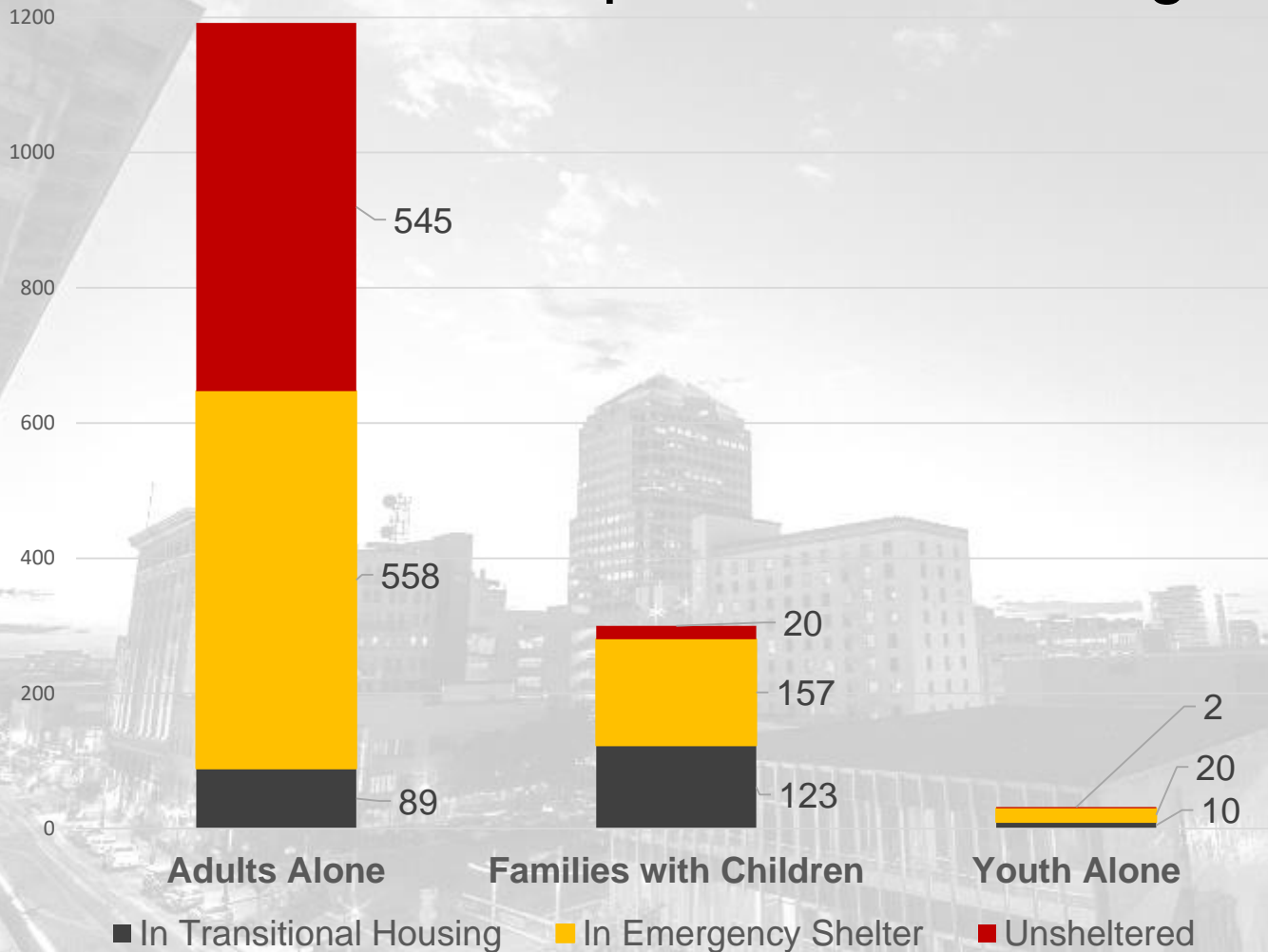


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*Coordinated Entry System Data CY2018, compiled by the NM Coalition  
to End Homelessness (Albuquerque CES, 2018)*

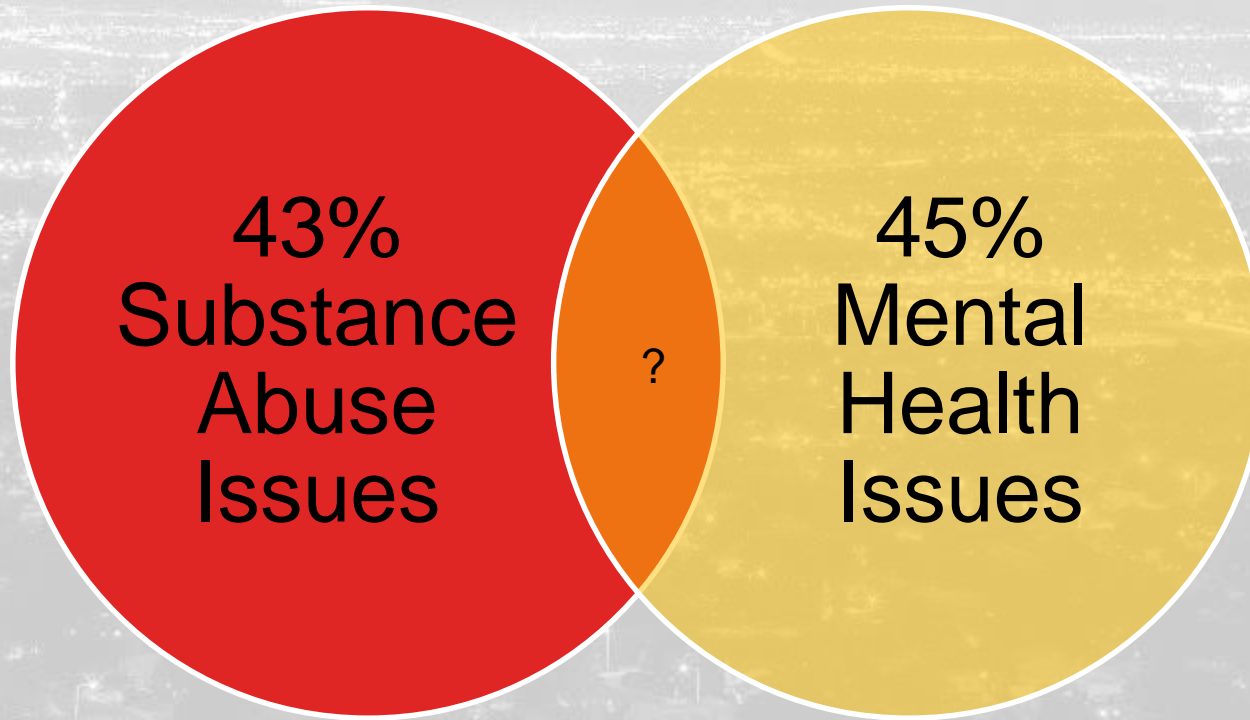
# 2019 Point In Time Count 1,525 People on a Given Night

THE SCALE



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

# UNSHELTERED HOMELESSNESS



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

# CHRONIC HOMELESSNESS

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

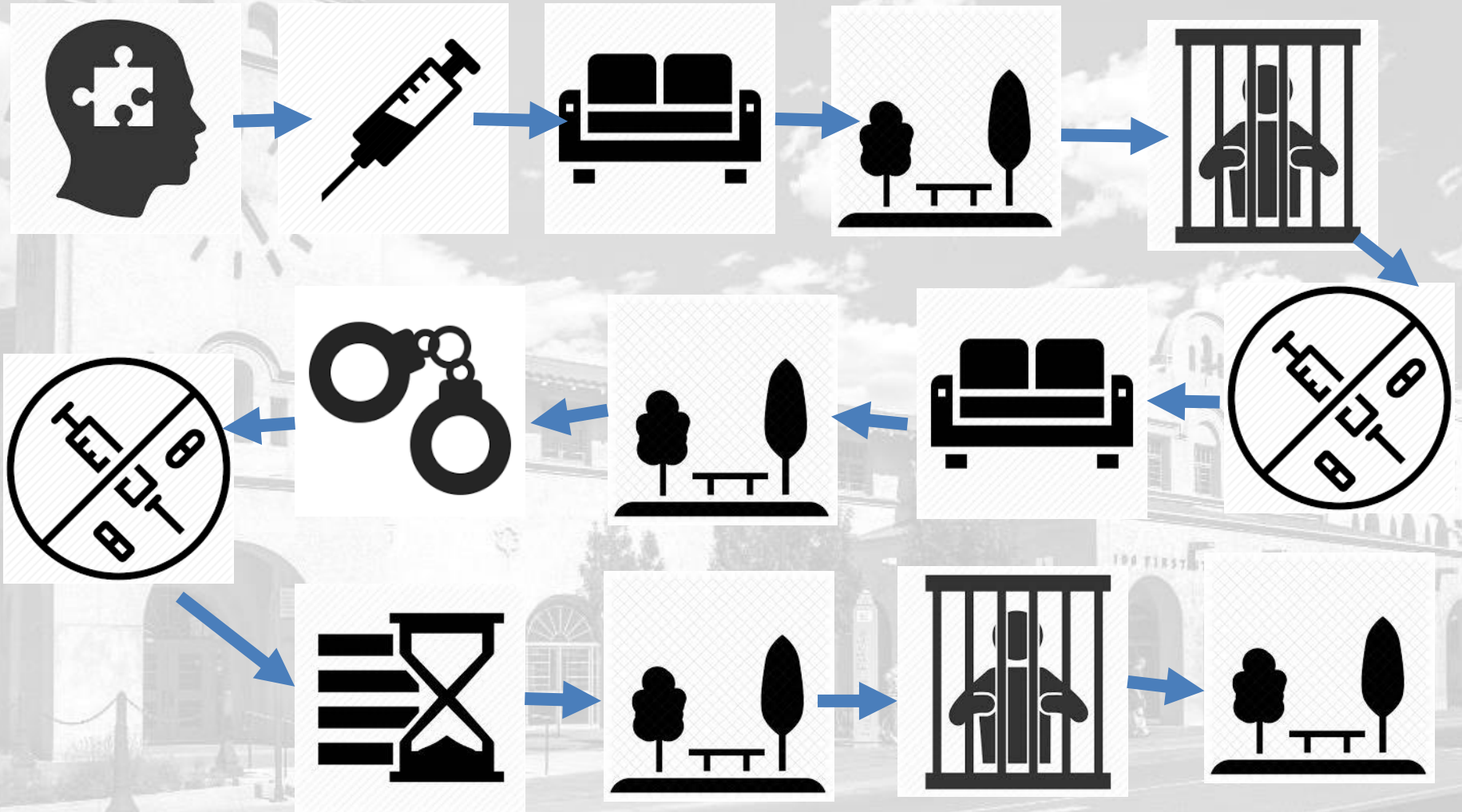
**39% ON A TYPICAL NIGHT**

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

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



# SYLVIA'S STORY





242-COPS  
9-1-1

AFR Response  
16,598 calls

APD Response  
1,374 calls

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

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

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



Hospital ER



Not Located,  
Not Transported  
or Call Canceled



Arrest



Social Services

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

10,195 "ghost calls" cost  
nearly **\$1 million**.

**19** people arrested.

**Zero** transports to social  
services.

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

# TRANSITIONAL HOMELESSNESS

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

Often are families or younger individuals

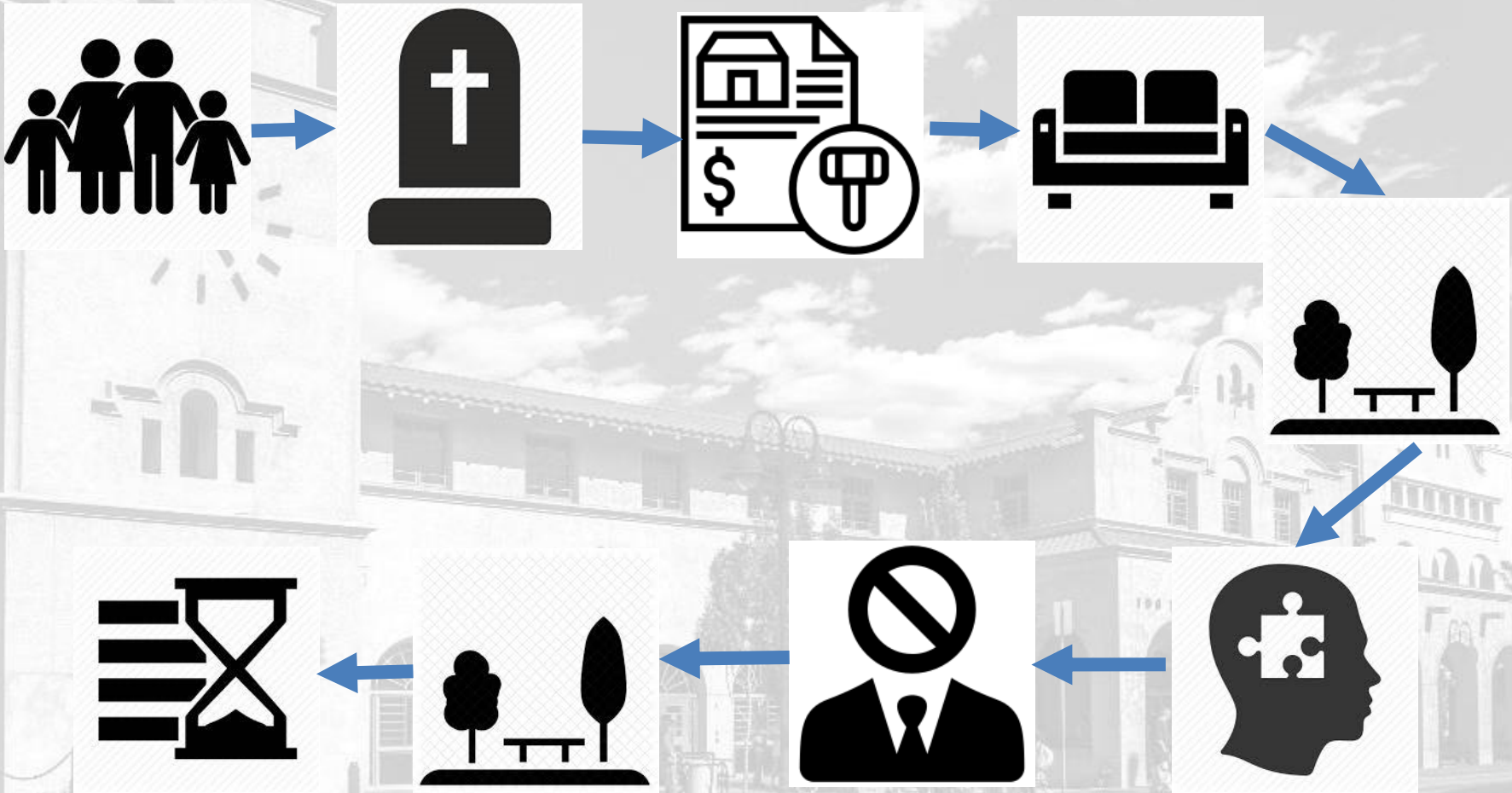
**61% ON A TYPICAL NIGHT**



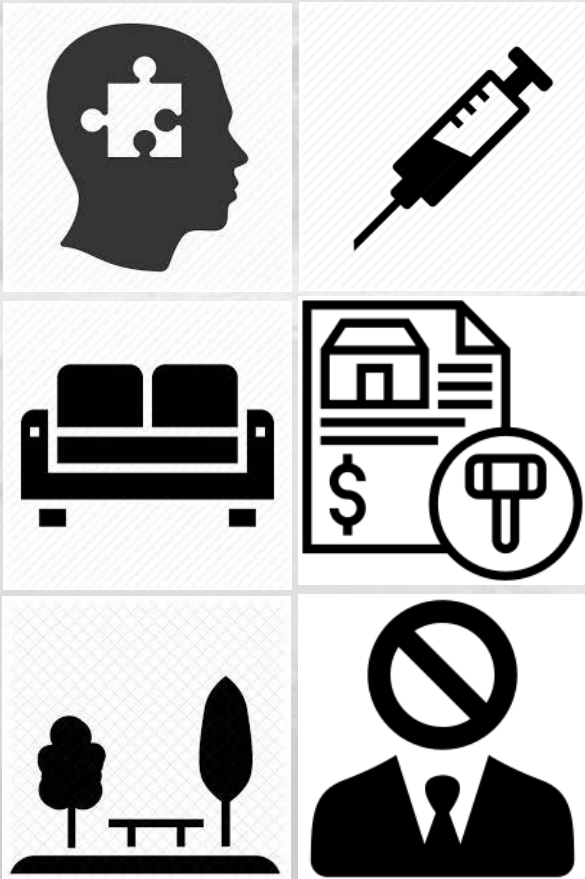


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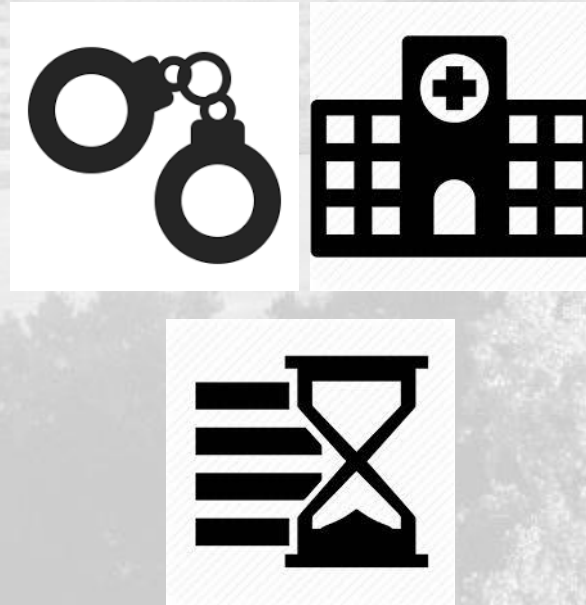
# MARY'S STORY



**WE NEED TO  
GET PEOPLE  
FROM HERE**



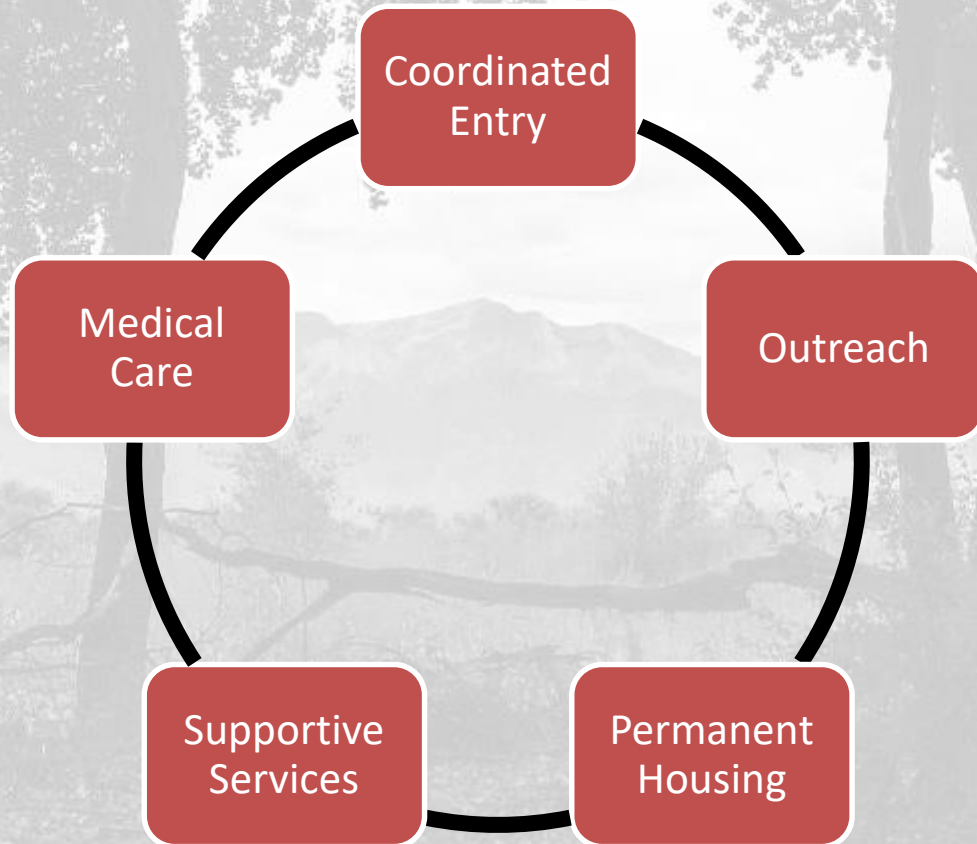
**WITHOUT  
GETTING  
LOST HERE**



**TO HERE**

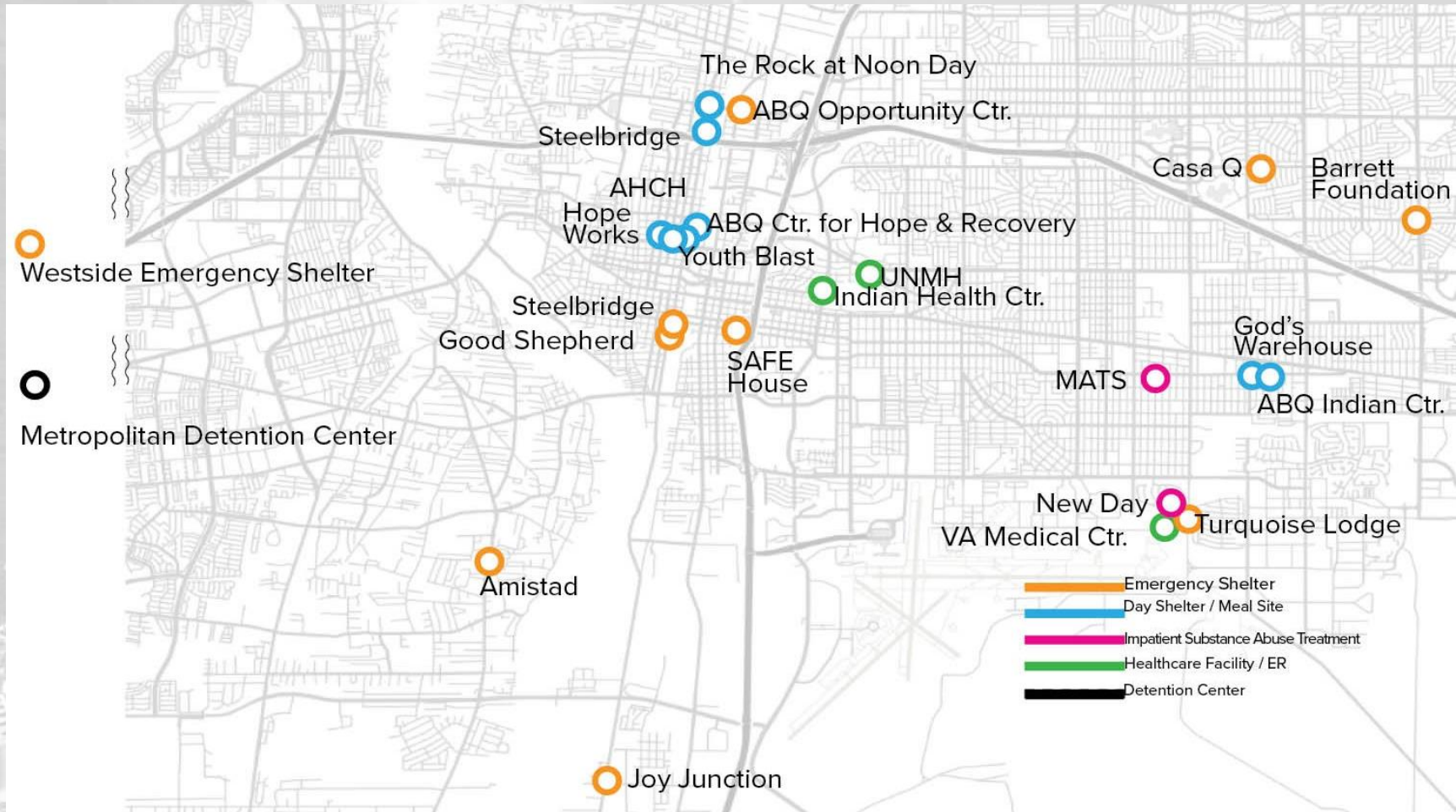


# SYSTEM PROBLEMS NEED SYSTEM SOLUTIONS



# EXISTING SYSTEMS

## MANY STRONG PARTNERS



**LACK OF CENTRALIZED EMERGENCY SHELTER CONNECTED TO PARTNERS**

# INTERIM SHELTER STRATEGY



Extend operations of  
Westside Emergency  
Housing Center

Partner with UNM-HSC and  
others for medical services

Partner with Bernalillo  
County for case  
management

Exorbitant transportation  
costs unfeasible in long-  
term

# EMERGENCY SHELTER STRATEGY

Centrally located

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

Onsite case management  
services

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

Strong exit strategies to  
permanent housing with  
support as needed



# SYSTEM SOLUTIONS



# CONCEPTUAL DESIGN

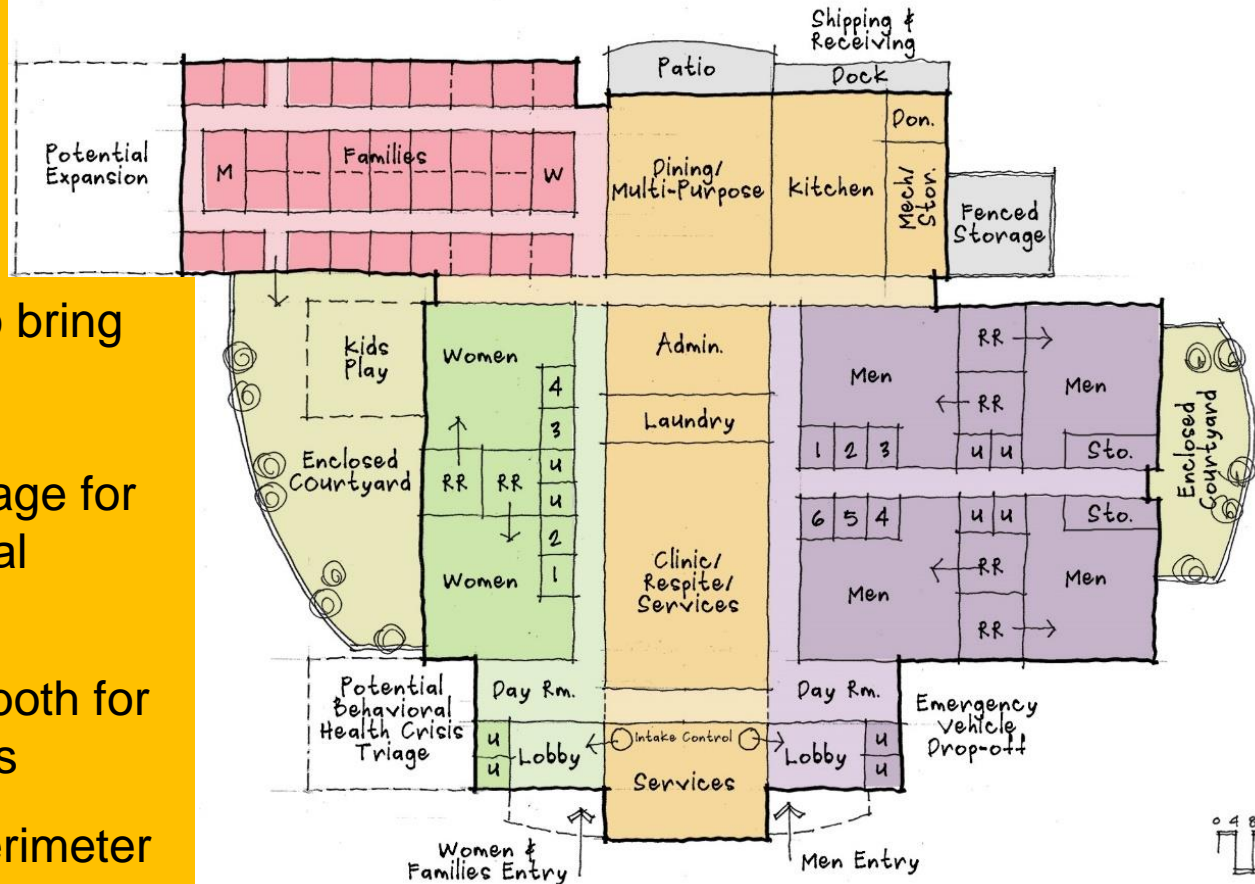
Provide services to help residents quickly obtain permanent housing, including case management and employment services

Allow residents to bring their pets

Provide safe storage for residents' personal belongings

Provide parking, both for staff and residents

Have a secure perimeter





# CONCEPTUAL DESIGN

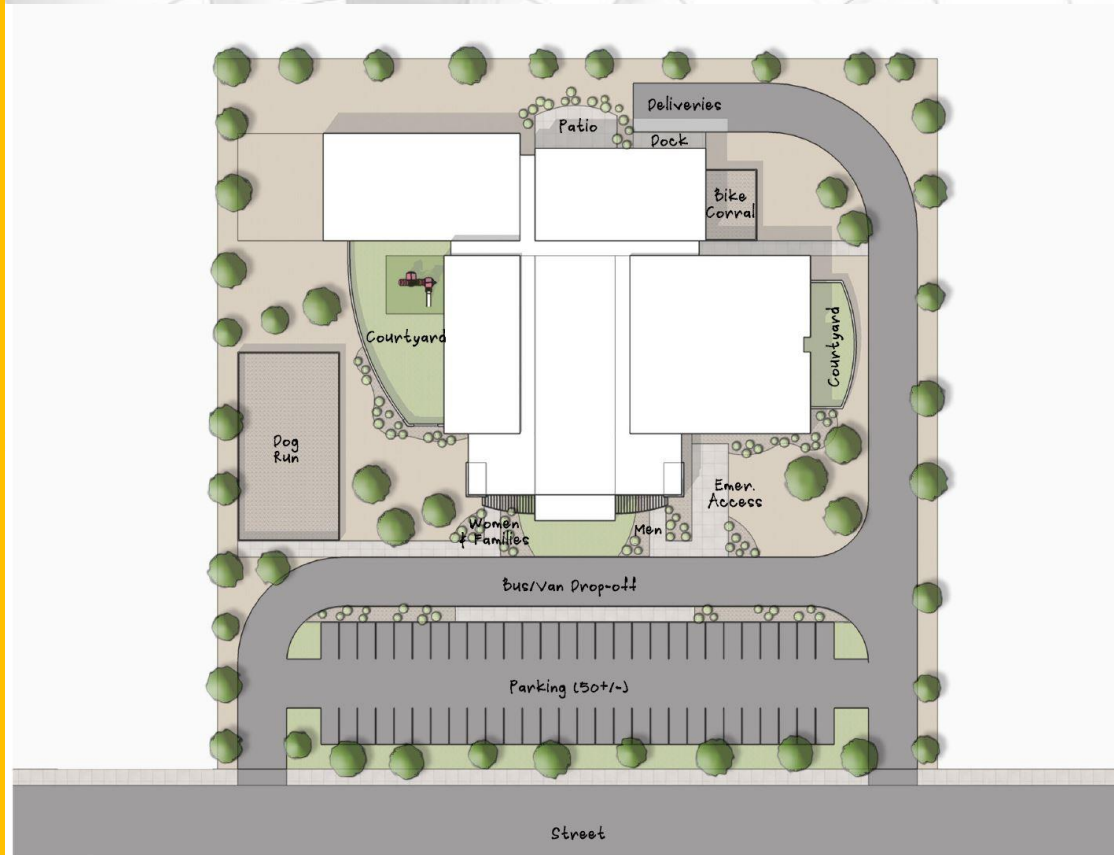
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# TIMELINE

2019 Planning process using state funds

- Preliminary conceptual design
- RFP for full architectural design
- National experts conduct study to determine right number of beds

November 2019 - GO Bond Election

2020 - Site selection and design

2020-21 - Construction

# OTHER KEY STRATEGIES

Supportive Housing  
Vouchers

Behavioral Health Services  
and Triage

Affordable Housing

Street Outreach



# QUESTIONS?

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